



**SURVEY OUTCOME**  
**Three-Year Accreditation**

**CARF**  
**Survey Report**  
**for**  
**Community Living**  
**Kingston**

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## Organization

Community Living Kingston  
1412 Princess Street  
Kingston, ON K7M 3E5  
Canada

## Organizational Leadership

Peter Sproul, Director of Operations

## Survey Dates

October 29-31, 2007

## Survey Team

Michael McCoy, Administrative Surveyor  
James E. Aberg, M.A.E., Program Surveyor  
Lyn Taylor-Scott, B.A., Program Surveyor  
Debra A. Dickinson, Program Surveyor  
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## Programs/Services Surveyed

Community Services: Child and Youth Services  
Community Services: Community Housing  
Community Services: Community Integration  
Community Services: Family Services  
Community Services: Host Family Services  
Community Services: Respite Services  
Community Services: Supported Living

*Governance Standards Applied*



## Survey Outcome

**Three-Year Accreditation**  
**Expiration: October 2010**

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# SURVEY SUMMARY

## Community Living Kingston has strengths in many areas.

- Community Living Kingston has developed collaborative and dynamic community partnerships. These strong relationships have earned it a respected position in the community service delivery system and have made it a valued and respected partner.
- The management and direct service staff members demonstrate a real commitment to the mission of the organization, showing a genuine respect and compassion for the persons served. This has created a working environment of teamwork that clearly contributes to the quality of work.
- Funding sources express a great deal of satisfaction with the organization's ability to respond to and balance the needs of persons served and the services when meeting operational and final challenges. Community Living Kingston is noted, by these partners, for its creativity that results in unique ways of being proactive to problem solving these issues.
- There is a clear intent from the board of directors to remain committed to the core values, the spirit of community, and person-centred services, as evidenced by supporting the work of the organization and the strong relationship with the executive director, staff members, and persons served. It is apparent there is a clear and healthy rapport that is valued and adds value to the organization.
- The commitment, professionalism, and longevity of many of the staff members are great indicators of consistency of service delivery. These qualities assist personnel in focusing on producing positive outcomes for persons served.
- The staff members demonstrate dedication and passion each day. This is possible due to the opportunities for growth, ongoing education, and compensation for university education and staff recognition.
- The program staff members are truly dedicated to the success of each person served. They clearly listen to the needs and wishes of each individual and make every attempt to customize supports given to meet those specific needs. Persons are thriving in the program, which speaks to the individualized approach.
- Community Living Kingston provides homes that are well integrated within the Kingston community.
- Homes are clean, well maintained, and staffed by caring, compassionate direct support staff members. Each home is individually decorated with family photos and personal belongings and has a true feeling of family.
- Families express that they are enthusiastic and appreciative of the services their family members receive from Community Living Kingston. The Family Support staff members are responsive and timely in addressing concerns and creative in finding solutions that address any issues.

- The Child Care Resource and Support Consultants are valued by the many childcare centers for their knowledge and expertise in the area of child development and inclusion. The program maintains a lending library that is available to families and childcare programs that is well maintained with materials that are current and creative.
- Childcare providers are pleased with the services offered by the Child Care Resource and Support Consultants. Concerns are responded to in a timely fashion and result in a positive action and the staff members and the children being supported. The consultants are resourceful and intuitive in anticipating a child's need and providing suggestions, equipment, and adaptive communication tools that assist in successful inclusion.
- The Family Support program team is committed to the families that it supports. The summer recreation program is noted for its successful community inclusion, and parents speak of being confident that their children are well supported and safe.
- The Community Options program has developed many interesting and stimulating activities for persons served to choose from in order to support them in achieving their goals. Some of the activities that have been developed, based on the preferences of persons served, include pet therapy, yoga, ball hockey, tourism, music in the park, news and current events, drama, world travel, book club, aqua fit, cooking, and computer lab. The staff members are complimented for being responsive to the preferences of the persons served.
- Community Living Kingston owns a home for the purpose of out-of-home weekend respite opportunities. The home is very nicely decorated and fits well into the neighbourhood. The organization has recently completed some renovations to the home to improve accessibility, including adding an accessible shower and toilet, widening some doorways, and adding an accessible ramp within the garage. The idea of putting the ramp in the garage was a novel idea because it did not detract from the appearance of the home. The home meets a critical respite need in the area for out-of-home respite.
- The organization has developed a student activity facilitation program that has been an excellent support to children with special needs in the local schools. Organization staff members provide supports to students in the areas of making connections with other students, participating in school-sponsored activities, and locating and accessing other activities of interest within the city of Kingston. The primary goals of the program are to help improve integration of the students into their school and to help prepare the students for their life after graduation through development of friendships, relationships, and interests. Community Living Kingston has excellent relationships with its community partners and family members. Stakeholders report the organization and its staff members are respectful, are caring, are open minded, focus on quality, are kind, are timely with reports, are good communicators, are capable leadership, are person focused, and are ethical.
- Individual life plans are written in a narrative format that is easy to follow and understand. The history of services supports and challenges is very detailed and informative and is of great benefit to new staff members.
- Community Living Kingston has developed a very positive relationship with the pharmacist utilized by most of the persons served in the residences. As a result of building this relationship, the pharmacist offers services to the organization over and above what is required by law.
- Community Living Kingston provides persons served in community housing opportunities to utilize respite with individual respite caregivers if they need a break from group home living.

- The community housing programs utilize a shift accountability form that includes petty cash reconciliation, verification of medications and review of the communication book, daily notes, and a fire inspection checklist. Personnel are required to complete the form on each shift and notify the coordinator of any inconsistencies.

**In the following areas Community Living Kingston demonstrates exemplary conformance to the standards.**

- The organization is commended for its data collection process and its comprehensive annual management report. The document clearly provides an in-depth overview of the organization from all aspects of service delivery, and by doing so, the reader has a clear understanding of the service delivery system.
- Community Living Kingston has an exemplary volunteer program that is evident from policy though practice. By actively recruiting volunteers in the community and providing a comprehensive approach to sustaining volunteers, the program is dynamic and strong.
- The persons participating in services clearly move toward increased participation in the community. Community Options' leadership and staff members have worked diligently to develop 53 community volunteer sites within the city of Kingston.

**Community Living Kingston should seek improvement in the areas identified by the recommendations in the report. Suggestions given do not indicate non-conformance to standards but are offered as consultation for further quality improvement.**

On balance, Community Living Kingston is committed to the community and the persons served, and it demonstrates a strong commitment to the CARF standards. The organization's first priority is supporting persons to achieve their outcomes and meet their expectations. It is apparent that the leadership and staff members understand and support the mission and values of the organization. Well-trained staff members are truly dedicated to their job, always putting the persons served first. Persons served and families express a high degree of satisfaction with services provided. The organization has clearly developed a respectful working relationship that focuses on asset development and community partnership. Community Living Kingston is noted for its creativity in meeting service demands for persons served. It is also clear that the organization has earned the respect of its peers within Kingston, the surrounding communities, and provincially. The positive attitude of the organization regarding its preparation and participation in this survey, including its receptivity to consultation and suggestions, instills a confidence that it will use this report to address opportunities for improvement and to prepare for future accreditation.

Community Living Kingston has earned a Three-Year Accreditation. The organization is complimented on this achievement, and it is encouraged to continue to use the CARF standards for quality improvement.

# SECTION 1. BUSINESS PRACTICES

## Criterion A. Input from Stakeholders

### Principle Statement

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

### Key Areas Addressed

- Ongoing collection of information from a variety of sources
  - Analysis and integration into business practices
  - Leadership response to information collected
- 

### Recommendations

There are no recommendations in this area.

### Consultation

- Although Community Living Kingston solicits feedback from staff members on a general form, it is suggested that it consider developing a staff-focused form to solicit specific comments on job-related interests.
- 

## Criterion B. Accessibility

### Principle Statement

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

### **Key Areas Addressed**

- Written accessibility plan(s)
  - Status report regarding removal of identified barriers
  - Requests for reasonable accommodations
- 

### **Recommendations**

There are no recommendations in this area.

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## **Criterion C. Information Management and Performance Improvement**

### **Principle Statement**

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

### **Key Areas Addressed**

- Information collected, analyzed, and used to address critical customer needs
  - Accurate and consistent information collection
  - Proactive performance improvement
  - Performance information shared with all stakeholders
  - Written technology and system plan
- 

### **Recommendations**

There are no recommendations in this area.

