



Circle of Care
Sinai Health

Accreditation Huddle #2 – Leadership

September 10th, 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 Leadership 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 weekly 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



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Leadership Standard

Leadership Standard & Associated ROPs



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?

Associated Required Organizational Practices (ROPs):

1. Organizational leaders optimize client flow within their organization.
2. A documented and coordinated approach to prevent workplace violence is implemented.
3. A documented and coordinated medication reconciliation process is used to communicate complete and accurate information about medications at care transitions.
4. Client safety training and education is provided at least annually to leaders, team members, and volunteers.
5. A documented and coordinated approach to disclosing client safety incidents to clients and families is implemented.
6. A client safety incident management system that supports reporting and learning is implemented.
7. A preventive maintenance program for medical devices, medical equipment, and medical technology is implemented.

How Circle of Care Meets this Standard and ROP – Client Flow

1. Organizational leaders optimize client flow within their organization.

How Circle of Care Meets this ROP

- Policy C.01.09 Client Transitions outlines how programs and services support safe, timely transitions within and outside the organization
- Programs with wait lists follow established timelines and processes to support timely and efficient client intake
- The Quality team monitors referral acceptance rates for each OHAH region and reports this to OHAH quarterly

Key evidence

- Policy C.01.09 Client Transitions
- Program manuals with intake timelines/processes
- Balanced Scorecard with Referral Acceptance metric

How Circle of Care Meets this Standard and ROP – Workplace Violence

2. A documented and coordinated approach to prevent workplace violence is implemented.

How Circle of Care Meets this ROP

- Policy O.01.56 Workplace Violence, Policy O.01.55 Workplace Harassment, and the Workplace Violence and Harassment Program outlines how Circle of Care prevents and responds to workplace violence and harassment
- Human Resources takes several actions to prevent workplace violence and harassment, including:
 - Conducting annual risk assessments
 - Developing Standard Operating Procedures (SOPs)
 - Workplace violence training

Key evidence

- Policy O.01.56 Workplace Violence
- Policy O.01.55 Workplace Harassment
- Workplace Harassment and Violence Program
- CareNet: Harassment and Discrimination
- SOP – Working Alone
- SOP – Client Aggression



How Circle of Care Meets this Standard and ROP – Medication Reconciliation

3. A documented and coordinated medication reconciliation process is used to communicate complete and accurate information about medications at care transitions.

How Circle of Care Meets this ROP

- At the Adult Day Program where medication administration occurs, a modified Best Possible Medication History (BPMH) process is conducted:
 - Clients fill out a form indicating all of their medications at intake
 - The form is reviewed by an RN and Social Worker
 - Supports safe medication administration by identifying medication discrepancies that could contribute to client harm

Key evidence

- Medication Assistance and Administration Policy (under revision; pending final approval)
- Medication Administration Procedure (ADP)
- BPMH Medication Intake Form (ADP)

How Circle of Care Meets this Standard and ROP – Client Safety Training

4. Client safety training and education is provided at least annually to leaders, team members, and volunteers.

How Circle of Care Meets this ROP

- Staff and volunteers receive client safety training at on-boarding that is specific to the responsibilities of their role
 - i.e. PSWs receive training on safe footwear, ALC checklist, etc.
 - i.e. all staff receive Dayforce training on client safety policies, such as de-escalation
- Several re-education opportunities take place each year:
 - Policy attestations
 - Lunch and Learns
 - Training on client safety reporting done by the Quality team
 - Role specific training offered by Leadership & Development

Key evidence

- Yearly policy attestations (i.e. Safe Footwear, Client Safety Reporting, Client Emergency Situations, etc.)
- Dayforce orientation training (i.e. policies module)
- Volunteer and staff manuals

How Circle of Care Meets this Standard and ROPs – Client Safety Incident Management

5. A documented and coordinated approach to disclosing client safety incidents to clients and families is implemented.

6. A client safety incident management system that supports reporting and learning is implemented.

How Circle of Care Meets these ROPs

- Policy C.08.05 Event Reporting
 - Risk and safety events are reported to the Quality team and analyzed
 - Debriefs that support a culture of no-blame and consistent learning are conducted based on event severity
- Policy C.08.03 Disclosure of Client Safety Incidents Causing Harm
 - Outlines the steps we take to disclose risk and safety events to the clients and caregivers involved, and documentation

Key evidence

- Policy C.08.05 Event Reporting
- Policy C.08.03 Disclosure of Client Safety Incidents Causing Harm
- CareNet: Event Reporting

How Circle of Care Meets this Standard and ROPs – Preventative Maintenance Program

7. A preventive maintenance program for medical devices, medical equipment, and medical technology is implemented.

How Circle of Care Meets these ROPs

- Our Preventative Maintenance Program outlines the cleaning and preventative maintenance process for items such as:
 - Thermometers (Head Office)
 - AEDs
 - Wheelchairs (ADP)
 - IRide vehicle maintenance

Key evidence

- Preventative Maintenance Program (pending 2026 updates)

