

BeConnected Accreditation Bulletin #33

July 11th, 2018



(Not Fake) Breaking News!

Please see attached ACCREDITATION LETTER and BeConnected's official 2018 CARF SURVEY REPORT. These documents confirm that BeConnected has been successfully accredited for a SIXTH time by CARF International, for a period of three years. BSS was surveyed on the following program/service areas:

- Community Housing
- Host Family / Shared Living Services
- Respite Services
- Supported Living
- Children and Youth Community Housing and Shelters
- Children and Youth Respite Programs

Fun Fact:
BSS also achieved a "No Recommendations" survey in 2012!

We are pleased to announce that BeConnected Support Service's official CARF Survey Report confirms we received no recommendations. BeConnected's Accreditation Letter addressed from Brian Boon, President/CEO of CARF, states that *this accomplishment is achieved on only 3 percent of CARF Surveys*. Additionally, we are surprised and delighted to read that CARF awarded BeConnected Exemplary Conformance in the area of RIGHTS of persons served. Recognition of Exemplary Conformance indicates a practice that produces outstanding business or clinical results and/or is innovative or creative enough to be beneficial to be shared within the entire field; and BSS's award is related to the value we place on supporting persons served to develop and enhance their self advocacy skills, and for Self Advocates for a Brighter Future self advocacy group.

A few of BeConnected's 27 STRENGTHS in our 2018 CARF Survey Report include:

- It is evident that BSS is a respected organization, has a positive image and reputation in its service delivery area, and is a valued member of the community. This is evidenced from stakeholder feedback. Of note is the feedback from representatives of the funding/referral sources. One interviewee stated, "They are my go-to organization." Another said, "They always find a way to make it work."
- BSS provides services to persons with extraordinary behavioural challenges. Environmental adaptations, staff training and mentoring, and compassion combine to provide services that encourage growth, are safe, and enhance the quality of life for all persons served.
- Staff and management providing services are enthusiastic, well trained, and committed to their jobs. They appear to function as a cohesive, person-centred, mission-driven team, often going the extra mile to ensure that each person served is provided the quality services for which the organization is known. Staff members express satisfaction with their jobs and the support they receive from all levels of the organization. They feel they are listened to, supported, and are provided with the tools they need to complete their jobs well. Many expressed their desire to remain in their positions as a career path.

Again, I would like to sincerely thank all of you who contributed to such a positive survey outcome. I look forward to what the future holds for BeConnected.

~Kristen Kay, Director of Programs and Quality Assurance

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

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