

# 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			
1.1	Incorporation & By-Laws					
1.1.1	Service Provider Identifying Information * NPR					
1.1.2	Notification of Changes * NPR					
1.1.3	Agency Incorporation NPR					
1.1.4	Registration Renewals * NPR					
1.1.5	Agency By-Laws NPR					
1.1.6	Annual Reports * NPR					
1.2	Agency Boards/ Steering Committees					
1.2.1	Board /Steering Committee Membership & Composition NPR					
1.2.2	Board /Steering Committee Orientation & Training *					
1.2.3	Accountability & Delegation NPR					
1.2.4	Conflict of Interest NPR					

\*Update annually  
Template created July 2014

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	FVPP FOLLOW-UP
REF.	STANDARD	YES	NO			
1.3	Organizational Development					
1.3.1	Mission Statement NPR					
1.3.2	Goals & Objectives NPR					
1.3.3	Operational Planning NPR					
1.3.4	Organizational Structure NPR					
1.3.5	Staff and Volunteer Recruitment & Hiring					
1.3.6	Human Resource Management <ul style="list-style-type: none"><li>How are staff able to access the policies &amp; procedures manual?</li></ul>					
1.3.7	Labour Management Agreements NPR					
1.3.8	Position Descriptions NPR					
1.3.9	Fair Employment Practices NPR					

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

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STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	FVPP FOLLOW-UP
REF.	STANDARD	YES	NO			
1.6.2	Local Codes & By-laws NPR					
1.6.3	Physical Space NPR					
<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					
2.3	Admission Criteria & Process					
2.3.1	Admission Criteria					
2.3.2	Exception Policy					
2.3.3	Withdrawal of Services					
2.4	Agency Services & Resources					
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					
2.5	Service Evaluation					
2.5.1	Client Evaluation of Service					

GENERAL COMMENTS: