

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

**Organization**

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

**Organizational Leadership**

Julie Unger, Executive Director

**Survey Dates**

April 24-26, 2017

**Survey Team**

Sylvia A. R. Tremblay, Administrative Surveyor  
James D. Landrum, M.S.W., Program Surveyor  
Kenneth A. Nope, LPC-MHSP, 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 7-11, 2014  
Three-Year Accreditation

**Survey Outcome**

**Three-Year Accreditation**  
**Expiration: May 31, 2020**



**Three-Year Accreditation**

# SURVEY SUMMARY

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

- CSCL has a very positive and solid reputation with Community Living British Columbia (CLBC) and the Ministry of Children and Family Development (MCFD), its key funding and referral agencies. They appreciate the collaborative, transparent, and respectful relationships they have with CSCL. They also commended CSCL for its well-established community networks. CSCL was referred to as a “front runner, who stands way ahead of the pack.”
- The funders appreciate the invitations they have received to be actively involved in the organization’s strategic planning process. Other praise was offered about the organization’s seamless transition from an executive director who had been with the organization for 40 years to its current executive director. They praised CSCL’s active involvement with WorkBC; the Employment Roundtable; and its over 30 years of very active involvement on the regional Child and Youth Committee, which they feel has contributed to the committee being the most active and successful in the whole province of British Columbia.
- CSCL staff members are enthusiastic about their work and deeply committed to improving the quality of life for the individuals served. They take pride in noting the positive steps that the individuals served have made toward meaningful goals.
- A significant number of key staff members have been with the organization for an extended period of time; this has led to consistency in services for the individuals served and stability within the organization. In speaking to staff members, they were eager to share the high level of satisfaction they experience at work and the dedication they feel to the organization. There is strong evidence of teamwork, mutual respect, cooperation, and open communication demonstrated throughout the organization.
- The board of directors is strategic in the selection of its members. They are a diverse group of experienced and dedicated individuals. The board and the organization’s management staff are committed to continuous quality improvement. They are all open to suggestions and recommendations and doing what is needed to ensure that the individuals served, personnel, and the community at-large benefit from how CSCL operates. The board often goes the extra mile to make sure that the individuals served get what they need.
- Decision making is done using a bottom-up philosophy so all personnel, no matter what position they hold, feel that they have the opportunity to be heard and be a part of the organizational decision-making process.
- Health and safety for all continues to be a very high priority for the organization, as evidenced by the hard work of the health and safety committees and resulting in CSCL winning the North American Occupational Safety and Health Week (NAOSH) 2015 Safety and Health Care Award and the 2016 NOASH Most Innovative Award.
- The *Out & About* quarterly newsletter is a wealth of information about program-related activities. It includes news and updates from the board of directors, service-related statistics, information about its social capital initiative, special events, stories about the individuals served, and staff news. It is available to everyone.

- ShareVision, the organization’s customized database, is an example of best practice in the area of applying and using technology to ensure effective, efficient, and secure information management. The data on it include everything related to administrative activities and program and service delivery, including a personal website for each and every individual served. It is a secure site that can be available to those who will benefit from the information, including the personnel, caregivers, and family of the individuals served and the funding and referral agencies. It ensures appropriate transparency at a level often desired, but seldom achieved in the sector.
- The organization is commended and recognized for creating a culture of excellence that runs from the frontline staff to the director.
- It is clearly seen by the language used by the staff and by the reports from the individuals served and families that the individuals served are treated with great respect and dignity.
- The organization is commended for the extra effort it puts into helping the residential sites blend nicely into the community, connect to the community, and become an integral part of the community.
- The organization demonstrates a willingness to go above and beyond what is required to meet the changing needs of the individuals served.
- The relationship between the staff and the individuals served is strong and healthy. The staff has a positive influence on the individuals served.
- The organization has created a healthy culture of competition among the employees who compete for excellence.
- CSCL has developed effective ways to communicate with the staff and families. Everyone appears to take ownership of the services, is on the same page, and has the same mission.
- The community homes are clean, personalized, and extremely welcoming. The families report that CSCL “keeps my son and the home clean and smelling good.”
- The commitment to quality care and to the individuals served is astounding.
- Common comments and words used by the family members and individuals served to describe CSCL include “accessible,” “approachable,” “amazing,” “pleasant,” “they get things done,” “part of the family,” “they solve problems,” “we feel our daughter is safe and respected,” “they keep trying,” “they are a God-send for family members that are getting older,” “they are pretty darn good,” and “without the society, I would be sunk.”
- The culture of CSCL is one in which the warmth and sincerity of the employees is highly recognizable. The employees appear to possess the four pillars of gentle teaching and culture, which are safe, love, loving, and connected. The employees are engaged in the lives of the individuals served and their families and promote successful outcomes. The individuals served appear to feel safe and very loved, which also provides an environment conducive for learning and expressing desires. People do not hesitate to refer their friends and family to the organization because of the close-knit culture provided here.
- There appears to be excellent rapport and mutual respect between the management, employees, board of directors, and individuals supported by CSCL.
- The high level of professionalism among CSCL employees is evident along with a collaborative, respectful working condition. The longevity of most of the management employees is a strength that ensures sound knowledge of program principles and organizational values.

- The individuals interviewed were exceptionally satisfied with the services at CSCL and extremely complimentary of the employees' performance and dedication and the organization's professionalism.
- CSCL is commended for the numerous and excellent partnerships and collaborative efforts that have been developed with the agencies, organizations, and employers throughout the community and service area. Noteworthy is that the organization has a positive image and reputation in its service delivery area and is a respected and valued member of the community, as evidenced from the stakeholders interviewed. Many community members, family members, and employees view CSCL as a trend setter.
- CSCL's owned and leased facilities provide a clean, pleasant, safe, attractive, and friendly environment from which to provide its services. The locations are well maintained, and remodelling efforts, with input from the persons served and employees, have resulted in an environment that is accessible and conducive to interaction among the individuals served, employees, and others. Noteworthy is the excellent maintenance request process to ensure that repairs are addressed based on levels of importance.
- CSCL demonstrates a strong commitment to the individuals supported. This is clearly visible in the staff's conscientious and rapid response to problem solving and willingness to do whatever it takes, which ensures that the issues and problems are promptly addressed as they arise. It is apparent that the staffing patterns are adjusted to accommodate the desires and needs of the individuals served and their families.
- CSCL provides meaningful opportunities for the individuals served to access their community, maximize their independence, experience new social/recreational activities, develop new interests, and develop friendships. The organization is commended for facilitating the inclusion of the family and community members in such activities whenever feasible.
- Examples of inclusions and maximizing independence include individuals in the Early Risers program who participate in food preparation and distribution at the Gateway School; multiple individuals learning the bus system so they can utilize public transportation to access their community; individuals participating in art exhibits through RISE; and individuals expressed ownership in the programs and provided tours of several programs visited, including Access Community/Community Exploration (ACE); Recreation, Education and Volunteer (REV); and Oasis. The child and youth services kids clubs and teen clubs, including the glee club, are absolutely amazing and definitely provide an avenue for the individuals served to express and demonstrate their talents to their families, friends, and the community.
- CSCL's advocacy efforts are commended and recognized at every level in the programs visited during the survey. Noteworthy is the supported employment services advocating for the individuals to attend forklift training.
- CSCL is definitely commended for its use and forward thinking as it relates to technology. The use of ShareVision is extraordinary.

**CSCL should seek improvement in the area(s) identified by the recommendation(s) in the report. Any consultation given does not indicate non-conformance to standards but is offered as a suggestion for further quality improvement.**

On balance, CSCL is an example of best practice, and its mission and values are evident in everything it does and says. Continuous quality improvement is eagerly practiced, and achievements in this area have resulted in a culture that is determined to be the best it can be and subsequently provide services that truly make a difference in the lives of the individuals served. The strengths

mentioned in this report are just a sampling of the genuine effort it puts in toward achieving excellence. It has already prepared for how it will address the opportunities for improvement in its human resource practices identified in this report.

Chilliwack Society for Community Living has earned a Three-Year Accreditation. The organization is complimented for this accomplishment. It is once again encouraged to stay current with the CARF International standards going forward and use these as guidelines for continuous quality improvement.

## **SECTION 1. ASPIRE TO EXCELLENCE®**

### **A. Leadership**

#### **Description**

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

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#### **Recommendations**

There are no recommendations in this area.

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### **C. Strategic Planning**

#### **Description**

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
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### **Recommendations**

There are no recommendations in this area.

