



Three-Year Accreditation

CARF Survey Report for Developmental Disabilities Association

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Organization

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Organizational Leadership

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Survey Dates

June 20-22, 2012

Survey Team

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Programs/Services Surveyed

Child and Youth Services
Community Housing
Community Integration
Host Family Services
Respite Services
Supported Living

Community Employment Services: Job Development
Community Employment Services: Job Supports
Community Employment Services: Job-Site Training

Previous Survey

May 13-15, 2009
Three-Year Accreditation

Three-Year Accreditation

Survey Outcome

Three-Year Accreditation

Expiration: May 2015

SURVEY SUMMARY

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

- DDA is highly complimented for having a presence in the Richmond and greater Vancouver area serving adults and children with dignity and respect in various programs that support people with developmental disabilities to reach their full potential.
- The leadership of DDA represents the individuals served through advocacy efforts on a provincial level regarding topics such as wage exemption allowance and improved access to services. These efforts can and do result in change in the lives of people with disabilities.
- DDA is highly complimented for having attractive, informative program brochures and annual reports and an award-winning public service announcement that concisely describes the services provided and portrays persons served experiencing daily life and community inclusion. In addition, the organization has done a great job with the many forms of social media in keeping the public informed about programs and services.
- Celebrating 60 years of service, the organization has done an outstanding job of highlighting various programs and services throughout the year, bringing recognition to the work being accomplished and showing the tremendous amount of growth in outcomes achieved for children and adults over the 60-year time frame. One outstanding activity is scheduled for November 2012. It is a three-day workshop called Building Connectivity. This conference is intended to update families on innovations, effective strategies, and techniques for effecting change in the lives of adults and children with disabilities.
- The organization is complimented for having a very detailed accessibility plan that addresses all areas of barriers to inclusion contained in the standards. DDA has gone above and beyond in terms of making sure that difficult areas to address within the plan are fully covered with an approach to further reduce barriers within the community.
- The organization is highly complimented for the well-written risk management plan that identifies areas of potential loss and systems in place to minimize risks.
- The board of directors is engaged and invested in the mission and values of the organization. The individual commitments to the success of DDA and the passion for the persons receiving services are apparent as demonstrated by board and committee involvement.

- The mission and values of DDA clearly reflect a person-first environment and a conscious effort to assist persons served in the pursuit of independence. Persons served are treated with dignity and respect, and their quality of life is truly the focus of the organization. DDA has specific values by which to operate, and some of the key phrases used in these value statements are *integrity without compromise; continuous quality improvement; and speak, listen, and respond*. The compassionate and visionary leader of the organization is instrumental in upholding the stated values on a daily basis.
- Stakeholders, including persons served, staff members, participating organizations, and family members, express a high degree of satisfaction and confidence in the leadership and quality of services provided.
- Financial management is given high priority with the development and use of policies and procedures directed towards the fiscal integrity of the organization. The leadership and board of directors receive information in a complete format, which allows timely decision making.
- The organization keeps health and safety a priority for persons served and staff members. Training topics include crisis intervention, defensive driving, emergency procedures, and incident reporting. Safety matters at DDA.
- The organization uses a well-maintained fleet of vehicles for the purpose of transporting individuals to and from work as well as for appointments and leisure activities. There is also a fleet of trucks for the purpose of collecting used goods. Trucks are moving billboards informing the community that DDA is ready to serve in the collection of stuff.
- Staff members are well prepared to handle disasters. Information regarding procedures is readily available at all sites and in vehicles, and the training prepares all to handle emergency situations with confidence. Drills that happen all of the time are necessary and appreciated.
- The organization demonstrates a strong commitment to training, enhancing the confidence of staff members to provide quality services to its persons served and keep best practices at the heart of service delivery. The Essential Learning program is a competency-based, online tool that is an outstanding example of making continuing education achievable, affordable, and convenient to the employees.
- The commitment, professionalism, and in some cases longevity of many of the staff members are great indicators of consistency of service delivery. These qualities assist personnel in focusing on producing positive outcomes for persons served. There appears to be excellent rapport between persons served and staff members.
- The culture of DDA is one where opinions are valued and teamwork is paramount in service delivery.
- Transparency within the business practices is apparent and applauded. In addition, the organization is receptive to suggestions and comments for the continuous quality improvement of service delivery.
- The organization is commended for being the recipient of the 2011 Access and Inclusion Award presented by the city of Vancouver, British Columbia. This award recognizes the organization's commitment to enhancing accessibility and inclusion and the elimination of barriers that impede full participation of persons with any type of disability in community life.

- In addition, DDA is complimented for embracing the cultural diversity of the persons receiving services as well as the staff members. There are more than 100 cultures represented in the metropolitan area of Vancouver, so awareness is paramount in service delivery. There are many festivals and celebrations highlighting these diverse cultures and persons served, and staff members are encouraged to participate.
- The organization is complimented for having a supportive and innovative information technology department to support technology for the efficiency of service delivery using both intranet and internet systems in order to keep employees linked and information flowing.
- Kudos to the rights committee members for developing a great video explaining rights, responsibilities, and abuse. The video is informative and presented in a way that is easily understandable and utilizes persons served as actors. This video is a great addition to new staff member orientation as well.
- DDA centres are safe, family-friendly environments that provide stimulating activities for children of all ages and abilities. The centres are well maintained, and activities are updated to meet the needs of the growing child. Families report a high level of satisfaction with programs and services. Families are involved in the service delivery process from the beginning and are an integral part of the team.
- Host families and individuals go through a thorough matching process to ensure that all parties are satisfied. Rooms reflect the individual's tastes and wants. The individuals are seen as part of the family but also are encouraged to maintain contact with their birth family.
- The organization is commended for the multiple relationships with community entities that have enabled the organization to provide quality services for children identified and provide services in unique community venues.
- The organization is to be commended for its commitment to providing "green" services. The organization is encouraged to continue the journey towards electronic files, which is not only planet-friendly, but will also provide enhanced security for persons served.
- Staff members are dedicated, well-trained professionals who diligently attend to all levels of service delivery. Families see staff members as part of their family unit and report that the relationship between family and staff is open and respectful.
- Staff members are hard working, committed, and dedicated to helping persons served achieve their highest employment potential. The culture of DDA is one in which the warmth and sincerity of staff members and leadership are highly recognizable. Staff members are engaged in the lives of the persons served and their families in ways that promote successful outcomes. The longevity of staff, many of whom have worked for DDA for decades, has resulted in a high level of camaraderie and a close-knit family atmosphere.
- Great emphasis is placed on ensuring safety and supporting ongoing needs in the event of an earthquake or other natural disaster. Each home and program location has multiple copies of policies, instructions, and important information concerning the persons served. In addition, each home and program location has an extensive emergency kit containing emergency equipment such as first aid supplies, flashlights, clothing, blankets, and food and water to last for at least three days.

- The homes provided by DDA are clean, extremely well maintained, bright, and inviting. Great emphasis is placed on making them as comfortable as possible for the persons who live there. Paint colours are chosen with the preferences of the residents, furniture is comfortable and modern, and each home has attractive outdoor space that can be enjoyed. The persons who live in the homes express great satisfaction and pride in their homes.
- In one home, a woman was supported in her desire to develop her artistic abilities in both visual and written forms. She is also supported and encouraged to engage in many endeavours to live a healthy lifestyle, including swimming, ice skating, running a 5K race, hiking, and track and field. In addition, she joined a weight loss program and has developed a talent for delicious, healthy cooking. She invites friends over for dinner every week, and she cooks much of the meal.
- The collaboration with West Coast Assistance Teams, begun in 2007, resulted in a collaboration with Canine Connections, which trains and provides therapy dogs for animal-assisted activities and animal-assisted therapy. Canine Connections depends on DDA and persons served to help socialize and train the dogs while the persons served benefit from the experience of being with the dogs as well as the sense of volunteering to help others.
- The programs are designed to enhance the skills and development of persons served, who are well aware of their opportunities for a variety of services offered by the organization.
- Service plans are clear, realistic, and thorough. Great care is taken to ensure that each person is included in development of the plan and the goals. Persons served know their individual goals and can relate what they are, why they are important, and the progress they have made in reaching the goals. As often as possible, community opportunities and natural supports are used in helping persons reach their goals.
- Medication management is extremely well organized. Staff members are instructed in proper administration of medications, and safeguards are in place to reduce and eliminate medication errors. Each home has a locked medication cabinet in which medications are stored on a separate shelf for each person, and each shelf is labelled with the person's name and a large, recent colour photograph of the person. Instructions are easy to follow, and staff members are cognizant of medication routines. There is also a Medication Safety Advisory Committee that meets regularly to oversee staff training and reviews any medication errors, trends, or system breakdowns.
- The organization has produced excellent handbooks for the various programs offered. They are written in an easy-to-understand vocabulary and are attractive and fun to read. In addition, the brochures and materials produced to learn about the organization are outstanding and creative and present a fine impression to persons wanting to learn about DDA services.
- The various day programs provide a wide variety of activities in four community-based centres and a drop-in centre. Persons served who participate express great satisfaction in the variety of activities they can access from cooking, arts and crafts, educational activities, community gardening, field trips, and outings to more trendy activities such as Laughter Yoga and Tai Chi.
- The Drop-in Centre is a popular and fun place that provides a broad spectrum of activities. In addition to daytime events, there is a calendar of evening and Saturday activities for which persons served can sign up. Many are free, while others are offered at a moderate cost. Staff and persons served are encouraged to come up with ideas that are added to the calendar that is sent out in advance to all on the mailing list.

- The community apartment program serves 24 individuals in homes and apartments throughout the greater Vancouver area. The staff members provide crucial services that range from finding living arrangements to budgeting, shopping, housekeeping, nutrition and cooking, home and “street-smart” safety, utilizing public transportation, and crisis management.
- Jobs West currently is developing jobs for twelve candidates and is job coaching another twelve in a variety of community jobs. The employment specialists have been inventive in job carving special positions at Starbucks Coffee® as well as fast-paced jobs in a vegetable-processing plant. Both persons served and employers expressed a high degree of satisfaction with the services provided by Jobs West.
- The day programs are fortunate to have the services of a travelling artist. She has enabled the persons served to create paintings, ceramic pieces, and stepping stones to beautify a garden. Not only does the art beautify the centres, but many of the works of art are for sale and have been featured as prizes and auction items for the organization’s special events.

In the following area DDA demonstrates exemplary conformance to the standards.

- DDA is commended for its commitment to continually seek the most creative ways to support individual persons served and its efforts to provide opportunities to develop skills and behaviours that enhance their quality of life. In one home, an individual who had been institutionalized for many years exhibited severe self-injurious behaviours, and staff found ways to encourage him to fully use his home and feel comfortable there. In addition, in response to his mother’s advocacy, he began to learn to read, and the staff developed an interactive video program using a touch screen to help him learn letters by using his (now deceased) mother’s voice describing objects and what they meant to him, to her, and to the family. This information is constantly available on a large touch screen on the wall of his home, and he can access it independently, which helps him gain confidence and feel comforted whenever he wishes to hear his mother’s voice.

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 is an organization that serves children and adults with disabilities with dignity and respect, making every attempt to eliminate barriers to inclusion in their work, living, and social environments. Customizing services to fit the needs of individuals is a part of the person-centred mission of the organization. The leadership and staff members are invested in the lives of the individuals receiving services and are committed to assisting persons served with achieving the outcomes they desire. The integrated child care facilities, adult community integration, and community employment programs are very well suited to community inclusion. The numerous residential settings and respite and host family services make the organization one that can fill many needs of the persons served and their families. DDA values the importance of assessing process, setting strategies, implementing a plan, reviewing the results, and effecting change. As a result, DDA has embraced the ASPIRE to Excellence® model, and the daily impact of this can be recognized in the cycle of continuous quality improvement.

Developmental Disabilities Association has earned a Three-Year Accreditation. The leadership and staff members are recognized for the outstanding efforts they have made in achieving accreditation. Congratulations are extended to all involved with the organization for creating an environment where positive outcomes, rights, and dignity for all served are paramount in service delivery.

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

- It is suggested that, whenever there are new portions of the code of ethics added, the information be promptly disseminated to all involved staff members and added to the written policy at the time of the next revision.
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C. Strategic Integrated 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.

Consultation

- The organization's leadership has invested time and effort into the development and ongoing monitoring of the strategic plan. It is very important for the employees, persons served, and other stakeholders to see the results of this important planning process. The organization is encouraged to develop a short video presentation similar to the annual report video so that all who are interested could see the future direction outlined for DDA.
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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
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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.

Consultation

- It is suggested that the evacuation route maps be placed by interior doorways to illustrate the proper evacuation route. The maps could also include a legend illustrating the location of first aid supplies, fire extinguishers, and where the person is standing in relation to the map.
- Because the organization has multiple sites, all requiring emergency drills, having a system of monthly required drills may help in making sure that each facility has completed the requirement and making the paperwork trail more efficient. An example of this could be January/power outage drill month, April/earthquake drill month, November/medical emergency drill month, etc. This could still allow the drills to be unannounced but make tracking the completion more manageable.

- The organization has a system in place so that all emergency contact information is kept with the 24-hour responder/on-call contact person. It is suggested that this be made known to all employees.
 - DDA does a very good job of providing needed safety equipment in each vehicle; however, the organization may want to consider attaching a few sugar packets to small bottles of water and including them with the safety equipment. This could be useful in case someone with diabetes has a crisis while in the vehicle or in the community.
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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
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Recommendations

I.6.a.(1)

I.6.a.(2)

Although many of the positions have detailed job descriptions, there were a large number of employees without current or updated job descriptions. The organization is currently working on and is urged to continue reviewing the job descriptions for relevancy and to review and update the job descriptions on an annual basis with the input of the employee.

