



CARF Accreditation Report for Reach Child and Youth Development Society

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

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

Organizational Leadership

Lisa Woudzia, PhD, Quality Improvement Manager
Renie G. D'Aquila, Executive Director

Survey Number

180998

Survey Date(s)

October 16, 2024–October 18, 2024

Surveyor(s)

Ann Howlett, Administrative
Nathaniel Rogers, Jr., Program
Laura Lewis, 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

April 26, 2021–April 28, 2021
Three-Year Accreditation

Accreditation Decision

Three-Year Accreditation
Expiration: April 30, 2027

Executive Summary

This report contains the findings of CARF's site survey of Reach Child and Youth Development Society conducted October 16, 2024–October 18, 2024. 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 is an impressive, value-driven organization with many highly committed, professional, and dedicated long-term staff members. The organization has strong ties with the community, provincial initiatives, and the local Indigenous community. Feedback from community partners complimented the organization's commitment to professionalism, quality interventions, and truly "walking with the family." Staff members work collaboratively and cooperatively with one another and community partners to ensure the best outcomes for the families served. The programming is outstanding and delivered by a skilled and committed staff. The organization's policies are detailed, and any goals/plans developed for personnel or individuals and families are written in a way that is measurable, leading to more successful outcomes. Families reported huge benefits from being involved in Reach's programs and identified positive outcomes for the children and youth. Staff members reported that the organization's mission is truly driven by the children and youth served.

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 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):

- Ann Howlett, Administrative
- Nathaniel Rogers, Jr., Program
- Laura Lewis, 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:

- The organization's approach is truly person centred and focused on building family capacity via the individual outcomes of the persons served. This demonstrates the organization's philosophy and commitment to providing effective services.
- Reach's executive director is a highly committed professional who has led the organization through significant challenges over the years. She is respected by the staff and community and was presented with the Citizen of the Year Award from the Delta Chamber of Commerce in 2023. She leads a strong leadership team that is innovative and looks forward to developing strategies to address gaps in services.
- Reach has worked hard to ensure that it is embedded in the community and various provincial organizations. This level of involvement demonstrates that Reach recognizes the importance of being connected to the community to ensure that families receive all the supports they need.

- Reach's strategic plan is a comprehensive and active plan. The organization continually conducts environmental scans at the program and board levels. This information is brought forward at monthly meetings, and updates to the strategic plan are ongoing.
- The cultural competency, diversity, and inclusion plan is comprehensive, demonstrating the organization's commitment to providing culturally competent services. Reach recognizes the importance of understanding who it is serving and adapting services and approaches as needed. In addition, this plan demonstrates a commitment to the Indigenous communities by incorporating recommendations from the Truth and Reconciliation Commission's report. The organization has also developed strong relationships with the local Indigenous community.
- Performance appraisals for staff members are completed consistently with well-written goals that are specific and measurable. Writing goals in this way supports personnel meeting the goals set.
- Feedback from community partners and funders was very positive. Identified strengths included a "fantastic" team with highly professional and skilled staff members. Stakeholders noted that the staff members are very dedicated to the families they serve and work collaboratively.
- Reach is commended for its exceptional programming for children and youth. The organization offers a myriad of holistic interventions for children and their families. The organization provides these services in a consultative and collaborative manner with the persons served, other stakeholders, and the community. The deep commitment and attention to detail provided for each individual served is amazing. The personnel are kind, caring, considerate, and passionate about helping children.
- Reach demonstrates a strong commitment to safety. Safety policies and procedures are thorough and followed consistently by all employees at all locations. Safety and emergency equipment and supplies are easily accessible and meticulously inventoried and labelled. Emergency "go-bags" are packed in consideration of every contingency and include visual (photo) instructions for evacuations.
- The autism program and the behavioural interventions used are truly excellent. Training provided to the behaviour interventionists is comprehensive and constantly ongoing, perpetuating optimal outcomes. Employees in this program embody the philosophy of "start small, move slow," meeting all children and families where they are. Further special considerations are made for children who demonstrate extreme stress during interventions, providing employees with customized session structure and the child with positive behaviour supports, resulting in less distress and greater positive change for the child.
- Early intervention therapies at Reach are exceptional. Each Individualized Family Service Plan (IFSP) is methodically written, outlining an intricate plan of goals, objectives, and desired outcomes. Clinicians of different modalities both collaborate with and complement one another to provide best practice interventions with each child. Therapy sessions include a vast array of engaging, interactive toys as well as equipment and activities that produce positive outcomes for the children served.
- The Infant Development Program (IDP) is commended for the many intervention options it provides. Parents of infants in this program described how incredibly helpful Reach has been, stating that the organization offers so many useful strategies. One parent stated that the employees at Reach "always listen. They never judge, and they are part of our community."
- The Positive Behavioural Support (PBS) program provides more than just intervention strategies for parents; it provides hope amidst confusing and frustrating behaviour patterns. Parents whose children are served by this program made it clear that Reach provides excellent consultation with very timely communication. Parents stated that they have learned so much about their children and how to help them, especially using the "ABCs" of behaviour. One parent stated, "Reach is excellent with communication. They are always on top of everything."

