



Three-Year Accreditation

CARF
Survey Report
for
Developmental
Disabilities
Association



Organization

Developmental Disabilities Association (DDA)
100 - 3851 Shell Road
Richmond BC V6X 2W2
CANADA

Organizational Leadership

Alanna Hendren, B.A., CAE, Executive Director
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Survey Dates

June 1-3, 2015

Survey Team

Peter Sproul, Administrative Surveyor
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Programs/Services Surveyed

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

Previous Survey

June 20-22, 2012
Three-Year Accreditation



Three-Year Accreditation

Survey Outcome

Three-Year Accreditation

Expiration: May 2018

SURVEY SUMMARY

Developmental Disabilities Association (DDA) has strengths in many areas.

- The organizational culture at DDA appears to be strong and healthy. The principles and core values of the organization are clearly articulated and consistently honoured in all relationships and throughout all program activities.
- The leadership at DDA is highly respected, both inside and outside of the organization. DDA is considered a leader in the sector in the Vancouver area and beyond, due in large part to the exceptional level of leadership at the organization, from both an executive and governance perspective.
- DDA has developed excellent plans related to critical areas of operations, including the risk management, accessibility, cultural diversity, technology, and strategic plans.
- DDA has addressed important issues related to rights in a diligent and creative manner. The Rights and Advocacy Toolbook Manual is a good example of this. The organization has gone above and beyond to ensure that tremendous emphasis is placed on rights and advocacy and that its importance is embedded into the culture and program activities of the organization.
- Staff orientation and training are effective and comprehensive at DDA. Strategic investment has been directed towards key frameworks and initiatives such as Relias Learning and the bi-annual conference that is hosted by the organization to maintain attention on continuous growth and learning among the staff members. This contributes to job satisfaction and staff retention that, in turn, lead to enhanced quality of services for individuals and families.
- DDA appears financially strong. The organization has managed and invested resources wisely and established a sound base of finances to operate from. This has permitted DDA to take on initiatives not funded by government, such as the Family Support program, a proactive and preventative service that is highly valued by families and individuals in the community.
- DDA has developed a series of videos, including one that features and celebrates the I Am campaign. This has been hugely successful in supporting individuals with intellectual disabilities to dispel stigmatizing labels and promote inclusion and citizenship. The campaign, as depicted in the video, was an inclusive project involving stakeholders throughout the organization and has been received enthusiastically both inside and outside of DDA.

- DDA is active in provincial initiatives, making it a valued and influential player in discussions, strategic planning, and policy development at the provincial level. This is an excellent example of how the organization pursues advocacy initiatives on a larger scale.
- The DDA community housing program has installed a shortcut on the desktop of the home computer for staff members to access updated, pertinent information regarding the individuals in the home, training, and policies. This is especially handy for staff members who do not work regularly at that site. Each home's shortcut is designed specifically for the home with pictures of the individuals living there.
- The supervisor of the housing program is involved with the community accessibility council. She actively encourages DDA to make each site as accessible as possible for persons served, families, and staff members. Examples of this include a sidewalk connecting the front- and backyards at one location and an elevator at another.
- The DDA daycare programs are a vital part of the community. These programs function in a space dictated by the funding source. DDA has strived to make the best of each location from the poorest of neighbourhoods to rooftop play areas in others. Sensory integration and play therapy are integral parts of the program.
- Although there have been no earthquakes to date, DDA seriously addresses stakeholder needs in the event of an earthquake by accessing and storing three days' worth of supplies at each site visited.
- The use of University of British Columbia students has afforded DDA another avenue through which to access up-to-date research and best practices.
- The opportunity for families to access trainings on Relias Learning, a web-based, ongoing training site has been a positive addition to keep families as well as staff up to date on important information.
- By maximizing/organizing services, DDA has reduced and even eliminated wait lists as it affords different types of services to allow families to have help soon after applications are received in the form of group services, consultation, and trainings in addition to the most desired one-to-one service provision.
- Families express high satisfaction with the services as well as the dedication of staff members and contract providers they have encountered. This is, in part, also due to the longevity of staff members throughout the organization, the multiple choices offered to families, and the ease with which families can move from programs as their family members age out of the various programs. The idea of a "tweenies" program to serve children who reach the age of three has been a great way to have children continue to receive services from infant programs to preschool programs.
- The Home Study Autobiography in the host family services program is a highly successful way for families to get to know as well as better select a host family for their family members. This has led to positive matches that have existed and continued for many years. This program's Rights and Advocacy Manual is well developed, and persons served are given a certificate following training that they proudly display.
- Having the ability to use Skype™ has provided family members in the Infant Development Program the opportunity to observe and interact with services as they are being delivered.

