



Circle of Care
Sinai Health

Accreditation Huddle #1 – Intro & Governance Standard

September 3rd, 2026



Overview

Goal: Prepare staff and volunteers for Accreditation by reviewing how key standards and Required Organizational Practices (ROPs) are demonstrated in daily practice, and build confidence through a mock survey discussion.

Objectives:

By the end of this session, you will be able to:

- Understand the Accreditation process and requirements
- Describe key standards, ROPs, and evidence
- Explain how Circle of Care meets Governance standards and ROPs
- Prepare effectively for the Accreditation survey
- Respond confidently to surveyor questions

Agenda:

- **15 min:** presentation on different (different topic each week)
- **15 min:** mini mock survey; Q&A

Accreditation – October 13-16th

Accreditation is the process of measuring Circle of Care against national and global standards to identify our strengths and areas for improvement.

The Accreditation Canada seal is a sign that the organization has worked hard to meet standards related to safe, high-quality care.

On **October 13-16th**, surveyors from Accreditation Canada will be on-site and in the community speaking to staff, volunteers, clients, caregivers, and community partners and observing the work we do every day.



Overview of Standards

There are 6 standards we must meet. They are:



Infection Prevention and Control (IPAC)

- How does Circle of Care prevent the spread of infection among clients, volunteers, and staff?



Service Excellence

- How does Circle of Care provide equitable, inclusive, and person-centred care in our daily programs and services?
- How do we ensure we are continuously improving?



Home Support Services

- How does Circle of Care provide safe, reliable, and coordinated care throughout a client's care journey with us?



Medication Management

- How does Circle of Care ensure safe, appropriate, and well-documented medication management for the clients it serves?



Governance

- How does Circle of Care make sure the right priorities are set, monitored, and acted on?



Leadership

- How does the leadership team foster a supportive environment where staff feel informed, empowered, and comfortable speaking up to ensure safe, high-quality care?

Each standard above has a set of associated criteria, and total of **19 Required Organizational Practices (ROPs)**. An ROP is a process we must have in place to reduce risks, improve client, volunteer, and staff outcomes, and be Accredited with the highest standing.

How Can You Prepare?

Don't panic!

Review key policies and documents related to your teams. Ensure they are up to date.

Know where to find information, no need to memorize

Know where and how to raise a concern

Ask questions

Read monthly Accreditation newsletters and participate in Viva Engage quizzes/posts

Refer to the Accreditation CareNet and Volunteer Portal page

Participate in Accreditation Huddles and other readiness activities hosted by the Quality Team

What is "Evidence"?

- Tangible proof that shows how we meet a standard
- It's important to know 1) key evidence and 2) where it lives
- Examples of evidence:
 - Manuals
 - Policies
 - Newsletters
 - Surveys
- Examples of evidence locations:
 - CofC Website
 - CareNet; Volunteer Portal
 - Email
 - Team SharePoint
- No need to memorize content! Just know where to find key information



Circle of Care
Sinai Health

Governance Standard

Governance Standard & Associated ROP



Governance

- How does Circle of Care make sure the right priorities are set, monitored, and acted on?

Associated Required Organizational Practice (ROP):

The governing body provides guidance and engages in oversight to ensure the organization achieves its mandate:

- Uses a proven approach to support quality care
- Builds knowledge about quality and performance
- Holds leaders accountable for quality care
- Maintains a plan to improve quality
- Regularly reviews quality results and progress

How Circle of Care Meets this Standard and ROP - Organizational Planning and Performance Framework

VISION, MISSION, VALUES

Defines why the organization exists, what it stands for, and the future it is working toward. It is the foundation for all planning and decision-making and the core of our internal and external identity. It is updated through extensive consultations with staff, volunteers, stakeholders and clients/caregivers.

- Vision → The future state we aim to create
- Mission → What we do and for whom
- Values → The principles that guide how we work and make decisions

Vision

People living their best life with dignity, choice and joy.

Mission

To provide exceptional, innovative care so people can stay independent, connected and safe in their homes and communities.

Values



Community



Respect

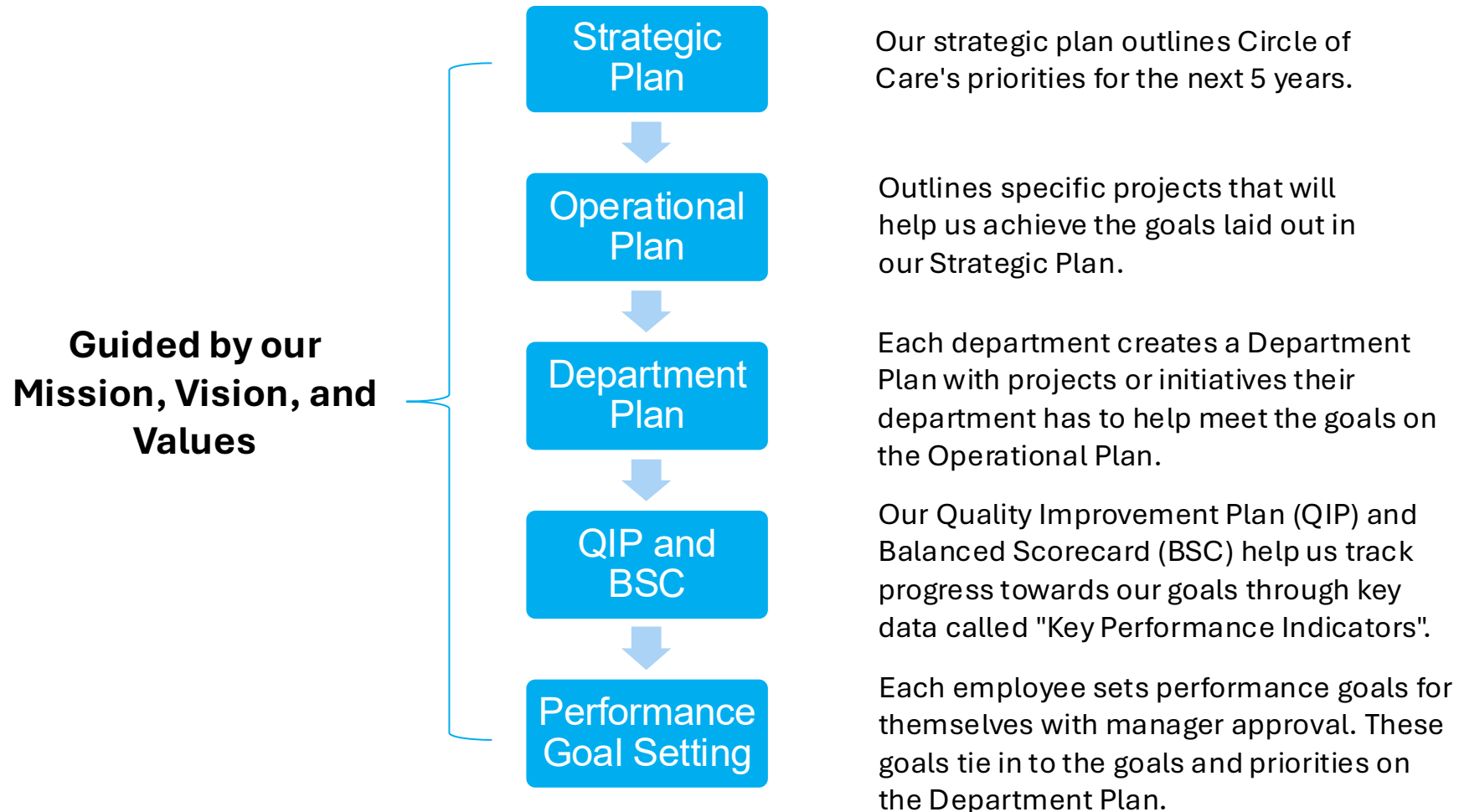


Excellence



Dignity

How Circle of Care Meets this Standard and ROP – Organizational Planning and Performance Framework



Strategic Plan 2025-2030

STRATEGIC PLAN

Translates our Vision, Mission, Values into a clear roadmap by setting clear long-term (3-5 years) organizational priorities. It outlines 4-5 strategic pillars (key focus areas), high level goals under each pillar, and desired outcomes.



**Reimagine
Excellence
in Care**

**Expand
Access
& Impact**

**Advance
Sustainable
Growth**

**Champion
Our People**

**Harmonize
Technology**

Strive for excellence in safety, quality, and the care experience through innovation, continuous learning, and data-driven decision-making.

Broaden the reach of home and community care through innovative service models, preventative care and strategic partnerships.

Strengthen sustainability by diversifying program streams to expand our capacity to serve clients and communities now and in the future.

Cultivate a workplace where people feel valued, supported, and inspired to join, grow and stay.

Leverage advanced tools and technology to enhance care delivery, improve efficiency and enable innovation in service provision.



Circle of Care
Sinai Health

2026-2027 Quality Improvement Plan

Quality Improvement Plan



These focused targets and actions for 2026 - 2027 reflect our commitment to improving the quality of care for our clients and their families.



Safe

Our services cause no harm to client and enable safe community living.

