

Things you need to know about CARF!

1. CARF is person centred.
2. An agency accredited by CARF assures clients and family members that it strives to offer the highest quality of services.
3. Pathways chose CARF as an accrediting body because we believe that reviewing our services against CARF standards gives us the opportunity to continuously improve our services. CARF accreditation also demonstrates our commitment to transparent and accountable practices to our funders, community partners, family members and the people we support.

CARF Update: Spring 2015



Thanks for your help in making CARF a success

4. Surveyors may ask you questions during their survey visit about client needs, emergency preparedness, health and

safety, policies or other agency information.

5. CARF is an evergreen process. This means that once an agency has responded to every standard at their initial accreditation, they only need to respond to new or revised standards that are made on an annual basis after that.
6. There will be a client survey this year to help us to gather important information from our clients about what they think about the services and supports they receive.
7. There will also be an employee survey this year so we can understand what you think about Pathways.
8. CARF isn't a "test"- it helps us to improve the services we provide to the people we support.
9. We appreciate your help in making CARF a success.
10. If you have questions about CARF, or need more information, ask your Manager.

What's our fortune in 2015?

That we will have another successful CARF survey in 2015!

Pathways last hosted CARF surveyors in November 2012. At that time, the surveyors awarded Pathways with a 3 year accreditation for Pathways Community Homes, Supported Living, Host Family, Community Integration (Programs) and Respite Services.

We have stayed in compliance with CARF standards updating our practices and policies along the way. In 2015, new standards have been released and we are in the process of responding to the new standards.

Over the next few months you will be hearing more about CARF from your manager and in other agency communications. There is a lot to do this year and we need and appreciate your help in helping us to get ready to show the surveyors the amazing work you do on behalf of the people we support. Previous CARF surveyors have recognized Pathways

knowledgeable and dedicated employees as one of the agency's key strengths! We know that your professionalism and support to our clients will be mentioned again!

So check out your fortune...and see how CARF fits in. There are lots of ways to learn about CARF...to make it a little more fun, and rewarding,



complete the quiz on the next page...**you could WIN a \$50.00 gift certificate to the movies!**

Help make your CARF fortune successful! Take the CARF Quiz Challenge!

Answer the following questions correctly and you could win a \$50.00 gift certificate to the movies!
To enter the CARF Quiz Challenge, complete the quiz below, put your name and contact information at the bottom.

Send your quiz to Deborah Paus by April 30/15.

The person who has the most correct answers wins the gift certificate! In the event that there is more than one CARF "Smartie" out there and we have a tied score, we will draw for the winner.

1. The Acronym CARF stands for:

- a) Capable Aardvarks Repairing Fences
- b) Caring And Responsible Friendships
- c) Commission on Accreditation of Rehabilitation Facilities
- d) Canadian Accreditation of Residential Facilities

2. Pathways has a three year accreditation with CARF and received its first accreditation in 2009.

- a) True
- b) False

3. The Annual Management Report outlines the accessibility plan that CARF requires and the agency's outcome measures.

- a) True
- b) False

4. The rights of persons served

- a) Are embedded throughout the accreditation standards
- b) Are in policies
- c) Are required by the Ministry of Community and Social Services & the Ministry of Health
- d) All of the above
- e) Only a) above

6. Updated Quality of Life Plans or service plans are a CARF requirement.

- a) True
- b) False

6. CARF is an international organization and compares Pathways services to international standards for quality.

- a. True
- b. False

7. During the survey visit, the surveyors will

- a) Talk with staff only
- b) Talk with clients only
- c) Talk with the Management and Board only
- d) Talk with staff, clients, Board members, community partners, and family members.

8. A CARF standard is;

- a) A lot of work to complete
- b) Defines how Pathways is expected to deliver a program or service
- c) Is a policy template

9. A staff person, family member, person served can ask to speak to a surveyor during the survey visit.

- a) True
- b) False

5. There are 15 Health and Safety Standards that must be met in the 2015 CARF Standards Manual.

- a) True
- b) False

Name: Please print

Telephone:

