



INFORMATION REPORT

TO:	Chair and Members Emergency & Community Services Committee
COMMITTEE DATE:	May 8, 2017
SUBJECT/REPORT NO:	CARF Accreditation Survey Results - Macassa and Wentworth Lodges (CES17015) (Wards 6 and 13)
WARD(S) AFFECTED:	Wards 6 and 13
PREPARED BY:	Shawn Gadsby 905-546-2424 ext. 1900 Susan Wollison 905-546-2424 ext. 7360
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SIGNATURE:	

Council Direction:

Not applicable

Information:

Accreditation is a process of self-assessment and external, third party review that results in formal recognition that an organization conforms to a specific set of consensus-based standards. A normal accreditation cycle is three years in duration with the goal of obtaining full accreditation with the completion of the survey visit. Accreditation provides for an enhanced funding to the Lodges of \$50,000 per year from the Ministry of Health and Long Term Care.

CARF International (Commission on Accreditation of Rehabilitation Facilities) is an independent, non-profit accreditor of human service providers and networks, including those delivering long-term care. CARF Canada, incorporated in 2002, is a member of the CARF family of organizations. Both Macassa and Wentworth Lodge have been members of CARF Canada (since 2010 and 2011 respectively) when CARF was approved as an alternative to Accreditation Canada by the Ontario Ministry of Health and Long-Term Care. Prior to this the Lodges were long standing members of Accreditation Canada.

Macassa and Wentworth Lodges have historically completed the accreditation process separately with each obtaining full three year accreditation status in 2010 and 2013 (Macassa) and 2011 and 2014 respectively (Wentworth). Since the Lodges have made great strides in aligning policies and procedures and as a recommendation from

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

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CARF, the 2017 Survey Visit was completed with Macassa and Wentworth Lodge jointly (February 2017).

Macassa and Wentworth Lodge have been successful in obtaining a full three year accreditation (2017-2020) which is the highest rating an organization can achieve. Areas where the Lodges excelled included standards related to:

- (a) Leadership - 100%;
- (b) Strategic Planning - 100%;
- (c) Input from Stakeholders - 100%;
- (d) Risk Management - 100%;
- (e) Health and Safety - 100%;
- (f) Human Resources -100%;
- (g) Technology - 100%;
- (h) Rights of Persons Served -100%;
- (i) Technology - 100%; and,
- (j) Performance Measurement, Management and Improvement - 100%.

Areas that were identified as opportunities for improvement included:

- (a) Reviewing the Admission Package and documents to ensure clarity;
- (b) Enhanced audits of Resident Trust Accounts for services such as Hairdressing, Tuck Shop; and,
- (c) Reviewing the relationship with all external service providers to ensure expectations are clear and performance is reviewed.

As per the requirements of CARF, a Quality Improvement Plan will be developed to address these items within 90 days of receiving the accreditation decision.

Benchmarking provided by CARF indicated that the Lodges performed at a higher than average level even on those items identified as opportunities for improvement.