



Clubhouse International

Creating Community: Changing the World of Mental Health

ACCREDITATION EVALUATION

Clubhouse:

Address:

Telephone:

Date of visit:

Accreditation Team:

(1) Attitude of the consultation Team

Cold, aloof, not engaging

Somewhat engaging

Very engaging, interested, responsive, interactive

Comments: Mike and Dave presented as very positive, encouraging and engaged with colleagues, the Board and at the TE Visit and Housing visit.

(2) Comprehensiveness of site visit

Experienced some but not enough of the important aspects of the Clubhouse

Experienced most but not all essential aspects of the program

Experienced all essential aspects of the program

Comments: Dave's and Mike's experience with Pathways and Fountain House lent itself to a comprehensive evaluation of our operations vis a vis the Standards. They were both familiar with the ideals of the Standards and could objectively evaluate Potential Place's compliance with them.

(3) Helpfulness of suggestions/ideas

Provided few useful ideas

Provided some, but not enough, useful ideas

Provided many helpful ideas

Comments: The areas of suggestions were helpful and positively presented at the preliminary findings meeting. The suggestions were made using positive language and with care and empathy.

(4) Faculty team's ability to effectively communicate

- The team appeared overly critical, judgmental, and negative
- The team was able to communicate most of their feedback and ideas effectively
- The team was encouraging, supportive, and able to successfully relay even 'critical' feedback about areas the Clubhouse needs to improve.

Comments: Mike and Dave articulated well both the positive attributes of how well we are wed to the Standards, and where the relatively modest gaps can be bridged with suggested improvements.

(5) Overall helpfulness of the accreditation visit

- Not very helpful
- Somewhat helpful
- Helpful
- Very Helpful

Comments: I am always impressed by how helpful accreditation visits are, and how the faculty endeavours to support the Clubhouse members and colleagues. Beyond the "external audit" functions of the faculty/accreditation visit, the team is very supportive and focuses at least as much time and effort – if not more, articulating things that are going well with our programming as they do on the suggested areas for improvement.

(6) The accreditation team's ability to understand our unique Clubhouse community

- Did not seem to have a good understanding of our unique circumstances
- Seemed to understand some but not all of our circumstances
- Had an excellent comprehension and appreciation of our unique situation

Comments: Mike and Dave had thoroughly reviewed our CPQ and Self-Study. They were acutely aware of the economic downturn in the Calgary economy, and our employment initiatives despite the downturn. They felt the positive vibe in our clubhouse, our rigorous WOD structure and gained a good sense of members feelings of pride of their Clubhouse by participating in Unit meetings, a community meeting, a TE visit and a Housing visit.

- (7) Please provide any feedback or suggestions to Clubhouse International and/or your accreditation team that you think might help us improve on this process.

No suggestions to make given the excellent process and engagement of this faculty team.

Frank Kelton
Executive Director
Potential Place Society

December 2, 2016