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Three-Year Accreditation

CARF
Survey Report
for

Chilliwack Society for
Community Living

carf INTERNATIONAL

Three-Year Accreditation

Organization

Chilliwack Society for Community Living (CSCL)
9353 Mary Street
Chilliwack BC V2P 4G9
CANADA

Organizational Leadership

Brenda F. Gillette, Executive Director

Survey Dates

April 7-11, 2014

Survey Team

Carol E. Webber, RN, Administrative Surveyor

Larry G. Jones, Program Surveyor

Lyn Taylor-Scott, B.A., Program Surveyor

Programs/Services Surveyed

Child and Youth Services
Community Employment Services: Employment Supports
Community Employment Services: Job Development
Community Housing
Community Housing (Children and Adolescents)
Community Integration
Host Family/Shared Living Services
Respite Services
Respite Services (Children and Adolescents)
Supported Living

Previous Survey

April 27-29, 2011
Three-Year Accreditation

Survey Outcome

Three-Year Accreditation
Expiration: May 2017

SURVEY SUMMARY

Chilliwack Society for Community Living (CSCL) has strengths in many areas.

■ The board of directors is proactive in its planning for the future in order to ensure the organization's sustainability. The board has strategically recruited members with skills, perspectives, experiences, and expertise that collectively contribute to the strength in governance. This has been especially helpful as CSCL has successfully managed to grow in a time of economic constraint.

■ The leadership is highly valued and respected for the manner in which it provides leadership. The board of directors and the executive director is committed to excellence and to continually honouring the principles and values of the organization in all relationships and activities. This level of leadership is greatly appreciated by all stakeholders.

■ The organization has developed a well-defined succession plan for leadership at all levels.

■ The commitment, enthusiasm, and skills of the staff members are evident. Professional commitment to the core values is found throughout the organization at all levels. In recognition of excellence, the organization has created the bi-yearly EXCEL awards for the management and quarterly STAR awards for the staff members.

■ Consistent with a healthy organizational culture, the organization encourages creativity and innovation. New ideas are welcomed and discussed. This is a very progressive organization that is continually looking to develop new ideas; models of service; and unique, innovative supports for the individuals. It is specifically recognized for the creation of the Real Integration through Supported Employment (RISE) program and its promotional materials, including a DVD and the *Freedom of Rights* booklet and DVD "It's the Law," which captures the important historical development of rights for persons with disabilities. This inspiring video supported by a Chilliwack Royal Canadian Mounted Police (RCMP) corporal, showcases the amazing acting abilities of the individuals.

■ CSCL demonstrates a commitment to transparency for all stakeholders as demonstrated through stakeholder access to the organization's database, community collaboration, and community partnerships.

■ An active safety committee, whose membership takes this responsibility seriously, is evidenced by the quality of its safety polices and practice, through participation in the National Association of Occupational Health and Safety Week, and achieving certificate of recognition status for its

health and safety management system from WorkSafeBC and the BC Municipal Safety Association. The health and safety committee has successfully embedded the values and activities of a robust program at every level of the organization.

- The ShareVision database and the organization's pursuit of using it to its fullest application has greatly benefited the organization's administrative activities; service delivery; and transparent accountability access to all stakeholders, including the individuals' parents and guardians and funders.

- Adults' and children's respite program staff members are committed to making good matches between caregivers and the children and adults referred, recognizing that a good fit is essential to the success of the placement. The comprehensive screening and detailed home study ensure the safety and suitability of caregivers. In addition, every consideration is given to the care-giving family as a whole, and matches are made to enhance the family and the life of the child or adult being placed.

- The HomeShare providers state that the directors are quick to respond to concerns expressed and are resourceful and creative in finding solutions.

- The family members receiving respite services spoke highly of the directors of both the adults' and children's respite programs. One parent stressed that she felt respected and supported when addressing concerns and that resolution quickly followed.

- The family members of persons served in residential and supported living services comment on the caring and professional demeanour of the staff members and management team. The flexibility of the staff members and willingness to accommodate family involvement are stressed by the parents.

- The homes are warm, welcoming, and well maintained. The décor clearly reflects the personalities and interests of the persons living there. Both the adults' and children's residential staff members are enthusiastic and committed to the adults and children whom they support.

- The individuals in the supported living program speak highly of their support workers and comment on the creative strategies that are used to assist them in achieving their goals.

- CSCL is committed to enhancing the lives of the individuals supported, and this is especially evident in the inclusion of persons with significant mobility and health concerns in community activities.

- The individuals have excellent and detailed plans written in the language of the persons served.

- The individuals appear to be engaged in a variety of desired community activities and social events.

- Day services personnel appear to be very committed to the organization's mission and are very knowledge about the specific needs and goals of the persons served.

- CSCL has excellent, appropriate, well-located, and friendly facilities from which it provides services. The buildings provide environments that are conducive to training and interaction among the individuals and staff members.

- The employer industry offers excellent job sites for community employment services. The employers' commitment is outstanding and their dedication to working with individuals with disabilities is beyond expectations.

- The parents of the individuals and referral sources state that CSCL is very responsive in providing services to individuals who require intensive supports and whom other organizations have been reluctant to serve.

- The Mathieson Centre is an attractive facility that provides a needed service for a complex population in an area that is conducive for the services provided. The individuals' services are based on identified needs and desired outcomes.

- The Motivator, a newsletter that the organization publishes periodically, is an outstanding resource of the successful job placements in the employment industry. The organization is acknowledged for hosting a special lunch to recognize the individuals and employees.

CSCL should seek improvement in the areas identified by the recommendations in the report. Consultation given does not indicate non-conformance to standards but is offered as a suggestion for further quality improvement.

On balance, CSCL enjoys a well-deserved positive reputation for quality services, as expressed by funders and the individuals' family members. The board, administration, and staff members are strongly aligned with the philosophy, mission, and values of the organization. CSCL operates services from a strong base of executive leadership, management, and administration. This platform has served the organization well in its successful management of growth and expansion. Key areas of responsibility, including health and safety, human resources, finance, and performance improvement, are astutely managed by the organization and its committee structures. The executive leadership, in addition to promoting innovation, has worked diligently and strategically in making contributions at the regional and provincial level that has placed the organization in a position of leadership in the sector. CSCL will be experiencing a change in leadership in the near future. The organization is actively implementing its succession planning and reviewing necessary supports, infrastructure, and a framework to successfully manage this transition. CSCL has done an excellent job of weaving the CARF standards into the fabric of all aspects of organizational functioning and service delivery. The organization is genuine, and it is complimented for its commitment to conformance to the CARF standards on an ongoing basis. CSCL delivers high quality programs and services that are valued by all stakeholders. The organization has developed a culture of excellence that is embraced by all levels and has done an exceptional job of shaping supports in an individualized fashion to ensure that meaningful personal outcomes are achieved. The organization appears to have the ability and the willingness to address the opportunities for improvement identified in this report.

Chilliwack Society for Community Living has earned a Three-Year Accreditation. The organization is complimented for this accomplishment. It is encouraged to continue to remain current with the CARF standards as it addresses the opportunities for improvement noted.

SECTION 1. ASPIRE TO EXCELLENCE®

A. Leadership

Principle Statement

CARF-accredited organizations identify leadership that embraces the values of accountability and responsibility to the individual organization's stated mission. The leadership demonstrates corporate social responsibility.

Key Areas Addressed

■ Leadership structure

■ Leadership guidance

■ Commitment to diversity

■ Corporate responsibility

■ Corporate compliance

Recommendations

There are no recommendations in this area.

C. Strategic Planning

Principle Statement

CARF-accredited organizations establish a foundation for success through strategic planning focused on taking advantage of strengths and opportunities and addressing weaknesses and threats.

