



CARF Accreditation Report for Reach Child and Youth Development Society

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

Reach Child and Youth Development Society
5050 47th Avenue
Delta BC V4K 0C8
CANADA

Organizational Leadership

Elysa Philip, Quality Improvement Coordinator
Renie G. D'Aquila, Executive Director

Survey Number

126467

Survey Date(s)

April 26, 2021–April 28, 2021

Surveyor(s)

Camille Lagueux, DESS Administrative
Sarah J. Murphy, DESS Program
Mieke M. Krus, DESS Program

Program(s)/Service(s) Surveyed

Respite Services (Children and Adolescents)
Services for Children and Youth: Child and Adolescent Services
Services for Children and Youth: Early Intervention Services

Previous Survey

December 5, 2016–December 7, 2016
Three-Year Accreditation

Accreditation Decision

Three-Year Accreditation

Expiration: February 28, 2023

Executive Summary

This report contains the findings of CARF’s site survey of Reach Child and Youth Development Society conducted April 26, 2021–April 28, 2021. 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, Reach Child and Youth Development Society demonstrated substantial conformance to the standards. Reach has an excellent reputation with both funders and referral sources. The families served are extremely satisfied with the services they receive and the programs offered by the organization. Leadership and personnel at all levels of the organization exhibit pride in the work being done and are committed to the delivery of quality services. There are very few recommendations noted in this report, which include ensuring that the risk management plan and strategic plan are part of the orientation process given to new employees and ensuring that the performance measurement and management plan addresses how its data collection system addresses reliability, validity, completeness, and accuracy. The organization demonstrated an eagerness, commitment, and ability to address these opportunities for improvement.

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

Reach Child and Youth Development Society 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 Reach Child and Youth Development Society was conducted by the following CARF surveyor(s):

- Camille Lagueux, DESS Administrative
- Sarah J. Murphy, DESS Program
- Mieke M. Krus, DESS 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 Reach Child and Youth Development Society 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):

- Respite Services (Children and Adolescents)
- Services for Children and Youth: Child and Adolescent Services
- Services for Children and Youth: Early Intervention Services

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 Reach Child and Youth Development Society demonstrated the following strengths:

- Reach has been helping families and their children living in the Delta, Surrey, and Langley areas of British Columbia for over 60 years. Personnel of the organization are committed to the mission "to provide timely, accessible person- and family-centred community programs and services for the optimal development of children, youth, and adults, where all individuals flourish and reach their potential." The organization is complimented for this achievement and for the services and programs provided that improve the quality of life for vulnerable children and their families.
- The strong leadership team embraces the mission, vision, and values of the organization. Many members of the leadership team have been with Reach for 20 or more years, and newer members to the team bring energy and creativity that keep the team dynamic and open to change. The executive director's leadership is respected by and visible to families served, personnel, and funding and referral sources.