## **Exemplary Conformance**

### **C.1.a.(1) through C.1.b.**

Data are collected that provide information on the needs of persons served, the needs of other stakeholders, and the business needs of the organization. The organization is commended for its data collection process and its comprehensive annual management report. The document clearly provides an in-depth overview of the organization from all aspects of service delivery, and by doing so, the reader has a clear understanding of the service delivery system.

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## **Criterion D. Rights of Persons Served**

### **Principle Statement**

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

### **Key Areas Addressed**

- Meaningful communication of rights
  - Commitment to diversity
  - Policies promote rights of persons served
  - Complaint, grievance, and appeals policy
  - Annual review of complaints
- 

### **Recommendations**

There are no recommendations in this area.

### **Consultation**

- It is suggested that the policy statement regarding time frames that are adequate for prompt consideration and that result in timely decisions for the persons served be amended to replace *a reasonable time* with a specific time frame.
- 

## **Criterion E. Health and Safety**

### **Principle Statement**

CARF-accredited organizations maintain accessible, healthy, safe, and clean environments through both external and internal safety reviews and personnel commitment to this philosophy.

## **Key Areas Addressed**

- One annual external inspection
  - Self-inspections twice a year
  - Emergency procedures, including evacuation, tested/analyzed annually
  - Access to emergency first-aid resources
  - Competency of personnel in safety procedures
  - Defined system for reporting/reviewing critical incidents
  - Infection control plan
  - Transportation requirements, if applicable
- 

## **Recommendations**

There are no recommendations in this area.

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## **Criterion F. Human Resources**

### **Principle Statement**

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

### **Key Areas Addressed**

- Adequate staffing
- Verification of background/credentials
- Recruitment/retention efforts
- Personnel skills/characteristics
- Annual review of job description/performance
- Policies regarding students/volunteers, if applicable

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## **Recommendations**

### **F.5.d.(5)**

Although it is clear that the job evaluations are part of practice at Community Living Kingston, it is recommended that performance evaluations for all personnel directly employed by the organization be consistently performed annually.

## **Exemplary Conformance**

### **F.1.a. through F.1.g.**

Community Living Kingston has an exemplary volunteer program that is evident from policy though practice. It adds a service function that utilizes the community assets to benefit the persons served. By actively recruiting volunteers in the community and providing a comprehensive approach to sustaining volunteers, the program is dynamic and strong.

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## **Criterion G. Leadership**

### **Principle Statement**

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

### **Key Areas Addressed**

- Leadership structure
  - Leadership guidance
  - Commitment to diversity
  - Corporate responsibility
  - Corporate compliance
- 

## **Recommendations**

There are no recommendations in this area.

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## **Criterion H. Legal Requirements**

### **Principle Statement**

CARF-accredited organizations comply with all the legal and regulatory requirements of federal, state, provincial, county, and city entities.

## **Key Areas Addressed**

- Compliance with all legal/regulatory requirements
- 

## **Recommendations**

There are no recommendations in this area.

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## **Criterion I. Financial Planning and Management**

### **Principle Statement**

CARF-accredited organizations strive to be financially responsible and solvent, conducting fiscal management in a manner that supports their mission, values, and annual performance objectives. Fiscal practices adhere to established accounting principles and business practices. Fiscal management covers daily operational cost management and incorporates plans for long-term solvency.

### **Key Areas Addressed**

- Budget(s) prepared, shared, and reflective of strategic planning
  - Financial results reported/compared to budgeted performance
  - Organization review
  - Fiscal policies and procedures
  - Annual review of service billing records, if applicable
  - Review of fee structure, if applicable
  - Annual outside review/audit, if applicable
  - Written risk management plan
  - Adequate insurance coverage
  - Policies regarding safeguarding funds of persons served, if applicable
- 

## **Recommendations**

There are no recommendations in this area.

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## Criterion J. Governance

### Principle Statement

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

### Key Areas Addressed

- Ethical, active, and accountable governance
  - Board composition, selection, orientation, development, assessment, and succession
  - Board leadership, organizational structure, meeting planning, and management
  - Linkage between governance and executive leadership
  - Corporate and executive leadership performance review and development
  - Executive compensation and other financial matters
- 

### Recommendations

There are no recommendations in this area.

