



Service Delivery Administration Standards Purpose and Major Concepts *8th Edition Canadian Standards, November 2008*

Administrative and Service Environment (CA-ASE)

The organisation's administrative and service environments are respectful, caring, safe, and accessible and contribute to organisational productivity and effective service delivery. In its daily operations, the organisation insures the health and safety of its personnel, individuals, and families served. Service and administrative facilities are accessible and comply with applicable legal and regulatory requirements. Programmes and services are authorized or licenced to operate, and the premises are safe for use by service recipients, personnel, and visitors. The organisation regularly reviews the maintenance of the facility and insures preparedness for maintenance emergencies. Safety procedures govern the use of equipment, tools, and materials. The organisation insures the security of its premises, personnel, service recipients, and visitors. Emergencies are planned for, and the organisation coordinates all preparations. A safe and hygienic environment is maintained.

Behaviour Support and Management (CA-BSM)

The organisation's behaviour support and management policies and practices promote positive behaviour and protect the safety of service recipients and staff. The governing body and management promote a safe and therapeutic environment and provide the support necessary to keep staff, foster parents, and service recipients safe while minimising the use of restrictive behaviour management interventions. A culture and structure exists within every facility, including foster homes as appropriate; that promotes respect, healing, and positive behaviour and prevents the need for interventions. Personnel and foster parents receive appropriate behaviour support and management training and are evaluated on a regular basis to promote a safe work and service environment, and a reduction in emergency situations. Restrictive behaviour management interventions are used only when less-restrictive measures have proven ineffective and in emergency or crisis situations to keep service recipients and personnel safe, while protecting individuals from harming themselves or others. The organisation assesses restrictive behaviour management incidents and effects to reduce future preventable occurrences and untowards consequences.

Client Rights (CA-CR)

The rights and dignity of clients are respected throughout the organisation. The organisation protects the legal and ethical rights of all clients by informing clients of their rights and responsibilities, providing fair and equitable treatment, and providing clients with sufficient information to make an informed choice about using the organisation's services. The organisation protects the confidentiality of information about clients and assumes a protective role regarding the disclosure of confidential information. A formal mechanism exists through which applicants, clients, and other stakeholders can express and resolve grievances, including denial of service.

Training and Supervision (CA-TS)

The organisation supports staff and promotes staff competence by providing regular supervision and training on relevant service delivery topics. The training and development programme provides personnel with the information necessary to competently provide services, and personnel throughout the organisation are trained to fulfill their job responsibilities. The organisation has a system of supervision that supports the effective use of organisational resources and promotes positive outcomes.