CARF
Survey Report
for

Community Living Kingston and District

Organization

Community Living Kingston and District
1412 Princess Street
Kingston ON K7M 3E5
CANADA

Organizational Leadership

Peter Sproul, Executive Director

Survey Dates

September 14-16, 2016

Survey Team

Margot A. Van Kleeck, B.R.E., Administrative Surveyor

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Programs/Services Surveyed

Child and Youth Services
Community Housing
Community Integration
Family Services
Host Family/Shared Living Services
Respite Services
Supported Living
Governance Standards Applied

Previous Survey

October 7-9, 2013
Three-Year Accreditation

Survey Outcome

Three-Year Accreditation
Expiration: November 30, 2019

Three-Year Accreditation

SURVEY SUMMARY

The directors and staff members of Community Living Kingston and District (CLKD) are commended for the quality of its services. The organization has strengths in many areas.

- Positive, strong, and experienced leadership is evident. The organization has longstanding relationships with community partners, and leadership is well connected and well respected in the area. The management team and staff members are committed to actualizing the organization's mission and have devoted their skills and expertise to maintaining and building the quality of services delivered.

- CLKD is complimented for the way it has embraced the CARF standards. There is ample evidence that the organization consistently follows the CARF guidelines and embraces quality improvement practices.

- The organization has a committed board that represents a variety of interests, such as self-advocates, family members, and relevant community members.

- A culture of teamwork, cooperation, and open communication is evidenced throughout the organization. Staff members express a great deal of enthusiasm in their work and a desire to further improve services to better meet the needs of persons served. The focus on providing quality, person-centred services is evident and much appreciated by funders and families.

- In the past, staff members or family members assisted persons served to complete the satisfactions surveys. Seeking ways to gather more accurate information from persons served, a peer-to-peer training program was developed and offered this year. Working with occupational therapy students from Queen's University, a team of persons served learned how to interview their peers in order to administer surveys and solicit feedback about programs.

- Evidence of competency-based training materials and all staff member training demonstrates the organization's commitment to providing well-trained staff members and a safe work environment to all persons served and staff members.

- The organization demonstrates a strong commitment to providing educational opportunities to staff members, which results in enviable retention records and long-term staff members. Leadership has established many innovative programs, including a joint staff education committee; talent management committee; and leadership development bursary, which provides financial assistance to employees furthering their education in relevant areas at the undergraduate, graduate, and post-graduate levels.

- CLKD has well-trained and dedicated staff members, many of whom have more than 20 years of service, who are truly passionate about enhancing the quality of life of the persons served. This wealth of experience and wisdom in networking with the community and other providers is invaluable in solving complex problems.

- CLKD staff members do not hesitate to meet persons served and their families whenever and wherever is most convenient. The staff members are also respected for their quick response to telephone messages and emails. Parents/family members who were interviewed said that staff members not only returned phone calls in a timely manner but also went the second mile in answering questions and concerns and finding ways to research the issues and always called back with the results of their research.