Key Areas Addressed

■ Strategic planning considers stakeholder expectations and environmental impacts

■ Written strategic plan sets goals

■ Plan is implemented, shared, and kept relevant

Recommendations

There are no recommendations in this area.

D. Input from Persons Served and Other Stakeholders

Principle Statement

CARF-accredited organizations continually focus on the expectations of the persons served and other stakeholders. The standards in this subsection direct the organization's focus to soliciting, collecting, analyzing, and using input from all stakeholders to create services that meet or exceed the expectations of the persons served, the community, and other stakeholders.

Key Areas Addressed

■ Ongoing collection of information from a variety of sources

■ Analysis and integration into business practices

■ Leadership response to information collected

Recommendations

There are no recommendations in this area.

E. Legal Requirements

Principle Statement

CARF-accredited organizations comply with all legal and regulatory requirements.

Key Areas Addressed

■ Compliance with all legal/regulatory requirements

Recommendations

There are no recommendations in this area.

F. Financial Planning and Management

Principle Statement

CARF-accredited organizations strive to be financially responsible and solvent, conducting fiscal management in a manner that supports their mission, values, and annual performance objectives. Fiscal practices adhere to established accounting principles and business practices. Fiscal management covers daily operational cost management and incorporates plans for long-term solvency.

Key Areas Addressed

- Budget(s) prepared, shared, and reflective of strategic planning

- Financial results reported/compared to budgeted performance

- Organization review

- Fiscal policies and procedures

- Review of service billing records and fee structure

- Financial review/audit

- Safeguarding funds of persons served

Recommendations

There are no recommendations in this area.

G. Risk Management

Principle Statement

CARF-accredited organizations engage in a coordinated set of activities designed to control threats to their people, property, income, goodwill, and ability to accomplish goals.

Key Areas Addressed

- Identification of loss exposures

- Development of risk management plan

- Adequate insurance coverage

Recommendations

There are no recommendations in this area.

H. Health and Safety

Principle Statement

CARF-accredited organizations maintain healthy, safe, and clean environments that support quality services and minimize risk of harm to persons served, personnel, and other stakeholders.

Key Areas Addressed

■ Inspections

■ Emergency procedures

■ Access to emergency first aid

■ Competency of personnel in safety procedures

■ Reporting/reviewing critical incidents

■ Infection control

Recommendations

H.11.b.

CSCL conducts regular reviews of driving records of all employees. It is recommended that this practice be extended to include contractors who provide respite and home share services that provide transportation to the persons served.

Consultation

■ CSCL retains relevant emergency information on personnel. It is suggested that, with staff consent, this information be included in the vehicle emergency information packages.

■ CSCL provides first aid kits to personnel who use their own vehicles to transport individuals served. It is suggested that CSCL also provide additional safety equipment for vehicle breakdowns.

■ The organization has emergency procedures in its transportation manual. The emergency procedures to be followed in case of an accident could be placed on a laminated index card, which could be placed on the driver's sun visor for ease of access.

■ There are a few facilities in which the evacuation charts are not clearly displayed. It is suggested that evacuation routes be posted in high-traffic areas in the event of an emergency.

I. Human Resources

Principle Statement

CARF-accredited organizations demonstrate that they value their human resources. It should be evident that personnel are involved and engaged in the success of the organization and the persons they serve.

Key Areas Addressed

■ Adequate staffing

■ Verification of background/credentials

■ Recruitment/retention efforts

■ Personnel skills/characteristics

■ Annual review of job descriptions/performance

■ Policies regarding students/volunteers, if applicable

Recommendations
I.6.b.(1)(a) through I.6.b.(2)

CSCL has performance evaluations that match the job descriptions, with the exception of the licensed practical nurses (LPNs). LPNs are a new classification to the organization. It is recommended that performance evaluations for all personnel directly employed by the organization be based on job functions and identified competencies and be evident in personnel files. One way to achieve this task could be to enhance the current performance evaluation with a section that pertains solely to specific nursing activities that are performance indicators.

Consultation

■ The organization has a committee structure in place. The organization could add a professional practice committee for the nurses and attach a volunteer-based nurse mentor to assist those new to practice nurses in their professional development. This could accomplish the organization's goals of excellence in service delivery and support the required continuing competency process required by the College of Registered Nurses of British Columbia. This group could also take on the challenge of proactively identifying domains of health care needs for future planning as it relates to the aging demographic.

J. Technology

Principle Statement

CARF-accredited organizations plan for the use of technology to support and advance effective and efficient service and business practices.

Key Areas Addressed

■ Written technology and system plan

Recommendations
J.1.a.(6)

It is recommended that the written technology and system plan address assistive technology. CSCL includes assistive technology in individual service plans and the accessibility plan. In order not to duplicate the work, the current technology plan could be enhanced to reference the location of documentation of the process the organization uses for the purchase and use of assistive technology, including assistive technology needs that might be required by the staff members.

K. Rights of Persons Served

Principle Statement

CARF-accredited organizations protect and promote the rights of all persons served. This commitment guides the delivery of services and ongoing interactions with the persons served.

Key Areas Addressed

■ Communication of rights

■ Policies that promote rights

■ Complaint, grievance, and appeals policy

■ Annual review of complaints

Recommendations

There are no recommendations in this area.

L. Accessibility

Principle Statement

CARF-accredited organizations promote accessibility and the removal of barriers for the persons served and other stakeholders.

Key Areas Addressed

■ Written accessibility plan(s)

■ Status report regarding removal of identified barriers

■ Requests for reasonable accommodations

Recommendations

There are no recommendations in this area.

M. Performance Measurement and Management

Principle Statement

CARF-accredited organizations are committed to continually improving their organizations and service delivery to the persons served. Data are collected and information is used to manage and improve service delivery.

Key Areas Addressed

■ Information collection, use, and management

■ Setting and measuring performance indicators

Recommendations

There are no recommendations in this area.

N. Performance Improvement

Principle Statement

The dynamic nature of continuous improvement in a CARF-accredited organization sets it apart from other organizations providing similar services. CARF-accredited organizations share and provide the persons served and other interested stakeholders with ongoing information about their actual performance as a business entity and their ability to achieve optimal outcomes for the persons served through their programs and services.

Key Areas Addressed

■ Proactive performance improvement

■ Performance information shared with all stakeholders

Recommendations

There are no recommendations in this area.

SECTION 2. QUALITY INDIVIDUALIZED SERVICES AND SUPPORTS

A. Program/Service Structure

Principle Statement

A fundamental responsibility of the organization is to provide a comprehensive program structure. The staffing is designed to maximize opportunities for the persons served to obtain and participate in the services provided.

Key Areas Addressed

■ Services are person centred and individualized

■ Persons are given information about the organization's purposes and ability to address desired outcomes

■ Documented scope of services shared with stakeholders

■ Service delivery based on accepted field practices

■ Communication for effective service delivery

■ Entrance/exit/transition criteria

Recommendations
A.11.c.
It is recommended that CSCL include a time limitation on the release for the media consent form.

B. Individual-Centred Service Planning, Design, and Delivery

Principle Statement

Improvement of the quality of an individual's services/supports requires a focus on the person and/or family served and their identified strengths, abilities, needs, and preferences. The organization's services are designed around the identified needs and desires of the persons served, are responsive to their expectations, and are relevant to their maximum participation in the environments of their choice.

The person served participates in decision making, directing, and planning that affects his or her life. Efforts to include the person served in the direction or delivery of those services/ supports are evident. The service environment reflects identified cultural needs, practices, and diversity. The person served is given information about the purposes of the organization.

Key Areas Addressed

■ Services are person-centred and individualized

■ Persons are given information about the organization's purposes and ability to address desired outcomes

Recommendations

There are no recommendations in this area.

C. Medication Monitoring and Management

Key Areas Addressed

■ Current, complete records of medications used by persons served

■ Written procedures for storage and safe handling of medications

■ Educational resources and advocacy for persons served in decision making

■ Physician review of medication use

■ Training and education for persons served regarding medications

Recommendations

There are no recommendations in this area.

