CARF
Survey Report
for

H.O.M.E.S.:
Healthy Opportunities for Meaningful Experience Society

Organization

H.O.M.E.S.: Healthy Opportunities for
Meaningful Experience Society
31581 South Fraser Way
Abbotsford, BC V2T 1T8
CANADA

Organizational Leadership

Shelley Rath
HR/Manager of Quality Improvement

Survey Dates

April 6-8, 2016

Survey Team

Peter Sproul, Administrative Surveyor

Liz Kellough, Program Surveyor

Programs/Services Surveyed

Community Housing
Community Integration
Host Family/Shared Living Services
Respite Services
Governance Standards Applied

Previous Survey

April 3-5, 2013
Three-Year Accreditation

Survey Outcome

Three-Year Accreditation
Expiration: May 31, 2019

Three-Year Accreditation

SURVEY SUMMARY

H.O.M.E.S.: Healthy Opportunities for Meaningful Experience Society has strengths in many areas.

- H.O.M.E.S. has a long and proud history of serving persons whose needs exceed the capacity of other organizations. The success it enjoys is testament to its commitment and to the approach it takes in supporting persons served, which leads to personal outcomes of belonging, self-worth, and inclusion.

- The organization is regarded as very responsive, effective, collaborative, and mission driven. It effectively engages with community stakeholders, including other organizations and employers, in ways that lead to meaningful and valued outcomes for persons served. The leadership is highly respected inside and outside the organization.

- Innovation, initiative, and creativity are central features of H.O.M.E.S.' healthy and vibrant culture. These qualities are evident across the organization and stakeholders.

- The organization's core values are honoured and reflected across all of its relationships, supports, and services.

- The broad view of issues taken by H.O.M.E.S. in its accessibility plan results in a perspective on barriers and advocacy efforts that goes beyond the organization's services to encompass the community at large. As a result, the manner in which inclusion and activities related to citizenship are facilitated for persons served is realistic and produces meaningful outcomes.

- The strategic plan illustrates priorities and goals in a colourful and innovative manner. Its eye-catching and user-friendly presentation guarantees relevance and meaning for all who read and reference it.

- The Gentle Teaching approach has become a hallmark of H.O.M.E.S.' operations. The organization is regarded as a regional, provincial, national, and international leader in this area, and it will host the international Gentle Teaching conference in Vancouver in 2017.

- Personnel embrace and actively advance Gentle Teaching. They evidence a genuine sense of pride in the organization's values and in the ways supports are provided to each person served. Persons served cite significant ways in which they have become more confident, comfortable, and engaged in their lives as a result of Gentle Teaching.

- The Home Share program's open-door policy encourages engagement among all parties involved. Caregivers and persons served express high levels of comfort and a positive connection with H.O.M.E.S., and they indicate that the organization not only is responsive to their concerns, but is also proactive in addressing any needs or concerns they identify.

- The organization appears to exhibit strong performance overall in the areas of finance and administration. It has made several shrewd moves to build assets, including acquiring its main office building in 2008. The acquisition enabled H.O.M.E.S. to rent adjacent space in the building to cover the carrying costs on the mortgage.

- H.O.M.E.S. has a very strong quality improvement program. All levels of the organization embrace the CARF standards as the foundation and framework for ongoing performance improvement. This is most evident in the performance targets that are set, which collectively strengthen service delivery and business practices.

- The organization's effective emphasis on the importance of health and safety is pervasive throughout the areas of staff training, program operations, facilities management, and risk mitigation. This results in a collective recognition that health and safety are important priorities in all aspects of service delivery and administration.

- Staff training and orientation are comprehensive processes highly valued by employees.

- Professional education and development are clear organizational priorities that appear to be reasons for the low staff turnover rate that H.O.M.E.S. enjoys. The quality of staff training also ensures that personnel remain current with sector trends and directly contributes to the facilitation of positive and healthy outcomes for persons served.

- Human resources and labour relations at H.O.M.E.S. appear to have remained consistently strong and healthy over the years, despite periodic challenges to the funding and general operating contexts. This appears to be the result of the ongoing emphasis the organization places on its core values, which feeds positive and respectful relationships at all levels and with all stakeholders.

- Although the purpose-built houses operated by H.O.M.E.S. have the same layout and architectural features, each home uniquely represents the persons served who live there. Care is taken to ensure that persons served receive the supports they need and opportunities to contribute to their home environment.

- Creating long-term, lasting relationships that survive the challenges of day-to-day living is the hallmark of the organization's operations. Persons served demonstrate a strong sense of belonging and commitment to the people in their lives. It is clear from their development of positive relationships with individuals, from the executive directors to direct support caregivers and their families, that persons served feel part of the organization's larger community. Talk of new grandbabies, special moments with family and friends, and concerning news about someone who is not doing well are shared among all involved.

- The Home Share program takes pride in its capacity to make effective matches between those seeking a shared living arrangement and potential Home Share program providers. It attributes its success to the up-front time spent getting to know each person served in order to tailor recruitment efforts to his or her unique needs, wishes, and preferences. The longevity of Home Share program placements attests to H.O.M.E.S.' commitment to finding the best possible match between persons served and Home Share program providers. Families express high levels of satisfaction with the ways the organization supports their loved ones. They comment that they feel included in the initial planning process, informed about any emerging issues or concerns, and confident that services bring out the best in their family members.

- Social enterprises operated by H.O.M.E.S. offer safe and immediate opportunities for persons served whose life experiences might preclude access to gainful employment and/or opportunities to contribute to the community through volunteer activities. Persons served speak with pride about their work and the opportunities they have to develop their skills in meaningful ways. Social enterprise initiatives help support the organization's programs financially and also establish H.O.M.E.S. as a highly reputable contributor to the social fabric of the Abbotsford community.

- H.O.M.E.S. is commended for the many ways it responds to and supports persons served who express interest in exploring more independent living arrangements. Staff members help persons served think through and make informed decisions about possible options, and they provide comprehensive support throughout such transitions. This includes ensuring that persons served have circles of support that help them succeed in their new environment.

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H.O.M.E.S. 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, H.O.M.E.S. delivers high-quality services and supports to persons with significant challenges who have been beyond the capacity of other provider organizations to successfully serve. Over the years, the organization has earned an excellent reputation as a committed and resourceful service provider with highly skilled staff members. It facilitates inclusive and meaningful outcomes for persons served that contribute to building a community in which "everyone belongs." In particular, H.O.M.E.S. embraces Gentle Teaching, and it has become a local, provincial, national, and international leader in this approach. The organization operates from a strong base of leadership, both at the executive and governance level. Members of the leadership are respected across stakeholder groups for their style and approach and for working with others in the community and throughout the sector in a collaborative manner. The apparent excellence with which the organization manages its finances sets the stage for effective service delivery and facilitates strategic growth in all program areas. The degree to which the board, leadership, and staff members embrace the CARF standards as an important foundation of ongoing quality improvement practices supports the organization's culture of excellence across its supports and services. H.O.M.E.S. demonstrates substantial conformance to the CARF standards. Although there are a few areas for improvement, they are scattered throughout the ASPIRE to Excellence® standards sections and are minimal in comparison to the organization's strengths. The receptivity of the leadership and staff members to the consultation and other feedback provided during this survey instils confidence that H.O.M.E.S. possesses the willingness and capacity to bring it into full conformance to the CARF standards.

H.O.M.E.S.: Healthy Opportunities for Meaningful Experience Society has earned a Three-Year Accreditation. The board, leadership, and staff members are recognized for their efforts in pursuit of international accreditation. They are encouraged to use their resources to address the opportunities for improvement noted in this report and to continue to utilize the CARF standards on an ongoing basis as guidelines for continuous quality improvement.

SECTION 1. ASPIRE TO EXCELLENCE®

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

A.6.a.(4)(c)

It is recommended that the written ethical codes of conduct be expanded to include, in the area of service delivery, personal fundraising.

Consultation

■ It is suggested that H.O.M.E.S. assess the manner in which policies are reviewed on an annual basis. Assigning specific leads for this process might result in a more efficient use of time for members of the staff and board.

B. Governance

Description

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

There are no recommendations in this area.

Consultation

- The board might consider creating a nominating committee that could be active for the months leading up to H.O.M.E.S.' annual general meeting. The committee might help formalize and support the organization's efforts to identify and recruit new board members with specific skill sets and areas of expertise, thereby building governance strength.

- H.O.M.E.S.' constitution calls for a board size of no more than 20 and no fewer than five members. It is suggested that the constitution be updated and that a policy be developed that establishes a narrower range for the board's size. The organization is encouraged to consider a board of eight to 14 members.

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.

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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.

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.

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 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.

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Key Areas Addressed

- Budget(s) prepared, shared, and reflective of strategic planning

- Financial results reported/compared to budgeted performance

- Organization review

- Fiscal policies and procedures

- Review of service billing records and fee structure

- Financial review/audit

- Safeguarding funds of persons served

Recommendations

There are no recommendations in this area.

G. Risk Management

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.

Consultation

- H.O.M.E.S. has developed a thorough risk management plan that addresses many areas of loss exposure. It is suggested that the organization include an assessment of impact or severity for each risk identified in the plan to facilitate more comprehensive analysis.

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

H.4.a.(2)

H.4.b.(5) through H.4.b.(7)

It is recommended that personnel receive documented competency-based training annually in the areas of identification and reporting of critical incidents and medication management, if appropriate.

H.7.a.(1) through H.7.b.

Although H.O.M.E.S. conducts drills for emergency situations, the drills are not conducted at all of its locations in the form of actual or simulated physical evacuation drills. Unannounced tests of all emergency procedures should consistently be conducted at least annually on each shift at each location and include complete actual or simulated physical evacuation drills.

