



Society News

Spring 2011 Newsletter

Volume 3 Issue 1



We Did it!



Again!!!

PACIFIC CHILD AND FAMILY ENRICHMENT SOCIETY (PacificCARE) HAS BEEN RE-ACCREDITED BY THE COUNCIL ON ACCREDITATION (COA)

On April 8, 2011 The Council on Accreditation (COA) notified our organization that **Pacific Child and Family Enrichment Society (PacificCARE)** has been accredited, only nine days after our site visit from the COA Peer Reviewers. COA's commitment to maintaining the highest level of standards and quality improvement is designed to identify providers that have set high performance standards for themselves and have made a commitment to their

constituents to deliver the highest quality services. COA was proud to recognize **PacificCARE** as one of these outstanding providers.

COA accreditation is an objective and reliable verification that provides confidence and support to an organization's service recipients, board members, staff and community partners. The COA accreditation process involves a detailed review and analysis of both an organization's administrative operations and its service delivery practices. All are "measured" against national standards of best practice. These standards emphasize services that are accessible, appropriate, culturally responsive, evidence based, and outcomes-oriented, In addition, they confirm that the services are provided by a skilled and supported workforce and that all individuals are treated with dignity and respect.

Because COA reviews and accredits the *entire* organization, not just specific programs, you can have confidence in the credibility, integrity and achievement of the *entire* organization.

COA congratulated the entire **PacificCARE** team for their hard work and wonderful achievement and is proud to have it as part of COA's Community of Excellence.

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PacificCARE first Accredited with COA in 2007, has been serving the needs of children and families since 1989, and currently provides access and support to quality child care through our Child Care Resource and Referral program. PacificCARE is currently co-located with the United Way Central and Northern Vancouver Island, Mid Island Ability Society, Nanaimo Seniors Visiting Society, and the Nanaimo, Duncan & District Labour Council.

Founded in 1977, COA is an independent not-for-profit international accreditor of the full continuum of community-based behavioural health care and human service organizations. Today, over 1800 organizations—public and private—are either COA accredited or are in the process of seeking accreditation. These organizations serve over 7 million of our most vulnerable individuals each year!

Congratulations letter from COA:

Dear Ms. Magor:

On behalf of the Council on Accreditation (COA), I am delighted to inform you that PacificCARE has been reaccredited. In addition, PacificCARE was expedited through the Pre-Commission Review Report (PCR) process as a result of not receiving any out of compliance ratings in any of the fundamental practice standards. Congratulations on this amazing achievement.

Because PacificCARE was expedited, you will not be receiving a PCR. As a next step, I would like to encourage you to share this wonderful accomplishment with your staff, board of trustees, funders, regulatory bodies and all of your other stakeholders. To that end, attached please find a one page communication detailing this important milestone as well as an electronic copy of our logo. Please update all of your promotional materials, letterhead and website by incorporating the COA logo and customizing this communication as needed.

In four weeks, you will be receiving your formal reaccreditation notification letter, Final Accreditation Report, sample press release and press packet containing, among other things, promotional brochures, COA logo sheets and decals as well as an accreditation plaque. We encourage you to display this plaque in an accessible public space where staff and clients can easily take notice and feel confident and proud to be part of PacificCARE.

COA's program of quality improvement is designed to identify providers that have met high performance standards and have made a commitment to their stakeholders to deliver the very best quality services. COA is proud to recognize PacificCARE as one of these outstanding providers, and we wish you the very best in your continuing work with the individuals you serve.

On behalf of the COA staff and board of trustees, congratulations again on your achievement.

Sincerely,

Richard Klarberg, President & CEO

Council on Accreditaion

How did we Rate with COA?

Here are some of the comments about our Organization Strengths that came back with our Final Accreditation Report.

Administrative and Management Standards

This section includes Ethical Practice, Financial Management, Governance (The Board), Administration & Management, Human Resources, Performance and Quality Improvement, and Risk Prevention and Management.

Ethical Practice: The organization appears to approach ethics certainly meets the standards.

Financial Management: The organization's finance department takes seriously their role in planning, recording and approaching finance.

Governance: The governing board reflects their "client base," and appears to be a committed group of volunteers.

Human Resources: The organization does a very good job managing the HR functions.

Performance Quality Improvement: There is strong internal and external communication of PQI as part of their organizational culture.

