carf INTERNATIONAL

Three-Year Accreditation

CARF
Survey Report
for

posAbilities
Association of British
Columbia

carf INTERNATIONAL

Three-Year Accreditation

Organization

posAbilities Association of British Columbia
4664 Lougheed Highway, Unit 240
Burnaby BC V5C 5T5
CANADA

Organizational Leadership

Fernando Coelho, Chief Executive Officer

Survey Dates

March 23-25, 2015

Survey Team

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Programs/Services Surveyed

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

Previous Survey

February 21-23, 2012
Three-Year Accreditation

Survey Outcome

Three-Year Accreditation
Expiration: April 2018

SURVEY SUMMARY

posAbilities Association of British Columbia has strengths in many areas.

■ Staff members are motivated, responsive, enthusiastic, and passionate in providing excellent services to persons served and their families. These dedicated staff members are knowledgeable of all available community resources. The commitment and professionalism are great indicators of consistency in service delivery. These qualities help personnel focus on producing positive outcomes for persons served and their families. The organization's staff members have a great sense of pride in their work and are committed to fulfilling the organization's mission. The staff members are professional, competent, and compassionate about providing quality services.

■ Records are thorough, complete, current, and very well organized for instant access to the latest reports and needed documentation.

■ posAbilities' cultural competence and diversity plan is demonstrated in all aspects of the organization, enhances and strengthens the organization, and improves services to persons served and families.

■ posAbilities is operated under the direction of a leadership team committed to the mission of the organization and aggressively addressing meeting the needs of persons served and families within the many communities served by the organization.

■ posAbilities is commended for its 80 percent success of its strategic planning process.

■ Leadership is commended for the longevity of its staff and open-door policy that provides a cultural climate that embraces input and ideas, maximizing the available opportunities in all program areas. The positive attitude of the organization's staff members promotes teamwork and dedication to service delivery. There appears to be great rapport among management, staff, and persons served.

■ Community housing sites surveyed are clean, individualized, and efficient, meeting the needs of residents. It is evident that the organization takes great pride in providing and maintaining quality homes where persons served reside.

■ posAbilities' programs are strategically located throughout the Vancouver area. This allows for better access by persons served, families, and other stakeholders to programs and services and improved access to the community. The locations for services are provided in local storefront, highly visible, and easily accessible sites within the communities served.

■ posAbilities enjoys a great collegial relationship with the community and families it serves. Satisfaction is high among all of the persons served, and they expressed appreciation for the support they receive in areas such as assertiveness, respect, and rights.

■ Staff satisfaction is high as there is a mutual appreciation between administration and staff. Staff consistently goes above and beyond to seek and offer diverse activities to persons served.

■ posAbilities uses ShareVision, a secured internet program for all of its record keeping. It is easily accessible and informative, including the up-to-date calendars of activities, policies/procedures, individual service plans, person served records, and organizational documents. Backups of records are also maintained within each program site.

- The posAbilities website is phenomenal as it is beautifully designed and thoughtfully presents the organization to the Vancouver community in a very positive manner. Anyone who accesses the website will be flooded with the various stories and examples of the services provided, several of which include family and individual satisfaction interviews; participation in community activities of volunteerism at multiple locations; and participation in garden development, carrying over individual goals from learning about gardening to planting seeds, cultivating plants, and in using the garden produce for food preparation and sharing of produce with local food distribution programs.

- Homes for host family/shared living are appealing and reflect individual choices in decorating personal space.

- The employment services screening process is quite extensive in order to provide the highest quality of screening of individuals requesting services. The process includes initial intake, intake, discovery, job development/employment, job coaching, and maintenance. Due to this extensive process, there were excellent job matches, retention, and satisfaction. The data reviewed are quite impressive.

- The discovery portion in the employment services screening process is a three week program that covers employment practices, such as attitude during the interview, discipline, and consequences at work, all in a creative manner, with little lecture and a more interactive manner. For example, the topic of following directions includes an activity of folding t-shirts in two seconds. The participants were instructed in the way to complete the task and the instructor observes the way they learn, either through verbal or visual instruction or hand over hand. All participants were able to do the task by the end of the training. Employers in the community, such as Vancity, also participate in the trainings to discuss topics on financial literacy and work safety.

- The staff of employment services fully understands current needs of employer and trends in the local job market. Some of the ways it fully understands the needs of the community are through resources such as the Labour Market Information service, Business Council of British Columbia, Burnaby Board of Trade, Vancouver Board of Trade, community business networking, and New Westminster Chamber of Commerce. The job developers have a "can do attitude" and get excited when a placement is made or an employer in the community is interested in working with the persons served.

