

BeConnected Accreditation Bulletin #40

Accreditation 202 Version 20.21

September 13th, 2021



Please see attached [ACCREDITATION LETTER](#) and BeConnected's official [2021 CARF SURVEY REPORT](#). These documents confirm that BeConnected has been successfully accredited for a SEVENTH 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

We are pleased to announce that BeConnected'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*.

Fun Fact:
BSS also achieved "No Recommendations" surveys in 2012 and 2018!

A sample of BeConnected's many STRENGTHS identified in our 2021 CARF Survey Report include:

- BeConnected has knowledgeable, compassionate, and resourceful staff members. Staff members reported that they feel supported by their supervisors and fellow staff members. They reported that the greatest part of working for BeConnected is that the organization believes in enhancing the lives of the persons served and its staff members. Staff members also reported a high level of job satisfaction and feel that they are fulfilling the mission of providing excellent services.
- The staff members display compassion toward persons served, their team, and other stakeholders. Staff members are zealous about the services provided, which is reflected in their work, how they describe the organization, and their dedication to a very specialized population of persons served.
- The staff members are very knowledgeable about current treatment modalities and proven practices within their respective fields and display a perceptible avidity to continue to grow as professionals. The staff members desire to be leaders in the field within British Columbia and Canada, which is evident in their herculean efforts at all levels and how services are provided.
- BeConnected is commended for supporting persons with significant needs. The organization is able to think outside the box and provide an environment that is safe for everyone in the home while allowing the persons served to live a quality of life in community. Additionally, the organization has staff members that are skilled in

supporting people with many underlying issues not related to their primary diagnosis, such as substance abuse.

- Family members reported a high level of satisfaction with the leadership and staff members. They feel that their issues and concerns are listened to and acted on when necessary. Family members are grateful for the services provided to their family members, and they are confident in how their family members are treated.
- The organization is applauded for its impressive attention to the persons served and its work within the community. BeConnected has continued to strive toward excellence during the current COVID-19 pandemic and ensure that the persons served and their families continue to receive uninterrupted services.

Our experience in preparation for “Accreditation 2021,” feedback received throughout the actual survey, and results received following survey, 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 what the future holds for BeConnected Support Services.

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, we are looking forward to – and making plans for – opportunities to visit with one another again in person, as our communities move from Stage 3 to Stage 4 of BC’s Restart Plan.

Again, I would like to sincerely thank all of you who contributed to such a positive survey outcome.

~Kristen Kay, Director of Programs and Quality Assurance

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

~Kristen Kay, Director of Programs and Quality Assurance