Key Evidence Documents and Locations

Applicable to	Key Evidence	Location
Staff	Policy C.01.09 Client Transitions	CareNet: Policies and Procedures
Volunteers and Staff	Policy O.01.56 Workplace Violence	CareNet: Policies and Procedures and Volunteer Portal: Policies and Guidelines
Volunteers and Staff	Policy O.01.55 Workplace Harassment	CareNet: Policies and Procedures and Volunteer Portal: Policies and Guidelines
Volunteers and Staff	Workplace Harassment and Violence Program	CareNet: Virtual Health and Safety Board
Volunteers and Staff	Medication Assistance and Administration Policy (pending 2026 revision)	CareNet and Volunteer Portal (to be added shortly)
Staff	Yearly policy attestations	Dayforce
Volunteers and Staff	Client Safety Training at on-boarding	Dayforce, Volunteer Orientation, Volunteer Manuals
Volunteers and Staff	Policy C.08.05 Event Reporting	CareNet: Policies and Procedures and Volunteer Portal: Policies and Guidelines
Volunteers and Staff	Policy C.08.03 Disclosure of Client Safety Incidents Causing Harm	CareNet: Policies and Procedures and Volunteer Portal: Policies and Guidelines
Staff	Event Reporting Resources	CareNet: Event Reporting
Staff	Preventative Maintenance Program (pending 2026 revision)	CareNet: Accreditation Resources



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Mock Survey Activity

Sharing Your Experience with Accreditation Surveyors

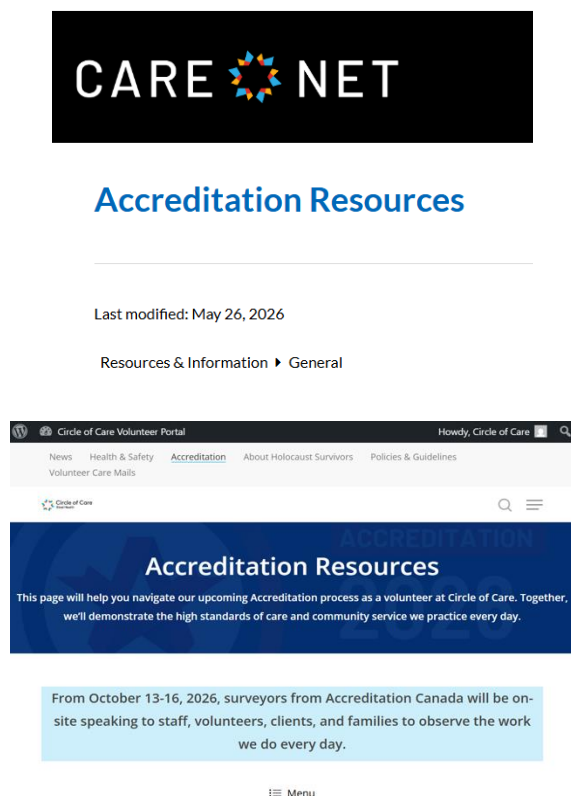
- During Accreditation Week, surveyors may speak with you about your role and day-to-day work
- These conversations are informal and help surveyors understand how we support high quality care
- Sharing key **evidence** and **examples** is a great way to tell a story
- Don't be afraid to brag!
- If you 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

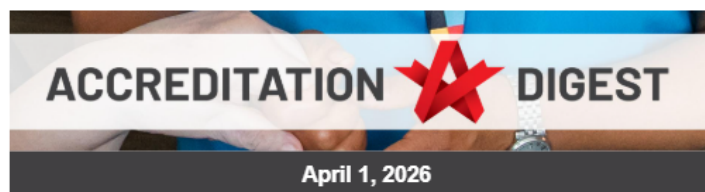
1. If you witnessed a safety concern, workplace violence incident, or client safety incident, what would you do and how would you report it?
2. What patient safety education or training have you received in the past year, and how has it helped you provide safer care?
3. How does your program/service/department ensure timely and coordinated care transitions?

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

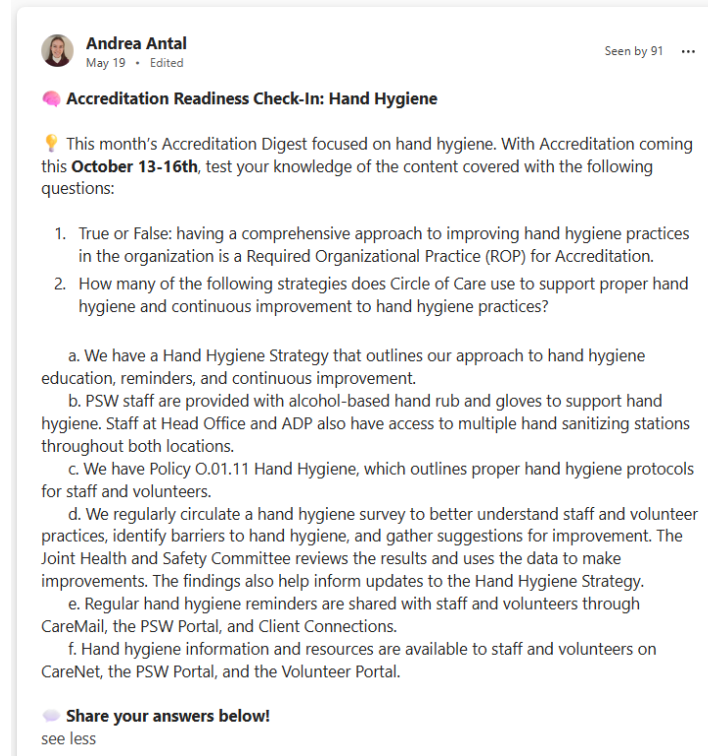
From October 13-16, 2026, surveyors from Accreditation Canada will join us on-site to see the work that we do. Accreditation is a process where we compare our organization against national and global standards to identify our strengths and areas for improvement.

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**)