- It is noteworthy that the host family services have developed a training presentation on dementia that other organizations have requested for their providers.
- Although many of the programs utilize city-owned buildings that the organization rents, they are initially awarded through applications from different organizations, and DDA has received many of the site awards over the years.
- The use of integrative and innovative technology allows the organization the opportunity to identify the unique preferences of individuals and match those needs with a response that promotes participation in daily services almost seamlessly.
- The organization's drop-in centre affords individuals the opportunity to connect with others through participation in regular activities that are very engaging, such as the art classes that result in the individuals' works being displayed at several art galleries throughout the city.
- The organization is acknowledged for the physiotherapy program that is part of its community integration program. This program, with the support of at least two dedicated staff members, affords the individual the opportunity to acclimate his/her body to the water when swimming and enjoy himself/herself in a most pleasant setting.
- DDA, through its well-organized, loyal, and enthusiastic employment team, ensures that it supports and empowers its community partners to provide a welcoming work environment for individuals with a disability so that they thrive in situations that benefits both the employer and the employee.

DDA 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, DDA provides highly valued services and supports to individuals and families in the greater Vancouver area. For decades, DDA has evolved to be a responsive and innovative organization and is considered a leader in the developmental services sector locally and throughout the province. The leadership at DDA is highly respected and has been instrumental in developing and nurturing a culture of commitment and excellence based on the core values of the organization. Staff members at all levels are dedicated and creative, continually designing and implementing individually tailored supports that respond to the unique needs of individuals and families. The organization is especially strong in the area of rights and advocacy, going above and beyond all expectations to create innovative ways to promote inclusion and citizenship, all with the direct involvement of the primary stakeholders of the organization. The overall financial health of DDA has put it in the envious position of being able to develop initiatives and supports that benefit individuals, families, and the community in general. This is an impressive achievement within a constrained economic environment. The organization's commitment to continuous quality improvement means that it will not simply rest on past accomplishments but will likely continue to pioneer new ideas, remaining current with the needs of the community it serves. This is an organization that has an impressive history of service, advocacy, and community development that remains determined to achieve further levels of excellence. DDA is committed to ongoing quality improvement in all aspects of organizational performance. The organization is encouraged to use its resources to address the opportunities for improvement in this report.

Developmental Disabilities Association has earned a Three-Year Accreditation. It has embraced the CARF standards as a framework for quality assurance, an approach that emphasizes the pursuit of excellence, resulting in high quality service to individuals, families, and the community at large. The organization is complimented on this achievement, and it is encouraged to continue using the CARF standards for 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.

Consultation

- Although DDA reviews all policies on an annual basis, this is not documented centrally. It is suggested that the organization maintain a master list of policies that includes date of review, person responsible for the review, and whether or not a revision was made to the policy. This could ensure that no policies are missed in the review process and that revisions are properly tracked and recorded.

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.