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## SECTION 2. QUALITY INDIVIDUALIZED SERVICES

### A. Individual-Centered Service Planning, Design, and Delivery

#### Principle Statement

Improvement of the quality of an individual's services 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 are relevant to their maximum participation in the environments of their choice.

The person served participates in decision making, directing, and planning that affects his or her life. Efforts to include the person served in the direction or delivery of those services are evident. The service environment reflects identified cultural needs, practices, and diversity. The person served is given information about the purposes of the organization.

### **Key Areas Addressed**

- Services are person-centered and individualized
  - Persons are given information about the organization's purposes and ability to address desired outcomes
- 

### **Recommendations**

#### **A.5.a.**

#### **A.5.b.**

Community Living Kingston ensures that all involved are aware of their responsibilities regarding services, as required by funding sources, and to meet legal requirements. Although it is recognized in policy that signed informed consent must be obtained and retained, this is not a consistent practice across programs. As required by funding sources, and for legal reasons, signed informed consent for services, should be consistently obtained and maintained.

#### **A.6.a. through A.6.c.**

It is recommended that the organization consistently provide information to persons served about setting individual service goals, planning the services to be delivered, and determining how progress on service goals will be communicated to them. This could be accomplished by expanding the services overview provided at the time of orientation to include this information.

#### **A.10.b.(1)**

#### **A.10.b.(2)**

Although individual life plans identify supports required to achieve objectives and those responsible for implementation, not all plans identify overall goals or specific measurable objectives. The organization should ensure that all individual plans include overall goals and specific, measurable objectives. This could be accomplished by reformatting the life plan to list the goal of the person served followed by the supports provided by the organization and adding a measurable objective for each goal following the list of supports provided by the organization.

#### **A.11.c.**

#### **A.11.d.**

The community integration program does not appear to consistently address health and safety risks in the person's service plan. The organization should ensure that all individual plans address a person's identified health and safety risks. This could be accomplished by expanding the services plan format to include a specific section regarding health and safety as a queue and reminder to address any need identified.

### **A.21.a. through A.21.c.**

The current behaviour intervention policy indicates that a recorded consent may be required in some cases. If restrictions are placed on the rights of a person served, it is recommended that the organization follow its policies and procedures; obtain informed consent prior to implementation; and have methods to reinstate rights as soon as possible.

#### **Consultation**

- It is suggested that the community integration services plan be expanded to include a specific section for cultural background as well as assistive technology and reasonable accommodations to help ensure that these areas are always considered as part of service planning.
  - It is suggested that Community Living Kingston review and measure progress made toward goals identified in the life plan on a more frequent basis. This could be accomplished by conducting reviews at quarterly staff meetings.
- 

## **B. Records of the Persons Served**

### **Principle Statement**

The organization maintains complete records and treats all information related to persons served as confidential.

### **Key Areas Addressed**

- Complete, confidential records are maintained
- 

### **Recommendations**

There are no recommendations in this area.

### **Consultation**

- It is suggested that the organization consistently check the appropriate box on the release-of-information form to indicate whether information being shared is going to and/or coming from another organization or professional.
-

## **F. Community Services Principle Standards**

### **Key Areas Addressed**

- Access to community resources and services
- 

### **Recommendations**

There are no recommendations in this area.

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## **I. 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.

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## **SECTION 4. COMMUNITY SERVICES**

### **Principle Statement**

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 generic 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 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 inclusion in community activities.
- Increased or maintained ability to perform activities of daily living.
- Increased self-direction, self-determination, self-reliance, and self-esteem.

## **C. Child and Youth Services**

### **Principle Statement**

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

In all cases, the physical settings, equipment, and environments meet the identified needs of the children and youth served and their families. Families are the primary decision makers in the process of identifying needs and services.

### **Key Areas Addressed**

- Individualized services based on identified needs and desired outcomes
- Healthcare, safety, emotional, and developmental needs of child/youth

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### **Recommendations**

#### **C.1.a.**

Although the children's files in the Child Care Resource and Consulting program contain assessment reports from external agencies, such as therapy services, the current practice does not include assessments describing the child's development. Assessments of each child or youth served should include information on his or her developmental history, such as developmental age factors, motor development, and functioning. The consultants could research available assessment and screening tools, such as the Ages and Stages questionnaire or the Batelle checklist, and provide staff training to accomplish this.

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## E. Community Integration

### Principle Statement

Community integration is designed to help persons to optimize their personal, social, and vocational competency to live successfully in the community. Persons served are active partners in determining the activities they desire to participate in. Therefore, the settings can be informal to reduce barriers between staff members and persons served. An activity center, a day program, a clubhouse, and a drop-in center are examples of community integration services. Consumer-run programs are also included.

Community integration provides opportunities for the community participation of the persons served. The organization defines the scope of these services based on the identified needs and desires of the persons served. A person may participate in a variety of community life experiences or interactions that may include, but are not limited to:

- Leisure or recreational activities.
- Communication activities.
- Spiritual activities.
- Cultural activities.
- Vocational pursuits.
- Development of work attitudes.
- Employment activities.
- Volunteerism.
- Educational and training activities.
- Development of living skills.
- Health and wellness promotion.
- Orientation, mobility, and destination training.
- Access and utilization of public transportation.
- Interacting with volunteers from the community in program activities.
- Community collaborations and social connections developed by the program (partnerships with community entities such as senior centers, arts councils, etc.)

## Key Areas Addressed

- Opportunities for community participation
- 

## Recommendations

There are no recommendations in this area.

## Exemplary Conformance

### E.1.e.

The persons participating in services/activities clearly move toward increased participation in the community. Community Options' leadership and staff members have worked diligently to develop 53 community volunteer sites within the city of Kingston. Some of the sites where persons served volunteer their time include the food bank, library, museums, nursing homes, hospitals, humane society, and the Almost Home House. Some of the volunteer functions persons served assist with include stocking shelves, cleaning, walking dogs, picking up mail from departments and offices, and delivering coffee to persons served who are waiting. Community Living Kingston is commended for the excellent leadership and employees within the community integration program who have worked so hard to find these all these volunteer sites in the community.

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## F. Family Services

### Principle Statement

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

### Key Areas Addressed

- Families enabled to stay together
  - Persons served remain involved with their families
- 

## Recommendations

### F.2.a.

Community Living Kingston managers have a 24-hour on-call system to address emergency situations for some program areas. However, there is not a 24-hour emergency response system in the Family Services response system. It is recommended that the organization expand the current 24-hour emergency response system to include family services.

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## H. Host Family Services

### Principle Statement

Host family services are provided under a contract or agreement to provide a home for a person served, regardless of age. These placements tend to be long-term in nature.

### Key Areas Addressed

- Temporary placement of participants in family settings outside the birth or adoptive family home
  - Supports and services established as needed
- 

### Recommendations

There are no recommendations in this area.

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## I. Respite Services

### Principle Statement

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.

### 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.

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## J. Community Housing

### Principle Statement

Community housing addresses the desires, goals, strengths, abilities, needs, health, safety, and life span issues of the persons served, regardless of the home in which they live and/or the scope, duration, and intensity of the services they receive. The residences in which services are provided are typically owned, rented, leased, or operated directly by the organization, or may be owned, rented, or leased by a third party, such as a governmental entity. Providers exercise control over these sites in terms of having direct or indirect responsibility for the physical conditions of the facility.

Community housing is provided in partnership with individuals. These services are designed to assist the persons served to achieve success in and satisfaction with community living. They may be temporary or long-term in nature. The services are focused on home and community integration and engagement in productive activities. Community housing enhances the independence, dignity, personal choice, and privacy of the persons served. For persons in alcohol and other drug programs, these services are focused on providing sober living environments to increase the likelihood of sobriety and abstinence and to decrease the potential for relapse.

Community housing programs may be referred to as group homes, halfway houses, three-quarter way houses, recovery residences, sober housing, domestic violence or homeless shelters, and safe houses. These programs may be located in rural or urban settings and in houses, apartments, townhouses, or other residential settings owned, rented, leased, or operated by the organization. They may include congregate living facilities and clustered homes/apartments in multiple-unit settings. These residences are often physically integrated into the community, and every effort is made to ensure that they approximate other homes in their neighbourhoods in terms of size and number of individuals.

