



CARF Accreditation Report for Chilliwack Society for Community Living

Three-Year Accreditation



CARF Canada
501-10154 104 Street NW
Edmonton, AB T5J 1A7, Canada

A member of the CARF International group of
companies

CARF International Headquarters
6951 E. Southpoint Road
Tucson, AZ 85756-9407, USA

www.carf.org

Contents

[Executive Summary](#)

[Survey Details](#)

[Survey Participants](#)

[Survey Activities](#)

[Program\(s\)/Service\(s\) Surveyed](#)

[Representations and Constraints](#)

[Survey Findings](#)

[Program\(s\)/Service\(s\) by Location](#)

About CARF

CARF is an independent, non-profit accreditor of health and human services, enhancing the lives of persons served worldwide.

The accreditation process applies CARF's internationally recognized standards during a site survey conducted by peer surveyors. Accreditation, however, is an ongoing process that distinguishes a provider's service delivery and signals to the public that the provider is committed to continuous performance improvement, responsive to feedback, and accountable to the community and its other stakeholders.

CARF accreditation promotes providers' demonstration of value and Quality Across the Lifespan® of millions of persons served through application of rigorous organizational and program standards organized around the ASPIRE to Excellence® continuous quality improvement framework. CARF accreditation has been the recognized benchmark of quality health and human services for more than 50 years.

For more information or to contact CARF, please visit www.carf.org/contact-us.

Organization

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

Organizational Leadership

Julie Unger, Executive Director

Survey Number

129404

Survey Date(s)

February 8, 2021–February 10, 2021

Surveyor(s)

Donna Daley, MBA, MS, HCA, DESS Administrative
Wendy M. Goyer, DESS Program
Paul Sankey, DESS Program

Program(s)/Service(s) Surveyed

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

Previous Survey

April 24, 2017–April 26, 2017
Three-Year Accreditation

Accreditation Decision

Three-Year Accreditation
Expiration: May 31, 2023

Executive Summary

This report contains the findings of CARF's site survey of Chilliwack Society for Community Living conducted February 8, 2021–February 10, 2021. This report includes the following information:

- Documentation of the accreditation decision and the basis for the decision as determined by CARF's consideration of the survey findings.
- Identification of the specific program(s)/service(s) and location(s) to which this accreditation decision applies.
- Identification of the CARF surveyor(s) who conducted the survey and an overview of the CARF survey process and how conformance to the standards was determined.
- Feedback on the organization's strengths and recognition of any areas where the organization demonstrated exemplary conformance to the standards.
- Documentation of the specific sections of the CARF standards that were applied on the survey.
- Recommendations for improvement in any areas where the organization did not meet the minimum requirements to demonstrate full conformance to the standards.
- Any consultative suggestions documented by the surveyor(s) to help the organization improve its program(s)/service(s) and business operations.

Accreditation Decision

On balance, Chilliwack Society for Community Living demonstrated substantial conformance to the standards. Chilliwack Society for Community Living (CSCL) has been diligent in utilizing the CARF standards in its policies, practices, procedures, and processes. The leadership is dedicated to ensuring the quality of its operations through a focused, hands-on approach. The organization also demonstrates a priority of enhancing accessibility to its services and inclusion for all individuals served. The leadership and staff demonstrate a commitment to improving the lives of the individuals served through quality, person-centred services. There is an area for improvement identified in this report regarding unannounced drills of emergency procedures. The positive attitude with which leadership and staff prepared for and participated in this survey and their receptivity to the consultation and other feedback that were offered instill confidence that the organization will use the results of this survey to further improve organizational and service quality.

Chilliwack Society for Community Living appears likely to maintain and/or improve its current method of operation and demonstrates a commitment to ongoing quality improvement. Chilliwack Society for Community Living is required to submit a post-survey Quality Improvement Plan (QIP) to CARF that addresses all recommendations identified in this report.

Chilliwack Society for Community Living has earned a Three-Year Accreditation. The leadership team and staff are complimented and congratulated for this achievement. In order to maintain this accreditation, throughout the term of accreditation, the organization is required to:

- Submit annual reporting documents and other required information to CARF, as detailed in the Accreditation Policies and Procedures section in the standards manual.
- Maintain ongoing conformance to CARF's standards, satisfy all accreditation conditions, and comply with all accreditation policies and procedures, as they are published and made effective by CARF.

Survey Details

Survey Participants

The survey of Chilliwack Society for Community Living was conducted by the following CARF surveyor(s):

- Donna Daley, MBA, MS, HCA, DESS Administrative
- Wendy M. Goyer, DESS Program
- Paul Sankey, DESS Program

CARF considers the involvement of persons served to be vital to the survey process. As part of the accreditation survey for all organizations, CARF surveyors interact with and conduct direct, confidential interviews with consenting current and former persons served in the program(s)/service(s) for which the organization is seeking accreditation. In addition, as applicable and available, interviews may be conducted with family members and/or representatives of the persons served such as guardians, advocates, or members of their support system.

Interviews are also conducted with individuals associated with the organization, as applicable, which may include:

- The organization's leadership, such as board members, executives, owners, and managers.
- Business unit resources, such as finance and human resources.
- Personnel who serve and directly interact with persons served in the program(s)/service(s) for which the organization is seeking accreditation.
- Other stakeholders, such as referral sources, payers, insurers, and fiscal intermediaries.
- Community constituents and governmental representatives.

Survey Activities

Achieving CARF accreditation involves demonstrating conformance to the applicable CARF standards, evidenced through observable practices, verifiable results over time, and comprehensive supporting documentation. The survey of Chilliwack Society for Community Living and its program(s)/service(s) consisted of the following activities:

- Confidential interviews and direct interactions, as outlined in the previous section.
- Direct observation of the organization's operations and service delivery practices.
- Observation of the organization's location(s) where services are delivered.
- Review of organizational documents, which may include policies; plans; written procedures; promotional materials; governing documents, such as articles of incorporation and bylaws; financial statements; and other documents necessary to determine conformance to standards.
- Review of documents related to program/service design, delivery, outcomes, and improvement, such as program descriptions, records of services provided, documentation of reviews of program resources and services conducted, and program evaluations.
- Review of records of current and former persons served.

Program(s)/Service(s) Surveyed

The survey addressed by this report is specific to the following program(s)/service(s):

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

A list of the organization's accredited program(s)/service(s) by location is included at the end of this report.

Representations and Constraints

The accreditation decision and survey findings contained in this report are based on an on-balance consideration of the information obtained by the surveyor(s) during the site survey. Any information that was unavailable, not presented, or outside the scope of the survey was not considered and, had it been considered, may have affected the contents of this report. If at any time CARF subsequently learns or has reason to believe that the organization did not participate in the accreditation process in good faith or that any information presented was not accurate, truthful, or complete, CARF may modify the accreditation decision, up to and including revocation of accreditation.

Survey Findings

This report provides a summary of the organization's strengths and identifies the sections of the CARF standards that were applied on the survey and the findings in each area. In conjunction with its evaluation of conformance to the specific program/service standards, CARF assessed conformance to its business practice standards, referred to as Section 1. ASPIRE to Excellence, which are designed to support the delivery of the program(s)/service(s) within a sound business operating framework to promote long-term success.

The specific standards applied from each section vary based on a variety of factors, including, but not limited to, the scope(s) of the program(s)/service(s), population(s) served, location(s), methods of service delivery, and survey type. Information about the specific standards applied on each survey is included in the standards manual and other instructions that may be provided by CARF.

Areas of Strength

CARF found that Chilliwack Society for Community Living demonstrated the following strengths:

- CSCL, providing services in beautiful southern British Columbia, is an organization started by parents with children with diverse abilities in 1954. In its 67 years of existence, it has evolved into an amazing and contemporary service organization that focuses on inclusion and supporting individuals to create their best life possible. The leadership team members believe and behave in a way that demonstrates inclusion to the individuals served and the communities in which they live. CSCL is a pace setter for these services and supports throughout the Canada.
- CSCL has a remarkable team of long-tenured leadership and staff members who have created and nourished the evolution of the services from providing schooling at its inception to developing innovative ways for individuals served to expand and enhance their own personal social capital. The team collaborates throughout the city and surrounding areas with every conceivable type of service and community activity to show the public what social capital is and educates the public on to how to engage with people of diverse abilities. Schools, service organizations, stores, healthcare entities, recreational organizations, charities (the list of connections goes on) recognize that everyone in the community can be part of any individual's social capital. This concept recently has become a topic of news reports and studies since the pandemic began, stressing the need for everyone to have social contacts and the impact on personal health and well-being without these interactions.
- CSCL produces a monthly newsletter, named *Out and About*. This comprehensive newsletter includes information about health and safety and pandemic news, tips, and personal protective equipment; awards for staff; accomplishments of individuals served; actions and updates from the board of directors; a performance measurement report and information about outcome measures; and many more articles that keep everyone connected to the organization current and up-to-date on what is happening. CSCL is commended for the scope and vibrant appearance of the newsletter and the team assembling it.
- There are several different types of awards and recognition efforts for staff members, which support the strategic initiative of employee engagement. In addition to the Star Award that is given quarterly, CSCL has added a new monthly award that reflects how staff members have made extraordinary efforts to support the individuals served and their coworkers during the pandemic. The award is based on the words of a provincial health official, who said that it is of utmost importance to be kind, be calm, and be safe during this time.
- The mission, values, and goals of CSCL are conspicuous in the design of the organization and how the services' quality-by-committee philosophy is managed and enacted. The five domains enable CSCL to touch everything in the organization, specifically administration, health and safety, HR, finance, and individual services. From this structure, all policies, standards, forms, and documents are developed and maintained, lending to the cohesiveness of CSCL.
- An outstanding project since the previous CARF survey focused on defining and learning individual rights. This two-year project started with the review of the Canadian Charter of Rights and Freedoms, the US Bill of Rights, the United Nations' Universal Declaration of Human Rights, and community self-advocates, and then the workgroup decided how to define these. The outcome was five areas or strings that all the rights could fit in, which are dignity and respect, community, rights of individuals, right to privacy, and right to choose. These were further developed into a four-minute YouTube™ video of individuals served presenting these with descriptions. This is an outstanding accomplishment and fits with the concept that a community includes everyone and all have the same rights as citizens.
- CSCL is recognized for its use of ShareVision and an online database system that is available to staff members, board members, and individuals served. The organization also makes functional use of YouTube to not only increase awareness of inclusion and rights, but also to stay connected to staff members, with the executive director making short update videos about every other week.

- Safety is a very high priority and a strategic initiative for CSCL. For the past six years, it has received the North American Occupational Safety and Health (NAOSH) Health Care Award for its efforts in training staff members to meet and exceed health and safety requirements. This organization particularly pointed out the work of the wellness and health and safety committees. In addition, nine awards were given to CSCL for leadership and dedication to safety and health throughout the year.
- CSCL is in the process of developing a diversity and inclusion committee after completing a project this past year regarding the issues of racism that have occurred throughout North America. The organization understands how strongly diversity and accessibility are associated with inclusion and is setting out a focused agenda and charter for this new committee to enrich policies and create diverse dimensions in training.
- The funding entities that CSCL depends on report that relationships are collaborative and hold a laser focus on innovatively designing the best services possible for each individual served. Monthly, CSCL holds a joint services review with each funding group to discuss referrals, issues with existing programming, and future needs. CSCL keeps all members of these meetings alerted to upcoming issues and any changes or anticipated shifts in direction, lately based on the pandemic and services provision.
- The board of directors is elected by the membership of CSCL, and it represents the community as well as the individuals served. The board members are strongly committed to the philosophy of CSCL and have a valued understanding of how the processes and policies impact individual outcomes. Their support of the leadership is evident, and communication is frequent and transparent. Many have been on and off the board over the years following the board guidelines, but all bring a high level of expertise that enriches the lives of individuals served.
- CSCL has received the Canadian Nonprofit Employer of Choice™ Award for the past four years. The organization provides extensive information about CSCL in the application, but it is noted that active staff members are able to have input through an anonymous link they are provided to give feedback about CSCL as an employer. In the latest award cycle, it is significant that a large percentage of staff responded with this link and provided information about working at CSCL.
- The technology plan is thorough and has a strong focus on business continuity. As valuable data are stored in several backup locations throughout Canada, the team is hoping to be able to actually complete some transactions from a remote server as a goal for next year. Accountability and innovation seem to drive this plan and the team to maintain cybersecurity and safety for business functions and the systems that the staff members and individuals served use.
- Social capital is the essence of the inclusion initiative for CSCL. From its initiation six years ago, it has kept growing and evolving as individuals served gain more ground in their communities. CSCL is looking at the health of the social connections and building community drivers to expand social capital. There is not a real finish date for this project because families and individuals served keep extending the previously perceived limits of the concept. These non-paid social supports are self-perpetuating and advancing.
- CSCL is a learning community, offering opportunities for staff members, individuals served, their families, and the public. Because many of the staff members are promoted from within, the organization creates numerous options for all staff members. There is the annual direct service provider training that includes competency updates and a national speaker who brings new and innovative ideas to the staff. The National Alliance of Direct Support Providers has developed a new set of direct service provider competencies that CSCL is now beginning to use with the staff. The philosophy is train, mentor, and coach staff members to be the best. The Justice Institute of British Columbia provides applied leadership training for the staff, and the organization sends both current and aspiring leaders to this event. One innovative project from human resources is the Insight project, which enables individuals who want to work with CSCL, but who have no idea what it entails, to shadow staff members for several days to get an understanding of the actual work.

- CSCL has structured its services in such an amazing way as to move away from large group settings and allocate funding and other resources to create smaller more person-centred supports. This includes the services provided through the Real Integration through Supported Employment (RISE) program, Early Risers, ACE, REV/Oasis, and Vedder programs.
- Each of the Community Inclusion Services for adults, children, and youth has set up locations that are dedicated to meeting the unique needs of each individual served. With dedicated groups for men's club, woman's club, kid's clubs, those who want to prepare for adulthood, and those who have started to slow down, each service truly has a person-centred focus.
- It is obvious that the managers and employees think outside the box and have great creativity in Community Inclusion Services. The inclusion of art specifically created by the persons served is evident in each of the locations. The services set up and the groups created allow the persons served to excel, build closer relationships, and accomplish goals that may not have been possible in larger group settings.
- The individuals served in Community Integration Services seem happy with their time with CSCL. Those spoken to talked proudly about some of the fun things they do and achieved. One family member said, "I can't say good enough things about CSCL." Other families interviewed stated their family members always return home happy and cannot wait to go back to their programs.
- Supported Employment Services (SES) has created two different paths to engage people with disabilities in the employment market. The traditional SES provides supports for those who are ready to start looking for employment and on-site support to ensure that individuals are successful once a position is available. This includes work experience and paid employment. The Bridge program provides opportunities for people to receive services as early as 15 years old. The program's focus is on assisting persons served to develop job readiness skills in preparation for employment in the community.
- Throughout CSCL, the employees and managers have demonstrated enthusiasm for working with people with disabilities and supporting them to have the best quality of life they desire. They showed great pride in talking about their services, where CSCL started, and where they want to take it. The culture of creativity and open mindedness to try new ideas and improve services is outstanding.
- The persons served seem happy, and it has been identified by family members that they love attending services. The smiles and respect observed from everyone clearly identify the welcoming atmosphere and culture that has been created in every location. The persons served were excited to share their stories, favourite activities, and favourite employees. One person who receives SES could not imagine where he would be if he had not had support and encouragement from CSCL. "They helped me reach for things that I wouldn't have done by myself," and "I can't say enough good things about them. They are amazing."
- It is more than evident that CSCL has made a good name for itself in the community. It advocates people with disabilities in all areas of life. All the families spoken to state that they could not say enough good things about the work CSCL has done with their family members. The goals and achievements were beyond what they could have expected. The positive and open relationships the employees of CSCL have made with the family members allows them to know without a doubt that their family members are safe and supported very well and that the staff members' focus is to work with the persons served and their families collaboratively.
- CSCL has developed amazing partnerships that have been a benefit to the organization, the persons served, their families, employers, and the community. One of those great partnerships and contributions is a beautiful community garden. It is managed by a volunteer and is so popular that there is a long waiting list for people in the community to get a plot. This garden continues to expand and provide new features, including the planting of fruit trees that will eventually provide wonderful shade in the garden and a variety of fruit for everyone to share.

