



Annual Report

2024-2025



*Embracing
our Values*



Canadian
Accreditation
Council

Conseil
d'accréditation
canadien

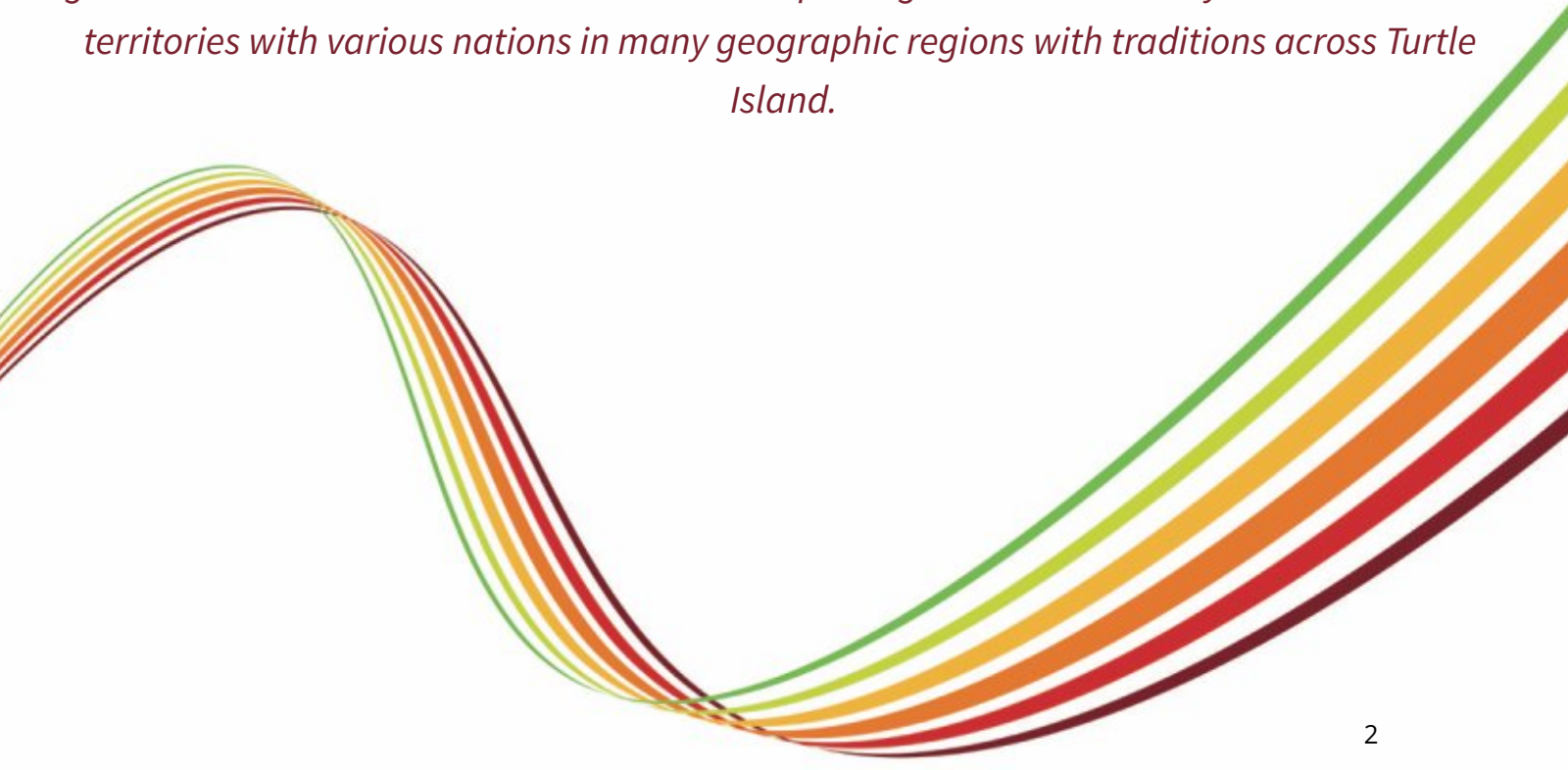


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Land Acknowledgement

CAC's home office is located in Edmonton, Alberta or Amiskwaciwâskahikan in the Nehiyawewin (Cree) language. Amiskwaciwâskahikan (Edmonton) is proudly situated on the traditional territory of Treaty No. 6, which are the ancestral homelands, as well being a gathering place of Indigenous peoples since time immemorial and will continue to be so for generations to come. CAC is also honored and privileged to work in many other traditional territories with various nations in many geographic regions with traditions across Turtle Island.



Message from the CAC Board President and CEO

In 2024-2025, CAC celebrated 50 years of accreditation services with the organizations we proudly serve. This celebration was a re-commitment to CAC’s purpose, values and to the organizations working diligently to ensure their highest level of service excellence.

With determination, focus and renewed energy, CAC developed a new Purpose Statement and Values and now actively applies these principles to guide our work.

CAC’s purpose is to...

“Foster Organizational Excellence and Strengthen Communities”

CAC’s values include...

- Knowledge
- Inclusion
- Care
- Collaboration
- Improvement

How does CAC embrace its values?

Knowledge: CAC’s focus on knowledge is directly related to our desire to continuously improve our understanding of the needs, challenges and desires of those we serve to find the best and most effective ways to achieve our goals and the goals of CAC organizations.

Each day we deepen our understanding of sector priorities , listen to the issues and strengths identified by our partners, and expand our learning and expertise through intentional analysis. We are fortunate to have such strong relationships within the industry and with organizations who are as committed as we are to increasing knowledge.

Inclusion: CAC is dedicated to respecting and valuing the diversity of all and ensuring an environment where everyone feels valued and belongs. Over this past year, CAC has worked diligently consulting and collaborating with Indigenous groups and communities as part of the work on CAC's Truth & Reconciliation Plan. We are so grateful to the many Indigenous people, Elders and Knowledge Keepers who participated and helped to build a meaningful plan for CAC.

Care: We demonstrate care by taking a person-centered approach and remaining determined to serve despite challenges. Every day, CAC-accredited organizations make meaningful, positive changes, and we work alongside them during the accreditation process to ensure their success.

We show our commitment by supporting each organization so that no one undertakes the process alone.

Message from the CAC Board President and CEO

Collaboration: We believe that working together produces better outcomes for the people we serve. Collaboration means we listen to understand, and we will be accountable for our actions all in the pursuit of our purpose and in the best interest of those we serve.

Our dedication to fostering relationships and working together has led to increased new accreditation partnerships.

Improvement: Improvement is doing our best, working hard, being honest, ethical and accountable. It is being curious, open to new ideas and practices that can help us push our work forward and deliver better results.

One example of this is our commitment and value of being accredited ourselves with ISQua EEA (International Society for Quality in Health Care – External Evaluation Association). At CAC we remain committed to improving our services and supporting excellence in your services.

In this reporting year, CAC has worked diligently to embrace its values and to be purpose driven all while celebrating a re-commitment to do so. We are immensely proud of the dedicated team and the collaborative relationships we have built over the years. Their hard work and commitment are the driving force behind our success, and we are deeply appreciative of their efforts.



Cheryl Whiskeyjack
CAC Board President

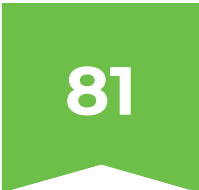


Chris Mahoney
CAC Chief Executive Officer

Year in Review and Key Insights

Activities Conducted for CAC's Client Organizations

CAC continued to see numbers of On-site Surveys increase, with organizations recovering and able to move forward in the process to achieve accreditation.



Applications Processed



Onsite Surveys Conducted



Programs Granted Accreditation

The Number of Reviewers and Team Leads who were Trained



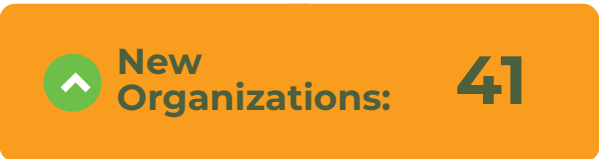
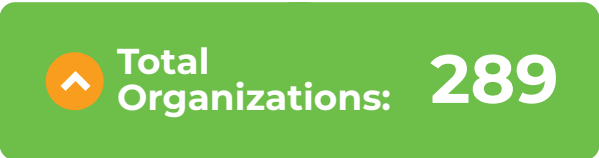
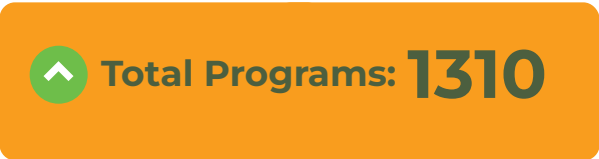
Reviewers trained during the year



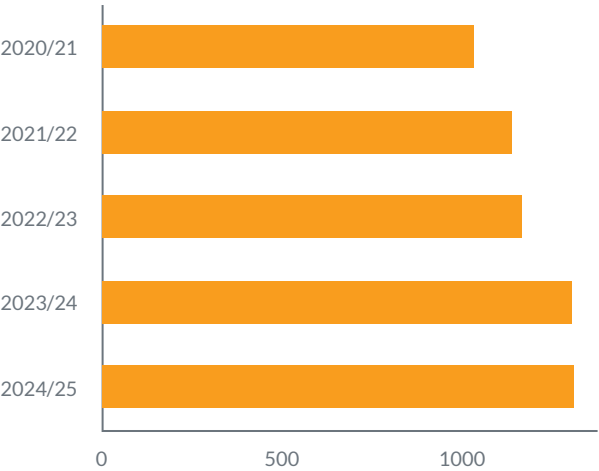
Team Leads trained during the year

CAC's Client Base

CAC has seen an increase in the number of organizations and programs accredited, with a minor increase this year as organizations begin to stabilize.



