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CARF
Survey Report
for

Community Living
Society

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Organization

Community Living Society
713 Columbia Street, 7th Floor
New Westminster BC V3M 1B2
CANADA

Organizational Leadership

Roxanne L. Wiseman, Director of Quality and Innovation

Survey Dates

February 25-27, 2015

Survey Team

Makenna Rielly, M.A., Administrative Surveyor

Debra A. Dickinson, Program Surveyor

Kelly Tillery, M.Ed., Program Surveyor

Paulette Fowler, Program Surveyor

Programs/Services Surveyed

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

Governance Standards Applied

Previous Survey

October 26-28, 2011
Three-Year Accreditation

Three-Year Accreditation

Survey Outcome

Three-Year Accreditation
Expiration: November 2017

SURVEY SUMMARY

Community Living Society has strengths in many areas.

■ Community Living Society takes a strong business approach and has adopted many policies and procedures that serve as a foundation for the organization's business practices and service provision.

■ The longevity of many of the staff members exemplifies the leadership's promotion of a work culture that is supportive of well-trained staff members who are committed to the organization's mission.

■ The leadership of the management team, under the supervision of the executive director, has led Community Living Society to develop a strong and professional presence and to provide quality services in accordance with the mission and goals.

■ The organization demonstrates respect for the persons served by maintaining clean and safe facilities that are welcoming to the persons served.

■ The executive director is recognized for his business acumen in advancing Community Living Society. He and the senior management team have the vision and insight to strategically plan for events that might impact the organization's strength. These qualities are exemplified by the work done with the board's advocacy to position Community Living Society, for the first time in its history, to receive funded wages and benefits cost increases in contracts that previously were only awarded to unionized service providers.

■ Working together, the senior management team and board are revitalizing the organization's day support centres to reemphasize individual-centred services by providing choices to the persons served. Through the process of self-determination, Community Living Society continues to strive for social inclusion, and to provide the persons served the opportunity to build interpersonal relationships and to maximize their personal development. Anticipating that some stakeholders might experience discomfort with these changes, the organization has already held forums to discuss the new direction. It intends to gradually make changes and to gather feedback for consideration during this process from the various stakeholder groups. Working with a consultant, a revitalization committee will conduct more in-depth planning as the organization re-imagines its service centres. This project is not only innovative, but also reflects the person-centred care that makes Community Living Society a community leader.

■ The board is acknowledged for its fiduciary acumen in building an asset base to secure Community Living Society's properties, which offer stabilized housing options to many persons served. For example, the board and executive director secured new administrative headquarters in New Westminster during the past year in order to centralize the organization's administrative services. The very professional setting, which is in a historical building, was thoroughly researched, including an analysis of the cost, location, re-modeling, and move. This exemplifies the organization's continuing goal to wisely invest in order to ensure that Community Living Society is a secure business.

- The board is complimented on maintaining a clear line of separation between operations and governance while, at the same time, supporting the executive director. It is very clear that the board committees define their work with complementary terms of reference.

- Community feedback reflects that Community Living Society operates with transparency, consistently works to enhance services, and incorporates best practices in order to operate in a very lean and effective manner. The organization is considered one of the strongest service providers in the region. The members of senior management have been complimented for their high credibility as leaders.

- The extensive staff training plan ensures that the organization complies with legislative changes that require further employee training. Although ShareVision provides an informational database, a platform is being created for use across Community Living Society for training all personnel, including the members of leadership, based on employee feedback expressing the desire to stay more current.

- It is evident that the leadership emphasizes the introduction of new ideas and the provision of staff training. The staff members are very open and approachable. They welcome input and embrace discussions that help them grow. They show a deep compassion for their work and are enthusiastic to learn or to continue to learn new concepts that will improve services.

- Community Living Society produces attractive, meaningful, and informative brochures, newsletters, and annual reports. It maintains an outstanding website that includes its history, mission, vision and values, programs, and current news. These communication formats portray the persons served with dignity and respect, and accurately portray the organization's services and successes.

- The organization is complimented for initiating its transition to the ShareVision electronic record system in late 2013. All but one program now uses this system. The ShareVision electronic record not only allows reports to be generated, but also creates a permanent record for the person served. The organization supports staff members working in the field by providing laptops that provide them immediate access to necessary information.

- Community Living Society provides community residential services in homes that are attractive, modern, well maintained, and effectively integrated in the surrounding communities. Many persons served have unique and extensive needs for adaptive equipment. The organization does a good job of ensuring that these needs are met by providing iPad® devices, lifts, and specialized furniture and training staff members to meet each person's needs. The homes complement the unique personalities and interests of the persons served.

- It is evident that the organization's service delivery is guided by an emphasis on ensuring that the persons served are part of and known within each local community. The community integration programs are commended for their dedication to providing unique, diverse, and highly individualized opportunities in the community for the persons served.

- The longevity, compassion, and quality of the staff members in residential community services appear to be directly linked to the success and happiness of the persons served. It is apparent from interviews with parents, persons served, and staff members, as well as observations in the homes and worksites, that the staff members' support empowers the persons served to attain the highest level of independence.

■ Community Living Society strongly advocates to ensure that the rights and voices of the persons served are upheld. For example, the organization's strategic commitment to obtain representative agreements for the persons served exceeded its goal target of 50 percent and, in fact, reached the 80 percent mark.

■ Unlike previous service providers, the organization is successful in supporting many persons served with behavioural challenges and/or medical needs who require intensive individualized supports.

■ The host family program's excellent job of matching, training, and supporting the persons served and providers has resulted in strong and long-term relationships. The availability of management to provide needed supports, both day and night, results in positive outcomes for the persons served.

■ Community Living Society does a great job of matching support staff members with the persons served in the supported living program. This approach has resulted in successful long-term placements and promoted a culture of community integration and access.

■ The organization is commended for the multiple ways it embraces its responsibilities when entrusted by a family with the care of a person served.

■ Community Living Society is commended for holding true to the commitments it made to aging seniors and their families 30 years ago, and for facilitating program changes as younger persons with varying needs and interests are admitted for services. It is apparent that the wants and desires of the persons served drive the delivery of their services.

■ The organization is complimented for the asset-mapping efforts it has undertaken in the communities in which its day programs are located. The relationships it has developed with neighbouring businesses increase opportunities for community inclusion for the persons served.

In the following areas Community Living Society demonstrates exemplary conformance to the standards.

■ Community Living Society is recognized for creating and maintaining an exemplary and multi-faceted health and safety program that is focused on providing a healthy, safe, and welcoming environment for the persons served, personnel, and other stakeholders, including visitors. The Health and Safety Committee/Fire Marshall teams go well beyond the organizing and tracking of activities related to conformance to the CARF health and safety standards. They are responsible for the fleet management system for all vehicles and external inspections of all residences and the administration office, including annual plumbing and electrical checks. Under the management of the director of residential initiatives, feedback from the previous stakeholder survey was reviewed and analyzed, and all of the communities in which the persons served live were assessed for safety issues that might result from natural disasters. The respective local fire departments were then notified, as part of Community Living Society's safety plan, of the addresses, floor plans, and interior locations in which the persons served could be located in an emergency. Local medical ambulance services also maintain a record of persons with special needs, including treatment needs, of which they might need to be aware. The staff members are trained in what they could need to know about the community in the event of an emergency and how to respond in emergency situations. They review Community Living Society's emergency binder on an annual basis. The organization's emergency equipment is regularly inspected and staff members are encouraged to protect their own residences. The local fire and police

departments are made aware of the staff members who use wheelchairs and might require assistance to evacuate the building during an emergency, and have been provided override keys for the elevators. Tests of the emergency procedures are regularly conducted with an emphasis on discussing the test results and making improvements. Each of the organization's facilities holds a hazard review and conducts extended evacuation planning. Monthly driving safety tips and tips for maintaining safe environments are distributed. Community Living Society holds an "emergency week" during which health and safety training is conducted, and the organization participates in community preparedness events for earthquakes in the annual Great British Columbia (BC) Shakeout.

