

AGENCY ADHERENCE REVIEW WOMEN'S RESOURCE CENTRES

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	BRANCH FOLLOW-UP
REF.	STANDARD	YES	NO			
1.1	Incorporation & Bylaws					
1.1.1	Service Provider 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	Resource Centre Board of Directors					
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	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					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	BRANCH FOLLOW-UP
REF.	STANDARD	YES	NO			
1.6.2	Local Codes & Bylaws NPR					
1.6.3	Annual Fire Inspection					
2.1	Protection of Rights					
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					
2.2	Client Safety & Health					
2.2.1	Confidentiality & Safety of Admitted Clients					
2.2.2	Special Precautions					
2.2.3	Parental Permission for Children’s Counseling					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	BRANCH FOLLOW-UP
REF.	STANDARD	YES	NO			
2.2.4	Children in Need of Protection					
2.2.5	Critical Incidents NPR					
2.2.6	Communicable Disease Policy					
2.2.7	Technology & Safety					
2.2.8	Health & Safety of Clients with Allergies					
2.3	Admission Criteria					
2.3.1	Admission Criteria: Counselling Services					
2.3.2	Exception Policy: Counselling Services					
2.4	Women’s Services & Resources					
2.4.1	Intake & Assessment					
2.4.2	Orientation to Resource Centre Services					
2.4.3	Client-Centred Planning					
2.4.4	Women’s Counselling					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	BRANCH FOLLOW-UP
REF.	STANDARD	YES	NO			
2.4.5	Children’s Services					
2.4.6	Support Groups for Women					
2.4.7	Outreach Counselling/ Home Visits					
2.4.8	Information & Referral					
2.4.9	Accompaniment & Practical Support					
2.4.10	Protection Planning					
2.4.11	Social Interaction					
2.5	Service Monitoring & Evaluation					
2.5.1	Client Evaluation of Service					
2.5.2	Monitoring of Client Files					
	Other Financial Reports					
	Staffing Reports* NPR					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	BRANCH FOLLOW-UP
REF.	STANDARD	YES	NO			
	Annual Operating Budget* NPR					
	Interim Financial Reports* NPR					
	Board Approval of Budget and Interim Financial Reports* NPR					
	Annual Audit* NPR					
	Other Required Reports* NPR					

GENERAL COMMENTS: