

2.3 WAIT LIST POLICY

Overview:

The Burnaby Association for Community Inclusion (BACI) believes in fair and prompt access to service for all individuals supported. Families, infants, children, youth, and adults have the right to access services that can meet their needs. At times, services may not be available because the service capacity is full.

BACI remains committed to individuals and recognizes their need for service. In order to maintain the relationship with the individual and fair access to services when they become available, each program or service maintains and manages a wait list and the identified procedures.

If a person meets the access to service guidelines (see Access to Service Policy), but is unable to access service due to capacity, the individual is placed on the program or service's wait list.

Each program has a different procedure for managing the wait list. Factors that may be considered, but are not limited to, when making decisions related to managing a program wait list include:

- Suitability of the individual/family seeking service
- Suitability of the service to meet the needs of the individual/family seeking service
- Access to Service guidelines
- Need and/or urgency of the individual/family seeking service
- Funding/resources
- Amount of time on wait list.

Adult & Youth Services:

An agreement exists between BACI and the funding source that the wait list for services is mainly managed by the funding source. However, BACI provides ongoing input and involvement into the decisions made regarding the wait list for services in Adult & Youth Services.

Children's Services:

Each child care centre maintains and manages individual wait lists. The waitlist procedures are outlined in the Family Handbook and Procedure Manual.

If a parent or family member does not agree with a decision related to the wait list, they will be referred to the BACI Conflict Resolution Policy. If the family member believes they cannot access services for reasons other than the wait list procedures and priority, the person will be referred to the BACI Access to Service Policy.

Infant Development Program:

The Burnaby Infant Development Program (IDP) maintains and manages a wait list for families with infants who meet the eligibility criteria and cannot obtain services due to program capacity. A wait list may be established if the caseload of a full-time IDP Consultant exceeds 15-25 families. A family is categorized as being on the wait list when they cannot obtain the services of regular home visits from an IDP Consultant.

Each family faces unique circumstances and therefore families may be prioritized on the wait list due to the degree and urgency of service needed. The Program Manager is responsible for placing families on the wait list and maintaining the wait list. The Program Manager is also responsible for prioritizing services based on two factors:

- 1.) Ensuring families most in need of a service receive it first; and/or
- 2.) The procedures for establishing wait list priority.

If a parent or family member does not agree with a decision related to the wait list, they are encouraged to discuss their concerns with the Program Manager immediately. If the family still does not agree with the decision related to the wait list, they would be referred to the BACI Conflict Resolution Policy. If the family member believes they cannot access services for reasons other than the wait list procedures and priority, the person will be referred to the BACI Access to Service Policy.

Life Sharing Network:

When a referral for service comes from an existing funding source, the wait list for Life Sharing Family Care services is managed in an agreement between the funding source and the Program Manager.

When a referral is received outside of an existing funding source (i.e. self/family referral), the Program Manager manages the wait list for Life Sharing Family Care services.

The Life Sharing Family Care Network wait list does not have a maximum capacity. The individual can remain on the wait list as long he/she meets the access to service guidelines.

Family Support:

A wait list for Family Support is documented, maintained, and managed for individuals and families seeking services in Family Support. The Family Support Team is responsible for maintaining, managing, and the decision-making related to, the wait list. The Family Support wait list does not have a maximum capacity. The individual or family can remain on the wait list as long they meet the access to service guidelines.

Subsidized Housing:

A wait list for each BACI subsidized housing complex is documented, maintained, and managed at each site. The Stride Place Property Manager is responsible for maintaining and managing the wait list at each BACI subsidized housing development. To ensure a fair and consistent selection process, the Stride Place Property Manager will base decisions regarding the wait list on the subsidized housing procedures. The Stride Place Property Manager will review decisions for services with the Program Manager. There is no maximum number of applicants allowed on the subsidized housing wait lists.

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. Should a potential user meet eligibility requirements and our services are determined to be suitable for them, but there is no availability, they will, as described in this policy, be placed on the appropriate wait list.

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 are, or become available, BACI will endeavor to make any reasonable accommodation required to ensure the user's participation.