



Community Living London Achieves Accreditation Through FOCUS Accreditation

For Immediate Release

Date: July 18, 2011

Belleville, ON – FOCUS Accreditation is pleased to announce that Community Living London, located in London, ON, has been successful in their bid to be accredited by FOCUS Accreditation.

Community Living London is a non-profit organization that provides supports and services to adults and children with developmental disabilities across London. The organization provides support to 625 adults and 170 children.

In order to determine whether Community Living London met the standards for accreditation, FOCUS sent a team of seven evaluators to places where Community Living London provides services. Over the four day period in which the on-site validation occurred, the validation teams spent time at 20 sites and also met or interviewed over 140 stakeholders, including the people who use services and their families, community members, staff and management, and the Board of Directors.

FOCUS identified that Community Living London met the requirements of accreditation in all areas that are part of the accreditation process. Strengths identified include:

- The leadership that Community Living London demonstrates, both in the community and with other organizations across the province
- An emphasis on community, and ensuring people have a valued role in their communities.
- Providing meaningful, well-planned services for people.
- A strong administrative structure and well managed operational risks.

As accreditation is not mandatory, it merits recognition that Community Living London elected to be accredited by an impartial, objective third party. This decision, and the work that went into meeting the standards established by FOCUS, clearly demonstrates a commitment to quality and a desire to continue to improve the lives of the people they support.

“Community Living London is thrilled with the success of the accreditation process.” explained Michelle Palmer, Executive Director of Community Living London. “We are committed to providing quality services and supports to adults and children with intellectual disabilities throughout London and area, and this third party verification of quality is to be celebrated”.

“Community Living London should be commended for this accomplishment. Being accredited by FOCUS is a challenge, as our standards are high and our process is thorough. Community Living London opted to publicly declare their commitment to improve services and to be transparent in their efforts to do so. Community Living London should be commended for their commitment to quality, and for the excellent result they have achieved.” states Jennifer Keilty, Executive Director of FOCUS Accreditation.

About Community Living London:

Community Living London is a registered charity dedicated to supporting people with intellectual disabilities and their families to live fulfilled lives.

www.cl.on.ca www.facebook.com/communitylivinglondon @commmlivlondon

Contact: Michelle Palmer, Executive Director
Community Living London: 519-686-3000 ext.330

About FOCUS Accreditation

FOCUS is a non-profit accreditation agency that works with the developmental and human services sectors. Created in Ontario, Canada, by the very people who use and work in these services, FOCUS reflects the culture and expectations of community service organizations in Ontario.

FOCUS has standards that look at both the quality of the services being provided to the people who use the services, as well as the effectiveness of how the organization operates. FOCUS sends out peers and experts from the community service sector to evaluate how an organization meets standards. An organization that meets FOCUS’ standards can be viewed as an organization that focuses on the people it serves, and on high quality service delivery.

Contact: Jennifer Keilty, Executive Director
FOCUS Accreditation: 1-866-805-2600

PHOTO OPPORTUNITY

What: Community Living London Open House to Celebrate our Successful Focus Accreditation

When: Thursday July 21, 2011
4:00 pm – 6:00 pm
Speeches at 4:30 pm sharp

Where: Community Living London
190 Adelaide St. South
London, ON N5Z 3L1
Phone: 519-686-3000