

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***
People are supported to express their opinions about relationships, are helped to strengthen their present relationships and develop meaningful ones.
- ***Being Part of the Community***
People are supported to become, or remain, valued members of their community. People's gifts are recognized and honored. People are supported to participate meaningfully in the community.
- ***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 lifestyle.
- ***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.
- ***Daytime***
People are provided with opportunities and support to develop meaningful and usable skills. All people will be served in valued and supportive environment.
- ***Support Staff***
Staff members (new and existing) are trained through our Association to provide support in ways that explore and respect people's personal expectations and choices. This support focuses on safety and the promotion and maintenance of good health.

- *Advocacy*
The Association will advocate with and on behalf of the people we serve and their families.
- *Personal Health and Safety*
Throughout all services provided, our Association has a commitment to the promotion and maintenance of each person's health and safety.