Consultation

- It is suggested that DDA creatively re-examine the most effective and efficient utilization of persons who liaise with the board of directors. The meetings that they periodically attend can be long, cumbersome, and detail oriented, especially in the areas that involve finance. It is suggested

that the organization consider a designated time for them to attend; provide feedback; and have their issues, needs, concerns, and ideas heard perhaps during the first portion of the meeting(s), which could allow them to feel a part of the meeting without also feeling slightly intimidated.

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

H.8.b.

Although the organization has first aid supplies on site, the supplies do not appear to be consistently checked for expiration dates. The organization should ensure immediate access to first aid equipment and supplies.

Consultation

- It is suggested that the evacuation routes be positioned to reflect the true layout of the site.
-

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

I.5.a.(2)

I.5.b.(8)(a)

I.5.b.(8)(b)

Although DDA maintains a comprehensive process of staff training regarding abuse prevention at orientation and throughout employment, it is inconsistent and could result in some long-serving employees not receiving the training at regular intervals. It is recommended that the organization ensure that all employees receive training on the reporting of suspected abuse and neglect at regular intervals.

I.6.b.(5)

DDA performs annual performance appraisals for most employees of the organization. It is recommended that DDA ensure that all employees receive an annual performance evaluation.

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.

Consultation

- It is suggested that DDA continue its program of investment in technology and systems that captures efficiencies within business functions and program operations. This could include software technology related to human resources and staff scheduling.
-

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.

Consultation

- DDA serves culturally diverse communities; over 100 languages are spoken within the city of Vancouver. It is suggested that, as the organization's website is updated, careful attention be paid to accommodating needs related to language in order to make information accessible to those from different cultural and linguistic backgrounds.
 - DDA has developed a comprehensive accessibility plan that effectively addresses barriers and issues related to accessibility for its primary stakeholders. It is suggested that the plan be further developed to include a priority rating for the items identified as well as an estimated cost for each of those items.
-

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

M.3.d.(1)(a) through M.3.d.(1)(c)

DDA has set performance targets in all areas of service delivery. However, no specific measurable targets have been set for business function improvement. The data collected should be used to set written business function objectives, performance indicators, and performance targets.

M.6.a.

It is recommended that the organization measure business function performance indicators.

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

N.1.b.(1)

N.1.c.(1) through N.1.c.(3)

Because no specific measurable performance targets have been set for business function improvement, the organization is not in a position to analyze data related to objectives. Once performance indicators are set for business function improvement and data are collected related to those targets, the organization should complete a written performance analysis that analyzes performance indicators in relation to performance targets for business functions. DDA should then use the analysis to identify areas needing performance improvement, result in an action plan to address the improvements needed to reach established or revised performance targets, and outline actions taken or changes made to improve performance.

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
-

Recommendations

There are no recommendations in this area.

Consultation

- Several forms have dates of development that are in the early 2000s. It is suggested that, as forms are reviewed, a date be added to note review even if the form is not revised on an annual basis or other review schedule.

- DDA has a very thorough quarterly progress review form. It is suggested that the organization implement this form consistently to review all objectives in all programs.
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C. Medication Monitoring and Management

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- It may be helpful to add a medication error column to the existing medication administration record forms to aid in identifying trends.
-

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
-

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.

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.

Employment Supports

Employment support services are activities that are employment-related to promote successful training of a person to a new job, job adjustment, retention, and advancement. These services are based on the individual employee with a focus on achieving long-term retention of the person in the job.

The level of employment support services is individualized to each employee and the complexity of the job.

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

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

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

I. Child and Youth Services

Principle Statement

Child and youth services provide one or more services, such as prenatal counselling, service coordination, early intervention, prevention, preschool programs, and after-school programs. These services/supports may be provided in any of a variety of settings, such as a family's private home, the organization's facility, and community settings such as parks, recreation areas, preschools, or child day care programs not operated by the organization.

In all cases, the physical settings, equipment, and environments meet the identified needs of the children and youth served and their families. Families are the primary decision makers in the process of identifying needs and services and play a critical role, along with team members, in the process.

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

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

K.2.a.

