



CARF Accreditation Report for Inclusion Langley Society Three-Year Accreditation



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About CARF

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

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

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

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

Organization

Inclusion Langley Society
23535 44th Avenue
Langley BC V2Z 2V2
CANADA

Organizational Leadership

Daniel Collins, Executive Director
Kimberly A. Bucholtz, Manager of Quality Assurance

Survey Date(s)

June 27, 2018–June 29, 2018

Surveyor(s)

Sylvia A. R. Tremblay, Administrative
Craig Byrd, Program
Donna L. Catalano, Program
Andrea J. Perry-McKay, Program

Program(s)/Service(s) Surveyed

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

Previous Survey

Three-Year Accreditation
June 15, 2015–June 17, 2015

Accreditation Decision

Three-Year Accreditation
Expiration: June 30, 2021

Executive Summary

This report contains the findings of CARF's on-site survey of Inclusion Langley Society conducted June 27, 2018–June 29, 2018. This report includes the following information:

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

Accreditation Decision

On balance, Inclusion Langley Society demonstrated substantial conformance to the standards. Inclusion Langley Society, formerly Langley Association for Community Living, is a well-positioned and highly respected sector leader at the local, provincial, and national levels. The organization benefits from a dedicated board whose members are highly committed to the mission and long-tenured staff members who provide exceptional services to the individuals served. The leadership encourages, directs, and supports the planned growth and ongoing stability of the organization. Inclusion Langley Society eagerly shares its best practices with other organizations and individuals who could benefit from them. Individuals served, caregivers, families, funders, referral agencies, employers, and other community partners recognized the organization as the top provider in the region. The organization embraces the CARF accreditation process and successfully interweaves the standards with its business functions and service delivery practices. There are a few opportunities for improvement, including the comprehensiveness of the organization's policies and procedures for acceptance into services and releases of confidential information. The receptivity of the leadership and staff members to the consultation and other feedback provided during this survey instills confidence that Inclusion Langley Society possesses the willingness and capacity to bring it into full conformance to the standards.

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

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

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

Survey Details

Survey Participants

The survey of Inclusion Langley Society was conducted by the following CARF surveyor(s):

- Sylvia A. R. Tremblay, Administrative
- Craig Byrd, Program
- Donna L. Catalano, Program
- Andrea J. Perry-McKay, Program

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

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

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

Survey Activities

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

- Confidential interviews and direct interactions, as outlined in the previous section.
- Direct observation of the organization's operations and service delivery practices.
- Observation of the organization's location(s) where services are delivered.
- Review of organizational documents, which may include policies; plans; written procedures; promotional materials; governing documents, such as articles of incorporation and bylaws; financial statements; and other documents necessary to determine conformance to standards.
- Review of documents related to program/service design, delivery, outcomes, and improvement, such as program descriptions, records of services provided, documentation of reviews of program resources and services conducted, and program evaluations.
- Review of records of current and former persons served.

Program(s)/Service(s) Surveyed

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

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

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

Representations and Constraints

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

Survey Findings

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

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

Areas of Strength

CARF found that Inclusion Langley Society demonstrated the following strengths:

- The board of Inclusion Langley Society is composed of dedicated members with diverse backgrounds who share a sincere desire to support the individuals served and others in the community with similar challenges to ensure that they have an opportunity to attain their highest potential in all endeavours they undertake. Although the board's primary function is effective governance, it is also actively engaged in oversight of the organization's operational initiatives. Board members understand the sector; are aware of the challenges faced by the individuals served, caregivers, and service providers; and provide valuable hands-on support and advocacy wherever and whenever they can.
- As a local, provincial, and national sector leader, the organization often becomes actively involved in broader advocacy initiatives. The leadership and other key staff members have a heartfelt interest in making a positive difference in the quality of the lives of all people with disabilities. As highly respected professionals, they are often invited to share their expertise with others in the field and to participate in high-level decision making.
- Inclusion Langley Society's impressive heart and health are reflected in the employment longevity of its personnel. The organization benefits from a family-like environment and exceptionally enthusiastic and experienced personnel who are knowledgeable and innovative in meeting the needs of the individuals served. Staff members are provided opportunities for team-oriented professional development. The supportive and open workforce environment fostered by the leadership facilitates employees' individual growth and underpins the innovative organizational initiatives they undertake. Employees are also provided opportunities to teach others, pursue personal interests, explore identified programming gaps, and forge new partnerships.
- The organization is commended for the alignment of its mission and values with its work practices. A commitment to community integration and to the building of connections for the individuals served is apparent across all of its programs. The staff members strive to increase the capacity of the entire community to integrate children, families, and individuals with disabilities in community settings, and to strengthen the resilience of families via the creation and fostering of connections with persons and organizations.
- Inclusion Langley Society is commended for fostering the development of a highly knowledgeable workforce that is committed to learning and innovation as vehicles for meeting the needs of the individuals served in an optimal manner. New employees are engaged in developing and shaping the training of future employees. The organization is complimented for the strength of its orientation to infant development, through which staff members are provided a thorough, hands-on understanding of all aspects of their work via the mentorship of fellow employees.
- Many staff members have been with Inclusion Langley Society for a long period of time and share a strong sense of family; it appears that there is nothing they would rather do. The appreciation, respect, and support they noted in expressing satisfaction with the organization are anticipated to grow the stability, continuity, and effectiveness of the organization's operations and service delivery practices.
- Inclusion Langley Society is complimented for ensuring that its ability to achieve excellent outcomes is not compromised by the organization's ongoing growth, which appears to be well planned, ably managed, and effectively maintained. The operational plans focused on strategic planning, risk management, succession, performance measurement and management, and other areas evidence the organization's overall strategic approach to ensure the continued achievement of enhanced outcomes, healthy operational changes, growth, and ongoing stability.
- The organization is commended for its creative use of resources and development of collaborations and partnerships to meet identified community needs. As a result of its positive reputation and strong relationships with various community entities, the unique community partnerships it forges increase the resources available to families of the individuals served. Staff members make significant efforts to access local programs and resources that promote the development of connections with others and to provide opportunities for the individuals served and their families to connect, to learn new skills, and to integrate into the community

through a variety of events and groups. Examples include the Circle of Security® playgroup through the Infant Development Program (IDP); the IDP monthly playgroup; Parent-Child Mother Goose Program®; Music Matters; the Dad and Me Pizza and Pajama Playgroup; the Premature Baby Group; the Nature Playgroup; the Tiny Talking Hands Playgroup; infant massage classes; and field trips, such as nature walks and sensory night at Sky Zone Trampoline Park. The staff members are knowledgeable about and devoted to the community in which they work, and the leadership appears to truly be vested in the well-being and growth of the entire community served by the organization.

- Inclusion Langley Society demonstrates an ongoing commitment to the utilization of service delivery models and strategies that are based on accepted field practices. The organization has made exemplary efforts to incorporate current research by participating in or developing innovative pilot programs, such as the Talk to Me, Play with Me, Carry Me campaign that emphasizes the importance of parental engagement in each child's development; the Roots of Empathy program, which aims to build compassion and to identify young children's emotions; and the CALM Curriculum, which promotes the development of self-regulation, coping skills, and social skills by parents and daycare centres. The development and distribution of prescription pads that encourage the referral of infants and children to the organization's programs increased the estimated number of physician referrals to Inclusion Langley Society. The organization also purchased and implemented the use of new simple sensory tools, such as stress relievers, timers, sit discs, and fidgets to facilitate the integration of young individuals served in the classroom setting.
- The respite program staff members provide continuity of supports to families in a cohesive team environment. The application process promotes careful consideration of the unique skills and interests of care providers to ensure that an optimal respite environment is created through the skilled matching of each individual served to a caregiver. Staff members consider and respect each family's unique situation, strengths, and needs. The individualized support methods they employ are considered exemplary by other professionals. For example, at least one individual served experienced a near miraculous recovery of skills. Families expressed that the supports they receive have been invaluable in keeping their members together.
- Inclusion Langley Society has implemented ShareVision's web-based case management software across its programs. It continues to build and customize system functionality to manage, coordinate, and optimize organizationwide activities in the areas of human resources, property management, and reporting.
- Inclusion Langley Society prioritizes the needs and preferences of families. For example, the utilization of an integration specialist in its child and youth services programs helps ensure that families recognize the immediate benefits of assessment and connection to community resources, including referrals to speech therapists, mental health drop-in clinics, and playgroups while awaiting the initiation of supports from the organization.
- Inclusion Langley Society is held in high regard by funders, referral sources, other common-cause organizations, and the public at large. A senior representative of a key funder referred to the organization as being a very responsive, sincerely committed, and cost-effective "dollar stretcher" that embraces the opportunity to serve individuals with significant service challenges and produces outcomes exceeding that which is anticipated. The representative referred to Inclusion Langley Society as its go-to provider in which it has exceptional confidence, and noted that the organization has earned a reputation for consistent excellence in all it does. Another representative remarked that the organization is quickly and effectively responsive in handling emergency placements and also referred to it as the preferred provider. Both representatives expressed sincere appreciation for the organization's collaborative approach to working with other providers and commented that its transparency and focus on the provision of personalized services places it far ahead of other sector providers.
- Inclusion Langley Society's core value of collaborative creativity promotes the joining of forces to develop possibilities that accrue to the benefit of the individuals served. The leadership recognizes the advantages of collaborating with other organizations at the local, provincial, and national levels to share best practices and

