



CARF Accreditation Report
for
Bonaventure Support Services Ltd.

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 a 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

Bonaventure Support Services Ltd.
4196B Departure Bay Road
Nanaimo BC V9T 4B7
CANADA

Organizational Leadership

Andy G. Reynolds, CEO/Owner
Christy Sudyko, Executive Director
Trina Reynolds, CFO/Owner

Survey Number

162600

Survey Date(s)

March 21, 2023–March 23, 2023

Surveyor(s)

Michael Powers, Administrative
Brenda McCarthy Wiener, Program
Juliana M. Mwose, DNP, FNP-BC, ACNS-BC, RN, Program
Tom Carr, MS, CRC, Program

Program(s)/Service(s) Surveyed

Community Employment Services: Employment Supports
Community Employment Services: Job Development
Community Housing
Community Housing (Children and Adolescents)
Community Integration
Respite Services
Supported Living

Previous Survey

November 14, 2019–November 15, 2019
Three-Year Accreditation

Accreditation Decision

Three-Year Accreditation
Expiration: November 30, 2025

Executive Summary

This report contains the findings of CARF’s site survey of Bonaventure Support Services Ltd. conducted March 21, 2023–March 23, 2023. 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, Bonaventure Support Services Ltd. demonstrated substantial conformance to the standards. Bonaventure provides services that are highly valued by the individuals served and their families. The individuals served and other stakeholders express high levels of satisfaction with the services, and the individuals served appear to benefit from the services provided by the organization. The organization’s leadership is well respected and actively seeks the input of the individuals served, staff members, and other stakeholders. Bonaventure has made strides in incorporating the CARF standards into its daily practices. The services are provided in safe locations and monitored by a team of dedicated staff members. The organization appears to be financially solvent with adequate cash reserves. The performance measurement and management data is well thought out, and the way it gathers data helps to ensure its validity, reliability, and completeness. The organization has a strong belief in person-centred planning and in the rights of each of individual served, which is evident in the program areas and throughout the administration. The leadership is committed to diversity and has an excellent cultural diversity plan that is incorporated into all of its planning and service delivery. The programs provide needed services within the communities it serves. There are some areas for improvement identified, which include sharing budget and financial reports with personnel, individuals served, and other stakeholders and adding some areas to the written code of ethics.

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

Bonaventure Support Services Ltd. 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 Bonaventure Support Services Ltd. was conducted by the following CARF surveyor(s):

- Michael Powers, Administrative
- Brenda McCarthy Wiener, Program
- Juliana M. Mwose, DNP, FNP-BC, ACNS-BC, RN, Program
- Tom Carr, MS, CRC, 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 Bonaventure Support Services Ltd. 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 Housing (Children and Adolescents)
- Community Integration
- Respite 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 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 Bonaventure Support Services Ltd. demonstrated the following strengths:

- Bonaventure is a for-profit service provider that supports adults, children, and youth with diverse abilities in the central Vancouver Island area. Through a person-centred, goal-oriented approach, the organization helps support individuals served in enhancing their skills and reaching their full potential. The owners that started Bonaventure in 2009 are still active in the organization, with one serving as CEO and the other as the CFO.

- The organization is led by an experienced, qualified, and professional executive director. Her caring and engaged leadership provides vision, direction, and structure to the organization. She is well respected and visible to the individuals served, families, and staff members throughout the organization's day-to-day operations. She is actively involved in the community and in provider groups throughout the province.
- Bonaventure has a strong, talented leadership team composed of experienced, knowledgeable, and dedicated professionals who display enthusiasm for what they do. There is a good mix of tenured staff members and new directors who embrace the values and mission of the organization. The leadership ensures that the organization remains on the cutting edge of service provision and current trends.
- The organization is commended for its continuity in providing services, despite the challenges of the COVID-19 pandemic. Although some activities were delayed, residential and community services continued without interruption. Safety guidelines and protocols were put in place to ensure that everyone remained healthy and safe. The families and other stakeholders expressed their appreciation for the efforts taken by the organization to ensure safety while continuing to meet the mission.
- There is a well-designed safety program that ensures that services are being provided in healthy and safe environments. There are emergency procedures in place, and emergency plans are regularly tested to make improvements or affirm current practices. A safety committee meets regularly to review safety practices, update policies, monitor trends, and recommend actions to ensure the safety of individuals served and employees.
- Bonaventure appears to have adequate cash reserves, sound business practices, internal controls, and well-developed processes in place to ensure transparency. This success has allowed the organization to continue to provide quality services in the communities it serves and consider growth opportunities to further its mission.
- During the past year, the organization held a three-day retreat to update its strategic plan. During the planning session, the leadership team revised the mission and vision statements of the organization. While the team members were planning, a local artist drew a historical infographic journey that details the history of Bonaventure and the goals that were developed during the session that will be driving the organization forward. This drawing is now posted in the hallway of the main office building as a reminder to staff and individuals served of the history of the organization and the direction in which it intends to grow. The strategic plan document is well written and includes measurable goals and outcomes that provide direction for the future growth of the organization.
- The leadership team actively recognizes the commitment and contributions of staff members. Of particular note are the employee awards that are announced at the annual Christmas party. The awards include Frontline Hero, which recognizes a direct support staff member that exemplifies compassion, leadership, creativity, initiative, and maintaining ethical standards; Bona Vision Award, which recognizes the staff member who demonstrates dedication and the core vision and values of Bonaventure; and the Leadership Award, which recognizes leadership and advocacy.
- The organization has a well-written risk management plan that is very thorough and identifies risk exposure and detailed action plans to prevent loss and reduce risk. The plan is updated continually and acts as a guide for all staff members to provide services in healthy and safe environments.
- Bonaventure has a well-designed outcomes management report that brings all of the organization's outcome goals and operational plans into one consolidated report. The information is available on the organization's website and details the progress on meeting service delivery outcomes, satisfaction of the individuals served and other stakeholders, and plans for performance improvement.
- The organization embraces diversity and has a high level of consideration and respect for cultural influences in all aspects of organizational functioning. The organization has developed an excellent cultural diversity plan that demonstrates an awareness and respect for the diversity of all people with whom the organization interacts, including individuals served, personnel, families, support systems, and other stakeholders. The plan is based on the consideration of the diversity of its stakeholders, including the Indigenous population in the

organization's service area. Of particular note is the recent diversity training on gender identity and awareness that was created for staff and individuals served. The overall culture of the organization promotes the development of social skills and acceptance of everyone.

- The group homes are situated in beautiful neighbourhoods, and they blend into the community. The individuals served are supported to decorate their own rooms and participate in making choices for the common living areas. They also participate in home activities that are typical of a family.
- The staff is knowledgeable, enthusiastic, approachable, and caring. Individuals served, parents/guardians, funders, and referral sources spoke highly of all staff members, from the CEO to frontline staff.
- Person-centred plans draw on a person's capabilities to imagine a different future and to tell fruitful stories about how that possibility might come to be. The plans are individualized, and goals are measurable and realistic.
- Families, funders, and referral sources reported that Bonaventure's staff is very accessible and responds immediately to their needs. The staff is known to be very accommodating to the needs of the individuals served. Communication is open and ongoing.
- Individuals served, employers, and staff used words like "teamwork," "person centred," "easy to talk to," and "good listeners" to describe the strengths of the supported employment program.
- The organization is complimented on the many ways that it has continued to build a strong, cohesive team through its multitude of team-building activities, such as pottery classes, kickball, yoga classes, personality workshops, beach barbecues, Halloween parties, and the variety show. In addition, the organization created what is lovingly referred to as "heart month," in which team members are recognized for what they do for the individuals served.
- Supported employment staff members expressed their appreciation for the organization's willingness to allow staff to participate in a variety of trainings to enhance their ability to perform their job duties. Bonaventure is commended for this foresight.
- Bonaventure's funders shared their appreciation for the ongoing open and honest communication and the organization's willingness to address questions and concerns in a timely manner.
- Bonaventure is commended for providing community integration services that are designed to enhance the independence of the individuals served and their social adaptation. Services provided are flexible in satisfying the needs and desires of the individuals served. For example, when the COVID-19 pandemic was highly prevalent, the organization was creative in devising means of keeping contact with individuals served, such as using Zoom, FaceTime®, and phone calls.
- The organization is commended for supporting individuals served to develop skills that they desire at a pace that is right for the individual so that they can become more independent. It was noted that individuals served are encouraged to work on hobbies and develop social entrepreneurship. For example, one of the individuals served, who is very interested in graffiti, is being supported to design t-shirts, which helps him become a productive member of the community and actualize his dream.
- Stakeholders frequently expressed that they are pleased with the staff and that the services provided are reliable, are professional, and meet the specific needs of the individuals served. One family member reported that "the community inclusion program is built around the needs, abilities, and interests of my son." Another family member said, "I cannot say enough about the management. For example, [one staff member] is open; approachable; responsive; and, more than that, trustworthy." This family member further said that the leadership "has met the challenges with unwavering empathy and understanding. They are open, and they demonstrate a commitment to ensuring ongoing support and well-being of the individual." Another family member stated, "I cannot speak highly enough of Bonaventure Services as a host agency for my son, and I am delighted to continue with them for the foreseeable future."

- Bonaventure is commended for its collaboration with the community in different ways. For example, Bonaventure has worked with local colleges to provide internship opportunities for students, which in turn has brought in qualified candidates for hire into the organization, benefiting the individuals served, the students, the organization, and the community at large.

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 and 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 and responsibilities
- Person-centred philosophy
- Organizational guidance
- Leadership accessibility

- Cultural competency and diversity
- Corporate responsibility
- Organizational fundraising, if applicable

Recommendations

1.A.6.a.(2)

1.A.6.a.(3)

1.A.6.a.(4)

1.A.6.a.(6)(e)

Written ethical codes of conduct should include marketing, contractual relationships, conflicts of interest, and the witnessing of legal documents.

Consultation

- Bonaventure has a number of handbooks that contain policies that include corporate responsibility efforts. It is suggested that all of the ethical codes of conduct be identified together in written form in one concise document to better communicate ethical business practices to individuals served and other stakeholders.

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

- Environmental considerations
- Strategic plan development, implementation, and periodic review

Recommendations

There are no recommendations in this area.

Consultation

- It is suggested that the organization consider adding its strategic plan to the other corporate documents available on its website to assist in transparency and communicating its goals and strategic direction to individuals served and other stakeholders in the community.

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

- Collection of input from persons served, personnel, and other stakeholders
- Integration of input into business practices and planning

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 obligations
- Response to legal action
- Confidentiality and security of records

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

- Budgets
- Review of financial results and relevant factors
- Fiscal policies and procedures
- Reviews of bills for services and fee structures, if applicable
- Review/audit of financial statements
- Safeguarding funds of persons served, if applicable

Recommendations

1.F.2.d.(1)

1.F.2.d.(2)

It is recommended that budgets be disseminated, as appropriate, to personnel and other stakeholders. This can help to ensure transparency and allow employees to better manage service delivery.

1.F.3.b.(1)

1.F.3.b.(2)

1.F.3.b.(3)

It is recommended that actual financial results be reported, as appropriate, to personnel, individuals served, and other stakeholders.

Consultation

- Bonaventure prepares annual budgets for each of its program services prior to the start of each fiscal year. However, it does not have an overall corporate financial budget for the entire organization. It is suggested that the leadership formulate an overall budget for the entire organization that includes all of its various services and cost centres. This could assist in planning, forecasting, and evaluating financial results.

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

- Risk management plan implementation and periodic review
- Adequate insurance coverage
- Media relations and social media procedures
- Reviews of contract services

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

- Healthy and safe environment
- Competency-based training on health and safety procedures and practices
- Emergency and evacuation procedures
- Access to first aid and emergency information
- Critical incidents
- Infections and communicable diseases
- Health and safety inspections

Recommendations

There are no recommendations in this area.

1.I. Workforce Development and Management

Description

CARF-accredited organizations demonstrate that they value their human resources and focus on aligning and linking human resources processes, procedures, and initiatives with the strategic objectives of the organization.

Organizational effectiveness depends on the organization's ability to develop and manage the knowledge, skills, abilities, and behavioural expectations of its workforce. The organization describes its workforce, which is often composed of a diverse blend of human resources. Effective workforce development and management promote engagement and organizational sustainability and foster an environment that promotes the provision of services that centre on enhancing the lives of persons served.

Key Areas Addressed

- Composition of workforce
- Ongoing workforce planning
- Verification of backgrounds/credentials/fitness for duty
- Workforce engagement and development
- Performance appraisals
- Succession planning

Recommendations

There are no recommendations in this area.

Consultation

- Bonaventure currently utilizes a paper timekeeping and payroll process. It is suggested that the organization consider using an electronic payroll process to save time and costs, improve efficiency, provide greater security, and allow 24/7 mobile access for employees.

1.J. Technology

Description

Guided by leadership and a shared vision, CARF-accredited organizations are committed to exploring and, within their resources, acquiring and implementing technology systems and solutions that will support and enhance:

- Business processes and practices.
- Privacy and security of protected information.
- Service delivery.
- Performance management and improvement.
- Satisfaction of persons served, personnel, and other stakeholders.

Key Areas Addressed

- Ongoing assessment of technology and data use, including input from stakeholders
- Technology and system plan implementation and periodic review
- Technology policies and procedures

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

- Policies that promote rights of persons served
- Communication of rights to persons served
- Formal complaints by persons served

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

- Assessment of accessibility needs and identification of barriers
- Accessibility plan implementation and periodic review
- Requests for reasonable accommodations

Recommendations

There are no recommendations in this area.

Consultation

- Bonaventure has an accessibility plan that identifies barriers to services and actions to be taken to ensure removal of those barriers. One of the barriers identified is the front steps at the entry of the administrative office building. The stairs are steep with very narrow steps that could present a safety hazard and/or prevent access to the building for persons utilizing a wheelchair or with ambulation concerns. Although the plan includes accommodation by meeting with those persons at one of the organization's other locations that is accessible, it is suggested that the organization continue its efforts to secure a more accessible office location.

1.M. Performance Measurement and Management

Description

CARF-accredited organizations demonstrate a culture of accountability by developing and implementing performance measurement and management plans that produce information an organization can act on to improve results for the persons served, other stakeholders, and the organization itself.

The foundation for successful performance measurement and management includes:

- Leadership accountability and support.
- Mission-driven measurement.
- A focus on results achieved for the persons served.
- Meaningful engagement of stakeholders.
- An understanding of extenuating and influencing factors that may impact performance.
- A workforce that is knowledgeable about and engaged in performance measurement and management.
- An investment in resources to implement performance measurement and management.
- Measurement and management of business functions to sustain and enhance the organization.

Key Areas Addressed

- Leadership accountability for performance measurement and management
- Identification of gaps and opportunities related to performance measurement and management
- Input from stakeholders
- Performance measurement and management plan

- Identification of objectives and performance indicators for service delivery
- Identification of objectives and performance indicators for priority business functions
- Personnel training on performance measurement and management

Recommendations

There are no recommendations in this area.

1.N. Performance Improvement

Description

CARF-accredited organizations demonstrate a culture of performance improvement through their commitment to proactive and ongoing review, analysis, reflection on their results in both service delivery and business functions, and transparency. The results of performance analysis are used to identify and implement data-driven actions to improve the quality of programs and services and to inform decision making. Performance information that is accurate and understandable to the target audience is shared with persons served, personnel, and other stakeholders in accordance with their interests and needs.

Key Areas Addressed

- Analysis of service delivery performance
- Analysis of business function performance
- Identification of areas needing performance improvement
- Implementation of action plans
- Use of performance information to improve program/service quality and make decisions
- Communication of performance information

Recommendations

There are no recommendations in this area.

Section 2. Quality Individualized Services and Supports

Description

For an organization to achieve quality services, the persons served are active participants in the planning, implementation, and ongoing review and revision of the services offered. The organization's commitment to quality and the involvement of the persons served spans the entire time that the persons served are involved with services. The service planning process is individualized, establishing goals and measurable objectives that incorporate the unique strengths, abilities, needs, and preferences of the persons served. Services are responsive to the expectations of persons served and their desired outcomes from services, and are relevant to their maximum participation in the environments of their choice.

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

There are no recommendations in this area.

Consultation

- The supported employment program has an excellent employee handbook that includes guidelines for individuals wanting to be a part of its program. The organization might consider developing a simpler, friendlier document that could be easier for individuals served to read and understand program expectations.

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 the person's 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 medications used by persons served
- Written procedures for storage and safe handling of medications
- Educational resources and advocacy for persons served in decision making
- Physician review of medication use
- Training and education for persons served regarding medications

Recommendations

There are no recommendations in this area.

Consultation

- While Bonaventure has demonstrated commitment to medication administration safety, it is suggested that the organization consider exploring the possibility of adopting an electronic medication recording system, which might enhance medication administration recording and monitoring for safety.

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

Recommendations

There are no recommendations in this area.

Consultation

- Given the feedback from a number of employers and individuals served, the supported employment program is encouraged to consider increasing its presence in the local community.

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 (CES)

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 labour market. Persons are supported as needed through an individualized person-centred model of services to choose and obtain a successful employment opportunity consistent with their preferences, keep the employment, and find new employment if necessary or for purposes of career advancement.

