

### ACCREDITED AGENCIES LIST

Currently, there are **246** agencies that receive \$500,000 or more in contract funding from MCFD and/or CLBC and are accredited. In addition, there are **6** agencies that receive less than \$500,000 in MCFD and/or CLBC contract funding that are not required to be accredited and have done so voluntarily and at their own expense. For a list of all 252 agencies please visit: [www2.gov.bc.ca/gov/accredited-agencies-listing](http://www2.gov.bc.ca/gov/accredited-agencies-listing).

Additionally, there are **2** accredited MCFD provincial services. For a list of these programs please visit: <https://www2.gov.bc.ca/gov/content/family-social-supports/data-monitoring-quality-assurance/information-for-service-providers/accreditation/accredited-mcfd-provincial-programs>

**Congratulations** to McIntyre Care Home Ltd. for achieving accreditation for the first time!

### SITE SURVEYS DURING COVID-19

Earlier this year, both CARF and COA put on-site surveys on hold due to the COVID-19 pandemic. As a result, many BC organizations covered under the MCFD policy had their site surveys postponed. To continue providing accreditation services while also observing pandemic related restrictions, CARF and COA started conducting virtual site surveys in June/July.

The virtual site survey processes used by CARF and COA are still being assessed by MCFD for use by BC organizations. The focus of the assessment is on the impact on privacy. MCFD aims to have this decision made by late Summer/early Fall. If approved, virtual site surveys would only be available for reaccrediting organizations. Those organizations accrediting for the first time must wait until on-site visits are being conducted again.

On-site mock surveys are also on hold until on-site surveys can be scheduled. Virtual mentorship may be available in the interim, so please contact Jessica McGregor at [jessica.mcgregor@gov.bc.ca](mailto:jessica.mcgregor@gov.bc.ca) for more information about the MCFD Accreditation Mentor Network.

**Jessica McGregor**  
Accreditation Analyst  
Phone: 778-698-8188



### CONTACT COA

The COA phone number is 1-866-262-8088. Andreas Stocker, Accreditation Coordinator, can be reached at extension 288 or [astocker@coanet.org](mailto:astocker@coanet.org).

### Connect with COA

Website: <https://coanet.org/>

Newsletter signup: <https://coanet.org/newsletter/>

Facebook: [www.facebook.com/councilonaccreditation](http://www.facebook.com/councilonaccreditation)

Twitter: [https://twitter.com/coa\\_news](https://twitter.com/coa_news)

LinkedIn: <https://www.linkedin.com/company/council-on-accreditation>

### Explore COA's blog

COA's blog, *Interpretation*, can now be found at <https://www.coablog.org/>. Subscribe to receive a monthly roundup of the latest blog posts: <https://www.coablog.org/subscribe/>

### 2020 STANDARDS UPDATES

The 2020 edition of the Standards for Canadian organizations are now available at: <https://coanet.org/canadian-standards/>.

If you would like to learn more about the 2020 updates, you can view a webinar recording here: <https://vimeo.com/councilonaccreditation/review/385525876/589acoad42>. A pdf summary of the standards changes can also be found here: [https://storage.pardot.com/212652/163337/COA\\_2020\\_Edition\\_1.22.2020\\_Update.pdf](https://storage.pardot.com/212652/163337/COA_2020_Edition_1.22.2020_Update.pdf).

### BENCHMARKING PROGRAM

COA has updated their benchmarking program for accredited organizations. For a PDF overview of the benchmarking program, [click here](#). To learn more about the program, please visit [coameasures.org/](http://coameasures.org/).

### TRAINING AND RESOURCES

For more information about COA'S trainings and resources, please visit: <http://coa.force.com/coasite/eventsearch>.

**Karen Madison**  
Team Assistant  
Phone: 778-698-5023

### COA Webinars

COA offers a free 30-minute webinar, *An Introduction to COA and the Accreditation Process*, for organizations seeking accreditation for the first time. Participants will gain an understanding of the key concepts that define COA, the steps toward becoming accredited, and the benefits of accreditation. There will also be a Q&A to answer any questions you might have. Visit the COA events page for more information about upcoming offerings of this webinar.

COA is also in the process of updating self-paced, online trainings to reflect the 2020 standards released earlier this year. Due to COVID-19 related delays, COA anticipates releasing updated training by the end of the year. Please check the training calendar for relevant resources and to register for upcoming events.



### CONTACT CARF

The CARF Canada phone number is 1-888-281-6531. Penny Gagnon, Chief Advisor, can be reached at extension 3008, or at [pgagnon@carf.org](mailto:pgagnon@carf.org).

### CARF Resource Specialists

Ron Tran is the Resource Specialist for the Employment and Community Services (ECS) Standards Manual. Ron can be reached at extension 7071 or [rtran@carf.org](mailto:rtran@carf.org). Shar Whitmire is the Resource Specialist for the Child and Youth Services (CYS) and Behavioral Health (BH) Standards Manuals. Shar can be reached at extension 7154 or [swhitmire@carf.org](mailto:swhitmire@carf.org).

### ACCESS TO CARF PUBLICATIONS

Organizations covered by the MCFD Accreditation policy can access CARF publications via the CARF Customer Connect

Portal at: <http://customerconnect.carf.org>. These publications include standards manuals, survey preparation workbooks and the Accreditation Sourcebook.

### 2020 CARF TRAINING

For more information about upcoming training, please contact Penny Gagnon at 1-888-281-6531 extension 3013 or [pgagnon@carf.org](mailto:pgagnon@carf.org). A full list of all 2020 training events is available here: <http://www.carf.org/Events/>. A list of Canadian events is available for download at: <http://www.carf.org/Events/DownloadEventsSchedules/>.

### In-Person Events

All in-person CARF training events are on hold until further notice due to COVID-19 restrictions. This includes the trainings that were scheduled to be held in Vancouver this Fall: *Achieving and Maintaining CARF Accreditation in ECS, BH, & CYS* and *Advanced Performance Measurement*. CARF will update the event pages as frequently as possible, including relevant webinar opportunities.

Please note that MCFD does not cover the cost of webinars.

### MOCK SURVEYS

Did you know CARF surveyors can achieve continuing education points by conducting MCFD / CLBC mock surveys? Please contact Deborah Boykins at 1-888-281-6531 extension 7125, or [dboykins@carf.org](mailto:dboykins@carf.org) for more information.

### ASPIRE STANDARDS UPDATES

The new ASPIRE sections 1.M. Performance Measurement and Management and 1.N. Performance Improvement are now available in the 2020 CARF standards manuals. These standards came into effect for surveys starting July 1, 2020.

Since it is important for all organizations to familiarize themselves with changes in the standards manual, please contact your resource specialist (Ron Tran or Shar Whitmire) with any standards interpretation questions.

Jessica McGregor  
Accreditation Analyst  
Phone: 778-698-8188

Karen Madison  
Team Assistant  
Phone: 778-698-5023