

PATHWAYS ABILITIES SOCIETY

POLICY: QUALITY ASSURANCE

Applies to: All Personnel

POLICY

Pathways Abilities Society is committed to maintaining continuous quality services and supports to people with disabilities.

Quality assurance is achieved by utilizing comprehensive policies, procedures and good organizational practices that reflect the needs of the people we serve and provides direction and clarification to support employees to work competently and effectively.

Quality assurance decreases dependence on inspections. It helps supervisors and managers become leaders. It assists in breaking down barriers that impede quality service development.

Fostering and maintaining open communications is critical to achieving continuous improvement. Ongoing input from all stakeholders is valuable and necessary to maintain quality.

Pathways Abilities Society employees are responsible and accountable for the practices developed by the organization that promote quality assurance.

Pathways Abilities Society commitment to quality assurance is demonstrated by the following:

- The Pathways Abilities Society policy and procedure manual reviewed and updated regularly. New policies and procedures developed as required.
- Annual Outcomes Management development and reporting.
- Annual satisfaction surveys from Persons Served, Family/Caregivers, Employees, Customers, Employers, Contractors and Funders.
- Annual Risk Management and Accessibility planning and assessments.
- Annual Individual Service Planning, goal tracking and reporting.
- Annual Complaints Reports analysis and actions.
- Annual Incident Reports analysis and actions.
- Annual long range planning.
- Annual Technology planning.
- Regular Advocacy in the Service Site meetings.
- Monthly updates of persons served.
- Joint Labour/Management meetings as required.
- Regular Staff meetings.
- Semi-annual Occupational Health and Safety inspections.
- Annual Community Worksite inspections.
- Regular Occupational Health and Safety meetings.
- Annual Occupational Health and Safety evaluations.
- Monthly and semi-annual emergency procedure drills.
- Annual testing of fire extinguishers and fire alarms.

- Annual external safety inspections of all facilities.
- Easy access to first aid.
- Annual first aid assessment of requirements.
- Regular vehicle inspections and maintenance.
- Regular servicing of equipment.
- Use of assisted technology where feasible.
- Quarterly Pathways Abilities Society Newsletter.
- Exit interviews for persons served and staff.
- Conditions of employment for staff members.
- Ongoing staff training.
- Orientations reviewed and updated regularly.
- Annual review of job descriptions.
- Annual evaluations.
- Bi weekly staff communication updates.
- Yearly schedule of responsibilities.
- Centralized quality assurance filing system.
- CARF accreditation survey every three years.

Residential (licensed facilities):

- Periodic inspection by the Kelowna Fire Department.
- Monthly testing of carbon monoxide detectors.
- Periodic inspections completed by Residential Care Licensing.

Effective/Revision Date

September 19, 2005
 May 15, 2006
 October 30, 2006
 December 10, 2007
 September 12, 2011
 December 21, 2012
 September 16, 2013
 May 13, 2019

Board Approval

Date Approved

September 19, 2005
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