D. Employment Services Principle Standards

Principle Statement

An organization seeking CARF accreditation in the area of employment services provides individualized services and supports to achieve identified employment outcomes. The array of services and supports may include:

■ Identification of employment opportunities and resources in the local job market.

■ Development of viable work skills that match workforce needs within the geographic area.

■ Development of realistic employment goals.

- Establishment of service plans to achieve employment outcomes.

- Identification of resources and supports to achieve and maintain employment.

- Coordination of and referral to employment-related services and supports.

The organization maintains its strategic positioning in the employment sector of the community by designing and continually improving its services based on input from the persons served and from employers in the local job market, and managing results of the organization's outcomes management system. The provision of quality employment services requires a continuous focus on the persons served and the personnel needs of employers in the organization's local job market.

Key Areas Addressed

- Goals of the persons served

- Personnel needs of local employers

- Community resources available

- Economic trends in the local employment sector

Recommendations

There are no recommendations in this area.

F. Community Services Principle Standards

Key Areas Addressed

- Access to community resources and services

- Enhanced quality of life

- Community inclusion

- Community participation

Recommendations

There are no recommendations in this area.

G. Children and Adolescents Specific Population Designation

Principle Statement

Children and Adolescents is a specific population designation that can be added at the option of the organization to a community service being surveyed if children or adolescents are served and the organization desires this additional accreditation enhancement.

Such services are tailored to the particular needs and preferences of children and adolescents and are provided in a setting that is both relevant to and comfortable for this population.

Key Areas Addressed

■ Children, adolescents, and their families are provided with options

■ Social, vocational, psychological, and physical needs are met

Recommendations

There are no recommendations in this area.

SECTION 3. EMPLOYMENT AND COMMUNITY SERVICES

Principle Statement

An organization seeking CARF accreditation in the area of employment and community services assists the persons served through an individualized person-centred process to obtain access to the services, supports, and resources of their choice to achieve their desired outcomes. This may be accomplished by direct service provision, linkages to existing generic opportunities and natural supports in the community, or any combination of these. The persons served are included in their communities to the degree they desire.

The organization provides the persons served with information so that they may make informed choices and decisions. Although we use the phrase *person served*, this may also include *family served*, as appropriate to the service and the individual.

The services and supports are arranged and changed as necessary to meet the identified desires of the persons served. Service designs address identified individual, family, socioeconomic, and cultural preferences.

Depending on the program's scope of services, expected results from these services/supports may include:

■ Increased inclusion in community activities.

■ Increased or maintained ability to perform activities of daily living.

■ Increased self-direction, self-determination, self-reliance, and self-esteem.

- Increased independence.

- Increased employment options.

- Employment obtained and maintained.

- Competitive employment.

- Economic self-sufficiency.

C. Community Employment Services

Principle Statement

Community employment services assist persons to obtain successful community employment opportunities that are responsive to their choices and preferences. Through a strengths-based approach the program provides person-directed services/supports to individuals to choose, achieve, and maintain employment in integrated community employment settings.

Work is a fundamental part of adult life. Individually tailored job development, training, and support recognize each person's employability and potential contribution to the labour market. Persons are supported as needed through an individualized person-centred model of services to choose and obtain a successful employment opportunity consistent with their preferences, keep the employment, and find new employment if necessary or for purposes of career advancement.

Such services may be described as individual placements, contracted temporary personnel services, competitive employment, supported employment, transitional employment, mobile work crews, contracted work groups, enclaves, community-based SourceAmerica™ (formerly NISH) contracts, and other business-based work groups in community-integrated designs. In Canada employment in the form of bona fide volunteer placements is possible.

Individuals may be paid by community employers or by the organization. Employment is in the community.