- Parents whose children are served through multiple programs at Reach noted that communication between personnel and parents is exceptional. Multiple parents said that communication is very important to them and detailed how Reach goes above and beyond to provide thoughtful, caring, thorough, and timely communication. Some parents stated that they had tried working with other organizations in the past but that Reach was superior in all aspects of business and clinical practices.
- Reach has a great website. Anything a stakeholder may need related to assisting infants, children, and youth with their development can be easily accessed online. All programs and services are described in detail. Parents whose children are on the wait list have access to many resources, services, and links to assist while they wait. The website is well maintained, including an up-to-date calendar of events and programs.
- The personnel at Reach demonstrate their commitment to helping marginalized groups and persons. They exhibit cultural consciousness, promote diversity, and fully support truth and reconciliation for Indigenous peoples. They are inclusive to everyone, and this inclusivity is woven into the texture of the organization, providing a feeling of warmth and safety. This is truly a safe space.
- Reach is acknowledged for the children-and-youth-first attitude it displays throughout the organization. The parents and guardians of the children and youth expressed that they feel appreciated and respected.
- A spirit of teamwork has been cultivated in this organization. The staff members have a sense of camaraderie and are bound by their shared commitment to serving children and youth. The staff members work together to ensure that the children and youth receive a high quality of service. The organization stresses the importance of its mission, and the staff members are dedicated and able to achieve success because of the work of the upper leadership. One of the coordinators said, "Our leaders are the best role models and mentors. They don't ask you to do anything that they themselves aren't willing to do."
- Stakeholders praised Reach's staff for being sensitive to the needs of the children and youth, stating that the staff is responsive and professional. Stakeholders described the organization as "supportive," "inclusive," "caring," "progressive," "welcoming," "wonderful," "fantastic," "phenomenal," and "extraordinary."
- The respite and group respite programs have demonstrated themselves to be very successful at helping children and youth grow socially and at helping parents lower their anxiety. The facility that the group respite program uses has games and entertainment for all ages. The traditional respite program was described as flexible, reliable, and a godsend. Stakeholders expressed their satisfaction with both programs.
- Reach allows for one-year behavioural health services to be condensed to four months with the same, if not improved, level of success. The program is innovative and creative, and it is facilitated by staff members who are compassionate, dedicated, and driven to excellence. The staff has a philosophy of "we walk alongside our families."
- Staff members were described as collaborative, supportive, and effective. There appears to be excellent rapport between staff members and the children served. Staff members extend themselves beyond assigned responsibilities and are always available to the children and youth. The staff members believe in the organization's mission, and the organization is truly driven by the children and youth served.

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. Reach Child and Youth Development Society received no recommendations from this survey. This accomplishment is achieved on approximately 3 percent of CARF surveys.

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, diversity, and inclusion
- Corporate responsibility
- Organizational fundraising, if applicable

Recommendations

There are no recommendations in this area.

Consultation

- In the spirit of demonstrating cultural competency and inclusion, the organization might consider a gender-neutral approach to writing policy, which can demonstrate to personnel that it is a safe and welcoming organization that recognizes diversity in gender identity. This could involve changing the terminology of "he/she" to "they."

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

There are no recommendations in this area.

