

## **ACCREDITATION – Terms of Reference**

Canadian Centre for Accreditation (CCA) (<http://www.canadiancentreforaccreditation.ca>) is a national non-profit bilingual accreditation body geared to community-based health and social service organizations.

CCA accredits a wide range of community-based human service organizations with a modular, tailored program that promotes excellence and quality. Accreditation with CCA supports organizations to continually improve the quality and efficiency of the programs and services they provide.

### **Overview**

#### **A tailored program**

CCA offers a four-year accreditation that supports an organization's quality management.

**CCA looks at the whole organization, with an accreditation program that is modular. The accreditation program combines a set of Organizational Standards covering areas such as governance, organizational planning and performance, leadership and risk management, with program and service modules relevant to different services.**

CCA believes that organizations benefit most by having their whole organization accredited. While the CCA accreditation program is aimed at reviewing the whole organization, at a minimum, the relevant modules of at least one sector must be used.

#### **Standard that are balanced and flexible**

Accreditation expectations are organized under two types of standards. Each standard has a series of indicators by which its achievement is assessed.

Mandatory Standards address legislated requirements, significant safety or risk issues, and crucial elements of good practice. Leading Practice Standards promote quality, learning, excellence and creativity.

Some standards may not apply to all organizations or may apply differently. Information on applicability is included in a note that appears with the standard.

In order to be accredited, an organization must meet all the Mandatory Standards that apply and a certain number of the Leading Practice Standards that apply—specifically, 50% of the Leading Practice Standards in each component, as well as a total of 80% of Leading Practice Standards across each module.

## **A process that supports quality**

The accreditation review is conducted by a CCA-trained team made up of senior staff, governing body members and volunteers from the community-based organizations that participate in CCA.

In its assessment, the team uses:

- Organizational documents and information submitted ahead of a visit
- Responses to CCA-conducted surveys of community partners, staff, governing body members, and other stakeholders
- Interviews, observation, and file, process and document reviews as part of a site visit

After the site visit, the organization has an opportunity to review preliminary results and provide additional evidence before the accreditation is finalized. Accreditation is granted for four years, with an annual quality update designed to support an organization's ongoing quality and planning cycles

### **Accreditation Timelines** **June 2015 - November 2016**

Dates	Items	Notes
June 15, 2015	Put together Accreditation team, information to the organization	Should have HR, one person from each Branch, should be people of detail, need to have an Admin Assistant on team
June 30 2015	1st Committee meeting	All Committee members will receive standards manual, meeting to process and talk about next 17-18 months, homework for summer
September 2015	Meeting to look at "where we are at", develop plans for next 14 months	Involves the whole organization
October 2015 - 2016-June	Monthly meetings – constant review Preparing staff for interviews Updating staff	These meetings will last 3 hours and will be set up on a regular time Attendance is mandatory
July –August 2016	Last reviews and details	Possibly bring in external reviewer
September 2016	Prepare and send digital copy 1.5-2 months prior	Final copy sent in to CCA
Site Review	Whole committee needs to be available	3 days, 3 site reviewers