I.6.d.(1)(a) through I.6.d.(2)

With the human resource department under new leadership, the organization is urged to develop an employee evaluation tool that is based on job functions and identified competencies and evident in personnel files for all DDA positions.

I.6.d.(3)(a) through I.6.d.(5)

It is recommended that all personnel evaluations be conducted annually by the employee's immediate supervisor with evidence of input from the personnel being evaluated. The evaluation should be used to assess performance related to objectives established in the last evaluation and establish measurable performance objectives for the next year.

Consultation

- In an effort to further reduce staff turnover, there may be value for the organization to solicit the help of persons served in making an awareness/training video of what is expected as a residential caregiver and showing this video before the hiring process begins. The video could be able to articulate some of the required tasks in greater detail than what may be in a written job description.
-

J. Technology

Principle Statement

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

Key Areas Addressed

- Written technology and system plan
-

Recommendations

There are no recommendations in this area.

K. Rights of Persons Served

Principle Statement

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

Key Areas Addressed

- Communication of rights
- Policies that promote rights
- Complaint, grievance, and appeals policy
- Annual review of complaints

Recommendations

There are no recommendations in this area.

L. Accessibility

Principle Statement

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

Key Areas Addressed

- Written accessibility plan(s)
 - Status report regarding removal of identified barriers
 - Requests for reasonable accommodations
-

Recommendations

There are no recommendations in this area.

M. Information 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 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.

Consultation

- It is suggested that the voluminous information collected on the organization's performance be reduced to a short format highlighting the outcomes achieved by the various programs, thereby strengthening the confidence that persons served, employees, and other stakeholders have in DDA's services.
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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.

Consultation

- There are handbooks for all of the programs provided by the organization. They give a good overview of services and are written in a way that is appropriate for the population served. However, they are not dated indicating when they were revised, so it was not always clear whether the persons served and families had the latest version. It is suggested that original and revision dates be added to the handbooks to avoid confusion.
 - The organization maintains excellent consent forms in the files of persons served. However, the consent forms are missing the implied rights of parents or persons served to revoke their consent at any time. It is suggested that the organization add this statement at the bottom of the consent form to ensure that this right is understood by all parties.
-

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 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. The service environment reflects identified cultural needs, practices, and diversity. The person served is given information about the purposes of the organization.

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

- Each individual record includes a cover page that contains a photo of the person served and brief relevant information about the person, including allergies. The information concerning allergies would be more noticeable if it could be highlighted in colour on the form.
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C. Medication Monitoring and Management

Principle Statement

These standards apply only to programs that are responsible for monitoring and/or managing medications for the persons served.

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.

D. Employment Services Principle Standards

Principle Statement

The standards in this subsection assert basic principles that should be demonstrated by any organization seeking accreditation in the area of employment services.

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

Principle Statement

The standards in this subsection assert basic principles that should be demonstrated by any organization seeking accreditation in the area of community services.

Key Areas Addressed

- Access to community resources and services
-

Recommendations

There are no recommendations in this area.

Exemplary Conformance

F.3.a.(5)

DDA is commended for its commitment to continually seek the most creative ways to support individual persons served and its efforts to provide opportunities to develop skills and behaviours that enhance their quality of life. In one home, an individual who had been institutionalized for many years exhibited severe self-injurious behaviours, and staff found ways to encourage him to fully use his home and feel comfortable there. In addition, in response to his mother's advocacy, he began to learn to read, and the staff developed an interactive video program using a touch screen to help him learn letters by using his (now deceased) mother's voice describing objects and what they meant to him, to her, and to the family. This information is constantly available on a large touch screen on the wall of his home, and he can access it independently, which helps him gain confidence and feel comforted whenever he wishes to hear his mother's voice.

SECTION 3. EMPLOYMENT SERVICES

Principle Statement

An organization seeking CARF accreditation in the area of employment services assists the persons served in obtaining access to the resources, services, and supports that result in opportunities for the persons served that meet their employment-related wants, desires, goals, and needs. The organization provides the persons served with information so that they may make informed choices and decisions.

The services and supports are changed as necessary to meet the identified needs of the persons served and other stakeholders. Services are individualized to each person.

I. Community Employment Services

Principle Statement

Job Development

Successful job development concurrently uses assessment information about 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.

