

Accreditation 101 Version 20.24

March 7th, 2024

Preparation for BeConnected's (BSS's) EIGHTH accreditation survey is well underway with our site survey scheduled to occur in May or June of 2024. BeConnected has much pride in our accomplishments of past accreditations, and anticipates that "SURVEY Version 20.24" will be equally successful!

What's new this time?

As CARF accreditation is about continuous quality improvement, we anticipate changes with each survey experience. Here are two of the changes which will affect our survey in 2024:



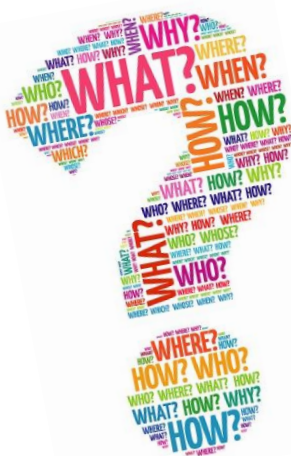
- #1 In 2005 and 2006, CARF sent 2 surveyors to survey BeConnected. For our 2009, 2012, 2015, 2018 and 2021 surveys, CARF sent 3 surveyors to survey BeConnected. For our upcoming 2024 survey, CARF is sending 4 surveyors! This is due to the growth of the organization over time.
- #2 Our funders MCFD and CLBC require that all program and service categories are accredited, and each survey [except the last one due to COVID], we have added one new program at a time to our programs to be surveyed. For our upcoming 2024 survey, we have added our final unaccredited program to be accredited: Community Integration. This service category includes the Douglas Street Launchpad, home-based community inclusion programs that are delivered out of our group homes, and contracted community inclusion, and represents 72 persons served.

Questions Surveyor's Frequently Ask (QSFA) – Personnel Version

This edition of *Accreditation 101 Version 20.24* focuses 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 and support.

Please take some time to consider answers to the following practice questions. *Document your answers and submit them to head office by March 31st for the chance to win a prize!*

Thank you for your consideration in advance and stay tuned for Bulletin #42B, QSFA Persons Served Edition!



1. How long have you worked at BeConnected and what brought you to BSS?
2. What is your role at BeConnected, and what are its responsibilities?
3. What are the values and mission of the organization?
 - How are values and mission demonstrated in the daily operations of your program(s)?
4. Can you describe BeConnected's employee performance evaluation process?
 - What is a workplace goal you yourself are working towards currently?
5. What are some topics you have been provided training on recently?
6. How do you find communication at BeConnected, between leadership and front-line staff?
7. When was the last team meeting you attended? Where can I find a record of it?
8. What actions does management take to ensure individuals served are safe in their homes?
 - What actions does management take to ensure are safe in their workplaces?
9. 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?
10. How are individuals supported to make their personal goals?
 - What is your role in supporting individuals to make and meet their goals?
11. How do persons served give input into their services in your programs?
 - What would a person do if they desired a change in service?

12. Describe how your organization uses technology to enhance the lives of persons served?

13. Describe your process of administering regular medications for a person?

- How is it different for PRN medication?
- 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?

14. Do you use behavioural change approaches at BeConnected?

- 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?

15. What is the organizations approach to risk of/to persons served?

16. Can you describe some changes you have observed at BeConnected *since CARF last visited?*

17. Would you describe the process for filing a complaint at BeConnected?

18. Are you able to describe BeConnected's planning processes, for example, strategic planning, risk planning, and cultural competency and diversity planning?

- How are the organizations plans shared with you and the individuals supported?

19. Can you identify an accessibility barrier that is being addressed in your program?

20. 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 (ext. 203) or via email at kkay@beconnectedsupport.ca.

~Kristen Kay, Director of Programs and Quality Assurance