



**Canadian
Accreditation
Council**

**Conseil
d'accréditation
canadien**

PERSONNEL FILE CHECKLIST
2023 Edition of Standards
210 Foster Care Program

PERSONNEL FILE CHECKLIST
2023 STANDARDS
210 FOSTER CARE PROGRAM

Created Jul 17, 2023

Personnel Information			
	Name	Position	Date of Hire
1			
2			
3			
4			
5			

Key for Reviewers:

C	NC	N/A
Compliant – the evidence was found and it met the standard's criteria.	Non-Compliant - the evidence was not found, or found but does not adequately meet the standard's criteria.	Non Applicable – the program in question is not required to provide evidence for a given standard as the standard has no bearing on operations.

Patterns of Practice	
Historical Practice	Practice with evidence to show an established pattern of consistent practice since the last review date.
Established Practice	Practice with evidence to show a pattern of consistent practice for at least 6 months.
Current Practice	Practice with evidence to show a pattern of consistent practice for less than 6 months.
Demonstrated Practice	Practice with inconsistent evidence to support full implementation of practice. Able to demonstrate practice but not able to provide evidence to show consistent practice.
Incongruent Practice	Practice observed or recorded is not aligned with policies.
No Practice	Practice not observed or recorded in the delivery of service.

Position(s)	Standards	Personnel 1	Personnel 2	Personnel 3	Personnel 4	Personnel 5
8.0 HUMAN RESOURCES						
8.1 Recruitment						
8.1.4 Competency-Based Hiring						
☒ Senior Management ☒ Program Managers ☒ Supervisors ☒ Program Staff ☒ Volunteers ☒ Serv. Providers ☒ Contractors ☒ Serv. Professionals ☒ Students	If the organization hires staff or contractors who do not possess the academic requirements, it will have on file: 1. Required years of prior experience 2. Written rationale for competency-based hiring 3. Created and monitored plan to have staff meet the academic requirements, including a minimum of 45 hours per year of professional training	1. _____ 2. _____ 3. _____	1. _____ 2. _____ 3. _____	1. _____ 2. _____ 3. _____	1. _____ 2. _____ 3. _____	1. _____ 2. _____ 3. _____
8.1.7 Professional Staff						
☐ Senior Management ☐ Program Managers ☐ Supervisors ☐ Program Staff ☐ Volunteers ☐ Serv. Providers ☐ Contractors ☒ Serv. Professionals ☐ Students	Qualifications for professional staff: 1. Verification of credentials 2. Standardized scope of practice	1. _____ 2. _____	1. _____ 2. _____	1. _____ 2. _____	1. _____ 2. _____	1. _____ 2. _____

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Position(s)	Standards	Personnel 1	Personnel 2	Personnel 3	Personnel 4	Personnel 5
8.1.10 Screening of Contractors and Volunteers						
☐ Senior Management ☐ Program Managers ☐ Supervisors ☐ Program Staff ☒ Volunteers ☐ Serv. Providers ☒ Contractors ☐ Serv. Professionals ☐ Students	For programs that use contractors and volunteers in direct delivery of services, the following conditions will be met: 1. Screening interview 2. Signed written declaration of previous experiences working or volunteering with persons served 3. Signed release of information to contact previous organization (if experience was with a previous organization)	1. _____ 2. _____ 3. _____	1. _____ 2. _____ 3. _____	1. _____ 2. _____ 3. _____	1. _____ 2. _____ 3. _____	1. _____ 2. _____ 3. _____
8.1.11 Use of Volunteers						
☐ Senior Management ☐ Program Managers ☐ Supervisors ☐ Program Staff ☒ Volunteers ☐ Serv. Providers ☐ Contractors ☐ Serv. Professionals ☐ Students	Organizations that use volunteers in direct delivery of services will have: 1. Clear expectations regarding service delivery 2. Timelines for monitoring and supervision 3. Orientation	1. _____ 2. _____ 3. _____	1. _____ 2. _____ 3. _____	1. _____ 2. _____ 3. _____	1. _____ 2. _____ 3. _____	1. _____ 2. _____ 3. _____
8.1.12 Use of Contractors						
☐ Senior Management ☐ Program Managers ☐ Supervisors ☐ Program Staff	Contract on file including: 1. Reporting relationships	1. _____ 2. _____	1. _____ 2. _____	1. _____ 2. _____	1. _____ 2. _____	1. _____ 2. _____