Job Development

Successful job development concurrently uses assessment information about the strengths and interests of the person seeking employment to target the types of jobs available from potential employers in the local labour market. Typical job development activities include reviewing local employment opportunities and developing potential employers/customers through direct and indirect promotional strategies. Job development may include facilitating a hiring agreement between an employer and a person seeking employment. Some persons seeking employment may want assistance at only a basic, informational level such as self-directed job search.

Employment Supports

Employment support services are activities that are employment-related to promote successful training of a person to a new job, job adjustment, retention, and advancement. These services are based on the individual employee with a focus on achieving long-term retention of the person in the job.

The level of employment support services is individualized to each employee and the complexity of the job.

Often supports are intensive for the initial orientation and training of an employee with the intent of leading to natural supports and/or reduced external job coaching. However, some persons may not require any employment supports at the job site; others may require intensive initial training with a quick decrease in supports, while some will be most successful when long-term supports are provided.

Supports can include assisting the employee with understanding the job culture, industry practices, and work behaviours expected by the employer. It may also include helping the employer and coworkers to understand the support strategies and accommodations needed by the worker.

Supports are a critical element of the long-term effectiveness of community employment. Support services address issues such as assistance in training a person to complete new tasks, changes in work schedule or work promotion, a decrease in productivity of the person served, adjusting to new supervisors, and managing changes in non-work environments or other critical life activities that may affect work performance. Routine follow-up with the employer and the employee is crucial to continued job success.

Key Areas Addressed

■ Integrated employment choice

■ Integrated employment obtainment

■ Pays wages at or above minimum wage

■ Provides a benefits package

■ Employment provided in regular business settings

■ Integrated employment retention

■ Provides career advancement resources

■ Business plan is used to design service

Recommendations

There are no recommendations in this area.

I. Child and Youth Services

Principle Statement

Child and youth services provide one or more services, such as prenatal counselling, service coordination, early intervention, prevention, preschool programs, and after-school programs. These services/supports may be provided in any of a variety of settings, such as a family's private home, the organization's facility, and community settings such as parks, recreation areas, preschools, or child day care programs not operated by the organization.

In all cases, the physical settings, equipment, and environments meet the identified needs of the children and youth served and their families. Families are the primary decision makers in the process of identifying needs and services and play a critical role, along with team members, in the process.

Key Areas Addressed

■ Individualized services based on identified needs and desired outcomes

■ Health care, safety, emotional, and developmental needs of child/youth

Recommendations

There are no recommendations in this area.

J. Family-Based/Shared Living Supports

Principle Statement

Host Family/Shared Living Services

Host family/shared living services assist a person served to find a shared living situation in which he/she is a valued person in the home and has supports as desired to be a participating member of the community. An organization may call these services a variety of names, such as host family services, shared living services or supports, alternative family living, structured family care giving, family care, or home share.

Getting the person in the right match is a critical component to successful host family/shared living services. The organization begins by exploring with the person served what constitutes quality of life for him/her and identifies applicant providers who are a potential match with the person's identified criteria. The person served makes the final decision of selecting his or her host family/shared living provider.

Safety, responsibility, and respect between or amongst all people in the home are guiding principles in these services. Persons are supported to have meaningful reciprocal relationships both within the home, where they contribute to decision making, and the community. The service provider helps the person served to develop natural supports and strengthen existing networks. Relationships with the family of origin or extended family are maintained as desired by the person served. The provider supports the emotional, physical, and personal well-being of the person.

Persons develop their personal lifestyle and modify the level of support over time, if they so choose. The provider encourages and supports the person served to make his or her own decisions and choices.

The host family/shared living provider does not necessarily have to be a family, as it could be an individual supporting the person. In this program description and these standards, *provider* refers to the individual(s) supporting the person served. Although the "home" is generally the provider's home or residence, it may also be the home of the person served.

Key Areas Addressed

■ Appropriate matches of non-family participants with homes

■ Contracts that identify roles, responsibilities, needs, and monitoring

■ Needed supports

■ Community living services in a long-term family-based setting

■ Sense of permanency

Recommendations

There are no recommendations in this area.

