

FORWARD MOVING,
FORWARD THINKING



ANNUAL REPORT



22
23

Content

- Words from President and CEO
- Our Accomplishments
- Year in Review
- Accredited Organizations
- Thank you to our Volunteers



Words from our President and CEO

In the 2022-2023 year, the world began the process of moving into recovery from the COVID pandemic, providing new opportunities for how we do our work moving forward. The human services and health sectors are built on a foundation of people who care and truly want to make meaningful and positive differences in peoples' lives and communities and the Canadian Accreditation Council (CAC) is honoured to support in these recovery processes. We believe that accreditation processes lead to organizations being at their best which in turn directly benefits the community members who interact with them. We have witnessed forward-moving ideas and innovations and forward thinking on new ways of operating in our sector and are thrilled to be part of the rebuilding forward.

In this reporting year, CAC completed a new Strategic Plan and began the process of redefining our Purpose and looking at better ways of being in service to our accreditation organizations and stakeholders. CAC also successfully completed our organizational accreditation through our accreditation body, ISQua (International Society for Quality Improvement) and we have begun the process of our 2023 Standards review (scheduled for release in December 2023).

The CAC Board and staff immensely value our relationships with CAC organizations and stakeholders, and we appreciate the reciprocal work we do together to ensure the highest standards of practice as we continue to lay strong foundations that contribute positively to people and community well-being and health. A special thanks to all of you for your hard work in moving forward and thinking forward attitude.

CAC is committed to building resilience, innovation, success, accountability and most importantly, the power of building strong relationships. We look forward to working alongside all CAC stakeholders and are very grateful for each of you and for your ongoing support – let's forge our way together to create the best world possible! Thanks, again!



Cheryl Whiskeyjack
CAC Board President



Chris Mahoney
CAC Chief Executive Officer

Our Accomplishments

Forward Moving, Forward Thinking

CAC continues to move forward in many important, purposeful ways. With the renewal of our Strategic Plan we are charting our path to the future and continued growth. We have successfully completed our organization accreditation through ISQua, the International Society for Quality Improvement, through their IEEA Program, and are working hard to complete the 2023 Edition of Standards for accreditation and release in December of 2023. As we move away from the pandemic we are building new and innovative ways to provide accreditation services to organizations across the country.



Directional Growth and Accomplishments :



Recruitment
of new
volunteers



Able to be
back in
person



Building the
2023 Edition of
Standards



Implementing a
hybrid working model
for the office



New
electronic
tools



Increase in
new
applications



Moving forward
with our new
Strategic Plan



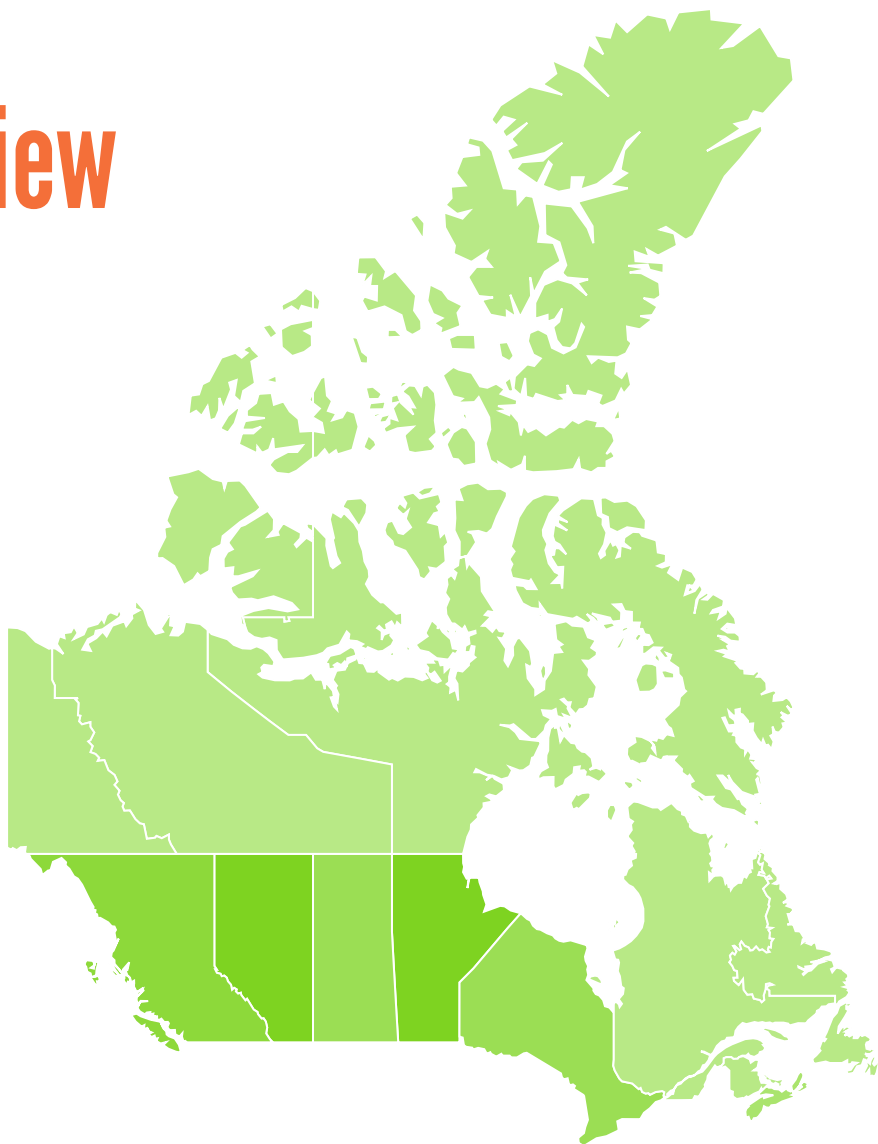
Organization
accredited by ISQua
IEEA Program