advocate the continued development of supports and services for people with disabilities. For example, the organization is working with four other providers to create a video that introduces home sharing and promotes the regionwide recruitment of new providers for the home sharing program.

- The organization is complimented for the extensive input it solicits from the individuals served with respect to the development of their person-centred plans and activity schedules.
- Inclusion Langley Society has formed several high-performance teams that are focused on person-centred planning, human resources, risk management, and other areas. The teams conduct their work in a proactive manner. They routinely review and approve new policies and policy changes and communicate revisions to the organization in real time.
- The outstanding manner with which Inclusion Langley Society shares its procedures, best practices, and knowledge with other organizations across the province reflects its commitment to better the lives of all individuals with developmental disabilities, regardless of their service provider.
- Inclusion Langley Society's program activities, which are consistently organized around the identified goals of the individuals served, provide opportunities for the individuals served to maintain or increase meaningful personal relationships with their families, friends, and community members. Community building is promoted for the individuals served on an organizationwide basis. Multiple examples were noted during this survey of supports that were designed to foster the development of personal relationships and the involvement of the individuals served in social enterprises, expressions of self-advocacy, and responsibilities of citizenship.
- The organization's home sharing program is complimented for developing a comprehensive provider manual that includes extensive resource information about home sharing and disabilities and specific information pertaining to the individuals served.
- Inclusion Langley Society's residential services has developed a comprehensive medication administration policy and procedures that include extensive employee training, well-organized and safe medication storage procedures, and clear documentation requirements.
- The longstanding collaborative relationships the management team cultivates with medical professionals and area pharmacies have led to the provision of outstanding and responsive medical supports for the individuals served.
- Inclusion Langley Society is one of four Canadian organizations that partner with Meticulon on the Meticulon Assessment Service (MAS) project for youth. Meticulon is a for-purpose social enterprise that employs individuals with autism spectrum disorder (ASD) who have unique skills in the IT field. The MAS process involves the conduct of a 10-hour assessment tool over 3 days that consists of 12 employment-related soft skills using over 20 tasks, follow-up coaching tips, and a web-based platform for sharing assessment results. The assessment tool appears to have the potential to significantly enhance the employability of people with developmental disabilities via the identification and use of critical soft skills information as a basis for the development of better training and supports to enhance the ability of the individuals served to secure and maintain employment.
- The exceptionally committed, professional, and caring program personnel have an expansive knowledge of the individuals served. The individuals and their families also benefit from and greatly appreciate being part of a service delivery culture that supports and promotes the provision of a high level of care by the employment, community inclusion, and supported living program staff members. A family caregiver stated, "They just don't give up!"
- The supports provided through the organization's home sharing program and community-based residential services are designed to enable the individuals served to remain in their homes for as long as possible by accommodating emergent needs related to health- and aging-related decline.
- Inclusion Langley Society is recognized for the outstanding focus it places on the employment of individuals served with developmental disabilities. Through the development of YouthWorks, Rotary at Work, its business leadership initiative, and numerous business relationships, the organization significantly expands the work

opportunities available to the individuals served. Employers voiced a high degree of satisfaction with the supports provided by the job coaches and the leadership and the work performed by the individuals served whom they employ.