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- CLKD provides a valuable service to the community by planning and providing training by recognized professionals in the area on important topics. The organization offers these trainings at a very nominal cost to colleagues in the community and its own staff members.
- CLKD offers a wide variety of community inclusion activities. Persons served can choose from among 40 group activities offered each week and receive support in individual activities that are customized to specific requests and goals.
- CLKD's very effective Family Support program operates as a team to successfully match families with persons served. The match is not hastily made, but rather all aspects of the family and person served are evaluated to make sure the match is effective and appropriate. All members of the family are interviewed, including children, adult children, grandparents, and sometimes even neighbours, so that the match results in a real, natural, and safe family situation.
- CLKD's Milestones program offers an individualized system of support for community integration that is specifically planned for the slower-paced activities enjoyed by persons served who desire a less-active lifestyle.
- CLKD's child care resource consultants do an amazing job of providing support to children in preschool to age 12, but also have tremendous expertise in all aspects of child development, allowing the consultants to guide and mentor parents and other programs in the community.
- CLKD's respite services program provides a wide variety of much-needed, quality services individualized to the needs of persons served with options suited to persons served of all ages.
- The staff members bring a diverse range of skills and experience to their current positions. The organization has benefitted from the flexibility of staff members being willing to work in different locations as programs grow and evolve.
- CLKD has an open-door policy that is evident not just in policy but in the lived experience of staff members. Many staff members from various levels of the organization spoke of the accessibility and receptivity of senior management.
- Staff members express feeling very supported by their supervisors and senior management. Many staff members spoke of the extensive training and career development opportunities offered by CLKD. There is evidence of a pattern of mentorship and support from more senior staff members toward newer employees who have been identified as having potential or interest in promotion to positions of increased responsibility.
- Persons served were excited to show off their homes. Roommates appeared compatible and were supported to participate as fully as possible in the running of the home. The homes are well designed to match support needs, including purpose-built accommodations for physical access. In addition, the homes are well maintained and reflect the unique interests and tastes of the persons served.
- The board and leadership team have taken the position that universal design and physical accessibility should be front and centre of all decisions regarding the acquisition or building of new homes. This ensures that the homes are fully accessible for the persons served and retain added value for potential future needs.
- The respite program has been innovatively developed for optimum flexibility and efficiency. The respite home, Splinter House, is effectively used for multiple purposes, including weekend respite for groups of men, women, and youth; regular weekday use by families with high relief needs; special events; and trial living arrangements by persons served experimenting with greater independence or group living.

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- The creative use of weekend respite trips eliminates the need for additional respite provision locations and offers adventurous options tailored to the desires of the persons served. Recent trips have included concerts; sports events; visits to zoos; and other attractions in Toronto, Ottawa, and Peterborough.

- The Supported Independent Living (SIL) and enhanced SIL programs provide a wide range of individually tailored supports to the persons served and family members. Persons served are offered support that maximizes their independence, respects personal choice, and has helped them to build fully contributing lives despite significant barriers to living in the community. Persons served take obvious pride and delight in their homes, their accomplishments, and the goals they have achieved with the help of staff members. Several persons served receiving SIL and residential support services have been assisted to transition to other locations, in some cases more than once, until the ideal home setting is found. Staff members appear to have compassionate and deeply connected relationships with the persons served.

- SIL staff members have collaborated with other community partners, such as volunteers, law enforcement, and addictions and mental health professionals, to enhance the supports and increase the safeguarding mechanisms for persons served with additional challenges to living in their own homes in the community.

- CLKD is commended for the well-planned, well-timed, and well-executed amalgamation of the Gananoque and District Association for Community Living. Staff and family members interviewed described the transition as "seamless" and were very appreciative of the continuity and lack of disruption to persons served and employees. Staff and family members also spoke of the benefits of the additional opportunities available to persons served as a result of the amalgamation, such as access to respite services and volunteer opportunities. The presence of the executive director at meetings in Gananoque and the scheduling of staff member training at that site have contributed to staff members feeling included and valued by CLKD.

- The organization has recently introduced the NucleusLabs information management system in its adult services program. Staff members spoke highly of the system, especially the time saved in recording documentation and how much easier the information was to access.

CLKD should seek improvement in the area(s) identified by the recommendation(s) in the report. Any consultation given does not indicate non-conformance to standards but is offered as a suggestion for further quality improvement.

On balance, CLKD is a well-respected organization that demonstrates a commitment to the CARF standards. There is ample evidence that the organization consistently implements the CARF standards and embraces quality improvement practices. Persons served receive essential and beneficial services that meet their needs. Persons served and funders refer to the organization as being vital to them and the community. The organization employs dedicated and caring staff members. The organization is urged to use its resources to address the opportunities for improvement noted in this report.

Community Living Kingston and District has earned a Three-Year Accreditation. The organization is congratulated for this accomplishment and recognized for the efforts it has made in its pursuit of international accreditation. The organization is encouraged to use the CARF standards to further improve the quality of the services it offers.

SECTION 1. ASPIRE TO EXCELLENCE®

A. Leadership

Description

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

Key Areas Addressed

- Leadership structure

- Leadership guidance

- Commitment to diversity

- Corporate responsibility

- Corporate compliance

Recommendations

There are no recommendations in this area.

B. Governance

Description

The governing board should provide effective and ethical governance leadership on behalf of its owners'/stakeholders' interest to ensure that the organization focuses on its purpose and outcomes for persons served, resulting in the organization's long-term success and stability. The board is responsible for ensuring that the organization is managed effectively, efficiently, and ethically by the organization's executive leadership through defined governance accountability mechanisms. These mechanisms include, but are not limited to, an adopted governance framework defined by written governance policies and demonstrated practices; active and timely review of organizational performance and that of the executive leadership; and the demarcation of duties between the board and executive leadership to ensure that organizational strategies, plans, decisions, and actions are delegated to the resource that would best advance the interests and performance of the organization over the long term and manage the organization's inherent risks. The board has additional responsibilities under the domain of public trust, and as such, it understands its corporate responsibility to the organization's employees, providers, suppliers, and the communities it serves.

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Key Areas Addressed

- Ethical, active, and accountable governance

- Board composition, selection, orientation, development, assessment, and succession

- Board leadership, organizational structure, meeting planning, and management

- Linkage between governance and executive leadership

- Corporate and executive leadership performance review and development

- Executive compensation

Recommendations

There are no recommendations in this area.

C. Strategic Planning

Description

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

Key Areas Addressed

- Strategic planning considers stakeholder expectations and environmental impacts

- Written strategic plan sets goals

- Plan is implemented, shared, and kept relevant

Recommendations

There are no recommendations in this area.

D. Input from Persons Served and Other Stakeholders

Description

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

Key Areas Addressed

■ Ongoing collection of information from a variety of sources

■ Analysis and integration into business practices

■ Leadership response to information collected

Recommendations

There are no recommendations in this area.

E. Legal Requirements

Description

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

Key Areas Addressed

■ Compliance with all legal/regulatory requirements

Recommendations

There are no recommendations in this area.

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 annual performance objectives. Fiscal practices adhere to established accounting principles and business practices. Fiscal management covers daily operational cost management and incorporates plans for long-term solvency.

Key Areas Addressed

■ Budget(s) prepared, shared, and reflective of strategic planning

■ Financial results reported/compared to budgeted performance

■ Organization review

■ Fiscal policies and procedures

- Review of service billing records and fee structure

- Financial review/audit

- Safeguarding funds of persons served

Recommendations

There are no recommendations in this area.

G. Risk Management

Description

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

Key Areas Addressed

- Identification of loss exposures

- Development of risk management plan

- Adequate insurance coverage

Recommendations

There are no recommendations in this area.

H. Health and Safety

Description

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

Key Areas Addressed

- Inspections

- Emergency procedures

- Access to emergency first aid

- Competency of personnel in safety procedures

- Reporting/reviewing critical incidents

- Infection control

Recommendations

H.1.

In an effort to further maintain a healthy and safe environment, the organization should ensure that all fire extinguishers, including those located in vehicles, are properly secured in place and inspected annually, as per policy. The organization may want to consult with the local fire authority about the placement of fire extinguishers in vehicles.

H.7.a.(1) through H.7.d.

Although unannounced tests are conducted annually on many emergency procedures, the organization should ensure that unannounced tests of all emergency procedures are conducted at least annually on each shift at each location and include complete actual or simulated physical evacuation drills. Tests of emergency procedures should be analyzed for performance that addresses areas needing improvement, actions to be taken, results of performance improvement plans, and necessary education training of personnel. In addition, unannounced tests of all emergency procedures should be evidenced in writing, including the analysis.

Consultation

- Although CLKD ensures that all drivers of vehicles owned and operated by the organization are appropriately licensed and that drivers' abstracts are obtained, it may want to consider implementing a consistent check of driver competency in the orientation of new staff members.

I. Human Resources

Description

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

Key Areas Addressed

- Adequate staffing

- Verification of background/credentials

- Recruitment/retention efforts

- Personnel skills/characteristics

- Annual review of job descriptions/performance

- Policies regarding students/volunteers, if applicable

Recommendations

There are no recommendations in this area.

J. Technology

Description

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

Key Areas Addressed

- Written technology and system plan

- Written procedures for the use of information and communication technologies (ICT) in service delivery, if applicable

- Training for personnel, persons served, and others on ICT equipment, if applicable

- Provision of information relevant to the ICT session, if applicable

- Maintenance of ICT equipment in accordance with manufacturer recommendations, if applicable

- Emergency procedures that address unique aspects of service delivery via ICT, if applicable

Recommendations

There are no recommendations in this area.

K. Rights of Persons Served

Description

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

Key Areas Addressed

- Communication of rights

- Policies that promote rights

- Complaint, grievance, and appeals policy

- Annual review of complaints

Recommendations

There are no recommendations in this area.

Consultation

- CLKD has made a largely smooth and successful transition to the NucleusLabs information management system for its adult services program. Some persons served own devices such as laptops and iPad® devices, and staff members and persons served occasionally sit together to look at records on the computers that are owned by the organization. As paper copies of records become less available, the organization may want to look at implementing policies and written procedures that ensure that all persons served continue to have easy access to their records.

L. Accessibility

Description

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

Key Areas Addressed

- Written accessibility plan(s)

- Requests for reasonable accommodations

Recommendations

There are no recommendations in this area.

M. Performance Measurement and Management

Description

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

Key Areas Addressed

- Information collection, use, and management

- Setting and measuring performance indicators

Recommendations

There are no recommendations in this area.

N. Performance Improvement

Description

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

Key Areas Addressed

- Proactive performance improvement

- Performance information shared with all stakeholders

Recommendations

There are no recommendations in this area.

SECTION 2. QUALITY INDIVIDUALIZED SERVICES AND SUPPORTS

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.

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

Description

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

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

Key Areas Addressed

■ Services are person centred and individualized

■ Persons are given information about the organization's purposes and ability to address desired outcomes

Recommendations

There are no recommendations in this area.

Consultation

■ Risk assessments and protocols are completed for each person served and reviewed annually. The forms include a place for the person served and/or his or her legal representative to sign that indicates they are aware of and accept inherent risks. Although the completed forms are available on the NucleusLabs system, the forms are not consistently signed. CLKD is encouraged to ensure that signatures are consistently obtained.

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.

F. 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 AND COMMUNITY SERVICES

Description

An organization seeking CARF accreditation in the area of employment and 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.

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- Self-esteem.

- Housing opportunities.

- 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.

I. Child and Youth Services

Description

Child and youth services provide one or more services, such as prenatal counselling, service coordination, early intervention, prevention, preschool programs, and after-school programs. These services/supports may be provided in any of a variety of settings, such as a family's private home, the organization's facility, and community settings such as parks, recreation areas, preschools, or child day care programs not operated by the organization.

In all cases, the physical settings, equipment, and environments meet the identified needs of the children and youth served and their families. Families are the primary decision makers in the process of identifying needs and services and play a critical role, along with team members, in the process.

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

- Services individualized to needs and desired outcomes.

- Collection and use of information regarding development and function as relevant to services.

- Children/youths developing new skills.

- Collaborative approach involves family members in services.

Key Areas Addressed

- Individualized services based on identified needs and desired outcomes

- Healthcare, safety, emotional, and developmental needs of child/youth

Recommendations

There are no recommendations in this area.

J. Family-Based/Shared Living Supports

Family Services

Description

Family services are provided to persons served and/or their families, either to enable the person and the family to stay together or to enable the person served to remain involved with his or her family. Families, including the persons served, are the key decision makers in identifying the services/supports needed and in choosing how those services/supports will be delivered.

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

■ Resources to support family stability.

■ Availability of respite services.

■ Emergency response system for family relief.

■ Families remaining together.