1.I. Workforce Development and Management

Description

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

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- Reach's current practice is to renew criminal record checks every five years, but this is not identified in policy. The organization is encouraged to add renewal timelines to its existing policy.
- Reach currently has a comprehensive onboarding process. The organization's performance measurement and management system is part of the program-level orientation and training. Reach might consider introducing the performance measurement and management system during the organizational-level onboarding orientation, advising new hires that they will learn more specifics regarding their roles and responsibilities when they receive their program-level orientation. Introducing it as part of the initial organizational-level onboarding could assist in reinforcing the importance of the organization's performance measurement and management system.
- Reach's policy and procedures identify that probationary appraisals will be conducted between three and six months. The organization is encouraged to update the policy to clarify circumstances for these timelines. For example, full-time employees receive their probationary evaluation at three months, which is in line with labour laws. For those who are part time or casual, it could be up to six months before they receive their probationary review, as it is determined by hours of work. Clarifying this in policy could assist personnel in understanding what to expect and when.

1.J. Technology

Description

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

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- The organization has developed comprehensive procedures for business continuity/disaster recovery that address numerous areas beyond technology, such as the building not being accessible. There is a brief section related to disaster recovery related to technology. While an annual test is completed, the organization is encouraged to expand on the procedures specifically related to technology. It is suggested that the annual test specifically include recovery of data in the case of a cybersecurity attack or spam emails corrupting the system.
- Reach currently provides training to personnel in the area of cybersecurity. The organization may want to consider other creative options to assist personnel in understanding the complexities related to cybersecurity. The organization could implement informal sessions, with each session related to a specific aspect of cybersecurity. Using an engaging and fun approach to a dry topic can assist with engaging personnel in understanding the importance and potential impacts of cybersecurity.

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.

Consultation

- The organization has comprehensive procedures around grievances and timelines for responses. The organization is encouraged to clarify in the procedures that the response to the complaint will be received in writing.

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

There are no recommendations in this area.

1.N. Performance Improvement

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- Reach compiles a number of annual outcome reports globally for the organization and at a program level. It also tracks the characteristics of the persons served. The organization may want to consolidate these various reports into one comprehensive report, which could allow the report to be more complete and consumable.

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 affect 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.

Consultation

- Reach has several community partners it has been involved with for years. Recognizing these local partners and recruiting new ones is very important to the continual growth of the program. It is suggested that the program utilize a monthly newsletter to recognize and highlight the local partnerships and disseminate the newsletter to the community. It is further suggested that, when sending the newsletter to a partner that is being featured, it be sent in a picture frame so that it can immediately be hung on the wall at the establishment.

2.F. Service Delivery Using Information and Communication Technologies

Description

Depending on the type of program, a variety of terminology may be used to describe the use of information and communication technologies to deliver services; e.g., telepractice, telehealth, telemental health, telerehabilitation, telespeech, etc. Based on the individual plan for the person served, the use of information and communication technologies allows providers to see, hear, and/or interact with persons served, family/support system members, and other providers in or from remote settings (i.e., the person served and provider are not in the same physical location).

The provision of services via information and communication technologies may:

- Include services such as assessment, individual planning, monitoring, prevention, intervention, team and family conferencing, transition planning, follow-up, supervision, education, consultation, and counselling.
- Involve a variety of providers such as case managers/service coordinators, social workers, psychologists, speech-language pathologists, occupational therapists, physical therapists, physicians, nurses, dieticians, employment specialists, direct support professionals, peer support specialists, rehabilitation engineers, assistive technologists, teachers, and other personnel providing services and/or supports to persons served.
- Encompass settings such as:
 - Hospitals, clinics, professional offices, and other organization-based settings.
 - Schools, work sites, libraries, community centres, and other community settings.
 - Congregate living, individual homes, and other residential settings.
- Be provided via fully virtual platforms.

The use of technology for strictly informational purposes, such as having a website that provides information about the programs and services available or the use of self-directed apps, is not considered providing services via the use of information and communication technologies.

Key Areas Addressed

- Written procedures for the use of information and communication technologies (ICT) in service delivery
- Personnel training on how to deliver services via ICT and the equipment used
- Instruction and training for persons served, family/support system members, and others
- Provision of information related to ICT
- Maintenance of ICT equipment
- Emergency procedures that address unique aspects of service delivery via ICT
- Scope of ICT services

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 children/adolescents 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

- The organization has for many years secured alternative funding to cover operating expenses and staff costs for the programs. In addition to what is already being done, it is suggested that the organization approach the chamber of commerce and churches for fundraising opportunities.

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

Reach Fleetwood Centre

1640 84th Avenue, Suite 205
Surrey BC V4N 0N9
CANADA

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

Reach North Delta House

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