- The staff members of the employment program are recognized for making high-quality job matches for the individuals served. Community employers expressed a high level of satisfaction with the services they are provided by Inclusion Langley Society.
- The individuals receiving supported living services personalize their clean and fully community-integrated apartments. They expressed a high level of satisfaction with the significant supports provided to them by the program staff members and leadership. An individual served stated that he did not know how the individuals served could survive without the organization's support.
- The great joy and satisfaction with which individuals served spoke about the customized community-integrative experiences facilitated for them by Inclusion Langley Society made it clear that this area is a primary focus of the organization. Staff members identify the unique desires, needs, and hopes of the individuals as a basis for developing individualized service plans that support community access, the expansion of friendships and social networks, and the building of life skills.
- Inclusion Langley Society demonstrates exemplary community integration practices via the development, launching in April, 2017, and conduct, in conjunction with a group of families of individuals served, of the Quantum Leap community inclusion service. Quantum Leap has a mission, which is stated as follows: "By combining the strengths of our families and the core values and experience of Langley Association for Community Living [Inclusion Langley Society] we will work together to plan and engage the individuals served and our community, and to create meaningful relationships and opportunities for growth." Unlike typical day services that are based on addressing the common needs and interests of individuals served, Quantum Leap provides customized services that are responsive to the unique needs and identified preferences of each individual. The program model is based on a small group of individuals served who receive 80 percent of their services in community settings that are tailored to each individual. The families of the individuals served have an extensive and integral role in co-managing the service design by helping organize and support the program's daily operations in collaboration with the leadership and personnel. Quantum Leap places a strong emphasis on assisting the individuals served to secure competitive employment, continue the lifelong learning process, and expand their personal network of friends. The level of communication between individuals served, their families, and staff members supporting the program through linked access to individual activity/training calendars via the Google Calendar™ app is extraordinary. Given that Inclusion Langley Society has determined that a group of six individuals served is the appropriate size for the Quantum Leap model, it does not plan to expand the number of individuals served in this particular group. However, discussions are underway with respect to forming other groups based on the same model. Families of individuals served who are involved with Quantum Leap expressed significant satisfaction with this service model and the positive impact it has had on their loved ones' lives.

Inclusion Langley Society also demonstrated exemplary conformance to the standards as set forth below.

Recognition of exemplary conformance indicates a practice that produces outstanding business or clinical results and/or is innovative or creative and beneficial to be shared with the field.

- The Aboriginal Infant and Supported Child Development program of Inclusion Langley Society demonstrates exemplary practices with respect to the organization's outstanding collaboration with and support of the Aboriginal community. The program takes exceptional steps to provide culturally sensitive home- and community-based supports to the parents and caregivers of Aboriginal children from birth to 19 years of age who have a diagnosis or a delay or are at risk for delay(s). Through respectful communication, partnership, and the provision of a platform through which the voice of the Aboriginal community can be heard, the organization has not only reached out to the community but also strengthened the community and connected the individuals served to their traditions, heritage, and history while working to identify and provide support related to their families' needs. Inclusion Langley Society has identified culturally safe protocols for the provision of supports, and it adapted its supports to reinforce cultural values such as basing its service model

on the medicine wheel and the development of a cultural calendar with which its supports are integrated. The Aboriginal Infant and Supported Child Development program has also developed Aboriginal culture kits that feature local elders and knowledge keepers, familiar community landmarks, and native wildlife. Staff members have done an exceptional job of creating the Indigenized Ages and Stages questionnaire and Aboriginal story books, including the *Brown Bear Colouring Book* that features the native language. The program also offers weekly community playgroups, including Little Feathers and Little Voices, which fuse the sharing of traditions, culture, language, stories, songs, and music of the culture by elders with the provision of physical therapy, speech therapy, and developmental supports by professionals. It has strengthened the community's resiliency and capacity to support itself, including selfless support of The Lower Fraser Valley Aboriginal Society, which has developed from a volunteer organization without a revenue stream to one with over \$1 million in contracts for serving the Aboriginal community. The Aboriginal Infant and Supported Child Development program is a stellar example of how an organization can strengthen an underserved community through collaboration, respect, the building of trust, and supports that are thoughtful and responsive. (2.E.1.a.(1), 2.E.1.a.(2), 2.E.1.a.(3), 2.E.1.a.(4), 2.E.1.b., 2.E.1.c.)

Opportunities for Quality Improvement

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

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

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

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

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

Section 1. ASPIRE to Excellence®

1.A. Leadership

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

1.C. Strategic Planning

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

1.D. Input from Persons Served and Other Stakeholders

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

1.E. Legal Requirements

Description

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

Key Areas Addressed

- Compliance with all legal/regulatory requirements

Recommendations

There are no recommendations in this area.

1.F. Financial Planning and Management

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

1.G. Risk Management

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

1.H. Health and Safety

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- It is suggested that the evacuation maps posted in the organization's facilities and evacuation routes be reviewed and revised, as necessary, to ensure that they are clear and understandable to individuals served; personnel; and other stakeholders, including visitors.

1.I. Human Resources

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

1.J. Technology

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

1.K. Rights of Persons Served

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

1.L. Accessibility

Description

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

Key Areas Addressed

- Written accessibility plan(s)
- Requests for reasonable accommodations

Recommendations

There are no recommendations in this area.

1.M. Performance Measurement and Management

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

1.N. Performance Improvement

Description

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

Key Areas Addressed

- Proactive performance improvement
- Performance information shared with all stakeholders

Recommendations

There are no recommendations in this area.

Section 2. Quality Individualized Services and Supports

2.A. Program/Service Structure

Description

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

Key Areas Addressed

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

Recommendations

2.A.10.a.

2.A.10.b.

2.A.10.c.

Inclusion Langley Society receives referrals for services through Community Living British Columbia and the Ministry of Children and Family Development. It is recommended that the organization expand its policies and procedures to comprehensively describe the acceptance process, the position or entity responsible for making acceptance decisions, and the process that will be followed in the event that there is ever a waiting list.

2.A.13.a.

2.A.13.b.

2.A.13.c.

2.A.13.d.

2.A.13.e.

Releases of confidential information should consistently be authorized by the individual served and/or his or her legal representative, be limited to the specific information identified, have a time limitation, conform to the guidelines of funders and/or referral sources, and comply with applicable laws. Inclusion Langley Society is encouraged to obtain consent for the release of video images of the individuals served on an annual basis. It is also suggested that its numerous release forms be listed on the fewest number of pages possible to make it easier for individuals served and their families to review and understand them, and to provide greater ease for staff members in executing and filing the forms. The organization might further consider conducting staff refresher training on the completion of releases to enhance the consistency with which they are fully completed. It could be useful to add a disclaimer to each release form, ensuring that the individual served and/or his or her legal representative understand that photographs, videos, or testimonials placed on the internet, any social media platform, or print media remain there indefinitely.

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

Description

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

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

2.C. Medication Monitoring and Management

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- Inclusion Langley Society's policy for medication monitoring and management specifies how to safely dispose of medications that have fallen on the floor or have dissolved without being administered. The policy also states that discontinued medication is to be returned to the pharmacy. It is suggested that the policy be expanded to provide additional guidance to the staff member(s) responsible for transporting discontinued or otherwise unused or damaged medication to the pharmacy, the expected timeframe for delivery, the storage of discontinued medications while awaiting return, and instructions for completing the Prescription Return to Pharmacy form.

2.D. Employment Services Principle Standards

Description

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

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

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

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

- Individualized, appropriate accommodations.
- A flexible, interactive process that involves the person.
- Increased independence.
- Increased employment options.
- Timely services and reports.
- Persons served obtain and maintain employment consistent with their preferences, strengths, and needs.
- Person served obtains a job at minimum wage or higher and maintains appropriate benefits.
- Person served maintains the job.

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

2.E. Community Services Principle Standards

Description

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

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

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

Expected results from these services may include:

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Section 3. Employment Services

Description

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

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

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

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

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

3.G. Community Employment Services

Description

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

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

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

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

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

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

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

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

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

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

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

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

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

Supports can include assisting the employee with understanding the job culture, industry practices, and work behaviors 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 nonwork environments or other critical life activities that may affect work performance. Routine follow-up with the employer and the employee is crucial to continued job success.

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Section 4. Community Services

Description

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

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

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

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

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

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

Description

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

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

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

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

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

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

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

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

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

Description

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

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

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

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

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

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

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

4.F. Respite Services (RS)

Description

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

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

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

4.G. Community Integration (COI)

Description

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

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

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

Key Areas Addressed

- Opportunities for community participation

Recommendations

There are no recommendations in this area.