It is recommended that the organization consistently conduct regular meetings between the persons served and the staff members.

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
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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
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Recommendations

There are no recommendations in this area.

Consultation

- It is suggested that DDA re-inventory its physical fitness items and determine whether or not the individuals could benefit from the item that is provided to them or, in cases where the equipment is antiquated, whether or not it could be removed or replaced.
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PROGRAMS/SERVICES BY LOCATION

Developmental Disabilities Association

100 - 3851 Shell Road
Richmond BC V6X 2W2
CANADA

Administrative Location Only

Arlington

6655A, 6655B, 6699A, 6699B, 6655C Arlington Street
Vancouver BC V5S 3P1
CANADA

Community Housing

Dartmoor

3483 and 3486 Dartmoor Place
Vancouver BC V5S 4G1
CANADA

Community Housing

Worthington

3381 Worthington Drive
Vancouver BC V5M 3X2
CANADA

Community Housing

East 45th

2639 East 45th Avenue
Vancouver BC V5R 3B9
CANADA

Community Housing

East 47th

1759 East 47th Avenue
Vancouver BC V5P 1P6
CANADA

Community Housing

Azure Road

6531 Azure Road
Richmond BC V7C 2S1
CANADA

Community Housing

Camsell

6631 Camsell Crescent
Richmond BC V7C 2M9
CANADA

Community Housing

Curzon

7671 Curzon Street
Richmond BC V7C 4H8
CANADA

Community Housing

Langton

7611 Langton Road
Richmond BC V7C 4B4
CANADA

Community Housing

Minoru

7431 Minoru Boulevard, Apartments 222 and 224
Richmond BC V6Y 1Z3
CANADA

Community Housing

Robinson

8400 Robinson Road
Richmond BC V6Y 1B4
CANADA

Community Housing

Grandview

100 - 2830 Grandview Highway
Vancouver BC V5M 2C9
CANADA

Community Integration

Fraser

4948 Fraser Street
Vancouver BC V5W 2Y8
CANADA

Community Integration

West 8th

624 West 8th Avenue
Vancouver BC V5Z 1C8
CANADA

Community Integration

CORE

102 - 343 Southeast Kent Street
Vancouver BC V5X 4N6
CANADA

Community Integration

Jobs West

411 - 2150 West Broadway
Vancouver BC V6K 4L9
CANADA

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

Main Street Drop-In

7208 Main Street
Vancouver BC V5X 3J4
CANADA

Community Integration
Supported Living

Leisure Challenge

3455 Kaslo Street
Vancouver, BC V5M 3H4
CANADA

Child and Youth Services

Berwick Preschool

2765 Osoyoos Crescent
Vancouver BC V6T 1X7
CANADA

Child and Youth Services

Champlain Child Centre

7760 Stikine Place
Vancouver BC V5S 4N2
CANADA

Child and Youth Services

Waterside Child Centre

102 - 342 Princess Avenue
Vancouver BC V6A 3C6
CANADA

Child and Youth Services

Playhouse

4107 Brant Street
Vancouver BC V5N 5B5
CANADA

Child and Youth Services

Riverside Children's Centre

5862 Dover Crescent
Richmond BC V7C 5R7
CANADA

Child and Youth Services

Charles Street

3363 Charles Street
Vancouver BC V5K 3C3
CANADA

Community Housing

Kids at G.F. Strong

4255 Laurel Street
Vancouver BC V5Z 2G9
CANADA

Child and Youth Services

Kaslo

3455 Kaslo Street
Vancouver BC V5M 3H4
CANADA

Child and Youth Services
Host Family/Shared Living Services
Respite Services
Respite Services (Children and Adolescents)

Kids in General

889 West 13th Avenue
Vancouver BC V5Z 4S5
CANADA

Child and Youth Services

Creekside

One Athlete's Way
Vancouver BC V5Y 0B1
CANADA

Child and Youth Services