



# **CARF Accreditation Report for The Neighbourhood Group Community Services**

## **Three-Year Accreditation**



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## About CARF

CARF is an independent, non-profit accreditor of health and human services, enhancing the lives of persons served worldwide.

The accreditation process applies CARF's internationally recognized standards during an on-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](http://www.carf.org/contact-us).

## **Organization**

The Neighbourhood Group Community Services  
349 Ontario Street  
Toronto ON M5A 2V8  
CANADA

## **Organizational Leadership**

Elizabeth Forestell, Executive Director  
Kaarina Luoma, Director, Community Programs and Service  
Veronica MacDonald, Director, Independent Living

## **Survey Date(s)**

June 27, 2018–June 29, 2018

## **Surveyor(s)**

Margaret Bailey, Administrative  
Marion C. Menezes, Program

## **Program(s)/Service(s) Surveyed**

Adult Day Services  
Home and Community Services  
*Governance Standards Applied*

## **Previous Survey**

Three-Year Accreditation  
June 22, 2015–June 24, 2015

## **Accreditation Decision**

**Three-Year Accreditation**  
**Expiration: May 31, 2021**

# Executive Summary

This report contains the findings of CARF's on-site survey of The Neighbourhood Group Community Services conducted June 27, 2018–June 29, 2018. 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, The Neighbourhood Group Community Services demonstrated substantial conformance to the standards. The organization has effectively demonstrated a commitment to using the CARF standards to the benefit of the persons served. The Neighbourhood Group has many community connections, linkages, and partnerships to reach and support a wide range of people. Persons served and personnel have expressed high levels of satisfaction with the organization. The organization also demonstrates a priority of enhancing accessibility to its services and supporting those most in need. There are areas for improvement identified in the recommendations in this report, including conducting tests of all emergency procedures, documenting workforce training, as well as providing further education to volunteers. The Neighbourhood Group is encouraged to continue its quality journey by utilizing the CARF standards.

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

**The Neighbourhood Group Community Services 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 The Neighbourhood Group Community Services was conducted by the following CARF surveyor(s):

- Margaret Bailey, Administrative
- Marion C. Menezes, 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 The Neighbourhood Group Community Services 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):

- Adult Day Services
- Home and Community Services
- *Governance Standards Applied*

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 on-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 The Neighbourhood Group Community Services demonstrated the following strengths:

- The origin of The Neighbourhood Group was started many years ago to help people and improve their quality of life and continues today. By providing people with food and other supports, the "neighbours helping neighbours" tradition continues.
- The organization consists of many different programs and serves many diverse groups and people at many different stages of their lives. The Neighbourhood Group lives its mission of promoting independence and dignity and engages the skills and talents to build a vibrant community.
- Clients and family members expressed satisfaction with and appreciation for the care and services offered by The Neighbourhood Group. Staff seemed eager to provide for the individual needs of clients and go the extra mile to ensure that their needs are met in a manner that is consistent with their individual preferences. Clients and families appreciate the efforts of staff and report a true sense of community.

