



ANNUAL REPORT 2015/16

FOCUS Accreditation

September 2016



Winners from the 2016 Innovation Awards

"Conducted professionally with enthusiasm!"

"I would be happy to provide a positive reference to any agency using your services for accreditation."

"Helps us stay focused on quality improvement and innovation."

"It was a pleasure to showcase our agency with such a professional and approachable group of people... thank you!"

FOCUS Accreditation

257 Pinnacle Street, Suite 105
Belleville, ON K8N 3B2
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Local : 1 613 966 8088



Family Transition Place, VAW—First organization to receive 100%

Content

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"I believe it has enhanced our staff relationships, enhanced our practice and our policies and procedures."

"It reinforces that we are doing an excellent job and that we have set high standards for our work."

"Accreditation induced feelings of unity and pride."

"It has helped us to review the way we do things and come together as a whole."

"Great teambuilding. Very validating! Good moral boost."

"Staff were very involved in the preparation which resulted in a broader understanding of the whole organization for each of them."



Community Living Parry Sound receives their first Accreditation—December 2015

Message from Board Chair

I would like to express a word of thanks to all staff, volunteers, peer validators and our wonderful clientele who embrace our vision of continued and ongoing attention to and improvement in quality of care. The people who are served by our clients remain clearly at the center of the work we do and that is what makes our job so important and so rewarding. ~ *Sheila Simpson, Board Chair*

Message from Executive Director

I am excited for FOCUS as we deepen our understanding in the sectors in which we serve, and our continued effort to develop relationships and truly enhance organizations, so they in turn are providing the quality services that all people deserve. The Board as a whole is engaged in furthering FOCUS, and I appreciate being at the table with leaders who believe in COI and Quality Assurance. Just like our client organizations, FOCUS continues to evaluate, assess and grow and for me, being part of a forward thinking organization is inspiring. We continue to focus on people, focus on quality! ~ *Cheryl Whiteman, Executive Director*



Our Board 2015/2016

Sheila Simpson, Board Chair

Mary McLaren, Vice Chair

Geoff McMullen, Treasurer

Michel Bourassa, Secretary

Brian Dunne, Member

Patty Vlaar, Member

Joe McReynolds, Member

Helen Zipes, Member

Marilyn Dumaresq, Member



Women's Community House & FOCUS Accreditation Team

Our Staff

Cheryl Whiteman, Executive Director

David Livingstone, Director of Accreditation

PH London
Winners of Most Innovative Presentation
and Most Innovative Program
2016 Learning Event & Innovation Awards



"Everyone was very pleasant and professional! There was a lot of respect shown towards people supported and their homes or environments."

"The timeliness of the team in following the schedule, and the team's willingness to adapt to changes that we or our community partners wanted was very helpful."

"Thank you to the team for a very positive experience that helped us with next steps for growth!"

"I really appreciate that I got to talk to another peer-validator who also works in the VAW sector."

"Throughout the process with the team we felt that our work was valued and that we were being supported in seeking the next level of attainment."

"What could have been an intimidating and stressful few days ended up with us feeling like we've made new friends."

"The whole process is very much a positive process and resulted for us in improved service to clients as well as demonstrating to the clients and community how much we care about doing the best work that we can for our clients and community."



Accreditation Team for Community Living Fort Erie

David awards DeafBlind Ontario Services their second certificate of Accreditation



*"It has helped us to verify things we do well and identify areas we need to work on. Going through the process felt a bit like a **team building exercise.**"*



"FOCUS was very knowledgeable and genuinely interested in our agency, the work we do and the staff they met. They were personally a pleasure to work with."

"Two accreditation team members attended a workshop to view our services with clients and they put both myself as facilitator at ease and the clients participating. Thank you."

"Reinforcement of high standards, professionalism, reinforcement of need for continuous improvement, excellent service, and desire to be a learning culture"

"The on-site validation had a very positive impact. It has been a good experience from the beginning, one that included the entire agency from front line to Board"

"Appreciated the flexibility of the team, their professionalism and their understanding that front line work had to continue while they were present."

"It helped us to focus on areas that had not been a priority it helped us to ensure that some of the practices we didn't have in writing were put into either policy or procedure."



Statistics/Our Impact

Thank you Peer Validators

58 Peer Validators since the inception of FOCUS, with the first on-site being completed in 2007.

58 individuals, totalling 206 peer representations and contributing an astonishing 6180 hours!