■ Community Living Society's strategic plan is exceptionally well written, especially in terms of setting and implementing the organization's goals and priorities. It is enhanced by a one-page strategy map that ties all components of the strategic plan to a one-page document that leads the reader back to the primary vision of the organization. This document allows the reader to return to the plan "at a glance" for more detail and/or clarification. The documents tie back to a dashboard of performance results that include the key strategic plan directives and completion percentages. Community Living Society's exemplary set of documents masterfully promotes the reader's understanding of the strategic plan and ensures that the elements of the strategic plan are aligned with the organization's mission and society's values.

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

On balance, Community Living Society demonstrates substantial conformance to the CARF standards. The organization provides outstanding services, meets performance goals, and makes quality improvements. It demonstrates exemplary conformance to the CARF standards in the maintenance of a healthy and safe environment and the quality of its strategic plan. The leadership and management team are committed to the organization's mission. The leadership's vision, which is evident in the organization's policies and procedures, combined with the quality of the business plans, promotes best business practices. The organization is highly respected in the community. Since Community Living Society opened and deinstitutionalization came to fruition, the organization's goal has been to compassionately provide services that meet the unique needs of the persons served and help realize their families' dreams. The board, executive director, management team, and front-line staff members embrace the CARF standards and work together to provide the highest quality services to the persons served and their families. Input from stakeholders indicates Community Living Society is considered "the best" in the community. Although there are a few areas for improvement, they are minimal in comparison to the strengths of the organization. The receptivity of the leadership, management, and staff members to the consultation and other feedback provided during this survey, and their immediate responsiveness in addressing any identified areas for improvement instil confidence that Community Living Society possesses the willingness and capability to bring it into full conformance to all the applicable CARF standards.

Community Living Society has earned a Three-Year Accreditation. The board, leadership, and staff members are recognized for their efforts in pursuit of international accreditation. They are encouraged to use their resources to address the opportunities for improvement noted in this report and to continue to utilize the CARF standards on an ongoing basis as guidelines for continuous quality improvement.

SECTION 1. ASPIRE TO EXCELLENCE®

A. Leadership

Principle Statement

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

Key Areas Addressed

- Leadership structure

- Leadership guidance

- Commitment to diversity

- Corporate responsibility

- Corporate compliance

Recommendations

There are no recommendations in this area.

B. Governance

Principle Statement

The governing board should provide effective and ethical governance leadership on behalf of its owners'/stakeholders' interest to ensure that the organization focuses on its purpose and outcomes for persons served, resulting in the organization's long-term success and stability. The board is responsible for ensuring that the organization is managed effectively, efficiently, and ethically by the organization's executive leadership through defined governance accountability mechanisms. These mechanisms include, but are not limited to, an adopted governance framework defined by written governance policies and demonstrated practices; active and timely review of organizational performance and that of the executive leadership; and the demarcation of duties between the board and executive leadership to ensure that organizational strategies, plans, decisions, and actions are delegated to the resource that would best advance the interests and performance of the organization over the long term and manage the organization's inherent risks. The board has additional responsibilities under the domain of public trust, and as such, it understands its corporate responsibility to the organization's employees, providers, suppliers, and the communities it serves.

Key Areas Addressed

■ Ethical, active, and accountable governance

■ Board composition, selection, orientation, development, assessment, and succession

■ Board leadership, organizational structure, meeting planning, and management

■ Linkage between governance and executive leadership

■ Corporate and executive leadership performance review and development

■ Executive compensation

Recommendations
B.5.a.(1) through B.5.b.

The board conducts excellent reviews of the executive director; however, the reviews are not conducted on an annual basis. Governance policies should address executive leadership development and evaluation, including formal annual written review of executive leadership performance in relation to overall corporate performance versus target; individual performance versus target, if applicable; and professional development, accomplishments, and opportunities. Although an annual review of the succession plan is set forth in board policy and procedure, this process has not been started. There should be an annually reviewed executive leadership succession plan.

