

BeConnected Accreditation Bulletin #35A

Accreditation 202 Version 20.21

April 20th, 2021

Preparation for BeConnected's (BSS's) SEVENTH accreditation survey is well underway with our site survey scheduled to occur this June!

This edition of *Accreditation 202 Version 20.21* is focused on helping staff to prepare for the questions they may be asked by surveyors when CARF visits. This list of questions are designed to help us think about what we do at BeConnected, which helps us meet and exceed the standards of CARF [and also MCFD and CLBC!], and as a result to provide quality services to the individuals we all serve.

Please take some time to consider answers to the following practice questions.



Questions Surveyor's Frequently Ask – Employee Version!

How long have you worked at BeConnected and what brought you to BSS?

Can you share with me an overview of what your responsibilities are in the program?

Are you able to describe the values and mission of the organization? How are these demonstrated in the daily operations of your programs?

Can you describe for me, BeConnected's employee performance evaluation process?

-What is a workplace goal you yourself are working towards?

What are some topics you have been provided training on recently?

How do you find communication at BeConnected, between leadership and front-line staff?

When was the last team meeting you attended? Where can I find a record of it?

What actions does management take to ensure individuals served are safe in their homes, and personnel are safe in their workplaces?

Can you list some actions that have been taken in the last year, related to COVID-19 safety?

How are individuals supported informed about their rights?

What is an example of a right persons served have at BSS?

What happens if someone's rights need to be taken away (for instance for health and safety reasons)?

How do people get their rights back?

How are individuals supported to make their personal goals?
What is your role in supporting individuals to make and meet their goals?
How do persons served give input into their services in your programs?
What would a person do if they desired a change in service?
Describe how your organization uses technology to enhance the lives of persons served?
Would you walk me through your process of administering medications for a person?
How about PRN medication?
Can you tell me about your training to administer PRN medications?
Please describe your procedures for a dropped pill.
What happens if you or a co-worker make an error in medication administration?
Do you use behavioural change approaches at BeConnected?
Can you tell me about the approaches BeConnected uses for behavioural change?
What training does personnel receive in order to apply behavioural change approaches?
What about the use of seclusion and restraint?
What is the organizations approach to risk of/to persons served?
Can you describe some changes you have observed at BeConnected since CARF last visited?
Are there things that I should understand about the organization that I might not learn by reading policies, procedures, or records?
Would you describe the process for filing a complaint at BeConnected?
Are you able to describe BeConnected's planning processes, for example, strategic planning, risk planning, and cultural competency and diversity planning?
Can you identify an accessibility barrier that is being addressed in your program?
How are the organizations plans shared with you? With the individuals supported?
What, if anything, makes BeConnected different from other similar organizations?



If you have any questions about the Accreditation process, or our upcoming re-survey, please contact me at 250-727-3891 (203) or via email at kkay@beconnectedsupport.ca.

~Kristen Kay, Director of Programs and Quality Assurance