

BeConnected Accreditation Bulletin #39***Accreditation 2021 Version 20.21***June 22nd, 2021

Thursday and Friday last week, the services and supports provided by BeConnected were rigorously reviewed by three CARF International accreditation surveyors. As part of this process, individuals supported by BeConnected, employees, contractors, family members, funding body social workers and other community partners, were interviewed by surveyors. In addition, a vigorous review and assessment of more than 1,500 individual standards was conducted, with surveyors closely considering everything from leadership to rights of persons served, health and safety, risk management, and program standards related to BeConnected's children and youth services, adult group homes, home share and semi-independent living. Although we will not receive our official "Survey Report" for a few weeks, the message was received loud and clear that BeConnected earned a three-year award, and with "no recommendations." During the Exit Conference, the survey team identified many strengths of the organization, and in particular we were acknowledged for supporting individuals who present with unique needs, longevity and satisfaction of personnel/BeConnected's workforce, satisfaction of families and other stakeholders, and excellent planning and continuation of services throughout COVID-19.

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.

"Accreditation 2021" 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 everyone who contributed to the accreditation review, and I look forward to where we go from here.

**Where do we go from here?**

The next step is already underway as BeConnected makes efforts towards achieving outcomes identified in our 2021—2023 strategic plan. In addition and perhaps most importantly, we are looking forward to events and opportunities to visit with one another again in person, as our communities open up following the restrictions placed upon us due to COVID-19.

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