

July 14, 2022

Kirby Boomer Executive Director Responsive Childrens Supports Ltd. #210, 495 36th Street NE Calgary, AB T2A6K3

Dear Kirby Boomer:

It is our great pleasure to inform you that the Council on Accreditation (COA) has approved the accreditation of **Responsive Childrens Supports Ltd.** through **August 31, 2026.** 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 **Responsive Childrens Supports Ltd.** 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 Promotional Tool Kit web page to find resources that can assist you with leveraging your organization's COA accreditation to internal and external stakeholders.

Private: http://coanet.org/accreditation/private-organization-accreditation/promote-your-accreditation/

Public: http://coanet.org/accreditation/public-agency-accreditation/promote-your-accreditation/

Canadian: http://coanet.org/accreditation/canadian-organisation-accreditation/promote-vour-accreditation/

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.

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 Tobi Murch, Senior Director of Accreditation Operations, either by email at tmurch@social-current.org or by telephone at 212-797-3000, extension 272, 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,

Jody Levison-Johnson

President and Chief Executive Officer

Attachment



Responsive Childrens Supports Ltd. Organization ID: 190017 Canadian Standards Expiration date: August 31, 2026

The accreditation of Responsive Childrens Supports Ltd. includes the following services and associated programs:

Program Name	COA Service Standard(s)	Service Subsections
Progressive Residential Supports	Group Living Services (GLS)	SDA: Developmental Disabilities
Responsive Respite Services	Respite Care (RC)	SDA: Developmental Disabilities
Adaptive Behavioural Supports	Fam Preserv & Stabilization Svs (FPS)	SDA: Developmental Disabilities



Organizational Strengths

Responsive Childrens Supports Ltd. Organization ID# 190017

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-AFM The organization is managed by a competent, committed, and efficient administrative team with senior members of the administrative structure in frequent touch with supports to clients.
- CA-HR The organization exhibits the strengths that continue to produce positive client outcomes, continue to retain staff while demonstrating the resourcefulness to have adapted to the impact of the Provincial & Federal health regulations in response to the COVID-19 pandemic, the temporary closure of the Respite Program, the staffing efforts to fill the available positions.
- CA-PQI The PQI process is integrated into the administrative and service structures and programs of the organization. The organization is diligent in obtaining, aggregating, and analyzing information from all sectors and returning processed data back to the programs so that relevant changes can be made.
- CA-RPM The organization demonstrates a proactive approach to risk by continually improving systems and practices for identification and mitigation of potential risks and learning from adverse events and challenges when they occur.

There are PQI and other committees developed within the organization to promote proactive, systemic risk prevention and management. The organization employs an integrated approach that involves staff throughout and considers all areas of potential risk including, but not limited to legal compliance, liability exposure, health and safety, human resources, contracting, technology, security of information, client rights and confidentiality, and finances.

Comprehensive, systematic, and effective risk prevention and management practices sustain the organization's ability to positively impact the communities and people it serves by reducing its risk, loss, and liability exposure.

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 provides services in places that are designed to be safe for the individuals served. Security is of great importance, and the space is designed to be effective in the least intrusive manner possible.
- CA-BSM The organization continues to strengthen and explore effective behavior support and management practices that center around pre-emptive interventions, follow the positive reinforcement of strengths and choices identified in the individual's plan and goals. The organization continually identifies the barriers to the individual's goals, which may be to return home; discusses with the individual, the parent(s), or guardian(s) to explore amendments to the strategies and/or the interventions.

Program staff work with the individuals and their support systems to create practical solutions in order to minimize the need for restrictive interventions to the greatest extent possible. The organization continues to cultivate a culture that promotes respect, healing, and positive behavior, and provides individuals, with the support they need to manage their own behaviors, mitigate and help prevent crisis situations and the need for restrictive interventions.

The organization's communication processes and staff employ a commendable practice that requires a debrief and conversation with the individual, the parent(s), guardian(s), appropriate family members or support systems, and staff involved to identify triggers and positive choices used to cope with escalating behaviors, and this facilitates a collaborative approach to behavior support and management and help provide personnel and the individual with early insight into aggressive, harassing, or self-injurious behaviors.