- The leadership team is strong and actively engaged in the organization. Leadership is transparent, and a lot of information is available on the website such as the strategic plan. Staff members are enthusiastic about their jobs, and many have been involved with the organization for several years. The leadership team is commended for its dedication and involvement in promoting a culture of openness, trust, and respect between the employees and persons served. The staff members are encouraged and supported in building relationships with the persons served, and there is a consistent focus on continuous improvement.
- One of the organization's biggest strengths is its staff, which is open and welcoming and obviously well loved by the clients. The staff members are dedicated, which is evident in their interactions with the clients, family members, and each other.
- The organization has an active and engaged board. One of the pre-requirements to be a board member is that he/she is actively involved as a volunteer. Many board members continue to volunteer and participate in delivering Meals on Wheels and are engaged with The Neighbourhood Group through various activities.
- The technology plan was very comprehensive and well done. The organization is commended for including device age and inventory, as well as engaging in the network hardware resources assessment.
- The organization participates in and has initiated some great innovations. One of the ideas that came through as a result of brainstorming and some of its community connections was the Repair Café. Everyone is welcome to bring items such as computers, technology, and equipment, and volunteers are available to repair items and assist people to use this equipment. Attendees are provided coffee and snacks while they wait. This also results in less equipment in landfills. Another service offered by The Neighbourhood Group is the Partners for Access and Identification (PAID) program (assisting people without identification) and the Easy Access Voicemail program (that assists to provide a voicemail reasonably for three months for those who do not have access to it).
- The Neighbourhood Group excels at partnering with other community groups and has a multitude of connections, partnerships, and collaborations currently. The Neighbourhood Group leads collaboration with many agencies for the Neighbour-to-Neighbour (N2N) program to enhance friendly visiting, reduce social isolation, provide accompaniment for medical appointments, and support seniors to build new relationships. The Neighbourhood Group prevents clients from "falling through the cracks" by linking clients to a range of service providers. This service facilitates communication among the client, family, health provider, and other service providers; reduces hospital visits; and promotes independence and living at home longer.
- The organization consistently explores opportunities to participate in innovation and collaborate with partner agencies to enhance its potential to improve the quality of life and/or services for the persons served; some examples are the project with Hospice Toronto for the expressive arts therapy, offering student placements, and a partnership with a school for massage therapy. Another example of a successful collaboration is the recently initiated Together in Movement and Exercise (TIME™) program, which has had great results for people who have balance and mobility problems. The class was designed by physiotherapists and is led by fitness instructors.
- The Annual General Report was comprehensive and complete. It appears to be a great way to share information such as the future direction of the organization, financial and performance information, fun facts, and success stories.
- Cultural accessibility and diversity are celebrated at many different events as the organization provides services and programs in more than 30 languages.
- The organization has applied for and been granted status as an Anchor Agency with the United Way.
- There is a huge cadre of volunteers who assist the organization. Many of them have been diligently serving the organization for many years to assist in carrying out its mission.
- A variety of activities are offered in both Adult Day Programs and are specifically catered to meet the unique needs and preferences of each population.

- The organization practices good stewardship and recognizes its roots in philanthropy. Recently, it set a goal to assist one Syrian refugee family and fundraised, exceeding its goal to be able to sponsor three families.

## Opportunities for Quality Improvement

The CARF survey process identifies opportunities for continuous improvement, a core concept of “aspiring to excellence.” This section of the report lists the sections of the CARF standards that were applied on the survey, including a description of the business practice area and/or the specific program(s)/service(s) surveyed and a summary of the key areas addressed in that section of the standards.

In this section of the report, a recommendation identifies any standard for which CARF determined that the organization did not meet the minimum requirements to demonstrate full conformance. All recommendations must be addressed in a QIP submitted to CARF.

In addition, consultation may be provided for areas of or specific standards where the surveyor(s) documented suggestions that the organization may consider to improve its business or service delivery practices. Note that consultation may be offered for areas of specific standards that do not have any recommendations. Such consultation does not indicate non-conformance to the standards; it is intended to offer ideas that the organization might find helpful in its ongoing quality improvement efforts. The organization is not required to address consultation.

When CARF surveyors visit an organization, their role is that of independent peer reviewers, and their goal is not only to gather an 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
- Leadership guidance
- Commitment to diversity
- Corporate responsibility
- Corporate compliance

### Recommendations

There are no recommendations in this area.

## Consultation

- The organization may wish to consider generational differences in the cultural competency and diversity plan and to provide education for staff to assist in managing and dealing with different generations.
- The Neighbourhood Group may want to create a comprehensive ethical-code-of-conduct document that includes all requirements in one document. This could be used for ease of reference and to share information with staff, clients, and other stakeholders.
- The organization has a policy regarding solicitation and may want to expand it to provide further direction and guidance to staff regarding personal fundraising.
- The organization may want to combine the complaint and whistleblower policy to include language regarding violations of ethical codes of conduct with consistent timeframes.
- The organization may wish to utilize a template for the cultural competency and diversity plan for a quick visual reference.

## 1.B. Governance (Optional)

### Description

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

### Recommendations

There are no recommendations in this area.

### Consultation

- The organization may wish to review resources available at [www.boardsource.org](http://www.boardsource.org) that may help enhance effective governance practices.

## 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

- Strategic planning considers stakeholder expectations and environmental impacts
- Written strategic plan sets goals
- Plan is implemented, shared, and kept relevant

### 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

- 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.

## 1.E. Legal Requirements

### Description

CARF-accredited organizations comply with all legal and regulatory requirements.