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## **D. Input from Persons Served and Other Stakeholders**

### **Description**

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
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### **Recommendations**

There are no recommendations in this area.

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## **E. Legal Requirements**

### **Description**

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

### **Key Areas Addressed**

- Compliance with all legal/regulatory requirements

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## Recommendations

There are no recommendations in this area.

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## F. Financial Planning and Management

### Description

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
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## Recommendations

There are no recommendations in this area.

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## G. Risk Management

### Description

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
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## **Recommendations**

There are no recommendations in this area.

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## **H. Health and Safety**

### **Description**

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.

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## **I. Human Resources**

### **Description**

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
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## **Recommendations**

### **I.2.a.(2)(a) through I.2.c.(2)**

It is recommended that the organization implement written procedures that address verification of the credentials of all applicable personnel (including licensure, certification, and registration) with primary sources in all provinces or other jurisdictions where personnel will deliver services. The written procedures should include timeframes for verification of backgrounds and credentials, including prior to the delivery of services to the individuals served or to the organization and throughout employment. The written procedures should also include actions to be taken in response to the information received concerning background issues and credentials verification.

### **I.6.b.(1)(a)**

Although the organization is conducting performance evaluations for some personnel that are based on job functions, it is recommended that the organization ensure that performance evaluations for all personnel be consistently based on the job functions. The organization is encouraged to update the performance evaluation forms and procedures that have not already been updated to ensure that all performance evaluations for all personnel directly employed by the organization are based on their specific job functions.

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## **J. Technology**

### **Description**

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
- Written procedures for the use of information and communication technologies (ICT) in service delivery, if applicable
- Training for personnel, persons served, and others on ICT equipment, if applicable

- Provision of information relevant to the ICT session, if applicable
  - Maintenance of ICT equipment in accordance with manufacturer recommendations, if applicable
  - Emergency procedures that address unique aspects of service delivery via ICT, if applicable
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### **Recommendations**

There are no recommendations in this area.

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## **K. Rights of Persons Served**

### **Description**

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
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### **Recommendations**

There are no recommendations in this area.

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## **L. Accessibility**

### **Description**

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

### **Key Areas Addressed**

- Written accessibility plan(s)
- Requests for reasonable accommodations

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## **Recommendations**

There are no recommendations in this area.

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## **M. Performance Measurement and Management**

### **Description**

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

### **Key Areas Addressed**

- Information collection, use, and management
  - Setting and measuring performance indicators
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## **Recommendations**

There are no recommendations in this area.

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## **N. Performance Improvement**

### **Description**

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
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## **Recommendations**

There are no recommendations in this area.

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## **SECTION 2. QUALITY INDIVIDUALIZED SERVICES AND SUPPORTS**

### **A. Program/Service Structure**

#### **Description**

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
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#### **Recommendations**

There are no recommendations in this area.

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

#### **Description**

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 desired outcomes from services, 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.

## **Key Areas Addressed**

- Services are person centred and individualized
  - Persons are given information about the organization's purposes and ability to address desired outcomes
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## **Recommendations**

There are no recommendations in this area.

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## **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
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### **Recommendations**

There are no recommendations in this area.

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## **D. Employment Services Principle Standards**

### **Description**

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.

Some examples of the quality results desired by the different stakeholders of these services and supports include:

- Individualized, appropriate accommodations.
- A flexible, interactive process that involves the person.
- Increased independence.
- Increased employment options.
- Timely services and reports.
- Persons served obtain and maintain employment consistent with their preferences, strengths, and needs.
- Person served obtains a job at minimum wage or higher and maintains appropriate benefits.
- Person served maintains the job.

#### **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

### Description

An organization seeking CARF accreditation in the area of community services assists the persons and/or families served in obtaining access to the resources and services 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 opportunities and natural supports in the community.

The organization obtains information from the persons and/or families served regarding resources and services they want or require that will meet their identified needs, and offers an array of services 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 may include:

- Increased or maintained inclusion in meaningful community activities.
- Increased or maintained ability to perform activities of daily living.
- Increased self-direction, self-determination, and self-reliance.
- Increased self-esteem.

### Key Areas Addressed

- Access to community resources and services
  - Enhanced quality of life
  - Community inclusion
  - Community participation
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### Recommendations

There are no recommendations in this area.

