



For Immediate Release

## **KW Counselling Services Achieves CCA Accreditation**

We are very pleased to announce that KW Counselling Services has been awarded a four year accreditation by the [Canadian Centre for Accreditation](#) (CCA). The hard work, professionalism, and dedication of our staff and Board of Directors are clearly reflected in this significant achievement.

“To be CCA Accredited is truly a seal of approval,” says Cong-Rong Xie, President of the KW Counselling Services Board of Directors. “Our stakeholders can be assured that we have undergone an extensive internal and external review process that measures our practices against sector and industry standards.”

Accreditation is a process that provides assurance from a respected third-party that the accredited organization meets commonly accepted standards for good governance, management, and excellence in service provision. It is one way that we demonstrate to our clients and funders that we are operating responsibly and providing responsive and quality services.

“One of the key benefits of participating in CCA’s accreditation program is that it promotes an ongoing culture of learning and quality improvement throughout the organization,” says Barbara Wiktorowicz, Executive Director, Canadian Centre for Accreditation. “By choosing to go through the CCA accreditation process, KW Counselling Services is demonstrating its accountability to the community and its commitment to providing the highest quality programs and services.”

KW Counselling Services was previously accredited by Family Service Ontario (FSO). In 2012, the [Canadian Centre for Accreditation](#) (CCA) was formed through the joint initiative of FSO and four other associations of community service providers, bringing together over 100 years of accreditation experience.

“Our board of directors sees accreditation as a way to externally monitor our organization,” says Leslie Josling, Executive Director of KW Counselling Services. “Being CCA Accredited allows us to demonstrate our accomplishments at not only an operational level but also in our business management and community governance. With increasing pressure for public accountability, participation in the accreditation process promotes a quality and safety culture across the organization.”

### For More Information Contact

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### **About KW Counselling Services**

KW Counselling Services is a multi-service agency offering counselling supports to individuals, couples and families in the Waterloo Region. In addition to our counselling work we offer a variety of parenting education workshops, leadership training for members of the multicultural community and outreach support for low-income families, newcomers to Canada and the LGBTQ community. We are proud to have been supporting children, youth and families in this community since 1950.

[www.kwcounselling.com](http://www.kwcounselling.com)

### **About Canadian Centre for Accreditation (CCA)**

In response to growing interest in a Canadian accreditation program tailored to community-based health and social services, five associations of community service providers came together to form the Canadian Centre for Accreditation. CCA is a national non-profit offering bilingual accreditation geared to community-based health and social service organizations. CCA accredits a wide range of community-based human service organizations with a modular, tailored program that promotes excellence and quality. Because its approach is rooted in community service values and contexts, CCA accreditation supports community organizations to meet value-added goals that go beyond achieving accreditation.

[canadiancentreforaccreditation.ca](http://canadiancentreforaccreditation.ca)