Community Living Association for South Simcoe

Staying FOCUSed: CLASS's Accreditation Journey

At CLASS, we're actively working through the **FOCUS Accreditation process** — a framework that helps us reflect, improve, and strengthen how we support people and families and our stakeholders/partners in the community.

Accreditation helps ensure our services remain high-quality, person-centred, and responsive to community needs. Here's a look at the **11 FOCUS Domains** and what they mean in everyday terms:

1. **Governance**
   Our volunteer Board of Directors provides oversight, sets direction, and ensures CLASS stays true to its mission and values.
2. **Human Resources**
   We support our staff and volunteers with training, leadership, and a healthy workplace — because quality supports begin with a strong team.
3. **Operations**
   We manage resources wisely, maintain safe environments, and make sure our day-to-day operations reflect best practices.
4. **Community Development**
   We build partnerships, take part in local initiatives, and work to make our communities more inclusive and welcoming.
5. **Service Recipient Rights**
   The people we support have rights — to dignity, safety, respect, and choice — and we actively protect and promote those rights.
6. **Service Recipient Inclusion**
   We support people in being part of their communities through relationships, activities, advocacy, and meaningful participation.
7. **Service Planning**
   We work with each person to create a plan based on their goals, interests, and vision for their life — and we review it regularly to keep it relevant.
8. **Service Delivery**
   We provide consistent, high-quality supports that are tailored to each person's needs — whether at home, in the community, or in programs.
9. **Service Evaluation**
   We regularly seek feedback from people and families to help us grow and improve — because your voice matters.

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10. **Records and Reporting**
    We keep clear, secure, and respectful records that support transparency and accountability — while protecting privacy.
11. **Quality Assurance and Risk Management**
    We have systems in place to monitor quality, address concerns, and make sure services are safe, effective, and continually improving.

By working through these 11 domains, CLASS is reaffirming our commitment to excellence — and to the people and families we proudly support.

Thank you for being part of this journey with us!

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