



Media Release

For Immediate Release
August 2, 2018

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Community Living Essex County Scores High in Re-accreditation

Community Living Essex County has scored high marks from an independent auditor in securing its second FOCUS Accreditation Award for the period June 2018-2022. FOCUS Accreditation, a non-profit accreditation agency for community service organizations looks at all aspects of how an organization provides services, from how people are supported, to the effectiveness of their operations. A team of FOCUS validators spent weeks reviewing and scrutinizing every aspect of the organizations work through extensive interviews, document reviews and surveys with all stakeholders and funders.

A total of 15 areas, or domains were reviewed for accreditation including Financial Management, Human Resources and relationships, partnerships and community connections to name a few. Community Living Essex County scored 358 out of 364, resulting in an outstanding overall score of 98.35 per cent. Accreditation demonstrates commitment, quality and accountability to the people we serve their families and all key stakeholders and funders.

The information collected by FOCUS identified and confirmed many strengths including that Community Living Essex County has engaged in various knowledge sharing activities and joint partnerships to promote innovative ideas and advance supports of people receiving services. As well, that the organization is committed to engaging employees, volunteers and people supported to advocate for and on behalf of people who receive supports. Especially noted in interviews was that along with the many partnerships within the Developmental Service sector, many are outside the sector allowing for knowledge sharing and expansion of expertise.

Cheryl Whiteman, Focus Executive Director shared a glowing review. “Community Living Essex County is described by stakeholders both internal and external to the organization as one that continuously seeks growth, improvement, and progress not only for themselves and the people they support, but also for the developmental service sector as a whole”.

Executive Director, Karen Bolger of Community Living Essex County expressed her satisfaction in stating, “This second accreditation award is a validation of the commitment and hard work of our board of directors and all of our employees as we strive to offer quality services and supports to the people and families we serve in Essex County”.