

Memo

To: All Staff
From: Peter Rozeluk, Executive Director
Date: June 15, 2015
Re: Accreditation

ACCREDITATION

Over the last several months, the board of directors and management have considered the benefits of Mission Services of London (MSL) seeking accreditation as an organization. We have come to the conclusion that it is an appropriate time to begin the process of seeking accreditation with the Canadian Centre for Accreditation.

WHAT is Accreditation? Basically, it is a seal of approval given by an outside agency that says the organization meets certain minimum standards for the type of work it does.

WHY are we pursuing this? There are many reasons. Some of them are:

- **Accountability.** Staff want supervisors, managers, directors, the ED and the board to be accountable. This provides a way to measure and monitor that.
- **Accountability.** Our funders and the public want to know we use all resources wisely. This provides assurance.
- **Pride.** We know we work for a great organization, but it sounds much better when an independent person tells the world we are a great organization.
- **Confirmation.** Management tells staff that this is a great place. It would be nice to hear it from someone else.
- **Incentive.** Being a Christian faith based organization means that we already should have very high standards. But these standards are not always understood. Accreditation uses language that is understood by all. And it gives us incentive to live up to those standards, because accreditation can be taken away.
- **Funding.** Like it or not, governments will soon make accreditation a requirement to receive funding. So if we want to continue our CMHP programs and Quintin Warner House, sooner or later, we are going to have to become accredited.
- **Funding.** Like it or not, donors are beginning to look to see if an organization has financial standards and if they are accredited. If they are not, chances are the donor will move on and give to an organization that is.

WHO is subject to the standards? The whole organization is subject to the standards, from direct care staff in all branches, kitchen staff, maintenance staff, housekeeping staff, receptionists, administration staff, branch directors, the board of directors.

WHAT are the standards? There are many and they apply throughout MSL. Some of them are:

- complying with government legislation and contracts
- health and safety, and employment regulations
- risk management
- following best practices in your field
- promotion of quality work
- promoting learning for staff

WHEN do we start this process? Right now! Our goal is to be accredited by the end of 2016, or 18 months from now. To be ready, we need to start now. Attached are Terms of Reference, with a timeline from June 2015 to November 2016.

WHO needs to be involved? YOU need to be involved. Everyone will participate in some form or another. HOWEVER, we are looking for volunteers, ONE PERSON FROM EACH BRANCH. Please speak with your branch director if you are interested. Branch directors will also approach individuals. Please consider it.

WHO will be leading this process? Jon DeActis, Director of Quintin Warner House, will chair the committee.

WHAT else do I need to know? Please see the attached Terms of Reference.