# carf INTERNATIONAL

# CARF
# Survey Report
# for
# Chilliwack Society for
# Community Living

# carf INTERNATIONAL

**Organization**

Chilliwack Society for Community Living
9353 Mary Street
Chilliwack, BC   V2P 4G9
Canada

**Organizational Leadership**

Brenda F. Gillette, Executive Director

**Survey Dates**

April 27-29, 2011

**Survey Team**

Michael McCoy, Administrative Surveyor

Sharon Meixner, M.Ed., CRC, LSW, Program Surveyor

Brenda Janssen, Program Surveyor

**Programs/Services Surveyed**

Community Services: Community Housing
Community Services: Community Integration
Community Services: Host Family Services
Community Services: Respite Services
Community Services: Supported Living

Employment Services: Community Employment Services: Job Development
Employment Services: Community Employment Services: Job Supports
Employment Services: Community Employment Services: Job-Site Training

**Previous Survey**

May 5-7, 2008
Three-Year Accreditation

## Survey Outcome

**Three-Year Accreditation**
**Expiration: May 2014**

# SURVEY SUMMARY

**Chilliwack Society for Community Living has strengths in many areas.**

■ There is a clear intent from the board of directors to remain committed to the core values and spirit of community and consumer-based service. This is evidenced by supporting the work of the organization and a strong relationship with the executive director, staff, and consumers. It is apparent that there is a clear and healthy rapport with the board that is valued and adds value to the organization.

■ The leadership provided by the executive director is dynamic, inclusive, and transparent. A strong leader by example, she has created a working environment that complements and enhances the quality of service and has created a culture of inclusion. It is clear that her skills and experience have been significant in the creation of a vibrant and meaningful community organization.

■ The management of the organization demonstrates a real commitment to the mission of the organization. The management's practice shows a genuine respect and compassion that has created a working environment where there is a well-developed sense of teamwork that clearly contributes to the quality of work achieved.

■ Staff members are dedicated professionals who display genuine care and support for the consumers. The commitment, professionalism, and longevity of many of staff members are great indicators of consistency of service delivery and dedication. These factors assist the organization in having created a compassionate work culture.

■ Funding sources have expressed a great deal of satisfaction with the organization's ability to respond to, yet, at the same time, balance consumer and service needs when meeting operational and financial challenges. The organization is known for a family- and individual-first philosophy.

■ Chilliwack Society for Community Living has developed collaborative and dynamic partnerships in its sector. In particular, the organization is noted for its creativity and unique way of being proactive in problem solving service delivery issues. This has created and enhanced strong working relationships.

■ There is an enthusiastic level of participation that is evident throughout the whole organization. This high level of collegial respect is clear in the strong sense of teamwork that supports the quality work of the organization.

■ The physical sites of Chilliwack Society for Community Living are well maintained. The cleanliness and orderliness of sites are complimented by the friendly and welcoming atmosphere that the organization has created for the persons who enter its buildings whether they are stakeholders or community members.

■ Chilliwack Society for Community Living has a commitment to quality and a strong organizational incentive to improve services and operations. It is apparent that the CARF standards are strongly integrated and then utilized to improve service effectiveness and efficiency.

■ Family members are obviously pleased with the services and support the organization provides. With respect to supported living, one parent said "I don't know where my daughter would be without them." "They are always thinking about how to make things better for her," was said with respect to the community housing program. "This program [respite services] has been a lifesaver."

■ The organization strives to provide a variety of housing options for consumers. The individuals obviously take pride in their homes, and bedrooms in particular are decorated according to their preferences.

■ The organization is recognized for its dedication in providing quality services to individuals with disabilities, including those who have a history of being marginalized and "falling through the gaps." (Explore program)

■ The organization is recognized on its innovative creation of the Respitality program through a strong partnership with the local hotels that participate by providing parents a special opportunity to relax and rejuvenate while taking a short break away from home.

■ Staff members are commended for researching opportunities that match expressed interests and skill sets of individual consumers. Staff members work with employers to carve jobs that would not have been available. An example of this is an individual who works in a manufacturing setting. A supervisor reported that, although the individual was not able to perform all of the jobs, he does an excellent job performing several functions, including cutting and stocking. Recently, another job was introduced, assembling beds utilizing a nail gun. He stated that most new employees have great difficulty doing this job well. Recently, when assigned this new task, the individual did an outstanding job and anticipated further expansion of his job duties. He has worked here for eight months and has continued to increase his skills, including work speed. The manager stated that the contributions made to the daily workflow are significant.

■ Staff members are commended for their passion and commitment in working towards improving the quality of life for the individuals they serve. It is evident through all aspects of the work they perform, which is exemplified through the Imagine Ministries project that was developed this last February. The program is not affiliated with Chilliwack Society for Community Living but was developed by a staff member who identified a need in the community and a local church. The program is a one-day-per-month respite program in which families bring their children and siblings for an evening, enabling them to have a break. One parent who is affiliated with the organization and utilizes this program discussed the benefit to the family.

■ Parents have expressed great satisfaction with the programs. One parent commented "They are always on the ball, and they seem to really care about the individuals they serve. They have fun; my son loves going there, and the program is very important to him." Another commented "I know this has helped my son achieve a greater level of independence. The community integration program has helped my son come out of his shell."

■ The organization does an excellent job in networking with businesses in the community, attending Rotary Club and chamber of commerce meetings. These affiliations have increased visibility with business in the community and have helped to open opportunities for individuals who are seeking employment.

■ The community garden project is an extremely innovative endeavour that will provide for individuals a true sense of community integration, learning, and sense of accomplishment. Among other goals, food produced will be shared with organizations and individuals who have a need.

■ Consumer files contain complete, clear, and current information regarding each consumer.

■ Employers reported a very high level of satisfaction, stating staff members are only "a phone call away." They continue to have contact, offering support long after individuals have been placed in jobs. One employer stated that the job developer always goes above and beyond. As an example, the job developer recognized that an employee hired by Home Depot® was a non-reader. The job developer also was aware that this employee was close to being terminated. The job developer approached the management asking if she could assist in developing a strategy that might assist the employee. She prepared cue cards and presented them to management. This was extremely helpful to the individual, and he was able to retain his position. Home Depot was very appreciative.

**In the following area Chilliwack Society for Community Living demonstrates exemplary conformance to the standards.**

■ Chilliwack Society for Community Living has created and developed its information management system using a software application called Share Vision. This system has provided real-time responses to everything from health and safety issues to consumer files. It has also been developed as an internal communication system that allows immediate access to everything from committee reports to consumer files. This facilitation of immediate access to medical information is invaluable as a health and safety precaution. As an organization with multiple sites, this system has allowed a large organization to effectively achieve its goal of becoming paperless and to create a single community of staff and consumers. There is clear evidence that this information management system is unanimously seen by all staff members in the organization as the single most effective information tool that they utilize in their daily work. The system has created a highly functional and accessible database that allows the organization to gather and complete analysis of all aspects of service delivery. More importantly, it can provide immediate snapshots of organizational functioning, which, from a quality improvement lens, guarantees the ability to deal with and resolve issues as they are happening using current data and knowledge. It is an extremely efficient and comprehensive system that provides an invaluable source of operational information. The organization is commended for taking a standard information management system and developing it into this innovative and pioneering model that not only supports information management, but also significantly enhances performance improvement activities.

**Chilliwack Society for Community Living should seek improvement in the area identified by the recommendation in the report. Consultation given does not indicate non-conformance to standards but is offered as a suggestion for further quality improvement.**

On balance, Chilliwack Society for Community Living's management and staff are committed to providing quality services to people with disabilities. The organization has made a commitment to conform to the CARF standards. It is encouraged to continually maintain the integration of the

standards to ensure the quality of service that it has achieved. The organization has created a culture of compassion that not only demonstrates a commitment to quality of services, but also a commitment to quality of life.

