



CARF
Survey Report
for

The Kootenay Society
for Community Living -
Castlegar Branch

Organization

The Kootenay Society for Community Living -
Castlegar Branch (KSCL)
2224 Sixth Avenue
Castlegar, BC V1N 2V9
Canada

Organizational Leadership

Brenda Jagpal, CGA, Executive Director
Kathleen Elias, Finance Coordinator

Survey Dates

November 7–9, 2005

Survey Team

Kenneth A. Korczyk, Administrative Surveyor
Cynthia A. Doherty, Program Surveyor
Brenda J. Scrimsher, Program Surveyor

Programs/Services Surveyed

Community Services: Child and Youth Services
Community Services: Community Housing
Community Services: Community Integration
Community Services: Family Services



Survey Outcome

Three-Year Accreditation
Expiration: November 2008

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SURVEY SUMMARY

The Kootenay Society for Community Living - Castlegar Branch (KSCL) has strengths in many areas.

- The survey team met many staff members who are warm, caring, and very knowledgeable about persons served. Staff members in all programs clearly understand each person's strengths, needs, means of communication, and personal vision for a good life. Each person served is treated with kindness, respect, and patience.
- KSCL staff members are enthusiastic, motivated, passionate advocates for the rights, dignity, and independence of each person served.
- The survey team met many staff members who have established a long tenure with the organization. This staff longevity creates continuity in service delivery that is highly beneficial to the person served and provides a sense of security for the families.
- Staff members are tenacious in their efforts to keep each person served safe and healthy.
- Persons served have the assistive technology they need to assist them to increase the amount of control they have over their lives, perform tasks as independently as possible, and ensure that life is as pleasant and satisfying as possible.
- Persons served enjoy a broad array of community-based social and leisure opportunities based on their interests and preferences. Each person receives the support, assistance, and training he or she needs to increase opportunities for community inclusion.
- Persons served receive the support and assistance they need to enjoy warm, meaningful relationships with family, friends, roommates, and staff members. Such support greatly increases satisfaction with life, giving persons served things to look forward to and to enjoy and ensures that persons served do not feel that they are alone in the world.
- Persons served, funders, and families report a high level of satisfaction with the quality of services provided. These services reflect a commitment to the persons served, flexibility, and customization.
- The board of directors demonstrate a long-term commitment to the organization. Board members represent a diverse mix of community interests, including excellent parent involvement. The board is complimented for its vision and its active involvement on several key committees, including accessibility and health and safety.
- The organization has maintained an impressive record of strong financial management. A comprehensive, easy-to-understand budget process guides the operations and provides timely analysis to the executive director and the board of directors.
- The survey team toured many homes that were well decorated, warm, and truly homey.
- The organization is commended for the evening and weekend availability of community activities for children and adults in the community integration program. Staff members are diligent in researching activities in the area and coordinating outings for persons who indicate a desire to participate in the activities.

In the following area The Kootenay Society for Community Living - Castlegar Branch demonstrates exemplary conformance to the standards.

- KSCL is commended for its efforts to incorporate full accessibility into all aspects of the organization. An accessibility committee was established three years ago, and this committee has met consistently ever since. The committee includes representatives from all areas of the organization, including a representative of persons served and the board president. An excellent accessibility plan was developed in the first year and has been revised and updated several times since then. A status report on accessibility is a regular board meeting item as well as an important component of the annual strategic planning process. Specific improvements arising out of the accessibility planning process include the installation of a track system in all residences; the design and building of Columbia House, its newest home; numerous improvements at existing homes; and purchases of a number of assistive devices for persons served.

The Kootenay Society for Community Living - Castlegar Branch should seek improvement in the areas identified by the recommendations in the report. Suggestions given do not indicate nonconformance to standards but are offered as consultation for further quality improvement.

On balance, KSCL is in substantial conformance to the CARF standards and is aware and quite capable of addressing the areas for improvement noted in this report. KSCL has strong leadership and has demonstrated significant growth over the last five years, both in adding and renovating residences for individuals and in adding programs to meet identified community needs. The dedication of the board of directors, administrative team, and staff members is well documented. The organization is complimented for its preparation for this initial survey and its dedication to meeting the international standards of CARF.

The Kootenay Society for Community Living - Castlegar Branch has earned a Three-Year Accreditation. The board and staff members are complimented for the positive efforts made in pursuit of accreditation, and they are encouraged to continue to use the CARF standards as guidelines for continuous quality improvement.

SECTION 1. BUSINESS PRACTICES

Criterion A. Input from Stakeholders

Principle Statement

CARF-accredited organizations continually focus on the expectations of the persons served and other stakeholders. The standards in Criterion A 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.

Criterion B. 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.

Exemplary Conformance

B.3.a.

KSCL is commended for its efforts to incorporate full accessibility into all aspects of the organization. An accessibility committee was established three years ago, and this committee has met consistently ever since. The committee includes representatives from all areas of the organization, including a representative of persons served and the board president. An excellent accessibility plan was developed in the first year and has been revised and updated several times since then. A status report on accessibility is a regular board meeting item as well as an important component of the annual strategic planning process. Specific improvements arising out of the accessibility planning process include the installation of a track system in all residences; the design and building of Columbia House, its newest home; numerous improvements at existing homes; and purchases of a number of assistive devices for persons served.

Criterion C. Information Management and Performance Improvement

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. 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

- Information collected, analyzed, and used to address critical customer needs
 - Accurate and consistent information collection
 - Proactive performance improvement
 - Performance information shared with all stakeholders
 - Written technology and system plan
-

Recommendations

C.4.d.(3)(a) through C.4.d.(3)(c)

Although KSCL has developed performance goals for its measures of efficiency, goals have not been established for its effectiveness measures. The organization is urged to develop measurable performance goals based on an industry benchmark, the organization's history, or a target established by KSCL or one of its other stakeholders.

Criterion D. Rights of Persons Served

Principle Statement

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

Key Areas Addressed

- Meaningful communication of rights
 - Commitment to diversity
 - Policies promote rights of persons served
 - Complaint, grievance, and appeals policy
 - Annual review of complaints
-

Recommendations

D.2.e.(5)

The organization is urged to develop a policy that describes how persons served give their informed consent to involvement in research projects.

D.2.h.

When persons served are involved in research projects, the organization should require strict adherence to research guidelines and ethics.

Consultation

- The organization is encouraged to refrain from sharing confidential information about persons served with others without completing signed consent forms.
-

Criterion E. Health and Safety

Principle Statement

CARF-accredited organizations maintain accessible, healthy, safe, and clean environments through both external and internal safety reviews and personnel commitment to this philosophy.

Key Areas Addressed

- One annual external inspection
- Self-inspections twice a year
- Emergency procedures, including evacuation, tested/analyzed annually
- Access to emergency first-aid resources
- Competency of personnel in safety procedures

- Defined system for reporting/reviewing critical incidents
 - Infection control plan
 - Transportation requirements, if applicable
-

Recommendations

E.6.a.(1) through E.6.a.(3)

Fire drills are practiced regularly at all locations, and evacuation procedures for other emergencies have been developed but not practiced. KSCL should ensure that each emergency plan is tested at least once a year on all shifts and at all locations.

Consultation

- Although staff members who pass medication receive some training on correct medication administration, it is suggested that each employee given the responsibility of passing medication to persons served receive training by a registered nurse using a formal, approved medication curriculum.
 - Although it is evident that all program locations are stocked with first aid kits that include appropriate supplies for an emergency, it is suggested that disposable biohazard bags be included in the kits for use in the case of a large clean up. It is further suggested that the organization contact the local hospital or medical clinic to determine an appropriate site for disposal of biohazardous materials if needed.
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Criterion F. 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 description/performance
- Policies regarding students/volunteers, if applicable

Recommendations

F.5.d.(4)(a) through F.5.d.(5)

Although the organization conducts annual performance evaluations for most of its personnel, it is urged to conduct annual evaluations for all of its staff members and assess performance relative to specific measurable objectives mutually established with each employee the previous year as well as create new ones for the upcoming year.

Consultation

- The organization is encouraged to document all training provided to organization staff members through both internal and external training providers in employee personal files.
 - It is suggested that KSCL provide training on bloodborne pathogens, exposure control, and safe lifting techniques to program employees annually.
 - KSCL is encouraged to add the essential functions for each position in the job description. These might include physical expectations like lifting requirements, bending, and stooping. This could assist the organization in avoiding some potential injuries for persons who may have preexisting physical conditions.
-

Criterion G. 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
 - Corporate responsibility
 - Corporate compliance
 - Commitment to diversity
-

Recommendations

There are no recommendations in this area.

Criterion H. Legal Requirements

Principle Statement

CARF-accredited organizations comply with all the legal and regulatory requirements of federal, state, provincial, county, and city entities.

Key Areas Addressed

- Compliance with all legal/regulatory requirements
-

Recommendations

There are no recommendations in this area.

Criterion I. 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
- Annual review of service billing records, if applicable
- Review of fee structure, if applicable
- Annual outside review/audit, if applicable

- Written risk management plan
 - Adequate insurance coverage
 - Policies regarding safeguarding funds of persons served, if applicable
-

Recommendations

There are no recommendations in this area.

SECTION 2. QUALITY INDIVIDUALIZED SERVICES

A. Individual-Centered Service Planning, Design, and Delivery

Principle Statement

Improvement of the quality of an individual's services 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 and planning that affects his or her life. Efforts to include the person served in the direction or delivery of those services 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-centered and individualized
 - Persons are given information about the organization's purposes and ability to address desired outcomes
-

Recommendations

A.10.a.

It is recommended that KSCL ensure that each person served has a current personal services plan (PSP) that has been developed with the input of the person served.

A.10.b.(2) through A.10.b.(4)

The survey team reviewed many individual plans that were comprehensive and well written and included a plethora of valuable, person-centered information. Individual plans included general goals but failed to include well-written objectives. The organization is urged to enhance and expand its efforts to include person-centered, specific, measurable objectives for each person served. For each

specific measurable objective written the organization should include information on the methods or techniques that will be used to support the person served to achieve the written objective. It is also recommended that the individual's plans document who is responsible for the implementation of the plan.

A.17.

When a person served leaves any program for any reason, the organization should prepare an exit summary.

B. Records of the Persons Served

Principle Statement

The organization maintains complete records and treats all information related to persons served as confidential.

Key Areas Addressed

- Complete, confidential records are maintained
-

Recommendations

B.1.

It is recommended that KSCL maintain a complete record for each person served. The organization should determine what information should be kept in the records of persons served and ensure that each record is complete, clear, and current.

B.3.c.

Although KSCL utilizes a release-of-confidential-information form, it is recommended that all forms be dated when signed by persons served or guardians and that the forms be revised to include a time limitation.

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 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 generic opportunities and natural supports in the community.

A. 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.

Consultation

- The organization serves many persons with severe and multiple disabilities who might benefit from sensory integration/stimulation experiences. KSCL is encouraged to explore sensory stimulation as a possible life-enhancing experience for some persons served and to provide staff members with relevant training by investing in pertaining materials and supplies.
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C. Child and Youth Services

Principle Statement

Child and youth services provide one or more services, such as prenatal counseling, service coordination, early intervention, prevention, preschool programs, and after-school programs. These services may be provided in any of a variety of settings, such as a family's private home, the organization's facility, and community settings.

Key Areas Addressed

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

Recommendations

C.1.a. through C.1.o.

It is recommended that the assessment of each child or youth served include information on his/her developmental history; medical or physical health and treatment history; culture/ethnicity; school history; language functioning, including speech, hearing, and visual functioning; immunization record; learning ability; intellectual functioning; family relationships; interactions with peers; environmental surroundings; prenatal exposure to alcohol, tobacco, or other drugs; and history of use of alcohol, tobacco, or other drugs

C.2.a. through C.2.d.

It is further recommended that the assessments be appropriate with respect to the child or youth's age, development, culture, and education.

C.4.a.

C.4.b.

Although KSCL does not have PSPs in each file of children served, there are goals stated for the children to be working on. It is recommended that a PSP be developed for each child, which will help to direct or manage services to achieve their outcomes. The PSPs should identify the needs of the child or youth served and the desired outcomes of the family.

E. Community Integration

Principle Statement

Community integration is designed to help persons to optimize their personal, social, and vocational competency in order to live successfully in the community. Activities are determined by the needs of the persons served. The persons served are active partners in all aspects of these programs. Community integration provides opportunities for the community participation of the persons served.

Key Areas Addressed

- Opportunities for community participation
-

Recommendations

E.7.a.

E.7.b.

The organization is urged to follow up with individuals who drop out of services as well as with individuals who have been admitted to a treatment center, institution, or other setting and document respective contacts.

F. Family Services

Principle Statement

Family services are provided to persons served and/or their families, either to enable the person and the family to stay together or to enable the person served to remain involved with his or her family. Families, including the persons served, are the decision makers in identifying the services needed and in choosing how those services will be delivered.

Key Areas Addressed

- Families enabled to stay together
 - Persons served remain involved with their families
-

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 are provided may be owned, rented, leased, or operated directly by the organization, or a third party, such as a governmental entity. Providers exercise control over these sites.

Community housing is provided in partnership with individuals. These services are designed to assist the persons served to achieve success in and satisfaction with community living. Services 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.

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

J.2.h.(1)

It is recommended that KCSL develop written policies related to visitors and pets.

J.3.a.

Although organization staff members are tenacious in their efforts to keep the persons served safe and healthy, the survey team noted in several homes that chemicals were stored in locations that might be accessible to persons served. The organization is urged to consistently secure chemical products in all homes where individuals reside.

PROGRAMS/SERVICES BY LOCATION

The Kootenay Society for Community Living - Castlegar Branch

2224 Sixth Avenue
Castlegar, BC V1N 2V9
Canada

Community Services: Child and Youth Services
Community Services: Community Integration

29th Street House

404 29th Street
Castlegar, BC V1N 3T9
Canada

Community Services: Community Housing

Bigby Place - Nelson

310 Ward Street
Nelson, BC V1L 5S4
Canada

Community Services: Child and Youth Services
Community Services: Community Integration
Community Services: Family Services

Kootenay Columbia House

114 10th Avenue
Castlegar, BC V1N 1Y4
Canada

Community Services: Community Housing

Prince Avenue House

101 Prince Avenue
Castlegar, BC V1N 1C7
Canada

Community Services: Community Housing

Roalshary #1 and #2

558 and 586 73rd Avenue
Grand Forks, BC V0H 1H0
Canada

Community Services: Community Housing
Community Services: Community Integration

Silverbirch Lane

839 Silverbirch Lane
Castlegar, BC V1N 1E6
Canada

Community Services: Community Housing
