

Survey Report

Organization

Bethesda Christian Association (BCA)
#105 2975 Gladwin Road
Abbotsford, BC V2T 5T4
Canada

Organizational Leadership

Bert Altena, Executive Director
Mike Blok, President

Survey Dates

June 23–25, 2003

Survey Team

Gary M. Hudson, Administrative Surveyor
Maureen Green, M.A., Program Surveyor
G. Frederick Connor, Program Surveyor
Bernie Leins, Program Surveyor

Programs/Services Surveyed

Community Services
Personal and Social Services
Host Family Services
Community Living Services

Survey Outcome

Three-Year Accreditation
Expiration: June 2006

Survey Summary

Bethesda Christian Association (BCA) has strengths in many areas.

- BCA is diligent in its activities to seek feedback and advice from the persons receiving services. Extensive surveying of these individuals is conducted. The organization is sincere in its desire to meet community and client needs, as is evidenced by its history of innovative program developments. The organization has implemented a client comment line that allows individuals to leave feedback anonymously.

- An organization is always reflective of its staff. BCA has developed an excellent group of managers, supervisors, professionals, and direct support staff who reflect the mission and values of the organization. They are hard working, committed, and effective staff members who focus on quality services for the persons receiving services. Their collective tenure with the organization is impressive and speaks well of the nurturing environment created to support their work. It is apparent that not only are the staff members encouraged to think outside the box, but it is also expected. This makes it overwhelmingly obvious that the persons receiving services are the reason for BCA's existence.
- BCA has a well-developed ethical fundraising policy and procedure. This is followed by the organization and is shared with its donors. The policy includes how volunteers are to truthfully represent the organization when they are assisting in fundraising activities.
- This organization has a long and successful local history. There are extensive community connections, partnerships, and collaborations that enhance and extend BCA's ability to meet its mission. The innovative development of service approach results from a strong sense of the community's needs. The trust that the community obviously places in BCA has led to a wide array of opportunities in operations.
- BCA has a proactive approach to regulation and compliance. Excellent policies and procedures have been developed to ensure organizationwide adherence. Systems are being completed that will streamline procedures. Oversight is seen as a way to encourage and reward staff members with feedback about their excellent work.
- Records are well organized, making information easy to follow and accessible. The records contain the information necessary for ensuring consistency of services and for utilization by other assisting agencies that the persons receiving services might need to access.
- The services have a high reputation with the community, families, contractors, and funding/referral sources. BCA is well known for its quest for excellence and the quality of services and work it produces. Contractors and referral/funding sources state that they like the community components with which they are partnered and notice great progress and growth on the part of the persons receiving services in these services.
- Staff members in the residential homes are compassionate, caring, and professional in their jobs.
- The organization is highly conscious of its internal diversity and that of the community. It has utilized a variety of very creative activities to assist staff members to acknowledge and integrate their differences in accepting and positive ways. The understanding of differences in a larger context creates an accepting and enriched working and service environment.

- When examining various residential services, it is obvious that the focus is to make the various components work together and not against one another for the life betterment of the persons receiving services. The organization utilizes skills training programs both in house and in the community.
- The organization consistently gathers and makes use of input from its many stakeholders.
- BCA has a low turnover of employees, and several long-term staff members provide a wealth of knowledge, stability, and commitment to the organization.
- The organization does “walk the walk” concerning its mission and values. This is evident throughout its services.
- The families’ satisfaction with services is extremely high. Staff members’ responsiveness to the needs of individuals served and their families is praiseworthy.
- The direct service staff members are very knowledgeable about the persons receiving services and frequently demonstrate skills beyond the scope of their job responsibilities.
- BCA has beautiful and exceptionally well-maintained homes.
- BCA has a computer workstation policy that clearly defines what software can or cannot be downloaded and what file extensions are safe to open or should be deleted to avoid a computer virus.
- The organization has a family handbook that is made available to the families of persons receiving services. The handbook includes a glossary of terms used in the field or by BCA that reflects its philosophy.
- BCA created a detailed plan for cost-efficiency at all organizational levels as it developed a plan to downsize its numerous residential sites.
- The organization has a policy for asset protection that not only identifies the spending limits for unbudgeted items, but also includes its intellectual properties.
- The organization utilizes multiple pictures of the person receiving services throughout the person’s file.
- The high quality services provided to persons with high physical and medical needs, thorough orientation and training of new and existing staff members, support of community and ministry partners, thorough hiring practices, regular reinforcement of values and mission, and use of circles of support for input and advice are all strengths of the organization.
- Staff members are involved with numerous local, regional, and provincial committees regarding services to persons with disabilities. BCA is in the process of identifying a self-advocate who receives services to attend meetings of its board of directors.

- BCA has a well-developed and implemented accessibility plan that addresses the needs of the individuals receiving services.
- Each home has been designed or renovated for each individual who lives there. There is a good level of communication and cooperation among the staff members of each of these services.

In the following area Bethesda Christian Association demonstrates exemplary conformance to the standards.

- The organization is commended for developing a vast array of positive relationships with the individuals' families, community members, and parishes. Parents proclaimed that the staff members go above and beyond what is expected to address any concerns. The services that have been created are reflective of the spirituality of the services, and each connection that is made for the individual results in exceptional quality and individualized relationships that reflect individual needs and choices. It is overwhelmingly obvious that the individuals receiving services are the reason for BCA's existence. Its persistence in reconnecting families is exemplary, as is its efforts to raise money where it is needed to help support families and persons served.

The areas in which Bethesda Christian Association should seek improvement are detailed in the recommendations in the sections following in the body of this report. Please note that any items presented as "Consultation" are offered as suggestions and do not indicate an area that is not in conformance to the standards.

On balance, BCA demonstrates a major commitment to the standards and activities that reflect continual improvement. It has made significant strides in the last three years. The organization had few recommendations and few suggestions, which are minor, compared to the overall strength of the program. Its strengths are numerous in all areas of the organization, including its leadership team, health and safety concerns for persons receiving services, and the overall quality of services provided. BCA is fully capable of addressing the areas that should be improved in a timely manner, and it obviously benefits the lives of persons receiving services. BCA has demonstrated an ongoing commitment to continuous quality improvement and maintaining conformance to CARF standards as guidelines for providing services at an optimal level.

A Three-Year Accreditation is awarded to Bethesda Christian Association. The staff members, board, and administration are congratulated for their positive efforts and accomplishments. They are encouraged to use their resources and the CARF standards to assist them in addressing the areas for improvement noted in this report.

Section 1 Standards for Organizational Quality

The standards in this section review the organization's focus on meeting the identified needs of the persons receiving services and other stakeholders as reflected in its mission, values, leadership practices, human resources training and development, accessibility awareness, health and safety practices, and financial practices. The standards also address the organization's commitment to continuous quality improvement and service excellence.

A. Input

The standards in this section address the organization's efforts to obtain and use input from the persons receiving services and other stakeholders for continuous quality improvement.

Key Concepts

- The survey team looked at how the organization uses input from all stakeholders for quality improvement.

Recommendations

There are no recommendations in this area.

B. Accessibility

The standards in this section review the organization's efforts to identify, address, and advocate for the removal of attitudinal, architectural, communication, transportation, and any other barriers to the persons receiving services within the organization and the community.

Key Concepts

- The survey team looked at the organization's practices and activities regarding accessibility within the organization and in the community for persons receiving services.

Recommendations

B.5.a.

B.5.d.(1) through B.5.d.(8)

B.5.h.

BCA has done a commendable job of identifying the accessibility barriers for each person receiving services. It is recommended that it now pool all of these data into a useable plan to be reviewed by the board of directors. The organization should review the applicability of each barrier for estimated costs in addressing it, the projected time line for completion, and the parties responsible for removing the identified barrier. BCA is urged to continue to look outside itself and into its communities to identify and address additional barriers to accessibility to persons receiving services.

C. Health and Safety

The standards in this section review the organization's practices and procedures as well as the training, equipment, and materials provided to protect the health and safety of the persons receiving services, personnel, and visitors.

