



CHILD AND YOUTH CARE EDUCATIONAL ACCREDITATION BOARD OF CANADA

Policy and Procedure Manual

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CANADA

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SECTION ONE: CORPORATION

1.1 Corporate Name

The corporation shall be known as the Child and Youth Care Educational Accreditation Board of Canada, also identified as CYCEAB.

1.2 Mailing Address

All mail correspondence needs to be addressed to the following mailing address:

CHILD AND YOUTH CARE EDUCATIONAL ACCREDITATION BOARD OF CANADA (CYCEAB)
c/o Child and Youth Care Program
Lethbridge College
3000 College Drive South
Lethbridge, AB T1K 1L6

1.3 Corporate Status

The CYCEAB is a not-for-profit corporation registered with Industry Canada. The Corporation number is 822704-7. It was incorporated in August of 2012.

1.4 Mission Statement

To ensure excellence in child and youth care education and ongoing quality enhancement through the assessment and review of post-secondary programs.

1.5 Vision Statement

Leading excellence in child and youth care post-secondary education across Canada and around the globe.

1.6 Mandate

The Child and Youth Care Educational Accreditation Board of Canada (CYCEAB) is charged with the accreditation of child and youth care post-secondary programs. CYCEAB accreditation activities document efforts to be accountable to children, youth, and families; students; faculty; and professionals.

1.7 Corporation Logo

The corporation has one logo:



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1.8 Annual General Meeting

An Annual General Meeting (AGM) will be held each year for members according to the bylaws. All matters affecting the bylaws of the corporation must be brought before and voted upon at the AGM. An Annual Report summarizing the activities, programs, events, and finances of the year will be issued to each member and board member. The annual election of the Board of Directors will take place at the AGM in accordance with the bylaws.

1.9 Membership

Membership in this organization shall be open to all institutions, organizations, or associations who are committed to the purposes for which the organization has been established.

1.10 Bylaws

The CYCEAB bylaws are reviewed annually by the Board of Directors. All changes must be approved at the Annual General Meeting according to the bylaws.

SECTION TWO: FINANCIAL

2.1 Fiscal Year

The fiscal year of the corporation is the 12-month period from July 1 of one calendar year to June 30 of the next calendar year.

2.2 Year End

The members will appoint an auditor at each annual meeting. The auditor may not be a director, officer, or employee of the corporation or of an affiliated corporation, or associated with that director, officer, or employee, unless all members have consented.

The auditor will review the accounts of the corporation annually, with a full audit to be conducted every three (3) years, and report to the members at the annual meeting on whether these financial statements are fairly presented in accordance with generally accepted accounting principles.

2.3 Control and Retention of Finances

All finances of the corporation are under the control of the Board of Directors. The Treasurer, under the direction and approval of the Board of Directors, administers all finances of the corporation.

Procedures:

Signing of Cheques. All cheques issued, and/or electronic funds transferred on behalf of the corporation, will occur under the authority of the Treasurer, President, and/or Office Manager. Two signatures or approvers are required on cheques and transactions. Financial records will be kept for seven (7) years. These records will be held at the CYCEAB office.

Execution of Documents. The President, in addition to another officer, will have the authority to sign documents on behalf of the corporation. Two signatures are required.

SECTION THREE: ACCREDITATION PROCESS

3.1 Program Eligibility

Current CYCEAB member institutions are eligible to apply for accreditation and are charged an annual fee for membership with a term of January 1 to December 31 of each year. Applicants for accreditation must hold current membership.

3.2 Application Process

The application process will follow the Accreditation Process Flowchart outlined by the CYCEAB and provided on the CYCEAB website. In applying for accreditation, applicants will be required to complete and submit the "Application for Accreditation" document, which identifies a pre-accreditation checklist (part I), as well as the application form (part II). The application form for accreditation is located on the CYCEAB website and it is to be submitted electronically to: cyceab@lethbridgecollege.ca. Applications, submitted with the application fee, are accepted by September 15th of each calendar year.

Once an application has been accepted by the Board of Directors, the CYCEAB will issue a letter to the successful applicant communicating the decision of the board and the date by when the accreditation process is to be completed. This date will allow for 24 months from the time the board makes its decision to accept the application to when it makes its decision on granting accreditation. The Accreditation Coordinator will refer applicants to the flowchart of the accreditation process.

The Office Manager will also request, at the time the application is accepted by the board, that each approved applicant sign a "Data Sharing Agreement" and a "Consent to Contribute Materials" for the purpose of research. Applicants are not required to sign either document.

Institutions applying for the accreditation of multiple programs, each with their own unique credential or separate faculty at a separate site, are required to submit separate applications for each credential and site and pay full application and accreditation fees for each application. See Appendix A – Description of Fees.

3.3 Confidentiality

Throughout the accreditation review, all documentation and correspondence between the CYCEAB Board of Directors, CYCEAB staff, reviewers and other affiliated persons, the applicant, and accreditation team will be deemed confidential by the CYCEAB. All individuals who have access to information and materials submitted by the applicant under review will not disclose this information outside the proceedings required for the accreditation process.

Procedures: All individuals who provide a service to the CYCEAB will be required to sign a confidentiality statement, attesting that they have read and understood the CYCEAB policy on confidentiality and that they will follow its directives.

Documentation collected by staff, reviewers, and the Recommendation Panel will be treated as confidential. Any hard copy materials sent to reviewers or panel members will be disposed of once the accreditation process is complete, in a manner that preserves confidentiality. An electronic copy will be kept by the CYCEAB office staff in a secured file. Documentation for any programs reviewed prior to the use of electronic applications will be kept in a locked filing cabinet at the office of CYCEAB.

The CYCEAB may also seek consent from accredited programs to make use of selected documents for research or reference purposes. All data collected will be stored in a password protected electronic file and/or a locked filing cabinet at the CYCEAB office.

Accreditation is not dependent on a consent to share information and consent may be withdrawn at any time.

Once a final accreditation decision is made by the CYCEAB Board of Directors (including those arising from any appeal procedure), the result will be made public by adding the name of the program to the list of accredited programs on the CYCEAB website. CYCEAB board directors, staff, or other affiliated persons will not disclose information regarding programs that have applied but have not received CYCEAB accreditation.

3.4 Conflict of Interest

The CYCEAB acknowledges that service with CYCEAB as a board or committee member, reviewer, staff, or as any other affiliated person may result in conflicts of interest related to the accreditation process. Conflict of interest arises when such a member or individual may advance outside interests or gain advantage from an accreditation decision. To prevent such a conflict, individuals representing the CYCEAB cannot participate in any accreditation decision-making capacity if they have a current and close association with a program or institution that is being considered for accreditation.

Procedures: CYCEAB board and committee members, reviewers, staff, or other affiliated persons who provide service to the CYCEAB are expected to disclose any real or perceived conflicts of interest with accreditation applicants to the CYCEAB Board of Directors and to remove themselves from discussions and decisions related to these.

CYCEAB board and committee members, reviewers, staff, and other affiliated persons need to consider their possible roles in the CYCEAB related to the relationships that exist between them and an institution or program seeking accreditation. The following is to be considered:

- Current employment as faculty, staff, or consultant by the institution or program seeking accreditation;
- Current status as a student at the institution;
- Current involvement of close family or relatives in the program as students or as an employee;
- Current involvement in an unpaid position with an institution where it is directly related to the accrediting applicant (e.g., Advisory Board, Board of Trustees, guest speaker);
- Participation as an adjunct professor or involved in joint research or curriculum development directly related to the applicant; and
- Any reason that might influence an unbiased decision from an individual.

CYCEAB board members and staff cannot serve as reviewers while they are active in their board/staff positions. Committee members, except for those on the Recommendation Panel, may serve as reviewers. However, they cannot participate in any decision-making capacity concerning the accreditation of any program that is being considered for accreditation if they have a current and close association with that program or institution. It is the responsibility of each individual to reveal any such present or potential conflict of interest to the CYCEAB Board of Directors.

Reviewers will not participate in the final decision regarding accreditation. Programs under review may request a change of reviewer if they perceive a conflict of interest. Such a request must be submitted in writing to CYCEAB as soon as a conflict is identified.

3.5 Accreditation Process and Timelines

CYCEAB staff will work supportively with the applicant to ensure that a process for completion is manageable and in agreement by both parties. This will include agreement to follow the process and timelines listed on the Accreditation Process Flowchart, which is posted on the CYCEAB website.

Procedures:

3.5.1 The accreditation process will follow the Accreditation Process Flowchart laid out by the CYCEAB and provided on the CYCEAB website. The Accreditation Coordinator will be available for regular consultation throughout the accreditation process. In circumstances that impact the timelines of an applicant's accreditation process, communication with the Accreditation Coordinator is essential.

The accreditation process is intended to synchronize with program reviews, and some expectations for the program review may duplicate those for accreditation. In these cases, the Accreditation Coordinator will discuss any duplication with the applicant directly. All aspects of the CYCEAB accreditation process must be satisfied to receive accreditation status.

The applicant will complete a Self-Study Report as outlined in the Self-Study Guide, which is posted on the CYCEAB website. Applicants are expected to demonstrate how they meet the expectations outlined within the guide, in addition to how they intend to continue to enhance the quality of their CYC program.

With the submission of the Self-Study Report, and with the approval of the Accreditation Coordinator, applicants will engage in an external review process (as outlined in the Accreditation Process Flowchart). In consultation with the Accreditation Coordinator, the applicant will select two reviewers and arrange a virtual site review. The applicant is responsible to set up and troubleshoot all technology requirements for the site review.

The applicant will submit their Self-Study Report a minimum of 4 weeks prior to the site review. The site review includes consultations with faculty, students, administrators, community stakeholders, advisory committees, as well as a

virtual tour of the facilities and a review of the supporting resources that are provided by the program. Details are outlined in the Site Review Guide. This process requires at least two full days or may occur over a Monday-Friday week, and it must be scheduled during a regular academic term when students, faculty, and administrators are available. The reviewers will make a summary presentation of the key findings of the site review to faculty and administration.

Following the site review, the reviewers have four (4) weeks within which to complete their report. The report may include follow-up questions from the site review. The reviewers will send their report directly to the Accreditation Coordinator who will complete a check that content is complete as per the Self-Study Guide. Once the submission meets content standards, the Office Manager completes formatting and final proofreading for grammar and style before sending the Reviewers' Report to the accreditation applicants. Major edits are vetted by the reviewers prior to finalizing the report for submission to the accreditation applicant.

Following the reception of the Reviewers' Report, the applicant will have four (4) weeks to reply in writing to the Reviewers' Report, using the template in the Site Review Guide. They will send their written response via email to the CYCEAB.

Once the CYCEAB office has received the Self-Study Report, the Reviewers' Report, and the Applicant Program's Written Response to the Reviewers' Report, the Recommendation Panel established by the CYCEAB Board of Directors will meet to make a recommendation to the board about accreditation. To assist the Recommendation Panel in making its recommendation, the reviewers will meet with the panel to provide a verbal summary of the findings of the site review and to answer any questions or provide information that is necessary for the panel to make its recommendation.

This recommendation will be sent to the CYCEAB Office within four (4) weeks of the receipt of materials. The format of the recommendation will follow the guidelines set out by the board and the recommendation will fit under one of the following categories: 1) Accredited with Recommendations for Improvement, 2) Accredited with Conditions and Timelines for Addressing Conditions and 3) Deny Accreditation. The Recommendation Panel will clearly state in its report any recommendations for improvement and/or conditions and the timelines for addressing identified conditions.

At the next scheduled board meeting, the CYCEAB will initiate discussions using the Recommendation Panel's report as a basis for formulating the accreditation decision. Making the final decision may involve further exploration and take several weeks before making the accreditation decision. Once the decision is made, the President of CYCEAB will directly contact the applicant to inform them of the decision. Subsequently, a formal letter with details of the decision accompanied by a statement to be used for promotional purposes and the CYCEAB logo will be provided to the applicant program. The applicant program will be requested to provide their institution's logo for publishing on the CYCEAB website.

3.5.2 Managing Interruptions to Planned Timelines

3.5.2.1 Request for Extension of Planned Timelines

A request for an extension can be granted when an applicant provides written documentation to CYCEAB clearly detailing the circumstances surrounding the request. An extension can be issued up to a maximum of 90 days, as approved by the Accreditation Coordinator. The Accreditation Coordinator will then report the approval of this extension to the Board of Directors and the written documentation will be retained for record purposes.

In the case of exceptional circumstances as determined by the Accreditation Coordinator, requests for exceptions and/or accommodations in addition to the 90-day extension are to be submitted via written documentation to the Board of Directors via the CYCEAB office, cyceab@lethbridgecollege.ca.

The CYCEAB Board of Directors will objectively determine whether an extension should be granted and provide a written response to the applicant within 10 business days of receiving a request for such an extension. If an extension is granted, the accreditation applicant must pay a fee as per the fee schedule in Appendix A. An invoice for the extension fee will be sent to the accreditation applicant. The extension will not be effective until payment is received.

3.5.2.2 Applicant Non-compliance to Planned Timelines

When an applicant does not provide the required written documentation or does not conduct a site review within the stated time frame, the following procedures will take place:

- I. The CYCEAB will provide a written notice to the applicant highlighting the specific reasons why the institution's program is in non-compliance with CYCEAB accreditation process.
- II. The applicant deemed to be in non-compliance will have 60 days to meet the requirements to remain in good standing in their accreditation process. If no attempt is made by the applicant to remediate the situation, the CYCEAB Board of Directors can move to terminate the accreditation process. The applicant will forfeit all payments made towards the accreditation process. Should the applicant wish to proceed with accreditation after termination, the applicant will be required to make a new application to the CYCEAB to begin the process anew.

3.5.3 Applicant Decision to Withdraw from Accreditation Process

There may be times when an applicant wishes to withdraw from accreditation after their application has been approved and they have begun the accreditation process. The applicant must provide a written notice to the CYCEAB Office. The notice must clearly include reasons for the request to withdraw. All fees or dues that are outstanding are required to be paid to the CYCEAB at the time of request for withdrawal. Should the applicant, who has withdrawn, wish to proceed with

accreditation after withdrawal, they will be required to make a new application to the CYCEAB to begin the process anew.

3.6 Accreditation Fees

The fees for accreditation consist of an initial non-refundable application fee and an accreditation fee. The fee amounts are identified in Appendix A "Description of Fees."

Applicants are responsible for the technology and any associated costs used for virtual site reviews and coordinating site reviews with Reviewers.

The initial application fee is to be paid at the time of application and the balance of the accreditation fee is payable upon the board's approval of the application. CYCEAB will invoice applicants for all fees.

Where an institution has more than one credential to be accredited or have separate faculty on separate sites for the same credential, it is required to submit separate applications for each credential and site and pay full application and accreditation fees for each credential and site.

Accreditation and membership are separate, and programs who are accredited are required to maintain their annual membership.

Procedures: A non-refundable application fee is required upon submission of the application. The balance of the accreditation fee will be due once the board has approved the application. The accreditation fee is non-refundable. Invoices are due and payable within 30 days.

Upon approval by the CYCEAB Board of Directors, accreditation fees may be paid in instalments if an institution has submitted a written payment schedule at least 12 months in advance of their planned application for accreditation. The first payment must begin at least 12 months prior to the start of the accreditation process and final payment must be paid upon receipt of final invoice. If the accreditation fee amount is increased by the Board of Directors during the period up until the institution's application for accreditation is approved, the institution would be responsible for paying the increased cost.

SECTION FOUR: ACCREDITATION REVIEWER

4.1 Accreditation Reviewer Qualifications

As there is a range of credentials (e.g., Diploma, Bachelor's Degree, Master's Degree, Doctoral Degree) that post-secondary programs provide, reviewers must have the minimal level of education that would be required by the program applying for accreditation for faculty teaching in their program. This would typically include, but not be exclusive, to the following:

Diploma program – Bachelor's degree, Master's degree preferred
Bachelor's degree program – Master's degree
Master's degree program – PhD
Doctoral degree program– PhD

4.2 Accreditation Reviewer Recruitment and Approval Process

The recruitment of reviewers for CYCEAB is an ongoing process which occurs in part through postings on the CYCEAB website and in CYC formal publications.

All reviewer applications are received by the CYCEAB head office, then forwarded to the Chair of the Human Resources Committee. The Human Resources Committee evaluates each application to ensure that applicants meet all required qualifications. Once a decision has been made, the committee chair brings the committee's recommendation to the CYCEAB Board of Directors to accept or deny the application. If approved by the Board of Directors, the applicant will be notified by the Office Manager that they have been accepted to the active roster of CYCEAB reviewers.

The CYCEAB will have reviewers from all three Canadian regions, which are defined in the bylaws of the CYCEAB. The Approved Reviewers list will be reviewed and updated annually by the Human Resources Committee.

In addition to meeting the minimum academic credentials, all reviewers will sign the CYCEAB's Confidentiality Agreement upon acceptance into their reviewer position. All accreditation site reviewers will be provided a Site Review Guide (available on the CYCEAB website), which provides an overview of the accreditation process, their respective role, and a template for the Reviewers' Report.

4.3 Reviewer Selection Process from the CYCEAB's Roster of Approved Accreditation Reviewers

Reviewer selection will be made by the CYCEAB Office Manager in consultation with the Chair or designate of the Human Resources Committee and selection will be made from a board-approved reviewers list. Two reviewers will be assigned to each applicant program. One reviewer will have completed two previous CYCEAB site reviews and they will work with a second reviewer who has less experience with the CYCEAB accreditation process.

One reviewer will reside from outside of the accreditation applicant's geographical region. The second reviewer can be from any other region. When the CYCEAB Office manager contacts the reviewers, they will ask them of any potential conflict of interest before finalizing selection. Once two reviewers have been selected, CYCEAB notifies the applicant of the names of reviewers and the applicant then schedules the dates of the site review at a time that is convenient to both the applicant and reviewers. The applicant notifies the Accreditation Coordinator of the dates for the site review.

The details of the site review will be scheduled by the applicant with the help of the Accreditation Coordinator and in collaboration with the reviewers. All site reviews are virtual.

The Reviewers are expected to follow the site review process and description outlined in the Site Review Guide.

4.4 Accreditation Reviewer Role and Responsibilities

The primary role of the Reviewers is to engage with the applicant to determine how well the CYC post-secondary program educates practitioners who serve children, youth, and families and to provide this information for CYCEAB for decision-making purposes.

The primary responsibilities for an approved accreditation site reviewer include:

- Visiting by virtual means the CYC program seeking accreditation.
- Maintaining confidentiality of all information associated with the accreditation site review.
- Interviewing program faculty, students, key internal departments, and community stakeholders as identified in the Site Review Guide.
- Reviewing the documentation submitted by the CYC program which supports their self-study narrative and their plan for ongoing development.
- Reviewing accreditation data gathered by the institution.
- Reviewing the CYC program's Quality Enhancement Plan to ensure that a plan for continuous improvement has been developed.
- Making a summary presentation of the key findings of the site review to faculty and administration.
- Producing a written summative report to the CYCEAB for consideration in the final accreditation decision.
- Abiding by the roles and procedures that are identified within the Site Review Guide.
- Making a verbal presentation to the Recommendation Panel as per guidelines found within the Site Review Guide.
- Reviewing the draft recommendation report from the Recommendation Panel prior to it being sent to the Board of Directors.
- Being available to the CYCEAB to clarify or provide information as required.

SECTION FIVE: POST-ACCREDITATION

5.1 Outcome of the Accreditation Process

Upon conclusion of the accreditation process, the President of CYCEAB, on behalf of the CYCEAB's Board of Directors, will inform each applicant of the outcome of their accreditation application. The letter will identify the recommendations for improvement, the conditions of accreditation with associated timelines, or the reason for denial of accreditation.

5.2 Length of Accreditation

The length of each successful accreditation will be seven (7) years, from the date of decision by the Board of Directors. In order not to lose accreditation status, any program that wishes to be re-accredited must begin the renewal process at the 5-year mark of their seven-year accreditation period to ensure the 24-month accreditation process can be accommodated.

5.3 Reporting of Accreditation to the Public

The CYCEAB will name the programs that have successfully completed the accreditation process on the CYCEAB website and via social media.

The CYCEAB will provide programs that have successfully completed the accreditation process with a formal letter, a certificate, and a statement of accreditation that must be used by all approved programs to communicate accreditation status accurately. Programs can choose not to display the pre-approved statement and certificate of accreditation but must not in any way alter the pre-approved statement or the certificate of accreditation.

5.4 Control of Records

The CYCEAB upholds ethical standards with regards to the control of records and information. Confidentiality is taken seriously.

All records of the corporation, including electronic records of the corporation, its membership, and applicants for accreditation will be kept by the Board of Directors on the CYCEAB website, in the CYCEAB Office in a locked cabinet, or on a secure, password-protected server or hard drive.

5.5 Revocation of Accreditation

If it is determined that a program is no longer in compliance with the accreditation criteria, the CYCEAB can revoke a program's accreditation status. The CYCEAB will notify the program of revocation and provide written notice detailing the reasons for revocation. Programs may appeal the revocation and can refer to section 5.7 "Appeal Guidelines" for details.

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The program will be directed to remove any statement or certificate indicating they are accredited with the CYCEAB from all their communications and websites. All information regarding accreditation relevant to the program will be removed from the CYCEAB website.

5.6 Discipline and Complaints

The CYCEAB reviews all complaints related to CYCEAB's policies and procedures and all complaints regarding the policies, procedures, and conduct of programs that CYCEAB accredits. Thus, complaints may be either about a member program or about the CYCEAB itself.

The focus of CYCEAB is accreditation so all complaints must involve one or both of the following:

- Non-compliance of the CYCEAB's mission or policies by an accredited program or
- CYCEAB's own misconduct.

Any complaint about the CYCEAB's policies and procedures, or about a member program that the CYCEAB has accredited, must be made in writing, addressed to the President of the CYCEAB, and sent via email to the CYCEAB head office. Programs contesting accreditation procedures and decisions leading to unsuccessful accreditation may seek review only through the appeal process set forth in CYCEAB's Appeals Guidelines in Policy 5.7.

5.7 Appeal Guidelines and Procedures

Only reasons related to unsuccessful accreditations may be appealed. The appeals submission must meet all the following CYCEAB Appeals policies and procedures:

- An appeal notice must be submitted in writing by the applicant's program director/coordinator, chair or dean, addressed to the President of the CYCEAB, and sent via email to the CYCEAB head office within 30 days of the applicant receiving notification of the denial of accreditation.
- The appeal submission must include the reasons why the applicant deems the CYCEAB's accreditation decision to be inappropriate.
- The applicant appealing the unsuccessful accreditation must submit all necessary documentation to the CYCEAB President, via the CYCEAB head office, with the initial notice of appeal.
- A payment of \$1000 is payable at the time an appeal submission is made.
- The President of CYCEAB will notify the CYCEAB Board of Directors of the appeal request. The President will select a minimum of three board members to serve as part of the Appeals Committee. The Appeals Committee will select one member to chair the appeals process. Only current CYCEAB board members can serve on this committee.

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- The Appeals Committee will be provided with access to all relevant accreditation documentation for a specific program, including the program's Self-Study Report and Written Response to the Reviewers' Report as well as the Reviewers' Report.
- The Appeal Committee is responsible for meeting, reviewing all submitted documentation, and issuing a decision on behalf of the CYCEAB Board of Directors, within four (4) weeks of the receipt of the appeal submission.
- The Appeal Committee's decision will be reported to the CYCEAB Board of Directors in writing by the Appeal Committee Chair. All appeal decisions are considered final.
- The President of the CYCEAB, via an email sent from the Office Manager, will notify the applicant of the Appeal Committee's decision in writing within 10 business days of receiving the final decision.

APPENDIX A: DESCRIPTION OF FEES

Fee	Amount Owing to CYCEAB	Due
Application	\$250	September 15
Accreditation	\$5750	Following Board Approval of Application*
Accreditation Fee Extension (when an extension is approved by the Board of Directors)	\$1000	Following Board Approval of Extension Request
Accreditation Decision Appeal	\$1000	Upon Submission of Appeal

Institutions applying for the accreditation of multiple programs, each with their own unique credential or where there are separate faculty on separate sites for the same credential, are required to submit separate applications for each credential and site and pay full application and accreditation fees for each application.