



CARF
Survey Report
for
The Langley
Association for
Community Living

CARF INTERNATIONAL

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Organization

The Langley Association for Community Living
23535 44th Avenue
Langley, BC V2Z 2V2
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Organizational Leadership

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

Survey Dates

June 24-26, 2009

Survey Team

Barbara R. Nurenberg, M.S., Administrative Surveyor
Margaret F. Jordan, CPRP, Program Surveyor
Sylvester G. Bieler, Program Surveyor

Programs/Services Surveyed

Community Services: Community Housing
Community Services: Community Integration
Community Services: Host Family Services
Community Services: Respite Services

Employment Services: Community Employment Services: Job Development
Employment Services: Community Employment Services: Job Supports
Employment Services: Community Employment Services: Job-Site Training

Previous Survey

June 7-9, 2006
Three-Year Accreditation



Survey Outcome

Three-Year Accreditation
Expiration: June 2012

SURVEY SUMMARY

The Langley Association for Community Living has strengths in many areas.

- The Langley Association has benefited from dynamic and visionary leadership on the part of a dedicated and skilled senior staff. This leadership, combined with the synergy of a dedicated board of directors, has well positioned The Langley Association for past and future growth.
- The leadership of The Langley Association is committed to community partnerships and activities. This is indicative of its belief that community integration will not occur without true partnerships. The organization's involvement in the vocational collaborative is a fine example of The Langley Association recognizing the benefits that can be derived from collaborations rather than competing interests. The organization has taken a lead role in many initiatives and events coordinated by this group.
- It is clear that The Langley Association's staff is mission driven, competent, extremely well oriented to the needs of persons served, long tenured, and very respectful in interactions with the families and persons served. Many staff members have been employed nearly twenty years and have formed very close bonds with the persons served.
- The Langley Association has developed effective communication methods to ensure that staff, from direct care to supervisory levels, has the relevant information necessary to provide high quality, coordinated service delivery.
- The Langley Association has established numerous volunteer opportunities for individuals served, both as a method to build vocational skills and to identify interests for future employment, and in the process has provided opportunities for individuals to give back to their communities, enabling them to look beyond their own issues and to offer assistance and support to others. The volunteer opportunities provided through the Action Group affiliated with the Kiwanis is an excellent example of the organization's interest in truly connecting persons served with the community in a way that benefits both parties.
- The Langley Association has benefited from both long- and short-term planning that has been highly strategic and gained the support of funding sources, the community, and other stakeholders.
- The Langley Association is fiscally secure and is operated in a businesslike manner. The ongoing risk management activities have been proactive.
- The Langley Association is to be commended for continuing to focus on the core issues of the quality of life for persons served and for exploring effective models and methods to provide creative, individualized services that truly enable individuals with disabilities to become independent and self-sufficient in their communities.
- Families express strong satisfaction with the services their family members receive and recognize the incredibly positive steps that their family members have taken towards greater self-sufficiency, positive quality of life, greater health and wellness, and increased friendships and community involvement.

- The health and wellness initiatives undertaken by the community integration programs have enabled numerous individuals to significantly improve their health and their quality of life. The ongoing commitment by The Langley Association toward these activities is to be commended.
- The continued development of self-advocacy committees and the role of persons served on the organization's board of directors are examples of The Langley Association's belief in the capabilities of individuals served and the important contributions they can make to one another and to the organization. The continued emphasis on these vital activities assists individuals in finding their own voice and in recognizing their value to the organization and the community.
- The Langley Association has demonstrated flexibility and creativity in working with the young adult and graduating student population in the services it provides, including social skills training, job exploration, volunteer opportunities, and numerous opportunities to become involved in the community.
- Employers working with The Langley Association truly respect and value the persons working for them and recognize the positive impact that individuals with disabilities, who are dependable, positive, enthusiastic, and dedicated, have on the work culture of their businesses.
- The Partners in Employment service is a fine example of a shared vision of employment and increased independence for persons served. Staff members have high expectations for the individuals they serve; recognize the value that they bring to the business community; and are confident in their ability to provide a high quality training and support service as well as to enable qualified individuals to be successfully employed, with supports, in the local business community.
- The Langley Association's training and support strategies for persons served in community employment settings are flexible, responsive, and tailored to meet each individual's needs. The strong philosophy of believing that all individuals can work drives the expectations as well as the services provided.
- The Langley Association is complimented for the provision of accessible housing for persons served. All of the sites visited were accessible, and several sites were outstanding in supporting persons who may have issues with mobility.
- One of the clear strengths of The Langley Association is the home-sharing program. This program has grown significantly in the past three years and still has managed to maintain the excellent quality of this service. The Langley Association is complimented for the thoroughness and comprehensiveness of its screening process for the home-sharing program. Families are extensively screened to be successful hosts through a number of processes. By doing a significant amount of work in the screening and matching process, the chances of an unsuccessful partnership with a person served are reduced.
- Families in the area report a very high level of satisfaction with the respite program, which provides much needed support to families. The Langley Association is also complimented for the excellent reputation of the respite care staff, including the management staff. Families report that the respite care administration staff is very knowledgeable and helpful and provides a lifeline to family members who would otherwise be significantly stressed.
- The Langley Association is complimented for its willingness to support individuals that have significant medical, behavioural, and cognitive challenges. A number of individuals with extreme challenges require planning, support, and expertise in order to be supported, and The Langley Association meets these challenges well.

