

Job Accommodation Service[®] (JAS) Quality Assurance Policy

Introduction:

The Canadian Council on Rehabilitation and Work (CCRW) is committed to ensuring compliance with federal and provincial statutes, regulations or standards on quality.

This Quality Assurance policy has been mandated by the CCRW directorship. This policy shall bind all CCRW-Job Accommodation Service (JAS)[®] personnel towards the organization's quality goals and places on personnel the duty to continuously expand, advance and maintain quality and efficiency of their work processes. The directorship of the JAS[®] is responsible for the implementation and maintenance of this policy.

Consistent practice of the principles of this Quality Assurance policy will assist in realizing high quality processes and services.

Consistent practice will help achieve internal and external regulatory compliance, and support the development and marketing of ground-breaking services.

Policy for Canadian Council on Rehabilitation and Work-JAS[®] Personnel:

- All CCRW- JAS[®] personnel shall ensure quality.
- The quality of our unique service affects the health and safety of our clients in their workplace. Therefore, all questions or concerns relating to service quality, privacy and standards shall be dealt with forthwith.
- It is the responsibility of the CCRW-JAS[®] personnel to consistently deliver quality service and other resources to achieve client satisfaction.
- Written procedures of the CCRW shall be based on pre-established internal standards and the standards and regulations required by law. All written procedures shall be accurate, complete and unambiguous.
- The CCRW- JAS[®] personnel shall comply with the written procedures relating to their individual position.
- The JAS[®] quality assurance process ensures quality of all content disseminated or distributed by JAS[®] through electronic means. The creation

and dissemination of these written procedures shall be controlled and their applicability and validity shall be reviewed on a bi-monthly basis.

- The CCRW personnel shall constantly work towards identifying, conceptualising and minimizing deviations to maintain process and service quality.

Quality in the Assessor Selection Process & Criteria:

- The CCRW shall adhere to rigorous standards for screening and engaging our assessors contracted for the JAS[®] in accordance with the CCRW resource quality checklist Establishing Credibility of Assessors.

Establishing Credibility of Assessors:

- An assessor shall only be engaged or otherwise contracted by the CCRW for the following purposes:
 - 1) conducting on site job accommodation assessments for our clients;
 - 2) providing on site group information seminars and or sessions to our clients;
 - 3) other consultative purposes.
- The employees of the JAS[®] division of the CCRW are mandated with the authority to screen and evaluate assessors. Only the director of the JAS[®] shall have the authority to engage and contract assessors for the purposes of conducting job accommodation or other related assessments
- The evaluation criteria used in the screening and engaging process shall yield a positive response to the following questions: Does the assessor have the relevant work experience and expertise in conducting workplace assessments? If so, the JAS[®] conducts a telephone interview with an assessor using the following assessor screening questionnaire:
 1. What experience does the assessor or his or her organization have in performing job accommodation assessments?
 2. Is the assessor a current member of a professional order?
 3. What assessment process does the assessor and/or his or her organization employ?
 4. What population is served by the assessor/organization?
 5. What are the locations/sites in which the assessor works?
 6. What services does the assessor/organization provide other than job accommodation assessments?
 7. What are the qualifications of the organization's assessors?
 8. What standards does the assessor employ in his or her documentation processes?

9. How does the assessor ensure client confidentiality?
10. What are the assessor's criteria for working with clients?
11. How does the assessor/organization cost services?

- The JAS[®] shall provide an assessor, in both oral and written form, with an orientation, in-depth training and an explanation of the quality expectations of the CCRW.
- An assessor shall adhere to the reporting standards on credibility, use, relevancy, privacy and form as determined by the JAS[®] Reporting Standards Guidelines and the guidelines and regulations of his or her professional order where applicable. These guidelines shall ensure the JAS[®] quality objectives including but not limited to:
 1. the accuracy, currency, accessibility and retrievability of all information, in both English and French, and;
 2. the timeliness of the delivery of information in a manner that produces the intended results.

General:

- CCRW personnel and JAS[®] Assessors shall endeavour to ensure that all conflicts arising from a breach of misapplication of this policy shall be resolved in a timely and appropriate manner respecting the dignity, needs and requirements of our client.