

AGENCY ADHERENCE REVIEW

NOR'WEST FAMILY VIOLENCE COUNSELLING PROGRAM

Update: ☐ Yes ☐ No

Agency: Nor'West Family Violence Counselling Program

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	BRANCH FOLLOW-UP
REF.	STANDARD	YES	NO			
1.1	Incorporation & Bylaws					
1.1.1	Organizational Identification 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					
1.2.1	Board Membership & Composition NPR					
1.2.2	Board Orientation & Training* SPA: Does the agency have a copy of <i>The Management Practices Guide</i> ?					
1.2.3	Accountability & Delegation NPR					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	BRANCH FOLLOW-UP
REF.	STANDARD	YES	NO			
1.2.4	Conflict of Interest					
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 Recruitment & Screening					
1.3.6	Human Resource Management ● How are staff able to access the policies & procedures manual?					
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	BRANCH 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	Preliminary Budget Submissions* NPR					
1.4.4	Final Budget Submissions* NPR					
1.4.5	Interim Financial Reports* NPR					
1.4.6	Board Approval of Interim Financial Reports* NPR					
1.4.7	Annual Audit* NPR					
1.4.8	Supplementary Reports* NPR					
1.4.9	Statistical Reports – Units of Service* NPR					
1.5	Administrative & Client Records Management					
1.5.1	Record Storage & Access					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	BRANCH FOLLOW-UP
REF.	STANDARD	YES	NO			
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					
1.6.2	Local Codes & Bylaws NPR					
1.6.3	Physical Space NPR					
2.1	Client Rights and Protection					
2.1.1	Human Rights					
2.1.2	Right to Service					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	BRANCH FOLLOW-UP
REF.	STANDARD	YES	NO			
2.1.3	Right to Privacy					
2.1.4	Consent to Release Information <u>SPA</u> : Is case consultation on issues of family violence provided to other service providers?					
2.1.5	Right to Appeal – Consumer Complaints					
2.1.6	Right to Services with Cultural Sensitivity					
2.2	Client Safety & Health					
2.2.1	Confidentiality & Safety of Admitted Clients					
2.2.2	Special Precautions					
2.2.3	Children in Need of Protection					
2.2.4	Critical Incidents NPR					
2.3	Admission Criteria					
2.3.1	Admission Criteria:					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	BRANCH FOLLOW-UP
REF.	STANDARD	YES	NO			
2.3.2	Exception Policy					
2.3.3	Non-Admitted Clients					
2.3.4	Withdrawal of Services					
2.4	Core (Women’s) Services					
2.4.1	Intake & Assessment					
2.4.2	Protection Planning NPR					
2.4.3	Information and Referral NPR					
2.4.4	Individual Counselling NPR SPA: Are both short-term crisis services & longer-term support services provided?					
2.4.5	Group Counselling NPR					
2.5	Service Monitoring & Evaluation					
2.5.1	Client Evaluation of Counselling Services					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	BRANCH FOLLOW-UP
REF.	STANDARD	YES	NO			
2.5.2	Monitoring of Client Files					
2.5.3	Service Monitoring & Evaluation Measures					

GENERAL COMMENTS: