



CARF

Survey Report

for

Gateway Society - Services for Persons with Autism



Organization

Gateway Society - Services for Persons with Autism
4807 Georgia Street
Delta, BC V4K 2T1
Canada

Organizational Leadership

Steve Lane, President, Board of Directors
Sonia Osborne, Executive Director

Survey Dates

May 2–4, 2005

Survey Team

Gail M. Leiby, Administrative Surveyor
Debra A. Dickinson, Program Surveyor
Larry G. Jones, Program Surveyor
Daniel J. Ryan, M.A., Program Surveyor

Programs/Services Surveyed

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

Survey Outcome

Three-Year Accreditation
Expiration: May 2008

SURVEY SUMMARY

Gateway Society - Services for Persons with Autism has strengths in many areas.

- The mission, vision, and values of the organization clearly reflect a person-first environment and a conscious effort to remove barriers to inclusion. Persons served are treated with dignity and respect and are given every opportunity for greater independence.

- Stakeholders, including families of persons served, staff members, and funding and referral sources, express a very high degree of satisfaction and confidence in Gateway Society and the quality of services provided.
- The organization is complimented for encouraging the Gateway Parents Advocacy Group as a means of hearing important issues from families and using that input for program changes and improvement.
- Accessibility issues and the removal of barriers for children and adults with disabilities are not just tasks for the organization; they are the focus of the mission and inherent to service delivery.
- The leadership of Gateway Society is complimented for developing and using an information management system that includes a well-developed outcomes measurement system, strategic plan, risk management analysis, and several other key reports to plan for the future of the organization.
- Gateway Society has developed an informative and easily navigated web site containing current information about services, employment opportunities, and organizational news.
- The organization is complimented for recognizing and accommodating cultural diversity for persons served as well as staff members. One example is the modification of paid holidays that corresponds with various ethnic holiday observances.
- The rights of persons served by the organization, for both children and adults, are well written and presented in an understandable manner. In addition, self-help and advocacy information is made available to persons served and families in an orientation brochure at the very beginning of services.
- Gateway Society is further complimented in the area of rights for aggressively encouraging compliments and complaints in an effort to improve services. The comments received are taken seriously by the leadership.
- This organization keeps safety a priority for persons served and staff members. First aid and fire suppression equipment is readily available, and special kits are prepared for staff members when going on community outings and in times of emergency situations or evacuations of the facilities. Gateway Society also is recognized for requiring all staff members be trained in first aid, CPR, and nonviolent crisis intervention.
- The commitment, professionalism, and longevity of many of the staff members are great indicators of consistency in service delivery. The belief in the mission and enthusiasm for the population served along with the other qualities mentioned assist personnel in focusing on producing positive outcomes for the persons served.
- Gateway Society's leadership members are complimented for utilizing numerous reports and a team approach to planning for the future of the organization and its services. The board of directors takes an active role in planning and is knowledgeable about the organization and the challenges with provincial funding. The board of directors is further complimented for bringing in a dynamic individual to work with the staff members in the growth and development of Gateway Society.

- Behavior management plans for persons served are extremely comprehensive. The plans are based on a thorough analysis of the person's behavior and the circumstances that precipitate specific behaviors. Strategies for responding to problematic behaviors are well articulated, and staff members are trained in their use. The quality of the behavior intervention plans has allowed Gateway Society to provide ongoing supports to many individuals with very challenging behaviors.
- Personal choice and use of input from persons served seem to be a priority with staff members to ensure that the individuals receive the services they choose.
- The organization's programs are blended well in the local community, giving the persons served the opportunity for community inclusion.
- Gateway Society is commended for acknowledging service needs outside the Delta community and expanding into the northern areas of British Columbia.
- Using natural supports, the organization has met the challenge of offering a wide variety of opportunities and resources to persons served. Examples include a paper route, delivering Meals on Wheels, banking, and fitness activities. The wide range of community volunteer activities promotes inclusion, choice, and opportunity.
- Staff members demonstrate a sincere interest in supporting the persons served. Overall, the staff members demonstrate a high level of respect and care for the persons served, allowing individuals to be independent and supporting them as necessary. They are well trained and dedicated to the mission of the organization.
- The host family matches with the persons served has been remarkable. Host families are very complimentary about the support received from Gateway Society staff members when assistance is requested.
- The respite program offers a nice blend of service relief for parents, guardians, or host families and is provided in the neighborhoods of the persons served.
- The community homes operated by Gateway Society are well maintained, attractively decorated, and homelike. The homes blend nicely into the neighborhoods where they are located. The living space for each person reflects his or her personal interests and style.
- The staff members of the community homes carry out the daily routines with consistency. Staff members are well trained. They are knowledgeable about the needs of each of the persons served and treat them with dignity, respect, and warmth.

In the following area Gateway Society - Services for Persons with Autism demonstrates exemplary conformance to the standards.

- In-home safety needs of persons served are addressed with respect to environmental issues. Gateway Society is commended for the care it takes with respect to environmental modifications for persons served where behavioral or physical circumstances require specialized attention.

Gateway Society - Services for Persons with Autism received no recommendations from this accreditation survey. Suggestions given do not indicate nonconformance to standards but are offered as consultation for further quality improvement.

On balance, Gateway Society is a well-established provider of services to children and adults with autism. The staff members are specifically trained to meet the needs of over 150 children and adults, assisting them to reach their greatest potential in daily life. In providing this service in the Delta region and Prince George areas of British Columbia, Gateway Society also focuses on supporting the family to ensure that persons served receive the least intrusive, most positive, and individualized supports and services and that everyone is treated with dignity and respect.

The organization demonstrates a commitment to quality and is applauded for using and fully implementing the CARF standards. The leadership members of Gateway Society are committed to the concept of continuous quality improvement and are progressive in their approach to service delivery and producing positive outcomes for the persons served. The level of satisfaction from families, staff members, and the Ministry of Children and Family Development remains at a high level, and the advocacy for persons with autism represented by family members and staff members is an outstanding quality of the organization.

Gateway Society - Services for Persons with Autism has earned a Three-Year Accreditation. The leadership, governance board members, staff members, and persons served are recognized for the outstanding efforts they have made in pursuit of accreditation. Congratulations are extended to all involved with the organization for serving persons with significant disabilities with dignity and respect. The organization should be very proud to be recognized within British Columbia for this significant contribution to persons with autism.

SECTION 1. BUSINESS PRACTICES

Criterion A. Input from the Persons Served

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 persons served to create services that meet or exceed the expectations of the persons served, the community at large, and other stakeholders.

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- The organization might benefit from a review and revision of the satisfaction survey forms using a rating scale instead of yes and no questions.
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Criterion B. Accessibility

Principle Statement

CARF-accredited organizations promote accessibility and the removal of barriers for the persons served. Standards in Criterion B focus on identifying the key components of accessibility to address.

Key Areas Addressed

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

There are no recommendations in this area.

Consultation

- In an effort to continue to break down attitudinal barriers, the organization is encouraged to publicize success stories, informing the community of the results of services and strengthening confidence in the organization. This could have a direct effect on future fundraising efforts.
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Criterion C. Information Management and Performance Improvement

Principle Statement

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. CARF-accredited organizations are committed to continually improving their organizations and service delivery to the persons served. The dynamic nature of continuous improvement in a CARF-accredited organization sets it apart from other organizations providing similar services. Information is collected and used to manage and improve service delivery.

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.

Consultation

- Gateway Society has very good reports and information collected for the improvement of services. It is important that the information be shared with other stakeholders, such as staff members, families, and funding and referral sources as well as with the community at large. While preserving the privacy of participants, the organization is encouraged to market its services and positive outcomes within the communities of the Delta and Prince George areas of British Columbia.
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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. Organizations identify and address the unique and specific cultural and diversity issues of the persons served to ensure and support engagement in their individualized service plans.

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

- Although the rights of persons served are written in an easily understandable manner, the persons served might benefit from further simplification of their rights and responsibilities using pictures, PowerPoint® presentations, or other visual means of communicating.
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Criterion E. Health and Safety

Principle Statement

CARF-accredited organizations maintain accessible, 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
 - Annual demonstration of personnel competency
 - Access to emergency first aid resources
 - Competency of personnel in safety procedures
 - Defined system for reporting/reviewing critical incidents
 - Transportation requirements, if applicable
-

Recommendations

There are no recommendations in this area.

Consultation

- In an attempt to ensure that emergency drills are routinely conducted, it is suggested that documentation of the drills be submitted to the central office and contain the date and time of the drills.
 - All incident reports could be submitted on the incident report format, thereby striving for consistency of the information reported.
 - Gateway Society is encouraged to continue to keep health and safety practices up to date and make them a priority for all staff members. With the population of children and adults served by the organization, safety for all is very important.
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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
-

Recommendations

There are no recommendations in this area.

Consultation

- It is suggested that the leadership continue to focus on further reducing turnover, thereby increasing stability and continuity of service delivery and reducing training costs.
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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
 - Corporate responsibility
 - Corporate compliance
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Recommendations

There are no recommendations in this area.

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

- Review of legal reports
 - Synopsis reports of litigation, allegations, malpractice, or violations of ethical codes
 - Compliance with all legal/regulatory requirements
-

Recommendations

There are no recommendations in this area.

