



CARF Accreditation Report for Carmichael Enterprises Residential Programs LTD.

Three-Year Accreditation



CARF Canada
501-10154 104 Street NW
Edmonton, AB T5J 1A7, Canada

A member of the CARF International group of
companies

CARF International Headquarters
6951 E. Southpoint Road
Tucson, AZ 85756-9407, USA

www.carf.org

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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

Carmichael Enterprises Residential Programs LTD.
2221C McGarrigle Road
Nanaimo BC V9S 4M4
CANADA

Organizational Leadership

Carmela C. Taylor, Executive Administrator
Melody J. Kozoris, HR Administrator
Michael W. Taylor, Executive Director

Survey Number

158814

Survey Date(s)

December 5, 2022–December 7, 2022

Surveyor(s)

Camille Lagueux, Administrative
Martha D. Doherty, BA, Program

Program(s)/Service(s) Surveyed

Community Housing
Community Housing (Children and Adolescents)
Community Integration

Previous Survey

October 9, 2019–October 11, 2019
Three-Year Accreditation

Accreditation Decision

Three-Year Accreditation

Expiration: August 31, 2025

Executive Summary

This report contains the findings of CARF's site survey of Carmichael Enterprises Residential Programs LTD. conducted December 5, 2022–December 7, 2022. 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, Carmichael Enterprises Residential Programs LTD. demonstrated substantial conformance to the standards. Carmichael Enterprises has offered services for 25 years to adults and youth with developmental disabilities in the areas of Nanaimo and Comox Valley of Vancouver Island. Personnel at all levels of the organization are committed, professional, knowledgeable, and dedicated to providing person-centred services to clients with challenging and complex behavioural needs. Funding sources, referral sources, and other community stakeholders are highly complimentary of the services provided and clients and their families clearly benefit from the services received. The opportunities for improvement are primarily in the administrative areas. They include the development and implementation of policies and procedures regarding the use of technology and ensuring that documented tests of the procedures for business continuity/disaster recovery are completed at least annually and that personnel receive documented training on cybersecurity and the use of technology in the performance of their job duties. In the area of workforce development and management, the organization should ensure that the credentials of all applicable workforce are verified with primary sources; that new hire orientation addresses the organization's performance measurement and management system, risk management plan, and strategic plan; and that performance appraisal procedures are implemented for all groups of the organization's workforce.

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

Carmichael Enterprises Residential Programs 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 Carmichael Enterprises Residential Programs LTD. was conducted by the following CARF surveyor(s):

- Camille Lagueux, Administrative
- Martha D. Doherty, BA, 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 Carmichael Enterprises Residential Programs 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 Housing
- Community Housing (Children and Adolescents)
- Community Integration

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 Carmichael Enterprises Residential Programs LTD. demonstrated the following strengths:

- Carmichael Enterprises has provided residential services and outreach programs to persons with disabilities in the Nanaimo and Comox Valley areas of Vancouver Island for almost 25 years. The organization's passion, enthusiasm, and dedication to providing quality services and ensuring that each person served is treated with dignity and respect is apparent at all levels of the organization. The organization truly lives its mission of being dedicated to enhancing the lives of the persons served.
- The organization has a strong leadership team that embraces the mission and values of Carmichael Enterprises. The tenure of this team is an asset to the organization; brings a genuine sense of synergy, comradery, and teamwork; and is evident among the team members. The executive director/owner of the organization is highly respected by personnel, family members, and other stakeholders and has always been proactive in developing services that meet the individual needs of each client.

- Funding and referral sources, as well as other stakeholders, were extremely complimentary of the services provided by Carmichael Enterprises. The organization was described as being very person focused when serving clients with complex needs. It was shared that the organization works collaboratively and, in partnership, is responsive, shares information, and is always non-judgmental of the persons served. All of the organization's reporting practices were described as very detailed and consistent. "They have changed a lot of lives" and "a total quality program" were just some of the compliments made by stakeholders.
- Carmichael Enterprises provides programs in safe and healthy environments, as evidenced by its extensive training, active Occupational Health and Safety Committee, and regular completion of tests of emergency procedures and inspections. The organization has several comprehensive health and safety policy and procedures manuals that include separate transportation manuals as well as a COVID-19 response manual.
- The organization has comprehensive and well-written policies and procedures that communicate to personnel the manner in which administrative practices are implemented and the manner in which services are to be provided. All organizational plans are embedded in the policy and procedure manuals, which are updated on an annual basis and are signed off by staff.
- Carmichael Enterprises appears to be financially solvent and makes good financial decisions to ensure that it has long-term stability. A strong business infrastructure and approach controls and supports the operation of the services.
- There is an obvious emphasis on gathering input and feedback from persons served, personnel, and other stakeholders to improve services and business practices. In addition to surveys, other methods are used (e.g., obtaining staff input and feedback is also obtained by leadership hosting team chats at each home). Communication is important, as regular newsletters, an attractive website, and regularly published reports ensures that timely communication is made with all stakeholders.
- The organization and the executive director/owner are complimented for the development, implementation, and use of Supporting Individuals through Valued Attachments (SIVA) training, which is based in relationship building and creating safety with the persons served who have challenging behaviours and complex needs. The SIVA model focuses on reducing power struggles and supporting the persons served to self-manage their behaviours and build healthy empowerment.
- Carmichael Enterprises is commended for the additional services it offered to the persons served and their families in the outreach program during the COVID-19 pandemic. Carmichael Enterprises experienced growth during the pandemic. The organization truly embodies the spirit of serving the whole person, including their families, and goes above and beyond to ensure that their needs are met at all levels.
- Carmichael Enterprises has several long-term, dedicated, and passionate staff members. Carmichael Enterprises works to promote from within and offers the necessary supports and training to ensure that all transitions to new positions are successful. Carmichael Enterprises strives to create a culture of respect, dignity, and empowerment among its staff.
- Carmichael Enterprises has developed positive longstanding relationships with the families served. This was evidenced by the family members who spoke highly of the Carmichael Enterprises team. Several of the family members expressed that the team at Carmichael Enterprises truly cares about the persons served and are always available. One family member reported that the organization is in the field for exactly the right reason: the individuals it cares for.
- Carmichael Enterprises is commended for its out-of-the box thinking when it faced the sudden and many changes of the COVID-19 pandemic. The staff members used comic books to inform the persons served of germ awareness, proper handwashing, and social distancing protocols. This information was presented in a way that was fun, engaging, easily understandable, and practical for the persons served.

- Carmichael Enterprises treats the persons served with respect and concern. All of the persons served spoke highly of the staff, facilities, and programs. The new theatre room is a favourite of the clients at the outreach centres. Carmichael Enterprises develops relationships with clients that have lasting impacts and really add value. Clients have a sense of worth and take pride in showing off their programs.

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

There are no recommendations in this area.

1.C. Strategic Planning

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

1.D. Input from Persons Served and Other Stakeholders

Description

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

Key Areas Addressed

- 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

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

- 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

1.H.8.b.(1)

1.H.8.b.(2)

Although the organization has implemented written procedures that address safety for the persons served and personnel when providing services in the community, these written procedures should also include the consideration of any emergency procedures that may already be in place at the service delivery site and the physical environment, including accessibility, of the service delivery site.

Consultation

- The organization might consider the use of visual cues at the outreach site, such as arrows on the wall or on the floor, to facilitate egress in case of an emergency, such as a fire.

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

1.I.1.

The organization is urged to document the composition of its workforce, including all human resources involved in the delivery, oversight, and support of the programs/services seeking accreditation.

1.I.4.a.(2)(a)

1.I.4.b.(2)

1.I.4.c.(1)

1.I.4.c.(2)

The organization should implement written procedures that address verification of the credentials of all applicable workforce (including licensure, certification, registration, and education) with primary sources. Procedures should also address actions to be taken in response to the information received concerning credentials verification and timeframes for verification of credentials, including prior to the delivery of services to the persons served or to the organization and throughout employment.

1.I.5.a.(4)

1.I.5.a.(5)

1.I.5.a.(6)

As part of the organization's onboarding and engagement activities, orientation should address the performance measurement and management system, risk management plan, and strategic plan.

1.I.8.a.

1.I.8.b.

1.I.8.c.

1.I.8.d.

1.I.8.e.

1.I.8.f.

1.I.8.g.

1.I.8.h.

Although the organization has implemented written procedures for performance appraisal that addresses its employees, it should implement written procedures for performance appraisal that addresses all of the groups that comprise its identified workforce. Procedures should include the criteria against which people are being appraised, involvement of the person being appraised, documentation requirements, timeframes/frequencies related to the performance appraisal process, measurable goals, sources of input, and opportunities for development.

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

1.J.2.b.(6)

The organization's technology and system plan should include resources needed to accomplish the goals.

1.J.3.a.

1.J.3.b.

1.J.3.c.

1.J.3.d.(1)

1.J.3.d.(2)

1.J.3.d.(3)

1.J.3.d.(4)

1.J.3.d.(5)

1.J.3.d.(6)

1.J.3.d.(7)

The organization is urged to implement policies and procedures in acceptable use, backup/recovery, and business continuity/disaster recovery. Policies and procedures should also include security, including access management; audit capabilities; data export and transfer capabilities; decommissioning of physical hardware and data destruction; protection from malicious activity; remote access and support; and updates, configuration management, and change control.

1.J.4.a.

1.J.4.b.(1)

1.J.4.b.(2)

1.J.4.b.(3)

1.J.4.b.(4)

1.J.4.b.(5)

1.J.4.b.(6)

1.J.4.c.

A test of the organization's procedures for business continuity/disaster recovery should be conducted at least annually and be analyzed for effectiveness, areas needing improvement, actions to address the improvements needed, implementation of the actions, whether the actions taken accomplished the intended results, and necessary education and training of personnel. The test should be evidenced in writing, including the analysis.

1.J.5.a.

1.J.5.b.

1.J.5.c.(1)

1.J.5.c.(2)

The organization is urged to provide documented training to personnel on cybersecurity and on the technology used in performance of their job duties, including initial training and ongoing training.

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.

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

1.M.2.d.

In preparation for the development or review of a performance measurement and management plan, the organization is urged to consider extenuating and influencing factors that may impact results.

1.M.3.a.(5)

1.M.3.a.(6)(a)

1.M.3.a.(6)(b)

1.M.3.a.(6)(c)

1.M.3.a.(7)

1.M.3.b.

1.M.3.c.

The organization's performance measurement and management plan should address the extent to which the data collected measure what they are intended to measure (validity), the process for obtaining data in a consistent manner (reliability) that will be complete and accurate, and extenuating and influencing factors that may impact results. The performance measurement and management plan should be reviewed at least annually for relevance and updated as needed.

1.M.10.

Personnel should be provided with documented education and training in accordance with their roles and responsibilities for performance measurement and management.

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

2.A.3.c.

Carmichael Enterprises documents its entry and transition criteria. Based on the scope of each program/service provided, it is recommended that Carmichael Enterprises document its exit criteria.

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.

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.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.

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

Carmichael Enterprises Residential Programs LTD.

2221C McGarrigle Road
Nanaimo BC V9S 4M4
CANADA

Administrative Location Only

Buckley Bay Home

373 Denman Street
Comox BC V9M 3A7
CANADA

Community Housing

Community Outreach Services

2221C McGarrigle Road, Upper
Nanaimo BC V9S 4M4
CANADA

Community Integration

Creekside Place

205 Aebig Road, Building A
Nanaimo BC V9T 2J1
CANADA

Community Housing

Hammond Place

4930 Hammond Bay Road
Nanaimo BC V9T 5B4
CANADA

Community Housing

Harbourview Place

159 Ellis Street
Comox BC V9M 1S2
CANADA

Community Housing

Martin Place

4360 Martin Place
Nanaimo BC V9T 5S3
CANADA

Community Housing

Matt & Dan's Home

289 Rodello Street
Comox BC V9M 1E2
CANADA

Community Housing

Nim Nim Home

278 Nim Nim Place
Courtenay BC V9N 8A5
CANADA

Community Housing

Oceanside Place

6039 Brickyard Road
Nanaimo BC V9T 5B4
CANADA

Community Housing

Randi's Place

602 Selby Street
Nanaimo BC V9R 2S1
CANADA

Community Housing

Sherbourne Home

5324A & 5324B Sherbourne Drive
Nanaimo BC V9T 2J8
CANADA

Community Housing

Uplands Home

3961 Uplands Drive
Nanaimo BC V9T 4H1
CANADA

Community Housing (Children and Adolescents)

Wellington Place

4045 Departure Bay Road
Nanaimo BC V9T 2V6
CANADA

Community Housing (Children and Adolescents)