

1.3 QUALITY ASSURANCE

Purpose

Through input from BACI'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 BACI 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 BACI 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 their chosen communication style.

Personal Growth and Development

All people served through BACI 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 BACI, 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 Organization

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

Accessibility

BACI believes accessibility and inclusion are pillars of BACI'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 BACI 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 BACI 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