CARF Accreditation Means Quality in Canada

What is CARF?
CARF is a widely accepted accrediting body that sets international consensus standards for health and human services organizations.

Some of the areas CARF accredits are:
- Aging Services
- Behavioural Health (mental health and addictions)
- Employment and Community Services
- Child and Youth Services
- Medical Rehabilitation
- Vision Rehabilitation

Governments and funders accept CARF Canada accreditation as a mark of quality. For a current listing of organizations that recognize CARF accreditation, please visit www.carf.org/Canada.

Benefits of Accreditation
- Quality improvement blueprint
- Risk management tool
- Improved funding access
- Business improvement, management instrument
- Ability to compare to industry standards
- Competitive differentiation, positive visibility
- Accountability
- Peer-networking
- Continual learning opportunities
- Service excellence

To contact CARF Canada, please phone toll free or email:
1 (888) 281-6531, ext. 3013
CARFCanadaTeam@carf.org

What CARF-accredited organizations are saying about their accreditation experience:

“We see that going through the accreditation process has made our organization be seen as more credible and potential funders, referral sources, and clients have more confidence in us. We have an Aboriginal Traditional system. We have been able to see how our unique systems and ways of running the organization serve us well and we have been able to make improvements and streamline these systems.”
Mel and Shirley Chartrand
Eyaa-Keen Centre Inc.
Winnipeg, MB

“We chose CARF because its aging services network standards cover our housing, home care, and assisted living, and long term care. We believe it is important to demonstrate accountability and excellence for the organization as a whole, not just in one area. The surveyors could have focused solely on organizational documents and policies, but instead demonstrated what is unique to the CARF philosophy: the persons served mirror what is being done organizationally, and their voices need to be heard.”
John Pray
Shepherd’s Care Foundation
Edmonton, AB

“We see that going through the accreditation process has made our organization be seen as more credible and potential funders, referral sources, and clients have more confidence in us. We have an Aboriginal Traditional system. We have been able to see how our unique systems and ways of running the organization serve us well and we have been able to make improvements and streamline these systems.”
Mel and Shirley Chartrand
Eyaa-Keen Centre Inc.
Winnipeg, MB

Scan the QR code to learn more about CARF Canada or visit www.carf.org/Canada.
Why Choose CARF?

Independent, Third-Party Accreditation
CARF was founded in 1966 and awarded the first Canadian accreditation in 1969. For more than 50 years, we have been assisting service providers in improving the quality of their services, demonstrating value, and meeting internationally recognized organizational and program standards. We have the expertise and infrastructure to provide dependable support in a manner convenient to you.

Relevant
CARF works with your existing business and service models for an ongoing partnership in quality improvement. The standards and accreditation process address stakeholder needs around accountability in efficiency, results or outcomes of services, and satisfaction with services and the organization. CARF works with your organization at a pace and manner that suits your organization.

Free Support
The CARF Canada staff is composed of subject-matter resource specialists who are conveniently available to ensure that all of your questions are answered.

Consultative Peer Surveyors
We have a cadre of over 1,400 experienced, culturally-competent surveyors who are trained to visit your organization with an objective, collaborative, and consultative approach. This brings an opportunity for knowledge exchange and a learning experience to your survey.

Surveyors are peers who work in accredited organizations with a minimum of five years of experience in direct service delivery or administration.

Fees
CARF fees are per survey, with no annual or membership fees. We offer full disclosure of all costs—direct and indirect—required and optional. Ask for details.

Standards
CARF standards are developed with input from peers in the community services sector and are applicable to organizations of all levels, sizes, and types. The standards are non-prescriptive, easily understood, state-of-the-art, practical, and evaluated, with consideration that there are multiple pathways to conformance.

CARF standards address:
- Leadership/Administration
- Ethics
- Finance
- Quality Improvement Processes
- Human Resources
- Environment/Safety
- Outcomes
- Access to Services
- Assessment
- Consumer Rights
- Service Planning
- Transition/Discharge

Your Voice is Heard
Feedback is the cornerstone of quality improvement. There are a few ways in which your feedback makes an impact:

You are invited to comment on the standards and standard revisions by participating in the standards development process. For current and upcoming field reviews on CARF standards, please visit www.carf.org/FieldReviews.

CARF analyzes all input regarding its processes and evaluations in an effort for continuous improvement. We want to hear from you!

Surveyors provide direct feedback about the accreditation process and the standards to CARF. Interested in becoming a surveyor? Visit www.carf.org/About/BecomeaSurveyor for more information.