Community housing may include either or both of the following:

- Transitional living that provides interim supports and services for persons who are at risk of institutional placement, persons transitioning from institutional settings, or persons who are homeless. Transitional living is typically provided for six to twelve months and can be offered in congregate settings that may be larger than residences typically found in the community.
- Long-term housing that provides stable, supported community living or assists the persons served to obtain and maintain safe, affordable, accessible, and stable housing.

The residences in which community housing services are provided must be identified in the intent to survey. These sites will be visited during the survey process and identified in the survey report and accreditation outcome as a site at which the organization provides a Community Housing program.

### **Key Areas Addressed**

- Safe, secure, private location
- In-home safety needs
- Options to make changes in living arrangements
- Support to persons as they explore alternatives
- Access as desired to community activities
- System for on-call availability of personnel

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### **Recommendations**

There are no recommendations in this area.

## Consultation

- The organization is encouraged to share information and documentation at coordinators meetings in order to provide increased consistency across all programs. Some residences utilize documentation that could be beneficial to all program locations.
- 

## K. Supported Living

### Principle Statement

Supported living addresses the desires, goals, strengths, abilities, needs, health, safety, and life span issues of persons usually living in their own homes (apartments, townhouses, or other residential settings). Supported living services are generally long-term in nature but may change in scope, duration, intensity, or location as the needs and preferences of individuals change over time.

Supported living refers to the support services provided to the person served, not the residence in which these services are provided. A sampling of people receiving services in these sites will be visited as part of the interview process. Although the residence will generally be owned, rented, or leased by the person who lives there, the organization may occasionally rent or lease an apartment when the person served is unable to do so. Typically, in this situation the organization would co-sign or in other ways guarantee the lease or rental agreement; however, the person served would be identified as the tenant.

Supported living programs may be referred to as supported living services, independent living, supportive living, semi-independent living, and apartment living; and services may include home health aide and personal care attendant services. Typically there would not be more than two or three persons served living in a residence, no house rules or structure would be applied to the living situation by the organization, and persons served can come and go as they please. Service planning often identifies the number of hours and types of support services provided.

The home or individual apartment of the person served, even when the organization holds the lease or rental agreement on behalf of the person served, is not included in the intent to survey or identified as a site on the accreditation outcome.

## **Key Areas Addressed**

- Safe, affordable, accessible housing chosen
  - by the individual
  - In-home safety needs
  - Support personnel available based on needs Supports available based on needs and desires
  - Persons have opportunities to access community activities
- 

## **Recommendations**

There are no recommendations in this area.

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# PROGRAMS/SERVICES BY LOCATION

## **Community Living Kingston**

1412 Princess Street  
Kingston, ON K7M 3E5  
Canada

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Community Services: Community Integration  
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Community Services: Host Family Services  
Community Services: Supported Living

*Governance Standards Applied*

## **Splinter**

202 Splinter Court  
Kingston, ON K7M 7Z2  
Canada

Community Services: Respite Services

## **Smithfield**

93 Smithfield Crescent  
Kingston, ON K7M 3C5  
Canada

Community Services: Community Housing

## **McMichael**

196 McMichael Street  
Kingston, ON K7M 1N1  
Canada

Community Services: Community Housing

## **Melanie**

272 Melanie Avenue  
Kingston, ON K7M 8C5  
Canada

Community Services: Community Housing

## **Arbour**

587 Arbour Crescent  
Kingston, ON K7M 8Y1  
Canada

Community Services: Community Housing

**Ringstead A and Ringstead B**

873 Ringstead  
Kingston, ON K7M 9A3  
Canada

Community Services: Community Housing

**Parkway**

283 Parkway  
Kingston, ON K7M 1J5  
Canada

Community Services: Community Housing

**Mowat**

390 Mowat Avenue  
Kingston, ON K7M 1L4  
Canada

Community Services: Community Housing

**Dolshire**

389 Dolshire Avenue  
Kingston, ON K7M 9B5  
Canada

Community Services: Community Housing

**Roosevelt**

642 Roosevelt Drive  
Kingston, ON K7M 8T7  
Canada

Community Services: Community Housing

**Portsmouth**

321 Portsmouth Avenue  
Kingston, ON K7M 1V7  
Canada

Community Services: Community Housing

**Kingsdale**

333 Kingsdale Crescent  
Kingston, ON K7M 8G9  
Canada

Community Services: Community Housing