

BeConnected Accreditation Bulletin #35B

Accreditation 202 Version 20.21

May 3rd, 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 individuals supported to prepare for the questions they may be asked by surveyors when CARF visits. It may also be a great time to review a person's rights with them, using BeConnected's videos, posters, and/or rights kits©!



Questions Surveyor's Frequently Ask – Persons Supported Version!

1. How long have you lived at _____ House?
2. What does your typical day at _____ house look like?
3. What sort of things do you do staff assist you to do in your community?
4. I'd like to ask you some questions about your goals©:
 - a. What is the process for establishing your personal goals?
 - b. What is a goal you have achieved in the past?
 - c. What is a goal you are currently working towards?
5. Can you tell me about your individual plan and how it was developed?
 - a. Were you included? What about family members?
 - b. How would you go about making a change to your plan?
6. Are you and your family/support system invited to attend any meetings. Tell me about the recent meeting that you attended.
7. Tell me about how you have been involved in making your own choices and decisions.
8. Does BeConnected ask you for your input into decisions it makes as an organization?
 - a. What is an example of you giving your input into decision-making?
9. Do staff assist you to have visits with friends/family?
10. What are some of the things that your support staff help you with?



- a. Are there things you would like help with that you are not receiving help for, and if so, what are they?

11. Do you feel safe and secure in your home?

- a. Is there anything that would help you to feel safer and more secure?

12. In the event of an emergency like a fire or an earthquake, what should you do?

- a. Describe for me how you learn about and practice what to do in emergencies.

13. What are some things that have changed due to COVID-19?

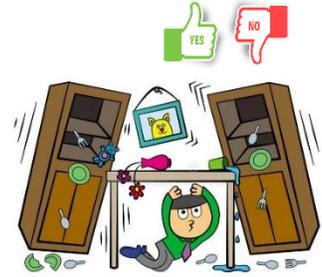
14. Can you tell me about your rights as a person served at BeConnected?

- a. How does support staff help you to understand your rights?
- b. Do you have a right to privacy, for instance in your room?
- c. Can you think of a time that a right of yours was taken away? How were you able to get it back again?

15. If you had a concern or complaint, who would you speak to?

16. What is your overall level of satisfaction with the services provided to you by BeConnected?

17. What could BeConnected do better?



Your Chance to Win a Prize!



Write down your answers to the questions, or have support staff help you to write them down, submit to your Coordinator or to Head Office by May 31st for the chance to win a prize!

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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