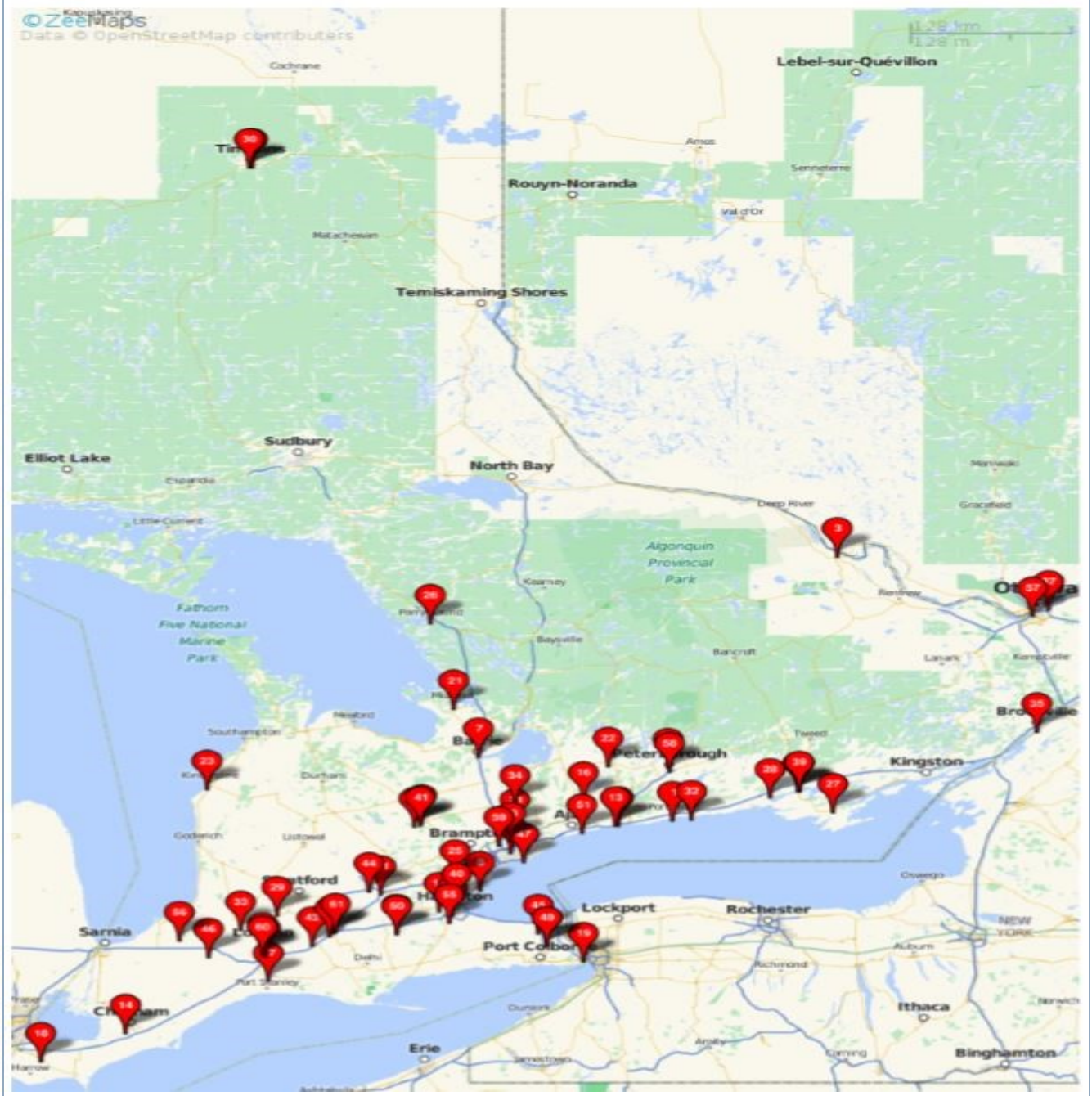
14 NEW Peers trained in 2016

Cohort of 43 Peer Validators!

Client Retention Rate

Annual Retention Rate: 94.9%
Accumulative Annual Retention Average since FOCUS first opened: 98.2%

FOCUS Registered Organizations



Org Stats

Organizations:		
Accredited	42	67%
Registered	21	33%
Total Orgs:	63	100%

Sector Stats

	DB	DS	VAW	CSS	
Accredited:	1	37	5	0	
Registered:	0	13	1	6	
Total:	1	50	6	6	63
	2%	78%	10%	10%	100%



The following Organizations have been Accredited between September 2015 - September 2016

October 2015 - KW Habilitation - DS Sector, 1st Accreditation

[November 2015 - Domestic Abuse Services Oxford - VAW Sector, 1st Accreditation](#)

December 2015 - Community Living Parry Sound - DS Sector, 1st Accreditation

December 2015 - Community Living Kincardine - DS Sector, 1st Accreditation

January 2016 - Community Living Fort Erie - DS Sector, 2nd Accreditation

[March 2016 - Family Transition Place - VAW Sector, 1st Accreditation](#)

March 2016 - Central West Specialized Developmental Services - DS Sector, 2nd Accreditation

April 2016 - DeafBlind Ontario Services - DB Sector, 2nd Accreditation

April 2016 - Woodstock and District Developmental Services- DS Sector, 3rd Accreditation

[July 2016 - Women's Community House - VAW Sector, 1st Accreditation](#)

**A special thank you to
Accreditation Committee Members:**

Sheila Simpson (Chair of Committee)

Terry McCarthy

Mary Cosyns

Brenda Ross

Peggy Malcolm



Family Transition Place receives their first Accreditation!