Domain #1—Ethical Practices, Rights, and Responsibilities

Summary: This domain ensures that organizations inform service users of their rights and responsibilities, protect their privacy and confidentiality, minimize the risk of abuse, and manage knowledge discovery and formal research ethically.

Required Evidence:

- Policies and procedures on rights and responsibilities, privacy, and confidentiality.
- Consent forms and templates.
- Training records for employees and volunteers.
- Evidence of educating service users about abuse.
- Documentation of knowledge discovery and research processes.

Standards: 1.1 - Informing service users of their rights and responsibilities. 1.2 - Protecting privacy and confidentiality. 1.3 - Obtaining and documenting consent for sharing information. 1.4 - Minimizing the risk of abuse. 1.5 - Educating service users about abuse. 1.6 - Managing knowledge discovery ethically. 1.7 - Managing formal research ethically.

Domain #2—Planning and Support

Summary: This domain focuses on the planning and support processes for service users, ensuring that services are tailored to individual needs and preferences, and that service plans are developed collaboratively.

Required Evidence:

- Policies and procedures for service planning and support.
- Service plans and documentation of reviews.
- Consent forms for sharing service plans.
- Documentation of service delivery staffing levels.

Standards: 2.1 - Policies for planning and support processes. 2.2 - Collaborative development of service plans. 2.3 - Obtaining consent for sharing service plans. 2.4 - Assessing and determining service delivery staffing levels. 2.5 - Maintaining complete service user files. 2.6 - Coordinating services within the organization. 2.7 - Managing service user transfers within the organization. 2.8 - Coordinating services with external organizations. 2.9 - Managing service user transitions out of service.

Domain #3—Communication with Stakeholders

Summary: This domain ensures effective communication with stakeholders, including service users, employees, and the community, to support service delivery and organizational transparency.

Required Evidence:

- Policies and procedures for communication.
- Documentation of communication practices.
- Evidence of knowledge exchange and accessibility.

Standards: 3.1 - Providing up-to-date information about the organization. 3.2 - Supporting service users in communication. 3.3 - Ensuring open and responsive communication. 3.4 - Facilitating knowledge exchange. 3.5 - Maintaining knowledge within the management team. 3.6 - Fostering open and respectful communication. 3.7 - Ensuring employee accessibility and responsiveness. 3.8 - Ensuring ED/CEO accessibility and responsiveness. 3.9 - Accommodating service users in their preferred language. 3.10 - Providing French-language services in compliance with legislation.

Domain #4—Accessibility and Minimizing Barriers

Summary: This domain focuses on ensuring accessibility and minimizing barriers for service users, including physical, technological, and attitudinal barriers.

Required Evidence:

- Policies and procedures for accessibility.
- Documentation of accessibility assessments and plans.
- Evidence of diversity, equity, and inclusion initiatives.

Standards: 4.1 - Compliance with accessibility legislation. 4.2 - Assessing and accommodating accessibility in service sites. 4.3 - Using technology for communication and service delivery. 4.4 - Minimizing barriers in various areas. 4.5 - Conducting annual accessibility assessments. 4.6 - Implementing a Diversity, Equity, and Inclusion (DEI) plan.

Domain #5—Governance and Leadership

Summary: This domain ensures effective governance and leadership, including strategic planning, board composition, and organizational structure.

Required Evidence:

- Mission, vision, and guiding principles.
- Strategic plans and documentation of reviews.
- Governance and organizational structures.
- Board meeting minutes and documentation of reviews.

Standards: 5.1 - Mission, vision, and guiding principles. 5.2 - Strategic planning process. 5.3 - Monitoring and evaluating strategic plan progress. 5.4 - Governance and operational structures. 5.5 - Reviewing governance bylaws. 5.6 - Board governance guidelines and bylaws. 5.7 - Board composition and assessment. 5.8 - Board development opportunities. 5.9 - Board performance assessments. 5.10 - Feedback from exiting board members. 5.11 - Standing and ad hoc board committees. 5.12 - Advisory groups of the board. 5.13 - Annual meeting with the membership. 5.14 - ED/CEO job description and compensation review. 5.15 - ED/CEO performance review. 5.16 - ED/CEO emergency/contingency plan.

Domain #6—Financial Management

Summary: This domain ensures sound financial management, including compliance with financial legislation, budgeting, and financial monitoring.

Required Evidence:

- Financial policies and procedures.
- Annual budgets and board approval minutes.
- Documentation of financial monitoring and reviews.
- Evidence of fundraising and investment monitoring.

Standards: 6.1 - Compliance with financial legislation. 6.2 - Developing and approving annual budgets. 6.3 - Internal accounting control systems. 6.4 - Reviewing financial status quarterly. 6.5 - Authorization and reimbursement of expenses. 6.6 - Fee-for-service policies. 6.7 - Competitive procurement processes. 6.8 - Ethical fundraising practices. 6.9 - Monitoring investment decisions. 6.10 - Considering financial diversification. 6.11 - Annual external financial audit. 6.12 - Guidelines for foundation-managed fundraising.

Domain #7—Risk Management

Summary: This domain focuses on identifying, assessing, and mitigating risks to minimize the organization's exposure to liability.

Required Evidence:

- Risk assessment and management plans.
- Business continuity plans.
- Policies and procedures for media response, litigation, and compliance.
- Documentation of insurance coverage and file reviews.