- The Langley Association is very mindful of the need for persons served to have relationships with others and is complimented for its creative ways of assisting persons in developing and maintaining these connections.

In the following areas The Langley Association for Community Living demonstrates exemplary conformance to the standards.

- To recruit, train, and screen entry-level employees, The Langley Association has developed an exemplary process that includes a week-long training module that is offered free to potential candidates who are interested in working in the disability field.
- Excellent in-house training has been developed to train employees to work with program participants with challenging behaviours. This is an 80-hour program half composed of formal learning and half in structured mentoring.

The Langley Association for Community Living 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, it is evident that The Langley Association provides excellent housing, respite, community integration, and employment services to the persons served and is committed to ongoing quality improvement. The Langley Association is respected in the community. Funding sources, persons served, and families have all expressed high satisfaction with the services provided. The Langley Association has areas for improvement, including the management outcomes system and reporting, but most are scattered throughout the CARF standards. The Langley Association appears to have the ability and willingness to make improvements in the areas identified in this report.

The Langley Association for Community Living has earned a Three-Year Accreditation. The organization is recognized for its efforts to provide quality services and is encouraged to continue to remain current with the CARF standards as it addresses the areas for improvement noted.

SECTION 1. ASPIRE TO EXCELLENCE[®]

A. Leadership

Principle Statement

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

C. Strategic Integrated Planning

Principle Statement

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

D. Input from Persons Served and Other Stakeholders

Principle Statement

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

E. Legal Requirements

Principle Statement

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

Key Areas Addressed

- Compliance with all legal/regulatory requirements
-

Recommendations

There are no recommendations in this area.

F. Financial Planning and Management

Principle Statement

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

Key Areas Addressed

- Budget(s) prepared, shared, and reflective of strategic planning
- Financial results reported/compared to budgeted performance
- Organization review
- Fiscal policies and procedures

- Review of service billing records and fee structure
 - Financial review/audit
 - Safeguarding funds of persons served
-

Recommendations

F.6.a.

The Langley Association has established sound fiscal policies, including internal control practices; however, it is recommended that the organization fully implement its policies by presenting the proposed annual operating budgets to the board for formal approval.

G. Risk Management

Principle Statement

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

Key Areas Addressed

- Written risk management plan
 - Adequate insurance coverage
-

Recommendations

There are no recommendations in this area.

H. Health and Safety

Principle Statement

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

Key Areas Addressed

- Inspections
- Emergency procedures
- Access to emergency first-aid

- Competency of personnel in safety procedures
 - Reporting/reviewing critical incidents
 - Infection control
-

Recommendations

H.4.a.(2)

H.4.b.(2)

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

Although The Langley Association does review policies and protocols on an annual basis, it is recommended that the annual competency-based training for staff be documented in the areas of identification of unsafe environmental conditions, identification and reporting of critical incidents, reducing physical risks, and medication management.

H.11.a.(1)

H.11.b.(1)

H.11.b.(3)

It is recommended that The Langley Association develop a system to ensure that comprehensive external inspections are conducted on an annual basis for all locations that are rented, leased, or owned by the organization. These inspections should be conducted by a qualified authority that documents in writing the areas inspected and recommendations for improvement. Also, actions taken for improvement or correction should be documented.

H.13.a.

Although fire drills and earthquake drills are done consistently throughout The Langley Association, it is recommended that organization conduct tests of emergency procedures to include power outages, bomb threats, medical emergencies, and violent or threatening situations at least annually on every shift.