Key Concepts

- The survey team reviewed health and safety practices, including daily operations, orientation and training, emergency preparedness, inspections, incident reporting, and maintenance of supplies and equipment.

Recommendations

There are no recommendations in this area.

Consultation

- *It is suggested that all tests of emergency plans completed monthly and quarterly reflect the time and date on each recorded test form.*
- *It is also suggested that all fire suppression equipment reflect the date it is serviced and tested.*

D. Human Resource Development

The standards in this section address the organization's efforts to recruit, orient, manage, develop, and retain personnel who meet the identified needs of the persons receiving services and who contribute to the accomplishment of the organization's mission and the outcomes identified by stakeholders.

Key Concepts

- The survey team reviewed practices and activities regarding human resources development, including staffing configuration, job descriptions, personnel records, performance reviews, and training.

Recommendations

D.6.a.

Job descriptions identify the organization's values as they apply to the qualifications of each position. It is recommended that BCA identify the education, training, licensing, or minimum experience requirements for each position's job description.

D.10.a.

BCA conducts performance reviews at the six-month and one-year hiring anniversaries. It is recommended that the organization conduct annual performance reviews for staff members in lieu of its policy to conduct performance reviews every two years.

E. Leadership

The standards in this section address the activities of the governance authority and management and their efforts to provide leadership and stability for the organization so that it can achieve its stated mission and continuously improve the quality of services provided.

Key Concepts

- The survey team reviewed the organization's adherence to its mission and values and the leadership practices of the governance authority and management.

Recommendations

E.8.c.

It is recommended that the board of directors of BCA review and monitor the implementation of the comprehensive accessibility plan when it is completed by management.

F. Financial Planning and Management

The standards in this section assess the organization's fiscal stability and review its practices with regard to planning, budgeting, reporting, and record keeping to determine whether they are conducted in a manner that is consistent with the organization's purpose and in accordance with accepted best business practices and applicable legal requirements. The standards also address whether this financial planning is incorporated into the strategic planning process.

Key Concepts

- The survey team reviewed the organization's financial planning and management, including budgeting and auditing practices, record keeping, and reporting.

Recommendations

There are no recommendations in this area.

Section 2 Standards for Achieving Quality Outcomes

The standards in this section review the components of the organization's outcomes management systems and its use of the resulting information to provide services that are based on outcomes identified by the persons receiving services and other stakeholders.

A. Collecting Outcomes Management Data

The standards in this section address the organization's efforts to establish measures and collect and compile data based on desired outcomes identified by persons receiving services and other stakeholders. Standards address outcomes measures, follow-up, and collecting and aggregating outcomes data.

Key Concepts

- The survey team reviewed the measures and methods used to collect and compile data regarding desired outcomes identified by persons receiving services and other stakeholders.

Recommendations

There are no recommendations in this area.

Consultation

- *It is suggested that BCA continue to seek ways to simplify the outcomes data collection system, especially in areas where it could apply to direct care staff.*

B. Using Outcomes Information

The standards in this section address the organization's analysis and use of information from its outcomes management system to develop, modify, and continuously improve its overall service delivery. Standards address the content of outcomes management reports; use of the reports to guide management decision making; dissemination of outcomes information in an understandable manner to persons receiving services and other stakeholders; and continuous review of the system.

Key Concepts

- The survey team reviewed how the organization analyzes information regarding outcomes and how it reports, shares, and uses this information to develop and improve services.

Recommendations

There are no recommendations in this area.

Section 3 Standards for Quality Individualized Services

The standards in this section review the organization's focus on the persons receiving services, including its efforts to provide services that are centered on the individual and to involve the persons receiving services in decision making and planning that affect their lives. The standards review the organization's ability to maintain complete, confidential records and to protect and advocate for the rights of the persons receiving services. The standards

assess whether the service environments reflect identified cultural needs, practices, and diversity and whether the organization provides information to the persons receiving services about the purposes of the organization and its ability to meet and address their identified strengths, abilities, needs, and preferences.

