What CARF-accredited organizations are saying about their accreditation experience:

"From the beginning of our partnership, to the completion of our first surveys and forward, the CARF Canada team has continued to provide exemplary service and support. With a commitment to ongoing quality improvement, the investment of time and resources was not insurmountable and has paid off in dividends already. We questioned if there was something we were missing as we were used to a very prescriptive process. It became evident to us that the standards provided the framework for quality, but still provided enough flexibility."

Julia King
Chief Operating Officer, Jarlette Health Services
Penetanguishene, ON

"We chose CARF because its aging services network standards cover our housing, home care, and assisted living, and long term care. We believe it is important to demonstrate accountability and excellence for the organization as a whole, not just in one area. The surveyors could have focused solely on organizational documents and policies, but instead demonstrated what is unique to the CARF philosophy: the persons served mirror what is being done organizationally, and their voices need to be heard."

John Pray
Shepherd's Care Foundation
Edmonton, AB

"CARF accreditation has served to strengthen Blue sky's position as a leading practice organization in the field of Child and Youth Residential Care, demonstrating that we have the checks and balances in place to ensure quality care. Embracing the standards as an integral part of our policies, procedures and service delivery has led to an organization wide commitment to continuous quality improvement in every area of our operations. The CARF Canada team and Resource Specialists have been incredibly supportive during what has been a period of immense change and growth for Blue sky and we look forward to continuing and strengthening our relationship in the years to come."

Melinda Wellsman
Director, Quality, Blue Sky
St. John's, NL

"CARF accreditation was an immense sense of validation for Touchstone, its staff, and board. Accreditation has, and will continue, to provide us with structure and accountability in our delivery system. More importantly, we can now ensure our consumers and contractors that we are committed and will continue to improve the quality of services we offer. Accreditation, so to speak, is the guarantee!!!"

Judy Valsonis
Executive Director, Touchstone Family Association
Richmond, BC

Benefits of Accreditation

- Quality improvement framework
- Risk management tool
- Improved funding access
- Business improvement, management instrument
- Ability to compare to industry standards
- Competitive differentiation, positive visibility
- Accountability
- Peer-networking
- Continual learning opportunities
- Service excellence

To contact CARF Canada, please phone toll free or email:

1 (888) 281-6531, ext. 3013

CARFCanadaTeam@carf.org

Scan the QR code to learn more about CARF Canada or visit **www.carf.org/Canada**.

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carf CANADA

CARF Accreditation Means *Quality* in Canada

The mission of CARF is to promote the quality, value and optimal outcomes of services through a consultative accreditation process and continuous improvement services that centre on enhancing the lives of persons served.

What is CARF?

CARF is a widely accepted accrediting body that sets international consensus standards for health and human services organizations.

Some of the areas CARF accredits are:

- Aging Services
- Behavioural Health (mental health and addictions)
- Employment and Community Services
- Child and Youth Services
- Medical Rehabilitation
- Vision Rehabilitation

Governments and funders accept CARF Canada accreditation as a mark of quality. For a current listing of organizations that recognize CARF accreditation, please visit **www.carf.org/Canada**.

Why Choose CARF?

Independent, Third-Party Accreditation

CARF was founded in 1966 and awarded the first Canadian accreditation in 1969. For more than 50 years, we have been assisting service providers in improving the quality of their services, demonstrating value, and meeting internationally recognized organizational and program standards. We have the expertise and infrastructure to provide dependable support in a manner convenient to you.

Relevant

CARF works with your existing business and service models for an ongoing partnership in quality improvement. The standards and accreditation process address stakeholder needs around accountability in efficiency, results or outcomes of services, and satisfaction with services and the organization. CARF works with your organization at a pace and manner that suits your organization.

Free Support

The CARF Canada staff are subject-matter resource specialists who are conveniently available to ensure that all of your questions are answered.

Consultative Peer Surveyors

We have a cadre of more than 1,500 experienced, culturally-competent surveyors who are trained to visit your organization with an objective, collaborative, and consultative approach. This brings an opportunity for knowledge exchange and a learning experience to your survey.

Surveyors are peers who work in accredited organizations with a minimum of five years of experience in direct service delivery or administration.

Fees

CARF fees are per survey, with no annual or membership fees. We offer full disclosure of all costs—direct and indirect—required and optional. Ask for details.

Standards

CARF standards are developed with input from peers in the community services sector and are applicable to organizations of all levels, sizes, and types. The standards are non-prescriptive, easily understood, state-of-the art, practical, and evaluated, with consideration that there are multiple pathways to conformance.

CARF standards address:

- Leadership/Administration
- Ethics
- Finance
- Quality Improvement Processes
- Human Resources
- Environment/Safety
- Outcomes
- Access to Services
- Assessment
- Consumer Rights
- Service Planning
- Transition/Discharge

Your Voice is Heard

Feedback is the cornerstone of quality improvement. There are a few ways in which your feedback makes an impact:

You are invited to comment on the standards and standard revisions by participating in the standards development process. For current and upcoming field reviews on CARF standards, please visit **www.carf.org/FieldReviews.**

CARF analyzes all input regarding its processes and evaluations in an effort for continuous improvement. We want to hear from you!

Surveyors provide direct feedback about the accreditation process and the standards to CARF. Interested in becoming a surveyor? Visit **www.carf.org/About/BecomeaSurveyor** for more information.