### Key Areas Addressed

- Compliance with all legal/regulatory requirements

### 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

- Budget(s) prepared, shared, and reflective of strategic planning
- Financial results reported/compared to budgeted performance
- Organization review
- Fiscal policies and procedures
- Review of service billing records and fee structure
- Financial review/audit
- Safeguarding funds of persons served

### 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

- Identification of loss exposures
- Development of risk management plan
- Adequate insurance coverage

### Recommendations

There are no recommendations in this area.

### Consultation

- The organization may wish to consider adding cyber insurance to its current insurance coverage.

## 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

- Inspections
- Emergency procedures
- Access to emergency first aid

- Competency of personnel in safety procedures
- Reporting/reviewing critical incidents
- Infection control

## **Recommendations**

### **1.H.5.a.(2)**

Although the organization has written emergency procedures, it should also include written emergency procedures for bomb threats.

### **1.H.7.a.(1)**

### **1.H.7.a.(2)**

### **1.H.7.c.(1)**

### **1.H.7.c.(2)**

### **1.H.7.c.(3)**

### **1.H.7.c.(4)**

### **1.H.7.d.**

Although many of the emergency tests were completed, not all were addressed (for example, bomb threats), and not all were completed on every shift. It is recommended that unannounced tests of all emergency procedures be conducted at least annually on each shift and at each location. The organization should analyze unannounced tests of all emergency procedures in writing for performance to address areas needing improvement, actions to be taken, results of performance improvement plans, and any necessary education and training required for personnel.

## **1.I. Human Resources**

### **Description**

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 descriptions/performance
- Policies regarding students/volunteers, if applicable

### **Recommendations**

#### **1.I.5.a.(2)**

#### **1.I.5.b.(8)(a)**

#### **1.I.5.b.(8)(b)**

The organization does provide personnel training; however, not all of it has been documented. The organization should provide documented personnel training for reporting of suspected abuse and neglect for personnel at regular intervals.

## 1.J. Technology

### Description

CARF-accredited organizations plan for the use of technology to support and advance effective and efficient service and business practices.

### Key Areas Addressed

- Written technology and system plan
- Written procedures for the use of information and communication technologies (ICT) in service delivery, if applicable
- Training for personnel, persons served, and others on ICT equipment, if applicable
- Provision of information relevant to the ICT session, if applicable
- Maintenance of ICT equipment in accordance with manufacturer recommendations, if applicable
- Emergency procedures that address unique aspects of service delivery via ICT, if applicable

### Recommendations

There are no recommendations in this area.

### Consultation

- The organization has a very comprehensive technology plan that has assistive technology included. The Neighbourhood Group may want to further enhance it by including all assistive technology utilized in the organization.

## 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

- Communication of rights
- Policies that promote rights
- Complaint, grievance, and appeals policy
- Annual review of complaints

### Recommendations

There are no recommendations in this area.

## 1.L. Accessibility

### Description

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

### Key Areas Addressed

- Written accessibility plan(s)
- Requests for reasonable accommodations

## **Recommendations**

There are no recommendations in this area.

## **Consultation**

- The organization may wish to utilize a template for the accessibility plan for a quick visual reference.

## **1.M. Performance Measurement and Management**

### **Description**

CARF-accredited organizations are committed to continually improving their organizations and service delivery to the persons served. Data are collected and analyzed, and information is used to manage and improve service delivery.

### **Key Areas Addressed**

- Information collection, use, and management
- Setting and measuring performance indicators

### **Recommendations**

There are no recommendations in this area.

## **1.N. Performance Improvement**

### **Description**

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**

- Proactive performance improvement
- Performance information shared with all stakeholders

### **Recommendations**

There are no recommendations in this area.

# **Section 2. Care Process for the Persons Served**

## **2.A. Program/Service Structure**

### **Key Areas Addressed**

- Scope of the program
- Entry, transition, exit criteria of the program
- Composition of the service delivery team
- Service delivery team communication
- Person-centred planning

- Provision of services to persons served
- Partnering with families/support systems
- Practices for serving individuals with dementia

## **Recommendations**

### **2.A.10.e.(7)**

The organization should expand information included in the written agreement to include information regarding refund policies as relevant to the Meals on Wheels program.

### **2.A.25.c.(3)**

When there is a need to address behaviours in the Adult Day Program, personnel, on an ongoing basis, should understand the behavioural event as communication on the part of the person served.

### **2.A.40.d.(3)**

The organization should ensure that the records of the persons served include, when applicable, verification of the appointment of a substitute decision maker for the person served.

