



16 Hillside Ave
Attleboro, MA 02703
Phone: 508 226-1445
www.arcnbc.org

August 20, 2025

Subject: Upcoming CARF Survey – September 22–23, 2025

Dear Program Participants and Providers,

On **September 22 and 23, 2025**, The Arc of Bristol County will undergo an on-site survey conducted by **CARF International**. This survey is an important step in ensuring that our programs and practices continue to meet the highest standards of quality and accountability.

The survey will include a review of the following programs:

- **Adult Family Care**
- **Day Habilitation**
- **Placement Services (Shared Living)**

During this review, the CARF team will:

- Conduct an **administrative review** of agency policies and procedures, including personnel files, staff training, and certifications.
- Review, through **HIPAA-compliant methods**, the confidential files of persons served to ensure compliance with state regulations and agency policies.
- Complete a **physical site review** for Adult Family Care, Day Habilitation, and Placement Services.
 - *Note: Individuals have the right to refuse a visit to their home. While this request will be honored, record reviews will still occur.*
- Conduct **interviews** with agency staff, contractors, stakeholders, and persons receiving supports. These interviews may include questions related to health, safety, community integration, relationships, and human rights.
 - *Note: Individuals have the right to refuse to participate in interviews. This decision will be respected.*

If you have any questions about this process, please reach out to the Director of Quality Assurance or Director of the program you are affiliated with. We appreciate your cooperation and support as we continue working together to provide the highest quality services.

Sincerely,

A handwritten signature in blue ink that reads "Katie Baril".

Katie Baril -Director of Quality Assurance & Data
The Arc of Bristol County

kbaril@arcnbc.org P:508-226-1445 Ext 3116

Coming Soon

A survey team from CARF International* will be visiting on

September 22-23, 2025

We invited the surveyors to evaluate how well we meet international standards for quality. The survey will tell us what we are doing well and ways we might improve. As a result of this survey, we may earn or continue accreditation.

As part of the survey, the surveyors will interview people who receive services, their families, our staff, and others. Some questions the survey team members might ask people are:

- Do we provide a clean and safe setting?
- Do you receive the services you need and want?
- Are you treated with respect?
- Do you take part in planning your services?
- Are you told what you need to know about your services?
- Are your questions answered in a way you understand?
- Do you know where to go with questions or concerns?

If you would like to talk with one of the survey team members or want to learn more about CARF International, please let one of our staff members know. You may also contact CARF International directly.

- Internet: www.carf.org/contact-us
- Email: feedback@carf.org
- Mail: CARF International, 6951 East Southpoint Road, Tucson, AZ 85756
- Toll-free telephone: (866) 510-2273
- Fax: (520) 318-1129



* CARF International – A group of companies that includes CARF, CARF Canada, and CARF Europe.

Em breve

A equipe de pesquisa do CARF Internacional * estará

September 22-23, 2025

Convidamos os inspetores para avaliar quão bem nós atender aos padrões internacionais de qualidade . A pesquisa vai nos dizer o que estamos fazendo bem e maneiras podemos melhorar. Como resultado desta pesquisa , pode-se ganhar ou continuar com acreditação.

Como parte da pesquisa, os inspetores vão entrevistar pessoas que recebem serviços , suas famílias, nossa equipe , e outros. Algumas perguntas da pesquisa que os avaliadores podem fazer às pessoas são:

- Será que proporcionam um ambiente limpo e seguro ?
- Você recebe os serviços que você precisa e quer ?
- Você está tratado com respeito ?
- Você toma parte no planejamento de seus serviços?
- Você está informado sobre o que você precisa saber sobre os serviços?
- São suas perguntas respondidas de uma forma que você entende?
- Você sabe para onde ir com dúvidas ou preocupações ?

Se você gostaria de falar com um dos membros da equipe de pesquisa ou quer aprender mais sobre CARF International, por favor, entre em contato com um membro da equipe. Você também pode entrar em contato diretamente CARF Internacional.

- Internet: www.carf.org/contact-us
- E-mail: feedback@carf.org
- Mail: CARF International, 6951 East Southpoint Road, Tucson, AZ 85756, USA
- Telefone: (520) 495-7001
- Fax: (520) 318-1129



* CARF International – O grupo de empresas que inclui CARF, CARF Canadá, e CARF Europa.

