



Three-Year Accreditation

CARF Survey Report for

Langley Children's Society dba Langley Child Development Centre

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Organization

Langley Children's Society dba Langley Child Development Centre
5171 221A Street, Suite 203
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CANADA

Organizational Leadership

Lynne Pearson, Executive Director

Survey Dates

February 24-26, 2014

Survey Team

Larry S. Greenbaum, M.Ed., Administrative Surveyor
Heather Todd, Program Surveyor

Programs/Services Surveyed

Child and Youth Services

Previous Survey

May 2-4, 2011
Three-Year Accreditation

Survey Outcome

Three-Year Accreditation
Expiration: April 2017



Three-Year Accreditation

SURVEY SUMMARY

Langley Children's Society dba Langley Child Development Centre has strengths in many areas.

- Serving over 900 children and families annually, the organization has earned its reputation for excellence by attending to each family's individualized needs one family at a time.
- The organization's board of directors is a governing authority consisting of eleven diversely talented and highly regarded individuals whose balanced professional and business expertise, dedication, and strategic focus further and support its mission, operations, and reputation in the community.
- Langley Child Development Centre has a cadre of long-standing partnerships and community collaborations with numerous professionals and community organizations that support and create benefits for the children and families, while creating outreach mechanisms for accessing services. These active associations also promote efficiencies in service provision.
- The organization is complimented for its active commitment to cultural diversity. The leadership and staff members have embraced the indigenous culture and created a complement of services built around sensitivity and competency in addressing both urban and land-based cultural needs.
- The organization has effective financial management support operations and optimizes service provision in a funding environment that demands doing more with less.
- The leadership and the board of directors are complimented for creating successful fundraising activities that promote the organization and create a constituency of organizational friends and givers. The organization's desire to expand this into a fund development program offers exciting, positive opportunities.
- Langley Child Development Centre is an open and responsive organization with staff members who are dedicated to building collaborative relationships with other community service providers.
- There is a strong sense of cooperation, mutual support, and shared learning among the staff members.
- The parents of the persons served express that groups facilitated by the staff are welcoming and a wonderful way to connect.
- The families express a strong sense of satisfaction with the organization.
- Dedicated and skilled long-term staff members create and further the organization's reputation for excellence with the children and families served.
- The harmonious and collaborative relationship between management and the union stewards of the Health Sciences Association supports the organization's personnel while fostering effective operations.
- The continuous priority given to health and safety underpins and supports the care given to each child and his or her family.

- The organization is complimented for adopting “safeteam,” a cell phone technology that provides a communications safety net that fosters employee safety while working in the community.
- A comprehensive technology plan provides for dynamic monitoring of technology needs, clarifies the responsibilities of the staff regarding technology, and provides for input from the staff.

Langley Child Development Centre should seek improvement in the areas identified by the recommendations in the report. Consultation given does not indicate non-conformance to standards but is offered as a suggestion for further quality improvement.

On balance, Langley Child Development Centre has earned its reputation for providing individualized services to over 900 children and families annually. The families, funding entities, and community partners applaud the sensitive and high-quality services given to each child and his or her family. The organization gives continuous priority to cultural diversity and enjoys the distinction of being the recipient of service contracts to serve the diversity needs of both urban and land-based indigenous persons. A variety of service programs attends to the needs of children with disabilities from infancy through school age. The board of directors attends to governance and its duty of care while drawing upon the broad-based skills of individual directors in making strategic decisions and contributions on behalf of the organization. The leadership values and utilizes the administrative CARF standards. Health and safety for children and families, personnel, and external stakeholders is consistent and paramount. The staff members are complimented for their interest in using the CARF standards as a guidepost to operations with a continuous eye on quality improvement. The organization is urged to address the areas noted for improvement in this report. It appears committed to continuous quality improvement.

Langley Children’s Society dba Langley Child Development Centre has earned a Three-Year Accreditation. The leadership, staff members, and board of directors are complimented for this achievement. They are encouraged to continually use the CARF standards while striving for organizational excellence.