



September 30, 2015

Lisa DePaoli
Executive Director
Cariboo Family Enrichment Centre
486 S. Birch Avenue
100 Mile House, BC V0K 2E0

Dear Ms. DePaoli:

It is our great pleasure to inform you that the Council on Accreditation (COA) has approved the accreditation of **Cariboo Family Enrichment Centre** through **September 30, 2019**. Let me again say how significant this achievement is! It represents the fulfillment of countless hours of hard work and the dedication of many people—most notably your staff and the members of your board and/or leadership. Please extend my congratulations to them.

This formal notification includes a list of programs and services for which **Cariboo Family Enrichment Centre** is accredited, as well as your Final Accreditation Report (FAR). A plaque attesting to your agency's accredited status will be sent to you shortly.

Your Final Accreditation Report (FAR) is an important and incredibly valuable document. It contains the observations and recommendations of your Peer Reviewer colleagues based on your self-study and site visit. In essence, the FAR provides a unique view of your organization as seen through the eyes of highly experienced professionals. In it you will find a copy of the full accreditation ratings for all Purpose, Core, and Practice standards, identifying the Fundamental Practice standards. It may also contain any noted organizational strengths and areas for opportunities.

Please refer to the [Post Accreditation Outreach \(PAO\) Tool Kit web page](http://coanet.org/programs/private-organization-accreditation/post-accreditation-outreach/) (<http://coanet.org/programs/private-organization-accreditation/post-accreditation-outreach/>) to find resources that can assist you with leveraging your organization's COA accreditation to internal and external stakeholders. (note: for public agencies, these materials may need to be customized). At the very least, however, we recommend that you provide relevant excerpts to those members of your staff who are directly responsible for the respective findings. Should you do so, please explain that the report is intended to be *constructive*, and that the goal is to provide specific, tangible examples of how they can make your organization even stronger and even better.

Having said that, you should know that those ratings for which you did not demonstrate implementation should be addressed through your PQI process.

Richard Klarberg
President & Chief Executive Officer

Markus Trice
Chair, Board of Trustees

Sponsoring Organizations

Alliance for Children and Families
Association of Jewish Family and
Children's Agencies
Catholic Charities USA
Children's Home Society of America
Child Welfare League of America
Foster Family-based
Treatment Association
Joint Council on International
Children's Services
Lutheran Services in America
National Council For Adoption
National Foundation for
Credit Counseling
National Network for Youth
National Organization of State
Associations for Children
Volunteers of America

Council on Accreditation

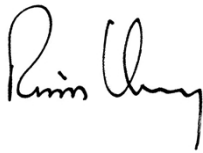
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Even though they did not require correction in order to achieve accreditation, they will be made a part of your file and reviewed during your next accreditation cycle. Remember, COA accreditation is not an end in and of itself. Rather, it is a process by which your organization can consistently strive for and achieve new levels of excellence.

Finally, let me say that your relationship with COA does not end with this letter. Ours is a partnership. As such, I would ask that you feel free to share with me your ideas and concerns. Additionally, please feel free to contact Christina Byrne, Senior Director of Accreditation Programs, either by email at cbyrne@coanet.org or by telephone at 212-797-3000, extension 280, if you have any questions. Together we can enrich the lives of children, individuals, and families in need everywhere.

We are proud to be associated with you and your colleagues. We wish you the very best in your continuing service to persons in your community. *That is the power of accreditation.*

Sincerely,

A handwritten signature in black ink, appearing to read "Richard Klarberg". The signature is fluid and cursive, with the first name "Richard" and last name "Klarberg" clearly distinguishable.

Richard Klarberg
President and Chief Executive Officer

Attachment



Cariboo Family Enrichment Centre
Organization ID: 2118
Canadian Standards

Expiration date: September 30, 2019

The accreditation of Cariboo Family Enrichment Centre includes the following services and associated programs:

Service(s)	Service Subsection(s)	Program Name	Address
Child & Family Dvlpt & Support Svs (CFD)		Family Services	486 S. Birch, 100 Miles House, BC V0K 2E0
Counseling Support & Education Svs (CSE)		Counseling Team	486 S. Birch, 100 Miles House, BC V0K 2E0
Counseling Support & Education Svs (CSE)		Counseling Team	372 Taylor Way, 100 Mile House, BC V0K 2E0
Counseling Support & Education Svs (CSE)		Youth Services Program	372 Taylor Way, 100 Mile House, BC V0K 2E0
Early Childhood Education (ECE)		Child Care Centre	429 Cedar Avenue, 100 Mile House, BC V0K 2E0



