



Standards Update:

Supervision CA-TS 3.03

- Publication:** 8th Edition\Canadian
- Issue:** Revised Standard, Added Research Note, Added Interpretation
- Effective Date:** April 1, 2008
- Discussion:** Based on research and response from the field, this Standard has been revised, and a Research Note and Interpretation have been added. This Standards Update applies to all organisations whose Accreditation Agreement has been received by COA on or following April 1, 2008. For all other organisations, this Standards Update is optional.

Revised Standard

CA-TS 3.03

Supervisors are responsible for:

- a. delegating and overseeing work assignments;
- b. ensuring that service delivery is performed according to the organisation's mission, policies and procedures, and service philosophy;
- c. providing case consultation and in-service training, as appropriate;
- d. identifying unmet training needs;
- e. **ensuring case reviews are conducted at least quarterly;** and
- f. conducting performance evaluations.



Original Standard

CA-TS 3.03

Supervisors are responsible for:

- a. delegating and overseeing work assignments;
- b. ensuring that service delivery is performed according to the organisation's mission, policies and procedures, and service philosophy;
- c. providing case consultation; and in-service training, as appropriate;
- d. identifying unmet training needs; and
- e. conducting performance evaluations.

Added Research Note

Documentation of case review within the client's case record not only supports the delivery of quality services but also serves as an effective risk-management tool.



Added Interpretation

Supervisors should maintain an administrative file with up-to-date documentation of each supervisory session, including the date and duration of each session as well as a brief outline or summary of what was discussed, including case consultation notes. Please note, only information directly related to the delivery of services, such as results of routine case reviews, should be included in the client's case record. Please see service planning and monitoring standards within each service section for more information on what should be assessed during routine case reviews.