Risk Prevention and Management: The organization is a largely government funded organization and as such discusses to some degree the notion of broadening their business model in terms of risk management.

Service Delivery Administration Standards

This includes Administrative and Service Environment, Behaviour Support and Management, Client Rights, and Training and Supervision.

Administrative and Service Environment: A lovely environment with good planning, systems and a great work environment.

Behaviour Support and Management: The organization has a good and concise Behaviour Support Management program.

Client Rights: Their client rights policies and implementation were clear. Clients all knew about grievance procedures.

Training and Supervision: The Society has a very good training and supervision program with knowledgeable people in management positions.

Service Standards

The Society should be very proud of the excellent job they do with this service.

Executive Director gets Training as Peer Review

In March prior to our Peer Site visit, PacificCARE had one last visit from Dr. Bruce Hardy, a peer reviewer with the Council on Accreditation. He suggested that our Executive Director, Dianne Magor, consider becoming a COA peer reviewer.

The reasons he stated were:

- This would create an asset for our agency. Dianne would be a trained COA consultant with access to information and agencies in North America. She would come back to our agency with the ability to walk the agency through our next accreditation with ease.
- Secondly, Dr. Hardy felt that Dianne was an ideal candidate for this position. She is a senior manager with an advanced degree working in a COA accredited agency. She has excellent communication skills, and is a quick study in new information or environments. She can both lead and follow with ease. It is exactly what COA is looking for. A couple of reviews a year is all you need to do and the benefits to you and especially to your agency are exceptional.

Once PacificCARE received the good news about achieving our accreditation Dianne put her name forward to COA for becoming a peer reviewer. On May 3, Dianne received notification that she was approved to become trained as a Peer Reviewer. The initial training will take place on-line with her final training to be completed in New York on October 10, 2011.

Thank You!

PacificCARE's success with Reaccreditation would not have been possible without the support of our Community Stakeholders. The Board, Management and Staff of Pacific Child and Family Enrichment Society would like to thank: all of our co-locators for their support (and patience) during the whole accreditation process including the Central and Northern Vancouver Island United Way, Mid-Island Ability Society, Nanaimo Seniors' Visiting Society, and Nanaimo, Duncan and District Labour Council. Cindy Page From VIU, Collette Hansen, Lacey Houbregs and her mother. A big thank you also goes out to the care providers some of whom traveled to our offices with their entire flocks of children to be interviewed by the peer reviewers: Sharon Larkins, Tender Beginnings Group Child Care Centre; Vanessa Pearson, RLNR. Those who came with children include: Anja Wittwer, Little Bloomers Licensed Family Child Care; Robin Tobin, RLNR; and Katherine Lamoureux, RLNR.

Taking Care of Business: Year End Preparations:

As part of it's fiscal responsibility PacificCARE is currently making preparations for the yearly Audit through Johnson, Johnson and Associates. Results and financial reports from the audit will be made available in October at our Annual General Meeting. Date, time and location of this meeting will be announced in our Fall edition of the ***Society News***.

Insurance Renewal Reminder!!

Child Care Insurance Certificates under the current insurance program expire on October 1, 2011.

Please complete your Registration/Society Membership with PacificCARE to obtain your membership number that you will need for your renewal application. If you need assistance or information, please contact PacificCARE at 1-800-565-6510 or visit our website at www.pacific-care.bc.ca.

Community Links



Charitable Donations

Each year around Christmas time the Board of the Pacific Child and Family Enrichment Society donates \$200 to each of its communities to put towards local community food banks. This year the donations went to; Comox Valley Food Bank, Nanaimo Loaves and Fishes, Salvation Army Alberni Valley, Campbell River & District Food Bank. Our Parksville Consultant, Sue Oliver, with the authorization of Dianne Magor our Executive Director, purchased gift certificates of \$100 each from 'Thrifty Foods' and 'Quality Foods' that went towards supporting five local families.

Nanaimo Senior Visiting Society Fundraiser

In March, personnel at the PacificCARE head office attended a dinner fundraiser in support of one of our co-locators, the Nanaimo Seniors Visiting Society (NSVS), and those who were unable to attend purchased tickets in support of the fundraiser. In addition to the excellent turn-out by our own staff, PacificCARE also donated four Gift Baskets to be included in the Silent Auction which were nicely wrapped and presented by our own Shirley Sugden. Personnel present also participated in many of the bids for the various silent auction items as well as, bids from personnel for many of the silent auction items. After minimal expenses incurred by NSVS they managed to raise over \$2000 from this event.

