



Building for the Future **Annual Report 2023/24**

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Land Acknowledgement

CAC's home office is located in Edmonton, Alberta or Amiskwaciwâskahikan in the Nehiyawewin (Cree) language. Amiskwaciwâskahikan, (Edmonton), is proudly situated on the traditional territory of Treaty No. 6, which are the ancestral homelands, as well being a gathering place of Indigenous peoples since time immemorial and will continue to be so for generations to come.

CAC is also honored and privileged to work in many other traditional territories with various nations in many geographic regions with traditions across Turtle Island.

Message from the CAC Board President and CEO

In 2023-2024, while recovering from a world pandemic, the desire to build for a better future could be witnessed and experienced in the human services and community health sectors. Forward moving ideas and innovations to work differently demonstrated a heightened level of resilience and commitment towards service excellence in a way that one could say sets a strong foundation toward a strong future. And with this level of resilience and commitment toward purpose-driven excellence, meaningful and positive differences result in the lives of people and communities. The Canadian Accreditation Council (CAC) is honoured to support the work of the human service and community health sectors and enable an accreditation process that is also purpose driven and meaningful in the work of building for a bright future.

In this reporting year, one area of important focus was the development of a CAC Purpose Statement. CAC celebrated 50 years of service in the fall of 2024, and we strongly believed that a future filled with energy and focus would be critical to the years ahead. As a result of this work, CAC's new Purpose Statement is simple, yet we believe – powerful! Our purpose is to:

"Foster Organizational Excellence and Strengthen Communities"

“

**CAC's purpose:
Foster
Organizational
Excellence and
Strengthen
Communities**

How will CAC achieve its purpose and support a strong future in our human and community health sectors? CAC's purpose driven work will:

- Ensure the accreditation process serves as a catalyst for organizational excellence and encourage a culture of accountability and continuous improvement.
- Provide opportunity for positive changes which lead to better problem solving, streamlined processes, and increased competency and efficiency.
- Elevate organizations' standards and levels of performance, where community members receive higher quality services and experiences.
- Lay a foundation for organizations to contribute positively to the community's growth, resilience, and overall strength.

In essence, the accreditation process doesn't just benefit organizations – it ripples out to create stronger communities



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Message from the CAC Board President and CEO

CAC's activities to our purpose driven work will focus on collaboration by working in partnership, information/education of the accreditation process, support to organizations to be their best, and innovation.

Our new Purpose Statement provides a roadmap and pathway to the next 50 years. We are excited and sincerely thank all of you for your

ongoing support of CAC. It is truly inspiring what a group of people who came together in 1974 could produce – we look forward to the future with all of you. A special thanks to all of you for your hard work and dedication and we at CAC commit to working alongside you to forge together the best future possible. Thank you!



A handwritten signature in blue ink that reads "Cheryl Whiskeyjack".

Cheryl Whiskeyjack
CAC Board President



A handwritten signature in black ink that reads "Chris Mahoney".

Chris Mahoney
CAC Chief Executive Officer

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The accreditation process doesn't just benefit organizations – it ripples out to create stronger communities

| 2023 Edition of Standards



“CAC is commended for the inclusion of requirements for organizations to support and respect the diversity of persons served during the care provision.”

ISQua EEA Survey Team



CAC has been working diligently throughout the year to prepare the 2023 Edition of Standards. With the monumental work of our staff, volunteers, committees, and input from our organizations, we have successfully completed the 2023 Edition of Standards, with the release of the Governance & Management Manual in December of 2023, and the program manuals shortly after.

We would like to thank everyone who has provided us with their time, energy, and expertise to create the next edition of our Standards.

In tandem with the creation of our standards, we have also successfully gained accreditation for the 2023 Edition of Standards. During the Spring and Summer of 2023, we evaluated and gathered the evidence to meet ISQua's EEA Principles for Development of Health and Social Care Standards, 5th Edition.

The survey of our standards was carried out from August 21, 2023 to September 1, 2023, and we were commended for our standards regarding support to the workforce, support and respect for the diversity of persons served, and the engagement that is sought from the community.

Year in Review and Key Insights

CAC's Client Base

Year over year, we have been recording an increase in the number of organizations choosing to gain accreditation with CAC.

