



Accreditation Milestone Timeline – Public Twelve Month

Org Name:
Org ID:

Self Study Month:
Site Visit Month:

Monthly Timeline	Milestone	Task	Document to be Submitted	Due Date	Recommended Tools and Training to Assist Agencies
Within Month 1	<ul style="list-style-type: none"> Self-Study Planning Process 	<ul style="list-style-type: none"> Appoint a Coordinator to track assignments, monitor work completion, and edit and assemble the final draft of the self-study document. The Coordinator’s role includes ensuring: <ul style="list-style-type: none"> ✓ Development of the self-study document; ✓ Evaluation of the organisation’s current level of implementation with the Standards and triage of areas that need improvement; ✓ Staff being informed of relevant accreditation information; ✓ Remaining up-to-date on Standards. 	<ul style="list-style-type: none"> Work Plan Coordinator Name & Contact Information 		<ul style="list-style-type: none"> Evidence of Implementation Worksheets Policies and Procedures Checklist Intensive Accreditation Training (IAT) Tips for Getting Ready for Accreditation Webinar How to Use My COA Webinar How to do an Initial Assessment of Your Organisation's Practices Against COA's 8th Edition Standards Webinar
	<ul style="list-style-type: none"> Strategic Planning Process 	<ul style="list-style-type: none"> Review the organisation’s long term strategic plans to ensure that it demonstrates evidence of implementation of Administration and Management Standard especially in CP-AM 7.01 and 7.02 so that: <ul style="list-style-type: none"> The agency head or designee(s) sets direction and supports strategic planning process; Organisation identifies long-term goals and strategies for meeting those goals; Management team reviews and approves the organisation’s strategic plan. 	<ul style="list-style-type: none"> Current Strategic Plan 		<ul style="list-style-type: none"> Strategic Plan Template



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Within Month 4	<ul style="list-style-type: none"> Administrative Service Environment (CA-ASE) - Emergency Preparedness 	<ul style="list-style-type: none"> Review the organisation’s emergency response plan that facilitates and coordinates emergency preparedness and addresses all elements of CA-ASE 7. Ensure fire drills (CA-ASE 6.02) are conducted at proper frequency. 	<ul style="list-style-type: none"> Emergency Preparedness Plan 		
Within Month 5	<ul style="list-style-type: none"> Client/Staff Ratios 	<ul style="list-style-type: none"> Review organisation’s method for assigning and managing organisation’s caseload. 	<ul style="list-style-type: none"> Caseload size data by individual staff 		<ul style="list-style-type: none"> Caseload Qualifications Worksheet
Within Month 6	<ul style="list-style-type: none"> Performance and Quality Improvement (CA-PQI) Plan 	<ul style="list-style-type: none"> Review COA PQI Plan Model. Review the organisation’s PQI plan and procedures to ensure that they address CA-PQI Standards including sections: <ul style="list-style-type: none"> ✓ 3.02: Process inclusive of staff and stakeholders to develop outcomes and identify data sources; ✓ 3.04: Outcomes results and data reviewed by stakeholders; ✓ 5.05: Staff and stakeholders review results of improvement efforts; ✓ 5.06: Improvement efforts and changes have been communicated throughout the organisation; ✓ 6.01: Information packet describing process developed for stakeholders; ✓ 6.02: PQI material incorporated into new hire packets and orientation. 	<ul style="list-style-type: none"> PQI Plan and procedures 		<ul style="list-style-type: none"> PQI Operational Procedures Worksheet Initial PQI Review Worksheet PQI Stakeholder Packet Tip Sheet – Stakeholder Involvement Performance and Quality Improvement Training PQI Webinar Series



