



Spectrum Accreditation Project 2005

Bulletin #4
July 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.

June 30th open forum on accreditation

On June 30th, Spectrum hosted an information meeting at the Bonsor Recreation Centre for families and employees to learn more about accreditation. We also discussed the transfer of community living services to CLBC, which took place on July 1st, 2005 (see enclosed notice for more information).

Information management

CARF will assess Spectrum's conformance to their standards in 3 different ways:

- 1) Through a review of our written policies, procedures and information management systems
- 2) Through interviews with individuals, families, employees, funders and other stakeholders
- 3) Through observation of typical daily routines and activities

A major focus as we prepare for accreditation is to standardize Spectrum's information management systems. The diversity of our services, and multiple program locations over a large geographic area, can make the sharing and storage of information a challenge. In recent years, we've increased our use of technology to help streamline our information management systems and improve communication between programs. Over the summer, all of our program managers will be trained on the ComVida payroll and scheduling program, which will allow them to create and submit staff schedules online. This will greatly improve the efficiency of our payroll process. Also on the technology front, Spectrum is developing an online information system ("Sharevision") that will allow people to complete various reports online from any program site or from their personal home computers.

The program managers have been busy updating individual files at the office and in the homes to ensure that all the necessary documentation is up-to-date and stored in the appropriate place. Most of the information CARF will require already exists, but it needs to be organized in a standard way from one site to another. We're also developing a few new checklists and procedures that will be implemented over the next couple of months, in order to satisfy all of the CARF standards.

Human Resources

We have begun a comprehensive review of our human resources (personnel) systems. CARF has several standards relating to human resources, most of which Spectrum already meets through our existing processes. Again, our focus over the next few months will be updating the personnel files and in-house documents to ensure that all of our programs are meeting consistent standards. The priority for our program managers over the summer will be ensuring that all staff evaluations are up to date.