



**SURVEY OUTCOME**

**Three-Year Accreditation**

**CARF**  
**Survey Report**  
**for**  
**Langley Children's**  
**Society dba Langley**  
**Child Development**  
**Centre**

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**Organization**

Langley Children's Society dba Langley Child Development Centre  
5171 221A Street, Suite 203  
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**Organizational Leadership**

Lynne Pearson, Executive Director

**Survey Dates**

May 2-4, 2011

**Survey Team**

Jean M. Rommes, Ph.D., Administrative Surveyor  
Camille M. Cunningham, M.A., Program Surveyor

**Programs/Services Surveyed**

Community Services: Child and Youth Services

**Previous Survey**

February 4-6, 2008  
Three-Year Accreditation

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**Expiration: April 2014**

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# SURVEY SUMMARY

## **Langley Children's Society dba Langley Child Development Centre has strengths in many areas.**

- Langley Child Development Centre is fortunate to have board members who not only have a long history with the centre, but also bring relevant technical and professional expertise to the board. Board members actively participate in meetings and are expected to attend at least two of the awareness or fundraising functions sponsored by the centre. Board members have a clear idea of their role as a policy and decision-making board and make themselves available at various functions for informal conversation with parents, guardians, other stakeholders, and members of the community. Input gained from these informal discussions is used by the board and shared with the executive to help guide decision making and response to concerns that are raised.
- There is a nice mix of staff members who have been with the organization for many years and people who have recently joined the organization. This combination brings the stability of experience, leavened with new ideas and ways of doing things. The staff members are open to new ideas and have consistently demonstrated creativity and ingenuity in developing tools to help both parents and the individuals being served.
- Langley Child Development Centre is fortunate to have very low turnover among the staff. There is also a very supportive relationship between the executive and the union, creating an atmosphere of cooperation rather than confrontation. This has helped the organization spend its energy on developing solid, individualized, and creative services for children. Both the union representatives and the executive are commended for their efforts to create and maintain a successful, cooperative working relationship that has the needs of individuals served at its core.
- Langley Child Development Centre has developed outcomes that are geared toward business goals and program goals. It is encouraged to continue this practice and to use the data collected to strengthen the position of the organization within Langley and the geographic area it serves.
- Based on conversations with parents and representatives from partner providers in addition to observation by the surveyor on-site, Langley Child Development Centre cooperates very well with other organizations that also provide services to children. Services in a home were provided by a Langley Child Development Centre staff person in conjunction with a translator from another organization. The two staff members worked well together and complemented each other's efforts with both the family and the child. In addition, the staff person was observed reinforcing a feeding technique that had been introduced by an occupational therapist from a third organization who was not present at the time.
- Langley Child Development Centre is fortunate to be very successful in its fundraising. Successful fundraising allowed it to build part of a new building and to pay off the mortgage within four years. It is encouraged to continue to build relationships with individuals in the community who can lend their support and financial resources toward the continuing financial stability of the organization.

- Langley Child Development Centre has recently made a major change in the area of finance. It has restructured the office staff and hired an outside company to provide both accounting and financial reporting services. This change was in response to both internal concerns regarding accuracy of reporting and timeliness of reporting by the funding organization. It appears that major improvements in the quality of financial reports to the organization have occurred already, and it feels confident it will be able to meet the reporting expectations of the funding source both accurately and in a timely manner.
- The organization seeks input in many ways and tries to respond to the issues raised as quickly as possible. Things that can be rectified, changed, or resolved are addressed as quickly as possible and at the lowest possible level. Those issues that are more long term tend to make their way into the technology, risk management, accessibility or strategic plans for the organization.
- The building occupied by Langley Child Development Centre is only four years old. The centre owns one third of the building and was able to design, equip, and decorate it specifically to meet its needs. The building is attractive and nicely furnished, with spaces that are flexible and able to be used in a variety of ways. Most staff members who are based in the building have their own office space, phones, and computers. The organization has developed an equipment replacement schedule that has met some of the expressed needs of staff, specifically for newer computers.
- Serving over 800 children, Langley Child Development Centre provides in-home services to 200 plus families in the Langley, British Columbia, area and operates in over 60 preschools and daycare centres. Staff members consistently provide children and youths with special needs, from birth through age nineteen, and their family members with top quality home- and community-based clinical and educational services that form a secure and enduring basis for continued growth and stabilization.
- Staff members are highly talented, motivated, creative, and enthusiastic in providing a wide array of services to their participants. At all levels of the organization, staff members reflect the organizational mission and often cover a myriad of functions and responsibilities.
- Staff members take pride in their strong, innovative programming and in the progress made by the children they serve.
- Children and their parents receiving services and supports speak exceptionally highly of their teachers and staff members' dedication, expertise, and understanding assistance when needed.
- Community service partners are highly valued, and staff members work diligently to maintain and broaden these and other stakeholder relationships. Staff members serve on numerous task groups, networks, and community initiatives with the purpose of providing leadership in the development of meaningful services to Langley's children and youths.
- Children in the Aboriginal programs receive outstanding cultural and spiritual training through the combined efforts of the staff, family members, tribal elders, and community volunteers.

**Langley Children's Society dba Langley Child Development Centre should seek improvement in the areas identified by the recommendations in the report. Consultation given does not indicate non-conformance to standards but is offered as a suggestion for further quality improvement.**

On balance, Langley Child Development Centre provides quality, individualized services to children and youths in several different programs, including a program designed specifically for aboriginal children and youths. The staff members are well trained, enthusiastic, and caring individuals who not

only provide services to children, youths, and their families, but who also develop warm, professional relationships that remain over time. The organization enjoys a very stable financial situation and consistently maintains relationships with influential people in the community who have supported them over the years. Families and partner organizations consistently attest to the centre's excellent reputation in the community for providing quality services and for cooperating with partner organizations. Although there are areas for improvement, Langley Child Development Centre has embraced the accreditation process and views this as an opportunity to increase its understanding of the standards and to improve the quality of its systems and processes. The survey process allowed an opportunity to further explain the intent and purpose of the standards in several areas, and the organization is encouraged to use its new understanding to develop objective goals for individuals and to maintain data marking individual progress that can then be aggregated to demonstrate organizational effectiveness.

Langley Children's Society dba Langley Child Development Centre has earned a Three-Year Accreditation. It is congratulated for its accomplishments to date and encouraged to continue to use the CARF standards as it grows and expands its programs and services.