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	<ul style="list-style-type: none"> Medication Management Procedures 	<ul style="list-style-type: none"> Review COA’s definitions of medication management procedures and ensure that the organisation’s medicine is stored and documentation of such in accordance with the applicable CA-RPM section 3 Standards. Make certain that evidence of medication management training is documented. Insure that relevant areas of provincial laws and regulations are addressed. 	<ul style="list-style-type: none"> Medication management procedures 		<ul style="list-style-type: none"> Medication Management Procedures Tool – Log in to your My COA account to access this tool in the Announcements section.
Within Month 7	<ul style="list-style-type: none"> Risk Prevention Management (CA-RPM) Procedures 	<ul style="list-style-type: none"> Review the organisation’s mechanism for analyzing internal risks meet CA-RPM Standards. Draft and/or revise the organisation’s risk management procedures in accordance with CA-RPM 2.01. 	<ul style="list-style-type: none"> Risk Management Procedures 		
	<ul style="list-style-type: none"> Training and Supervision (CA-TS) 	<ul style="list-style-type: none"> Review annually and revise personnel training and development program (CA-TS 1.03) including identifying specific personnel professional growth plans and conducting an annual assessment of the organisation’s training needs. 	<ul style="list-style-type: none"> Annual Staff Training Program 		



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Within Month 9	<ul style="list-style-type: none"> Behaviour Support and Management (CA-BSM) Procedures & Policies 	<ul style="list-style-type: none"> Identify the organisation’s permitted and prohibited interventions. Insure that relevant aspects of federal and provincial laws and regulations are addressed. Explain BSM philosophy and procedures including addressing harassment/violence and notification and consent of parent/guardian for restrictive practices (CA-BSM 2.01). 	<ul style="list-style-type: none"> BSM Policy and Procedures 		<ul style="list-style-type: none"> Behaviour Support and Management Policy and Procedures Tool – Log in to your My COA account to access this tool in the Announcements section.
Within Month 10	<ul style="list-style-type: none"> Risk Prevention Management (RPM) Reports 	<ul style="list-style-type: none"> Submit quarterly (CA-RPM 2.02) and annual (CA-RPM 2.01) risk management reports, including, as applicable, analyses and improvement action plans. 	<ul style="list-style-type: none"> Risk Management Reports 		<ul style="list-style-type: none"> Improvement Plan template



Accreditation Milestone Timeline – Public Nine Month

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Within Month 1	<ul style="list-style-type: none"> Self-Study Planning Process 	<ul style="list-style-type: none"> Appoint a Coordinator to track assignments, monitor work completion, and edit and assemble the final draft of the self-study document. The Coordinator’s role includes ensuring: <ul style="list-style-type: none"> ✓ Development of the self-study document; ✓ Evaluation of the organisation’s current level of implementation with the Standards and triage of areas that need improvement; ✓ Staff being informed of relevant accreditation information; ✓ Remaining up-to-date on Standards. 	<ul style="list-style-type: none"> Work Plan Coordinator Name & Contact Information 		<ul style="list-style-type: none"> Evidence of Implementation Worksheets Policies and Procedures Checklist Intensive Accreditation Training (IAT) Tips for Getting Ready for Accreditation Webinar How to Use My COA Webinar How to do an Initial Assessment of Your Organisation's Practices Against COA's 8th Edition Standards Webinar
	<ul style="list-style-type: none"> Strategic Planning Process 	<ul style="list-style-type: none"> Review the organisation’s long term strategic plans to ensure that it demonstrates evidence of implementation of Administration and Management Standard especially in CP-AM 7.01 and 7.02 so that: The agency head or designee(s) sets direction and supports strategic planning process; Organisation identifies long-term goals and strategies for meeting those goals; Management team reviews and approves the organisation’s strategic plan. 	<ul style="list-style-type: none"> Current Strategic Plan 		<ul style="list-style-type: none"> Strategic Plan Template