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

The standards in this section review the organization's efforts to plan, design, and deliver services based on the identified strengths, abilities, needs, preferences, and desired outcomes of the persons receiving services. The standards address the organization's policies and procedures regarding acceptance of persons for services, developing individualized service plans and supporting documentation, referral to other providers, training and support for advocacy, and preparation of exit summary reports.

Key Concepts

- The survey team reviewed:
 - How persons are accepted for services and are given information about the organization and its services
 - The organization's ability to address their desired outcomes
 - Whether services are person centered

Recommendations

There are no recommendations in this area.

B. Records of the Persons Receiving Services

The standards in this section address the maintenance of records as well as the organization's efforts to ensure the confidentiality of any information that is maintained or released and to ensure an individual's access to his or her own record.

Key Concepts

- The survey team reviewed how the organization maintains complete and confidential records and how persons may access their own records.

Recommendations

B.3.c.

The consent forms for releases of information are not time limited. It is recommended that these be reviewed to reflect time limitations.

C. Rights

The standards in this section review the organization's policies and procedures regarding rights and restrictions placed on rights, as well as the organization's efforts to maintain and communicate rights information, to encourage positive interventions, and to provide conflict resolution information and grievance and appeal procedures.

Key Concepts

- The survey team reviewed how the organization protects and advocates for the rights of the person receiving services, including grievance and appeal procedures.

Recommendations

There are no recommendations in this area.

Section 7 Standards for Community Services

A. Principle Standards

The standards in this section review basic principles of community services, including the organization's efforts to support persons and/or families in making decisions and informed choices, to assess and accept or reject potential risks, to learn new skills, to obtain or maintain skills and supports that enhance the quality of their lives, to develop and increase social contacts and relationships, and to access reasonable accommodations and assistive technology as needed. The standards address service planning with regard to identifying and addressing barriers to community inclusion. The standards also address the organization's provision of information about its service delivery as well as its efforts to develop community resources to meet the needs and desires of the persons and/or families receiving services.

Key Concepts

- The survey team reviewed whether the community services in the organization help participants to obtain access to the community resources and services they want.

Recommendations

A.1.b.

The organization has detailed explanations of the required qualifications of staff members in the personnel policies, and there is information in the family handbook regarding the verification of staff credentials and qualifications. However, the organization should provide information regarding the qualifications of staff members to provide these services to the family members and persons receiving services.

Consultation

- *Although there are informed ways in which persons receiving services provide input to key workers and other staff members, this process could be expanded to include their families, and this option could be noted in the handbook.*

E. Personal and Social Services

The standards in this section review the organization's efforts to provide opportunities for the community participation of the persons receiving services that may include leisure/recreation activities, religious activities, cultural activities, vocational pursuits, activities related to entertainment, communication activities, educational activities, development of work attitudes, development of living skills, and volunteerism.

Key Concepts

- The survey team reviewed whether services provide participants with opportunities for community participation as they desire.

Recommendations

There are no recommendations in this area.

H. Host Family Services

The standards in this section address the organization's provision of services under contract with a family or person to provide a home for a nonfamily member that matches the identified needs and preferences of the person receiving services with the characteristics and qualities of the host family, with provision also for access to a system of relief for the host family. The standards specify that each contract identifies for all parties their roles, responsibilities, inter-relationships, and specific needs; that host families are recruited as needed, screened, and trained; that they meet the identified needs of the person receiving services; and that they communicate their service needs to the organization.

Key Concepts

- The survey team reviewed whether the organization provides:
 - Appropriate matches of non-family participants with homes.
 - Supports that are needed.
 - Contracts that identify roles, responsibilities, needs, and monitoring.

Recommendations

There are no recommendations in this area.

J. Community Living Services

The standards in this section address the organization's provision of community living services according to the preferences, strengths, abilities, needs, and life-span issues of the persons receiving services, regardless of where they live. The standards specify that persons receiving services have their own personal space providing privacy and personal security and safety; that their preference for alternative living arrangements is addressed periodically or at their request; that they use informed choice and personal preference in selecting alternative living arrangements and have assurance of ongoing support services as they explore alternatives and make changes in their living arrangements; and that their health care and safety needs are met in their living environments. In instances when the residence is provided by the organization, the standards require it to be similar to others in the neighborhood.

