

E.D. COMMUNICATION

April 22, 2021

CARF Survey

I wanted to share with everyone the great news about how extremely well KSCL's CARF Survey went during April 19,20,21.

The CARF survey team was comprised of three (3) industry peers who followed a consultative (rather than an inspective) approach in conducting the on-site survey. In addition to interviews of staff, persons served and their families, the surveyors observed our organizational practices, review appropriate documentation, asked questions, and suggested ways to improve our operations and service delivery. Now we wait for CARF to render an accreditation decision, in 6 to 8 weeks' time, and deliver a report that will identify KSCL's strengths and areas for improvement and our level of demonstrated conformance to the standards.

However, in the Exit Meeting on April 21, KSCL was informed of the findings which will be reported back to CARF. KSCL was surveyed on **1348** International CARF Standards where we could have received either a Recommendation or a Consultation. A Recommendations means the CARF standard was not met and needs a corrective action within 90 days. A Consultation means CARF Surveyors shared ideas to enhance a practice, however we can take or leave the suggestion. **I am pleased to report that out of the 1348 Standards, KSCL received ZERO Recommendations.**

This is unheard of and reaffirmed by the CARF Surveyors sharing that from their experience the Administrative Surveyor said, ***"of 125 previous Surveys only 2 had zero recommendations"*** and the other Surveyor said, ***"out of his 200 only 4 Agencies had no recommendations"***. I can say I have never heard of a BC Agencies getting zero recommendations since we started this process in 2005.

Additionally, the Surveyors shared KSCL Strengths in the Exit Interview. Some of the words used to describe KSCL; ***"safe, welcoming environment, everyone works hard, individuals come first, person-centered services that impact people's lives positively, flexible, respectful, thoughtful, empathetic staff who belief in the organization"***.

Therefore to all the Staff of KSCL, **GREAT JOB and KUDOS to you ALL!** It took a TEAM to get this kind of result and **I want to congratulate EVERY EMPLOYEE.** Lastly, thank-you for your dedication and the great work you do every day – I am so proud and feel honored to work with such a professional group of staff!!

Upcoming Professional Development

There are 3 opportunities open for staff to sign up to the following courses: Stress Management – May 6 OR May 28 & Accountability & Ownership- May 12. Please connect with HR@teamkscl.ca for more information.

Provincial Health Orders

Please remember to adhere to the current PHO of not travelling outside our communities and not attending gatherings indoor of any kind. It is going to take each one of us to make a difference.

Kathleen Elias
Executive Director, KSCL