

# COMMISSION ON ACCREDITATION

160, 3015 – 12 Street NE, Calgary, AB T2E 7J2

Phone: 403-250-9495 • Fax: 403-291-9864 • Email: [accred@acds.ca](mailto:accred@acds.ca)

August 22, 2016

Joanne Hart-Sweazey, Executive Director  
Supported Lifestyles Ltd.  
Suite 210, 495 -36th Street NE  
Calgary, AB T2A 6K3

Dear Joanne:

Upon review of the Survey Report dated May 2016, The Commission on Accreditation has awarded Three-Year Accreditation to Supported Lifestyles for the following programs and services:

- Residential Services
- Career Services
- Adult Relief Services
- Support Approach Team
- Complex Needs Residential

The attached Schedule A indicates the areas Supported Lifestyles needs to address prior to applying for re-accreditation. Also please review the attached Site-Survey Report for suggestions to ensure continuous improvement.

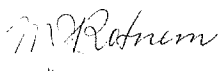
A copy of the *Creating Excellence Together* (CET) Level I portion of the report has been sent to your regional Disabilities Services Division (DSD) office. Please let ACDS know if you would like us to also send them the Level II portion of the report.

In an attempt to prevent Supported Lifestyles' accreditation status from lapsing, the Commission encourages you to reapply for accreditation at least twelve months prior to the expiration date noted on the accreditation certificate. ACDS will contact you at that time to help you through the application process.

The Commission would like to express its appreciation to Supported Lifestyles for its service to the community, its commitment to the accreditation process and its dedication to the delivery of quality services to people with disabilities.

The Alberta Council of Disability Services and the Commission on Accreditation would be pleased to publically acknowledge your achievements and present your Accreditation Level II certificate at an event of your choosing. Please see the enclosed form for details.

Regards,



M. Jane Rotnem  
Chair, Commission on Accreditation

# SCHEDULE A

Encl: Schedule A, Survey Report, Order form

## LEVEL I INDICATORS THAT REQUIRE ATTENTION

Standard & Indicator	Report Comment	Recommendation
<b>Quality of Life</b>		
Standard 5 Indicator 7	Most individuals do not participate in advance care planning as they present with few health problems and in some instances their guardians have determined the level of care they require. Some who require advance care planning say that they have not considered it as it was not suggested to them.	Ensure that individuals who require advance care planning based on their health concerns or age participate in this planning with their guardians.
<b>Organizational Framework</b>		
Standard 34 Indicator 2	Policy 3379, Risk Management, addresses the service provider's commitment to developing and implementing risk management strategies and to evaluating its strategies as circumstances arise or change. Supported Lifestyles has various policies addressing the personal and environmental safety of individuals receiving service such as Policy 1135, Health and Safety of Individuals in Service; Policy 1145, Healthy and Safe Environments; Policy 1210, Emergency Situations; Policy 1280, Client Profiles/Procedures; Policy 1200, First Aid and Client Personal Care Supports; Policy 3380, Occupational Health and Safety; Policy 3383, Preventative Measures to Ensure Safe Driving; Policy 3265, Non-Agency Owned Vehicle Insurance Coverage; and Policy 3440, Smoking. However, these policies do not define acceptable levels of risk for individuals, employees, the service provider and the community.	Ensure that policy is developed that defines acceptable levels of risk for individuals, employees, the service provider and the community.

# COMMISSION ON ACCREDITATION

160, 3015 – 12 Street NE, Calgary, AB T2E 7J2

Phone: 403-250-9495 • Fax: 403-291-9864 • Email: [accred@acds.ca](mailto:accred@acds.ca)

## LEVEL II INDICATORS THAT REQUIRE ATTENTION

Standard & Indicator	Report Comment	Recommendation
<b>Organizational Framework</b>		
Standard 37 Indicator 7	Succession planning is addressed informally and management is aware that key positions in the organization that are considered critical for succession planning include the Executive Director, the Human Resources Director, the Director of the SAT, and all senior directors. Some initiatives such as senior staff co-locating office space and working together to learn various aspects of the position (e.g., conducting investigations and doing training together) has occurred. Succession planning has not been formally implemented with established succession plans.	Ensure that there are established formal succession plans for key positions.