

## **GUIDELINES FOR SUBMITTING A QUALITY IMPROVEMENT PLAN**

Attached is a form for your use in submitting a Quality Improvement Plan (QIP). Quality improvement efforts are regarded by CARF as integral and critical facets of the accreditation process. Guidelines for completing the form are as follows:

1. Respond to all standards identified.
2. Include a brief response that indicates the steps that have been taken or are being taken to address the recommendation. Indicate estimated dates for completion of "in process" items, where appropriate. Do not repeat the wording of the recommendation from the survey report in your QIP.
3. Do **not** include any copies of your organization's forms, policies, procedures, memos, pamphlets, documents, or other attachments with the QIP. CARF will only review your written response to each recommendation.

Upon receipt of the QIP, CARF will review your progress toward addressing the recommendations and acknowledge the plan in a letter to your operational leadership. The QIP will be included in the packet of materials sent to the next survey team. During the next survey visit, the team will review this further to make the determination whether the actions you have taken have brought your organization into conformance to the standards. Additional information concerning the interpretation of specific standards is available by calling CARF.

Please note that the submission of a QIP within 90 days (45 days for a preliminary survey) following your initial notice of accreditation is a CARF Accreditation Condition and is required to maintain accredited status. For more information refer to the Accreditation Conditions in the current standards manual.

We encourage you to approach the completion of the QIP as an additional opportunity to enhance the quality, value, and outcomes of your services. If you would like further assistance, please do not hesitate to contact us toll free at (888) 281-6531 [dial 001 (520) 325-1044 from outside the US and Canada].

Please send the completed QIP to [asc@carf.org](mailto:asc@carf.org) via email.

If you are unable to submit the QIP electronically, you may send the completed plan via regular mail to the Tucson, Arizona, office or fax it to (520) 495-7080 [fax to 001 (520) 495-7080 from outside the US and Canada].

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## QUALITY IMPROVEMENT PLAN

### Return to CARF by 3/19/2019

Company ID: 220048

Survey Number: 112108

#### Pathways to Independence

289 Pinnacle Street  
Belleville ON K8N 3B3  
CANADA

Accreditation Decision: Three-Year Accreditation

Accreditation Expiration Date: 12/31/2021

Survey Date(s): 11/5/2018–11/7/2018

Standards Manual(s): 2018 Employment and Community Services

Completed by (Name): Deborah Paus

Date Completed: February 20, 2019

Job Title: Chief Human Resources & Organizational Effectiveness Officer

Standard Number for Recommendation	Step(s) to Address the Recommendation	Completion Date (Actual or Estimated)
1.H.4.b.(9) Personnel should receive documented competency based training related to workplace violence.	Develop training and tip sheets for employees to respond to emergency situations such as bomb threats.	February 2019 Complete
1.K.3.a.(4) Implement a policy and written procedure by which individuals served may formally complain to it that specifies levels of review, including the availability of external review.	Review current policy and procedure and revise to include a process that includes an external review.	June 2019
2.B.10.a, b, & c. An exit summary report should be prepared on a timely basis for each individual served who leaves the organization's services. The report should summarize the results of services received.	The current discharge policy will be reviewed and revised with timelines. A new document will be developed that includes discharges from all programs and services.	June 2019
2.B.10.b.- see above		
2.B.10.c.- see above.		