Enhanced Falls Prevention Strategy

- Evaluate Exercise and Falls Prevention program to assess effectiveness
- Strengthen consistency of falls risk screening with a focus on flagging high-risk clients in CRM system
- Improve education and resource delivery aligned with best practice guidelines



Timely

Ensure timely access to care.

Optimize RingCentral Usage

- Analyze current call trends to improve responsiveness to clients, caregivers, and field staff
- Apply industry best practices in call management
- Leverage additional RingCentral functionalities, including AI-driven features



Effective

Be the provider of choice for clients and caregivers.

Event Reporting and Communication

- Continue to improve timely, consistent response to complaints
- Identify patterns, inform service improvements, and reduce repeat issues and unnecessary escalations using complaint data



Person Centred

Be a top performer in staff experience.

Work-Life Balance

- Identify opportunities for case realignment and structural adjustments
- Implement targeted changes to ensure workloads are more manageable, equitable, and aligned with staff capacity

2026-2027 Balanced Scorecard

BALANCED SCORECARD – 2026-2027



This tool helps us measure our performance against the targets set out in our Quality Improvement Plan.

Quality Aim	Measure	Target	Q1	Q2	Q3	Q4
 Safe Our services cause no harm and enable safe community living	Missed Care	0.05%				
	Referral Acceptance	94%				
	Adverse Events	0				
 Effective Be the provider of choice for clients and caregivers	Client Complaints	2%				
	Client and Caregiver Overall Satisfaction	90%				
 Timely Ensure timely access to care	Live Call Answer Rate*	80%				
 Person-Centred Be a top performer in staff experience	Employee Experience	81%				
	Retention Rate: Union Non-union	80% 75%				
	Critical Health & Safety Events	<2 per quarter				
 Operational Excellence	Gross Margin %	13%				
	Net Margin %	0.18%				

*Year 2 target: 85%; Year 3 target: 90%

%

How Circle of Care Meets this Standard and ROP – Board of Directors

- Our Board of Directors provides oversight of the quality of care delivered by Circle of Care and brings a diverse range of senior leadership expertise
- The Board has a Quality, Safety, and Risk sub-committee that helps develop our yearly Quality Improvement Plan (QIP) and Balanced Scorecard (BSC) which is then presented to the Board of Directors for approval
- The Board of Directors sets annual performance goals that align with the vision, mission and values of the organization, the QIP, Operational Plan, and Strategic Plan
- The Board of Directors monitors Circle of Care's Quality performance quarterly by reviewing our QIP and BSC to make sure we are meeting our goals

Key Evidence Documents and Locations

Applicable to	Key Evidence	Location
Staff	Organizational Planning and Performance Framework	CareNet
Volunteers and Staff	Mission, Vision, and Values	Employee Handbook , Circle of Care Website , lanyard cards, and Volunteer Portal
Volunteers and Staff	Strategic Plan	CareNet and Circle of Care Website
Staff	Operational Plan	CareNet (to be added shortly)
Staff	Quality Improvement Plan (QIP)	CareNet
Staff	Balanced Scorecard (BSC)	CareNet
Staff	Department Plan	Check individual department specific location
Staff	Performance Goal Setting Process	CareNet , Policy A.03.35 Employee Performance Management , and Dayforce
Volunteers and Staff	Board of Directors Membership and Information	Circle of Care Website – Board of Directors



Circle of Care
Sinai Health

Mock Survey Activity

Sharing Your Experience with Accreditation Surveyors

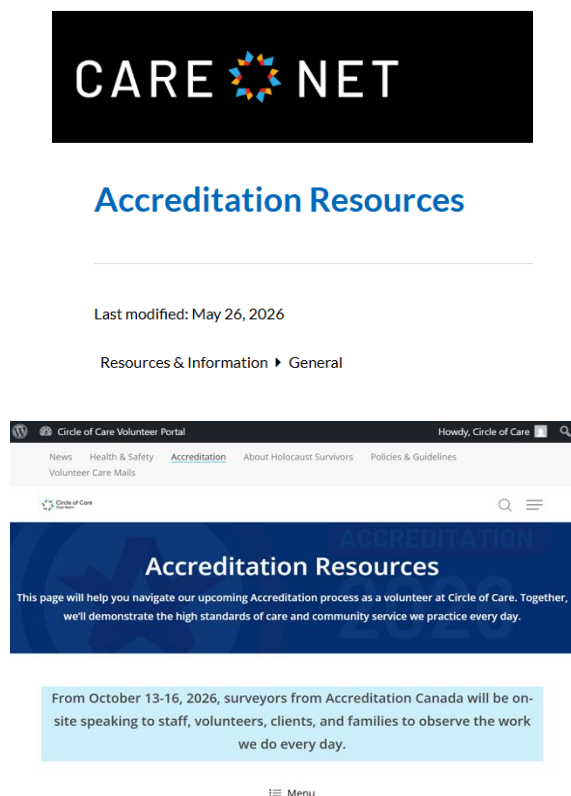
- During Accreditation Week, surveyors may speak with you about your role and day-to-day work
- These conversations are informal and help surveyors understand how we support high quality care
- Sharing key **evidence** and **examples** is a great way to tell a story
- If you don't know the answer, don't worry! Just know where you can find the information you need (i.e. CareNet, Volunteer Portal, supervisor guidance, etc.)

