



Spectrum Accreditation Project 2005

Bulletin #6
November 2005

Spectrum's **Accreditation Project** is well underway and will be a focus for the whole organization as we prepare for a complete survey of our services in April 2006.

Mock Survey a success!

Spectrum had a "mock survey" on Friday, October 21st. Michael McCoy, Executive Director of Richmond Family Services and a CARF-certified surveyor, spent the day with us going over Spectrum's policies and procedures, viewing some sample files, and visiting one of our program sites. The Ministry for Children and Families requires us to complete a mock survey to assure our funders of our readiness to proceed with a full site survey.

The surveyor was very impressed with Spectrum's information management systems, and said we're in great shape to proceed with a full site survey next spring.

Many thanks to everyone who has worked so hard to get through this first phase of Spectrum's accreditation project. A special thank you to our Process Documenter, Lisa Warren, for her copious note taking and organizing of information; to Jim Reynolds and the East 15th team for participating in the mock survey; and to those who helped make the office ship-shape (especially Vivica and the Graffiti team). Also thanks to everyone who rearranged their schedules to make themselves available for the mock survey. It was much appreciated.

Next steps

1. **Submit "Intent to Survey":** We have just submitted our application to CARF for a complete survey next spring. Because we successfully passed our mock survey, MCFD will pay the cost of the full site survey, which will involve a team of surveyors spending approximately three days at Spectrum reviewing all aspects of our operations.
2. **Implement new policies and procedures:** Our revised policies and procedures manuals were reviewed by Spectrum's policy committee, our Board of Directors, and by the mock surveyor, and were finally distributed to each program site on November 1st. The new manuals take effect immediately. The manuals are also available at the Spectrum office and on our website.
3. **AGM and Open House:** Spectrum held its Annual General Meeting and an Open House on Tuesday, November 8th, from 3-8 p.m. We had a number of information sessions, presentations, and a celebratory cake to recognize this milestone in our accreditation project.
4. **Managers training:** On November 14th, we held an all-day training session for our managers' team, where we reviewed the new policies and procedures manuals, introduced some new monitoring and reporting forms, and talked more about the CARF standards.