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☐ Volunteers ☐ Serv. Providers ☒ Contractors ☐ Serv. Professionals ☐ Students	2. Supervision expectations 3. Acquisition and maintenance of required licenses and permits 4. Agreed compliance to relevant organization policies 5. Documentation on file, including: a. Copies of all required documents b. Confirmation of orientation and required trainings completed in timelines 6. Timelines for contract renewal	3. _____ 4. _____ 5a. _____ 5b. _____ 6. _____	3. _____ 4. _____ 5a. _____ 5b. _____ 6. _____	3. _____ 4. _____ 5a. _____ 5b. _____ 6. _____	3. _____ 4. _____ 5a. _____ 5b. _____ 6. _____	3. _____ 4. _____ 5a. _____ 5b. _____ 6. _____
8.2 Records						
8.2.1 Personnel File – Required Documents at Time of Hire						
☒ Senior Management ☒ Program Managers ☒ Supervisors ☒ Program Staff ☐ Volunteers ☐ Serv. Providers ☐ Contractors ☐ Serv. Professionals ☐ Students	Files for personnel minimally contain: 1. Resume or completed application outlining qualifications, prior work, and volunteer experience 2. Qualification verifications 3. At least 2 signed and dated reference checks or signed and dated declaration of reference checks completed 4. Names and phone numbers of emergency contacts	1. _____ 2. _____ 4. _____ 4. _____	1. _____ 2. _____ 3. _____ 4. _____	1. _____ 2. _____ 3. _____ 4. _____	1. _____ 2. _____ 3. _____ 4. _____	1. _____ 2. _____ 3. _____ 4. _____

Available Ratings: C – Compliant NC – Not Compliant N/A – Not Applicable

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	5. Criminal record check (including vulnerable sector search) verification before first contact with persons served: a. Current criminal record check prior to involvement with the organization (up to 6 months prior to involvement) b. Rationale if not marked clear c. Declaration for sealed check, including date of completion, date of review, name and signature of person to review, rationale if not marked clear Criminal record checks (including vulnerable sector search) is required to be renewed every 3 years	5a. _____ 5b. _____ 5c. _____ _____	5a. _____ 5b. _____ 5c. _____ _____	5a. _____ 5b. _____ 5c. _____ _____	5a. _____ 5b. _____ 5c. _____ _____	5a. _____ 5b. _____ 5c. _____ _____
	6. Verification of other screening and checks required by legislation before first contact with persons served: a. Current check prior to involvement with the organization (up to 6 months prior to involvement) b. Rationale if not marked clear c. Declaration for sealed check, including date of completion, date of review, name and signature of person to review, rationale if not marked clear Verification of other screening and checks are required to be renewed every 3 years	6a. _____ 6b. _____ 6c. _____	6a. _____ 6b. _____ 6c. _____	6a. _____ 6b. _____ 6c. _____	6a. _____ 6b. _____ 6c. _____	6a. _____ 6b. _____ 6c. _____
	7. Signed declaration of confidentiality					

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	8. Agreed-upon terms of employment or involvement	_____ 7. _____ 8. _____	7. _____ 8. _____	7. _____ 8. _____	7. _____ 8. _____	7. _____ 8. _____
8.2.2 Professional Registration						
☐ Senior Management ☒ Program Managers ☒ Supervisors ☒ Program Staff ☒ Volunteers ☐ Serv. Providers ☒ Contractors ☒ Serv. Professionals ☐ Students	Personnel requiring professional registration will have on file: 1. Current registration in professional colleges 2. Appropriate requirements as dictated by governing body	1. _____ 2. _____	1. _____ 2. _____	1. _____ 2. _____	1. _____ 2. _____	1. _____ 2. _____
8.2.3 Orientation						
☒ Senior Management ☒ Program Managers ☒ Supervisors ☒ Program Staff ☒ Volunteers ☐ Serv. Providers ☒ Contractors ☐ Serv. Professionals ☒ Students	Orientation within 10 working days, including: 1. Organization's structure 2. Overview of legislation 3. Duties and responsibilities, including: a. Limits of authority b. Accountability, including advocacy	1. _____ 2. _____ 3a. _____ 3b. _____ 3c. _____	1. _____ 2. _____ 3a. _____ 3b. _____ 3c. _____	1. _____ 2. _____ 3a. _____ 3b. _____ 3c. _____	1. _____ 2. _____ 3a. _____ 3b. _____ 3c. _____	1. _____ 2. _____ 3a. _____ 3b. _____ 3c. _____

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	c. Required documentation and reporting	3d. _____	3d. _____	3d. _____	3d. _____	3d. _____
	d. Risk management	4. _____	4. _____	4. _____	4. _____	4. _____
	4. Introduction of issues affecting persons served	5. _____	5. _____	5. _____	5. _____	5. _____
	5. Rights of persons served	6. _____	6. _____	6. _____	6. _____	6. _____
	6. Role and responsibility of all service team members	7. _____	7. _____	7. _____	7. _____	7. _____
	7. Appropriate techniques to influence behaviour	8. _____	8. _____	8. _____	8. _____	8. _____
	8. De-escalation techniques and training	9. _____	9. _____	9. _____	9. _____	9. _____
	9. Prevention and control of infection	10. _____	10. _____	10. _____	10. _____	10. _____
	10. Handling of medication; safe use of equipment, supplies or medical devices	11. _____	11. _____	11. _____	11. _____	11. _____
	11. Working alone protocols	12. _____	12. _____	12. _____	12. _____	12. _____
	12. Emergency preparedness and response	13. _____	13. _____	13. _____	13. _____	13. _____
	13. Training on the use of emergency equipment					

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8.2.5 File Requirements for Drivers						
☒ Senior Management ☒ Program Managers ☒ Supervisors ☒ Program Staff ☒ Volunteers ☐ Serv. Providers ☒ Contractors ☐ Serv. Professionals ☒ Students	Copies of the following documents are on file prior to transporting persons served: 1. Valid driver's license 2. Current insurance (private vehicles only) 3. Vehicle registration (private vehicles only)	1. _____ 2. _____ 3. _____	1. _____ 2. _____ 3. _____	1. _____ 2. _____ 3. _____	1. _____ 2. _____ 3. _____	1. _____ 2. _____ 3. _____
8.2.6 Driver's Record						
☒ Senior Management ☒ Program Managers ☒ Supervisors ☒ Program Staff ☒ Volunteers ☐ Serv. Providers ☒ Contractors ☐ Serv. Professionals ☒ Students	Documentation of: 1. Screening of driving history at the commencement of hire for position requiring transportation 2. Methods of tracking and documenting performance	1. _____ 2. _____	1. _____ 2. _____	1. _____ 2. _____	1. _____ 2. _____	1. _____ 2. _____
8.2.7 Supervision						
☒ Senior Management ☒ Program Managers ☒ Supervisors ☒ Program Staff ☒ Volunteers	Documentation of supervision in line with the policies and procedures.					

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PERSONNEL REQUIREMENTS						
210.11 Personnel Qualifications						
210.11.1 Supervisor Qualifications						
Supervisors	Documentation of supervisors having: 1. A degree or diploma in health services or human services 2. At least 3 years related experience with the population to be served 3. Any other qualifications required by relevant legislation or professional association	1. _____ 2. _____ 3. _____	1. _____ 2. _____ 3. _____	1. _____ 2. _____ 3. _____	1. _____ 2. _____ 3. _____	1. _____ 2. _____ 3. _____

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210.11.2 Program Staff – Frontline Qualifications						
Program Staff	Documentation of frontline staff being comprised of the following composition: 1. 50% of staff will both a. Have a degree/diploma in a human service field, and b. Be fully certified as a Child and Youth Care worker OR be enrolled in a related education program 2. 50% of staff will have at least 2 years of related experience	1a. _____ 1b. _____ 2. _____	1a. _____ 1b. _____ 2. _____	1a. _____ 1b. _____ 2. _____	1a. _____ 1b. _____ 2. _____	1a. _____ 1b. _____ 2. _____
210.12 Training – Personnel						