Standards: 7.1 - Developing and reviewing risk assessments. 7.2 - Business continuity planning. 7.3 - Media response policies. 7.4 - Compliance with legislation and regulations. 7.5 - Litigation documentation and reporting. 7.6 - Contractor and consultant agreements. 7.7 - Insurance coverage review. 7.8 - File content and review processes. 7.9 - Managing serious occurrences and reportable events. 7.10 - Responding to complaints and suggestions. 7.11 - Ethical use of the internet and social media. 7.12 - Information technology (IT) plan. 7.13 - IT plan accessibility and knowledge sharing. 7.14 - Reviewing policies and procedures. 7.15 - Managing non-monetary donations.

Domain #8—Organizational Learning, Innovation, and Improvement

Summary: This domain ensures continuous improvement through evaluation, learning, and innovation.

Required Evidence:

- Program and service evaluation data.
- Documentation of professional development opportunities.
- Evidence of knowledge exchange and emerging trends.
- Employee job-satisfaction surveys and feedback.

Standards: 8.1 - Evaluating programs and services. 8.2 - Encouraging professional development. 8.3 - Engaging in external learning and knowledge exchange. 8.4 - Keeping employees current with emerging trends. 8.5 - Conducting employee job-satisfaction surveys. 8.6 - Collecting program participant feedback. 8.7 - Gathering employee exit feedback. 8.8 - Publishing an annual report.

Domain #9—Human Resources

Summary: This domain focuses on developing and maintaining a qualified, skilled, and engaged workforce.

Required Evidence:

- Human resources plans and policies.
- Job descriptions and performance review documentation.
- Training records and orientation checklists.
- Volunteer policies and documentation.

Standards: 9.1 - Human resources plan. 9.2 - Compliance with employment legislation. 9.3 - Job descriptions and competencies. 9.4 - Recruitment and hiring practices. 9.5 - New employee orientation. 9.6 - Employee performance reviews and development. 9.7 - Volunteer recruitment and management. 9.8 - New volunteer orientation. 9.9 - Employee supervision and mentoring. 9.10 - Progressive corrective action process. 9.11 - Orientation and training for internal transfers. 9.12 - Crisis prevention and intervention training. 9.13 - First aid and CPR training. 9.14 - Privacy and confidentiality for employees and volunteers. 9.15 - Managing conflicts of interest. 9.16 - Access to and following policies and procedures.

Domain #10—Community, Relationships, and Partnerships

Summary: This domain ensures that the organization engages with the community and builds partnerships to enhance service delivery.

Required Evidence:

- Documentation of community engagement and partnerships.
- Evidence of timely and responsive communication.
- Documentation of systems-improvement advocacy.

Standards: 10.1 - Informing stakeholders about the organization. 10.2 - Timely and responsive communication. 10.3 - Pursuing sector and community networks. 10.4 - Engaging in community partnerships and initiatives. 10.5 - Systems-improvement advocacy. 10.6 - Demonstrating social responsibility. 10.7 - Supporting service coordination and development.

Domain #11—Health, Wellness, and Safety

Summary: This domain focuses on ensuring the health, wellness, and safety of service users, employees, and other stakeholders.

Required Evidence:

- Health, wellness, and safety policies and procedures.
- Documentation of compliance with health and safety legislation.
- Evidence of safety measures and emergency protocols.

Standards: 11.1 - Health, wellness, and safety policies. 11.2 - Compliance with health and safety legislation. 11.3 - Maintaining a safe environment. 11.4 - Availability of first aid supplies.

FOCUS Accreditation – GET TO KNOW THE DOMAINS

Domain #1—Ethical Practices, Rights, and Responsibilities

Summary: This domain ensures that organizations inform service users of their rights and responsibilities, protect their privacy and confidentiality, minimize the risk of abuse, and manage knowledge discovery and formal research ethically.

Domain #2—Planning and Support

Summary: This domain focuses on the planning and support processes for service users, ensuring that services are tailored to individual needs and preferences, and that service plans are developed collaboratively.

Domain #3—Communication with Stakeholders

Summary: This domain ensures effective communication with stakeholders, including service users, employees, and the community, to support service delivery and organizational transparency.

Domain #4—Accessibility and Minimizing Barriers

Summary: This domain focuses on ensuring accessibility and minimizing barriers for service users, including physical, technological, and attitudinal barriers.

Domain #5—Governance and Leadership

Summary: This domain ensures effective governance and leadership, including strategic planning, board composition, and organizational structure.

Domain #6—Financial Management

Summary: This domain ensures sound financial management, including compliance with financial legislation, budgeting, and financial monitoring.

Domain #7—Risk Management

Summary: This domain focuses on identifying, assessing, and mitigating risks to minimize the organization's exposure to liability.

Domain #8—Organizational Learning, Innovation, and Improvement

Summary: This domain ensures continuous improvement through evaluation, learning, and innovation.

Domain #9—Human Resources

Summary: This domain focuses on developing and maintaining a qualified, skilled, and engaged workforce.

Domain #10—Community, Relationships, and Partnerships

Summary: This domain ensures that the organization engages with the community and builds partnerships to enhance service delivery.

Domain #11—Health, Wellness, and Safety

Summary: This domain focuses on ensuring the health, wellness, and safety of service users, employees, and other stakeholders.