Key Areas Addressed

■ Families enabled to stay together

■ Persons served remain involved with their families

■ Supports and services established as needed

Host Family/Shared Living Services

Description

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

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

Safety, responsibility, and respect between or amongst all people in the home are guiding principles in these services. Persons are supported to have meaningful reciprocal relationships both within the home, where they contribute to decision making, and the community. The service provider helps the

person served to develop natural supports and strengthen existing networks. Relationships with the family of origin or extended family are maintained as desired by the person served. The provider supports the emotional, physical, and personal well-being of the person.

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

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

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

■ Quality of life as identified by the person served is enhanced.

■ Increased independence.

■ Increased community access.

■ Persons served choose whom they will live with and where.

■ Participation of the persons in the community.

■ Community membership.

■ Support for personal relationships.

■ Increased natural supports.

■ Strengthened personal networks.

■ Supports accommodate individual needs.

■ Persons feel safe.

■ Persons feel that the supports they need/want are available.

■ Persons decide where they live.

■ Persons feel valued.

■ Persons have meaningful relationships.

■ Persons develop natural supports.

■ Persons participate in their community.

Key Areas Addressed

- Appropriate matches of non-family participants with homes

- Contracts that identify roles, responsibilities, needs, and monitoring

- Needed supports

- Community living services in a long-term family-based setting

- Sense of permanency

Recommendations

There are no recommendations in this area.

K. Community Housing

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.

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

- In-home safety needs

- Options to make changes in living arrangements

- Support to persons as they explore alternatives

- Access as desired to community activities

- System for on-call availability of personnel

Recommendations

There are no recommendations in this area.

L. Supported Living

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. 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.

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

■ Persons served achieving choice of housing, either rent or ownership.

■ Persons served choosing whom they will live with, if anyone.

■ Minimizing individual risks.

■ Persons served have access to the benefits of community living.

■ Persons served have autonomy and independence in making life choices.

Key Areas Addressed

■ Safe, affordable, accessible housing chosen by the individual

■ In-home safety needs

■ Support personnel available based on needs

■ Supports available based on needs and desires

■ Living as desired in the community

■ Persons have opportunities to access community activities

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M. Respite Services

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

P. Community Integration

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.

PROGRAMS/SERVICES BY LOCATION

Community Living Kingston and District

1412 Princess Street
Kingston ON K7M 3E5
CANADA

Child and Youth Services
Community Integration
Family Services
Host Family/Shared Living Services
Supported Living
Governance Standards Applied

Gananoque Services Site

26 Mill Street
Gananoque ON K7G 3A6
CANADA

Community Integration
Respite Services
Supported Living

Aberfoyle

82 Aberfoyle Road
Kingston ON K7M 7N4
CANADA

Community Housing

Arbour

587 Arbour Crescent
Kingston ON K7M 8Y1
CANADA

Community Housing

Arbour Respite Program

721 Arbour Crescent
Kingston ON K7M 8Y2
CANADA

Respite Services

CO2

1440 Princess Street
Kingston ON K7M 3E5
CANADA

Community Integration

Davis Drive

641A Davis Drive
Kingston ON K7M 7Y6
CANADA

Community Housing

Dolshire

389 Dolshire Street
Kingston ON K7M 9B5
CANADA

Community Housing

McMichael

196 McMichael Street
Kingston ON K7M 1N1
CANADA

Community Housing

Melanie

272 Melanie Avenue
Kingston ON K7M 8C5
CANADA

Community Housing

Milestones

400 Elliott Avenue
Kingston ON K7K 6M9
CANADA

Community Integration

Mowat

390 Mowat Avenue
Kingston ON K7M 1L4
CANADA

Community Housing

Ringstead A and Ringstead B

873 Ringstead Street
Kingston ON K7M 9A3
CANADA

Community Housing

Roosevelt

642 Roosevelt Drive
Kingston ON K7M 8T7
CANADA

Community Housing

Smithfield

93 Smithfield Crescent
Kingston ON K7M 3C5
CANADA

Community Housing

Splinter

202 Splinter Court
Kingston ON K7M 7Z2
CANADA

Community Housing