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210.12.1 First Aid/CPR Training						
Supervisors Program Staff Contractors	Documentation of all staff/contractors working directly with persons served having completed all first aid training required by the program, through a qualified trainer, within 3 months of the start date of their employment. For programs that do not work directly with persons served, the program will identify the nature of the first aid training required and ensure that one staff per shift has completed the required training through a qualified trainer Training will be renewed every 3 years.	_____ _____ _____	_____ _____ _____	_____ _____ _____	_____ _____ _____	_____ _____ _____
210.12.2 Medication Training						
Supervisors Program Staff Contractors	Documentation of all staff/contractors involved in providing medication having completed all medication training required by the program, through a qualified trainer, prior to support persons served with medication. Training will be renewed every 3 years.	_____	_____	_____	_____	_____
210.12.3 Self-Harm Awareness Training						

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Supervisors Program Staff Contractors	Documentation of all staff/contractors working directly with persons served having completed all self-harm awareness training required by the program within 6 months of the start date of their employment. Training will be renewed every 3 years.		_____	_____	_____	_____
210.12.4 Suicide Awareness or Intervention Training						
Supervisors Program Staff Contractors	Documentation of all staff, contractors, and volunteers having completed suicide awareness or suicide intervention training within 6 months of the start date of their employment. Training will be renewed every 3 years.	_____	_____	_____	_____	_____
210.12.5 Restrictive Procedures Orientation						
Supervisors Program Staff Volunteers Contractors Students	Documentation of all staff, contractors, volunteers, and students working having completed training in the use of restrictive procedures. Training will be renewed every 3 years.	_____	_____	_____	_____	_____
210.12.6 Crisis De-Escalation Training						

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Supervisors Program Staff Volunteers Contractors Students	Documentation of all personnel working directly with an at-risk population having completed training on crisis management techniques. Training will be renewed every 3 years.	_____	_____	_____	_____	_____
210.12.7 Restraint Training						
Supervisors Program Staff Contractors	Documentation of all staff/contractors who use restraints having completed training through a qualified trainer prior to the use of any restraints. Training will be renewed every 3 years.	_____	_____	_____	_____	_____
210.12.8 Diversity or Cross-Cultural Training						
Supervisors Program Staff Contractors	Documentation of all staff/contractors working directly with persons served having completed 3 hours of training or orientation in cultural sensitivity and diversity, within 9 months of hiring. 3 hours of training will be required annually.	_____	_____	_____	_____	_____
210.12.9 Indigenous Awareness Training						

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Supervisors Program Staff Volunteers Contractors	Documentation of all personnel working directly with or supervise those providing frontline services to Indigenous persons served having completed a minimum of 6 hours of learning within 9 months of commencement of hire. 6 hours of training will be required annually.	_____	_____	_____	_____	_____
210.12.10 Trauma Informed Practice Training						
Supervisors Program Staff Volunteers Contractors Students	Documentation of all personnel working directly with or supervise those providing frontline services are trained in the Trauma-Informed Approach used by the program within 9 months of commencement of hire. Training will be renewed for 6 hours every 3 years	_____	_____	_____	_____	_____
210.12.11 Quality Improvement and Outcome Measurement Tools						

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Supervisors Program Staff Volunteers Contractors Students	Documentation of all personnel working directly with or supervise those providing frontline services are trained in the monitoring and measurement of outcomes and the use of the organization's data collection system in an effort to support the establishment and maintenance of improvement processes and procedures. Quality Improvement and Outcome Measurement Tools training will be renewed on an ongoing basis.					