Chilliwack Society for Community Living has earned a Three-Year Accreditation. The organization is commended for seeking international accreditation as a means to assist it in improving the overall quality of services to its consumers. The organization is encouraged to continue to provide quality services in conformance to the CARF standards.

# 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 Integrated 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**

There are no recommendations in this area.

**Consultation**

- Although medical emergency forms for consumers are comprehensive and include all relevant information, the organization is encouraged to also include detailed instructions relevant to managing epileptic seizures.

# 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

There are no recommendations in this area.

# 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

There are no recommendations in this area.

## Exemplary Conformance

### J.1.b.

Chilliwack Society for Community Living has created and developed its information management system using a software application called Share Vision. This system has provided real-time responses to everything from health and safety issues to consumer files. It has also been developed as an internal communication system that allows immediate access to everything from committee reports to consumer files. This facilitation of immediate access to medical information is invaluable as a health and safety precaution. As an organization with multiple sites, this system has allowed a

large organization to effectively achieve its goal of becoming paperless and to create a single community of staff and consumers. There is clear evidence that this information management system is unanimously seen by all staff members in the organization as the single most effective information tool that they utilize in their daily work. The system has created a highly functional and accessible database that allows the organization to gather and complete analysis of all aspects of service delivery. More importantly, it can provide immediate snapshots of organizational functioning, which, from a quality improvement lens, guarantees the ability to deal with and resolve issues as they are happening using current data and knowledge. It is an extremely efficient and comprehensive system that provides an invaluable source of operational information. The organization is commended for taking a standard information management system and developing it into this innovative and pioneering model that not only supports information management, but also significantly enhances performance improvement activities.

# 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. Information 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

**Recommendations**

There are no recommendations in this area.

## 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**

■ Complete, confidential records are maintained

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**Recommendations**
**B.6.b.(2)**
Although Chilliwack Society for Community Living conducts training on the development of quantifiable goals, evidence of measurable objectives was not consistent throughout the personal support plans reviewed. It is recommended that all support plans include quantifiable objectives.

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# C. Medication Monitoring and Management

**Principle Statement**

These standards apply only to programs that are responsible for monitoring and/or managing medications for the persons served.

**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

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**Recommendations**
There are no recommendations in this area.

**Consultation**

■ While waiting for information on medical management from the pharmacy, the organization may wish to have the program manager provide some general information on medical interactions and reactions by accessing sources such as Internet information.

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# D. Employment Services Principle Standards

**Principle Statement**

The standards in this subsection assert basic principles that should be demonstrated by any organization seeking accreditation in the area of employment services.

**Key Areas Addressed**

- Goals of the persons served

- Personnel needs of local employers

- Community resources available

- Economic trends in the local employment sector

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**Recommendations**

There are no recommendations in this area.

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## F. Community Services Principle Standards

**Principle Statement**

The standards in this subsection assert basic principles that should be demonstrated by any organization seeking accreditation in the area of community services.

**Key Areas Addressed**

- Access to community resources and services

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**Recommendations**

There are no recommendations in this area.

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# SECTION 3. EMPLOYMENT SERVICES

**Principle Statement**

An organization is free to choose which of its services it will seek to have accredited, but when a service has been selected, all locations at which the service is provided must be included in the survey. CARF will not accredit only a portion of a program or service. CARF does not consider the funding or referral entities or the populations served as differentiating a service so as to exclude portions of it from being included in the survey.

If the geographical service area is extensive, however, CARF may choose to impose geographical limitations on the extent of a single survey in order to ensure that the most meaningful survey will be conducted.

Each organization is encouraged to submit all applicable services and supports for accreditation in order to be identified as a quality organization by potential recipients of services and to facilitate funding arrangements. All accredited programs and services and organizational contact information are identified on the CARF website (**www.carf.org**) to assist persons in connecting to your quality services and supports.

# I. Community Employment Services

## Principle Statement

### Job Development

Successful job development concurrently uses assessment information about 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.