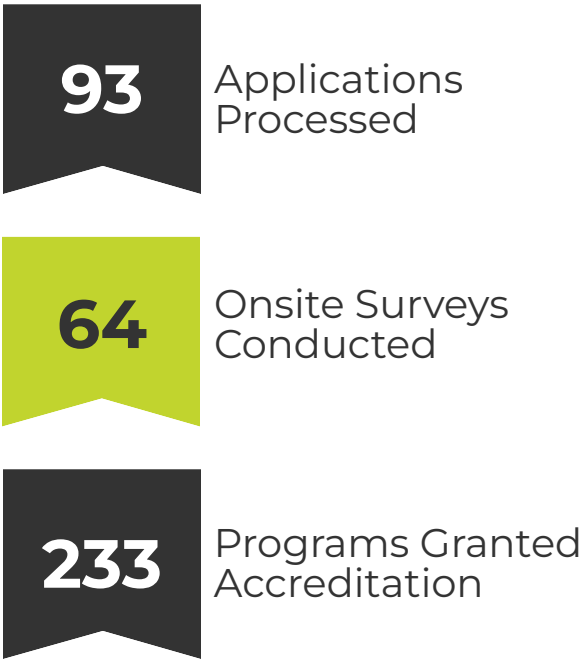


The Number of Reviewers and Team Leads that were Trained

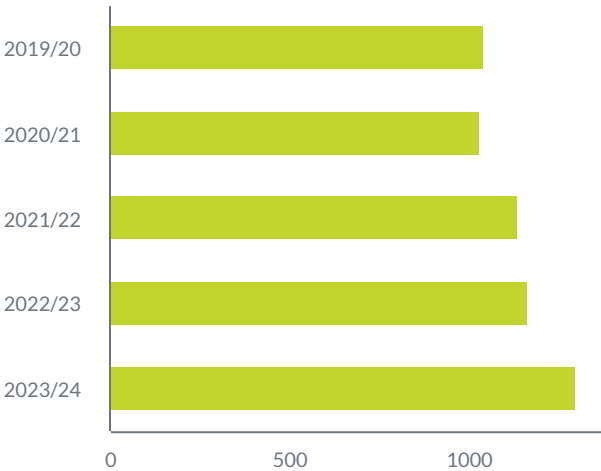


Activities conducted for CAC's Client Organizations

It was a busy year for CAC, with a steep increase in applications and an upward trend in Onsite Surveys conducted, as we continue to move forward in our recovery phase.



Year Over Year Growth in Programs



We have seen, especially over the past 3 years, an increase in the number of programs seeking accreditation with CAC.

CAC's Celebrations

This year and through the next

01

New Purpose Statement

In order to embody the work that we are doing, we have created a new purpose statement and refined values for CAC:

Purpose: *Foster Organizational Excellence and Strengthen Communities*

Values: *Knowledge, Inclusion, Care, Collaboration, Improvement*

02

50th Anniversary in 2024

The fall of 2024 marks the 50th anniversary of CAC, when we will unveil our new Purpose Statement, updated values, and 50th Anniversary Video.

03

Record Number of Applications from New Organizations

The 2023/24 year has seen a huge increase for CAC in the number of applications from new organizations, many from sectors we are expanding into. We have seen a 17% growth in our client base, and we are building to continue the momentum.

04

New Member of the Board of Directors

We would like to welcome Dr. Kelsey Reed to our Board of Directors. Kelsey is an Assistant Professor in the Department of Child and Youth Care at MacEwan University and brings a wealth of experience and expertise to our Board. Welcome, Kelsey!



Accredited Organizations

We would like to provide a heartfelt congratulations to the organizations that have achieved accreditation this year. We applaud your work and dedication to the accreditation process!

2313198 Alberta Ltd.

AARC Adolescent Recovery Centre

ASSIST Community Services Centre

Audeamus Inc.

Blue Thunderbird Tee-Bee Corp.

Braves Fountain

Calgary Alpha House Society

Calgary Alternative Support Services

Calgary Immigrant Women's Association

Canadian Mental Health Association - Edmonton
Region

Carya Society of Calgary

Charles J Andrew Youth & Family Treatment Centre

Chevranti Community Centre Ltd.

Circle of Courage Group Care Inc.

Courageous Companions Inc.

Creating Hope Society Of Alberta

Crystal Lily Inc.

Dee's Haven for Children

Four Directions Foster Parent Association

Harmonize Family Services Ltd.

Heritage Nanny Community Living and Support Inc.

Hill-Strum Support Services Inc.

Kindred Connections Society

KimbrAna House Inc.

Lighthouse Care Inc

Lower Nicola Indian Band

Little Warriors

Majesty Community Care Services Ltd.

Mountain Plains Family Service Society of Edmonton

Native Alcohol & Drug Abuse Recovery House

Eagle's Nest

Native Alcohol & Drug Rehabilitation Centre

Mi'Kmaw Lodge

Nightwind Treatment Centre Inc.

