



Three-Year Accreditation

**CARF**  
**Survey Report**  
**for**  
**Kootenay Society for**  
**Community Living**

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## Three-Year Accreditation

### Organization

Kootenay Society for Community Living (KSCL)  
2224 Sixth Avenue  
Castlegar BC V1N 2V9  
CANADA

### Organizational Leadership

Kathleen Elias, Executive Director

### Survey Dates

October 27-29, 2014

### Survey Team

Deb Schott, CPA, CIA, Administrative Surveyor  
Kathy Leuelling, Program Surveyor  
Polly W. Davis, M.A., CCC-SLP, Program Surveyor

### Programs/Services Surveyed

Child and Youth Services  
Community Employment Services: Employment Supports  
Community Employment Services: Job Development  
Community Housing  
Community Integration  
Family Services  
Host Family/Shared Living Services

*Governance Standards Applied*

### Previous Survey

November 16-18, 2011  
Three-Year Accreditation

## Survey Outcome

Three-Year Accreditation  
Expiration: November 2017

# SURVEY SUMMARY

**Kootenay Society for Community Living (KSCL) has strengths in many areas.**

- The KSCL senior leadership team has a good working relationship and has developed new processes to continue to strengthen the organization.
- KSCL appears to have strong finances, which has aided it in uncertain times and allowed it to expand and add services without taking on significant debt.
- KSCL has been successful in developing employment options in a small community with wages that are often significantly above the minimum wage.
- KSCL day programs are integrated within the communities it serves. The clients participate in a variety of activities, including recreation, volunteer programs, and recycling, along with skill development at the program sites.
- Community homes are well maintained and accessible. Assistive technology, including specialized beds and lifts, are available where needed. Bedrooms reflect the personalities of the residents and offer privacy.
- KSCL is housed in a roomy facility with space for both offices and services. It is located in a convenient part of Castlegar for the clients to access.
- The employees express enjoyment in having the opportunity to work with the various populations being served and state they feel satisfaction with their jobs.
- The organization enjoys having support of the funders and referral sources as well as families, the persons served, and the community.
- The family/host family services appear to be well matched.

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

On balance, KSCL has a rich history of providing quality services and supports to the persons served. The organization is highly valued and respected in the community, and it is an integral part of the economy in its respective communities. This importance is reflected in the positive feedback received from the clients, employees, funders, other stakeholders, and the community. The strong leadership has guided the organization through difficult financial times and has established a culture that is centred on the clients and their growth as independent individuals through the supports and services provided. The organization is encouraged to address the opportunities for improvement noted in this report. The dedication of the employees continues to prove to be a positive factor and will assist the organization's efforts of implementing and maintaining the CARF standards throughout business practices and services.

Kootenay Society for Community Living has earned a Three-Year Accreditation. The organization is complimented on this accomplishment. It is encouraged to continue to use the CARF standards for quality improvement.

# SECTION 1. ASPIRE TO EXCELLENCE®

## A. Leadership

### Principle Statement

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

### Key Areas Addressed

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

There are no recommendations in this area.

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## B. Governance

### Principle Statement

The governing board should provide effective and ethical governance leadership on behalf of its owners'/stakeholders' interest to ensure that the organization focuses on its purpose and outcomes for persons served, resulting in the organization's long-term success and stability. The board is responsible for ensuring that the organization is managed effectively, efficiently, and ethically by the organization's executive leadership through defined governance accountability mechanisms. These mechanisms include, but are not limited to, an adopted governance framework defined by written governance policies and demonstrated practices; active and timely review of organizational performance and that of the executive leadership; and the demarcation of duties between the board and executive leadership to ensure that organizational strategies, plans, decisions, and actions are delegated to the resource that would best advance the interests and performance of the organization over the long term and manage the organization's inherent risks. The board has additional responsibilities under the domain of public trust, and as such, it understands its corporate responsibility to the organization's employees, providers, suppliers, and the communities it serves.

## **Key Areas Addressed**

- Ethical, active, and accountable governance
  - Board composition, selection, orientation, development, assessment, and succession
  - Board leadership, organizational structure, meeting planning, and management
  - Linkage between governance and executive leadership
  - Corporate and executive leadership performance review and development
  - Executive compensation
- 

## **Recommendations**

### **B.2.g.(4) through B.2.g.(6)**

The KSCL board of directors is not completing the self-assessments annually, and the board chair is not reviewing and discussing these assessments annually. Further, although the board members sign a conflict-of-interest statement and the ethical code of conduct at orientation, they are not annually signing the disclosures. Governance policies on board performance should include periodic self-assessment of individual members, an annual written and signed conflict-of-interest declaration, and an annual written and signed ethical code-of-conduct declaration.

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## **C. Strategic Planning**

### **Principle Statement**

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

### **Key Areas Addressed**

- Strategic planning considers stakeholder expectations and environmental impacts
  - Written strategic plan sets goals
  - Plan is implemented, shared, and kept relevant
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### **Recommendations**

There are no recommendations in this area.

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## D. Input from Persons Served and Other Stakeholders

### Principle Statement

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

### Key Areas Addressed

- Ongoing collection of information from a variety of sources
  - Analysis and integration into business practices
  - Leadership response to information collected
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### Recommendations

There are no recommendations in this area.

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## E. Legal Requirements

### Principle Statement

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

### Key Areas Addressed

- Compliance with all legal/regulatory requirements
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### Recommendations

There are no recommendations in this area.

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## F. Financial Planning and Management

### Principle Statement

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

## **Key Areas Addressed**

- Budget(s) prepared, shared, and reflective of strategic planning
  - Financial results reported/compared to budgeted performance
  - Organization review
  - Fiscal policies and procedures
  - Review of service billing records and fee structure
  - Financial review/audit
  - Safeguarding funds of persons served
- 

## **Recommendations**

There are no recommendations in this area.

## **Consultation**

- KSCL is encouraged to develop a process to separate the receipt of cash, recording, and deposit functions. This might be accomplished by having a receipt for mail and opening and recording any cash receipts prior to transferring to the finance department for processing and depositing.
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## **G. Risk Management**

### **Principle Statement**

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

### **Key Areas Addressed**

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

There are no recommendations in this area.

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## H. Health and Safety

### Principle Statement

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

### Key Areas Addressed

- Inspections
  - Emergency procedures
  - Access to emergency first aid
  - Competency of personnel in safety procedures
  - Reporting/reviewing critical incidents
  - Infection control
- 

### Recommendations

#### H.4.a.(2)

Although KSCL provides health and safety training upon hire, it is recommended that competency-based training be provided annually.

#### H.7.a.(1)

Emergency drills are conducted during day and evening hours. It is recommended that a drill on the overnight shift also be conducted at least annually in the community living program.

### Consultation

- KSCL has many homes with residents requiring assistance to evacuate in the event of any emergency. In order to develop specific plans for evacuation of these locations, the organization might consider consulting with the local fire department or emergency professionals for assistance.
  - Although first aid supplies are available in all locations, expired supplies are evident in some locations. KSCL is encouraged to develop a plan to ensure that first aid supplies are current.
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## I. Human Resources

### Principle Statement

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



## Key Areas Addressed

- Adequate staffing
  - Verification of background/credentials
  - Recruitment/retention efforts
  - Personnel skills/characteristics
  - Annual review of job descriptions/performance
  - Policies regarding students/volunteers, if applicable
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## Recommendations

### I.2.a.(2)

### I.2.c.(2)

Although the organization has a close working relationship with the two area colleges, it does not have a verification process for certifications, licensure, and registrations of personnel. 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 actions to be taken in response to the information received concerning credential verification.

### I.5.a.(2) through I.5.b.(11)

Although KSCL completes required trainings at orientation and provides periodic trainings, it does not have a good process for ensuring regular ongoing training. The organization should provide for documented personnel training at regular intervals that addresses the identified competencies needed by personnel, confidentiality requirements, customer service, diversity, ethical codes of conduct, promoting wellness of the persons served, person-centred practice, reporting of suspected abuse and neglect, the rights of the persons served, the rights of personnel, and the unique needs and safety of the persons served.

### I.6.b.(5)

Although KSCL has a process for covering the required items in a performance evaluation, it is not being completed for all personnel at least annually. Performance evaluations for all personnel directly employed by the organization should be conducted annually.

### I.7.a.

Although KSCL has volunteers and students complete trainings and provides a job description, it does not have a signed agreement. When students or volunteers are used, the organization should ensure that its system of management includes a signed agreement. Signing the agreement can verify that the volunteers and students have received it and are aware of expectations. Further, although KSCL works in collaboration with the college to conduct the performance review of the students, this review is kept by the college. KSCL is encouraged to update its policy to reflect this practice appropriately.

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## J. Technology

### Principle Statement

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

### Key Areas Addressed

- Written technology and system plan
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### Recommendations

There are no recommendations in this area.

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## K. Rights of Persons Served

### Principle Statement

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

### Key Areas Addressed

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

### Recommendations

#### K.3.a.(4)(a)

#### K.3.a.(4)(b)

Although KSCL has a written policy and procedure by which formal complaints can be filed, time frames for adequate consideration and timely dispositions are not clearly provided. It is recommended that the organization's policy and a written procedure by which the persons served may formally complain to the organization be expanded to specify time frames that are adequate for prompt consideration and that result in timely decisions for the person served.

## **Consultation**

- The organization has adopted a procedure in some of the programs to address a rights per group planning time each month to address individual rights. The recently developed video presentation of rights is well designed. However, it is suggested that the organization further develop it to be more inclusive of all rights and to possibly add a picture format of rights that could be included in the client handbook.
  - The addition of pictures or other forms of representation might make the complaint process more understandable for the varied levels of cognitive abilities of the organization's service population. This could easily fit into the client handbook for ready access to the persons served.
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## **L. Accessibility**

### **Principle Statement**

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

### **Key Areas Addressed**

- Written accessibility plan(s)
  - Requests for reasonable accommodations
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### **Recommendations**

There are no recommendations in this area.

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## **M. Performance Measurement and Management**

### **Principle Statement**

CARF-accredited organizations are committed to continually improving their organizations and service delivery to the persons served. Data are collected and analyzed, and information is used to manage and improve service delivery.

### **Key Areas Addressed**

- Information collection, use, and management
- Setting and measuring performance indicators

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## Recommendations

There are no recommendations in this area.

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## N. Performance Improvement

### Principle Statement

The dynamic nature of continuous improvement in a CARF-accredited organization sets it apart from other organizations providing similar services. CARF-accredited organizations share and provide the persons served and other interested stakeholders with ongoing information about their actual performance as a business entity and their ability to achieve optimal outcomes for the persons served through their programs and services.

### Key Areas Addressed

- Proactive performance improvement
  - Performance information shared with all stakeholders
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## Recommendations

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

Although KSCL has performance measurements and a system to collect data and report on results, the results have not been appropriately shared with the clients, staff members, other stakeholders, and the community. The report that was shared was missing data due to a system glitch that was not recognized. The organization should communicate accurate performance information to the persons served, personnel, and other stakeholders according to the needs of the specific group, including the format, content, and timeliness of the information communicated. For the clients, additional graphics or other communication methods could ensure that it reaches the target audience.

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## SECTION 2. QUALITY INDIVIDUALIZED SERVICES AND SUPPORTS

### A. Program/Service Structure

#### Principle Statement

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

## Key Areas Addressed

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

There are no recommendations in this area.

## Consultation

- KSCL does not currently maintain a waiting list. However, incorporating a process for acceptance into the admission policy could ensure that guidelines are in place if a waiting list is necessary in the future.
  - Release-of-confidential-information forms contain a time limitation of 365 days within the form but also indicate that the form could be utilized for up to five years. A one-year release form is considered best practice; therefore, it is suggested that the five-year limit be eliminated from the form.
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## B. Individual-Centred Service Planning, Design, and Delivery

### Principle Statement

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

The person served participates in decision making, directing, and planning that affects his or her life. Efforts to include the person served in the direction or delivery of those services/supports are evident.

### Key Areas Addressed

- Services are person-centred and individualized
- Persons are given information about the organization's purposes and ability to address desired outcomes

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## **Recommendations**

### **B.5.a.**

### **B.5.b.(2) through B.5.b.(4)**

### **B.5.d.**

### **B.5.e.(1)**

The individual service plans do not consistently include documentation that the person served or guardian or both have been actively involved in the plan development. A coordinated individualized service plan should be consistently developed for all persons served with the active involvement of the person served in identifying specific measurable objectives, methods/techniques to be used to achieve the objectives, and those responsible for implementation. The plan should be reviewed on a regular basis with respect to expected outcomes and revised as appropriate based on the changing needs of the person served.

## **Consultation**

- Pictures or other symbols may benefit the persons served in knowing and remembering goals that are being addressed. Pictorial goals might fit into the client handbook for easy access.
- Although KSCL conducts a risk assessment and documents the results in the client's service plan, expanding the assessment to include specific guidelines on types of risk to be assessed and including this information in the individual service plan could help ensure that both regular and casual staff members are more fully aware of potential risks and methods to mitigate these risks.

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## **C. Medication Monitoring and Management**

### **Key Areas Addressed**

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

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## **Recommendations**

There are no recommendations in this area.

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## D. Employment Services Principle Standards

### Principle Statement

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

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

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

### Key Areas Addressed

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

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### Recommendations

There are no recommendations in this area.

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## F. Community Services Principle Standards

### Key Areas Addressed

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

There are no recommendations in this area.

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## SECTION 3. EMPLOYMENT AND COMMUNITY SERVICES

### Principle Statement

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

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

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

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

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



- Meaningful activities.
- Increased employment options.
- Employment obtained and maintained.
- Competitive employment.
- Economic self-sufficiency.
- Employment with benefits.
- Career advancement.

## **C. Community Employment Services**

### **Principle Statement**

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

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

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

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

### **Job Development**

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

## **Employment Supports**

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

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

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

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

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

### **Key Areas Addressed**

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

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### **Recommendations**

There are no recommendations in this area.

### **Consultation**

- Although KSCL has several clients working independently, the organization is encouraged to continue its efforts in developing natural supports in work locations in order to decrease dependence on full-time job supports.

## I. Child and Youth Services

### Principle Statement

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

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

### Key Areas Addressed

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

There are no recommendations in this area.

### Consultation

- It appears to have been very difficult for the organization to have group in-services and topic-based training on a regular basis for parents/families when there was not a current specific interest by parents/families at the time it might be offered, which resulted in low attendance. Therefore, as a part of educational opportunities for child and youth services, it is suggested that a DVD/video/PowerPoint® library be developed to aid in ongoing educational opportunities for family support to be used as the need arises in the areas of child development, disability awareness, futures planning, community resources, and parenting skills. The same sort of library could also be developed for staff training.
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## J. Family-Based/Shared Living Supports

### 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 key decision makers in identifying the services/supports needed and in choosing how those services/supports will be delivered.

## **Key Areas Addressed**

- Families enabled to stay together
- Persons served remain involved with their families
- Supports and services established as needed

## **Host Family/Shared Living Services**

### **Principle Statement**

Host family/shared living services assist a person served to find a shared living situation in which he/she is a valued person in the home and has supports as desired to be a participating member of the community. An organization may call these services a variety of names, such as host family services, shared living services or supports, alternative family living, structured family care giving, family care, or home share.

Getting the person in the right match is a critical component to successful host family/shared living services. The organization begins by exploring with the person served what constitutes quality of life for him/her and identifies applicant providers who are a potential match with the person's identified criteria. The person served makes the final decision of selecting his or her host family/shared living provider.

Safety, responsibility, and respect between or amongst all people in the home are guiding principles in these services. Persons are supported to have meaningful reciprocal relationships both within the home, where they contribute to decision making, and the community. The service provider helps the person served to develop natural supports and strengthen existing networks. Relationships with the family of origin or extended family are maintained as desired by the person served. The provider supports the emotional, physical, and personal well-being of the person.

Persons develop their personal lifestyle and modify the level of support over time, if they so choose. The provider encourages and supports the person served to make his or her own decisions and choices.

The host family/shared living provider does not necessarily have to be a family, as it could be an individual supporting the person. In this program description and these standards, *provider* refers to the individual(s) supporting the person served. Although the "home" is generally the provider's home or residence, it may also be the home of the person served.

## **Key Areas Addressed**

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

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## Recommendations

There are no recommendations in this area.

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## K. Community Housing

### Principle Statement

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

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

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

Community housing may include either or both of the following:

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

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

## Key Areas Addressed

- Safe, secure, private location
  - In-home safety needs
  - Options to make changes in living arrangements
  - Support to persons as they explore alternatives
  - Access as desired to community activities
  - System for on-call availability of personnel
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## Recommendations

### K.6.a.

Although residents are encouraged to participate in community activities, it is recommended that the persons served in the community living program also receive support to develop skills for independent living.

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## P. Community Integration

### Principle Statement

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

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

- Leisure or recreational activities.
- Communication activities.
- Spiritual activities.
- Cultural activities.
- Pre-vocational experiences.

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

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### **Key Areas Addressed**

- Opportunities for community participation

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### **Recommendations**

There are no recommendations in this area.

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# PROGRAMS/SERVICES BY LOCATION

## **Kootenay Society for Community Living**

2224 Sixth Avenue  
Castlegar BC V1N 2V9  
CANADA

Child and Youth Services  
Community Employment Services: Employment Supports  
Community Employment Services: Job Development  
Community Integration  
Host Family/Shared Living Services

*Governance Standards Applied*

## **29th Street House**

404 29th Street  
Castlegar BC V1N 3T9  
CANADA

Community Housing

## **Bigby Place**

509 Front Street  
Nelson BC V1L 4B4  
CANADA

Child and Youth Services  
Community Integration  
Family Services

## **KC House**

114 10th Avenue  
Castlegar BC V1N 1Y4  
CANADA

Community Housing

## **Prince House**

101 Prince Avenue  
Castlegar BC V1N 1C7  
CANADA

Community Housing



**Roalshary**

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

Community Housing  
Community Integration

**Silverbirch House**

839 Silverbirch Lane  
Castlegar BC V1N 1E6  
CANADA

Community Housing

**CD House**

523 Wasson Street  
Nelson BC V1L 3G5  
CANADA

Community Housing

**Greg's House**

556 73rd Avenue  
Grand Forks BC V0H 1H0  
CANADA

Community Housing