I. Human Resources

Principle Statement

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

Key Areas Addressed

- Adequate staffing
- Verification of background/credentials
- Recruitment/retention efforts

- Personnel skills/characteristics
 - Annual review of job description/performance
 - Policies regarding students/volunteers, if applicable
-

Recommendations

I.5.d.(5)

It is recommended that The Langley Association fully implement its policy of annual performance evaluations at all levels of the organization.

Exemplary Conformance

I.3.a.

To recruit, train, and screen entry-level employees, The Langley Association has developed an exemplary process that includes a week-long training module that is offered free to potential candidates who are interested in working in the disability field. This serves as vestibule training and as a means to attract interested candidates for employment and select those who appear the most suited to work in the field.

I.4.d.

Excellent in-house training has been developed to train employees to work with program participants with challenging behaviours. This is an 80-hour program with half of the time spent in formal learning and half in structured mentoring. This was designed to fill the gap between what is available in the local community and the training needs of The Langley Association. Currently, the organization is working in collaboration with several other similar organizations to develop a certificated program that it hopes will be implemented by the local community college.

J. Technology

Principle Statement

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

Key Areas Addressed

- Written technology and system plan
-

Recommendations

There are no recommendations in this area.

K. Rights of Persons Served

Principle Statement

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

Key Areas Addressed

- Communication of rights
 - Policies that promote rights
-

Recommendations

There are no recommendations in this area.

L. Accessibility

Principle Statement

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

Key Areas Addressed

- Written accessibility plan(s)
 - Status report regarding removal of identified barriers
 - Requests for reasonable accommodations
-

Recommendations

There are no recommendations in this area.

M. Information Measurement and Management

Principle Statement

CARF-accredited organizations are committed to continually improving their organizations and service delivery to the persons served. Data are collected, and 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.

M.2.b.

The Langley Association has struggled to identify means to ensure more reliable and valid data to incorporate into its outcomes management system. The organization is urged to take steps to identify and implement systems to increase the validity and reliability of the data.

M.4.b.(3)

M.4.b.(4)

It is recommended that The Langley Association collect appropriate data at the time each participant terminates services within the organization or a specific area of service, as appropriate, and at points in time following services to assess the outcomes obtained as part of the service delivery improvement system.

M.4.c.(1)

M.4.c.(2)

Although The Langley Association has identified and tracked measures of satisfaction and access to services, it has not identified valid indicators of service effectiveness and efficiency. It is recommended that the organization develop measures of effectiveness and efficiency and incorporate them into its management outcomes system to further promote service delivery improvement.

M.4.d.(1) through M.4.d.(4)

The data collection system should address to whom each indicator will be applied; how data will be collected; a performance goal for each indicator that is based on an industry benchmark, organizational history, or a target established by the organization or other stakeholders; and extenuating or influencing factors that should be considered when analyzing performance.

N. Performance Improvement

Principle Statement

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

Key Areas Addressed

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

Recommendations

N.1.b.(2)(a) through N.1.b.(2)(c)

The Langley Association is urged to at least annually formally analyze performance indicators of effectiveness and efficiency of services as well as access to services in relationship to performance goals.

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

This performance analysis should identify areas for improvement, result in an action plan to identify improvements necessary to reach established or revised performance goals, and outline actions taken or changes made to improve performance.

SECTION 2. QUALITY INDIVIDUALIZED SERVICES AND SUPPORTS

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

Principle Statement

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

The person served participates in decision making, directing, and planning that affects his or her life. Efforts to include the person served in the direction or delivery of those services are evident. The service environment reflects identified cultural needs, practices, and diversity. The person served is given information about the purposes of the organization.

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- It is suggested that, when writing its person-centered plans, The Langley Association use first-person language. In that way, individuals served will be able to have goals written in their own words and will become more invested in the development and implementation of their goals and action plans.
-

B. Records of the Persons Served

Principle Statement

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

Key Areas Addressed

- Complete, confidential records are maintained
-

Recommendations

B.3.c.

Although The Langley Association has release-of-information forms signed for both specific releases as well as photographs, these releases, for the most part, do not have a time limitation. It is recommended that all release-of-information forms have a time limitation, generally twelve months, at which time persons served and their families will need to sign new release-of-information forms.

C. Medication Monitoring and Management

Principle Statement

These standards apply only to programs that are responsible for monitoring and/or managing medications for the persons served.

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

C.2.e.

It is recommended that the organization expand its policies to include guidelines for maintenance of an adequate supply of medications in its programs.

C.5.a.

It is recommended that The Langley Association expand its medication policies to include procedures for securing medication shortages on weekends, holidays, and other times.

C.6.a.

It is recommended that the organization's policies include management of controlled substances.

Consultation

- It is suggested that The Langley Association review its policies and practice of allowing staff members to pour/place medications into an envelope for off-site administration. Although the staff appears to be careful in this process, it is standard practice not to dispense medications from other than original containers with original labels.
- It is suggested that The Langley Association more clearly define the meaning of staff being certified in administration of medications. It is also strongly suggested that the organization look at developing a competency-based training and curriculum for medication administration, perhaps utilizing a nurse or other medical professional to conduct this training.

D. Employment Services Principle Standards

Principle Statement

The standards in this subsection assert basic principles that should be demonstrated by any organization seeking accreditation in the area of employment services.

Key Areas Addressed

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

Recommendations

D.1.a.(5) through D.1.a.(7)

D.1.a.(10)

It is recommended that The Langley Association expand the information given to both persons supported and families regarding cost of services, the responsibilities of the persons served regarding financial matters, and any potential conflicts of interest. The handbook for both persons supported and families might be an appropriate place in which to put this information.

Consultation

- It is suggested that The Langley Association include in its handbook for persons served information regarding training provided to staff, time frames for grievances, and the organization's ability to meet the needs of the persons served. This information is found in the guide for families but not in the handbook for individuals supported.
-

F. Community Services Principle Standards

Principle Statement

The standards in this subsection assert basic principles that should be demonstrated by any organization seeking accreditation in the area of community services.

Key Areas Addressed

- Access to community resources and services
-

Recommendations

F.1.a.(5) through F.1.a.(7)

F.1.a.(10)

It is recommended that The Langley Association expand the information given to both persons supported and families regarding cost of services, the responsibilities of the persons served regarding financial matters, and any potential conflicts of interest. The handbook to both persons supported and families might be an appropriate place to put this information.

Consultation

- It is suggested that The Langley Association include in its handbook for persons served information regarding training provided to staff, time frames for grievances, and its ability to meet the needs of the persons served. This information is found in the guide for families but not in the handbook for individuals supported.
-

SECTION 3. EMPLOYMENT SERVICES

Principle Statement

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

- Identification of employment opportunities and resources in the local job market.
- Development of realistic employment goals.
- Establishment of service plans to achieve employment outcomes.
- Identification of resources to achieve and maintain employment.
- Coordination of and referral to employment-related services.

The organization maintains its leadership role 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.

H. Community Employment Services

Principle Statement

Job Development

Successful job development concurrently uses assessment information about the person seeking employment to target the types of jobs available from potential employers in the local labour market. Typical job development activities include reviewing local employment opportunities and developing potential employers/customers through direct and indirect promotional strategies.

Job-Site Training

Job-site training services vary according to the needs of the new employee and the complexity of the job. Training can include assisting the employee with performance on the new job task and helping the person to understand the job culture and industry practices and work behaviours expected by the employer. It may also include training the employer and coworkers to understand the training methods and accommodations needed by the worker.

Job Supports

Ongoing job support services are activities that are employment-related and needed to promote job adjustment and retention. These services are based on the individual needs of the new employee.

Key Areas Addressed

- Integrated employment choice
 - Integrated employment obtainment
 - Integrated employment retention
-

Recommendations

There are no recommendations in this area.

Consultation

- As The Langley Association has enjoyed positive relationships with the local employer partners who appreciate the opportunities they have been given to hire individuals with disabilities, it is suggested that the organization explore the possibility of developing an employer advisory board for the purpose of bringing together select employers who will be able to assist them in marketing the services and supports to other businesses with which they have contacts.
 - The marketing trainings and efforts of The Langley Association employment staff clearly have been successful in reaching employers and in developing jobs. It is suggested that the Partners in Employment service consider utilizing program recipients to assist in its job development efforts. Individuals who have become successfully employed are often the best ambassadors and sales persons in reaching a market of employers who may be swayed by listening to the personal success stories of the individuals served.
-

SECTION 4. COMMUNITY SERVICES

Principle Statement

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

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

E. Community Integration

Principle Statement

Community integration is designed to help persons to optimize their personal, social, and vocational competency to live successfully in the community. Persons served are active partners in determining the activities they desire to participate in. Therefore, the settings can be informal to reduce barriers between staff members and persons served. An activity center, a day program, a clubhouse, and a drop-in center 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 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.
- Vocational pursuits.
- Development of work attitudes.
- Employment activities.
- Volunteerism.
- 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 centers, arts councils, etc.)