C. Strategic Planning

Principle Statement

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

Key Areas Addressed

■ Strategic planning considers stakeholder expectations and environmental impacts

■ Written strategic plan sets goals

■ Plan is implemented, shared, and kept relevant

Recommendations

There are no recommendations in this area.

Exemplary Conformance
C.2.c.(1)
C.2.c.(2)
Community Living Society's strategic plan is exceptionally well written, especially in terms of setting and implementing the organization's goals and priorities. It is enhanced by a one-page strategy map that ties all components of the strategic plan to a one-page document that leads the reader back to the primary vision of the organization. This document allows the reader to return to the plan "at a glance" for more detail and/or clarification. The documents tie back to a dashboard of performance results that include the key strategic plan directives and completion percentages. Community Living Society's exemplary set of documents masterfully promotes the reader's understanding of the strategic plan and ensures that the elements of the strategic plan are aligned with the organization's mission and society's values.

D. Input from Persons Served and Other Stakeholders

Principle Statement

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

Key Areas Addressed

■ Ongoing collection of information from a variety of sources

■ Analysis and integration into business practices

■ Leadership response to information collected

Recommendations
There are no recommendations in this area.

E. Legal Requirements

Principle Statement

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

Key Areas Addressed

■ Compliance with all legal/regulatory requirements

Recommendations

There are no recommendations in this area.

F. Financial Planning and Management

Principle Statement

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

Key Areas Addressed

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

■ Financial results reported/compared to budgeted performance

■ Organization review

■ Fiscal policies and procedures

■ Review of service billing records and fee structure

■ Financial review/audit

■ Safeguarding funds of persons served

Recommendations

There are no recommendations in this area.

G. Risk Management

Principle Statement

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

Key Areas Addressed

■ Identification of loss exposures

■ Development of risk management plan

■ Adequate insurance coverage

Recommendations

There are no recommendations in this area.

Consultation

■ It is suggested that the executive director's spending be tracked by the finance committee on a quarterly basis, as part of the audit trail, in order to better protect the executive director and organization.

H. Health and Safety

Principle Statement

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

Key Areas Addressed

■ Inspections

■ Emergency procedures

■ Access to emergency first aid

■ Competency of personnel in safety procedures

■ Reporting/reviewing critical incidents

■ Infection control

Recommendations

There are no recommendations in this area.

Exemplary Conformance

H.1.

Community Living Society is recognized for creating and maintaining an exemplary and multi-faceted health and safety program that is focused on providing a healthy, safe, and welcoming environment for the persons served, personnel, and other stakeholders, including visitors. The Health and Safety Committee/Fire Marshall teams go well beyond the organizing and tracking of

activities related to conformance to the CARF health and safety standards. They are responsible for the fleet management system for all vehicles and external inspections of all residences and the administration office, including annual plumbing and electrical checks. Under the management of the director of residential initiatives, feedback from the previous stakeholder survey was reviewed and analyzed, and all of the communities in which the persons served live were assessed for safety issues that might result from natural disasters. The respective local fire departments were then notified, as part of Community Living Society's safety plan, of the addresses, floor plans, and interior locations in which the persons served could be located in an emergency. Local medical ambulance services are also provided with and maintain a record of persons with special needs, including treatment needs, of which they might need to be aware. The staff members are trained in what they could need to know about the community in the event of an emergency and how to respond in emergency situations. They review Community Living Society's emergency binder on an annual basis. The organization's emergency equipment is regularly inspected and staff members are encouraged to protect their own residences. The local fire and police departments are made aware of the staff members who use wheelchairs and might require assistance to evacuate the building during an emergency, and have been provided override keys for the elevators. Tests of the emergency procedures are regularly conducted with an emphasis on discussing the test results and making improvements. Each of the organization's facilities holds a hazard review and conducts extended evacuation planning. Monthly driving safety tips and tips for maintaining safe environments are distributed. Community Living Society holds an "emergency week" during which health and safety training is conducted, and the organization participates in community preparedness events for earthquakes in the annual Great BC Shakeout.