- SES has, since the beginning, worked with local employers and built capacity to engage workers with diverse abilities. The evidence of the work shows when employers contact the program for the opportunity to hire a person with a disability. The employers interviewed could not be more satisfied with their employees. They stated that individuals served have seamlessly joined their teams and bring a positive and motivating atmosphere to the work place. One employer stated that he could not believe how one employee's capacity was beyond anything that he and the worker could have expected. Each individual served working in the community had positive responses about their jobs, bosses, and peers. The friendships include having a workmate join a bachelor party for a person with a disability who recently got married.
- During the pandemic, CSCL has done everything it could to ensure the safety of its employees and the persons served. During all the tours, COVID-19 protocols were observed, including the use of masks, hand sanitizing stations, Plexiglas® partitions, and signs on the floor and furniture to remind everyone of social distancing. Where possible, everyone was wearing masks and have a responsibility to maintain a disinfected workspace. Services were also adapted to ensure that persons served still had their needs met but in a new way. This included smaller pods, support being offered at different times and days, and altering CSCL locations to limit exposure. Although persons served and their families stated how they miss the wide variety of community activities in which they used to participate, the new opportunities that have arisen have been great. Zoom activities, such as Zumba® fitness and bingo, have been well received.
- CSCL's secret to success is the belief that investing in its employees will build a strong association with integrity, honesty, and loyalty. Many of the employees have grown up in CSCL and cannot imagine working anywhere else. Employees have a variety of ways they can be recognized from the leadership team, with nominations and awards to being a "Hero" or a "Star" and other recognition quarterly or annually. Employees were proud of their awards. The appreciation CSCL has for the employees is a goal for which all employers in all fields to strive.
- CSCL provides a comprehensive outreach program that provides individuals living on their own with the supports they need to successfully deal with a variety of challenging situations. In response to the pandemic, CSCL enlisted the support of the technology department and taught individuals to use Zoom to connect. CSCL then began running groups, such as the cooking club, using this technology. CSCL also connected with a local theatre to develop and hold an extremely successful socially distanced theatre night.
- Stakeholders describe the employees of CSCL as “wonderful” and “amazing,” and credit employees with supporting their relatives to improve their skills in "leaps and bounds." Strategies are built around the specific needs and wishes of persons served and solutions are innovative, are positive, and result in increased personal welfare and inclusion in the community.
- CSCL is known for developing appropriate home share placements whereby persons served are well matched with caregivers. Staff members are known for developing trust and creating strategies that mitigate risk. In addition, CSCL is receptive to feedback from caregivers, persons served, and other stakeholders and is respected for its emphasis on partnerships and collaboration.

Opportunities for Quality Improvement

The CARF survey process identifies opportunities for continuous improvement, a core concept of “aspiring to excellence.” This section of the report lists the sections of the CARF standards that were applied on the survey, including a description of the business practice area and/or the specific program(s)/service(s) surveyed and a summary of the key areas addressed in that section of the standards.

In this section of the report, a recommendation identifies any standard for which CARF determined that the organization did not meet the minimum requirements to demonstrate full conformance. All recommendations must be addressed in a QIP submitted to CARF.

In addition, consultation may be provided for areas of or specific standards where the surveyor(s) documented suggestions that the organization may consider to improve its business or service delivery practices. Note that consultation may be offered for areas of specific standards that do not have any recommendations. Such consultation does not indicate non-conformance to the standards; it is intended to offer ideas that the organization might find helpful in its ongoing quality improvement efforts. The organization is not required to address consultation.

When CARF surveyors visit an organization, their role is that of independent peer reviewers, and their goal is not only to gather and assess information to determine conformance to the standards, but also to engage in relevant and meaningful consultative dialogue. Not all consultation or suggestions discussed during the survey are noted in this report. The organization is encouraged to review any notes made during the survey and consider the consultation or suggestions that were discussed.

During the process of preparing for a CARF accreditation survey, an organization may conduct a detailed self-assessment and engage in deliberations and discussions within the organization as well as with external stakeholders as it considers ways to implement and use the standards to guide its quality improvement efforts. The organization is encouraged to review these discussions and deliberations as it considers ways to implement innovative changes and further advance its business and service delivery practices.

Section 1. ASPIRE to Excellence®

1.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 and responsibilities
- Person-centred philosophy
- Organizational guidance
- Leadership accessibility
- Cultural competency and diversity
- Corporate responsibility
- Organizational fundraising, if applicable

Recommendations

There are no recommendations in this area.

1.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

- Environmental considerations
- Strategic plan development, implementation, and periodic review

Recommendations

There are no recommendations in this area.

1.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

- Collection of input
- Integration of input into business practices and planning

Recommendations

There are no recommendations in this area.

1.E. Legal Requirements

Description

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

Key Areas Addressed

- Compliance with obligations
- Response to legal action
- Confidentiality and security of records

Recommendations

There are no recommendations in this area.

1.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 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

- Budgets
- Review of financial results and relevant factors
- Fiscal policies and procedures
- Reviews of bills for services and fee structures, if applicable
- Safeguarding funds of persons served, if applicable
- Review/audit of financial statements

Recommendations

There are no recommendations in this area.

