

CANES will be participating in a site survey conducted by **Accreditation Canada** in **September of 2026**.

This is an important step in our ongoing commitment to quality, safety, and continuous improvement as a Health Service Provider Agency.



Who is Accreditation Canada?

Accreditation Canada is a respected, independent, not-for-profit organization that works with health and social service providers across the country and internationally to improve quality and performance. Their mission is to help organizations like ours deliver safe, effective, and client-centered care.

What is the Survey About?

The upcoming survey is part of a rigorous accreditation process that evaluates how well we meet national standards of excellence in governance, leadership, clinical care, and service delivery. Surveyors will be visiting our sites, reviewing our policies and procedures, and speaking with staff, clients, and other stakeholders to assess our performance.

Why It Matters:

Being accredited demonstrates to our clients, funders, and community that we are committed to excellence and accountability. It gives us the opportunity to:

- ✓ **Celebrate what we do well**
- ✓ **Identify areas for improvement**
- ✓ **Strengthen our internal processes and teamwork**
- ✓ **Learn from leading practices across the sector**

What You Can Expect:

In the coming weeks, we'll be sharing more details about the survey process, including how you may be involved and what to expect in the coming months leading up to our survey in September of 2026. Training sessions and information packages will be provided to ensure everyone feels prepared and confident for when the time comes.

This is an exciting opportunity for us to reflect on the amazing work we do every day and to continue raising the bar in how we serve our clients and community. ***Thank you for your dedication and professionalism—your work is the foundation of our success.***

Agency Standard Ambassadors

For those of you at CANES who have experienced this survey process before, your knowledge and insight are incredibly valuable. We encourage you to serve as Agency Standard Ambassadors—supporting and guiding colleagues who may be new to this journey. Let others know you're available, and don't hesitate to lead with confidence and clarity as we navigate this together.

If you have any questions or would like more information, please don't hesitate to reach out to Cathy Browne, or Raveen Kalra.

cathy.browne@canes.on.ca raveen.kalra@canes.on.ca



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