Consultation

■ In order to further meet Worksafe BC's criteria for staff accessibility to information, Community Living Society is encouraged to add an icon to all staff computers that provides an easy, one-step link to Worksafe BC's website.

I. Human Resources

Principle Statement

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

Key Areas Addressed

■ Adequate staffing

■ Verification of background/credentials

■ Recruitment/retention efforts

- Personnel skills/characteristics

- Annual review of job descriptions/performance

- Policies regarding students/volunteers, if applicable

Recommendations

There are no recommendations in this area.

Consultation

- "Trans inclusion" (the inclusion of persons who are transgender) is a human rights issue that is being addressed in many BC communities and has been a focus of media concern. It is suggested that Community Living Society, as an innovative community leader, consider developing trans inclusion measures for the staff members and persons served.

J. Technology

Principle Statement

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

Key Areas Addressed

- Written technology and system plan

Recommendations

There are no recommendations in this area.

K. Rights of Persons Served

Principle Statement

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

Key Areas Addressed

■ Communication of rights

■ Policies that promote rights

■ Complaint, grievance, and appeals policy

■ Annual review of complaints

Recommendations

There are no recommendations in this area.

L. Accessibility

Principle Statement

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

Key Areas Addressed

■ Written accessibility plan(s)

■ Requests for reasonable accommodations

Recommendations

There are no recommendations in this area.

M. Performance Measurement and Management

Principle Statement

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

Key Areas Addressed

■ Information collection, use, and management

■ Setting and measuring performance indicators

Recommendations

There are no recommendations in this area.

N. Performance Improvement

Principle Statement

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

Key Areas Addressed

■ Proactive performance improvement

■ Performance information shared with all stakeholders

Recommendations

There are no recommendations in this area.

SECTION 2. QUALITY INDIVIDUALIZED SERVICES AND SUPPORTS

A. Program/Service Structure

Principle Statement

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

Key Areas Addressed

■ Services are person centred and individualized

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

■ Documented scope of services shared with stakeholders

- Service delivery based on accepted field practices

- Communication for effective service delivery

- Entrance/exit/transition criteria

Recommendations

There are no recommendations in this area.

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

Principle Statement

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

Consultation

- Community Living Society does an excellent job of assessing risks to health and safety for persons served with obvious risks or those persons served who have been involved in recent critical incidents. It is suggested that the team further explore and ensure that any risks that might not readily be apparent are discussed during the individual planning process.

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.

F. Community Services Principle Standards

Key Areas Addressed

- ■ Access to community resources and services

- ■ Enhanced quality of life

- ■ Community inclusion

- ■ Community participation

Recommendations

There are no recommendations in this area.

SECTION 3. EMPLOYMENT AND COMMUNITY SERVICES

Principle Statement

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

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

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

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

■ Increased inclusion in community activities.

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

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

■ Self-esteem.

■ Housing opportunities.

■ Increased independence.

■ Meaningful activities.

■ Increased employment options.

■ Employment obtained and maintained.

■ Competitive employment.

■ Economic self-sufficiency.

■ Employment with benefits.

■ Career advancement.

J. Family-Based/Shared Living Supports

Host Family/Shared Living Services

Principle Statement

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

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

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

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

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

Key Areas Addressed

■ Appropriate matches of non-family participants with homes

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

■ Needed supports

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

■ Sense of permanency

Recommendations
J.23.a.(4)(a) through J.23.a.(4)(c)
Community Living Society should have a written agreement with each provider that includes identification of who has what authority over decisions regarding the individual's health care, finances, and legal status.