210.12.13 Abuse Protocol Training

Supervisors Program Staff Contractors	Documentation of identified personnel having undergone training on legislation/protocols regarding identifying and reporting abuse related to persons served Training will be renewed for 6 hours every 3 years					
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210.12.14 Specialized Training

Supervisors Program Staff Volunteers Contractors	Documentation that any specialized training requirements have been undertaken within appropriate timelines.					
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210.12.15 Opportunity to Improve Skills

Supervisors Program Staff Volunteers Contractors	Documentation that opportunities, internally or externally, for personnel are provided to improve their knowledge, skills, and abilities.					
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210.17 Transportation Requirements

210.17.4 Use of Private Vehicles

Supervisors Program Staff Volunteers Contractors	Evidence that prior approval and required documentation is on file before persons served may be transported using a private vehicle					
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210.17.5 Maintenance of Private Vehicles

Supervisors Program Staff Volunteers Contractors	Evidence that vehicle safety and maintenance requirements have been addressed					
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OPTIONAL DESIGNATION STATUS

A. INDIGENOUS OR CULTURALLY SPECIFIC PROGRAMS

No File review required

B. ADDICTION PROGRAMS

Supervisor	B-1.2 Supervisor Qualification Supervisors will have a degree or diploma in a human service field or Addiction Certificate and 5 years related experience,					
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	with at least 3 years direct experience in the area of addictions					
Program Staff	B-1.3 Program Staff – Frontline Qualification 75% have a degree or diploma in a human service field or an addictions certificate 25% have 2 years related experience or are actively enrolled in a related educational program (competency-based hire)					
Supervisor, Program Staff, Contractor	B-1.4 Addictions Training Annually, staff document a minimum of 12 hours of training from recognized organizations/programs with addictions expertise					
C. SPECIALIZED NEEDS PROGRAMS						
Supervisor	C-1.2 Supervisor Qualification Supervisors will have a degree or diploma in a human service field or certificate in disability studies and 3 years direct experience in the area of specialized needs/disabilities					
Program Staff	C-1.3 Program Staff – Frontline Qualification 40% have a degree, diploma or certificate in a related field 60% are actively enrolled in a related educational program or have at least 2 years related experience (competency-based hire)					
D. INTENSIVE TREATMENT PROGRAMS						
Supervisor	D-1.2 Supervisor Supervisors will have a degree or diploma in a human service field or be fully certified in the field of practice and 5 years related experience					

Program Staff	D-1.3 Program Staff – Frontline 75% have a degree or diploma in a human service field or be fully certified in the field of practice 25% have 2 years related experience or are actively enrolled in a related educational program (competency-based hire)					
E. MENTAL HEALTH PROGRAMS						
Supervisor	E-1.2 Administrative Supervisor Qualifications Supervisors will have a degree or diploma in a related field with 5 years related experience, with at least 2 years direct experience in the area of Mental Health.					
Supervisor	E-1.3 Professional Staff Supervisor Qualification Professional staff supervisors must be licensed practitioners in health, counseling, psychology or social work, or an equivalent credential in the field of mental health. Clinical supervisors will also have 5 years of related experience, with at least 2 years direct clinical experience in the area of mental health and will maintain a licensed practitioner status from a recognized professional association.					
Program Staff	E-1.4 Program Staff – Frontline Qualification - Program staff will hold a degree in or diploma in the field of education, mental health or human services. - Staff will have 2 years related experience or be actively enrolled in a related educational program (competency-based hire).					
Supervisor Program Staff Contractors	E-1.5 Professional Service Staff – Frontline Qualification - Professional service staff must be a licensed practitioner. - Staff will have 2 years related clinical experience.					

	3. Staff will maintain a licensed practitioner status from a recognized professional association.					
Supervisor Program Staff Contractors	E-1.7 Mental Health Continuous Training The program will ensure that staff members complete a minimum of 6 hours of training through a recognized organization or program with mental health expertise (e.g., mental health conferences, college courses, hospital or mental health presentations on mental health, etc.) on an annual basis.					
F. COMPLEX NEEDS PROGRAMS						
Supervisor	F-1.2 Supervisor Qualification Supervisors will have a degree or diploma in a human service field or certificate in disability studies and 3 years direct experience in disability.					
Program Staff	F-1.3 Program Staff – Frontline Qualification 40% of staff will have a degree, diploma or certificate in a related field (e.g. disability studies, rehabilitation, social work, psychology, etc.). 60% of staff are actively enrolled in a related educational program or have at least 2 years related experience (competency-based hire)					