

AGENCY ADHERENCE REVIEW

THE LAUREL CENTRE

Update: ☐ Yes ☐ No

Agency: The Laurel Centre

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 & Bylaws					
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					
1.2.1	Board Membership & Composition NPR					
1.2.2	Board Orientation & Training					
1.2.3	Accountability & Delegation NPR					
1.2.4	Conflict of Interest					

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 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					
1.4	Financial Management					
1.4.1	Service Purchase Agreement NPR					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	FVPP FOLLOW-UP
REF.	STANDARD	YES	NO			
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					
1.6.2	Local Codes & Bylaws NPR					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	FVPP FOLLOW-UP
REF.	STANDARD	YES	NO			
1.6.3	Physical Space NPR					
2.1	Client Rights and Protection					
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 Sensitivity					
2.2	Client Safety & Health					
2.2.1	Confidentiality & Safety of Admitted Clients					
2.2.2	Threats to Safety					
2.2.3	Children in Need of Protection					
2.2.4	Critical Incidents					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	FVPP FOLLOW-UP
REF.	STANDARD	YES	NO			
2.2.5	Interruption of Services					
2.2.6	Technology and Safety					
2.2.7	Health and Safety of Clients with Allergies					
2.3	Admission Criteria					
2.3.1	Admission Criteria					
2.3.2	Exception Policy					
2.3.3	Non-Admitted Clients					
2.3.4	Withdrawal of Services					
2.4	Therapeutic Intervention Services					
2.4.1	Intake & Assessment					
2.4.2	Individual Counseling NPR					
2.4.3	Group Counseling NPR					
2.4.6	Termination of Service Process NPR					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	FVPP FOLLOW-UP
REF.	STANDARD	YES	NO			
2.5	Men’s Resource Centre Services					
2.5.1	Intake and Assessment					
2.5.2	Client-Centred Planning					
2.5.3	Counselling					
2.5.4	Termination of Services Process					
2.5.5	Accommodation Services					
2.6	Service Evaluation					
2.6.1	Client Evaluation of Counselling Services					
2.6.2	Outcome Measures NPR					

SPA REQUIREMENT	COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	FVPP FOLLOW-UP
	YES	NO			
Schedule “C” Training for Service Providers					
Has the Laurel Centre provided service provider training with appropriate format and frequency, as per the SPA?					

GENERAL COMMENTS: