



# Coming Soon

A survey team from CARF International will be visiting TBHS virtually via live video and audio technology from December 14 - December 16, 2020.

We invited 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 continue our accreditation.

As part of the survey, the surveyors will interview people (live video/audio technology) 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?
- Are you treated with respect?
- Are you told what you need to know about your services?
- Do you know where to go with questions or concerns?
- Do you receive the services you need and want?
- Do you take part in planning your services?
- Are your questions answered in a way you understand?

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.

Mail: CARF International, 6951 East Southpoint Road, Tucson, AZ 85756

Internet: [www.carf.org/contact-us](http://www.carf.org/contact-us)

Toll-free telephone: (866) 510-2273

E-mail: [feedback@carf.org](mailto:feedback@carf.org)

Fax: (520) 318-1129

**carf** INTERNATIONAL

Posted 11/5/2020

\*CARF International—a group of companies that includes CARF, CARF Canada, and CARF-Europe