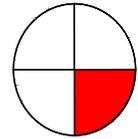


Board of Directors Policy



Policy Type: Executive Limitations

Policy #: EL11

Policy Name: Quality Services

Page #: 1 of 1

Creation Date: March 29, 2022

Effective Date: April 17, 2023

Monitoring: May

Quality, from a governance perspective, is defined as the result of many efforts, activities and processes all aimed at providing services that are:

- **Safe:** Services do not cause harm.
- **Client-Centred:** Client goals, preferences and diversity are respected within the process of service delivery.
- **Effective:** Services are based upon the best evidence and produce the desired outcome.
- **Efficient:** Services are coordinated, cost-effective and least intrusive.
- **Timely:** Services are provided in an acceptable time after need is identified.
- **Equitable:** Services are accessed, provided and ended in fair and transparent ways.

Accordingly, the CEO may not:

1. Operate without a Quality Management Framework that uses performance measurement data, relevant literature, and feedback from clients, the community, service partners, and people with lived or living experience.
2. Review the Quality Management Framework less than annually and fail to use the learnings to make improvements.
3. Allow the agency to become unaccredited.
4. Report less than annually to all stakeholders.