

# AGENCY ADHERENCE REVIEW ACCESS/EXCHANGE PROGRAMS

**Update:**  Yes  No

**Agency:** ??

**External Agency Coordinator:** ??

**Date of Visit:** ??

**Person(s) Interviewed:** ??

**Date of Report:** ??

**Date of last Agency Adherence Review:** ??

**NPR** = No policy required. Agencies are not required to have a policy regarding these items; compliance is based on fulfilment of obligations as outlined in the *Standards Manual*.

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	FVPP FOLLOW-UP
REF.	STANDARD	YES	NO			
<b>1.1</b>	<b>Incorporation &amp; By-Laws</b>					
1.1.1	Service Provider Identifying Information * <b>NPR</b>					
1.1.2	Notification of Changes * <b>NPR</b>					
1.1.3	Agency Incorporation <b>NPR</b>					
1.1.4	Registration Renewals * <b>NPR</b>					
1.1.5	Agency By-Laws <b>NPR</b>					
1.1.6	Annual Reports * <b>NPR</b>					
<b>1.2</b>	<b>Agency Boards/ Steering Committees</b>					
1.2.1	Board /Steering Committee Membership & Composition <b>NPR</b>					
1.2.2	Board /Steering Committee Orientation & Training *					
1.2.3	Accountability & Delegation <b>NPR</b>					
1.2.4	Conflict of Interest <b>NPR</b>					

\*Update annually  
Template created July 2014

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	FVPP FOLLOW-UP
REF.	STANDARD	YES	NO			
<b>1.3</b>	<b>Organizational Development</b>					
1.3.1	Mission Statement <b>NPR</b>					
1.3.2	Goals & Objectives <b>NPR</b>					
1.3.3	Operational Planning <b>NPR</b>					
1.3.4	Organizational Structure <b>NPR</b>					
1.3.5	Staff and Volunteer Recruitment & Hiring					
1.3.6	Human Resource Management  • How are staff able to access the policies & procedures manual?					
1.3.7	Labour Management Agreements <b>NPR</b>					
1.3.8	Position Descriptions <b>NPR</b>					
1.3.9	Fair Employment Practices <b>NPR</b>					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	FVPP FOLLOW-UP
REF.	STANDARD	YES	NO			
<b>1.4</b>	<b>Financial Management</b>					
1.4.1	Service Purchase Agreement <b>NPR</b>					
1.4.2	Financial Controls & Procedures <b>NPR</b>					
1.4.3	Statistical Reports – Units of Service* <b>NPR</b>					
<b>1.5</b>	<b>Administrative &amp; Client Records Management</b>					
1.5.1	Record Storage & Access					
1.5.2	Record Retention & Destruction					
1.5.3	Client Record Contents <b>NPR</b>					
1.5.4	Client Record Maintenance					
1.5.5	Confidentiality of Client Records					
1.5.6	Client Access to Records					
<b>1.6</b>	<b>Physical Facilities</b>					
1.6.1	Adherence to Legislation/Regulations <b>NPR</b>					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	FVPP FOLLOW-UP
REF.	STANDARD	YES	NO			
1.6.2	Local Codes & By-laws <b>NPR</b>					
1.6.3	Physical Space <b>NPR</b>					
<b>2.1</b>	<b>Protection of Rights</b>					
2.1.1	Human Rights					
2.1.2	Right to Service					
2.1.3	Right to Privacy					
2.1.4	Consent to Release Information					
2.1.5	Right to Appeal – Client Complaints					
2.1.6	Right to Services with Cultural Sensitivity					
<b>2.2</b>	<b>Client Safety &amp; Health</b>					
2.2.1	Threats to Safety					
2.2.2	Children in Need of Protection					
2.2.3	Critical Incidents					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	FVPP FOLLOW-UP
REF.	STANDARD	YES	NO			
2.2.4	Medication					
2.2.5	Communicable Diseases					
2.2.6	Safety					
2.2.7	Interruption of Services					
2.2.8	Technology and Safety					
2.2.9	Health and Safety of Clients with Allergies					
<b>2.3</b>	<b>Admission Criteria &amp; Process</b>					
2.3.1	Admission Criteria					
2.3.2	Exception Policy					
2.3.3	Withdrawal of Services					
<b>2.4</b>	<b>Agency Services &amp; Resources</b>					
2.4.1	Intake & Assessment					
2.4.2	Supervised Visitation					
2.4.3	Supervised Exchange					
2.4.4	Client Service Agreements					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	FVPP FOLLOW-UP
REF.	STANDARD	YES	NO			
2.4.5	No Contact between Parents					
2.4.6	Child Refusal of Visits					
<b>2.5</b>	<b>Service Evaluation</b>					
2.5.1	Client Evaluation of Service					

**GENERAL COMMENTS:**