- The organization has an excellent and well-deserved reputation for the provision of quality services, which is reflected in the many tributes paid to the organization by the funding and referral sources. Reach is recognized for its collaborative approach and commitment to other organizations to ensure that everyone has the capacity to excel. This was especially noted in the work that it does collaboratively with organizations to provide services for indigenous families. The personnel are described as “going the extra mile for families” and “open and professional.” One referral source stated, “I have great confidence in the programs they provide.”
- The board of directors supports the executive director and leadership team in providing quality services. The board is diverse and representative of the communities served by the organization and includes parents and family members that have personal experience with the services offered by the organization. Throughout the COVID-19 pandemic, the board has continued to meet virtually on a monthly basis, held a virtual annual general meeting, and carried on with successful fundraising efforts.
- The main site in Delta is a beautifully built facility that the organization acquired through a partnership with a local service club and fundraising initiatives. The exterior of the state-of-the-art facility is painted with bold primary colours and has a playground for the children to enjoy outdoor activities. The inside of the facility boasts two lending libraries, well-designed offices and therapy rooms, several meeting rooms of different sizes, kitchen areas, and a play school. Furnishings are tasteful and colourful, and the art displayed includes both indigenous art and children’s art.
- During the COVID-19 pandemic, the organization ensured the safety of its personnel and families served while maintaining, wherever possible, service delivery to families that was as close to normal as possible. A robust pandemic response has included a virtual health screening app that personnel use on a daily basis to indicate they are able to work, extensive sanitizing procedures, occupancy limits posted on all doors, visible and easy-to-follow one-way signage, and the use and availability of personal protective equipment.
- The organization has an active health and safety committee that meets monthly and ensures that programs and services are provided in healthy and safe environments for the families served, personnel, and visitors. The low number of incidents reported, regular tests of emergency procedures, and monthly facility inspections are further evidence of the work being done by the committee to promote and maintain a safe environment.
- The organization’s website is up to date, attractive, and informative. It is designed for both families served and those interested in the organization and its services. The website includes touching testimonials from the families served, annual reports, newsletters, extensive information regarding the services offered, the history of the organization, and its linkages to the community. Up-to-date information related to COVID-19 ensures timely communication with families and other stakeholders.
- Reach is truly the “heart” of the community it serves. Staff members at all levels of the organization are actively involved locally and provincially in committees, associations, and partnerships that promote quality and accessible services for community members. By assuming both leadership and participatory roles in these initiatives, Reach works to bring about change to improve the lives of the families and children in British Columbia.
- The well-maintained facilities and service delivery settings provide pleasant, appropriate, and very safe environments for children, their families, and personnel. The organization’s vigilance in this regard includes securing hazardous materials, maintaining orderly fire protection systems, and maintaining extremely neat and clean therapy rooms.
- Families all expressed that they greatly appreciate the organization’s emphasis on providing family-centred services of high quality, which is evident in the organization’s daily operations and practices. The organization demonstrates respect for the children and families in many ways.
- Reach has dedicated staff members with a strong commitment to the quality of their services and the benefit they provide to children and their families. Staff members are described by families as knowledgeable, kind, patient, reassuring, and empowering. They cannot imagine how life would be without Reach’s support.

- The website is easily accessible and understandable. Each service is also clearly and thoroughly described in the brochures and handbooks. All information is available for parents and other stakeholders. In particular, the organization is commended for its virtual resources and online library on its website.
- The programs provide critical services and supports to the families. Reach is described by staff members and families as an organization that “walks beside families to provide support and empower families.”
- Families expressed a high degree of satisfaction with the programs, expressing that these services have been “life-changing and hope-building” for them.
- Reach provides a wonderful therapy environment in its building. The rooms are comfortable, inviting, and offer many amenities, including two libraries full of toys and resources for child and family development and support.
- Staff members have a great variety of expertise, backgrounds, and decades of experience, and they reported that they have created a powerful, collaborative group to better serve the families.
- Staff members reported that the organization’s family focus is not just for the families served but also for the employees. It is a supportive environment where employees feel like family, with employees working 15, 20, and 30 years at the organization.
- The Positive Connections program is a unique program established to help serve the families on the waitlist for services. This program provides education and support, including the Sibshops program that serves siblings of the children served and helps them to connect and form positive relationships for life-long support.

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.

Consultation

- Currently, some areas of the ethical codes of conduct are included in the code of conduct for the board of directors. It is suggested that all of the areas required to have written ethical codes of conduct also be made available for direct personnel to read and understand.

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
- 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
- Safeguarding funds of persons served, if applicable
- Review/audit of financial statements

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

- Competency-based training on safety procedures and practices
- Emergency procedures
- Access to first aid and emergency information
- Critical incidents
- Infection control
- Health and safety inspections

Recommendations

There are no recommendations in this area.

Consultation

- Each test of emergency procedures is analyzed for performance individually for each location. As there are multiple locations, it is suggested that the organization review all procedures as a whole on a regular basis to check for improvements and for any needed education and to see whether the actions taken accomplished the intended results. It is also suggested that the analysis of each test be enhanced to include the number of persons taking part in each test (personnel, persons served, and any other persons) and the time the test started and ended.

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 background/credentials/fitness for duty

- Workforce engagement and development
- Performance appraisals
- Succession planning

Recommendations

1.I.5.a.(5)

1.I.5.a.(6)

The organization's onboarding and engagement activities should include orientation that also addresses the organization's 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's written procedures for performance appraisal address the organization's employees, they do not address volunteers. The organization should implement written procedures that address the identified workforce, 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
- Technology and system plan implementation and periodic review
- Technology policies and procedures
- Written procedures for the use of information and communication technologies (ICT) in service delivery, if applicable
- ICT instruction and training, if applicable
- Access to ICT information and assistance, if applicable
- Maintenance of ICT equipment, if applicable
- Emergency procedures that address unique aspects of service delivery via ICT, if applicable

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

- Services are provided at four different sites. It is suggested that the process for the identification of barriers be site specific, as barriers in the areas of architecture, environment, transportation, and technology can differ by site. The organization might also consider identifying which population (persons served, personnel, or other stakeholders) a barrier affects as a means of prioritizing barrier removal. Furthermore, the organization might consider doing an annual analysis of requests for reasonable accommodations for trending purposes and future planning of resource allocation, if needed.

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.3.a.(5)

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

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

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

The performance measurement and management plan should also address the extent to which data collected measure what they are intended to measure (validity) and a process for obtaining data in a consistent manner (reliability) that will be complete and accurate.

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.

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

- It is suggested that the organization maintain copies of documented training.

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.A. Services for Children and Youth (SCY)

Description

Services for children and youth include prevention, early intervention, preschool programs, early years programs, after-school programs, outreach, and services coordination. Services/supports may be provided in 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 setting, equipment, and environment meet the identified needs of the children and youth served and their families. Families are the primary decision makers and play a critical role, along with team members, in the process of identifying needs and services.

Early intervention services are structured and coordinated to facilitate the achievement of optimal development through the provision of prevention, assessment, education, development, and/or therapeutic services to infants and toddlers with disabilities or who are at risk of developmental delay and their families. Early intervention focuses on

helping infants and toddlers learn the basic and brand-new skills that typically develop during the first years of life. Broadly speaking, developmental delay means a child is delayed in some area of development. There are five areas in which development may be affected:

- Cognitive development.
- Physical development.
- Communication development.
- Social or emotional development.
- Adaptive development.

Assessment is conducted to determine each child's unique needs and the early intervention services appropriate to address those needs. Families are the primary decision makers in the planning of early intervention services along with personnel relevant to the services being provided. Family-directed services also help family members understand the specific needs of their child and how to enhance the child's development.

Child and adolescent services focus on the development of skills needed by the child/adolescent to succeed in school, their family, and their community. An organization may provide an array of distinct services that fall under the heading of child and adolescent services, with different service delivery models that incorporate different practices. Services are individualized to meet the changing needs of the children/adolescents served. Child and adolescent services empower the child/adolescent to develop skills in decision making, including maximizing their participation in the service planning process. Involvement of other team members depends on what the child/adolescent needs and the scope of the services provided. Team members could come from several agencies and may include therapists, child development specialists, social workers, educators, medical professionals, and others.

Some examples of the quality outcomes desired by the different stakeholders of services for children and youth include:

- Services individualized to needs and desired outcomes.
- Collection and use of information regarding development and function as relevant to the scope of the services.
- Children/youth acquiring new skills.
- Collaborative approach involving family members in services.
- Transition planning that supports continuity of services and developmental transitions.
- Increased responsibility of children/youth to make decisions.
- Personal safety of youth in the community.

Key Areas Addressed

- Early intervention
- Individualized services based on identified needs and desired outcomes
- Communication with families and other supports/services
- Collaborative service planning
- Healthcare, safety, emotional, and developmental needs of child/youth
- Skill development for decision making
- Planning for successful transitions

Recommendations

There are no recommendations in this area.

Consultation

- It is suggested that the organization utilize coloured graphics or a colouring book format to share information gathered in a more understandable way with the children.

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.

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

Reach Child and Youth Development Society

5050 47th Avenue
Delta BC V4K 0C8
CANADA

Respite Services (Children and Adolescents)
Services for Children and Youth: Child and Adolescent Services
Services for Children and Youth: Early Intervention Services

Coverdale ABA Centre

201-5627 176A Street
Cloverdale BC V3S 4G8
CANADA

Services for Children and Youth: Child and Adolescent Services
Services for Children and Youth: Early Intervention Services

Reach Developmental Preschool North

1091 82nd Avenue
Delta BC V4C 2B2
CANADA

Services for Children and Youth: Child and Adolescent Services
Services for Children and Youth: Early Intervention Services

Reach Play and Learn Centre

11425 84th Avenue
Delta BC V4C 2L9
CANADA

Services for Children and Youth: Child and Adolescent Services
Services for Children and Youth: Early Intervention Services