Year Over Year Growth in Programs



Embracing Our Values

During the course of this year and with the reinvigoration of our Purpose and Values, CAC has embraced our values and incorporated them in everything we do. We would like to share some of the activities we have undertaken this past year that demonstrate our commitment to our values.

Our Values - Knowledge

Knowledge is understanding and remaining current on the facts, information and skills relevant to our work and applying it towards the pursuit of our purpose.

We gain and deepen our knowledge by learning through education, experience, information and intentional analysis of our perceptions, beliefs, and practices.

CAC's Activities for the Year

To remain current in knowledge and gain experience, CAC's staff attended 9 conferences across the country. At many of these conferences staff presented or participated as exhibitors in order to connect with the other participants of the conferences.

CAC's commitment to knowledge extends to our continued focus on our own accreditation. As information is released regarding international guidelines and best practice, CAC has been working to understand and incorporate those changes into the preparations of our 2027 Edition of Standards.



Our Values - Inclusion

We recognize, respect and highly value the diversity, traditions and cultures of all. Inclusion is more than providing equal opportunities, resources, and access to services without discrimination or marginalization. It is about ensuring that everyone belongs.

We particularly honour the Indigenous people whose land we work and live on. We recognize the historical injustices and the impact of colonization that they've endured. We strive to amplify their and all diverse voices, and build a stronger, more harmonious society that celebrates the richness of human experience.

CAC's Activities for the Year

CAC has worked diligently towards the goals of our Truth and Reconciliation Plan this year, engaging with Elders, Knowledge Keepers, and allies to ensure that the goals we set are meaningful. Our Indigenous Council has met to provide us with direction, both for our organization and the next steps of the Council itself. CAC has been honoured to be involved in many cultural meetings, ceremonies, engagements, as well as round dances and gatherings.

We have also been working with Ochapowace Health Services to create a video about the impact their work has on their community, which we will be sharing on our social media channels and website in the coming year. You can also watch the video [here](#). We are grateful to continue to work with them on their accreditation journey.

CAC has also continued to prioritize the training of our volunteers from all of the sectors we accredit and across Canada. In the 2024-25 year, we trained 36 Reviewers and 2 Team Leads from across the country to join us in providing exceptional services to our organizations.



Our Values - Care

Caring mean honouring the unique histories, cultures, and rights of Indigenous peoples and all people. It means trying to understand and relate to the fears, needs, challenges and wants of those we work with and serve and do everything we can to foster a just and inclusive society where all can thrive.

CAC's Activities for the Year

One of the significant ways that CAC demonstrated our caring is through the services and support we provide to our organizations so that we are able to understand and relate to the needs of each organization we accredit.

During the course of this year, our Support Services Department grew in size to be able to provide additional support. They delivered 7 Information Sessions to organizations on a variety of topics, such as:

- Preparing for your On-site Survey
- Enhanced Designations
- Completing and Submitting Pre-Site Documentation
- On-site Preparation - Using the Checklists

Along with our unlimited contact via phone, email, and videoconferencing, CAC now provides two in-person support visits to organizations during their accreditation. This helps us to provide any additional support that organizations may need in their work, helping them to achieve excellence.



Care extends to our staff team as well. CAC has committed to ensuring a positive supportive culture to demonstrate our care for the wellbeing of staff. We have also worked with our team to build the services we provide as well as the understanding our staff have for the unique cultures and histories of the organizations we serve.

Our Values - Collaboration

Collaboration is the belief that we can achieve more and create better, when we do it together. We foster an environment where ideas are welcome, and teamwork is encouraged.

CAC's Activities for the Year

During this year, CAC participated in various committees at all levels of the organization, collaborating with organizations to help improve the services we offer.

We have also continued to work with our own committees to bring forward a variety of voices in the work that CAC does, including our Process Review Committee, Quality Improvement Committee, Accreditation Panel and Indigenous Council. We thank them all for their time and efforts.