Key Areas Addressed

- Opportunities for community participation
-

Recommendations

There are no recommendations in this area.

Consultation

- As The Langley Association seeks to expand its community integration, young adult, and supportive living services, it is suggested that the organization continue to discuss structuring the services in such a manner that the services are flexible and meld into one another, with the understanding that individuals will be served best when the community integration, supportive living, and supported employment staff collaborate and work together in the best interest of persons served, providing individualized holistic service provision.
-

H. Host Family Services

Principle Statement

Host family services are provided under a contract or agreement to provide a home for a person served, regardless of age. These placements tend to be long-term in nature.

Key Areas Addressed

- Temporary placement of participants in family settings outside the birth or adoptive family home
 - Supports and services established as needed
-

Recommendations

There are no recommendations in this area.

I. Respite Services

Principle Statement

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.

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.

J. Community Housing

Principle Statement

Community housing addresses the desires, goals, strengths, abilities, needs, health, safety, and life span issues of the persons served, regardless of the home in which they live and/or the scope, duration, and intensity of the services they receive. The residences in which services/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 are focused on providing sober living environments to increase the likelihood of sobriety and abstinence and to decrease the potential for relapse.

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

Community housing may include either or both of the following:

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

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- It is suggested that the organization explore additional methods to ensure that persons supported are protected against scalding hazards. Currently, all residences where it is appropriate have water controlled at the hot water heater. Knowing that, at times, this method is not foolproof, perhaps the installation of scald guards at the faucet would provide a safety net.
 - It is suggested that the origination survey its residential sites to ensure that power outlets that are close to water sources are protected by a ground fault interrupter socket, which would lessen the hazard of shocking if an appliance is dropped into a sink full of water.
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PROGRAMS/SERVICES BY LOCATION

The Langley Association for Community Living

23535 44th Avenue
Langley, BC V2Z 2V2
Canada

Community Services: Community Integration
Community Services: Host Family Services
Community Services: Respite Services

Connections

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

Community Services: Community Integration

Michaud Crescent

#208, # 210 20239 Michaud Crescent
Langley, BC V3A 8L1
Canada

Community Services: Community Housing

Tall Timbers Residence

24156 56th Avenue
Langley, BC V2Z 2N9
Canada

Community Services: Community Housing

Belmont Residence

3975 202nd Street
Langley, BC V3A 1R9
Canada

Community Services: Community Housing

Brookwood Residence

19669 44B Avenue
Langley, BC V3A 5W3
Canada

Community Services: Community Housing

Five Corners Residence

21451 Old Yale Road
Langley, BC V3A 4M6
Canada

Community Services: Community Housing

Hunter Park Residence

19977 45A Avenue
Langley, BC V3A 8C7
Canada

Community Services: Community Housing

Newlands Residence

20935 51B Avenue
Langley, BC V3A 7K6
Canada

Community Services: Community Housing

Community Outreach and Support Services

20179 56th Avenue, Unit 1A
Langley, BC V3A 4G2
Canada

Community Services: Community Integration

Individualized Services

4051 200th Street
Langley, BC V3A 1K8
Canada

Community Services: Community Integration

Uplands Residence

4570 209A Street
Langley, BC V3A 2K9
Canada

Community Services: Community Housing

Woodbridge Residence

#44, 20761 Telegraph Trail
Langley, BC V1M 2W3
Canada

Community Services: Community Housing

43rd Avenue Residence

20393 43rd Avenue
Langley, BC V3A 3B9
Canada

Community Services: Community Housing

Partners in Employment

20512 Fraser Highway
Langley, BC V3A 4G2
Canada

Employment Services: Community Employment Services: Job Development
Employment Services: Community Employment Services: Job Supports
Employment Services: Community Employment Services: Job-Site Training

Quest

20439 Fraser Highway
Langley, BC V3A 4G3
Canada

Community Services: Community Integration

Explorations

22071 48th Avenue, Suite 104
Langley, BC V3A 3N1
Canada

Community Services: Community Integration

Bridlewoods Residence

9045 Walnut Grove Drive, Suite 49
Langley, BC V1M 2E1
Canada

Community Services: Community Housing