

Accreditation 101 Version 20.24

June 3rd, 2024

Preparation for BeConnected’s (BSS’s) EIGHTH accreditation survey is well underway with our site survey scheduled to occur this JULY. This edition of *Accreditation 101 Version 20.24* 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☺!

BeConnected has much pride in our accomplishments of past accreditations, and anticipates that “SURVEY Version 20.24” will be equally successful!



Questions Surveyor’s Frequently Ask (QSFA) – Person Served Edition

1. How long have you lived in your home?
2. What does your typical day look like?
3. What sort of things do your support personnel (“staff,” “support worker,” “worker,” “contractor”) assist you to do in the community?
4. I’d like to ask you some questions about your goals☺:
 - a. What is the process for creating 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. Tell me about something your support personnel helped you to learn.
9. 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?
10. Do support personnel assist you to have visits with friends/family?
11. What are some of the things that your support personnel help you with?



YES



NO

- a. Are there things you would like help with that you are not receiving help for, and if so, what are they?
12. Do you feel safe and secure in your home?
- a. Is there anything that would help you to feel safer and more secure?
13. 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 the event of emergencies.



14. Can you tell me about your rights as a person served at BeConnected?
- a. How does support personnel 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?
- a. Have you had a concern or complaint in the past, and if so, would you tell me about it?
16. If you wanted different services than what you are currently receiving, how would you go about making the changes that you would like to see?
17. What is your overall level of satisfaction with the services provided to you by BeConnected?
18. What could BeConnected do better?



Questions Surveyor's Frequently Ask (QSFA) – Your Chance to Win a Prize!



Write down your answers to the questions, or have support personnel help you to write them down, submit to your Coordinator or to Head Office by June 28th for the chance to win a prize!

Fax: 250.721.2571

Email: kkay@beconnectedsupport.ca

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