Catholic Charities Disabilities Services
Agency Standard and Procedure

Standard Category	**Administration**
Standard Title	**Basic Assurances System**
Regulations	
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Attachments	
Approved by: **Aaron Howland, Executive Director**	

Standard: Catholic Charities Disabilities Services (CCDS) is accredited by the Council on Quality and Leadership (CQL) as an "Agency of Person-Centered Excellence." One of the requirements of this accreditation is to maintain a Basic Assurances system that helps to ensure full compliance with CQL's ten factors of Basic Assurances.

According to CQL, Basic Assurances detail the essential, fundamental and non-negotiable requirements for all service and support providers, and are prerequisites for providing responsive services and enhancing the quality of life for all people.

The organization is required to have a standard that describes its procedures for monitoring Basic Assurances and then must do so.

Basic Assurance Factors include:

One—Rights Protection and Promotion: CCDS implements policies and procedures that promote the rights of people and it supports people to exercise their rights and responsibilities. Staff

recognize and honor people's rights. We uphold due process requirements and provide individuals with decision-making supports as needed.

Two—Dignity and respect: People are treated as people first. CCDS respects people's concerns and responds accordingly. Supports and services enhance dignity and respect, and people have meaningful choices in these supports and services. People are provided with privacy.

Three—Natural Support Networks: CCDS facilitates the continuity of natural support systems and facilitates each person's desire for natural supports.

Four—Protection from Abuse, Neglect, Mistreatment and Exploitation: People are free from abuse, neglect, mistreatment and exploitation. CCDS implements policies and procedures that define, prohibit, and prevent abuse. Staff know how to prevent, detect, and report allegations of abuse. CCDS ensures prompt, thorough and objective investigations into allegations of abuse, mistreatment and injuries. CCDS has systems for reviewing and analyzing trends, and ensures thorough, appropriate and prompt responses to investigative findings.

Five—Best Possible Health: People have access to quality health care and have the supports necessary to manage their own health care if possible. People receive medications and treatments safely and effectively and acute health needs are addressed in a timely manner. Staff immediately recognize and respond to medical emergencies. Data and documentation support evaluation of health care objectives and promote continuity of services and supports.

Six—Safe Environments: CCDS conducts routine inspections to ensure that its facilities are sanitary and hazard free, and the environment promote people's health, safety and independence. CCDS has individualized safety plans and provides individualized safety supports.

Seven—Staff Resources and Supports: CCDS treats its employees with dignity, respect and fairness. CCDS implements a system for staff recruitment and retention, and implements systems that provide continuity and consistency of direct support professionals. There is an ongoing staff development program. The needs of individuals shape the hiring, training, and assignment of all staff.

Eight—Positive Services and Supports: People's individual plans lead to person-centered and person-directed supports and services. CCDS provides positive behavioral supports to individuals and people are free from unnecessary and intrusive interventions.

Nine—Continuity and Personal Security: CCDS' mission, vision, and values promote the attainment of personal outcomes. CCDS implements sound fiscal practices. Business, administrative and support functions promote personal outcomes.

Ten—Basic Assurances System: As above, the organization is required to have a standard that describes its procedures for monitoring Basic Assurances and then must do so.

Procedures:

1. CCDS will maintain a standing committee whose sole purpose is to examine the agency's compliance with Basic Assurances.

2. Members of this committee will be appointed by the Executive Director. The Executive Director will designate a chair and a member responsible for maintaining the Basic Assurances Dashboard. The Executive Director can designate the chair to maintain the Basic Assurances Dashboard.

3. This committee will meet no less frequently than four times a year.

4. On an annual basis, the committee will establish a listing of metrics which will be used to evaluate compliance with the Basic Assurances. The committee will establish which person(s) or department(s) will be responsible for collecting data on the metrics.

5. All metrics will have data reported during committee meetings on a monthly, quarterly, semi-annual, or annual basis as decided by the committee.

6. Prior to each committee meeting members will provide their metrics to the member responsible for maintaining the Basic Assurances Dashboard.

7. Utilizing these metrics, the committee will evaluate and discuss compliance with Basic Assurances at each meeting through the use of the Basic Assurances Dashboard.

8. The committee can change metrics at any point throughout the year if the committee deems it necessary to do so.

9. Minutes from these meetings will be kept and made available to the CCDS community by appropriate means.

10. On an annual basis, the chair of the committee will prepare a report on Basic Assurances compliance for the Executive Director and Board's Quality Assurance Committee.