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Within Month 3	<ul style="list-style-type: none"> Performance and Quality Improvement (CA-PQI) Plan 	<ul style="list-style-type: none"> Review COA PQI Plan Model. Review the organisation’s PQI plan and procedures to ensure that they address CA-PQI Standards including sections: <ul style="list-style-type: none"> ✓ 3.02: Process inclusive of staff and stakeholders to develop outcomes and identify data sources; ✓ 3.04: Outcomes results and data reviewed by stakeholders; ✓ 5.05: Staff and stakeholders review results of improvement efforts; ✓ 5.06: Improvement efforts and changes have been communicated throughout the organisation; ✓ 6.01: Information packet describing process developed for stakeholders; ✓ 6.02: PQI material incorporated into new hire packets and orientation. 	<ul style="list-style-type: none"> PQI Plan and procedures 		<ul style="list-style-type: none"> PQI Operational Procedures Worksheet Initial PQI Review Worksheet PQI Stakeholder Packet Tip Sheet – Stakeholder Involvement Performance and Quality Improvement Training PQI Webinar Series
Within Month 4	<ul style="list-style-type: none"> Administrative Service Environment (CA-ASE) - Emergency Preparedness 	<ul style="list-style-type: none"> Review the organisation’s emergency response plan that facilitates and coordinates emergency preparedness and addresses all elements of CA-ASE 7. Ensure fire drills (CA-ASE 6.02) are conducted at proper frequency. 	<ul style="list-style-type: none"> Emergency Preparedness Plan 		



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Within Month 5	<ul style="list-style-type: none"> Risk Prevention Management (CA-RPM) Procedures 	<ul style="list-style-type: none"> Review the organisation’s mechanism for analyzing internal risks meet RPM Standards. Draft and/or revise the organisation’s risk management procedures in accordance with CA-RPM 2.01. 	<ul style="list-style-type: none"> Risk Management Procedures 		
	<ul style="list-style-type: none"> Client/Staff Ratios 	<ul style="list-style-type: none"> Review organisation’s method for assigning and managing organisation’s caseload. 	<ul style="list-style-type: none"> Caseload size data by individual staff 		<ul style="list-style-type: none"> Caseload Qualifications Worksheet



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Within Month 6	<ul style="list-style-type: none"> PQI 	<ul style="list-style-type: none"> Provide description of generated reports and indication of who they are provided to and how frequently they are provided. Identify what is being measured by your organisation: <ul style="list-style-type: none"> ✓ Strategic goals and objectives per CA-PQI 1 and CP-AM 7.02 (c and d); ✓ Operations and management performance per CA-PQI 3.03 and CA-PQI 4; ✓ Program effectiveness measures per CA-PQI 3.03 and CA-PQI 4; ✓ Client outcomes per CA-PQI 3.03 and CA-PQI 4; ✓ Data monitoring of risks per CA-PQI 4; ✓ Case record review including accurately completed release of information forms and client rights notification (CA-CR 2.04), posting client rights at all locations (CA-CR 1.02). Identify the responsible parties and describe the involvement of the Executive Director, senior management and other stakeholders in the organisation’s PQI process (CA-PQI 2.02). 	<ul style="list-style-type: none"> PQI Committee Minutes PQI Reports PQI Aggregate Outcome data 		<ul style="list-style-type: none"> PQI Operational Procedures Worksheet Initial PQI Review Worksheet PQI Stakeholder Packet Tip Sheet – Stakeholder Involvement Performance and Quality Improvement Training PQI Webinar Series



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	<ul style="list-style-type: none"> Behaviour Support and Management (CA-BSM) Procedures & Policies 	<ul style="list-style-type: none"> Identify the organisation’s permitted and prohibited interventions. Insure that relevant aspects of federal and provincial laws and regulations are addressed. Explain BSM philosophy and procedures including addressing harassment/violence and notification and consent of parent/guardian for restrictive practices (CA-BSM 2.01). 	<ul style="list-style-type: none"> BSM Policy and Procedures 		<ul style="list-style-type: none"> Behaviour Support and Management Policy and Procedures Tool – Log in to your My COA account to access this tool in the Announcements section.
	<ul style="list-style-type: none"> Medication Management Procedures 	<ul style="list-style-type: none"> Review COA’s definitions of medication management procedures and ensure that the organisation’s medicine is stored and documentation of such in accordance with the applicable RPM section 3 Standards. Make certain that evidence of medication management training is documented. Insure that relevant areas of provincial laws and regulations are addressed. 	<ul style="list-style-type: none"> Medication management procedures 		<ul style="list-style-type: none"> Medication Management Procedures Tool – Log in to your My COA account to access this tool in the Announcements section.
Within Month 8	<ul style="list-style-type: none"> Risk Prevention Management (CA-RPM) Reports 	<ul style="list-style-type: none"> Submit quarterly (CA-RPM 2.02) and annual (CA-RPM 2.01) risk management reports, including, as applicable, analyses and improvement action plans. 	<ul style="list-style-type: none"> Risk Management Reports 		<ul style="list-style-type: none"> Improvement Plan template



