



Canadian Centre for Accreditation

Excellence in community services

Centre canadien de l'agrément

L'excellence en matière de services communautaires

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Agreement to participate as a reviewer with CCA
between
the Canadian Centre for Accreditation (CCA)
and

(Reviewer Name)

The Canadian Centre for Accreditation (CCA) is a national non-profit bilingual accreditation body serving a wide range of community-based health and social service organizations.

The CCA accreditation program supports organizations to continually improve the quality and efficiency of their programs and services. CCA reviews are conducted by reviewers who have knowledge and expertise in sectors served by CCA.

1. Terms of Reference

The expectations of CCA reviewers are outlined in the attached *Job Description – CCA Reviewer*. The reviewer agrees to perform and carry out faithfully the duties and responsibilities of this position, to comply with all applicable CCA policies and reasonable instructions as may, from time-to-time, be given.

2. Code of Conduct

CCA reviewers are expected to conduct themselves in all matters involving their association with CCA in a manner that is fully consistent with high standards of behavior. Their behavior must reflect and not compromise the trust of our stakeholders.

The reviewers will:

- Acquaint themselves with CCA mission, vision, values, principles and policies, and behave accordingly
- Not participate in, condone or engage in dishonesty, fraud, deceit, misrepresentation or illegal activities
- Recognize and safeguard the nature of CCA relationship with Participating Organizations and maintain the independence and unbiased nature of the review
- Comply with CCA policies that address the specific areas of conduct and ethics: Confidential Information (HR-102), Conflict of Interest (HR-103), Workplace Harassment and Workplace Violence (HR-106), Resolving Disagreements (HR- 107), and Personal Appearance (HR-105) and CCA's Core Organization Policies (vision, mission, values, accessibility, etc.)

3. **Confidentiality, Use of Information and Position**

All reviewers are required to sign an agreement of confidentiality upon appointment. It is the policy of CCA to maintain as confidential all information concerning Participating Organizations, accreditation reviews and the affairs of CCA, including information obtained verbally and data kept in paper files or computerized records.

4. **Conflict of Interest**

Reviewers shall sign a Conflict-of-Interest Waiver prior to participating in a CCA review.

5. **Non-Discrimination, Harassment and Workplace Violence**

Discriminatory, harassing, and violent behavior will not be tolerated. Such behavior includes written or spoken comments as well as overt actions.

6. **CCA is committed to providing reviewers with:**

- Orientation to CCA and the structure and content of the CCA accreditation program
- Training to carry out duties as a reviewer
- Logistical assistance in preparing for the review
- Support at all phases of the review, including consultation on CCA standards and requirements
- A readiness to accept reviewers' feedback and to use it to improve the process
- Appreciation and recognition for their participation in the CCA accreditation program

7. **Compensation and Insurance Coverage**

Reviewers are volunteers and not employees of CCA and are not remunerated for their time by CCA or covered by CCA Employee Benefits Plan. CCA reviewers are covered under CCA General Liability insurance while conducting CCA business. This includes general liability for reviewers using their own cars or renting a car in CCA name. CCA also has coverage related to damage to rented automobiles (up to \$75,000) if the vehicle is rented in CCA name.

8. **Expenses related to the Reviewer Role**

Expenses related to reviewer travel, accommodation and meals when conducting a site visit will be reimbursed by CCA according to the Travel Reimbursement Policy & Procedures.

9. **Required Availability**

It is expected that reviewers participate in at least one accreditation review per year.

10. **Feedback and development**

After each CCA accreditation process, the performance of the reviewer will be evaluated via a survey sent to the review team and organization. The results may be discussed with the reviewer. This is an opportunity for both the reviewer and the

CCA Accreditation Specialist to evaluate and improve the working relationship and performance of the reviewer.

11. Effective Date

The reviewer position will commence _____

12. Termination

This agreement once signed may be terminated in the following manner:

- a. At any time by the reviewer. If the reviewer is part of an assigned review team, they will give CCA a minimum of three weeks of notice prior to the scheduled on-site visit.
- b. By mutual agreement of the parties in writing.
- c. At any time CCA may terminate for cause. Cause shall include, without limitation, breach of the provisions of this agreement or breach of the policies of CCA in force at the time this agreement was entered into and as amended from time to time.

13. Acceptance of Terms and Conditions of This Agreement

CCA is pleased to have you join our organization which we believe will offer you an opportunity for personal and career development. We hope you will find your role as CCA reviewer a rewarding experience.

Sophie Bart, Executive Director Canadian Centre for Accreditation	Date
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I have read, understood and agree to be bound by the above conditions, the attached Job Description and the rules and requirements set out in the CCA Human Resources Policies related to reviewers. I have received AODA training, and I am prepared to sign the Oath of Confidentiality as required.

<i>Reviewer</i>	<i>Date</i>
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<i>Witness</i>	<i>Date</i>
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