1.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

- Risk management plan implementation and periodic review
- Adequate insurance coverage
- Media relations and social media procedures
- Reviews of contract services

Recommendations

There are no recommendations in this area.

1.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

- Competency-based training on safety procedures and practices
- Emergency procedures
- Access to first aid and emergency information
- Critical incidents
- Infection control
- Health and safety inspections

Recommendations

1.H.7.a.(1)

1.H.7.a.(2)

1.H.7.b.

1.H.7.c.(1)

1.H.7.c.(2)

1.H.7.c.(3)

1.H.7.c.(4)

1.H.7.c.(5)

1.H.7.d.

In some locations, CSCL managers have created a schedule to ensure that all emergency drills are completed annually. This is posted for employees to access, which means that the tests are announced. It is recommended that an unannounced test of each emergency procedure be conducted at least annually on each shift and at each location that includes, as relevant to the emergency procedure, a complete actual or simulated physical evacuation drill. Each test should be analyzed for performance that addresses areas needing improvement, actions taken to address the improvements needed, implementation of the actions, necessary education and training of personnel, and whether the actions taken accomplished the intended results. Each test and analysis should be evidenced in writing. CSCL could have the manager maintain the schedule and alert employees spontaneously on the day chosen for the drill. Another suggestion is to have the emergency preparedness committee place an announcement on the ShareVision home page on the day of the drill. Each shift could then complete the drill and required documentation as it identifies the emergency drill upon observing it on the home page.

1.I. Workforce Development and Management

Description

CARF-accredited organizations demonstrate that they value their human resources and focus on aligning and linking human resources processes, procedures, and initiatives with the strategic objectives of the organization. Organizational effectiveness depends on the organization's ability to develop and manage the knowledge, skills, abilities, and behavioural expectations of its workforce. The organization describes its workforce, which is often composed of a diverse blend of human resources. Effective workforce development and management promote engagement and organizational sustainability and foster an environment that promotes the provision of services that centre on enhancing the lives of persons served.

Key Areas Addressed

- Composition of workforce
- Ongoing workforce planning
- Verification of background/credentials/fitness for duty
- Workforce engagement and development
- Performance appraisals
- Succession planning

Recommendations

There are no recommendations in this area.

1.J. Technology

Description

Guided by leadership and a shared vision, CARF-accredited organizations are committed to exploring and, within their resources, acquiring and implementing technology systems and solutions that will support and enhance:

- Business processes and practices.
- Privacy and security of protected information.
- Service delivery.
- Performance management and improvement.
- Satisfaction of persons served, personnel, and other stakeholders.

Key Areas Addressed

- Ongoing assessment of technology and data use
- Technology and system plan implementation and periodic review
- Technology policies and procedures
- Written procedures for the use of information and communication technologies (ICT) in service delivery, if applicable
- ICT instruction and training, if applicable
- Access to ICT information and assistance, if applicable
- Maintenance of ICT equipment, if applicable
- Emergency procedures that address unique aspects of service delivery via ICT, if applicable

Recommendations

There are no recommendations in this area.

1.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

- Policies that promote rights of persons served
- Communication of rights to persons served
- Formal complaints by persons served

Recommendations

There are no recommendations in this area.

1.L. Accessibility

Description

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

Key Areas Addressed

- Assessment of accessibility needs and identification of barriers
- Accessibility plan implementation and periodic review
- Requests for reasonable accommodations

Recommendations

There are no recommendations in this area.

1.M. Performance Measurement and Management

Description

CARF-accredited organizations demonstrate a culture of accountability by developing and implementing performance measurement and management plans that produce information an organization can act on to improve results for the persons served, other stakeholders, and the organization itself.

The foundation for successful performance measurement and management includes:

- Leadership accountability and support.
- Mission-driven measurement.
- A focus on results achieved for the persons served.
- Meaningful engagement of stakeholders.
- An understanding of extenuating and influencing factors that may impact performance.
- A workforce that is knowledgeable about and engaged in performance measurement and management.
- An investment in resources to implement performance measurement and management.
- Measurement and management of business functions to sustain and enhance the organization.

Key Areas Addressed

- Leadership accountability for performance measurement and management
- Identification of gaps and opportunities related to performance measurement and management
- Input from stakeholders
- Performance measurement and management plan
- Identification of objectives and performance indicators for service delivery
- Identification of objectives and performance indicators for priority business functions
- Personnel training on performance measurement and management

Recommendations

There are no recommendations in this area.

