

AGENCY ADHERENCE REVIEW

WOMEN'S RESOURCE CENTRES WITH RESIDENTIAL SERVICES

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* Is the agency utilizing board expenses/training revenues SPA: Does the agency have a copy of <i>The Management Practices Guide</i> ?					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	BRANCH FOLLOW-UP
REF.	STANDARD	YES	NO			
1.2.3	Accountability & Delegation NPR					
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	N/A				
1.3.8	Position Descriptions NPR					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	BRANCH FOLLOW-UP
REF.	STANDARD	YES	NO			
1.3.9	Fair Employment Practices NPR					
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					
1.4.4	Fee Waiver Invoices - 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					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	BRANCH FOLLOW-UP
REF.	STANDARD	YES	NO			
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	Annual Fire Inspection* NPR					
1.6.4	Interim Housing					
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					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	BRANCH FOLLOW-UP
REF.	STANDARD	YES	NO			
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	Supervision & Safety of Children					
2.2.4	Parental Permission for Children’s Counseling –					
2.2.5	Preferred Child Care Practices					
2.2.6	Parental Permission for Children’s Outings					
2.2.7	Children in Need of Protection					
2.2.8	Access to Housing Unit by Program Staff					
2.2.9	Communicable Disease Policy					
2.2.10	Fire Safety Plan & Procedures					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	BRANCH FOLLOW-UP
REF.	STANDARD	YES	NO			
2.2.11	Critical Incidents NPR					
2.2.12	Technology and Safety					
2.2.13	Health & Safety of Clients with Allergies					
2.2.14	Interruption of Residential Services					
2.3	Admission Criteria					
2.3.1	Admission Criteria: Counselling Services					
2.3.2	Exception Policy: Counselling Services					
2.3.3	Admission Criteria: Residential Program					
2.3.4	Non-Admitted Clients – Residential Program					
2.3.5	Residency Guidelines					
2.3.6	Client Dismissal					
2.4	Women’s Services & Resources					
2.4.1	Intake & Assessment					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	BRANCH FOLLOW-UP
REF.	STANDARD	YES	NO			
2.4.2	Orientation to the Program					
2.4.3	Client-Centred Planning					
2.4.4	Women’s Counselling					
2.4.5	Children’s Services					
2.4.6	Support Groups for Women <u>SPA:</u> ▪ Min. 2-3 groups/year? ▪ 10 to 12 sessions ▪ Min. 1.5 hrs/session? ▪ 6 to 10 participants?					
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					
2.4.12	Interim Housing Program					

STANDARDS		COMPLIANCE		ACTION PLANNED/EXPLANATION	COMPLETION	BRANCH FOLLOW-UP
REF.	STANDARD	YES	NO			
2.4.13	Children’s Services Consultations					
2.4.14	Departure Planning					
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					
	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: