

News/Press Release

Date: August 24, 2022

PCHS rated in the top 3% out of 8,668 organizations in 30 countries

CARF surveys 8,668 organizations in 30 countries, and only 3% of the organizations surveyed achieve “no recommendations” status

PCHS was surveyed by CARF (The Commission on Accreditation of Rehabilitation Facilities) surveyors in July, 2022.

During the process, the surveyors conducted interviews with the persons we serve, our staff, board members, leadership, our funders and partners. They also verified our conformance to over 800 requirements set by CARF to ensure excellence in service delivery, client satisfaction, access to services, financial accountability, efficiency and effectiveness in achieving deliverables, privacy, health and safety and risk management.

CARF International standards of service excellence are one of the most rigorous and recognized standards for human services organizations. A conformance to every single one of the 800 requirements during the survey process is granted a “no recommendations” status.

It is our great honour and pride to announce that PCHS has received a **‘Three-Year CARF Accreditation with No Recommendations...the THIRD time in a row!’**

The “No Recommendations” decision demonstrates:

- that our organization focuses on exceeding the requirements of the people we serve
- that our organization respects the rights and individuality of the people we serve
- that our organization has made a specific commitment to put the needs of the people we serve at the centre of everything we do
- that our organization values the input of our clients, and is accountable to the community
- that our organization is committed to reducing risk, addressing health and safety concerns, respecting cultural and individual preferences, and providing the best possible quality of care
- that our organization strives to exceed the expectations of our funders and our partners

The CARF survey report points out PCHS’ positive impact on the community and the people it serves.

- The organization treats the entire family served as a client
- Like most organizations, PCHS had to shut its doors due to the COVID-19 pandemic. A day after doing so, the organization was up and running again – virtually - having made extensive

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changes to the way its clients would be served. As needed, the organization provided tools to clients (such as computer tablets) to enable them to continue to receive those much-needed services, and stay connected with the organization, friends, and family, during the necessary periods of social isolation/quarantine. The organization also provided technological training to ensure success in this effort, and these labours reconfirmed our commitment to service access.

- The personnel in leadership positions work together as a tightly knit team. They draw from multiple areas of combined expertise to make informed and innovative decisions. They share a positive, deep-dive approach to both business- and program-related strategic planning that is based on data collection and analysis.
- There is an admirable sense of team culture that permeates a climate of care throughout the organization's programs and services. The staff members habitually think outside the box to better meet the needs of the clients they serve.
- Stakeholders continuously praised the services. They commented, "The importance of good people and organizations like Punjabi Community Health Services, which are fully dedicated to service of humanity in our life, is just like the importance of heartbeats — it is not visible but silently supports our life," and "There cannot be anything more beautiful than someone that goes out of their way and tries to make life more comfortable for others in need." These comments are accurate testaments to how important PCHS is in the communities
- To PCHS, the CARF standards are a way of life - and not just a framed certificate hanging on a wall. It addresses continuous improvement in all that PCHS does.
- The organization is committed to delivering services from a well-trained team with specialized approaches, and has made improvements in clinical training, performance improvement, quality assurance, and service delivery. Overall, the organization was well prepared for the survey process and demonstrated a genuine commitment to the CARF standards. The staff and organization are committed to using technology to better serve their staff members and clients

PCHS President and Board Chair, Dianne Douglas: "PCHS is honoured to be recognized for its dedicated professionals, resilience during Covid-19, innovation, and "person centred" approach. We are grateful to leadership, staff, and stakeholders for holding us accountable in delivering safe, effective, and accessible person-centred care. The Board of Directors heartily congratulates staff and management for the superlative efforts they put forth each and every day to make this possible

We will remain committed to serving our clients first, and strive to continuously improve the quality of services in our pursuit of excellence. The Board realizes that the most important result of the work done, and in achieving CARF accreditation, is that PCHS continues to deliver the highest standard of service to our clients - and in our community. We will continue to do so, as we have for the past 32 years."

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PCHS CEO, Mr. Baldev Mutta: “Given the scope of this review, which included personal interviews with all stakeholders and examination of the organization’s vast number of policies and practices by CARF surveyors, I think this is a remarkable achievement to be rated in the top 3% among the 8,668 CARF accredited agencies, the third time in a row. It is also a credit to every person affiliated with PCHS. Everyone in the organization is proud of this external review, which validates our commitment to the clients we serve and to the dedicated staff who provide such valuable services in the community.

While PCHS is honoured with “no recommendations”, I understand that the work does not stop here - we will continue to invest in a competent, quality driven, and person-focused organization”

About Punjabi Community Health Services (PCHS):

- PCHS provides services to all individuals in our community, with particular expertise in serving the South Asian population. The programs include: Health (addictions, mental health and services for seniors), Settlement, and Social Services (mental health for youth and parents, family relationships, parenting workshops). The clinical interventions are supported through Peer Support and volunteer programs. At PCHS, social work students from universities and colleges are co-opted into completing their practicum hours. PCHS became a positive space organization in December 2017. PCHS has been accredited by CARF International since 2013.
- PCHS is grateful for the unwavering support of its funders which include: Ontario Health-Central Region, the Region of Peel, IRCC) immigration, Refugees and Citizenship Canada, and provincial funding from the Ministry of Citizenship and Immigration for the NSP (Newcomer Settlement Program), and the United Way of Greater Toronto.

Learn More:

Questions about PCHS and the Programs provided OR would you like to learn more about the CARF survey process?

To learn more about PCHS, please visit our website: www.pchs4u.com

Media Contacts:

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