

## 7.4 Service Transition

### **Purpose:**

The Burnaby Association for Community Inclusion will ensure through this Service Transition policy that as people come into, move through, and exit out of our programs their personal and service history will be maintained and shared in such a way as to ensure positive and safe transitions.

### **Policy:**

Individuals served by the Burnaby Association for Community Inclusion will enter, move through, and exit our services with a transition plan or supports to ensure the best care possible.

### **Scope:**

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

### **Guiding Principles:**

- The information that is gathered and shared about a person and the service they receive is guided by BACI policy on consent and confidentiality.
- All planning, specific to transition will be carried out in collaboration with the person served, their network and service provider(s).
- A well-planned and coordinated transition from one program to another or from one service provider to another can decrease feelings of vulnerability on the part of the person and their family, and increase the likelihood of positive growth and development.

### **Implementation:**

*Service entry:* Each service area within BACI (Children's, IDP, Youth, Outreach, Daytime, Housing) has a unique procedure to guide people's entry into various programs. All procedures will be accessible to staff (intranet) for reference and guidance. Compliance with the procedure is expected. Entry procedures will also be shared with potential service recipients through an appropriate form (handbooks, website, etc).

*Inter-agency movement:* When a person moves from one service area to another, or begins to receive an additional service, the 'Inter-agency transition' procedure applies. All procedures will be accessible to staff (intranet) for reference and guidance. Compliance with the procedure is expected. Procedures will also be shared with service recipients and their families through an appropriate form (handbooks, website, etc).

*Exiting Service:* When a person is about to stop receiving service from BACI – either to stop receiving services all together or to transition to a new service provider – the 'Exiting Service' procedure applies. All procedures will be accessible to staff (intranet) for reference and guidance. Compliance with the procedure is expected. Procedures will also be shared with service recipients and their families through an appropriate form (handbooks, website, etc).

### **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 interview to be completed and submitted to the Manager of Human Resources and Quality Assurance. 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:**

- Personal Planning
- Information Management
- Outcomes Management and Measurement