

BeConnected Accreditation Bulletin #32

June 7th, 2018

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Monday—Wednesday this week the services and supports provided by BeConnected were rigorously reviewed by THREE CARF International Accreditation surveyors – one from California, one from New Mexico and one from Missouri. As part of this process, persons supported by BeConnected, employees, contractors, family members, funding body social workers and other community partners, were interviewed by surveyors. Although we will not receive our official “Survey Report” for a few weeks, the message was received loud and clear that BeConnected passed with flying colours!...AKA “No Recommendations.” During the Exit Conference, the survey team identified many strengths of the organization, and in particular, regarding BeConnected’s leadership, longevity of many employees with the agency, and the direct work done by employees and contractors. Katie was particularly impressed by BeConnected’s rights of persons supported process and Diane was particularly impressed by our person-centred planning and goal achievement processes – this is the heart of what we do. (It is also what we are funded to do: support individuals to make and to meet their personal goals). Bill was particularly interested in our performance improvement activities and the “PA” plan. Bill also stated that he would be honoured if his son who has developmental disabilities, were to be supported by BeConnected; and that if he was looking for work, he’s love to join our team!

Once the official Survey Report is received from CARF International, copies will be made available at each of our program locations, online, and at BeConnected’s offices.

A heartfelt thank you to everyone for the work that you do on behalf of BeConnected. Thank you to the individuals supported for making and meeting awesome personal goals. Thank you to families and other partners for your support. And thank you to employees and contractors for the awesome work you do with our folks every day.



Where do we go from here?

The next step is already underway as BeConnected commences steps towards outcomes identified in our 2018—2020 strategic plan. Additionally, in 2018 the CARF standards manual section on human resources was completely overhauled, and we have much to update as a result.

“Accreditation 2018” has reminded us that the BeConnected is successful because it has strong leadership, effective management, dedicated employees, and amazing people we support, who inspire us to do our best every day. **I would personally like to thank all of you that contributed to the accreditation review, and I look forward to where we go from here.**

~Kristen Kay, Director of Quality Assurance and Practice

If you have any questions about the Accreditation process, please contact me at 250-727-3891 or via email at kkay@beconsupport.ca.

Thank you, Kristen Kay, Director, Programs and Service Quality