Key Concepts

- The survey team reviewed whether the organization provides:
 - A safe, secure, private location that can be thought of by the person receiving services as his or hers.
 - Knowledge of existing and planned services so that the persons receiving services can make informed choices about alternative living situations as their desires change.
 - Support to persons as they explore alternatives.

Recommendations

There are no recommendations in this area.

Services by Location

Bethesda Christian Association

#105 2975 Gladwin Road
Abbotsford, BC V2T 5T4
Canada

Community Services
Personal and Social Services
Host Family Services
Community Living Services

Abbotsford Home

1895 Jackson Street
Abbotsford, BC V2S 2Z8
Canada

Community Services
Personal and Social Services
Community Living Services

Matsqui Home

32768 Bevan Avenue
Abbotsford, BC V2S 1T1
Canada

Community Services
Personal and Social Services
Community Living Services

West Clearbrook Home

2339 Arbutus Street
Abbotsford, BC V2T 2N8
Canada

Community Services
Personal and Social Services
Community Living Services

Clearbrook Home

32553 Willingdon Crescent
Abbotsford, BC V2T 1S1
Canada

Community Services
Personal and Social Services
Community Living Services

Bethesda Center

3245 Trethewey Street
Abbotsford, BC V2T 4C1
Canada

Community Services
Personal and Social Services
Community Living Services

West Abbotsford

31126 Kingfisher Drive
Abbotsford, BC V2T 5K4
Canada

Community Services
Personal and Social Services
Community Living Services

Mount Lehman Home

6705 Satchel Road
Abbotsford, BC V4X 2E3
Canada

Community Services
Personal and Social Services
Community Living Services

Surrey Regional Office

13131 - 88th Avenue
Surrey, BC V4N 3G5
Canada

Community Services
Personal and Social Services
Host Family Services
Community Living Services

Langley Home

20477 - 93A Avenue
Langley, BC V1M 1B8
Canada

Community Services
Personal and Social Services
Community Living Services

Cloverdale Home

5627 - 188 Street
Surrey, BC V3S 7X5
Canada

Community Services
Personal and Social Services
Community Living Services

Surrey Home

16321 - 108 Avenue
Surrey, BC V4N 1N7
Canada

Community Services
Personal and Social Services
Community Living Services

Richmond Regional Office

11371 - #3 Road
Richmond, BC V7A 1X3
Canada

Community Services
Personal and Social Services
Host Family Services
Community Living Services

Richmond Home

7540 Acheson Road
Richmond, BC V6Y 1M9
Canada

Community Services
Personal and Social Services
Community Living Services

West Richmond Home

10120 #1 Road
Richmond, BC V7E 1S0
Canada

Community Services
Personal and Social Services
Community Living Services

South Richmond Home

10984 Springmont Gate
Richmond, BC V7E 1Y4
Canada

Community Services
Personal and Social Services
Community Living Services

Ladner Apartment

#103 - 1680 56th Avenue
Delta, BC V4L 2L6
Canada

Community Services
Personal and Social Services
Community Living Services

Okanagan Regional Office

1305 Gordon Drive
Kelowna, BC V1Y 3E7
Canada

Community Services
Personal and Social Services
Community Living Services

East Kelowna Home

2209 Mayer Road
Kelowna, BC V1W 2G2
Canada

Community Services
Personal and Social Services
Community Living Services

Kelowna Home

1010 Coronation Avenue
Kelowna, BC V1Y 7A7
Canada

Community Services
Personal and Social Services
Community Living Services

North Kelowna Home

1011 Clement Avenue
Kelowna, BC V1Y 7A3
Canada

Community Services
Personal and Social Services
Community Living Services

Penticton Home

66 West Okanagan Avenue
Penticton, BC V2A 3K9
Canada

Community Services
Personal and Social Services
Community Living Services