Consultation

■ CSCL implements a screening process for its host families that includes character reference checks for potential providers. This is well documented in ShareVision notes. It is suggested that the staff members review files previously transferred from Community Living British Columbia (CLBC) to ensure that all items necessary to meet CSCL screening requirements are present and follow up with missing items.

K. Community Housing

Principle Statement

Community housing addresses the desires, goals, strengths, abilities, needs, health, safety, and life span issues of the persons served, regardless of the home in which they live and/or the scope, duration, and intensity of the services they receive. The residences in which services/supports are provided are typically owned, rented, leased, or operated directly by the organization, or may be owned, rented, or leased by a third party, such as a governmental entity. Providers exercise control over these sites in terms of having direct or indirect responsibility for the physical conditions of the facility.

Community housing is provided in partnership with individuals. These services/supports are designed to assist the persons served to achieve success in and satisfaction with community living. They may be temporary or long-term in nature. The services/supports are focused on home and community integration and engagement in productive activities. Community housing enhances the

independence, dignity, personal choice, and privacy of the persons served. For persons in alcohol and other drug programs, these services/supports are focused on providing sober living environments to increase the likelihood of sobriety and abstinence and to decrease the potential for relapse.

Community housing programs may be referred to as group homes, halfway houses, three-quarter way houses, recovery residences, sober housing, domestic violence or homeless shelters, and safe houses. These programs may be located in rural or urban settings and in houses, apartments, townhouses, or other residential settings owned, rented, leased, or operated by the organization. They may include congregate living facilities and clustered homes/apartments in multiple-unit settings. These residences are often physically integrated into the community, and every effort is made to ensure that they approximate other homes in their neighbourhoods in terms of size and number of individuals.

Community housing may include either or both of the following:

■ Transitional living that provides interim supports and services for persons who are at risk of institutional placement, persons transitioning from institutional settings, or persons who are homeless. Transitional living is typically provided for six to twelve months and can be offered in congregate settings that may be larger than residences typically found in the community.

■ Long-term housing that provides stable, supported community living or assists the persons served to obtain and maintain safe, affordable, accessible, and stable housing.

The residences in which Community Housing services are provided must be identified in the Intent to Survey. These sites will be visited during the survey process and identified in the survey report and accreditation outcome as a site at which the organization provides a Community Housing program.

Key Areas Addressed

■ Safe, secure, private location

■ In-home safety needs

■ Options to make changes in living arrangements

■ Support to persons as they explore alternatives

■ Access as desired to community activities

■ System for on-call availability of personnel

Recommendations

There are no recommendations in this area.

L. Supported Living

Principle Statement

Supported living addresses the desires, goals, strengths, abilities, needs, health, safety, and life span issues of persons usually living in their own homes (apartments, townhouses, or other residential settings). Supported living services are generally long-term in nature but may change in scope, duration, intensity, or location as the needs and preferences of individuals change over time.

Supported living refers to the support services provided to the person served, not the residence in which these services are provided. A sampling of people receiving services/supports in these sites will be visited as part of the interview process. Although the residence will generally be owned, rented, or leased by the person who lives there, the organization may occasionally rent or lease an apartment when the person served is unable to do so. Typically, in this situation the organization would co-sign or in other ways guarantee the lease or rental agreement; however, the person served would be identified as the tenant.

Supported living programs may be referred to as supported living services, independent living, supportive living, semi-independent living, and apartment living; and services/supports may include home health aide and personal care attendant services. Typically there would not be more than two or three persons served living in a residence, no house rules or structure would be applied to the living situation by the organization, and persons served can come and go as they please. Service planning often identifies the number of hours and types of support services provided.

The home or individual apartment of the person served, even when the organization holds the lease or rental agreement on behalf of the person served, is not included in the intent to survey or identified as a site on the accreditation outcome.

Key Areas Addressed

■ Safe, affordable, accessible housing chosen by the individual

■ In-home safety needs

■ Support personnel available based on needs

■ Supports available based on needs and desires

■ Living as desired in the community

■ Persons have opportunities to access community activities

Recommendations

There are no recommendations in this area.

