

1.3a QUALITY ASSURANCE

Purpose

Through input from The Burnaby Association for Community Inclusion (BACI) membership, families, funders, and employees, a set of 'General Expectations for Service' for Children's Services have been developed. These General Expectations for Service are BACI's internally designed standards that provide the foundation from which we plan and monitor the quality and personal responsiveness of service.

General Expectations for Children's Services

- *Health and Safety*
BACI will provide childcare within environments that are healthy, safe, and secure.
- *Positive Social Atmosphere*
BACI provides childcare in ways that value each child's individuality and promotes his/her sense of self-respect, respect for others and respect for his/her environment.
- *Child Development*
BACI provides a variety of programs within the centres that encourages each child's social, emotional, intellectual and skill development.
- *Diversity and Inclusion*
BACI provides childcare services that welcomes and honours diversity and inclusion.
- *Families as Partners*
BACI recognizes and respects families as partners in the provision of childcare.
- *The Childcare Team*
BACI actively collaborates with external professionals (Social Workers, Therapists, Teachers, etc.) to ensure the delivery of quality childcare.
- *Accessibility*
BACI is a disability confident organization and is committed to ensuring that our buildings, programs and support services are free of barriers and accessible to all.

Linking Policies:

7.4 Service Transition Policy