- Local employers are regularly invited to the different job readiness classes that are offered in order to discuss their business, work expectations, types of work available, and a variety of work-related rules. This has resulted in employment for persons served, expansion of employer partners, and increased community awareness.

- posAbilities is commended for the level of staff expertise in applied behaviour analysis. Several staff members hold or are working on Board Certified Behaviour Analyst (BCBA) certification. Some staff members are approved by the Behaviour Analyst Certification Board to provide supervision to persons completing clinical training as a means to bring more BCBAs into the program. The organization is also supporting staff development by providing monetary support to attend trainings or by bring noted practitioners to the area to train larger groups.

- posAbilities has designated a clinical director position to provide training on applied behaviour analysis and related topics. This has enhanced the organization's ability to provide training to parents, caregivers, teachers, and other providers. The organization is also commended for developing a training program for lead staff members in other organizations to increase the number of individuals with expertise in applied behaviour analysis in British Columbia.

- Laurel Behaviour Support Services serves a diverse population of individuals and families. The program has also developed a diverse cadre of behaviour clinicians and therapists who exhibit a high level of cultural competency when providing behavioural consulting services.

- The supported living network is commended for supporting individuals with a variety of needs in community-based living situations. Support personnel demonstrate a high level of understanding of each person's support needs and how to assist the person to achieve greater independence. The organization is also commended for providing events, such as camp and Buddy Club, to provide additional opportunities for socialization and community integration.

In the following area posAbilities Association of British Columbia demonstrates exemplary conformance to the standards.

- posAbilities is commended for its ability to empower individuals with developmental disabilities through its numerous innovative approaches to provide choices and best meet individual goals. These efforts result in increased participation by persons served in their communities, including involvement in visual arts related to art shows and sales; theatre groups, which creatively develop life skills; and YouTube spots and public service announcements regarding health and safety. In addition to opportunities for participation and skill development, these approaches share a positive awareness of those who have special needs. These programs have been recognized and rewarded with accolades over the years by each of the communities in which persons participate. Examples of these programs include Kudoz, an innovative program working with persons served who might be looking for something interesting and new to try to connect with another community member willing to share their passion. This approach allows people to maximize their choices to enhance their quality of life. Alternative Studio is a new initiative providing opportunities for artists with diverse abilities from Vancouver and Valence D'Agen and Auvillar in the southwest of France to take an imaginative journey. This exchange is used as a tool to communicate and discover the shared artistic passion between different communities and cultures. Stage Door Troupe welcomes creative individuals with development disabilities who are seeking an opportunity to express their artistic gifts. The program provides camaraderie, skill building, and training in theatre arts and stagecraft, digital storytelling, video and film production, music and movement. posAbilities effectively collaborates with local organizations, such as Shifting Growth, and has developed a program called Can you dig it! to involve persons served in community-based, integrated gardening activities and include individuals in the local community. For example, Can you dig it! has developed an accessible garden site at the Goodlad residence and other sites in the Vancouver area. In some locations, persons served are able to have their own individualized garden plots to develop as they choose. Any produce harvested from the site is available for use at community housing sites or may be distributed to areas of need in the community. posAbilities' community inclusion services also assists persons served to become an integral part of the vibrant Vancouver area by effectively utilizing community inclusion centres as bases for community access in the region and providing support to persons served with diverse levels of need.

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

On balance, posAbilities is a well-positioned, well-respected service organization with a highly committed, tenured staff that provides exceptional services within the many communities served. Persons served, families, and community partners commended the organization's leadership and its commitment to its mission, recognizing it as the top provider in the region for the services it offers. The organization's leadership and staff have a positive impact on the direction of the organization and its continuous commitment to service delivery and growth. Through good hiring practices, safety awareness, and ongoing training, the organization is able to ensure that personnel providing services are the best available.

posAbilities Association of British Columbia has earned a Three-Year Accreditation. Administration and staff are complimented and commended for the positive efforts they continue to make every day in the pursuit of international accreditation. It is obvious that the staff and the entire organization embrace and utilize the CARF standards and value the process. The organization is encouraged to continue to incorporate the CARF standards into its daily operations and use its resources to address opportunities 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.

C. Strategic Planning

Principle Statement

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

Key Areas Addressed

■ Strategic planning considers stakeholder expectations and environmental impacts

■ Written strategic plan sets goals

■ Plan is implemented, shared, and kept relevant

Recommendations

There are no recommendations in this area.

D. Input from Persons Served and Other Stakeholders

Principle Statement

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

Key Areas Addressed

■ Ongoing collection of information from a variety of sources

■ Analysis and integration into business practices

■ Leadership response to information collected

Recommendations

There are no recommendations in this area.

E. Legal Requirements

Principle Statement

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

Key Areas Addressed

■ Compliance with all legal/regulatory requirements

Recommendations

There are no recommendations in this area.

F. Financial Planning and Management

Principle Statement

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

Key Areas Addressed

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

■ Financial results reported/compared to budgeted performance

■ Organization review

■ Fiscal policies and procedures

■ Review of service billing records and fee structure

■ Financial review/audit

■ Safeguarding funds of persons served

Recommendations

There are no recommendations in this area.

G. Risk Management

Principle Statement

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

Key Areas Addressed

■ Identification of loss exposures

■ Development of risk management plan

■ Adequate insurance coverage

Recommendations

There are no recommendations in this area.

H. Health and Safety

Principle Statement

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

Key Areas Addressed

■ Inspections

■ Emergency procedures

■ Access to emergency first aid

■ Competency of personnel in safety procedures

■ Reporting/reviewing critical incidents

■ Infection control

Recommendations

There are no recommendations in this area.

I. Human Resources

Principle Statement

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

Key Areas Addressed

- Adequate staffing

- Verification of background/credentials

- Recruitment/retention efforts

- Personnel skills/characteristics

- Annual review of job descriptions/performance

- Policies regarding students/volunteers, if applicable

Recommendations

There are no recommendations in this area.

J. Technology

Principle Statement

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

Key Areas Addressed

- Written technology and system plan

Recommendations

There are no recommendations in this area.

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.

Consultation

■ Although the organization has written rights in place to protect persons served, they are scattered through various documents, including the policies, procedures, and guidelines. It is suggested that the organization consider making a more user-friendly version by consolidating the specific rights into a document that is accessible for families and persons served.

■ Although the organization has a procedure for reporting complaints/grievances for persons served, it identifies few options for reporting grievances. It is suggested that the complaints/grievance process be expanded to include multiple levels for submission and review within the organization.

■ It is also suggested that the grievance procedure be more consistently communicated to persons served. This might be accomplished by including the grievance procedure in the person served handbook.

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
A.19.a. through A.19.d.

It is recommended that the organization develop a policy that identifies its role related to medications that are used by persons served in the programs seeking accreditation, including whether or not it directly provides prescribing, dispensing, administrating, or physical control of medications self-administered by persons serviced.

Consultation

■ The organization has information on the scope of services and entry, transfer, and exit criteria for the various programs. However, in order to share this information with persons served and other stakeholders, multiple documents and brochures have to be referenced. It is suggested that the organization consolidate this information into a single document or handbook.

B. Individual-Centered 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

Recommendations

There are no recommendations in this area.

Consultation

■ Exit summaries produced through ShareVision could be enhanced by including more information on the type of service provided and the goals addressed during the period that the service was provided. This information could be helpful if a person returns to the organization in the future.

■ During the course of the survey process, the team saw varying degrees of measurability of objectives in the individual service plans. The organization has developed a training program on person-centred planning that includes excellent examples of goal writing. The organization is encouraged to look at and assess the methods and levels of goal writing across programs when implementing this training.

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.

Consultation

■ posAbilities has a medication safety and advisory committee that oversees medication practices. It is suggested that this committee or other quality review process within the organization further explore ways to reduce the number of medication errors.

D. Employment Services Principle Standards

Principle Statement

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

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

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

■ Development of realistic employment goals.

■ Establishment of service plans to achieve employment outcomes.

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

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

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

Key Areas Addressed

■ Goals of the persons served

■ Personnel needs of local employers

■ Community resources available

■ Economic trends in the local employment sector

Recommendations

There are no recommendations in this area.

F. Community Services Principle Standards

Key Areas Addressed

■ Access to community resources and services

■ Enhanced quality of life

■ Community inclusion

■ Community participation

Recommendations

There are no recommendations in this area.

G. Children and Adolescents Specific Population Designation

Principle Statement

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

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

Key Areas Addressed

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

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

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.

C. Community Employment Services

Principle Statement

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

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

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

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

Job Development

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

Key Areas Addressed

- Integrated employment choice

- Integrated employment obtainment

- Employment provided in regular business settings

- Integrated employment retention

- Provides career advancement resources

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

There are no recommendations in this area.

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.

Consultation

- Although accessibility barriers are identified and addressed, the organization is encouraged to implement formal processes for more continuously reviewing and assessing accessibility issues in community homes, particularly in the area of steps and transitions, which can be barriers to persons served, family members, or other visitors to the home.

L. Supported Living

Principle Statement

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

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

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

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

Key Areas Addressed

■ Safe, affordable, accessible housing chosen by the individual

■ In-home safety needs

■ Support personnel available based on needs

■ Supports available based on needs and desires

■ Living as desired in the community

■ Persons have opportunities to access community activities

Recommendations

There are no recommendations in this area.

M. Respite Services

Principle Statement

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

Key Areas Addressed

■ Time-limited, temporary relief from service delivery

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

Recommendations

There are no recommendations in this area.

P. Community Integration

Principle Statement

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

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

- Leisure or recreational activities.

- Communication activities.

- Spiritual activities.

- Cultural activities.

- Pre-vocational experiences.

- Vocational pursuits.

- Development of work attitudes.

- Employment activities.

- Volunteerism in the community.

- Educational and training activities.

- Development of living skills.

- Health and wellness promotion.

- Orientation, mobility, and destination training.

- Access and utilization of public transportation.

- Interacting with volunteers from the community in program activities.

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

Key Areas Addressed

■ Opportunities for community participation

Recommendations

There are no recommendations in this area.

Exemplary Conformance
P.1.e.

posAbilities is commended for its ability to empower individuals with developmental disabilities through its numerous innovative approaches to provide choices and best meet individual goals. These efforts result in increased participation by persons served in their communities, including involvement in visual arts related to art shows and sales; theatre groups, which creatively develop life skills; and YouTube spots and public service announcements regarding health and safety. In addition to opportunities for participation and skill development, these approaches share a positive awareness of those who have special needs. These programs have been recognized and rewarded with accolades over the years by each of the communities in which persons participate. Examples of these programs include Kudoz, an innovative program working with persons served who might be looking for something interesting and new to try to connect with another community member willing to share their passion. This approach allows people to maximize their choices to enhance their quality of life. Alternative Studio is a new initiative providing opportunities for artists with diverse abilities from Vancouver and Valence D'Agen and Auvillar in the southwest of France to take an imaginative journey. This exchange is used as a tool to communicate and discover the shared artistic passion between different communities and cultures. Stage Door Troupe welcomes creative individuals with development disabilities who are seeking an opportunity to express their artistic gifts. The program provides camaraderie, skill building, and training in theatre arts and stagecraft, digital storytelling, video and film production, music and movement. posAbilities effectively collaborates with local organizations, such as Shifting Growth, and has developed a program called Can you dig it! to involve persons served in community-based, integrated gardening activities and include individuals in the local community. For example, Can you dig it! has developed an accessible garden site at the Goodlad residence and other sites in the Vancouver area. In some locations, persons served are able to have their own individualized garden plots to develop as they choose. Any produce harvested from the site is available for use at community housing sites or may be distributed to areas of need in the community. posAbilities' community inclusion services also assists persons served to become an integral part of the vibrant Vancouver area by effectively utilizing community inclusion centres as bases for community access in the region and providing support to persons served with diverse levels of need.

Consultation

■ posAbilities is encouraged to continue the transition of the New Transitions program to the new site based in a highly accessible and centralized area of Maple Ridge, British Columbia. In doing so, the organization could continue to evaluate and customize the site to the specific needs of persons served in the program.

R. Behavioural Consultation Services

Principle Statement

The focus of the service is to increase the person's ability to express more effective and acceptable behaviours. Behavioural strategies are identified and used to teach the person better ways to deal with the environment and personal stressors to ensure that targeted behaviours are discouraged and positive behaviours are learned and maintained. Through redirection of a targeted behaviour to a more socially and culturally acceptable behaviour, persons are able to achieve increased participation in mainstream community activities. This includes services to persons to address targeted behaviours in the home or community, such as eating disorders, disruptive behaviours, or self-injurious behaviours.

Key Areas Addressed

■ Skill/knowledge of personnel

■ Team meetings

■ Behavioural assessment input

■ Individualized behavioural strategies to replace

■ Strategies developed with key persons

■ Training supports implementation

■ Monitoring strategies

Recommendations

There are no recommendations in this area.

