

7.4 Service Transition

Purpose

BACI is committed to ensuring that as people enter, move through, or exit our programs, their personal story and service history is maintained and shared in a way that promotes positive, safe and respectful transitions. BACI will ensure best practices regarding the entry, service transition and exit of service.

Policy

Individuals receiving support from BACI will have a transition plan or appropriate supports in place when entering, moving through, and exiting our services in order to provide the highest quality of care and continuity. For some programs, transition planning would not be required, such as Respite Aervices and short-term services of limited duration.

Scope

The Service Transition Policy applies to all children, youth and adults receiving services from BACI.

Guiding Principles

- Information gathered and shared during transitions is guided by BACI policy on consent and confidentiality.
- Transition planning is done collaboratively with the person served, their family/network, and any relevant service provider(s).
- Well-planned transitions help reduce feelings of vulnerability and support positive growth for the person and their support network.

Implementation

Each program/service area will have applicable procedures regarding the entry, transition, and/or exit of service.

The Service Entry, Inter-Agency Movement, and Exiting Service procedures are:

- Accessible to staff via SharePoint
- Expected to be followed
- Shared with incoming individuals/families via handbooks, the BACI website, or other accessible formats.

Reporting and Monitoring

The service area manager or their delegate is responsible for planning and coordinating transitions. The procedure that guides each transition type will include a summary checklist or transition survey to be completed and submitted to the Senior Manager of the Department.

The results of the transition interviews will be analyzed and reported in the annual Outcomes Measurement Report. Any recommendations flowing from the transition interviews will be actioned through the Business Improvement Plan.

Linking Policies/Procedures

- 1.1 Vision & Mission Statements
- 1.2 Guiding Principles
- 1.3 Quality Assurance
- 1.8 Code of Ethics
- 1.12 Corporate Responsibility Policy
- 2.1 Accessibility Policy
- 6.1 Outcomes Management Policy
- 7.1 Individual Support Planning Policy
- 7.2 Personal Service Planning Policy
- 8.1 Privacy Protection for Individuals
- 9.1 Rights & Responsibilities of People with Disabilities

Transitioning Service Procedure