

# **AGENCY ADHERENCE REVIEW WOMEN'S SHELTERS**

**Update** ☐      **Full Review** ☐

**Agency:**

**External Agency Coordinator:**

**Date of Review:**

STANDARDS		COMPLIANCE		EXPLANATION	ACTION	ANTICIPATED COMPLETION DATE
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	Shelter Incorporation NPR					
1.1.4	Registration Renewals* NPR					
1.1.5	Shelter Bylaws NPR					
1.1.6	Annual Reports* NPR					
1.2	Shelter 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					

**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*.

\*Update annually

STANDARDS		COMPLIANCE		EXPLANATION	ACTION	ANTICIPATED COMPLETION DATE
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 & 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					
1.3.9	Fair Employment Practices NPR					
1.4	Financial Management					
1.4.1	Service Purchase Agreement NPR					

STANDARDS		COMPLIANCE		EXPLANATION	ACTION	ANTICIPATED COMPLETION DATE
REF.	STANDARD	YES	NO			
1.4.2	Financial Controls & Procedures <b>NPR</b>					
1.4.3	Statistical Reports - Units of Service <b>NPR</b>					
1.4.4	Fee Waiver Invoices <b>NPR</b>					
<b>1.5</b>	<b>Administrative &amp; Client Records Management</b>					
1.5.1	Record Storage & Access					
1.5.2	Record Retention & Destruction					
1.5.3	Client Record Contents* <b>NPR</b>					
1.5.4	Client Record Maintenance					
1.5.5	Confidentiality of Client Records					
1.5.6	Client Access to Records <ul style="list-style-type: none"><li>• Also right to request corrections to personal information</li></ul>					
<b>1.6</b>	<b>Physical Facilities</b>					
1.6.1	Adherence to Legislation & Regulations <b>NPR</b>					

STANDARDS		COMPLIANCE		EXPLANATION	ACTION	ANTICIPATED COMPLETION DATE
REF.	STANDARD	YES	NO			
1.6.2	Local Codes & Bylaws NPR					
1.6.3	Annual Fire Inspection* NPR					
1.6.4	Annual Housing Inspection* NPR					
1.6.5	Shelter Facility Security NPR					
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					
2.1.7	Information/Crisis Line Privacy Protection					

STANDARDS		COMPLIANCE		EXPLANATION	ACTION	ANTICIPATED COMPLETION DATE
REF.	STANDARD	YES	NO			
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	Preferred Child Care Practices					
2.2.5	Parental Permission for Children’s Outings					
2.2.6	Parental Permission for Children’s Counselling					
2.2.7	CFS & Women’s Shelter Protocol					
2.2.8	Children in Need of Protection					
2.2.9	Medication Storage & Access					
2.2.10	Communicable Disease Policy					
2.2.11	Fire Safety Plan & Procedures					

STANDARDS		COMPLIANCE		EXPLANATION	ACTION	ANTICIPATED COMPLETION DATE
REF.	STANDARD	YES	NO			
2.2.12	Critical Incidents NPR					
2.2.13	Outings and Failure to Return					
2.2.14	Interruption of Residential Services					
2.2.15	Technology and Safety					
2.2.16	Health and Safety of Clients with Allergies					
2.3	Admission Criteria & Process					
2.3.1	Admission Criteria					
2.3.2	Non-Admitted Clients					
2.3.3	Intake & Assessment					
2.3.4	Intake & Assessment for Children					
2.3.5	Management of Client Assets					
2.3.6	Shelter to Shelter Transfer					
2.4	Shelter Services & Resources					
2.4.1	Residential Care					

STANDARDS		COMPLIANCE		EXPLANATION	ACTION		ANTICIPATED COMPLETION DATE
REF.	STANDARD	YES	NO				
2.4.2	Client-Centred Planning						
2.4.3	Crisis Intervention Counselling						
2.4.4	Individual Counselling Services						
2.4.5	Support Groups						
2.4.6	Children’s Counselling						
2.4.7	Follow-up Services						
2.4.8	Withdrawal of Services						
2.4.9	Information/Crisis Telephone Lines NPR						
<b>2.5</b>	<b>Service Monitoring &amp; Evaluation</b>						
2.5.1	Client Evaluation of Service						
2.5.2	Monitoring of Client Files						
	<b>Other Financial Reports</b>						
	Staffing Reports* NPR						
	Annual Operating Budget* NPR						



STANDARDS		COMPLIANCE		EXPLANATION	ACTION		ANTICIPATED COMPLETION DATE
REF.	STANDARD	YES	NO				
	Interim Financial Reports* NPR						
	Board Approval of Budget and Interim Financial Reports* NPR						
	Annual Audit* ▪ Management Letter NPR						
	Other Required Financial Reports* ▪ Compensation Disclosure ▪ Surplus/Deficit Report NPR						

GENERAL COMMENTS: