CARF International Accreditation Media Kit

The CARF International family of organizations—CARF, CARF Canada, CARF-CCAC—is pleased to offer you these suggestions to help you celebrate, explain, and publicize your accreditation.

- Carfinternational
- Carfcanada
- carfccac

 $\ \, \odot \,$ 2010 by the Commission on Accreditation of Rehabilitation Facilities. Revision date 07/2010

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Celebrate your accreditation with...

...your staff

Working toward accreditation requires teamwork and staff commitment at all levels of your organization. Honor your staff's hard work and commitment with a:

- Staff picnic.
- · Catered lunch.
- Celebration cake (creative chefs might want to copy the CARF, CARF Canada, or CARF-CCAC logo onto the cake icing).

Setting aside a special time for staff members to share with one another what they've accomplished and acknowledge one another's efforts will help show your appreciation of and reinforce their teamwork.



To commemorate the occasion, you could give staff members a small award. Coffee mugs, baseball caps, tote bags, and shirts are available in the Promotional Items section of the **Online Store.**

...persons served, customers, civic leaders, and the public

Many providers invite persons served, customers, civic leaders, and the public to a community event at their organization after earning accreditation. Social events can be useful vehicles to announce your CARF accreditation and acquaint the community with your services. You could also invite community leaders to participate in a quality forum or health fair.

Explain your accreditation in simple terms

Accreditation can be difficult to explain to those unfamiliar with the concept. CARF offers tools to help explain accreditation in direct, simple language.

- What is accreditation? card—Offered free to providers in bundles of 25 in either English or Spanish, these cards explain the purpose and benefits of a CARF or CARF-CCAC survey. The reverse side explains what persons served can do to resolve a complaint.
- **CARF movie**—This three-minute message is targeted to individuals unfamiliar with accreditation or CARF International. View at: **www.carf.org/movie**



• **CARF website**—The site, **www.carf.org**, provides detailed information about CARF accreditation and what it means to the persons served by your organization, their families and support systems, and other stakeholders. You can provide a link to the CARF website on your organization's website, and you may want to include the CARF website address in any announcements and marketing materials promoting your accreditation.

Link to CARF

We invite you to link to our website and enhance your site visitors' experience.

Our Consumer resources section (**www.carf.org/Resources/ ConsumerResources**) includes a variety of guides and articles created by industry-leading organizations and government entities.

The Articles section (**www.carf.org/Resources/Articles**) contains timely feature articles on topics of interest to the public.

For your convenience, you can use the code snippets on the next page to add a link, a description of our organization, and the logo for CARF, CARF Canada, or CARF–CCAC to your website.

CARF International

Use the code below to link to CARF International on your website:

www.carf.org

/>CARF International accreditation demonstrates a program's quality, transparency, and commitment to the satisfaction of the persons served. CARF International is an independent, not-for-profit accreditor of human service providers in the areas of Aging Services, Behavioral Health, Child and Youth Services, Durable Medical Equipment, Employment and Community Services, Medical Rehabilitation, and Opioid Treatment Programs. (888) 281-6531.

Below is what the code will look like:



www.carf.org

CARF accreditation demonstrates a program's quality, transparency, and commitment to the satisfaction of the persons served. CARF International is an independent, not-for-profit accreditor of human service providers in the areas of Aging Services, Behavioral Health, Child

and Youth Services, Durable Medical Equipment, Employment and Community Services, Medical Rehabilitation, and Opioid Treatment Programs. (888) 281-6531.

CARF Canada

Use the code below to link to CARF Canada on your website:

www.carf.org
br />CARF International accreditation demonstrates a program's quality, transparency, and commitment to the satisfaction of the persons served. CARF International is an independent, not-for-profit accreditor of human service providers in the areas of Aging Services, Behavioral Health, Child and Youth Services, Durable Medical Equipment, Employment and Community Services, Medical Rehabilitation, and Opioid Treatment Programs. (888) 281-6531.

Below is what the code will look like:



www.carf.org/Programs/CARFCanada

CARF accreditation demonstrates a program's quality, transparency, and commitment to the satisfaction of the persons served. CARF International is an independent, not-for-profit accreditor of human service providers in

the areas of Aging Services, Behavioral Health, Child and Youth Services, Durable Medical Equipment, Employment and Community Services, Medical Rehabilitation, and Opioid Treatment Programs. (888) 281-6531.

CARF-CCAC

Use the code below to link to CARF-CCAC on your website:

www.carf.org
CARF International accreditation demonstrates a program's quality, transparency, and commitment to the satisfaction of the persons served. CARF International is an independent, not-for-profit accreditor of human service providers in the areas of Aging Services, Behavioral Health, Child and Youth Services, Durable Medical Equipment, Employment and Community Services, Medical Rehabilitation, and Opioid Treatment Programs. (888) 281-6531.

Below is what the code will look like:



carf.org/Programs/AS

CARF accreditation demonstrates a program's quality, transparency, and commitment to the satisfaction of the persons served. CARF International is an independent, not-for-profit accreditor of human service providers in the

areas of Aging Services, Behavioral Health, Child and Youth Services, Durable Medical Equipment, Employment and Community Services, Medical Rehabilitation, and Opioid Treatment Programs. (888) 281-6531.

Publicize your accreditation

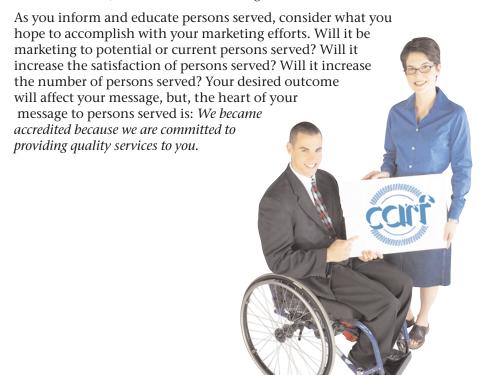
Persons served and other stakeholders should know that they'll find quality services when they step through your doors. They should be confident that your services focus on their satisfaction and that you're continuously working to improve.

You should be proud of your accreditation achievement and share it with your stakeholders. Although no two organizations are the same, a human service organization is likely to consider:

Persons served

Whether you call them consumers, customers, patients, clients, or residents, you exist to provide a service to them. An organization's mission is defined around the persons served, which makes them a primary focus of any targeted marketing effort. This requires an understanding of the diverse populations served because this diversity will require different approaches and messages.

Consider what methods and messages to use for the different segments within your base of persons served. With some segments, a pamphlet will be effective, while a short video might work better with others.



Funders and regulators

Some of your funders and regulators may already know about your accreditation because it's required, but this should not preclude you from proudly announcing it to them.

Consider these questions:

- Which funding and regulatory entities are vested in our accreditation?
- With whom and at what level should we make contact?
- How can we make that contact?
- What do we expect to gain from that contact?

The community

Marketing to the community can increase the number of persons served by your organization and strengthen your reputation. Begin your marketing efforts with a basic but important question: What makes us unique and better than our competitors? The answer should include your accreditation!

You may also consider these questions:

- From where do we get referrals/business?
- What community leaders or organizations may be interested in our accreditation?
- How are we perceived in the community? How can we highlight our accreditation to improve this image?

Your marketing efforts will ultimately be tailored to your organization and unique community. You can customize the **example accreditation award letters** included in this brochure to begin sharing news of your accreditation.

Publicize your accreditation

Have a method to your marketing

Highlight your accreditation in:

Marketing brochures and other promotional materials

Adding the CARF logo and a brief statement about your accreditation to your brochures and promotional materials highlights your commitment to quality services for the persons served.

Local media

Alert local media sources about your accreditation. You can customize the **press release examples** in the brochure for five-, three-, or one-year or preliminary accreditation.

Advertising and sponsorships

You can use print and online advertising to highlight your accreditation. Several **advertisement examples** are included in this brochure to demonstrate ways to advertise your accreditation. (Please check the guidelines for using the CARF, CARF Canada, and CARF-CCAC names and logos in the **Citing your accreditation** section.)

Websites

Highlight your accreditation on your organization's website. You can use the CARF accreditation seal logo and link it to the CARF website to help persons and others learn what your accreditation means.

E-mail signature taglines

Leadership and employees can add a note about your accreditation to their e-mail signature file.

Audio communications

Play recorded informational messages when callers are on hold. Use the recording to promote your accreditation, using similar language to what you have in print. (Please check the guidelines for using the CARF, CARF Canada, or CARF-CCAC name in the **Citing your accreditation** section.) If your organization has a speakers bureau or has staff members give public presentations about your services, be sure they mention your accreditation.



Ask About Our CARF Canada Accreditation

Proudly display your accreditation

Accreditation certificate

Your accreditation certificate is a testament of your commitment to person-centered, quality services. Most providers frame and display their accreditation certificate in a reception area or other prominent location. Some providers have reproduced their certificate in a marketing brochure. To purchase additional certificates, please **contact CARF**.

Banners

Five-foot banners are an eye-catching way to announce your accreditation. Banners can showcase CARF, CARF Canada, or CARF-CCAC accreditation and are available in both horizontal and vertical formats. To order a banner, please see the Promotional Items section of the **Online Store**.



CARF, CARF Canada, or CARF-CCAC logo

Logos suitable for either printed or electronic reproduction can be downloaded from the CARF website. When displaying the logo on your website, you are encouraged to link it to the CARF website home page, **www.carf.org**.

Guidelines for displaying the logos:

- Nothing may be printed within or over the logo.
- The logo may not be combined with other images or designs to create a new symbol or image.
- The logo must be reproduced in a solid black color or reversed out of a solid color background.

(Please check the guidelines for using the CARF, CARF Canada, or CARF-CCAC name in the **Citing your accreditation** section.)

CARF, CARF Canada, or CARF-CCAC decals and stickers

Your accreditation packet includes a logo decal with the "Ask about our accreditation" message that can be displayed in a window. Gold foil starburst stickers with the logo are another way to draw attention to your accreditation on your marketing materials. For additional decals or a roll of stickers, please see the Promotional Items section of the **Online Store**.



Citing your accreditation

The examples in this section are provided to help you to correctly cite and publicly refer to your accreditation and ensure that you accurately represent your accreditation to persons served and other stakeholders. You should identify by name the specific accredited programs or services listed on the accreditation certificate or otherwise make it clear that your accreditation applies only to some of your programs or services, unless all of your programs or services are accredited.

CARF (including CARF Canada)

- A CARF (Three-Year/One-Year) Accreditation was awarded to (Name of Your Organization) for the following (programs/services): (List programs/services).
- CARF has accredited (Name of Your Organization) for its (list programs/services).
- (Name of Your Organization) has been accredited by CARF for the following (programs/services): (List programs/services).
- (Name of Your Organization) has been accredited by CARF for (number) of its (programs/services).
- (Name of Your Organization) is pleased to announce that it has been awarded a CARF (Three-Year/One-Year) Accreditation for the following (programs/services): (List programs/services).
- CARF accreditation was awarded to (Name of Your Organization) for the following (programs/services): (List programs/services).
- (Name of Aging Services Network Participating Provider) is a participating provider in the CARF-accredited (Name of Accredited ASN) Aging Services Network.
- CARF has accredited (Name of Accredited ASN) as an Aging Services Network coordinating services among the following participating providers: (List ASN Participating Providers).

Please do **not** present your organization's CARF accreditation as follows:

- (Name of Your Organization) is CARF-accredited. (You must add "for the following programs/services" for this type of wording.)
- Programs/services at (Name of Your Organization) are accredited by CARF (unless all your programs or services are accredited).
- (Name of Your Organization) is accredited with commendation by CARF.



CARF-CCAC

- A CARF-CCAC Five-Year term of accreditation was awarded to (Name of Your CCRC and other programs that were specifically surveyed such as ADS, nursing home, aging services network, if multiple programs were surveyed).
- (Name of Your Organization) is pleased to announce that it has been awarded CARF-CCAC accreditation for (Name of Your CCRC and other programs that were specifically surveyed such as ADS, nursing home, aging services network).
- (Name of Aging Services Network Participating Provider) is a participating provider in the CARF-CCAC-accredited (Name of Accredited ASN) Aging Services Network.
- CARF-CCAC has accredited (Name of Accredited ASN) as an Aging Services Network coordinating services among the following participating providers: (List ASN Participating Providers).

Please do **not** present your organization's CARF-CCAC accreditation as follows:

• (Name of Your Organization) is accredited with commendation by CARF-CCAC.

Options for when space is limited

When space is at a premium, you may use one of these examples:

- Ask about our (CARF/CARF-CCAC) accreditation.
- What is (CARF/CARF-CCAC) accreditation? Please ask!
- Ask what our (CARF/CARF-CCAC) accreditation means to you.
- Ask us why our (CARF/CARF-CCAC) accreditation is important to you.

If you reproduce the CARF, CARF Canada, or CARF–CCAC logo on small items such as ballpoint pens, lapel pins, or business cards, you may reproduce it alone for these isolated uses.

Please **contact CARF** if you have questions about whether the materials you are preparing are acceptable.

Announcement examples

You're welcome to tailor the text in the following announcements to your organization's specific needs. You might add:

- An example of how accreditation has improved your services.
- A quote from your leadership about the accreditation experience.
- Staff reactions about how preparing for accreditation built teamwork.
- Stakeholder comments about your accreditation.
- Quotations from the survey report or outcome letter.
- A photo of your staff celebrating news of your accreditation.



Example of a news release announcing CARF-CCAC Five-Year Term of Accreditation

(On organization's letterhead)

FOR IMMEDIATE RELEASE

(Name of organization) awarded CARF-CCAC accreditation

(<u>City, state, or province</u>) — (<u>today's date</u>) — <u>CARF-CCAC</u> announced that (<u>name of organization</u>) has been awarded a five-year term of accreditation. This latest accreditation is the (<u>number</u>) consecutive year that CARF-CCAC accreditation has been awarded to (name of organization).

Alternative second sentence: This is the first CARF–CCAC accreditation that has been awarded to (<u>name of organization</u>).

An organization receiving a five-year term of accreditation has voluntarily put itself through a rigorous peer review process and demonstrated to a team of surveyors during an on-site survey that it is committed to conforming to CARF-CCAC's accreditation conditions and standards. Furthermore, an organization that earns CARF-CCAC accreditation is commended on its quest for quality programs and services.

(Name of organization) is a (profit/nonprofit/not-for-profit) organization with offices at (address). It has been providing services in the (name of city[ies]) area since (year organization began).

The Continuing Care Accreditation Commission (CCAC) was founded in 1985 as the nation's only accrediting body for continuing care retirement communities and similar organizations. In January 2003, CCAC merged with the Commission on Accreditation of Rehabilitation Facilities (CARF), a nonprofit accreditor founded in 1966 that touches close to 6 million individuals served in a wide range of human service organizations.

For more information about the accreditation process, please visit the CARF website at www.carf.org.

For additional information, contact (<u>name of contact at organization</u>) at (<u>telephone number of organization</u>).

Example of a news release announcing Three-Year Accreditation

(On organization's letterhead)

FOR IMMEDIATE RELEASE

(Name of organization) awarded three-year CARF accreditation

(City, state or province or country) — (today's date) — CARF International announced that (name of organization) has been accredited for a period of three years for its (names of programs or services, exactly as awarded) programs. The latest accreditation is the (number) consecutive Three-Year Accreditation that the international accrediting body has awarded to (name of organization).

Alternative second sentence: This is the first accreditation that the international accrediting body has awarded to (name of organization).

This accreditation decision represents the highest level of accreditation that can be awarded to an organization and shows the organization's substantial conformance to the CARF standards. An organization receiving a Three-Year Accreditation has put itself through a rigorous peer review process and has demonstrated to a team of surveyors during an on-site visit that its programs and services are of the highest quality, measurable, and accountable.

(Name of organization) is a (profit/nonprofit/not-for-profit) organization with offices at (address). It has been providing (names of services) in the (name of city[ies]) area since (year organization began).

CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, and now known as CARF, the accrediting body establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services.

For additional information, contact (<u>name of contact at organization</u>) at (<u>telephone number of organization</u>).

Example of a news release announcing One-Year Accreditation

(On organization's letterhead)

FOR IMMEDIATE RELEASE

(Name of organization) awarded CARF accreditation

(City, state or province or country) — (today's date) — CARF International announced that (name of organization) has been accredited for a period of one year for its (names of programs or services, exactly as awarded) programs. The latest accreditation represents the (number) consecutive year that (name of organization) will be accredited by the international accrediting body.

Alternative second sentence: This is the first accreditation that the international accrediting body has awarded to (<u>name of organization</u>).

This accreditation decision is awarded to organizations that, on balance, demonstrate that the persons served are benefiting from the services. An organization receiving a One-Year Accreditation has put itself through a rigorous peer review process and has demonstrated to a team of surveyors during an on-site visit that it is committed to conforming to CARF's accreditation conditions and standards. Furthermore, an organization accredited for one year shows progress toward conformance to the commission's standards and is commended in its quest for quality programs and services.

(Name of organization) is a (profit/nonprofit/not-for-profit) organization with offices at (address). It has been providing (names of services) in the (name of city[ies]) area since (year organization began).

CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, and now known as CARF, the accrediting body establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services.

For additional information, contact (<u>name of contact at organization</u>) at (<u>telephone number of organization</u>).

Example of a news release announcing Preliminary Accreditation

(On organization's letterhead)

FOR IMMEDIATE RELEASE

(Name of organization) awarded preliminary CARF accreditation

(<u>City, state, or province</u>) — (<u>today's date</u>) — <u>CARF International announced that (name of organization</u>) has earned preliminary accreditation for its new (<u>names of programs or services</u>, <u>exactly as awarded</u>) programs.

Preliminary accreditation requires on-site CARF surveys both before and six months after the beginning of service delivery. The accreditation allows (name of organization) to receive the benefits of CARF accreditation while it establishes use and implementation of the CARF standards in providing new services.

An organization receiving preliminary accreditation has put itself through a rigorous peer review process and demonstrated during an on-site survey that it is committed to conforming to CARF's accreditation conditions and standards. In addition, the organization shows progress toward conforming to these standards and is commended in its quest for quality programs and services.

CARF will conduct a follow-up survey to assess the use and implementation of standards in actual service delivery, and (<u>name of organization</u>) will earn a three-year accreditation, one-year accreditation, or nonaccreditation. Accreditation expires if the follow-up survey does not occur within six months of service delivery.

(Name of organization) is a (profit/nonprofit/not-for-profit) organization with offices at (address). It has been providing (names of services) in the (name of city[ies]) area since (year organization began).

CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, and now known as CARF, the accrediting body establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services.

For additional information, contact (<u>name of contact at organization</u>) at (telephone number of organization).

Example of a letter to a civic leader announcing CARF-CCAC Five-Year Term of Accreditation

(On organization's letterhead)

(Inside address)

(Salutation):

We are pleased to report to you that (<u>name of organization</u>) has been accredited for a period of five years. The latest accreditation is the (<u>number</u>) consecutive Five-Year Term of Accreditation that CARF-CCAC, the international accrediting body, has awarded to (name of organization).

Alternative second sentence: This is the first accreditation that CARF-CCAC, the international accrediting body, has awarded to (<u>name of organization</u>).

By pursuing and achieving accreditation, (<u>name of organization</u>) has demonstrated that it meets international standards for quality and is committed to pursuing excellence.

This accreditation decision represents the highest level of accreditation that can be awarded to an organization and shows the organization's substantial conformance to the CARF–CCAC standards. An organization receiving a Five-Year Term of Accreditation has put itself through a rigorous peer review process and has demonstrated to a team of surveyors during an on-site visit that its programs and services are of the highest quality, measurable, and accountable.

(Name of organization) is a (<u>profit/nonprofit/not-for-profit</u>) organization that has been providing services in the (<u>name of city[ies]</u>) area since (<u>year organization began</u>).

The Continuing Care Accreditation Commission (CCAC) was founded in 1985 as the nation's only accrediting body for continuing care retirement communities and similar organizations. In January 2003, CCAC merged with the Commission on Accreditation of Rehabilitation Facilities (CARF), a nonprofit accreditor founded in 1966 that touches close to 6 million individuals served in a wide range of human service organizations.

We would welcome an opportunity to further acquaint you with our services and respond to your questions. We believe we are a valuable asset to the community we serve and are all the more valuable because of our CARF accreditation.

(Closing)

Example of a letter to a civic leader announcing Three-Year Accreditation

(On organization's letterhead)

(Inside address)

(Salutation):

We are pleased to report to you that (<u>name of organization</u>) has been accredited for a period of three years for its (<u>names of programs or services</u>, <u>exactly as awarded</u>) programs. The latest accreditation is the (<u>number</u>) consecutive Three-Year Accreditation that CARF, the international accrediting body, has awarded to (name of organization).

Alternative second sentence: This is the first accreditation that CARF, the international accrediting body, has awarded to (name of organization).

By pursuing and achieving accreditation, (<u>name of organization</u>) has demonstrated that it meets international standards for quality and is committed to pursuing excellence.

This accreditation decision represents the highest level of accreditation that can be awarded to an organization and shows the organization's substantial conformance to the CARF standards. An organization receiving a Three-Year Accreditation has put itself through a rigorous peer review process and has demonstrated to a team of surveyors during an on-site visit that its programs and services are of the highest quality, measurable, and accountable.

(Name of organization) is a (profit/nonprofit/not-for-profit) organization that has been providing (names of services) in the (name of city[ies]) area since (year organization began).

CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, and now known as CARF, the accrediting body establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services.

We would welcome an opportunity to further acquaint you with our services and respond to your questions. We believe we are a valuable asset to the community we serve and are all the more valuable because of our CARF accreditation.

(Closing)

Example of a letter to a civic leader announcing One-Year Accreditation

(On organization's letterhead)

(Inside address)

(Salutation):

We are pleased to report to you that (<u>name of organization</u>) has been accredited for a period of one year for its (<u>names of programs or services</u>, <u>exactly as awarded</u>) programs. The latest accreditation is the (<u>number</u>) consecutive year that CARF, the international accrediting body, has awarded accreditation to (<u>name of organization</u>).

Alternative second sentence: This is the first accreditation that CARF, the international accrediting body, has awarded to (name of organization).

By pursuing and achieving accreditation, (<u>name of organization</u>) shows progress toward conformance to CARF standards, and it is commended in its quest for quality programs and services.

This accreditation decision is awarded to organizations that, on balance, demonstrate that the persons served are benefiting from the services. An organization receiving a One-Year Accreditation has put itself through a rigorous peer review process and has demonstrated to a team of surveyors during an on-site visit that it is committed to conforming to CARF's accreditation conditions and standards. Furthermore, an organization accredited for one year shows progress toward conformance to CARF standards and is commended in its quest for quality programs and services.

(<u>Name of organization</u>) is a (<u>profit/nonprofit/not-for-profit</u>) organization that has been providing (<u>names of services</u>) in the (<u>name of city[ies]</u>) area since (year organization began).

CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, and now known as CARF, the accrediting body establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services.

We would welcome an opportunity to further acquaint you with our services and respond to your questions. We believe we are a valuable asset to the community we serve and are all the more valuable because of our CARF accreditation.

(Closing)

Announcement examples

Advertisement examples







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CARF International

6951 East Southpoint Road Tucson, Arizona 85756 USA Voice/TTY (520) 325-1044 Toll free (888) 281-6531 Fax (520) 318-1129

CARF Canada

10665 Jasper Avenue, Suite 1400 A Edmonton, Alberta T5J 3S9 CANADA Voice (780) 429-2538 Toll free (877) 434-5444 Fax (780) 426-7274

CARF-CCAC

1730 Rhode Island Avenue, NW, Suite 209 Washington, DC 20036 USA Voice (202) 587-5001

www.carf.org