CAC has also been in collaboration with the organizations we accredit and volunteers through our surveys - ensuring that all voices are heard.

Our Values - Improvement

Improvement is the desire to advance our work and continuously achieve better outcomes for those we serve. Our commitment and care for each other, our clients, partners and communities is what drives us to continuously pursue improvement.

CAC's Activities for the Year

It has been a an exceptionally busy year for our ongoing improvement. CAC is developing a database system to enhance data analysis and reporting, as well as streamline system management.

This database system will also feature a portal for our volunteers, allowing them to access the necessary information quickly and accurately.

We have also analyzed the surveys we collected and created a quality improvement action plan, enabling us to plan for ongoing continuous improvement of our systems.



Thank you to our Volunteers

When people volunteer, they often do it for selfless reasons. They do it out of love and compassion to help others. Our volunteers are wonderful people who use their talents to help make a difference.

Thank you to all of our volunteers for giving your time and skills to help CAC provide the best services possible. We deeply appreciate your contributions - Thank you, thank you, thank you.

We are also not the only ones that have positive things to say about our volunteers, we hear it often from our organization, as evidenced by these wonderful comments we have received.

Thanks from our Organizations

"We really enjoyed the review team...really smart and super people."

"We would like to extend our heartfelt gratitude to your team for their involvement in our process."

"We were grateful to the reviewers putting us at ease and explained the process clearly."

"On-site, we felt a strong sense of trust, which created an atmosphere of ease and support, enabling us to achieve success."



"It was a pleasure to work with the team that was sent to do our onsite accreditation."

"The team was lovely to work with and very accommodating with switching up the schedule to accommodate our staff's availability."

Congratulations to CAC Accredited Organizations

CAC is continually impressed by the work and dedication that organizations demonstrate to achieve their accreditation. We would like to provide our sincere congratulations to the organizations below who achieved accreditation in the 2024-2025 year.

1934930 Alberta Ltd. O/A Kistawaw Family Reunification/SIL	McMan Youth, Family and Community Services Association
Accessible Housing Society	Métis Child & Family Services Society - Edmonton
Active Minds Support Services	Metis Indian Town Alcohol Assoc.
Adam Hardisty Health Centre	Mikaaming Mino Pimatiziwin Healing Lodge Inc.
Alexandra Community Health Centre	Miskanawah Community Services Association
Apex Counseling Services Ltd.	MSAR Inc.
Boyle Street Service Society, The	Native Alcohol & Drug Abuse Rehabilitation Association Inc.
Bridgeway Connection Services Ltd.	Native Horizons Treatment Centre
Calgary Counselling Centre	Nelson House Medicine Lodge
Calgary Dream Centre	Netsanak Wekowaw "My Siblings Home"
Calgary Family Therapy Centre	Niginan Housing Ventures
Calgary John Howard Society, The	Oak Hill Foundation
Canadian Companion Services Inc.	Ochapowace Health Services
Cardinal Youth Programs Ltd.	OMS Family Care Services Inc. Organization
Children's Cottage Society of Calgary	Oskikemaw Youth Home
Cook Counselling Services Ltd.	Parkland Community Living and Supports Society
CUPS Calgary Society	Peguis Al-Care Treatment Centre
Cyberlight Care Services Inc.	Petmier Care Inc.
Dakota Wicozani Tipi Inc.	Pihesiw Lodge Ltd.
Discovery House Family Violence Prevention Society	Red Road Healing Society, The
Eagle Whistle Children's Centre	Sardion Care Inc.
EdenHouse Care Inc	Sphinx Healing Services
Edmonton Violence Prevention Centre	Terra Center for Teen Parents
Elk Island Child & Youth Ranch	The Good Life (Miyo Pimatisiwin) Reunification Homes Ltd.
F.N.M.I. Group Care	The Southern Alberta Self-Help Association
Goshen Quality Care Inc.	Unison Society
Grantt Care Services Inc.	Wellspring Quality Care Inc.
HF Resources Inc	Whiskyjack Treatment Centre Inc.
Hope Inclusion & Disabilities Services Ltd.	Wilp Si'Satxw House of Purification Society
In & Out Home Care Rehabilitation Ltd.	Wood Buffalo Wellness Society
Integrated Complex Care Homes Inc.	Wood's Homes
Kakinoosit Group Home Ltd.	
Keewatin Tribal Council	
Kehew Awasis Migowop Ltd.	
Kettle & Stony Point First Nation Health Services	
Lac La Biche Group Home Ltd.	
Maple Tree Consulting and Support Services Ltd.	

2024-2025



Financial Summary

For an up to date review of CAC's Financial Statements, please contact our Finance and HR Manager at lhayes@cacohs.com



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