

2.2 ACCESS TO SERVICE POLICY

Overview

BACI is committed to promoting fair, transparent and consistent access to its services and supports. BACI provides individualized support to infants, children, youth, adults, and families based on their unique needs, preferences and goals. All BACI programs and services clearly outline the nature of the support offered and the eligibility criteria for participation. Each program/service has guidelines about who can access the supports and how the process works, ensuring clarity and equitable access for all individuals seeking assistance.

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 interested parties. 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 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 their 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
 - Community Living BC Policy and Procedures Manuals
- BACI Mission Statement
- Program Intended Impacts
- Program Brochures
- Intake/information meetings
- Family Handbook
- BACI Website

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 their needs.

The individual, their support network, and BACI should work collaboratively to determine the overall compatibility between the individual and the service being considered. All parties must thoughtfully consider all relevant factors when making a decision about accessing the service.

The service must also be available to the individual at the time of the request. If the individual is eligible for the service and it aligns with their needs, but the service is at capacity, they may be placed on a wait list (in accordance with BACI 2.3 Wait List Policy).

Access to Services vs. Accessibility of Services

Access to services provided by BACI is influenced by factors described in these guidelines, such as service suitability, availability, and user eligibility. Consistent with BACI 2.1 Accessibility Policy and 1.16 Disability Confidence Policy, access to services 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 endeavor to make any reasonable accommodation required to ensure the user's participation. Each service department at BACI reports on access to service annually in the Outcomes report.

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 a person does not meet the access to services guidelines for a program or service, BACI will communicate to that person and their support team why they cannot access the service. This information will be communicated to the person 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 programs/services. BACI may also provide the person with information and links to other organizations that may be able to meet the person's needs.

If a person is informed they cannot access a service or program, and does not agree with this decision, they will be referred to the BACI 1.4 Conflict Resolution Policy. An individual and their family can connect with the funder as applicable to discuss their concerns or other potential avenues to access the service.

If a person believes they cannot access services for reasons other than the access to service guidelines, the person will be referred to the BACI 2.1 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
- 8.1 Privacy Protection for Individuals
- 8.2. Privacy Protection – Plain Language
- 9.1 Rights & Responsibilities of People