



TO: Parents, Families and Advocates of People Receiving Services

FROM: Pamela Singleton and Lisa Kelba, Lead Staff for Accreditation Management

DATE: November 24, 2011

RE: FOCUS Accreditation

We are pleased to announce that Community Living York South is proceeding with Accreditation. Focus Accreditation has been invited to review and evaluate our services in June 2012.

FOCUS Accreditation is an Ontario based organization and currently has a customer base of some 40 agencies, many of which are other Community Living organizations. Their accreditation standards were developed in consultation with people who receive service, families, employees and service providers from across the developmental service sector. The standards feature a dual focus on: a) the people who receive service and b) the quality of services provided.

There are many benefits for both people who receive service and CLYS as a whole to becoming accredited by an external evaluator.

- Provides validation for the work that we do.
- Offers assurance to consumers, families and community partners that we are providing quality services.
- Promotes consistency and high performance.
- Provides accountability and transparency of agency resources and services.
- Provides a framework for achieving and sustaining high quality of services.
- Promotes a culture of continuous learning and innovation.
- Promotes the organization as a service provider of "choice" in a market that is becoming increasingly competitive, as people and families are involved in choosing their supports and services.

FOCUS Accreditation's approach will fit very well with Community Living York South's values and is in keeping with the work that we have done to date with the Council on Quality in Leadership (CQL Canada). We will continue to utilize the concepts behind Personal Outcome Measures as our primary tool for gathering information and planning with people.

On a regular basis, we will be providing you with updates, activities and more detailed information on the process and offering opportunities for your involvement and input. If you have any questions, please do not hesitate to contact: Pamela Singleton @ 905-884-9110, Ext 650 or via email at: pamela@communitylivingyorksouth.ca and/or Lisa Kelba @ 905-884-9110, Ext 690 or via email at: lkelba@communitylivingyork.ca.