

## What the experts say about accreditation

“The CARF accreditation process gives us a chance to share with others what and who we are. It gives others the chance to share with us what is happening nationally and how we could apply other practices. We want to be the best of the best. We want to continue to present to the residents, families, staff, and public that we do care about their life and wellness and we do offer the quality of care that everyone is looking for.”

Craig Van Valkenburg, CEO  
Willamette View, Inc.  
Portland, OR

“The CARF survey assists in the maintenance of a continuous quality improvement framework for our organization. It’s a positive learning/consultative and reflective experience for our organization.”

Linda Rataj  
Director, Organizational Development  
North York Seniors Centre  
Toronto, ON

“CARF provided the opportunity for us to develop and maintain a robust quality infrastructure to support the delivery of person-centred services to our consumers, effective governance and leadership qualities and capacity, and a culture of high performance and lifelong learning.”

Carole Beauvais, CEO  
Nucleus Independent Living  
Oakville, ON, Canada

## About CARF International

Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, CARF International is an independent, nonprofit accreditor of health and human service providers in the areas of aging services, behavioral health, child and youth services, employment and community services, medical rehabilitation, opioid treatment program and vision rehabilitation services. The CARF group of companies includes CARF International, CARF Canada, and CARF Europe.

The nation’s first and only accreditation system for CCRCs—the Continuing Care Accreditation Commission (CCAC)—was founded in 1985 and began operations through the American Association of Homes and Services for the Aging (now known as LeadingAge). CARF acquired CCAC in 2003 and continues to be the only U.S. accreditor specifically designed for CCRCs.

CARF’s Financial Advisory Panel (FAP), a group of leading finance experts who conduct financial analyses in the aging services field, advises CARF on its development of financial standards and benchmarks. These standards and benchmarks help organizations ensure their sustainability through sound financial practices.

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# The Mark of Quality for Aging Services



## Setting the standard for quality

As people age, their needs change. Consumers, their families, and providers want assurance that aging services are of the highest possible caliber. Access to reliable, quality services is important, and accreditation helps make this happen.

To achieve accreditation, providers must demonstrate ongoing innovation and continued conformance to quality standards. This means they must be committed to improvement in their business practices and the services they provide to older adults. CARF standards are developed with the input of providers, consumers, payers, and other experts in the aging services field from around the world.

By meeting the rigorous standards, providers demonstrate their dedication to enhancing the lives of their consumers.

The continuum of care accredited by CARF includes:

- Adult Day Services
- Assisted Living
- Person-Centered Long-Term Care (nursing home) Community
- Home and Community Services
- Case Management
- Continuing Care Retirement Communities (CCRCs) (*aka Life Plan Communities*)
- Dementia Care Specialty Program
- Stroke Specialty Program
- Independent Senior Living
- Networks

Program descriptions for all aging services areas of accreditation are available on the CARF website at [www.carf.org/aging](http://www.carf.org/aging).

## Why accreditation is important

The accreditation process benefits both providers and consumers. Valuable benefits include:

### A standard for comparison

Looking for the accreditation seal is a concrete way for consumers to evaluate the many available aging services options. Organizations become accredited by delivering positive results, and the accreditation seal is confirmation of that achievement.

### Sound business practices

Accreditation standards serve as an excellent foundation for good business practices and can better position an organization today and for the future. The standards guide an organization in implementing strategies for performance improvement and developing comprehensive policies and procedures.

### Accountability

Accreditation demonstrates that a provider is accountable to referral agencies, funding sources, and the community, and is evidence to federal, state, provincial, and local governments of the value of the programs and services. Some insurers also consider CARF-accredited organizations a lower risk and offer insurance premium discounts.

### A sign of quality

Becoming accredited means an organization has a commitment to continuous self-evaluation and self-improvement guided by an independent third-party accreditation organization. The accreditation process also emphasizes the involvement of consumers as active participants in planning, selecting, evaluating, and improving the services provided.

## To learn more

Please visit our website at [www.carf.org](http://www.carf.org) for:

- Additional information about the accreditation process.
- A search tool to locate accredited aging services providers.
- Free resources and publications.
- Newsletters and the CARF Connection blog.
- A calendar of upcoming educational events and registration information.