Questions

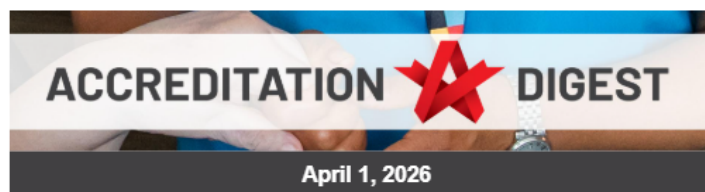
1. How does Circle of Care's mission, vision, and values connect to the work you do every day?
2. What are the organization's main goals right now, and how does your team help achieve them?
3. How can you tell if your team is doing a good job and providing quality care and service?
4. Can you share an example of a change or improvement that has made care safer, better, or more positive for clients?
5. How do you keep up to date with important news, policies, and changes that impact your work?

Where to Find Information, Updates, & Key Communication

1) "Accreditation Resources" CareNet & Volunteer Portal Page (volunteers and staff)



2) Volunteer CareMail and Accreditation Digest (volunteers and staff)



The **Accreditation Digest** is a newsletter to help keep you informed and educated throughout our Accreditation process, as we prepare for our Accreditation visit.

An Overview of Standards

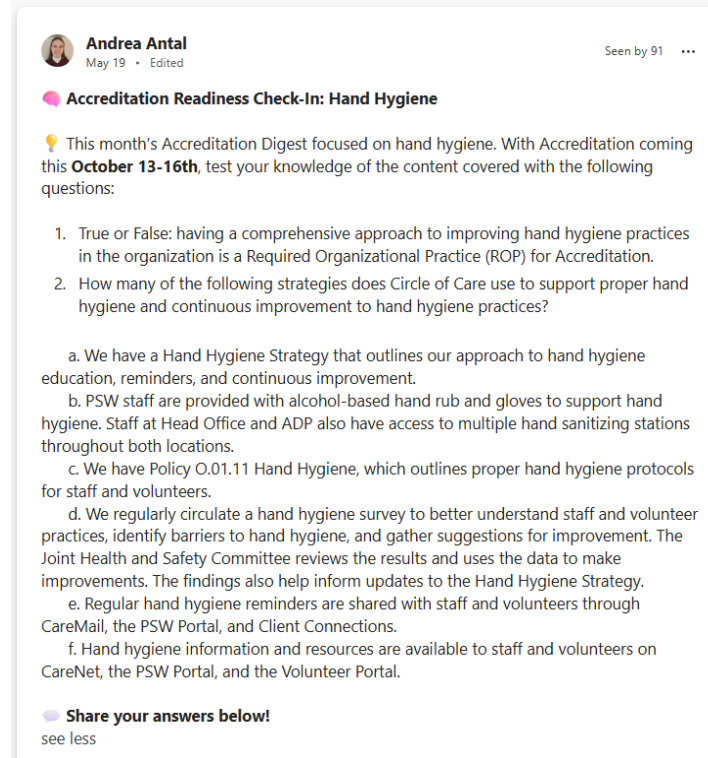
From **October 13-16, 2026**, surveyors from Accreditation Canada will join us on-site to see the work that we do. Accreditation is a process where we compare our organization against national and global standards to identify our strengths and areas for improvement.

There are **6 main standards**: leadership, governance, infection prevention and control, service excellence, home support services, and medication management. Each standard has its own set of criteria of what we must do to meet that standard. In total, Circle of Care will be evaluated against **532 criteria**.

Within these main standards, there is also a set of **20 Required Organizational Practices (ROPs)** that we must meet in order to be Accredited with the highest status.

Below is an overview of each of the 6 standards, including a summary of the criteria that appears under each standard and any associated ROPs.

3) Weekly Viva Engage Posts (staff only)



Accreditation is about showcasing the work we do every day.

Surveyors don't expect perfection or memorization, but adherence to policies and best practices.



For any Accreditation related questions, please email me
(**aantal@circleofcare.com**)