Such services may be described as 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 labour market. Typical job development activities include reviewing local employment opportunities and developing potential employers/customers through direct and indirect promotional strategies. Job development may include facilitating a hiring agreement between an employer and a person seeking employment. Some persons seeking employment may want assistance at only a basic, informational level, such as 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 behaviours expected by the employer. It may also include helping the employer and coworkers to understand the support strategies and accommodations needed by the worker.

Supports are a critical element of the long-term effectiveness of community employment. Support services address issues such as assistance in training a person to complete new tasks, changes in work schedule or work promotion, a decrease in productivity of the person served, adjusting to new supervisors, and managing changes in 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.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.).

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

- Community participation.
- Increased independence.
- Increased interdependence.
- Greater quality of life.
- Skill development.
- Slowing of decline associated with aging.
- Volunteer placement.
- Movement to employment.
- Centre-based socialization activities during the day that enable persons to remain in their community residence.
- Activity alternatives to avoid or reduce time spent in more restrictive environments, such as hospitalization or nursing home care.

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.

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

- Safe housing.
- Persons choosing where they live.
- Persons choosing with whom they will live.
- Persons having privacy in their homes.
- Persons increasing independent living skills.
- Persons having access to the benefits of community living.
- Persons having the opportunity to receive services in the most integrated setting.
- Persons' rights to privacy, dignity, respect, and freedom from coercion and restraint are ensured.
- Persons having the freedom to furnish and decorate their sleeping or living units as they choose.
- Persons having freedom and support to control their schedules and activities.
- Settings that are physically accessible to the individuals.

Key Areas Addressed

- Safe, secure, private location
- Support to persons as they explore alternatives
- In-home safety needs
- Access as desired to community activities
- Options to make changes in living arrangements
- 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 sample 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
- Supports available based on needs and desires
- In-home safety needs
- Living as desired in the community
- Support personnel available based on needs
- Persons have opportunities to access community activities

Recommendations

There are no recommendations in this area.

Section 5. Specific Population Designations/Enhancements

5.A. Children and Adolescents Specific Population Designation

Description

Children and Adolescents is a specific population designation that can be added at the option of the organization to a community service being surveyed if children or adolescents are served and the organization desires this additional accreditation enhancement.

Such services are tailored to the particular needs and preferences of children and adolescents and are provided in a setting that is both relevant to and comfortable for this population.

Key Areas Addressed

- Children, adolescents, and their families are provided with options
- Social, vocational, psychological, and physical needs are met

Recommendations

There are no recommendations in this area.

Program(s)/Service(s) by Location

Bonaventure Support Services Ltd.

4196B Departure Bay Road
Nanaimo BC V9T 4B7
CANADA

Administrative Location Only

Anchor Place

2633 Rosstown Road
Nanaimo BC V9T 3S2
CANADA

Community Housing (Children and Adolescents)

Baron's Place

3148 Barons Road, Unit D, B&A
Nanaimo BC V9T 453
CANADA

Community Integration
Supported Living

Beacon (Previously Rock City)

3244 Departure Bay Road
Nanaimo BC V9T 1B4
CANADA

Community Housing (Children and Adolescents)

Buttertubs Place

153 Bird Sanctuary Drive, Upstairs
Nanaimo BC V96 6G9
CANADA

Community Housing

Cove Place

3242 Departure Bay Road
Nanaimo BC V9T 1C1
CANADA

Community Housing

Duncan Outreach

1D - 2753 Charlotte Road
Duncan BC V9L 5J2
CANADA

Community Integration
Supported Living

Horizon Place

3254 Departure Bay Road
Nanaimo BC V9T 1B4
CANADA

Community Housing

Ladysmith- Employment/Job Development Program

341 1st Avenue
Ladysmith BC V9G 1A8
CANADA

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

Mariner Place

751 Arrowsmith Way
Parksville BC V9P 2K5
CANADA

Community Housing (Children and Adolescents)

Outrigger

931 Spring Place
Nanaimo BC V9R 6C3
CANADA

Community Housing (Children and Adolescents)
Respite Services

Parksville Outreach

330 Craig Street
Parksville BC V9P 1L5
CANADA

Community Integration
Supported Living

Quarterway Place

2573 Labieux Road
Nanaimo BC V9T 3M8
CANADA

Community Housing

Ross Place

3290 Ross Road
Nanaimo BC V9T 2S4
CANADA

Community Housing

Sanctuary Place

153 Bird Sanctuary Drive, Downstairs
Nanaimo BC V9R 6G9
CANADA

Community Housing (Children and Adolescents)