**EXCERPTS from the CANADIAN CENTRE FOR ACCREDITATION’S FINAL REPORT, July 20, 2020**

**Stewardship:** The Vitanova Foundation has strong mechanisms in place to guide its fundraising activities, including detailed and well-written guidelines to direct their fundraising practices. The agency has annual events that are well known by the community and have been very successful. This is one of the most recognized strengths of the organization.

**Risk and Safety:** The organization has set up its space and practices with safety in mind. The processes in place to ensure staff and client safety stand out as one of the clear strengths of the organization. Safety is a priority and has been considered in all aspects of service delivery and professional development for staff. Also, the review team especially commends the organization for a very well detailed risk mitigation process.

**Programs and Services:** Intake, services, and programs are focused on clients’ strengths. The organization has a thorough system to give clients a comprehensive orientation, which they really appreciate. The needs and preferences of the persons served are at the centre of all considerations, respecting the uniqueness of each individual. The client-centred approach was evident from the front line all the way to the Board. The staff’s commitment and the organization’s positive culture were evident to the review team during their visit. Staff is collaborative and supportive, helping one another, connecting as a team, and have similar values.

**Community:** The organization actively promotes its interests, programs, and services. An example of the effectiveness of this is how members of the community show up to get involved in some way. Information about the organization's role, functions, and services is made available to their various stakeholders on its website in multiple languages other than English and on-site with printed brochures. Information is also available via telephone or email, and via social media (Facebook, Instagram, Twitter and YouTube). In addition, it is worth mentioning how well connected the Board of Directors is with political leaders.

**Human Resources:** The review team was impressed with staff morale and how, throughout all levels of the organization, staff live its values on a daily basis. The staff’s commitment and the organization’s positive culture were evident to the review team during their visit. It is very clear how much people like working at The Vitanova Foundation. The organization’s leadership is open and facilitates growth within the organization. The commitment to making services barrier-free was clear and verbalized by many members of staff during the interviews. The staff’s resilience is one of the organization's strengths, as demonstrated by their recovery after the founder’s passing, and their quick adjustment into the COVID-19 pandemic, with services moving online.

**Systems and Structure:** The organization has robust policies and procedures in place on information systems in order to ensure that client privacy is maintained throughout the process. Persons served are well informed of the organization’s guidelines on using email, text, instant messaging, and other forms of electronic communications to convey information about their service. They are also made aware of the risks to privacy and confidentiality. The review team was particularly impressed by the staff's dedication to ensuring that client privacy is completely protected.

**Program and Service Framework:** CCA commends The Vitanova Foundation for effectively supporting the development of a circle of care and support for its clients. The review team directly heard from clients how they appreciate this process in order to support their journey while in residence as well as having a process in place as part of their transition back into the community. The education programs provided to the Family Group are also worth mentioning as strengths.

**Program and Service Delivery:** The organization effectively reduces barriers and strives to engage individuals that may benefit from its programs and services, not only through outreach but also through the facility design. An example of that is the addition of an elevator which facilitates opportunities for people who have reduced mobility to have full access to all of Vitanova’s spaces, especially the residence program. The Vitanova Foundation is also commended for its solid person-directed approach to service planning, which is developed involving not only clients but also key people. There are regular follow-ups on service planning and adjustments are made when needed. Mechanisms for this include the goal-setting group and the sessions with primary workers. Inter-professional communication and collaborative service provision take place including daily meetings.

**Program-Specific and Service-Specific:** It is clear that the groups offered use a range of methodologies to support autonomy, social inclusion, education, connection, and responsibility. For example, the residents are involved in repairs and maintenance of the facility, which is a positive experience for them and enables them to give back. It was also evident that staff can access support from their peers and supervisors at all times.

**Residential Treatment:** The organization's medication management processes are definitely a strength. From how the room is organized and secured, to the monitoring and logging of medication intake. Additionally, meals are planned and provided in a manner which is consistent with the needs of residents. It was very clear that clients' food preferences and needs were accommodated at Vitanova, whether related to cultural practices or allergies.