

2.2 ACCESS TO SERVICE POLICY

Overview:

The Burnaby Association for Community Inclusion (BACI) advocates for fair and consistent access to services and supports offered by the organization. The Burnaby Association for Community Inclusion supports infants, children, youth, adults, and families based on their identified needs, choices, and expectations of service. Services and supports must clearly identify and communicate the type of service offered and the individuals who are able to access the service. Each program/service has guidelines about who and how individuals can access the support and/or service.

Purpose of Access to Service Guidelines:

The access to service guidelines are a way BACI can clearly communicate the purpose and mandate of each program and service to its stakeholders. Also, the guidelines make sure that decisions related to accessing service are made on a consistent and impartial basis.

The access to service guidelines supports BACI's commitment to fair access for people needing services. The guidelines comply with the requirements of funders, referral sources, and the local authority.

Determining Access to Service:

The individual is informed of the access to service guidelines during the initial information meeting with BACI. The Program Manager or designate will review the access to service guidelines with the individual. This information is communicated to the individual in the most understandable way. Every effort will be made to communicate with the individual in his/her preferred communication method.

The Program Manager may use the following sources of information to review and discuss the guidelines for accessing BACI services:

- Funding Contracts
- Government Mandates
 - Ministry for Children & Family Development, and Community Living BC Policy and Procedures Manuals
- BACI Mission Statement
- Program Mission Statement
- Procedural Manuals
- Program Brochures
- Intake/information meetings
- Written resources
- Pictures
- Audio-visual supports
- Family Handbook
- BACI Website

Each BACI service and program has guidelines about accessing the service. Although the access to service guidelines are an important factor to decide if the individual can use the service or program, it is also important that the individual feels the service can meet his/her needs.

The individual and his/her support network should make a joint decision with BACI regarding the overall compatibility of the individual and the service they are seeking. The individual, his/her support network, and BACI must consider all the factors when making the decision about the service.

The service must also be available to the individual. If the individual is able to access the service and the service is able to meet the individual's needs, but the service is full at the time, the individual may be placed on the program's wait list (see Wait List Policy).

Access to Services vs. Accessibility of Services:

Access to service provided by BACI is influenced by factors described in these guidelines such as service suitability, availability, and user eligibility. Consistent with our Accessibility policy and Disability Confidence policy, access to services at BACI will **not** be impeded by barriers associated with accessibility standards related to the design and construction of our facilities, our technology, or communication practices. If services for an eligible user are determined to be suitable and available, BACI will endeavour to make any reasonable accommodation required to ensure the user's participation.

Changes to Accessing the Service

The access to service guidelines may change due to requests or requirements from the funding sources. They may also be changed or modified based on recommendations from the Program Manager, Chief Executive Officer (CEO), or Board of Directors. The Board of Directors must be notified of any changes or modifications to accessing services. Individuals receiving and seeking services will also be informed of any changes to their ability to access a service or program.

When Services or Programs Cannot Be Accessed

As an organization, BACI cannot provide services to all people in need. If an individual does not meet the access to services guidelines for a program or service, BACI will communicate to the individual and his/her support team why he/she cannot access the service. This information will be communicated to the individual in the most understandable way. BACI will make every effort to support the person to access other services. At times, BACI may provide referrals to other service programs/services. BACI may also provide the individual with information and links to other organizations that may be able to meet the person's needs.

If an individual is informed he/she cannot access a service or program, and does not agree with this decision, he/she will be referred to the BACI Conflict Resolution Policy. If an individual believes they cannot access services for reasons other than the access to service guidelines, the individual will be referred to the BACI Accessibility Policy.

Exception Clause:

BACI reserves the right to make exceptions to the Access to Service guidelines if necessary. The Chief Executive Officer will make this decision in consultation with the Program Manager and/or Board.

Linking Policies:

- 1.8 Code of Ethics
- 1.4 Conflict Resolution Policy
- 1.16 Disability Confidence Policy
- 2.1 Accessibility Policy
- 9.1 Rights & Responsibilities of People