

2017 CARF Accreditation Summary

We are pleased to announce that SACL has earned our 6th successful 3 year accreditation.

Our current accreditation is valid through June of 2020.

The full Accreditation Report will be available on our website by September, 2017.

SACL Strengths noted by CARF Surveyors:

- *The long tenure of the leadership of SACL reflects the organization's commitment to its mission and values. Driving each program, and the core of programming, are person-centered care and the achievement of goals that contribute to a meaningful life for the persons supported.*
- *The performance improvement process is well constructed and there is ample evidence that the data collected are effectively utilized to refine the organization's programs, services, and operating methodologies. Input is gathered from multiple sources within the organization as well as from persons supported and other stakeholders. Information generated from the thorough analysis and review of stakeholder input is used for strategic planning and the development of performance improvement plans.*
- *SACL is recognized for committing to involvement in Community Building Now, a project encouraging self-advocates and community members to work together to build a better community through positive change. Partnerships have been established with the University of BC Okanagan, and several other community organizations for the purpose of generating research regarding the resources available and identifying additional resources needed to further advance inclusion and illustrate the value of individuals with disabilities to the community.*
- *The organization is complimented for developing and implementing ably written and well-detailed risk management, strategic, accessibility, and technology plans based on the input received from department heads, surveys, families, and other stakeholders.*
- *SACL has established its presence in the community through the development of partnerships with other organizations and businesses as well as the provision of employment and social opportunities for the persons supported. Funding sources spoke highly of the organization and the quality of the services it provides.*
- *The organization is recognized for its operational transparency and efforts to keep the staff members, persons supported, community members, and other stakeholders informed through its website, newsletters and annual reports. Areas for performance improvement, program activities, financial information, and summaries of progress and the addressing of challenges related to service and administrative issues are shared with the stakeholders through these mechanisms as well as highlights of celebrations that occur throughout the year.*
- *Family members and caregivers voiced a high level of satisfaction with the services their family member receives from SACL. They commented that their family members are listened to, respected, and kept safe. A warm and collegial relationship is evident among the staff members and persons supported and*

their families.

- *The persons supported in Health, Wellness & Life Skills Services are actively involved in planning and experiencing a wide range of community-based activities and outings available to all members of the community that enhance healthy living and life skill development.*
- *Residences in the Supported Living program are well integrated in their neighbourhoods. Considerate and thoughtful care is given to the physical and emotional health and safety needs of the persons Supported. Considering the ongoing climate of budget restraint in the province, the management and front line staff members appear to do their best to meet the needs and wishes of the persons Supported. A mother of a person supported stated that the staff members have an incredible understanding of her daughter's challenges and that her daughter has made great progress since being placed at SACL.*
- *The Community Employment Services staff members have done an excellent job of creating a partnership among the persons supported and the business community. They are creative in related preferences of the persons Supported while meeting the employers' specific needs. The staff members' impressive connectedness to the community has led to very special job opportunities for many persons supported. The staff team are recognized for collectively working together to meet the challenges of finding jobs for the persons supported and for helping them remain employed.*
- *Community employers expressed a high level of satisfaction with the organization's community employment services. They indicated that the persons supported match their job and business related needs and that the organization provides initial and ongoing training, as needed, and routinely provides ongoing support for each person supported as well as their businesses. Employers also stated that the community employment services staff members and management are responsive and always available when needed.*
- *Caregivers providing Home Share Services commented on the professional and caring demeanor of the Home Share Manager. Families indicated their appreciation for the commitment and time that was taken to ensure that a good fit was achieved for their family member with a home share services' family. A caregiver stated that, when she has had a concern, the Home Share Manager was available and responsive and that he worked to find a resolution to the concern in a timely manner. She also expressed that she feel comfortable and supported and that she has an important role in the organization.*
- *SACL maintains a positive presence in the community. Community awareness of the organization is enhanced through its participation in community events and the inclusion of the persons supported in all aspects of community life. The organization is known for providing quality services, despite the many challenges it faces, including funding issues and the recruitment and retention of personnel.*
- *The organization is commended for its volunteer program for the persons supported. Over 20 persons supported proudly provide volunteer support in a variety of not-for-profit community programs.*

SACL is a well-established organization with an outstanding reputation in the community. The leadership and staff members are committed to providing services to the persons supported that meet their individual needs in conjunction with the mission and vision of the organization. Persons Supported, families, caregivers, community

employers, funding sources, and other stakeholders expressed high levels of satisfaction with the organization's services. The organization's community integration initiatives are impressively successful, and funders described the organization as a role model for the provision of community-based employment supports and job development. The leadership appears to successfully have met financial and special challenges to the organization without the need for interruption of services, and it is committed to the utilization of the CARF International standards to ensure the provision of quality services and ongoing performance improvement. SACL demonstrates substantial conformance to the CARF standards. The accreditation preparation team presented a well-organized and comprehensive representation of the organization for this survey visit.

Key areas of focus for improvement include:

- Consistency of emergency testing
- Maintenance of complete records for each person supported
- The annual communication of rights to persons supported
- Further development and implementation of policies, written procedures and practices
- Further refinement of the processes for personal training for staff
- Include measurable outcomes in annual Staff Evaluations
- Full completion of comprehensive written performance analysis
- Full completion of comprehensive written individualized service plans

Areas Surveyed:

1. ASPIRE to Excellence

Leadership (No Recommendations)

Strategic Planning (No Recommendations)

Input from Persons Served and Other Stakeholders (No Recommendations)

Legal Requirements (1 Recommendation)

Financial Planning and Management (No Recommendations)

Risk Management (No Recommendations)

Health & Safety (3 Recommendations and 2 Consultations)

Human Resources (2 Recommendations)

Technology (No Recommendations, 1 Consultation)

Rights of Persons Served (1 Recommendation, 1 Consultation)

Accessibility (No Recommendations)

Performance Measurement and Management (1 Consultation)

Performance Improvement (1 Recommendation)

2. Quality Individualized Services and Supports

Program/Service Structure (1 Recommendations and 1 Consultation)

Individual-Centered Service Planning, Design, and Delivery (2 Recommendations and 1 Consultation)

Medication Monitoring and Management (2 Recommendations)

Employment Services Principle Standards (No Recommendations)

Community Services Principle Standards (1 Recommendation)

Employment and Community Services *(No Recommendations)*
Family Based/Shared Living Supports *(1 Recommendation)*
Supported Living *(1 Consultation)*
Respite Services *(No Recommendations)*
Community Integration *(No Recommendations)*

We would like to express thanks to all the SACL Staff, Management, Board Members, Contractors, and other Stakeholders who participated and helped prepare for the 2017 CARF Accreditation Survey.

We would also like to thank the CARF Surveyors, who in their short time here, do their very best to understand the individual challenges of the agencies they survey, and provide helpful, insightful, and valuable input to help us improve our services and comply with the high standards required by CARF.