4.H. Community Housing (CH)

Description

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

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

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

Community housing may include either or both of the following:

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

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

4.I. Supported Living (SL)

Description

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

Supported living refers to the support services provided to the person served, not the residence in which these services are provided. A sampling of people receiving services/supports in these sites will be visited as part of the interview process. Although the residence will generally be owned, rented, or leased by the person who lives there, the organization may occasionally rent or lease an apartment when the person served is unable to do so. Typically, in this situation the organization would co-sign or in other ways guarantee the lease or rental agreement; however, the person served would be identified as the tenant.

Supported living programs may be referred to as supported living services, independent living, supportive living, semi-independent living, and apartment living; and services/supports may include home health aide and personal care attendant services. Typically there would not be more than two or three persons served living in a residence, no house rules or structure would be applied to the living situation by the organization, and persons served can come and go as they please. Service planning often identifies the number of hours and types of support services provided.

The home or individual apartment of the person served, even when the organization holds the lease or rental agreement on behalf of the person served, is not included in the survey application or identified as a site on the accreditation outcome.

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

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Program(s)/Service(s) by Location

Inclusion Langley Society

23535 44th Avenue
Langley BC V2Z 2V2
CANADA

Administrative Location Only

43rd Avenue Residence

20393 43rd Avenue
Langley BC V3A 3B9
CANADA

Community Housing

Bell Park Residence

19888 37th Avenue
Langley BC V3A2S5
CANADA

Community Housing

Belmont Residence

3975 202nd Street
Langley BC V3A 1R9
CANADA

Community Housing

Bridge Centre (Clubhouse)

23535 44th Avenue
Langley BC V2Z 2V2
CANADA

Community Integration

Bridlewoods

23535 44th Avenue, Upper Bridge House
Langley BC V2Z 2V2
CANADA

Community Housing

Brookwood Residence

19669 44B Avenue
Langley BC V3A 5W3
CANADA

Community Housing

Child Development Services

5171 221A Street, Suite 203
Langley BC V2Y 0A2
CANADA

Respite Services
Services for Children and Youth: Child and Adolescent Services
Services for Children and Youth: Early Intervention Services

Clayton Heights

6539 193B Street
Surrey BC V4N 5P8
CANADA

Community Housing

Connections

20179 56th Avenue, Unit 1B
Langley BC V3A 3Y6
CANADA

Community Integration

Employment Satellite Service (ESS)/Personal Supports Initiative (PSI)

20512 Fraser Highway
Langley BC V3A 4G2
CANADA

Community Integration

Explorations

22071 48th Avenue, Unit 104
Langley BC V3A 3N1
CANADA

Community Integration

Five Corners Residence

21451 Old Yale Road
Langley BC V3A 4M6
CANADA

Community Housing

High Knoll Residence

4830 196th Street
Langley BC V3A 7Z7
CANADA

Community Housing

Home Sharing Services

20689 Fraser Highway, Unit 100
Langley BC V3A 4G4
CANADA

Host Family/Shared Living Services

Hunter Park Residence

19977 45A Avenue
Langley BC V3A 8C7
CANADA

Community Housing

Individualized Services

4059 200th Street, Unit 104B
Langley BC V3A 1K8
CANADA

Community Integration

Newlands Residence

20935 51B Avenue
Langley BC V3A 7K6
CANADA

Community Housing

Partners in Employment

20689 Fraser Highway, Unit 103
Langley BC V3A 4G4
CANADA

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

Quantum Leap

20651 56th Avenue, Unit 203
Langley BC V3A 3Y9
CANADA

Community Integration

Quest

20439 Fraser Highway
Langley BC V3A 4G3
CANADA

Community Integration

Supported Living Services

20179 56th Avenue, Unit 1A
Langley BC V3A 3Y6
CANADA

Supported Living

Tall Timbers Residence

24156 56th Avenue
Langley BC V2Z 2N9
CANADA

Community Housing

Uplands Residence

4570 209A Street
Langley BC V3A 2K9
CANADA

Community Housing

Woodbridge Residence

20761 Telegraph Trail, Unit 44
Langley BC V1M 2W3
CANADA

Community Housing