Consultation

■ It is suggested that a system be implemented in all programs to ensure that "sheltering in place" emergency kits are consistently stored to fully realize the organization's plan to have these supplies available in its vehicles and homes.

■ When it is necessary to lock the door to the emergency supply storage area in a house, H.O.M.E.S. is encouraged to replace the keyed lock system it currently utilizes with a deadbolt or other easy-to-use locking system to make the area easier to access in the event of an emergency.

■ In addition to including all emergency phone numbers in vehicle binders, the numbers could be added as "favourites" on the program cell phones that personnel are required to take with them when using the organization's vehicles.

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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

I.6.b.(5)

Performance evaluations for all personnel directly employed by H.O.M.E.S. should consistently be performed annually.

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

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Recommendations

There are no recommendations in this area.

Consultation

■ H.O.M.E.S. is encouraged to explore how best to resource and develop an information management system that efficiently and effectively meets its reporting and documentation needs related to the persons served.

■ Although the organization has invested in and successfully shifted from using paper to online daily log notes in an existing system, it could be useful to consider the efficacy of the system in relation to other systems that might be better suited to its needs.

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

There are no recommendations in this area.

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

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Recommendations

There are no recommendations in this area.

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

M.2.a. through M.2.d.

H.O.M.E.S. sets performance targets for business functions and all of its programs; however, it has not addressed data integrity related to the data collection system for those targets. The organization is urged to demonstrate how its data collection system addresses reliability, validity, completeness, and accuracy.

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

There are no recommendations in this area.

SECTION 2. QUALITY INDIVIDUALIZED SERVICES AND SUPPORTS

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

■ It is suggested that H.O.M.E.S. add a section to its handbook for persons served that provides information about when and how service transitions and exits might occur and the types of support it provides in order to ensure that this information is consistently available to and reviewed with all persons served.

B. Individual-Centered 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

There are no recommendations in this area.

Consultation

■ H.O.M.E.S. provides training and support to personnel in developing specific, measurable, achievable, realistic, and time-bound (SMART) goals and objectives through its individual service planning process. It is encouraged to continue these efforts to ensure that goals are measurable and meaningful to the persons served and that efficient systems are in place for tracking progress toward the goals personnel implement in their day-to-day work.

C. Medication Monitoring and Management

Key Areas Addressed

■ Current, complete records of medications used by persons served

■ Written procedures for storage and safe handling of medications

■ Educational resources and advocacy for persons served in decision making

■ Physician review of medication use

■ Training and education for persons served regarding medications

Recommendations

There are no recommendations in this area.

F. 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.

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 AND COMMUNITY SERVICES

Description

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.

■ 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.

J. Family-Based/Shared Living Supports

Host Family/Shared Living Services

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

- It is suggested that the Supported Family Care program tailor its caregiver handbook to explain the process for conducting monitoring visits to make it clear that the contract renewal home visit is one of the two monitoring visits provided as part of overall caregiver support. The program might also consider adding more detail about its open-door policy for caregivers and persons served to highlight it as part of the comprehensive support it provides.

K. Community Housing

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.

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

There are no recommendations in this area.

M. Respite Services

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.

P. Community Integration

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.

- Development of work attitudes.

- Employment activities.

- Volunteerism in the community.

- Educational and training activities.

- Development of living skills.

- Health and wellness promotion.

- Orientation, mobility, and destination training.

- Access and utilization of public transportation.

- Interacting with volunteers from the community in program activities.

- Community collaborations and social connections developed by the program (partnerships with community entities such as senior centres, arts councils, etc.).

Key Areas Addressed

- Opportunities for community participation

Recommendations

There are no recommendations in this area.

PROGRAMS/SERVICES BY LOCATION

H.O.M.E.S.: Healthy Opportunities for Meaningful Experience Society

31581 South Fraser Way
Abbotsford BC V2T 1T8
CANADA

Community Integration
Host Family/Shared Living Services
Respite Services
Governance Standards Applied

58th Home

29172 58th Avenue
Abbotsford BC V4X 2G1
CANADA

Community Housing

Bradner Home

3098 Bradner Road
Abbotsford BC V4K 1K2
CANADA

Community Housing

Eleanor Home

2052 Eleanor Avenue
Abbotsford BC V2S 4L6
CANADA

Community Housing

Fraser's Home

1571 McKenzie
Abbotsford BC V2S 7N6
CANADA

Community Housing

Gracie's Home

34164 Kelmer Crescent
Abbotsford BC V2S 4T3
CANADA

Community Housing

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Sheila's Home

1373 McCallum Road
Abbotsford BC V2S 8A4
CANADA

Community Housing

Swensson Home

27830 Swensson Avenue
Abbotsford BC V4X 2P6
CANADA

Community Housing