### **2.A.41.a.(2)**

### **2.A.41.b.(1)**

### **2.A.41.b.(2)**

### **2.A.41.b.(3)**

### **2.A.41.b.(4)**

### **2.A.41.b.(5)(a)**

### **2.A.41.b.(5)(b)**

The Neighbourhood Group has a vibrant volunteer program, and although orientation and education are provided, it should expand education provided to those volunteers who interact with persons served, as appropriate, to include indications that the status of the person served has changed; how to respond to information about persons served that may be reported by other sources; how to protect the privacy and dignity of the person served; and how to, on an ongoing basis, observe for changes in persons served and communicate observed or reported changes.

### **2.A.53.a.**

### **2.A.53.b.**

### **2.A.53.c.**

### **2.A.53.d.**

The organization should ensure that it provides documented competency-based training to volunteers that includes dementia, communication, post-incident debriefing, and therapeutic approach to behaviour.

## **Consultation**

- The organization might want to consider including the population served in all printed material available to the public.
- The organization might want to enhance documentation around goals of the persons served as relative to the services provided by The Neighbourhood Group to ensure that these are clearly identified and measurable.
- The organization might want to explore alternate options to ensure safe transportation of clients to an alternate location in the event that an evacuation needs to take place in inclement weather.

## Section 3. Program Specific Standards

### 3.A. Adult Day Services

#### Description

An adult day services program is a non-residential program that provides supervised care to adults of all ages in a supportive and safe setting during part of a day. Assessments of the persons served and their families/support systems and person-centred plans of care drive the delivery of services. An adult day services program provides or arranges for services that include, but are not limited to, therapeutic activities, nutrition, health and personal care, and transportation.

Adult day services programs typically deliver services through a social model and/or a medical model. Either of these might provide services to specialized populations of persons served.

By supporting family systems, an adult day services program enables the persons served to live and engage in the community and provides the family system with an opportunity to fulfill daily responsibilities and for respite. An adult day services program strives to optimize the dignity, choice, preferences, autonomy, and quality of life of the persons served.

#### Key Areas Addressed

- Unit cost data and break-even point calculations
- Communication and information sharing regarding essential service delivery topics
- Involvement of family/support system
- Availability of current emergency information

#### Recommendations

There are no recommendations in this area.

### 3.D. Home and Community Services

#### Description

Home and Community Services (HCS) are person centred and foster a culture that supports autonomy, diversity, and individual choice. Individualized services are referred, funded, and/or directed by a variety of sources. In accordance with the choice of the person served, the services provided promote and optimize the activities, function, performance, productivity, participation, and/or quality of life of the person served.

The Home and Community Services may serve persons of any ages, from birth through end of life. Services may be accessed in a variety of settings, including, but not limited to, private homes, residential settings, schools, workplaces, community settings, and health settings. Services are provided by a variety of personnel, which may include health professionals, direct support staff, educators, drivers, coaches, and volunteers, and are delivered using a variety of approaches, supports, and technology.

Services are dynamic and focus, after a planning process, on the expectations and outcomes identified by both the person served and the service providers. The service providers are knowledgeable of care options and linkages to assist the person served; use resources, including technology, effectively and efficiently; and are aware of regulatory, legislative, and financial implications that may impact service delivery for the person served. The service providers are knowledgeable of their roles in and contribution to the broader health, community, and social services systems.

Home and Community Services must include at least one of the following service delivery areas:

- Services for persons who are in need of specialized services and assistance due to illness, injury, impairment, disability, or a specific age or developmental need.
- Services for persons who need assistance to access and connect with family, friends, or coworkers within their homes and communities.
- Services for persons who need or want help with activities in their homes or other community settings.
- Services for caregivers that may include support, counselling, education, respite, or hospice.

### **Key Areas Addressed**

- Knowledge and identification of appropriate community service options
- Person-centred individualized services
- Collaboration with the family/support system
- Personnel competencies
- Safety and disaster preparedness
- Education to persons served, family/support system, and other stakeholders

### **Recommendations**

There are no recommendations in this area.

# Program(s)/Service(s) by Location

## **The Neighbourhood Group Community Services**

349 Ontario Street  
Toronto ON M5A 2V8  
CANADA

Adult Day Services  
*Governance Standards Applied*

### **Adult Day Services**

11 Main Street, First Floor  
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CANADA

Adult Day Services

### **Independent Living**

688 Coxwell Avenue, Suite 302  
Toronto ON M4C 3B6  
CANADA

Home and Community Services