1.N. Performance Improvement

Description

CARF-accredited organizations demonstrate a culture of performance improvement through their commitment to proactive and ongoing review, analysis, reflection on their results in both service delivery and business functions, and transparency. The results of performance analysis are used to identify and implement data-driven actions to improve the quality of programs and services and to inform decision making. Performance information that is accurate and understandable to the target audience is shared with persons served, personnel, and other stakeholders in accordance with their interests and needs.

Key Areas Addressed

- Analysis of service delivery performance
- Analysis of business function performance
- Identification of areas needing performance improvement
- Implementation of action plans
- Use of performance information to improve program/service quality and make decisions
- Communication of performance information

Recommendations

There are no recommendations in this area.

Section 2. Quality Individualized Services and Supports

Description

For an organization to achieve quality services, the persons served are active participants in the planning, implementation, and ongoing review and revision of the services offered. The organization's commitment to quality and the involvement of the persons served spans the entire time that the persons served are involved with services. The service planning process is individualized, establishing goals and measurable objectives that incorporate the unique strengths, abilities, needs, and preferences of the persons served. Services are responsive to the expectations of persons served and their desired outcomes from services, and are relevant to their maximum participation in the environments of their choice.

2.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

Recommendations

There are no recommendations in this area.

2.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 the person's 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

Recommendations

There are no recommendations in this area.

2.C. Medication Monitoring and Management

Key Areas Addressed

- Current, complete records of medications used by persons served
- Written procedures for storage and safe handling of medications
- Educational resources and advocacy for persons served in decision making
- Physician review of medication use
- Training and education for persons served regarding medications

Recommendations

There are no recommendations in this area.

2.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
- Community resources available
- Personnel needs of local employers
- Economic trends in the local employment sector

Recommendations

There are no recommendations in this area.

2.E. 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

Recommendations

There are no recommendations in this area.

Section 3. Employment Services

Description

An organization seeking CARF accreditation in the area of employment 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 self-direction, self-determination, and self-reliance.
- Self-esteem.
- 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.

3.G. Community Employment Services (CES)

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® 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.

The following service categories are available under Community Employment Services (please refer to the program descriptions and applicable standards):

- Job Development (CES:JD)
- Employment Supports (CES:ES)

If an organization provides only Job Development or Employment Supports, then it may be accredited for only that service. If it is providing both Job Development and Employment Supports, then it must seek accreditation for both. If any clarification is needed, please contact your CARF resource specialist. There is no charge for consultation.

Depending on the scope of the services provided, 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.
- Potential for upward mobility.
- Self-sufficiency.
- Integration.
- Responsive services.
- Safe working conditions.
- Cost-effective for placement achieved.
- Performance level achieved meets requirements of job or position.
- Increase in skills.
- Increase in productivity.
- Increase in hours worked.
- Increase in pay.
- Employment retention.
- Increase in natural supports from coworkers.
- Persons served treated with respect.
- Minimize length of time for supports.
- Type and amount of staff interaction meets needs.
- Employer satisfaction.
- Responsiveness to customers.

Job Development (CES:JD): 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.

Employment Supports (CES:ES): Employment support services promote successful training of a person to a new job, job adjustment, retention, and advancement. These services are based on the individual employee with a focus on achieving long-term retention of the person in the job. The level of employment support services is individualized to each employee and the complexity of the job.

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

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

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Section 4. Community Services

Description

An organization seeking CARF accreditation in the area of 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.

4.A. Services for Children and Youth (SCY)

Description

Services for children and youth include prevention, early intervention, preschool programs, early years programs, after-school programs, outreach, and services coordination. Services/supports may be provided in 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 setting, equipment, and environment meet the identified needs of the children and youth served and their families. Families are the primary decision makers and play a critical role, along with team members, in the process of identifying needs and services.

Early intervention services are structured and coordinated to facilitate the achievement of optimal development through the provision of prevention, assessment, education, development, and/or therapeutic services to infants and toddlers with disabilities or who are at risk of developmental delay and their families. Early intervention focuses on helping infants and toddlers learn the basic and brand-new skills that typically develop during the first years of life. Broadly speaking, developmental delay means a child is delayed in some area of development. There are five areas in which development may be affected:

- Cognitive development.
- Physical development.
- Communication development.
- Social or emotional development.
- Adaptive development.