K. Community Housing

Principle Statement

Community housing addresses the desires, goals, strengths, abilities, needs, health, safety, and life span issues of the persons served, regardless of the home in which they live and/or the scope, duration, and intensity of the services they receive. The residences in which services/supports are provided are typically owned, rented, leased, or operated directly by the organization, or may be

owned, rented, or leased by a third party, such as a governmental entity. Providers exercise control over these sites in terms of having direct or indirect responsibility for the physical conditions of the facility.

Community housing is provided in partnership with individuals. These services/supports are designed to assist the persons served to achieve success in and satisfaction with community living. They may be temporary or long-term in nature. The services/supports are focused on home and community integration and engagement in productive activities. Community housing enhances the independence, dignity, personal choice, and privacy of the persons served. For persons in alcohol and other drug programs, these services/supports are focused on providing sober living environments to increase the likelihood of sobriety and abstinence and to decrease the potential for relapse.

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

Community housing may include either or both of the following:

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

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

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

Key Areas Addressed

■ Safe, secure, private location

■ In-home safety needs

■ Options to make changes in living arrangements

■ Support to persons as they explore alternatives

■ Access as desired to community activities

■ System for on-call availability of personnel

Recommendations

There are no recommendations in this area.

L. Supported Living

Principle Statement

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

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

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

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

Key Areas Addressed

■ Safe, affordable, accessible housing chosen by the individual

■ In-home safety needs

■ Support personnel available based on needs

■ Supports available based on needs and desires

■ Living as desired in the community

■ Persons have opportunities to access community activities

Recommendations

There are no recommendations in this area.

P. Community Integration

Principle Statement

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

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

- Leisure or recreational activities.

- Communication activities.

- Spiritual activities.

- Cultural activities.

- Pre-vocational experiences.

- Vocational pursuits.

- Development of work attitudes.

- Employment activities.

- Volunteerism in the community.

- Educational and training activities.

- Development of living skills.

- Health and wellness promotion.

- Orientation, mobility, and destination training.

- Access and utilization of public transportation.

- Interacting with volunteers from the community in program activities.

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

Key Areas Addressed

- Opportunities for community participation

Recommendations

There are no recommendations in this area.

Consultation

- Many persons served are active volunteers in the community. It might be beneficial to track their hours and locations for use in marketing the community integration program and developing individual goals.