PROGRAMS/SERVICES BY LOCATION

posAbilities Association of British Columbia

4664 Lougheed Highway, Unit 240
Burnaby BC V5C 5T5
CANADA

Host Family/Shared Living Services
Respite Services

16th Avenue

7606 - 16th Avenue
Burnaby BC V3N 1P6
CANADA

Community Housing
Community Integration

Altesse

3762 Thurston Street
Burnaby BC V5H 1H7
CANADA

Community Housing
Community Integration

Buckingham

7516 Imperial Street
Burnaby BC V5E 1P6
CANADA

Community Housing
Community Integration

Children's Life Skills/Laurel Behaviour Support Services/Supported Living Network

4664 Lougheed Highway, Unit 101
Burnaby BC V5C 5T5
CANADA

Behavioural Consultation Services
Behavioural Consultation Services (Children and Adolescents)
Supported Living

Claude

4922 Claude Avenue
Burnaby BC V5E 2M2
CANADA

Community Housing

Goodlad

7912 Goodlad Street
Burnaby BC V5E 2H9
CANADA

Community Housing
Community Integration

New Britton

7478 Britton Street
Burnaby BC V3N 3A5
CANADA

Community Housing

Norfolk

5425 and 5427 Norfolk Street
Burnaby BC V5G 1G3
CANADA

Community Housing

Randall

6610 Gilley Avenue
Burnaby BC V5H 3W9
CANADA

Community Housing

Vista

6108 Neville Street
Burnaby BC V5J 2J6
CANADA

Community Housing
Community Integration

Clarkview

809 Catherine Avenue
Coquitlam BC V3J 4L6
CANADA

Community Housing
Community Integration

Como Lake

1433 Como Lake Road
Coquitlam BC V3J 3P5
CANADA

Community Housing
Community Integration

Evergreen House

638 Kemsley Avenue
Coquitlam BC V3J 2Z3
CANADA

Community Housing

Montgomery

227 Montgomery Street
Coquitlam BC V3K 5E7
CANADA

Community Housing
Community Integration

Raven

841 Levis Street
Coquitlam BC V3J 6A2
CANADA

Community Housing
Community Integration

Creekside

23480 Larch Avenue
Maple Ridge BC V4R 2S6
CANADA

Community Housing
Community Integration

Employment Services – Maple Ridge & New Transitions

22334 Selkirk Avenue
Maple Ridge, BC V2X 2X5
CANADA

Community Integration
Community Employment Services: Job Development

Maple Ridge

12210-232A Street
Maple Ridge BC V2X 0R2
CANADA

Community Housing

Aegis West Day Program

101-321 Sixth Street
New Westminster BC V3N 3L6
CANADA

Community Integration

Columbia

319 Keary Street
New Westminster BC V3L 3L2
CANADA

Community Housing
Community Integration

Employment Services - New Westminster

102-309 Sixth Street
New Westminster BC V3L 3A7
CANADA

Community Employment Services: Job Development

Trillium

2749 Wyat Place
North Vancouver BC V7H 1K4
CANADA

Community Housing

Oxford

1948 Westminster Avenue
Port Coquitlam BC V3Y 2H2
CANADA

Community Housing

Richmond Lifeskills

140 - 5711 Number Three Road
Richmond BC V6X 2C9
CANADA

Community Integration

Alternatives Creation Studio/PACT

1387 Venables Street
Vancouver BC V5L 2G1
CANADA

Community Integration

Broadway

4753 - 4755 Victoria Drive
Vancouver BC V5N 4P2
CANADA

Community Housing

East 38th

461 East 38th Street
Vancouver BC V5W 1H8
CANADA

Community Housing

East 61st

648 East 61st Avenue
Vancouver BC V5X 2B9
CANADA

Community Housing

Lakeside

3597 Gladstone
Vancouver BC V5N 4Y8
CANADA

Community Housing

Park House

1025 East 17th Avenue
Vancouver BC V5V 1C3
CANADA

Community Housing

posAbilities Employment Service – Vancouver
3680 East Hastings Street, #307
Vancouver BC V6K 2A9
CANADA

Community Employment Services: Job Development

ROOTS

251 East 11th Avenue
Vancouver BC V5T 2C4
CANADA

Community Integration

Rosemont

2702 Rosemont Drive
Vancouver BC V5S 2C5
CANADA

Community Housing

Stage Door

3102 Main Street
Vancouver BC V5T 3G7
CANADA

Community Integration