

Policy Title:

SERVICE DELIVERY QUALITY

Intent of Policy:

To provide broad policy direction to the Executive Director regarding quality of services provided by SVDP, and to ensure clients, participants, tenants and customers (consumers) are treated respectfully, fairly and equitably.

Policy:

The Board directs the Executive Director to ensure the effective, efficient delivery of services to meet the needs of consumers and families within the parameters of the SVDP mission, values and vision, and the financial limitations set by the annual budget.

Consumers of SVDP services are treated with respect and in accordance with SVDP statements of consumer rights.

Procedure:

1. The Executive Director ensures all consumers are aware of their rights, and provides direction to all consumers to respect the rights of others and to report any violations to the Executive Director.
2. The Executive Director provides direction to all staff and volunteers to respect the rights of consumers and to report any violations to the Executive Director.
3. The Executive Director documents any violations, alleged violations, investigations and resolutions in the annual Compliance Report to the Board.
4. The Board directs the Executive Director to utilize an outcome management system to report on results. The Board receives the outcome management report on annual results from all programs. The Board reviews and makes recommendations for improvements.
5. Consumers and families are treated with respect and dignity in the delivery of all services as define in the statement of consumer rights.
6. The Executive Director develops policies, procedures, and practices to ensure a high quality of service provision, including regular external evaluation, for example CARF Accreditation in the Ozanam Program.

SERVICE DELIVERY

(Continued)

References:

- ❖ SVDP Operational Policies
- ❖ Staff and Volunteers Policy
- ❖ Annual Accessibility Plan - Ozanam
- ❖ *CARF Accreditation Standards – Business Practices, Program Standards*

Audit:

- ❖ Outcomes Management Report – Ozanam
- ❖ Business Improvement Plan