Consultation

- The organization is encouraged to continue to develop the risk management plan, positioning the organization to deal successfully with the provincial changes proposed in the next few years as well as meeting the changing needs of the population served.
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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
 - Quarterly 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
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Recommendations

There are no recommendations in this area.

Consultation

- In this time of economic uncertainty in British Columbia, it is suggested that the leadership of the organization research and develop alternative funding sources, thereby reducing the reliance on funding from the Ministry of Children and Family Development and increasing private dollars through grant development and other fundraising efforts.
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SECTION 2. STANDARDS FOR QUALITY INDIVIDUALIZED SERVICES

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

Intent

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 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
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Recommendations

There are no recommendations in this area.

Consultation

- A coordinated individual plan identifies specific measurable objectives. A review of case records indicated that not all individualized service plans contained measurable objectives per goal attainment. In one case, two severely autistic teenagers had a goal that would probably need a great deal of time to learn the skill, so no measurable time frame was included. It is suggested that only goals that have a realistic expectation of achievement be included in the plan. Other activities can be included but could be considered an adjunct to the individual plan.
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B. Records of the Persons Served

Intent

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

Key Areas Addressed

- Complete, confidential records are maintained
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Recommendations

There are no recommendations in this area

Consultation

- A review of case records found a few releases signed by a parent or guardian without dates. It is suggested that all release forms be dated by the person signing it and that it contain a specific expiration date or time limitation.
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SECTION 4. STANDARDS FOR COMMUNITY SERVICES

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 linkage to existing generic opportunities and natural supports in the community.

A. Community Services Principle Standards

The standards in this subsection assert basic principles that should be demonstrated by any organization seeking accreditation in the area of community services.

Key Areas Addressed

- Access to community resources and services
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Recommendations

There are no recommendations in this area.

Consultation

- It is suggested that a greater emphasis on the orientation process and materials provided in the orientation package be directed toward the person served.
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C. Child and Youth Services

Service Description

Child and youth services provide one or more services such as prenatal counseling, service coordination, early intervention, prevention, preschool programs, and after-school programs. These services may be provided in any of a variety of settings.

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
-

Recommendations

There are no recommendations in this area.

E. Community Integration

Community integration is designed to help persons to optimize their personal, social, and vocational competency in order to live successfully in the community. Activities are determined by the needs of the persons served. The persons served are active partners in all aspects of these programs.

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.

Key Areas Addressed

- Opportunities for community participation
-

Recommendations

There are no recommendations in this area.

H. Host Family Services

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

- Appropriate matches of non-family participants with homes
 - Contracts that identify roles, responsibilities, needs, and monitoring
 - Needed supports
-

Recommendations

There are no recommendations in this area.

I. Respite Services

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
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Recommendations

There are no recommendations in this area.

J. Community Housing

Community housing addresses the desires, goals, strengths, abilities, needs, health, safety, and lifespan 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 may be owned, rented, leased, or operated directly by the organization or a third party, such as a governmental entity. Providers exercise control over these sites.

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.

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.

Exemplary Conformance

J.3.a.

In-home safety needs of persons served are addressed with respect to environmental issues. Gateway Society is commended for the care it takes with respect to environmental modifications for persons whose behavioral or physical circumstances require specialized attention. Some examples include the installation of cushioned material around bathroom fixtures and beds. Recently, a customized chair was designed specifically to assist a person to sit upright with greater safety, comfort, and functionality.

PROGRAMS/SERVICES BY LOCATION

Gateway Society - Services for Persons with Autism

4807 Georgia Street
Delta, BC V4K 2T1
Canada

Community Services: Child and Youth Services
Community Services: Community Housing
Community Services: Host Family Services
Community Services: Respite Services

Georgia House

4812 Georgia Street
Delta, BC V4K 2S9
Canada

Community Services: Child and Youth Services
Community Services: Community Housing
Community Services: Community Integration

Chestnut House

4576-55 B Street
Delta, BC V4K 3W5
Canada

Community Services: Community Housing

Crossroads Day Program

5008 47A Avenue
Delta, BC V4K 1T8
Canada

Community Services: Community Integration

Burnaby House

9876 Casewell Street
Delta, BC V3J 1G9
Canada

Community Services: Child and Youth Services
Community Services: Community Housing
Community Services: Community Integration

Behavioural Support Services - Northern BC

1023 Lasalle Avenue
Prince George, BC V2L 4J6
Canada

Community Services: Child and Youth Services

North Delta Life Skills Program

7603 115 A Street
Delta, BC V4C 5R1
Canada

Community Services: Community Integration