Accreditation Milestone Timeline – Public Six Month

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Within Month 1	<ul style="list-style-type: none"> Self-Study Planning Process 	<ul style="list-style-type: none"> Appoint a Coordinator to track assignments, monitor work completion, and edit and assemble the final draft of the self-study document. The Coordinator’s role includes ensuring: <ul style="list-style-type: none"> ✓ Development of the self-study document; ✓ Evaluation of the organisation’s current level of implementation with the Standards and triage of areas that need improvement; ✓ Staff being informed of relevant accreditation information; ✓ Remaining up-to-date on Standards. 	<ul style="list-style-type: none"> Work Plan Coordinator Name & Contact Information 		<ul style="list-style-type: none"> Evidence of Implementation Worksheets Policies and Procedures Checklist Intensive Accreditation Training (IAT) Tips for Getting Ready for Accreditation Webinar How to Use My COA Webinar How to do an Initial Assessment of Your Organisation's Practices Against COA's 8th Edition Standards Webinar
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	<ul style="list-style-type: none"> Performance and Quality Improvement (CA-PQI) Plan 	<ul style="list-style-type: none"> Review COA PQI Plan Model. Review the organisation’s PQI plan and procedures to ensure that they address CA-PQI Standards including sections: <ul style="list-style-type: none"> ✓ 3.02: Process inclusive of staff and stakeholders to develop outcomes and identify data sources; ✓ 3.04: Outcomes results and data reviewed by stakeholders; ✓ 5.05: Staff and stakeholders review results of improvement efforts; ✓ 5.06: Improvement efforts and changes have been communicated throughout the organization; ✓ 6.01: Information packet describing process developed for stakeholders; ✓ 6.02: PQI material incorporated into new hire packets and orientation. 	<ul style="list-style-type: none"> PQI Plan and procedures 		<ul style="list-style-type: none"> PQI Operational Procedures Worksheet Initial PQI Review Worksheet PQI Stakeholder Packet Tip Sheet – Stakeholder Involvement Performance and Quality Improvement Training PQI Webinar Series



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Within Month 3	<ul style="list-style-type: none"> PQI 	<ul style="list-style-type: none"> Provide description of generated reports and indication of who they are provided to and how frequently they are provided. Identify what is being measured by your organisation: <ul style="list-style-type: none"> ✓ Strategic goals and objectives per CA-PQI 1 and CP-AM 7.02 (c and d); ✓ Operations and management performance per CA-PQI 3.03 and CA-PQI 4; ✓ Program effectiveness measures per CA-PQI 3.03 and CA-PQI 4; ✓ Client outcomes per CA-PQI 3.03 and CA-PQI 4; ✓ Data monitoring of risks per CA-PQI 4; ✓ Case record review including accurately completed release of information forms and client rights notification (CA-CR 2.04), posting client rights at all locations (CA-CR 1.02). Identify the responsible parties and describe the involvement of the Executive Director, senior management and other stakeholders in the organisation’s PQI process (CA-PQI 2.02). 	<ul style="list-style-type: none"> PQI Committee Minutes PQI Reports PQI Aggregate Outcome data 		<ul style="list-style-type: none"> PQI Operational Procedures Worksheet Initial PQI Review Worksheet PQI Stakeholder Packet Tip Sheet – Stakeholder Involvement Performance and Quality Improvement Training PQI Webinar Series



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