

BeConnected Accreditation Bulletin #26

June 22nd, 2015

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Last week the services and supports provided by BeConnected were rigorously reviewed by two CARF International Accreditation Surveyors – one from Michigan and one from Terrace, BC. Margot and Brenda were invited to take a close look at BeConnected Support Services and give us clear feedback – we want to ensure that our efforts translate into better lives for the individuals we support. 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! During the Exit Conference, the survey team identified many strengths of the organization, and in particular, regarding BeConnected’s systems and the direct work done by BeConnected employees and contractors. Brenda was particularly impressed by BeConnected’s 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). Having said that, we will be addressing the various suggestions made by the survey team over the coming months. We will also continue to always ask ourselves how we can improve, and how we can better support individuals to lead their chosen lives.



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 Head Office.

SO... 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 2015—2017 strategic plan. We are operating in a changing environment that will experience some significant challenges in the years ahead.

“Accreditation 2015” 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