CARF CANADA

CARF Accreditation Report

for

Teachable Moments Services Inc.

Three-Year Accreditation

ASPIRE to Excellence®
carf ACCREDITED

Contents

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

Teachable Moments Services Inc.
3815 Haslam Road
Port Alberni BC V9Y 6A3
CANADA

Organizational Leadership

Stuart Messenger, Business Manager

Survey Date(s)

June 6, 2018–June 8, 2018

Surveyor(s)

Darrel G. Skinner, M.S.W., Administrative and Program

Program(s)/Service(s) Surveyed

Community Housing

Accreditation Decision

Three-Year Accreditation
Expiration: June 30, 2021

Executive Summary

This report contains the findings of CARF's on-site survey of Teachable Moments Services Inc. conducted June 6, 2018–June 8, 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, Teachable Moments Services Inc. demonstrated substantial conformance to the standards. Teachable Moments Services, Inc. (TMS) is a private for-profit service provider located in Port Alberni, British Columbia, Canada. The organization is providing a very high-quality community housing service to persons with severe intellectual disability needs. TMS has worked hard to adapt the living facilities to meet the ongoing needs of the persons served. The owners of TMS value the persons served, the personnel working within the organization, and other stakeholders. Each person is treated with dignity and respect and feels like he or she is part of a large family. Parents, guardians, and other stakeholders express a high level of satisfaction with services provided by TMS. The owners and upper management are very dedicated to continuous quality improvement and have worked hard to prepare for their first CARF survey accreditation. Management embraces technology and is progressively pursuing better ways to perform business functions and strengthen the overall viability of the organization. The majority of recommendations received pertain to business functions such as plans; policies; procedures; and performance measurement, management, and improvement, some of which were corrected prior to the end of the survey. There are several opportunities for improvement identified also noted in health and safety, and the organization is encouraged to focus attention on the recommendations noted throughout the report.

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

Teachable Moments Services Inc. 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 Teachable Moments Services Inc. was conducted by the following CARF surveyor(s):

- Darrel G. Skinner, M.S.W., Administrative and 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 Teachable Moments Services Inc. 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 Housing

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 Teachable Moments Services Inc. demonstrated the following strengths:

- TMS has very strong service-driven upper management. The management team strives to provide safe and healthy service locations where both the persons served and personnel are able to have a positive experience.

- Community homes are very clean, nicely decorated, and very well maintained. Support staff members take pride in how the homes look and work hard to keep the appearance up.

- The owners of the organization are very caring and are focused on the quality of life for both the persons served and personnel working in the organization. Many employees interviewed indicated that they are all treated like family and enjoy working for the organization.

- The persons served are able to have frequent access to the greater community and engage in meaningful activities of their choosing.

- Parents/guardians are very happy with the services provided. During interviews family members expressed how well their child is treated and cared for in a loving, humane manner. Family members could not say enough how grateful they were to be a part of TMS.

- Management highly values progressive training and provides many opportunities for all members of the organization to have access to training to continually improve in business functions and service delivery.

- Stakeholders express their appreciation for TMS's owners and management staff in their willingness to give input and help other providers within the community when faced with service delivery challenges.

- TMS has tailored its service program for persons with severe behavioural challenges. It has invested in extensive modifications to its community homes to allow for persons served to be safe and comfortable within their homes.

- Management personnel are very open to learning how they can improve services and business functions and were very open to suggestions and consultation throughout the survey process.

- The organization's upper management takes a proactive approach to technology and is striving to implement additional technology systems that will allow for improved effectiveness and efficiencies in business functions and service delivery.

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

1.A.5.b.(2)
1.A.5.b.(3)
1.A.5.b.(4)
1.A.5.b.(5)
1.A.5.b.(6)
1.A.5.b.(7)
1.A.5.d.
The organization implements a cultural competency and diversity plan that fully addresses persons served, personnel, and other stakeholders that is based on the consideration of culture. The organization should expand the plan to include age, gender, sexual orientation, spiritual beliefs, socioeconomic status, and language.

Consultation

- The identified leadership has had in-depth discussions on succession planning and has developed a plan with business decisions regarding succession planning. The organization is encouraged to include in its written plan identified key positions within the organization and how it would address short- and long-term vacancies for the identified positions.

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

1.C.2.c.(1)

A strategic plan should set goals for the identified areas being worked on. The organization could set specific goals that will allow it to track its progress in achieving the planned outcomes within its strategic plan.

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

1.H.5.a.(4)
The organization has developed and implemented written emergency procedures for power failures. The homes where services are provided utilize natural gas. The organization should also include a policy on addressing emergencies involving natural gas.

1.H.7.d.
The organization should make sure that unannounced tests of emergency procedures and analyses are consistently evidenced in writing. The organization has a written document that is filled out each time an emergency test is conducted. In reviewing the written document it was apparent that staff members are not always answering all of the

questions being asked on the form. Staff members are also not always signing and dating the form in the space identified to do so. Reminding staff of the importance of completing the emergency test forms and signing and dating the forms in the designated location is encouraged.

1.H.9.f.(6)
1.H.9.f.(12)
The organization should also include infection control and biohazardous accidents in its written procedures regarding critical incidents.

