

## 1.3 QUALITY ASSURANCE

### **Purpose**

Through input from the Association's membership, families, funders, and the people served a set of 'General Expectations for Service' for Adult 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 Adult Services**

#### ***Relationships***

All people served through our Association are supported to express their opinions about various relationships, are helped to strengthen their present relationships and develop new, meaningful ones.

#### ***Being Part of the Community***

All people served through our Association are supported in ways that help them become and remain valued members of their community. People's gifts are recognized and honored.

#### ***Communication Styles***

Understanding the ways in which each person communicates is very important. People are supported to enhance and refine their communication skills. This support is provided in respectful ways that does not place pressure on the individual. Staff are trained and supported to communicate with each individual in his/her chosen communication style.

#### ***Personal Growth and Development***

All people served through our Association are provided with opportunities and support to develop meaningful and usable skills. All people will be served in valued and supportive environments.

#### ***Personal Health and Safety***

Throughout all services provided through our Association a commitment to the promotion and maintenance of each person's health and safety is most important.

#### ***Home Life***

People are supported to keep safe and comfortable homes. Homes will reflect the tastes and meet the needs of those who live in them. People are supported to choose and lead their selected lifestyles.

### ***The Association***

Our Association is committed to support people to participate meaningfully in the community. Our Association will advocate with and on behalf of the people we serve and their families.

### ***Accessibility***

BACI believes accessibility and inclusion are pillars of the Association's mission and vision to serve individuals with disabilities, all children, their families, and the greater community. BACI is a disability confident organization and is committed to ensuring that our homes, buildings, programs and support services are free of barriers and accessible to all.

### ***Support Staff***

Staff members (new and existing) are trained through our Association to provide support in ways that explore and respect people's expectations and choices. This support focuses on ensuring personal safety and the promotion and maintenance of good health.

### ***Employment***

All people served through our Association, who identify employment as a goal, are provided with meaningful and person-centered employment planning and preparation support. People are assisted to explore employment options, to secure and maintain employment in the community, and to be matched with jobs that align with their skills and interests.

### **Linking Policies:**

- 1.8 Code of Ethics
- 4.4 Performance Appraisal Policy
- 7.1 Individual Support Planning Policy
- 7.2 Personal Service Planning Policy
- 7.3 Individual Support Plans (Care Plans)
- 7.4 Service Transition Policy