The mandated staff training and available support provided by the organization prevent injury and/or death in crisis situations, including those that warrant the use of a restrictive intervention as a last resort. When a restrictive intervention does occur, the organization employs an effective incident review process that will explore and implement changes in the practice that promote positive behavior and protect the safety all persons, support the safest environment possible, and further reduce the need and/or use of restrictive interventions.

- CA-CR The rights of individuals being supported are deeply embedded into the culture of the organization. Staff training, consents, parental preferences, and efforts to understand individual client rights by whatever means possible are embraced, taught, and practiced throughout the organization.
- CA-PRG Service delivery practices guide the administration of safe, effective programs that

respect personal dignity and self-determination. The recent introduction of the use of a digital medication record was reported to be successful. The tool introduced program-specific use and adaptation to reduce additional time and effort for staff to complete tasks while maintaining a safe environment for all individuals and staff.

CA-TS The organization understands the need for extensive training, both orientation and ongoing, and provides it proactively for all direct service staff. The organization also makes provision for training that will facilitate internal promotion.

Service Standards

CA-FPS The organization will respond to referrals or requests for service from FSCD (Family Support for Children with Disabilities) to provide the Family Preservation and Stabilization Services in the individual's home without compromising the safety of any family or community member. Family Preservation and Stabilization Services strengthen parental capacity, improve family relationships and functioning, increase child and family well-being, ensure child safety, prevent the separation of children from their families, promote successful reunification following a separation, and prevent future crises.

Based on the excellence and positive outcomes of the current program, the provincial government contract and funding partner, FSCD (Family Support for Children with Disabilities), requested the organization consider a contract to assist children to successfully return home from a group home setting and prevent re-entry to service systems and facilities.

- CA-GLS The homes are all located in normalized settings in the city of Calgary with access to all of the amenities that the city provides. Homes are well staffed, and staff are very well trained to provide services to individuals who have considerable needs.
- CA-RC The program has professional, thoughtful, empathetic, client-centered, accountable personnel. RCS (Responsiveness to Children's Supports) RC (Respite Care) Program reduces caregiver stress, promotes the well-being and safety of care recipients, and contributes to stable families. Respite Care is provided in a supportive, enriching, and therapeutic environment in a program facility owned by the Government of AB, FSCD (Family Services for Children with Disabilities). Respite Care services are provided on a planned or an as needed basis, including in response to a crisis an FSCD Priority referral. Care is provided for a few hours or days at a time. Priority referrals and short-term residential respite services can extend to a few weeks or a month at a time. When services are provided in response to a crisis, the timeframes may be less predictable and dependent upon resolution of the crisis.



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
	0	1



FINAL RATINGS

Canadian Standards

Responsive Childrens Supports Ltd. Org#:190017

Standard Code	Rating	NA
CA-AFM	1	
CA-AFM 1	1	
CA-AFM 2	1	
CA-AFM 2.01	1	
CA-AFM 2.02	1	
CA-AFM 2.03	1	
CA-AFM 3	2	
CA-AFM 3.01	1	
CA-AFM 3.02	1	
CA-AFM 3.03	1	
CA-AFM 3.04	2	
CA-AFM 4	1	
CA-AFM 4.01	1	
CA-AFM 4.02	1	
CA-AFM 4.03	1	
CA-AFM 5	1	
CA-AFM 5.01	1	
CA-AFM 5.02	1	
CA-AFM 5.03	1	
CA-AFM 5.04	1	
CA-AFM 6	1	
CA-AFM 7	1	
CA-AFM 8	1	
CA-AFM 8.01	1	
CA-AFM 8.02	1	
CA-AFM 9	1	
CA-AFM 9.01	1	
CA-AFM 9.02	1	
CA-AFM 10	1	
CA-AFM 10.01	1	
CA-AFM 10.02	2	

Page 1

Standard Code	Rating	NA
CA-AFM 11	1	
CA-AFW 11.01	1	
CA-AFM 11.01	1	
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CA-AFM 11.03	1	
CA-AFM 11.04		
CA-AFM 12		\square
CA-AFM 12.01		
CA-AFM 12.02	4	
CA-HR	1	
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Standard Code	Rating	NA
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CA-CR 1	1	
CA-CR 1.01	1	
CA-CR 1.02	1	
CA-CR 1.03	1	
CA-CR 1.04	1	
CA-CR 1.05	1	
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CA-CR 2	1	
CA-CR 2.01	1	
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CA-CR 3.03		
CA-CR 3.03	1	
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CA-PRG 1		
CA-PRG 1.01	1	
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CA-PRG 1.03	1	
CA-PRG 1.04	1	
CA-PRG 1.05	1	
CA-PRG 1.06	1	
CA-PRG 1.07	1	
CA-PRG 2	1	
CA-PRG 2.01	1	
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CA-PRG 2.03	1	
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CA-PRG 3.02	1	
CA-PRG 3.03	1	
CA-PRG 3.04	1	
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CA-PRG 3.06	1	
CA-PRG 3.07	1	
CA-PRG 4		
CA-PRG 4.01		
CA-PRG 4.02		
CA-PRG 4.03		

Standard Code	Rating	NA
CA-PRG 4.04		\boxtimes
CA-PRG 4.05		
CA-PRG 5	1	
CA-PRG 5.01	1	
CA-PRG 5.02	1	
CA-PRG 5.03	1	
CA-PRG 5.04	1	
CA-PRG 5.05	1	
CA-PRG 5.06	1	
CA-PRG 6	1	
CA-PRG 6.01	1	
CA-PRG 6.02	1	
CA-PRG 6.03	1	
CA-TS	1	
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CA-FPS 2	1	
CA-FPS 2.01	1	
CA-FPS 2.02	1	
CA-FPS 2.03	1	
CA-FPS 2.04	1	
CA-FPS 2.05	1	

Standard Code	Rating	NA
CA-FPS 2.06	1	
CA-FPS 2.07	1	
CA-FPS 2.08	1	
CA-FPS 3	1	
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CA-FPS 6.03	1	
CA-FPS 6.04	1	
CA-FPS 6.05	1	
CA-FPS 6.06	1	
CA-FPS 6.07	1	
CA-FPS 7	1	
CA-FPS 7.01	1	
CA-FPS 7.02	1	
CA-FPS 7.03	1	
CA-FPS 7.04	1	
CA-FPS 7.05	1	
CA-GLS	2	
CA-GLS 1	1	
CA-GLS 1.01	1	
CA-GLS 1.02	1	
CA-GLS 1.03	1	
CA-GLS 1.04	1	

Standard Code	Rating	NA
CA-GLS 2	1	
CA-GLS 2.01	1	
CA-GLS 2.02	1	
CA-GLS 2.02	1	
CA-GLS 2.03	1	
CA-GLS 2.04	1	
CA-GLS 2.05		
CA-GLS 2.00	1	
CA-GLS 2.07	1	
CA-GLS 2.08	1	
CA-GLS 2.09	1	
CA-GLS 2.10 CA-GLS 2.11	1	
CA-GLS 2.11	1	
CA-GLS 3 CA-GLS 3.01	1	
CA-GLS 3.01	1	
CA-GLS 3.02	1	
	1	
CA-GLS 4		
CA-GLS 4.01	1	
CA-GLS 4.02	2	
CA-GLS 4.03	1	
CA-GLS 4.04	1	
CA-GLS 4.05	1	
CA-GLS 4.06	1	
CA-GLS 5	1	
CA-GLS 5.01	1	
CA-GLS 5.02	2	
CA-GLS 5.03	1	
CA-GLS 5.04	1	
CA-GLS 6	1	
CA-GLS 6.01	1	
CA-GLS 6.02	1	
CA-GLS 6.03	1	
CA-GLS 6.04	1	
CA-GLS 7	2	
CA-GLS 7.01	1	
CA-GLS 7.02	1	
CA-GLS 7.03	2	
CA-GLS 7.04	1	
CA-GLS 7.05	1	
CA-GLS 7.06		
CA-GLS 8	1	
CA-GLS 8.01	1	
CA-GLS 8.02	2	