Assessment is conducted to determine each child's unique needs and the early intervention services appropriate to address those needs. Families are the primary decision makers in the planning of early intervention services along with personnel relevant to the services being provided. Family-directed services also help family members understand the specific needs of their child and how to enhance the child's development.

Child and adolescent services focus on the development of skills needed by the child/adolescent to succeed in school, their family, and their community. An organization may provide an array of distinct services that fall under the heading of child and adolescent services, with different service delivery models that incorporate different practices. Services are individualized to meet the changing needs of the children/adolescents served. Child and adolescent services empower the child/adolescent to develop skills in decision making, including maximizing their participation in the service planning process. Involvement of other team members depends on what the child/adolescent needs and the scope of the services provided. Team members could come from several agencies and may include therapists, child development specialists, social workers, educators, medical professionals, and others.

Some examples of the quality outcomes desired by the different stakeholders of services for children and youth include:

- Services individualized to needs and desired outcomes.
- Collection and use of information regarding development and function as relevant to the scope of the services.
- Children/youth acquiring new skills.
- Collaborative approach involving family members in services.
- Transition planning that supports continuity of services and developmental transitions.
- Increased responsibility of children/youth to make decisions.
- Personal safety of youth in the community.

Key Areas Addressed

- Early intervention
- Individualized services based on identified needs and desired outcomes
- Communication with families and other supports/services
- Collaborative service planning
- Healthcare, safety, emotional, and developmental needs of child/youth
- Skill development for decision making
- Planning for successful transitions

Recommendations

There are no recommendations in this area.

4.E. Host Family/Shared Living Services (HF/SLS)

Description

Host family/shared living services assist a person served to find a shared living situation in which the person 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, which are provided under a contract or written agreement with the host family/shared living provider, 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 the individual and identifies applicant host family/shared living providers who are a potential match with the person's identified criteria. The person served makes the final decision of selecting a 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 in the community. The host family/shared living 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 host family/shared living provider encourages and supports the person served to make 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. Although the "home" is generally the host family/shared living 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.

4.F. Respite Services (RS)

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

Recommendations

There are no recommendations in this area.

4.G. Community Integration (COI)

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

Recommendations

There are no recommendations in this area.

4.H. Community Housing (CH)

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.

The residences in which community housing services are provided must be identified in the survey application. These sites will be visited during the survey process and identified in the survey report and accreditation decision as a site at which the organization provides a community housing program.

Key Areas Addressed

- Safe, secure, private location
- Support to persons as they explore alternatives
- In-home safety needs
- Access as desired to community activities
- Options to make changes in living arrangements
- System for on-call availability of personnel

Recommendations

There are no recommendations in this area.

4.I. Supported Living (SL)

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. A sample 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 survey application or identified as a site on the accreditation outcome.

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
- Supports available based on needs and desires
- In-home safety needs
- Living as desired in the community
- Support personnel available based on needs
- Persons have opportunities to access community activities

Recommendations

There are no recommendations in this area.

Section 5. Specific Population Designations/Enhancements

5.A. 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

Recommendations

There are no recommendations in this area.

Program(s)/Service(s) by Location

Chilliwack Society for Community Living

9353 Mary Street
Chilliwack BC V2P 4G9
CANADA

Community Integration
Host Family/Shared Living Services
Respite Services

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

Chadsey House

7400 Sunshine Drive
Chilliwack BC V2R 1H6
CANADA

Community Housing

Early Risers/RISE

46005 Second Avenue
Chilliwack BC V2P 1S6
CANADA

Community Integration

Explore/Outreach

8635 Young Road, Suite 25
Chilliwack BC V2P 4P3
CANADA

Supported Living

Gillette Place (Gillette 1, Gillette 2, Gillette 3)

45195 Wells Road
Chilliwack BC V2R
CANADA

Community Housing

Hipwell

5648 Hipwell Place
Chilliwack BC V2R 3C3
CANADA

Community Housing

Jasper

45371 Jasper Drive
Chilliwack BC V2R 3B2
CANADA

Community Housing

Mathieson Centre

45195 Wells Road
Chilliwack BC V2R 1H6
CANADA

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

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

Vanmar House

6699 Vanmar Street
Chilliwack BC V2R 2W1
CANADA

Community Housing

Vedder

103 - 5658 Vedder Road
Sardis BC V2R 3N5
CANADA

Community Integration

Wilmada

46660 Cedar Avenue
Chilliwack BC V2P 2H6
CANADA

Community Housing