



CARF Accreditation Report for Developmental Disabilities Association of Vancouver- Richmond

Three-Year Accreditation



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About CARF

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

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

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

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

Organization

Developmental Disabilities Association of Vancouver-Richmond
100 - 3851 Shell Road
Richmond BC V6X 2W2
CANADA

Organizational Leadership

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

Survey Date(s)

May 16, 2018–May 18, 2018

Surveyor(s)

Alan J. Schilling, M.A., Administrative
Jeannette E. Anderson, Program
Debra A. Dickinson, Program

Program(s)/Service(s) Surveyed

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

Previous Survey

Three-Year Accreditation
June 1, 2015–June 3, 2015

Accreditation Decision**Three-Year Accreditation**

Expiration: May 31, 2021

Executive Summary

This report contains the findings of CARF's on-site survey of Developmental Disabilities Association of Vancouver-Richmond conducted May 16, 2018–May 18, 2018. This report includes the following information:

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

Accreditation Decision

On balance, Developmental Disabilities Association of Vancouver-Richmond demonstrated substantial conformance to the standards. Developmental Disabilities Association of Vancouver-Richmond (DDA) has proven to be a leader in services to persons served in the greater Vancouver area. The organization's leadership is well respected and continually advocates the needs of the clients and the staff members. The senior management team provides excellent guidance to the staff members that results in quality services. Throughout the organization, staff members are long tenured, creative, motivated, and focused on the clients' needs. The organization's financial health appears to be a strength and has enabled DDA to undertake unfunded initiatives to meet the unmet needs in the community. The organization is a strong advocate for disability rights and is very collaborative with its community partners. DDA's community residential services are provided in homes that are attractive, modern, well maintained, and effectively integrated in the surrounding communities. The drop-in centres and day programs are successful in developing vocational, social, and behavioural skills to prepare clients for independence. Families and funding sources indicate great satisfaction with DDA and highlighted the leadership, forward thinking, and the quality of the staff members. Although the organization has many strengths, there are areas noted for improvement. The receptivity of the leadership and staff members to the consultation and other feedback provided during this survey instills confidence that DDA possesses the willingness and capacity to bring it into full conformance to CARF standards. DDA is encouraged to utilize CARF standards as it moves forward in meeting these challenges and creating new opportunities for persons with disabilities. The organization is commended for its highly regarded programs and services, its strong leadership and committed staff, and its implementation of CARF standards as a means of ensuring continuous quality improvement.

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

Developmental Disabilities Association of Vancouver-Richmond has earned a Three-Year Accreditation. The leadership team and staff are complimented and congratulated for this achievement. In order to maintain this accreditation, throughout the term of accreditation, the organization is required to:

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

Survey Details

Survey Participants

The survey of Developmental Disabilities Association of Vancouver-Richmond was conducted by the following CARF surveyor(s):

- Alan J. Schilling, M.A., Administrative
- Jeannette E. Anderson, Program
- Debra A. Dickinson, Program

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

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

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

Survey Activities

Achieving CARF accreditation involves demonstrating conformance to the applicable CARF standards, evidenced through observable practices, verifiable results over time, and comprehensive supporting documentation. The survey of Developmental Disabilities Association of Vancouver-Richmond and its program(s)/service(s) consisted of the following activities:

- Confidential interviews and direct interactions, as outlined in the previous section.
- Direct observation of the organization's operations and service delivery practices.
- Observation of the organization's location(s) where services are delivered.

- Review of organizational documents, which may include policies; plans; written procedures; promotional materials; governing documents, such as articles of incorporation and bylaws; financial statements; and other documents necessary to determine conformance to standards.
- Review of documents related to program/service design, delivery, outcomes, and improvement, such as program descriptions, records of services provided, documentation of reviews of program resources and services conducted, and program evaluations.
- Review of records of current and former persons served.

Program(s)/Service(s) Surveyed

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

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

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

Representations and Constraints

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

Survey Findings

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

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

Areas of Strength

CARF found that Developmental Disabilities Association of Vancouver-Richmond demonstrated the following strengths:

- Leadership provides excellent guidance to the staff members and persons served. The executive director is a highly respected leader and has assembled an outstanding senior management team. The staff members of DDA are highly motivated, creative, long tenured, and committed to providing the highest quality services to persons served.
- Teamwork and cooperation are evident throughout DDA. The organization balances a welcoming environment for the persons served and a supportive work culture for the staff members with prudent and closely monitored service delivery and business practices that are focused on facilitating positive outcomes for the persons served and their families.
- The organization's financial stability is commended. DDA has demonstrated a high level of expertise in managing its finances and ensuring that the staff members have the supports necessary to provide quality services. DDA has two associated organizations that support its financial well-being. The Developmental Disability Trust generates revenue through contracts. Profits from the trust are then forwarded to the Developmental Disabilities Foundation. The foundation has provided sound investments, financial supports, and dedication to the organization's mission. This allows DDA to take an entrepreneurial approach to support the needs of its local communities and the persons and families it supports.
- The organization's ability to be forward thinking and its willingness to take financial risks in order to improve or innovate services are impressive. This is evident by the undertaking of unfunded initiatives, such as Starworks and family support, which ultimately benefits the clients with the possibility of becoming revenue producing services that complement DDA's mission.
- The innovation and entrepreneurial spirit of DDA can be seen in its commitment to Aether, a robot prototype. In conjunction with several other organizations and universities, the intent of the project is to develop a personal service robot that can act as a home monitor to provide a safeguard to persons with developmental disabilities in their own homes at a reasonable cost.
- Training at DDA is held in high regard. DDA has a rich and comprehensive package of training modules available to its personnel. A new staff member orientation training program is utilized to assist staff members to gain the knowledge necessary to work effectively with the clients. The organization also provides ongoing training to more tenured staff members that is designed to assist them in the unique aspects of their individual job responsibilities. To support recruitment efforts, the organization is committed to providing additional intensive training to assist individuals who may not have all the prerequisites for entry-level positions.
- The organization is commended for its dedication to the participation of the persons served in self-advocacy activities. The self-advocacy lead is exceptionally enthusiastic about supporting the persons served in this endeavour. Through the support of DDA, a number of videos have been developed by and with persons served that highlight disability awareness. The "I AM" program continues to be a significant achievement that focuses on the persons' self-worth. The momentum of the advocacy program continues to grow with the support and enthusiasm of the staff members and persons served.

- The organization is commended for its efforts in improving and upgrading its use of technology. These efforts include hiring a director of information technology, utilizing outside companies for payroll functions and client records, and creating an assistive technology position to assist with accommodating the clients' technology needs.
- The managers and team members are talented, creative, and compassionate as they effectively manage their many functions and responsibilities. The team appears skilled in connecting, fostering relationships, and partnering with external stakeholders and employers.
- The organization enjoys a good reputation in the community and maintains positive working relationships with community agencies and other service partners. The organization offers well-defined services that benefit the clients.
- The staff members are DDA's greatest asset. The staff members are spirited, motivated, and person centred and have the clients' needs at the forefront of the services. The staff members are enthusiastic and proud of the work that takes place at DDA.
- DDA is recognized for an impressive longevity of many of its staff members. This longevity brings stability, history, and continuity of service delivery. Although there is longevity in staff members, the organization is also very aware of internal skills and the benefits of mentoring staff members into leadership roles. This combination of history and experience with fresh ideas has led to increased opportunity to develop new leaders from within that reflects the organization's mission, values, and vision.
- The organization is recognized for its Jobs West employment services. This program is a training program designed to enhance positive, acceptable social and work-related behaviours in the work environment in an effort to increase job readiness.
- Staff members continue to be proactive in seeking new and innovate ways to meet the clients' needs in the employment programs. Clients who have struggled to function socially in other settings have found stable employment, friends, meaningful activities, and trusting relationships with staff members and other peers. The supported employment services are recognized for the efforts in the development of employer relationships within the greater Richmond and Vancouver areas. Many Jobs West clients have found meaningful long-term paid employment. Employers interviewed stated that the organization's clients are role models for other employees and that the employers would have no hesitancy in encouraging other employers to hire clients from the Jobs West employment services.
- DDA's drop-in centres and day programs are a hub of activities that provide training to develop and maintain proper vocational, social, and/or behavioural skills to prepare clients for independence. Many smiles were observed, and numerous positive comments were heard throughout the survey process.
- The organization's website is attractive; functional; and easy to navigate for the persons served, families, and other stakeholders.
- Families interviewed during the survey indicated their great satisfaction with the Infant Development Program and stated that the program staffs' involvement with their family has been life changing. A dynamic team demonstrates creativity and initiative in developing services and accessing resources to address the needs, abilities, and preferences of each family. One of the strengths consistently identified is the professionalism of the staff members who at the same time provide a caring, personalized approach to service delivery.
- Home share providers reported a high degree of satisfaction with the supports and services they receive from the organization. From the initial and ongoing training to the open communication and 24/7 availability, families indicated that the organization rises above others to ensure that they are supported.
- DDA provides community housing to some persons who have histories of being very difficult to serve. With individualized supports developed by a professional team of various backgrounds, these persons continue to make progress toward goals and are leading active lives. This support includes a variety of adaptive devices, sensory activities, assistive technology, community inclusion, and consistent programming.

