

Dear Family Member, Friend and Community Partner:

Community Living York South (CLYS) is excited to announce its intention to participate in a second Accreditation Review in the spring of 2017. CLYS successfully achieved its first ever 4 year Accreditation certificate in March 2013, through FOCUS Accreditation Ontario.

In order to prepare for a second Accreditation process, CLYS has developed a quality improvement and accreditation work plan. To date, we have reviewed standards for 6 Domains. We wanted to provide you with some highlights for each Domain:



Ethics

Uphold, educate, and advocate for rights
Rights review committee, complaints process



Achievement

Offer support to identify & help achieve goals
Checking-in satisfaction with services & achievement of goals



Governance

Board of Directors - socially responsible
Report information – newsletters, annual report



Finance

Rules and guidelines
Using resources responsibly & third party oversight



Accessibility

Locations accessible
Access to community & multi-year accessibility plan on website



Communication

Learn individual communication styles
Making communication easier by utilizing tools (e.g. iPads)

Questions? Contact: Pamela Singleton-Palmer at 905-884-9110 ext. 650 or email at pamela@communitylivingyorksouth.ca