Year in Review

1165 Programs
from **235**
organizations
accredited or in
the process with
CAC from across
Canada



Gained
37 new
organizations
this year



255

Programs
granted
accreditation

45

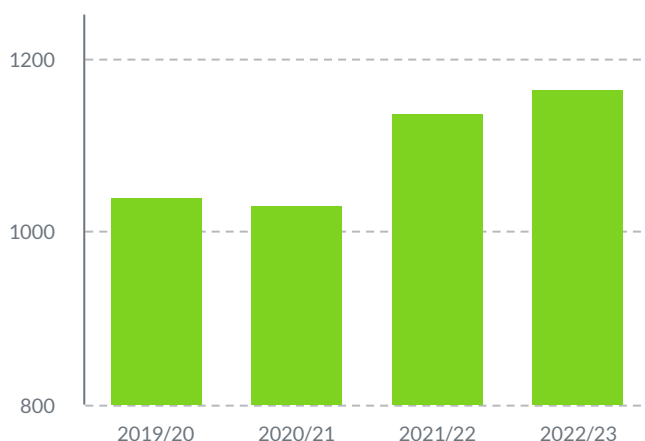
New Reviewers
trained

73

Applications for
accreditation
received

61

Onsite surveys
completed



Net Program Growth

CAC has been continuing an upward trend in the number of programs in the process or accredited with CAC. As we all continue on the road to recovery from COVID-19, we are seeing more organization ready to move forward with accreditation, continuing our upwards movement.

Accredited Organizations

We would like to congratulate the following organizations on achieving their accreditation this year.

<i>Accessible Housing Society</i>	<i>Four Arrows Regional Health Authority</i>	<i>Métis Capital Housing Corporation</i>
<i>Adeara Recovery Centre</i>	<i>Gambler First Nation Health Centre</i>	<i>Nenqayni Wellness Centre Society</i>
<i>Alta Care Resources Inc.</i>	<i>Grande Prairie Youth Emergency Shelter Society</i>	<i>North Wind Wellness Centre Society</i>
<i>ANEW Centre for Healing</i>	<i>House of Rhythms</i>	<i>P.A.C.E (Providing Assistance</i>
<i>Ayimach Resources Inc.</i>	<i>I Have A Chance Support Services Ltd.</i>	<i>Counselling and Education on Sexual Assault and Abuse)</i>
<i>Behavior Support and Family Support</i>	<i>Inn from the Cold Society</i>	<i>Remshag Care Group Home Corp.</i>
<i>Ben Calf Robe Society</i>	<i>Kainai Healing Lodge Centre</i>	<i>The Reverend Tommy Beardy Memorial</i>
<i>BGC Wetaskiwin</i>	<i>Ka-Na-Chi-Hih Specialized Solvent Abuse Treatment Center</i>	<i>Salvation Army, The - Edmonton Centre of Hope</i>
<i>Boys & Girls Club of Airdrie</i>	<i>Kapown Rehabilitation Centre</i>	<i>The SHARP Foundation</i>
<i>Bridge to Care Inc.</i>	<i>Kasohkowew Child Wellness Society 2012</i>	<i>Spirit Bear Group Home Ltd.</i>
<i>The Calgary John Howard Society</i>	<i>Kicawasimisinawak Wikiwaw Inc.</i>	<i>Town of Whitecourt</i>
<i>Canadian Mental Health Association - Lethbridge</i>	<i>Kokum's House</i>	<i>Tsow-Tun Le Lum Society</i>
<i>Can-Care Homes For Youth Inc.</i>	<i>Mariam's Footsteps Inc.</i>	<i>Westward Goals Support Services Inc.</i>
<i>CreeAition Community Care Society</i>	<i>Métis Calgary Family Services Society</i>	<i>Worth Resolving Youth & Family Services</i>
<i>Dreams of Hope Inc.</i>		
<i>Enviros Wilderness School Association</i>		
<i>Family Solutions Group</i>		
<i>Family Ties Association</i>		

Testimonials

The CAC staff were always professional and courteous assisting us on multiple occasions preparing for our accreditation. The onsite review was done without causing any disruption to our organization. Anyone seeking accreditation, I would highly recommend utilizing the services of CAC.

-John Dugas, Executive Director, Courageous Companions

The process from beginning to the end to accreditation went extremely well with guidance from CAC. The response time from CAC was amazing and with every request and question from NNHC, CAC was able to provide thorough guidance to help NNHC be successful.

-Dave Trudel, Interim Executive Director, Nimkee NupiGawagan Healing Centre

THANK YOU TO OUR VOLUNTEERS

Thank you to all of our volunteers for their ongoing support of CAC and stellar work. You have continued to provide your time and expertise to CAC and we appreciate it more than we can say. Without you we would not be the success we are today!

Here are some of the wonderful comments we have received about our volunteers.

” What struck me was the helpful attitude of the CAC interviewers. It was clear they wanted to be very thorough, but were patient and understanding as we went through a long series of questions. It turned out to be a very positive experience for all concerned.

” The team was funny, supportive and compassionate, most of all they connected with each member of the team and showed genuine interest in who we are and what we do.

” Thank you to all who were involved for making this accreditation such a positive experience!

” The onsite team was exceptionally professional, clear on expectations and ensured all questions were answered. They were very supportive of the need to be somewhat flexible in the schedule to accommodate clients and staff shifting.



Financial Summary

For an up to date review of CAC's Financial Statements, please contact our Finance and HR Manager at lhayes@cacohs.com.

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