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## G. Children and Adolescents Specific Population Designation

### Description

*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
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### **Recommendations**

There are no recommendations in this area.

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## **SECTION 3. EMPLOYMENT AND COMMUNITY SERVICES**

### **Description**

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, and self-reliance.
- Self-esteem.
- Housing opportunities.
- Community citizenship.
- Increased independence.

- Meaningful activities.
- Increased employment options.
- Employment obtained and maintained.
- Competitive employment.
- Employment at or above minimum wage.
- Economic self-sufficiency.
- Employment with benefits.
- Career advancement.

## **C. Community Employment Services**

### **Description**

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 individualized competitive employment, individual placements, contracted temporary personnel services, competitive employment, supported employment, transitional employment, mobile work crews, contracted work groups in the community, community-based SourceAmerica<sup>®</sup> 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**

#### **Description**

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 support for a self-directed job search.

Some examples of the quality outcomes desired by the different stakeholders of these services include:

- Persons obtain community employment.
- Persons obtain individualized competitive employment.
- Employment matches interests and desires of persons.
- Wages, benefits, and hours of employment achieved as desired.
- Average number of hours worked per week increases.
- Average number of hours worked per week meets the desires of the person served.
- Full-time employment with benefits.
- Transition-age youth move directly from their educational environment into community employment.
- Job retention/length of employment.
- Potential for upward mobility.
- Self-sufficiency.
- Integration.
- Responsive services.
- Safe working conditions.
- Cost-effective for placement achieved.
- Reasonable length of time from referral to placement.
- Employers satisfied with the services.

## **Employment Supports**

### **Description**

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.

Some examples of the quality outcomes desired by the different stakeholders of these services include:

- Performance level achieved meets requirements of job or position.
- Increase in skills.
- Increase in hours worked independently.
- Increase in productivity.
- Increase in hours worked.
- Increase in pay.
- Employment retention.
- Full-time employment.
- Employment with benefits.
- Increase in natural supports from coworkers.
- Persons served treated with respect.
- Increase in participation in the community.
- Minimize length of time for supports.
- Type and amount of staff interaction meets needs.
- Job/career advancement.
- Employer satisfaction.

- Satisfaction outcomes that reflect needs and expectations of the employee are met.
- Responsiveness to customers.
- Job club to provide a forum for sharing experiences.

### **Key Areas Addressed**

- Integrated employment choice
  - Integrated employment obtainment
  - Employment provided in regular business settings
  - Integrated employment retention
  - Provides career advancement resources
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### **Recommendations**

There are no recommendations in this area.

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## **I. Child and Youth Services**

### **Description**

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.

Some examples of the quality results desired by the different stakeholders of these services include:

- Services individualized to needs and desired outcomes.
- Collection and use of information regarding development and function as relevant to services.
- Children/youths developing new skills.
- Collaborative approach involves family members in services.

### **Key Areas Addressed**

- Individualized services based on identified needs and desired outcomes
- Healthcare, safety, emotional, and developmental needs of child/youth

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## Recommendations

There are no recommendations in this area.

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## J. Family-Based/Shared Living Supports

### Host Family/Shared Living Services

#### Description

Host family/shared living services assist a person served to find a shared living situation in which he or 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 or 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.

Some examples of the quality results desired by the different stakeholders of these services and supports include:

- Quality of life as identified by the person served is enhanced.
- Increased independence.
- Increased community access.
- Persons served choose whom they will live with and where.
- Participation of the persons in the community.

- Community membership.
- Support for personal relationships.
- Increased natural supports.
- Strengthened personal networks.
- Supports accommodate individual needs.
- Persons feel safe.
- Persons feel that the supports they need/want are available.
- Persons decide where they live.
- Persons feel valued.
- Persons have meaningful relationships.
- Persons develop natural supports.
- Persons participate in their community.

#### **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.

## **K. Community Housing**

### **Description**

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.

Some examples of the quality results desired by the different stakeholders of these services/supports include:

- Safe housing.
- Persons choosing where they live.
- Persons choosing with whom they will live.
- Persons having privacy in their homes.
- Persons increasing independent living skills.
- Persons having access to the benefits of community living.
- Persons having the opportunity to receive services in the most integrated setting.
- Persons' rights to privacy, dignity, respect, and freedom from coercion and restraint are ensured.