Job-Site Training

Job-site training services vary according to the needs of the new employee and the complexity of the job. Training can include assisting the employee with performance on the new job task and helping the person to understand the job culture, industry practices, and work behaviours expected by the employer. It may also include training the employer and coworkers to understand the training methods and accommodations needed by the worker. Job-site training is intensive for the initial orientation of an employee to the job tasks. Job-site training may consist of customizing the job to meet the needs of the new employee and employer, task analysis, counselling, and supports with the intent of leading to natural supports and/or reduced external job coaching. These services are typically not long-term, ceasing after the individual has become stabilized on the job.

Job Supports

Ongoing job support services are activities that are employment-related and needed to promote job adjustment, retention, and advancement. These services are based on the individual needs of the employee with focus on long-term retention of the person in the job after the initial training period.

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

Key Areas Addressed

- Integrated employment choice
- Integrated employment obtainment
- Integrated employment retention

Recommendations

There are no recommendations in this area.

Consultation

- At this time, a small number of persons served are in the Jobs West program. Staff members are doing an excellent job in job carving and have found meaningful jobs with a future for many of them. The organization is encouraged to expand the program so that more job seekers can take advantage of this excellent program.
 - Although work experience in the for-profit sector is legal in British Columbia, staff members are urged to continue to carefully assess and monitor the longer-term work experience placements to ensure that the position leads to a permanent job.
 - Currently, Jobs West provides one-on-one job development services to job candidates. However, there is an outstanding library of job search and readiness materials that could be used more extensively, perhaps in a small group setting. Although group activities are provided just weekly, there may be benefits in offering more frequent classes for job seekers. The group dynamic can also help with keeping up morale while waiting for a job as well as exchanging job leads and strategies on a peer level.
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SECTION 4. COMMUNITY SERVICES

Principle Statement

An organization seeking CARF accreditation in the area of community services assists the persons and/or families served in obtaining access to the resources, services, and supports of their choice. The persons and/or families served are included in their communities to the degree they desire. This may be accomplished by direct service provision or linkages to existing generic opportunities and natural supports in the community.

The organization obtains information from the persons and/or families served regarding resources and services/supports they want or require that will meet their identified needs, and offers an array of services/supports it arranges for or provides. The organization provides the persons and/or families served with information so that they may make informed choices and decisions.

The services and supports are changed as necessary to meet the identified needs of the persons and/or families served and other stakeholders. Service designs address identified individual, family, socioeconomic, and cultural needs.

Expected results from these services/supports may include:

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

C. 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
 - Health care, safety, emotional, and developmental needs of child/youth
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Recommendations

There are no recommendations in this area.

E. 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
- Vocational pursuits
- Development of work attitudes
- Employment activities
- Volunteerism
- Educational and training activities
- Development of living skills
- Health and wellness promotion
- Orientation, mobility, and destination training
- Access and utilization of public transportation
- Interacting with volunteers from the community in program activities
- Community collaborations and social connections developed by the program (partnerships with community entities such as senior centres, arts councils, etc.)

Key Areas Addressed

- Opportunities for community participation
-

Recommendations

There are no recommendations in this area.

Consultation

- Several of the day programs are in industrial sites, a holdover from when these programs were sheltered workshops. The CORE program site is in a neighbourhood not readily accessed by public transportation and is quite removed from community sites and activities that are more appropriate for the persons served to visit, necessitating van and private cars to get the persons served to activities. It is suggested that efforts be continued to relocate the CORE program to a more central neighbourhood.
-

H. Host Family Services

Principle Statement

Host family services are provided under a contract or agreement to provide a home for a person served, regardless of age. These placements tend to be long-term in nature.

Key Areas Addressed

- Appropriate matches of non-family participants with homes
 - Contracts that identify roles, responsibilities, needs, and monitoring
 - Needed supports
-

Recommendations

There are no recommendations in this area.

Consultation

- DDA strives to match individual persons served with host families and involves the person served in every step of the match process. However, due to legal constraints, the contract that is signed does not include a space for the person served to sign. It is suggested that the organization develop an additional document that the person served can sign to ensure his or her understanding and participation in the process.
-

I. 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.

J. 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.

K. 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
- Persons have opportunities to access community activities

Recommendations

There are no recommendations in this area.

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

Creekside

One Athlete's Way
Vancouver, BC V5Y 0B1
Canada

Child and Youth Services

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 Eighth 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: Job Development
Community Employment Services: Job Supports
Community Employment Services: Job-Site Training

Main Street Drop-In

7208 Main Street
Vancouver, BC V5X 3J4
Canada

Community Integration
Supported Living

Leisure Challenge

5175 Dumfries Street
Vancouver, BC V5P 3A2
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 Services

Respite Services

Kids in General

889 West 13th Avenue
Vancouver, BC V5Z 4S5
Canada

Child and Youth Services