

For Immediate Release

Community Head Injury Resource Services (CHIRS) Receives Full Accreditation with Exemplary Standing

Toronto – April 20, 2012: Community Head Injury Resource Services is pleased to announce that it has received its most recent accreditation decision, *Accredited with Exemplary Standing*, from Accreditation Canada. This is the highest decision level awarded by Accreditation Canada under their new criteria. As part of the survey visit earlier this month, two Accreditation Canada surveyors spent three days at CHIRS. They reviewed policies and procedures, visited all of the CHIRS sites, and were able to validate CHIRS compliance against the national standards and Required Organizational Practices (ROPs) by speaking with clients, staff, community partners, and the CHIRS Board of Directors.

The surveyors were impressed with CHIRS' innovative service delivery methods in their work with clients with Acquired Brain Injury and in the high level of client satisfaction with those services. The effective manner in which CHIRS delivers safe services - maintaining both client and staff safety – was also praised. The surveyors noted that, “an integrated, coordinated, data-driven and evidence-based approach to client safety, quality and risk is evident throughout the organization”. They also reported that CHIRS is an organization that “lives its values”.

Since receiving its first accreditation award in 1997, CHIRS has continued to adapt and refine its approach to quality management to ensure that continuous quality improvement is embedded in the organization's culture.

“We are thrilled with the results of our accreditation survey”, said Hedy Chandler, Executive Director of CHIRS. “My thanks go to all the clients, family members, community partners, staff, funders, and the Board of Directors. Without everyone's commitment to being the best, we would not have received such a high honour from Accreditation Canada. It is clear that quality is the bedrock of everything we do at CHIRS”.

Accreditation Canada is a not-for-profit, independent organization that provides health care organizations with external peer review to assess the quality of their services based on standards of excellence.