### Job-Site Training

Job-site training services vary according to the needs of the new employee and the complexity of the job. Training can include assisting the employee with performance on the new job task and helping the person to understand the job culture, industry practices, and work behaviours expected by the employer. It may also include training the employer and coworkers to understand the training methods and accommodations needed by the worker. Job-site training is intensive for the initial orientation of an employee to the job tasks. Job-site training may consist of customizing the job to meet the needs of the new employee and employer, task analysis, counselling, and supports with the intent of leading to natural supports and/or reduced external job coaching. These services are typically not long-term, ceasing after the individual has become stabilized on the job.

### Job Supports

Ongoing job support services are activities that are employment-related and needed to promote job adjustment, retention, and advancement. These services are based on the individual needs of the employee with focus on long-term retention of the person in the job after the initial training period.

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

## Key Areas Addressed

- Integrated employment choice

- Integrated employment obtainment

- Integrated employment retention

**Recommendations**

There are no recommendations in this area.

**Consultation**

■ Although the organization has presented disability awareness and etiquette training to employers, it could market a disability etiquette program to employers in the community to further increase awareness of the organization and employment.

# SECTION 4. COMMUNITY SERVICES

**Principle Statement**

An organization seeking CARF accreditation in the area of community services assists the persons and/or families served in obtaining access to the resources, services, and supports of their choice. The persons and/or families served are included in their communities to the degree they desire. This may be accomplished by direct service provision or linkages to existing generic opportunities and natural supports in the community.

The organization obtains information from the persons and/or families served regarding resources and services/supports they want or require that will meet their identified needs, and offers an array of services/supports it arranges for or provides. The organization provides the persons and/or families served with information so that they may make informed choices and decisions.

The services and supports are changed as necessary to meet the identified needs of the persons and/or families served and other stakeholders. Service designs address identified individual, family, socioeconomic, and cultural needs.

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.

## E. 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

■ Vocational pursuits

■ Development of work attitudes

■ Employment activities

■ Volunteerism

■ 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.

## H. Host Family Services

### Principle Statement

Host family services are provided under a contract or agreement to provide a home for a person served, regardless of age. These placements tend to be long-term in nature.

### Key Areas Addressed

■ Appropriate matches of non-family participants with homes

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

■ Needed supports

### Recommendations

There are no recommendations in this area.

## I. 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.

## J. 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.

# K. 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

■ Persons have opportunities to access community activities

**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

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**Bordas**

9539 Hazel Street
Chilliwack, BC   V2P 5M9
Canada

Community Services: Community Housing

**Southlands**

46079 Southland Crescent
Chilliwack, BC   V2P 1B2
Canada

Community Services: Community Housing

**Green Gables**

17 - 7715 Luckakuck Place
Chilliwack, BC   V2P 3N6
Canada

Community Services: Community Housing

**Jasper**

45371 Jasper Drive
Chilliwack, BC   V2R 3B2
Canada

Community Services: Community Housing

**Salish**

46090 Salish Way
Chilliwack, BC   V2R 2R3
Canada

Community Services: Community Housing

**Sunshine Drive Occupational Centre**

7390 Sunshine Drive
Chilliwack, BC   V2R 1H6
Canada

Community Services: Community Integration

**Wilmada**

46660 Cedar Avenue
Chilliwack, BC   V2P 2H6
Canada

Community Services: Community Housing

**REV/RISE**

46005 Second Avenue
Chilliwack, BC   V2P 1S6
Canada

Community Services: Community Integration

**Alexander**

45647 Hodgins Avenue
Chilliwack, BC   V2P 1P2
Canada

Community Services: Community Housing

**Yarrow**

4543 Poplar Road
Yarrow, BC   V2R 5C8

Canada

Community Services: Community Housing

**Mathieson Centre**

45195 Wells Road
Chilliwack, BC   V2R 1H6
Canada

Community Services: Community Integration

**Taylor House/Chadsey House**

7400 Sunshine Drive
Chilliwack, BC   V2R 1H6
Canada

Community Services: Community Housing