Nimkee Nupigawagan Healing Centre Inc.

Nurtures Inc.

Nuu-chah-nulth Tribal Council

O-Chi-Chak-Ko-Sipi First Nation Health Centre

Oskaya Healing Centre Inc.

Pathways Home

Pluming Eagle Lodge (2254718 Alberta Ltd.)

Rays of Hope Inc.

Red Deer Youth & Volunteer Centre Foundation O/A
Youth HQ

Rosebush Care Inc.

Sapphire Care Ltd.

Scw'exmx Community Health Services Society

Southeast Resource Development Council

Spirit of Our Youth Homes Inc.

Trellis Society for Community Impact

Vantage Community Services

White Buffalo Treatment Centre Inc.



The accreditation process serves as a catalyst for organizational excellence and encourages a culture of accountability and continuous improvement within organizations. These positive changes lead to better problem-solving, streamlined processes, and increased competency and efficiency. As organizations elevate their standards and levels of performance, community members receive higher-quality services and experiences.

Thank You To Our Volunteers

Thank you to all of our volunteers for their ongoing support of CAC. Their time, energy, and expertise are what make our organization flourish and thrive and help to improve the lives of those we serve.

We have received many, many wonderful comments about our volunteers over the year, which we would like to share with you.

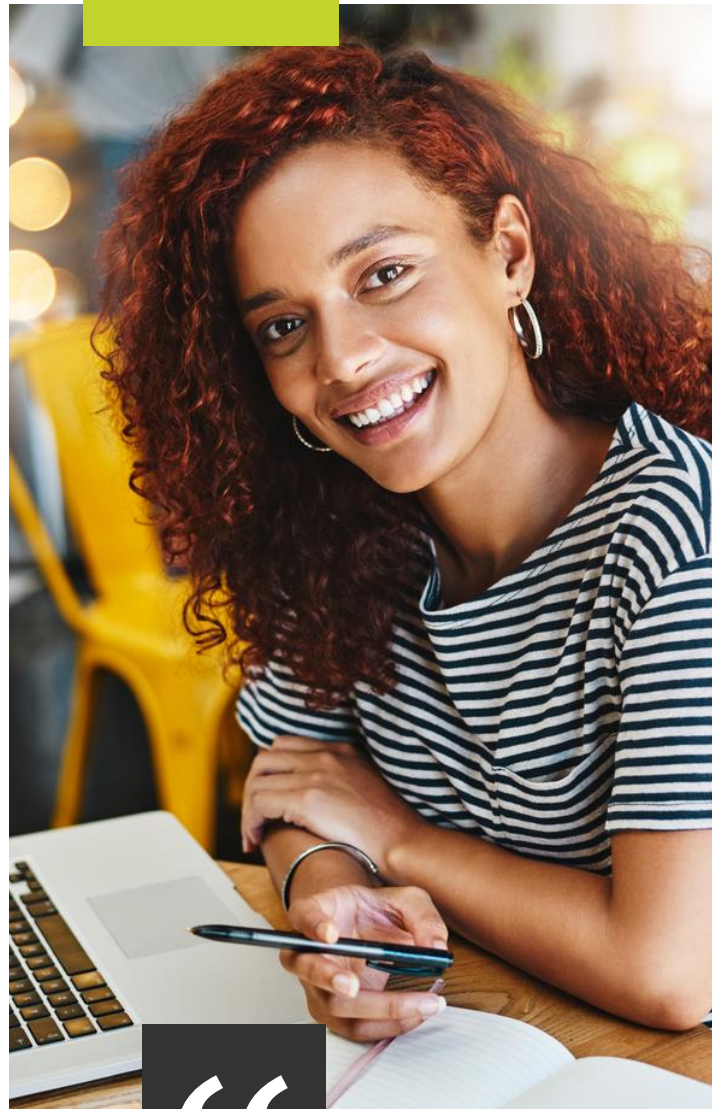
"The Reviewers were helpful, accommodating, and well organized for the day."

"The reviewers were professional and respectful."

"We are also very impressed with the friendliness, professionalism and enthusiasm of the review team. They have made the on-site review a much less stressful experience as we expected."

"The approach of the Accreditation Team. That is more conversational, strength based instead of power over. It is more of improving the practice of care providers than a fault finding process. This we appreciate a lot."

We are so very thankful that our volunteers are choosing to make a positive change in the organizations we work with, these changes ripple out to create stronger communities. Thank you for all you do!



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Our onsite Review Team demonstrated strong professionalism in a respectful and human manner. This means the world to us during accreditation.



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Contact Us



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canadianaccreditation.ca

Financial Summary

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