

WHY ACCREDITATION



Since its inception in 1983, the Canadian Family Services Accreditation Program (CFSAP) has been supporting family service agencies across Canada in achieving excellence in making a difference in people's lives. The process of accreditation involves a self-study, an on-site review by a team of experts in the field of family services and review and approval by the Accreditation Committee. Accreditation is granted for a five year period with interim reports. The process is rigorous and beneficial and requires a commitment of financial and staff resources.

Benefits:

1) Benefits to Agency:

- measures agency's policies and practices according to national standards
- ensures that governance and administration are in place
- provides a structure and format of a regular evaluation system of board, personnel, volunteers and programs and services
- promotes quality service
- provides a resource (self-study manual) for ongoing education and orientation
- supports and facilitates continuous quality improvement
- is a catalyst for change and revitalization
- notes agency's strengths and recognizes the achievements/innovations of the agency
- identifies over time emerging/cutting edge issues (that become topics for training)

2) Benefits to Funders:

- demonstrates accountability through an independent external process
- provides assurance that agency is well-run and provides good service to clients
- is a vehicle to assist with crisis management

3) Benefits to Community and Clients:

- instills confidence in the agency and its services
- demonstrates the agency's commitment to excellence
- provides a community resource that meets national standards

The Canadian Family Services Accreditation Program is administered by Family Service Ontario and is in partnership with Family Service Canada and the Ontario Association of Credit Counselling Services. For more information, contact the CFSAP at 416-231-6003 or fso@familyserviceontario.org.



Family Service Ontario
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