May is Child Care Month

The Board of PCFES is proud to announce that they are donating \$300 to each of PacificCARE's regions so that they may host events in celebration of May is Child Care Month. Celebrations included caring for the caregiver evenings as well as Nanaimo's own Teddy Bear Picnic, for more information on events please check out PacificCARE's listings on Island Family Information website at <http://www.islandfamilyinfo.ca/>.



What are the Benefits to Becoming a member of our Society?

- Knowing you are supporting children and families across our region.
- Opportunity to join the Board of Directors.
- Invitations to our Annual General.
- Updates through our Society News.

Benefits of becoming a Board Member?

You will have a hand in:

- Determining the Society's Mission and Purposes
- Selecting an Executive Director (when one is needed)
- Supporting the Executive Director and reviewing her performance
- Ensuring effective planning through strategic planning sessions.
- Ensuring the organization has adequate financial resources, and helping to manage those resources effectively.
- Determining and monitoring the Society's Programs and Services,
- Enhance the Society's public image, Serve as a Court of Appeal and assess its' own performance through continuous quality improvement.
- Determining policies of what the organization will do.
- Enhance your own business skills and practices by providing direction to a successfully accredited organization.
- Plan for Annual General Meeting, Anniversary and other Celebratory events within the organization.
- Providing direction to three of the Boards subcommittees such as Society Membership, Communications and Performance Quality Improvement.

You will also have the opportunity to attend monthly board meetings where a small working dinner will be provided, as well as yearly Board Strategic Planning Retreats.

Orientation Packages will be provided to each new Board member.

Current Board Structure:

This page has been dedicated to the current board structure, it's committees and the various positions our members are part of. If you see yourself filling one of these positions and roles please feel free to contact us at mailbox@pacific-care.bc.ca

2011 Board Of Directors

President	Christine Walker
Vice President	Ankie Doole
Treasurer	Sandy Coones
Secretary	Rebecca Lin
Member at Large	Heather Campbell
Ex-Officio	Dianne Magor

Current Board Sub Committees and who attends

Membership

Assists in Society and Board Membership recruitment and management. Current members of this committee include : **Heather Campbell, Rebecca Lin and Dianne Magor**

Performance Quality Improvement (PQI)

Helps to maintain COA accreditation status through Quality Improvement the PQI requires commitment from one to two board members, management team and staff. Current Board members of this committee include: **Dianne Magor, Ankie Doole.**

Communications Action Team (CAT)

This sub committee of the PQI monitors and reviews all internal and external communications throughout PacificCARE. CAT also requires a commitment from one to two board members. Our current board member for this committee is **Rebecca Lin.**

Personnel

This committee is responsible for hiring, supporting and reviewing the Executive Director. Board members who sit on this committee at the present time include: **Christine Walker, Rebecca Lin and Heather Campbell** (as needed).

Finance

Monitors the Financial Activities of the Organization and included the Treasure, Executive Director and Finance offers. Current members of this committee are: **Sandy Coones, Dianne Magor and Dean Mapstone.**



Congratulations to the Proud New Parents!

Congratulations are in order for Bryce Parry Bookkeeper/Secretary of Nanaimo Seniors Visiting Society, a Co-Locator here at PacificCARE. He and his wife, Jackie recently became the proud parents of twins Elliott and Abigail.

Do You Have...

An interest in child and family related issues?

A desire to expand your current business skills and experience?

Time to contribute to an accredited organization and amazing team?

Come to one of our Board Meetings to see if being involved in our Society is something for you. Please contact our Executive Director, Dianne Magor at mailbox@pacific-care.bc.ca for more information and an invitation to one of our upcoming board meetings. We are also now providing access to teleconferencing for people outside of the Nanaimo area.

The Board of Directors Meetings for PACIFIC CHILD AND FAMILY ENRICHMENT SOCIETY are held

Every Third Monday of the month at 5:30 pm, Light dinner provided



May 16, June 20, July 18
Everyone Welcome
(please RSVP)

If you would like to join us, please email the PacificCARE Head Office in Nanaimo at [**mailbox@pacific-care.bc.ca**](mailto:mailbox@pacific-care.bc.ca)