PROGRAMS/SERVICES BY LOCATION

Community Living Society

713 Columbia Street, 7th Floor
New Westminster BC V3M 1B2
CANADA

Community Integration
Host Family/Shared Living Services
Supported Living

Governance Standards Applied

Burnaby Initiatives Centre

6960 Royal Oak, Unit 101
Burnaby BC V5J 4J2
CANADA

Community Integration

Community Resource Centre

6960 Royal Oak, Unit 104
Burnaby BC V5J 4K4
CANADA

Community Integration

Waterfront Opportunity Centre

260 West Esplanade, Units 102-104
North Vancouver BC V7M 3G8
CANADA

Community Integration

Surrey Access Centre

13811 103rd Avenue
Surrey BC V5T 5B5
CANADA

Community Integration

12th Avenue

7755 12th Avenue
Burnaby BC V3N 2K6
CANADA

Community Housing

48B

4515 48B Street
Ladner BC V4K 2R9
CANADA

Community Housing

94A - DW

17070 94A Street
Surrey BC V4N 3G3
CANADA

Community Housing

95th

15293 95th Avenue
Surrey BC V3R 9C5
CANADA

Community Housing

96th

15659 96th Avenue
Surrey BC V4N 2T6
CANADA

Community Housing

216A

8983 - 216A Street
Langley BC V1M 4C7
CANADA

Community Housing

94A - RT

17070 - 94A Street
Surrey BC V4N 3G3
CANADA

Community Housing

97th - BM

13048 97th Avenue
Surrey BC V3T 5N4
CANADA

Community Housing

97th - DD

13048 97th Avenue
Surrey BC V3T 5N4
CANADA

Community Housing

133rd LS /LD

6632 133rd Street
Surrey BC V3W 8C3
CANADA

Community Housing

149th

9988 149th Street, Unit 6
Surrey BC V3R 7W7
CANADA

Community Housing

158A

10607 158A Street
Surrey BC V4N 3J2
CANADA

Community Housing

Capilano

4537 Capilano Road
North Vancouver BC V7R 4K2
CANADA

Community Housing

Coopershawk

8041 Coopershawk Court
Surrey BC V3W 0V1
CANADA

Community Housing

Crest

8747 Crest Drive
Burnaby BC V3N 4A1
CANADA

Community Housing

Duthie

1055 Duthie Avenue
Burnaby BC V5A 2R3
CANADA

Community Housing

Eastlawn

1190 Eastlawn Drive
Burnaby BC V5B 3H1
CANADA

Community Housing

Madison 206 (KD)

4310 Hastings Street, #206
Burnaby BC V5C 2K2
CANADA

Community Housing

Madison 207 (DM/RN)

4310 Hastings Street, #207
Burnaby BC V5C 2K2
CANADA

Community Housing

Frederick 1

1075 Frederick Road
North Vancouver BC V7K 1H9
CANADA

Community Housing

Frederick 2

1075 Frederick Road - Basement
North Vancouver BC V7K 1H9
CANADA

Community Housing

Gilley

8275 Gilley Avenue
Burnaby BC V5J 4Y8
CANADA

Community Housing

Holly

7473 Holly Street
Burnaby BC V5E 2C3
CANADA

Community Housing

Keith 1

317 East Keith Road
North Vancouver BC V7L 1V6
CANADA

Community Housing

Keith 2

319 East Keith Road
North Vancouver BC V7L 1V6
CANADA

Community Housing

Maginnis

3660 Maginnis Avenue
North Vancouver BC V7K 2L5
CANADA

Community Housing

Neville

5678 Neville Street
Burnaby BC V5J 2H9
CANADA

Community Housing

Mentmore

523 Mentmore Street
Coquitlam BC V3J 4P5
CANADA

Community Housing

Nelson

7077 Nelson Avenue
Burnaby BC V5J 4B9
CANADA

Community Housing

Newmarket

2985 Newmarket Street
North Vancouver BC V7R 2T7
CANADA

Community Housing

Norwood

3636 Norwood Avenue
North Vancouver BC V7N 3P7
CANADA

Community Housing

Paisley

3091 Paisley Road
North Vancouver BC V7R 1C7
CANADA

Community Housing

Quadling A

820 A Quadling Avenue
Coquitlam BC V3K 2A4
CANADA

Community Housing

Quadling B

820 B Quadling Avenue
Coquitlam BC V3K 2A4
CANADA

Community Housing

Rosewood

7916 Rosewood Street
Burnaby BC V5E 2H3
CANADA

Community Housing

Ross Road

1680 Ross Road
North Vancouver BC V7J 1V4
CANADA

Community Housing

Sardis

4521 Sardis Street
Burnaby BC V5H 1K8
CANADA

Community Housing

Sidley

4942 Sidley Street
Burnaby BC V5J 1T5
CANADA

Community Housing

Wells Gray

312 Wells Gray Place
New Westminster BC V3L 3Y3
CANADA

Community Housing

28th

#1003 - 555 West 28th Street
North Vancouver BC V7N 2J7
CANADA

Community Housing

133rd - AB

6545 133rd Street
Surrey BC V3W 8E6
CANADA

Community Housing

Garfield

514 Garfield Street
New Westminster BC V3L 4AW
CANADA

Community Housing

133rd - GS

6545 133rd Street
Surrey BC V3W 8E6
CANADA

Community Housing

Southern

2957 Southern Place
Abbotsford BC V2T 5H7
CANADA

Community Housing

Garfield Lower

514 Garfield Street
New Westminster BC V3L 4A6
CANADA

Community Housing

Madison 205 (DP)

4310 Hastings Street, #205
Burnaby BC V5C 2K2
CANADA

Community Housing