- DDA provides community residential services in homes that are attractive, modern, well maintained, and effectively integrated in the surrounding communities. Many persons served have unique needs, and the environment provided, staffing schedules, and intensive training strive to meet each person's needs. Each home complements the unique personalities and interests of each person served. The family atmosphere provided is a major factor in many persons served having long-term success.
- There is strong support for self-advocacy throughout the organization. Support and encouragement are evident throughout all programs for persons speaking out on their own behalf and being knowledgeable of their rights and responsibilities. Family support groups, which have been in place for years, reflect the ever-changing Richmond/Vancouver culture.
- It is clear that the organization is highly flexible with regard to supporting youth and their families with intensive needs, and it has committed to providing individualized supports to ensure the success of each client, as validated by parents and other stakeholders who consistently express satisfaction with the services provided and the positive impact on the clients.
- "The Cottage" after-school and summer/holiday program provides life skills training to clients in a relaxed and fun atmosphere. Individual goals and interests drive the program structure and supports offered.
- The individualized staff member training and appropriate matching with persons and supervision provided have resulted in many successful respite placements.

Opportunities for Quality Improvement

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

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

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

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

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

Section 1. ASPIRE to Excellence®

1.A. Leadership

Description

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

Key Areas Addressed

- Leadership structure
- Leadership guidance
- Commitment to diversity
- Corporate responsibility
- Corporate compliance

Recommendations

There are no recommendations in this area.

Consultation

- Although the organization talks about person-centred principles in some detail, it is suggested that information provided to staff members and the leadership team talk specifically about its philosophy and actually using the words "person centred" as it is universally recognized as a best practice in the field.
- It is suggested that the cultural diversity plan of DDA increase its focus on aging and its impact on the many cultural, attitudinal, and ethnic topics covered in the plan.

1.C. Strategic Planning

Description

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

Key Areas Addressed

- 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 2018 strategic plan indicates that each department will develop strategic goals that complement the overall goals as developed by the board and senior leadership team. It is suggested that the department goals be included as part of the overall strategic plan.

1.D. Input from Persons Served and Other Stakeholders

Description

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

Key Areas Addressed

- 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

- The organization may want to consider obtaining input from its staff members and funding sources through the use of surveys. Surveys are an easy and convenient way to request feedback from a target audience in an efficient and confidential manner.
- Although the organization does a good job of obtaining input from a variety of stakeholders, including family members, it is suggested that input from youth be included in the evaluation of services.

1.E. Legal Requirements

Description

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.

1.F. Financial Planning and Management

Description

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

Key Areas Addressed

- 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.

1.G. Risk Management

Description

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

Key Areas Addressed

- Identification of loss exposures
- Development of risk management plan
- Adequate insurance coverage

Recommendations

There are no recommendations in this area.

1.H. Health and Safety

Description

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

Key Areas Addressed

- 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

- As many of the clients are assisting family members and other peers, the organization may want to consider offering first aid training, health and safety training, and other safety training events that are beneficial to the clients and may enhance the clients' skills.

1.I. Human Resources

Description

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

1.I.2.a.(2)(a)

1.I.2.a.(2)(b)

1.I.2.b.(1)

1.I.2.b.(2)

The organization should implement written procedures that address verification of the credentials of all applicable personnel (including licensure, certification, and registration) with primary sources and, when applicable, in all states/provinces or other jurisdictions where personnel will deliver services. In addition, DDA should implement written procedures that address timeframes for verification of backgrounds and credentials, including prior to the delivery of services to the persons served or to the organization and throughout employment.

1.I.6.b.(2)

1.I.6.b.(5)

Performance evaluations for all personnel directly employed by the organization should be evident in personnel files and performed at least annually. It is suggested that DDA continue to investigate utilizing Kronos® to develop a new online system of performance review.

Consultation

- It is suggested that job descriptions of all staff members be signed and consistently filed in the personnel record of the staff members.
- As part of the recruitment efforts, it is suggested that DDA highlight volunteer opportunities available through the organization and the benefits of being a volunteer. The organization may also want to look at its volunteer procedures and make volunteering a more desirable opportunity. DDA may even incorporate the idea of volunteering into its recruitment video.

1.J. Technology

Description

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
- Written procedures for the use of information and communication technologies (ICT) in service delivery, if applicable
- Training for personnel, persons served, and others on ICT equipment, if applicable
- Provision of information relevant to the ICT session, if applicable
- Maintenance of ICT equipment in accordance with manufacturer recommendations, if applicable
- Emergency procedures that address unique aspects of service delivery via ICT, if applicable

Recommendations

There are no recommendations in this area.

1.K. Rights of Persons Served

Description

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

Key Areas Addressed

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

Recommendations

1.K.2.a.(3)

It is recommended that the organization ensure that rights are consistently communicated at least annually for persons served in a program longer than one year.

1.L. Accessibility

Description

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

- Although DDA has an accessibility plan that is comprehensive and provides a good overview of accessibility issues, it is suggested that a written introduction to the accessibility plan be provided that identifies the manner in which the organization's needs are identified and how input is solicited from persons served, personnel, and other stakeholders. The organization may also consider having a person served who experiences problems with ambulation assist in the walk-through of the physical facilities.

1.M. Performance Measurement and Management

Description

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

1.M.6.b.(2)

The organization should measure service delivery performance indicators for each program/service seeking accreditation related to the efficiency of services.

1.N. Performance Improvement

Description

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

1.N.1.b.(2)(b)

The written analysis should also analyze performance indicators for each program seeking accreditation related to efficiency of services.

Section 2. Quality Individualized Services and Supports

2.A. Program/Service Structure

Description

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

Key Areas Addressed

- Services are person-centred and individualized
- Persons are given information about the organization's purposes and ability to address desired outcomes
- Documented scope of services shared with stakeholders
- Service delivery based on accepted field practices
- Communication for effective service delivery
- Entrance/exit/transition criteria

Recommendations

There are no recommendations in this area.

Consultation

- To ensure that information is presented in an understandable manner and meets the cultural needs of the families and persons served, the organization has interpreters available. It is suggested that this person sign as a witness to any legal documents, such as consents and releases of information, and indicate that the information was presented in a language understood by the signee.

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

Description

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

The person served participates in decision making, directing, and planning that affects 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

2.B.5.b.(2)

2.B.5.d.

Although each individual plan contains overall goals, many objectives reference supports rather than skill attainment. A coordinated individualized service plan should identify specific measurable objectives and be reviewed on a regular basis with respect to expected outcomes. It may be beneficial to consider additional staff training in person-centred planning.

Consultation

- When assessments and updates are received from external sources, it is suggested that the organization date stamp the documents in an effort to indicate when the document was completed or received.

2.C. Medication Monitoring and Management

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

2.D. Employment Services Principle Standards

Description

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

- Identification of employment opportunities and resources in the local job market.
- Development of viable work skills that match workforce needs within the geographic area.
- Development of realistic employment goals.
- Establishment of service plans to achieve employment outcomes.
- Identification of resources and supports to achieve and maintain employment.
- Coordination of and referral to employment-related services and supports.

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

Some examples of the quality results desired by the different stakeholders of these services and supports include:

- Individualized, appropriate accommodations.
- A flexible, interactive process that involves the person.
- Increased independence.

- Increased employment options.
- Timely services and reports.
- Persons served obtain and maintain employment consistent with their preferences, strengths, and needs.
- Person served obtains a job at minimum wage or higher and maintains appropriate benefits.
- Person served maintains the job.

Key Areas Addressed

- Goals of the persons served
- Personnel needs of local employers
- Community resources available
- Economic trends in the local employment sector

Recommendations

There are no recommendations in this area.

2.E. Community Services Principle Standards

Description

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

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

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

Expected results from these services may include:

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

Key Areas Addressed

- Access to community resources and services
- Enhanced quality of life
- Community inclusion
- Community participation

Recommendations

There are no recommendations in this area.

Section 3. Employment Services

Description

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

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

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

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

- Increased inclusion in community activities.
- Increased self-direction, self-determination, and self-reliance
- Self-esteem.
- Community citizenship.
- Increased independence.
- Meaningful activities.
- Increased employment options.
- Employment obtained and maintained.
- Competitive employment.
- Employment at or above minimum wage.
- Economic self-sufficiency.
- Employment with benefits.
- Career advancement.

3.G. Community Employment Services

Description

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

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

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

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

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

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

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

Note: In making the determination of what an organization is actually providing in comparison to these service descriptions, these factors are considered: the mission of the services, the program descriptions, brochures and marketing image for these services, and the outcomes of the services.

Depending on the scope of the services provided, some examples of the quality outcomes desired by the different stakeholders of these services include:

- Persons obtain community employment.
- Persons obtain individualized competitive employment.
- Employment matches interests and desires of persons.
- Wages, benefits, and hours of employment achieved as desired.
- Average number of hours worked per week increases.
- Average number of hours worked per week meets the desires of the person served.
- Full-time employment with benefits.
- Transition-age youth move directly from their educational environment into community employment.
- Potential for upward mobility.
- Self-sufficiency.
- Integration.
- Responsive services.
- Safe working conditions.
- Cost-effective for placement achieved.
- Performance level achieved meets requirements of job or position.
- Increase in skills.
- Increase in productivity.
- Increase in hours worked.
- Increase in pay.
- Employment retention.
- Increase in natural supports from coworkers.
- Persons served treated with respect.
- Minimize length of time for supports.
- Type and amount of staff interaction meets needs.
- Employer satisfaction.
- Responsiveness to customers.

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

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

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

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

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Section 4. Community Services

Description

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

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

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

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

- Increased inclusion in community activities.
- Increased or maintained ability to perform activities of daily living.
- Increased self-direction, self-determination, and self-reliance
- Self-esteem.
- Housing opportunities.
- Community citizenship.
- Increased independence.
- Meaningful activities.
- Increased employment options.

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

Description

Services for children and youth include prevention, early intervention, preschool programs, early years programs, after-school programs, outreach, and services coordination. Services/supports may be provided in a variety of settings, such as a family's private home; the organization's facility; and community settings such as parks, recreation areas, preschools, or child day care programs not operated by the organization. In all cases, the physical setting, equipment, and environment meet the identified needs of the children and youth served and their families. Families are the primary decision makers and play a critical role, along with team members, in the process of identifying needs and services.

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

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

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

Child and adolescent services focus on the development of skills needed by the child/adolescent to succeed in school, in his or her family, and in the community. An organization may provide an array of distinct services that fall under the heading of child and adolescent services, with different service delivery models that incorporate different practices. Services are individualized to meet the changing needs of the children/adolescents served. Child and

adolescent services empower the child/adolescent to develop skills in decision making, including maximizing their participation in the service planning process. Involvement of other team members depends on what the child/adolescent needs and the scope of the services provided. Team members could come from several agencies and may include therapists, child development specialists, social workers, educators, medical professionals, and others.

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

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

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

Description

Host family/shared living services assist a person served to find a shared living situation in which 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.

Some examples of the quality results desired by the different stakeholders of these services and supports include:

- Quality of life as identified by the person served is enhanced.
- Increased independence.
- Increased community access.
- Persons served choose whom they will live with and where.
- Participation of the persons in the community.
- Community membership.
- Support for personal relationships.
- Increased natural supports.
- Strengthened personal networks.
- Supports accommodate individual needs.
- Persons feel safe.
- Persons feel that the supports they need/want are available.
- Persons decide where they live.
- Persons feel valued.
- Persons have meaningful relationships.
- Persons develop natural supports.
- Persons participate in their community.

Key Areas Addressed

- Appropriate matches of non-family participants with homes
- Contracts that identify roles, responsibilities, needs, and monitoring
- Needed supports
- Community living services in a long-term family-based setting
- Sense of permanency

Recommendations

There are no recommendations in this area.

Consultation

- To enhance the current recruiting efforts, the organization could develop a testimonial video featuring current providers sharing their experiences as a home share provider with DDA. Hearing this information first hand could be helpful to those considering this important role.

4.F. Respite Services (RS)

Description

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

Some examples of the quality results desired by the different stakeholders of these services/supports include:

- Services/supports are responsive to the family's needs.
- Services/supports are safe for persons.
- Services/supports accommodate medical needs.

Key Areas Addressed

- Time-limited, temporary relief from service delivery
- Accommodation for family's living routine and needs of person served

Recommendations

There are no recommendations in this area.

4.G. Community Integration (COI)

Description

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

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

- Leisure or recreational activities.
- Communication activities.
- Spiritual activities.
- Cultural activities.
- Pre-vocational experiences.
- Vocational pursuits.
- Volunteerism in the community.
- Educational and training activities.
- Development of living skills.
- Health and wellness promotion.
- Orientation, mobility, and destination training.
- Access and utilization of public transportation.
- Interacting with volunteers from the community in program activities.
- Community collaborations and social connections developed by the program (partnerships with community entities such as senior centres, arts councils, etc.).

Key Areas Addressed

- Opportunities for community participation

Recommendations

There are no recommendations in this area.

4.H. Community Housing (CH)

Description

Community housing addresses the desires, goals, strengths, abilities, needs, health, safety, and life span issues of the persons served, regardless of the home in which they live and/or the scope, duration, and intensity of the services they receive. The residences in which services/supports are provided are typically owned, rented, leased, or operated directly by the organization, or may be owned, rented, or leased by a third party, such as a governmental entity. Providers exercise control over these sites in terms of having direct or indirect responsibility for the physical conditions of the facility.

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

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

Community housing may include either or both of the following:

- Transitional living that provides interim supports and services for persons who are at risk of institutional placement, persons transitioning from institutional settings, or persons who are homeless. Transitional living is typically provided for six to twelve months and can be offered in congregate settings that may be larger than residences typically found in the community.
- Long-term housing that provides stable, supported community living or assists the persons served to obtain and maintain safe, affordable, accessible, and stable housing.

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

Key Areas Addressed

- Safe, secure, private location
- 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.

4.I. Supported Living (SL)

Description

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

Supported living refers to the support services provided to the person served, not the residence in which these services are provided. A 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 survey application or identified as a site on the accreditation outcome.

Some examples of the quality results desired by the different stakeholders of these services/supports include:

- Persons served achieving choice of housing, either rent or ownership.
- Persons served choosing whom they will live with, if anyone.
- Minimizing individual risks.
- Persons served have access to the benefits of community living.
- Persons served have autonomy and independence in making life choices.

Key Areas Addressed

- Safe, affordable, accessible housing chosen by the individual
- In-home safety needs
- Support personnel available based on needs
- Supports available based on needs and desires
- Living as desired in the community
- Persons have opportunities to access community activities

Recommendations

There are no recommendations in this area.

Section 5. Specific Population Designations/Enhancements

5.A. Children and Adolescents Specific Population Designation

Description

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

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

Key Areas Addressed

- Children, adolescents, and their families are provided with options
- Social, vocational, psychological, and physical needs are met

Recommendations

There are no recommendations in this area.

Program(s)/Service(s) by Location

Developmental Disabilities Association of Vancouver-Richmond

100 - 3851 Shell Road
Richmond BC V6X 2W2
CANADA

Administrative Location Only

Arlington

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

Charles Street

3363 Charles Street
Vancouver BC V5K 3C3
CANADA

Community Housing

CORE

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

Community Integration

Curzon

7671 Curzon Street
Richmond BC V7C 4H8
CANADA

Community Housing

Dartmoor

3483 & 3486 Dartmoor Place
Vancouver BC V5S 4G1
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

East 55th

708 East 55th Avenue
Vancouver BC V5X 1N7
CANADA

Community Housing

Fraser

4948 Fraser Street
Vancouver BC V5W 2Y8
CANADA

Community Integration

Grandview

100 - 2830 Grandview Highway
Vancouver BC V5M 2C9
CANADA

Community Integration

Jobs West

411 - 2150 West Broadway
Vancouver BC V6K 4L9
CANADA

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

Kaslo

3455 Kaslo Street
Vancouver BC V5M 3H4
CANADA

Host Family/Shared Living Services
Respite Services
Respite Services (Children and Adolescents)
Services for Children and Youth: Early Intervention Services

Langton

7611 Langton Road
Richmond BC V7C 4B4
CANADA

Community Housing

Leisure Challenge

3455 Kaslo Street
Vancouver BC V5M 3H4
CANADA

Services for Children and Youth: Child and Adolescent Services

Main Street Drop-In

7208 Main Street
Vancouver BC V5X 3J4
CANADA

Community Integration
Supported Living

Minoru

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

Community Housing

Robinson

8400 Robinson Road
Richmond BC V6Y 1B4
CANADA

Community Housing

Victoria Drive

5064 Victoria Drive
Vancouver BC V5P 3T8
CANADA

Community Integration

West 8th

624 West Eighth Avenue
Vancouver BC V5Z 1C8
CANADA

Community Integration

Worthington

3381 Worthington Drive
Vancouver BC V5M 3X2
CANADA

Community Housing