Standard Code	Rating	NA
CA-GLS 8.03	1	
CA-GLS 9	2	
CA-GLS 9.01	1	
CA-GLS 9.02	2	
CA-GLS 9.03	1	
CA-GLS 9.04	1	
CA-GLS 9.05	1	
CA-GLS 10	1	
CA-GLS 10.01	1	
CA-GLS 10.02	1	
CA-GLS 10.03		
CA-GLS 10.04	1	
CA-GLS 11	_	
CA-GLS 11.01		
CA-GLS 11.02		
CA-GLS 11.03		
CA-GLS 11.04		
CA-GLS 11.04		\square
CA-GLS 11.06		\square
CA-GLS 11.00		\square
CA-GLS 11.07		\square
CA-GLS 12 CA-GLS 12.01		\square
CA-GLS 12.01		
CA-GLS 12.02		\square
CA-GLS 12.03		
CA-GLS 12.04		
CA-GLS 12.05		
CA-GLS 12.06 CA-GLS 13		
CA-GLS 13.01		
CA-GLS 13.02		
CA-GLS 13.03	2	
CA-GLS 14	2	
CA-GLS 14.01	1	
CA-GLS 14.02	2	
CA-GLS 14.03	2	
CA-GLS 14.04	2	
CA-GLS 14.05	2	
CA-GLS 14.06	1	
CA-GLS 14.07	2	
CA-GLS 15		
CA-GLS 15.01		
CA-GLS 15.02		
CA-GLS 15.03		\boxtimes

Standard Code	Rating	NA
CA-GLS 15.04		
CA-GLS 16	2	
CA-GLS 16.01	1	
CA-GLS 16.02	1	
CA-GLS 16.03	1	
CA-GLS 16.04	2	
CA-GLS 17	1	
CA-GLS 17.01	1	
CA-GLS 17.02	1	
CA-GLS 17.03	1	
CA-GLS 18	1	
CA-GLS 18.01	1	
CA-GLS 18.02	1	
CA-GLS 18.03		
CA-GLS 18.04	1	
CA-GLS 18.05		
CA-GLS 18.06		
CA-GLS 18.07	1	
CA-GLS 18.08		
CA-GLS 19	1	
CA-GLS 19.01	2	
CA-GLS 19.02	1	
CA-GLS 19.03	1	
CA-GLS 19.04	1	
CA-GLS 19.05		
CA-RC	1	
CA-RC 1	1	
CA-RC 1.01	1	
CA-RC 1.02	1	
CA-RC 1.03	1	
CA-RC 2	1	
CA-RC 2.01	1	
CA-RC 2.02	1	
CA-RC 2.03	1	
CA-RC 2.04	1	
CA-RC 2.05	1	
CA-RC 2.06	1	
CA-RC 2.07	1	
CA-RC 2.08	1	
CA-RC 3	1	
CA-RC 3.01	1	
CA-RC 3.02	1	
CA-RC 4	1	

Standard Code	Rating	NA
CA-RC 4.01	1	
CA-RC 4.02	1	
CA-RC 4.03	1	
CA-RC 5	1	
CA-RC 5.01	1	
CA-RC 5.02	1	
CA-RC 5.03	1	
CA-RC 5.04	1	
CA-RC 6	1	
CA-RC 6.01	1	
CA-RC 6.02	1	
CA-RC 6.03	1	
CA-RC 6.04	1	
CA-RC 6.05	1	
CA-RC 6.06	1	
CA-RC 6.07	1	
CA-RC 7	1	
CA-RC 7.01	1	
CA-RC 7.02	1	
CA-RC 7.03	1	
CA-RC 7.04	1	
CA-RC 7.05		
CA-RC 7.06	1	
CA-RC 7.07	1	
CA-RC 8	1	
CA-RC 8.01	1	
CA-RC 8.02	1	
CA-RC 8.03	1	
CA-RC 8.04	1	
CA-RC 9	1	
CA-RC 9.01	1	
CA-RC 9.02	1	
CA-RC 9.03	1	