Consultation

- The organization might consider adding other types of natural disasters that might be unique to the area in which it is located, such as contact with wildlife. The organization may also consider expanding its list of identified essential services and consider how transportation, staffing, payroll, and any other possible business or program function, if impacted, could be mediated to allow for continuation of services.

- The organization has a policy that addresses violent or other threatening situations involving persons served. The organization might consider expanding this to include violence or threats involving staff and visitors.

- The organization has identified critical incidents in two different documents. The leadership might consider using one document with all of the identified critical incidents in the organization's written procedures.

- The organization is encouraged to review its policies on personal vehicle usage and requirements for insurance. The policy could be updated to be more in line with recent changes made with usage of personal vehicles when providing services.

- The organization utilizes a software program to conduct internal self-inspections. The program allows for staff to identify that areas need attention. Leadership might look at how the organization is tracking follow-up on identified areas for improvement to show that the necessary repairs have been made.

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.

Consultation
- TMS might consider adding a salary/pay range at the top of the job description document showing the minimum to maximum range of pay for the specified position.

- The organization might consider changing its current grievance steps one and two to allow for a cleaner process for personnel to address grievances. Adding additional levels of management would allow the organization to keep decisions within the flow of the organization's chart for chain of command.

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

1.J.1.a.(6)
The organization should also include assistive technology in its written technology and system plan. This may include needs and usage for persons served and personnel.

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
1.M.3.d.(1)(a)
1.M.3.d.(1)(b)
1.M.3.d.(1)(c)
1.M.3.d.(2)(a)
1.M.3.d.(2)(b)
1.M.3.d.(2)(c)
Data should be used to set written business function objectives, performance indicators, and performance targets. Additionally, data should be used to set written service delivery objectives, performance indicators, and performance targets for each program seeking accreditation.

1.M.6.a.
1.M.6.b.(1)
1.M.6.b.(2)
1.M.6.b.(3)
1.M.6.b.(4)(a)
1.M.6.b.(4)(b)
The organization is urged to measure business function performance indicators and service delivery performance indicators for each program/service seeking accreditation in the effectiveness of services, the efficiency of services, service access, and satisfaction and other feedback from the persons served and other stakeholders.

1.M.7.a.
1.M.7.b.
1.M.7.c.
1.M.7.d.
For each service delivery performance indicator, it is recommended that the organization determine to whom the indicator will be applied; the person(s) responsible for collecting the data; the source from which data will be collected; and a performance target based on an industry benchmark, based on the organization's performance history, or established by the organization or other stakeholder.

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

1.N.1.a.
1.N.1.b.(1)
1.N.1.b.(2)(a)
1.N.1.b.(2)(b)
1.N.1.b.(2)(c)
1.N.1.b.(2)(d)(i)
1.N.1.b.(2)(d)(ii)
1.N.1.b.(3)
1.N.1.c.(1)
1.N.1.c.(2)
1.N.1.c.(3)
The organization collects written data in multiple areas of service delivery and business functions. The organization should use these data to complete a written analysis at least annually that analyzes performance indicators in relationship to performance targets, including business functions and service delivery of each program seeking accreditation, including the effectiveness of services, the efficiency of services, service access, and satisfaction and other feedback from the persons served and other stakeholders, and extenuating or influencing factors. In addition, the performance analysis should identify areas needing performance improvement, result in an action plan to address improvements needed to reach established or revised performance targets, and outline actions taken or changes made to improve performance.

1.N.2.a.(1)
1.N.2.a.(2)
1.N.2.b.
1.N.2.c.
1.N.2.d.
The analysis of performance indicators should be used to review the implementation of the mission and the core values of the organization, improve the quality of programs and services, facilitate organizational decision making, and review or update the organization's strategic plan.

1.N.3.a.(1)
1.N.3.a.(2)
1.N.3.a.(3)
1.N.3.b.(1)
1.N.3.b.(2)
1.N.3.b.(3)
1.N.3.c.
The organization is urged to communicate accurate performance information to persons served, personnel, and other stakeholders according to the needs of the specific group, including the format of the information communicated, the content of the information communicated, and the timeliness of the information communicated.

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.13.c.
The organization obtains written permission to use photos of persons served. The release form should have a time limitation for how long it may be used for.

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.

Consultation

- The organization might consider condensing the current number of folders that individual service plans are housed in. This could be accomplished by combining components of the service plan such as health information and personal information into the body of the service plan. The organization could consider combining other areas as it feels would be appropriate.

- The organization might consider creating and implementing a standard training template with basic questions that the support staff can answer from the individual plan of care. This would help the organization to train staff on identified components of the individual plan of care.

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

2.C.2.a.

The organization implements written procedures that address storage, including handling of medications requiring refrigeration. The organization should also include handling of medication that requires protection from light in its written procedures.

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 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.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.

Program(s)/Service(s) by Location

Teachable Moments Services Inc.

3815 Haslam Road
Port Alberni BC V9Y 6A3
CANADA

Community Housing

Elizabeth Residence

4835 Elizabeth Street
Port Alberni BC V9Y6M3
CANADA

Community Housing

Glenside Residence

4345 Glenside Road
Port Alberni BC V9Y5W9
CANADA

Community Housing

Ian Residence

4892 Ian Avenue
Port Alberni BC V9Y6V4
CANADA

Community Housing