M. Respite Services

Principle Statement

Respite services facilitate access to time-limited, temporary relief from the ongoing responsibility of service delivery for the persons served, families, and/or organizations. Respite services may be provided in the home, in the community, or at other sites, as appropriate. An organization providing respite services actively works to ensure the availability of an adequate number of direct service personnel.

Key Areas Addressed

■ Time-limited, temporary relief from service delivery

■ Accommodation for family's living routine and needs of person served

Recommendations

There are no recommendations in this area.

P. Community Integration

Principle Statement

Community integration is designed to help persons to optimize their personal, social, and vocational competency to live successfully in the community. Persons served are active partners in determining the activities they desire to participate in. Therefore, the settings can be informal to reduce barriers between staff members and persons served. An activity centre, a day program, a clubhouse, and a drop-in centre are examples of community integration services. Consumer-run programs are also included.

Community integration provides opportunities for the community participation of the persons served. The organization defines the scope of these services and supports based on the identified needs and desires of the persons served. This may include services for persons who without this option are at risk of receiving services full-time in more restrictive environments with intensive levels of supports such as hospitalization or nursing home care. A person may participate in a variety of community life experiences or interactions that may include, but are not limited to:

■ Leisure or recreational activities.

■ Communication activities.

■ Spiritual activities.

■ Cultural activities.

■ Pre-vocational experiences.

■ Vocational pursuits.

- Development of work attitudes.

- Employment activities.

- Volunteerism in the community.

- Educational and training activities.

- Development of living skills.

- Health and wellness promotion.

- Orientation, mobility, and destination training.

- Access and utilization of public transportation.

- Interacting with volunteers from the community in program activities.

- Community collaborations and social connections developed by the program (partnerships with community entities such as senior centres, arts councils, etc.).

Key Areas Addressed

- Opportunities for community participation

Recommendations

There are no recommendations in this area.

PROGRAMS/SERVICES BY LOCATION

Chilliwack Society for Community Living

9353 Mary Street
Chilliwack BC V2P 4G9
CANADA

Community Integration
Host Family/Shared Living Services
Respite Services
Supported Living

Bordas

9539 Hazel Street
Chilliwack BC V2P 5M9
CANADA

Community Housing

Southlands

46079 Southland Crescent
Chilliwack BC V2P 1B2
CANADA

Community Housing

Green Gables

17 - 7715 Luckakuck Place
Chilliwack BC V2P 3N6
CANADA

Community Housing

Jasper

45371 Jasper Drive
Chilliwack BC V2R 3B2
CANADA

Community Housing

Vanmar House

6699 Vanmar Street
Chilliwack BC V2R 2W1
CANADA

Community Housing

REV/Oasis

7390 Sunshine Drive
Chilliwack BC V2R 1H6
CANADA

Community Integration

Wilmada

46660 Cedar Avenue
Chilliwack BC V2P 2H6
CANADA

Community Housing

Early Risers/RISE

46005 Second Avenue
Chilliwack BC V2P 1S6
CANADA

Community Integration

Alexander

45647 Hodgins Avenue
Chilliwack BC V2P 1P2
CANADA

Community Housing

Carleton

9280/9282 Carleton
Chilliwack BC V2P 6C9
CANADA

Community Housing

Mathieson Centre

45195 Wells Road
Chilliwack BC V2R 1H6
CANADA

Child and Youth Services
Respite Services (Children and Adolescents)

Taylor House/Chadsey House

7400 Sunshine Drive
Chilliwack BC V2R 1H6
CANADA

Community Housing

Supported Employment Program

9144 Young Road
Chilliwack BC V2P 4R5
CANADA

Community Employment Services: Employment Supports
Community Employment Services: Job Development

Hipwell

5648 Hipwell Place
Chilliwack BC V2R 3C3
CANADA

Community Housing (Children and Adolescents)