- Persons having the freedom to furnish and decorate their sleeping or living units as they choose.
- Persons having freedom and support to control their schedules and activities.
- Settings that are physically accessible to the individuals.

### **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
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### **Recommendations**

There are no recommendations in this area.

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## **L. Supported Living**

### **Description**

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. 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 cosign 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.

Some examples of the quality results desired by the different stakeholders of these services/supports include:

- Persons served achieving choice of housing, either rent or ownership.
- Persons served choosing whom they will live with, if anyone.
- Minimizing individual risks.
- Persons served have access to the benefits of community living.
- Persons served have autonomy and independence in making life choices.

### **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
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### **Recommendations**

There are no recommendations in this area.

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## **M. Respite Services**

### **Description**

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.

Some examples of the quality results desired by the different stakeholders of these services/supports include:

- Services/supports are responsive to the family's needs.
- Services/supports are safe for persons.
- Services/supports accommodate medical needs.

## **Key Areas Addressed**

- Time-limited, temporary relief from service delivery
  - Accommodation for family's living routine and needs of person served
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## **Recommendations**

There are no recommendations in this area.

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## **P. Community Integration**

### **Description**

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.
- 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.).

Some examples of the quality results desired by the different stakeholders of these services include:

- Community participation.
- Increased independence.
- Increased interdependence.
- Greater quality of life.
- Skill development.
- Slowing of decline associated with aging.
- Volunteer placement.
- Movement to employment.
- Centre-based socialization activities during the day that enable persons to remain in their community residence.
- Activity alternatives to avoid or reduce time spent in more restrictive environments, such as hospitalization or nursing home care.

### **Key Areas Addressed**

- Opportunities for community participation
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### **Recommendations**

There are no recommendations in this area.

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# PROGRAMS/SERVICES BY LOCATION

## **Chilliwack Society for Community Living**

9353 Mary Street  
Chilliwack BC V2P 4G9  
CANADA

Host Family/Shared Living Services  
Respite Services  
Supported Living

## **ACE**

45840 Yale Road, Units 2 & 3  
Chilliwack BC V2P 2N8  
CANADA

Community Integration

## **Alexander**

45647 Hodgins Avenue  
Chilliwack BC V2P 1P2  
CANADA

Community Housing

## **Bordas**

9539 Hazel Street  
Chilliwack BC V2P 5M9  
CANADA

Community Housing

## **Carleton**

9280/9282 Carleton Street  
Chilliwack BC V2P 6C9  
CANADA

Community Housing

## **Early Risers/RISE**

46005 Second Avenue  
Chilliwack BC V2P 1S6  
CANADA

Community Integration

**Green Gables**

17 - 7715 Luckakuck Place  
Chilliwack BC V2R 3N6  
CANADA

Community Housing

**Hipwell**

5648 Hipwell Place  
Chilliwack BC V2R 3C3  
CANADA

Community Housing  
Community Housing (Children and Adolescents)

**Jasper**

45371 Jasper Drive  
Chilliwack BC V2R 3B2  
CANADA

Community Housing

**Mathieson Centre**

45195 Wells Road  
Chilliwack BC V2R 1H6  
CANADA

Child and Youth Services  
Community Employment Services: Employment Supports  
Community Employment Services: Job Development  
Respite Services (Children and Adolescents)

**McNaught**

9287 McNaught Road  
Chilliwack BC V2P 6E7  
CANADA

Community Housing

**REV/Oasis**

7390 Sunshine Drive  
Chilliwack BC V2R 1H6  
CANADA

Community Integration

**Southlands**

46079 Southlands Crescent  
Chilliwack BC V2P 1B2  
CANADA

Community Housing

**Supported Employment Program**

23 - 8635 Young Road  
Chilliwack BC V2P 4P3  
CANADA

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

**Taylor House/Chadsey House**

7400 Sunshine Drive  
Chilliwack BC V2R 1H6  
CANADA

Community Housing

**Vanmar House**

6699 Vanmar Street  
Chilliwack BC V2R 2W1  
CANADA

Community Housing

**Wilmada**

46660 Cedar Avenue  
Chilliwack BC V2P 2H6  
CANADA

Community Housing

**Vedder**

103 - 5658 Vedder Road  
Sardis BC V2R 3N5  
CANADA

Community Integration