Organizational Strengths

Cariboo Family Enrichment Centre Organization ID# 2118

Administrative and Management Standards

Ethical Practice (ETH), Financial Management (FIN), Governance (GOV) or Administration & Management (AM) (for Public State Systems), Human Resources (HR), Performance and Quality Improvement (PQI), Risk Prevention and Management (RPM)

- CA-ETH The Cariboo Family Enrichment Centre's (CFEC) corporate culture promotes high expectations for ethical practice at all levels within the organization, resulting in open and transparent operations that effectively support its mission and are carried out in the organization's and stakeholders' best interests.
- CA-FIN The Cariboo Family Enrichment Centre (CFEC) has created a culture of openness, honesty, and transparency in all areas of organizational practice including the management of the organization's finances and the manner in which it conducts its financial affairs. CFEC has clearly defined lines of authority, accountability, and responsibility ensuring that the organization's financial practices enable it to achieve a high level of operational efficiency and effectiveness.
- CA-GOV The Cariboo Family Enrichment Centre (CFEC) has a sound governance framework that increases organizational viability and sustainability. Board members provide appropriate direction to the organization's strategic initiatives and policy development. The Board takes its fiduciary responsibilities very seriously and does not hesitate to question operational activities that might jeopardize the organization's long-term sustainability. Board members are truly passionate about the work of CFEC and the difference that it is making in the lives of the people it serves.
- CA-HR The organization has comprehensive and supportive policies in HR to provide clients with appropriate and safe services.
- CA-PQI The organization's PQI Plan is very evolved and comprehensive. A balanced score card has been developed which allows staff from all levels of the organization to participate in the review and evaluation of many aspects of the organization and program areas. There is evidence of strong leadership endorsement and support for the organization's PQI processes. Organizational outcomes are well communicated to external

stakeholders through the website, its annual report, and other periodic communications.

CA-RPM Staff and Board Members continue to challenge themselves to address the issues to improve and respond to client needs and gaps in service.

Service Delivery Administration Standards

Administrative and Service Environment (ASE), Behavior Support and Management (BSM), Client Rights (CR), Training and Supervision (TS)

CA-ASE The organization has matured and grown in the past four years to meet the needs of their clients with important renovations which increase accessibility, effectiveness, and increasing confidentiality and welcoming space for clients.

CA-BSM The organization provides education and training, while seeking qualified and experienced staff and supporting service appropriate training and supervision with the support of the Board members and the Management Team.

CA-CR Cariboo Family Enrichment Centre (CFEC) clearly demonstrates a strong commitment to protecting the rights of its clients and their practices reflect a profound respect for the personal dignity, confidentiality, and privacy of the people they serve. CFEC protects the legal and ethical rights of all clients by informing them of their rights and responsibilities, providing fair and equitable treatment, and providing clients with sufficient information to make informed choices. The organization protects the confidentiality of information about clients and assumes an appropriately protective role regarding the disclosure of confidential information.

CA-TS There is evidence of thoughtful and focused attention to hire the most qualified individuals for the position which has enriched the staffing and service to the families and the individuals and a redundancy which offers a depth of support to both staff and clients for the strength of the services offered.

Service Standards

CA-CFD The organization continues to cultivate a positive and resourceful reputation for the quality, diversity, breadth, and client-centered services. The cooperation, expertise, and experience of the staff is a resource to both parents and children.

CA-CSE Several programs were reviewed under these standards, including youth and adult counseling and a comprehensive array of youth support services. These programs are all well designed and provide much needed supports in the community. Program personnel are well trained and truly believe in the service they deliver.

CA-ECE The organization has an extremely positive reputation for offering respectful, caring,

non-judgmental services to clients promoting programs, services, information, and community presence and networking to meet client needs.



AREAS FOR OPPORTUNITIES

The following ratings have not been fully implemented and we ask that you address them through your PQI process. Even though these standards did not require correction in order to achieve accreditation, they will be made a part of your file and reviewed during your next accreditation cycle. We request that you begin demonstrating implementation on all of the below standards before your next accreditation cycle.

Standard Code	Rating	Peer Team Report
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