

Semiahmoo House Society
Organization ID: 1970
Canadian Standards

Expiration date: January 31, 2024

The accreditation of Semiahmoo House Society includes the following services and associated programs:

| Program Name | COA Service Standard(s) | Service Subsections | Address |
|-------------------------------|--|---------------------------------|-------------------------------------|
| Transitions | Adult Day Services (AD) | SDA: Developmental Disabilities | 13550 77 Avenue, Surrey, BC V3W 6Y3 |
| Personal Development | Adult Day Services (AD) | SDA: Developmental Disabilities | 15306 24 Avenue, Surrey, BC V4A 2J1 |
| Acquired Brain Injury Program | Adult Day Services (AD) | SDA: Developmental Disabilities | 13550 77 Avenue, Surrey, BC V3W 6Y3 |
| Community Support Network | Adult Foster Care (AFC) | SDA: Developmental Disabilities | 15306 24 Avenue, Surrey, BC V4A 2J1 |
| Family Services | Counseling Support & Education Svs (CSE) | | 15306 24 Avenue, Surrey, BC V4A 2J1 |
| Recreation & Leisure Services | Generic Service Summary (GSS) | | 15306 24 Avenue, Surrey, BC V4A 2J1 |
| Group Homes | Group Living Services (GLS) | SDA: Developmental Disabilities | |
| Chorus Apartments | Housing Stabilization and Community Living Services (HSCL) | SDA: Developmental Disabilities | |
| Employment Services | Vocational Rehabilitation Services (VOC) | SDA: Developmental Disabilities | |
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Organizational Strengths

Semiahmoo House Society
Organization ID# 1970

Administrative and Management Standards

Ethical Practice (ETH), Financial Management (FIN), Governance (GOV) or Administration & Management (AM) (for Public State Systems), Human Resources (HR), Performance and Quality Improvement (PQI), Risk Prevention and Management (RPM)

- CA-ETH The organization's culture promotes high expectations for ethical practice at all levels within the organization. This results in open and transparent operations that effectively support its mission and are carried out in both the organization's and stakeholders' best interests.
- CA-FIN The organization has created a culture of openness, honesty, and transparency in the management of its finances and the manner in which it conducts its financial affairs. The organization has clearly defined lines of authority, accountability, and responsibility ensuring that its financial practices enable it to achieve a high level of operational efficiency and effectiveness.
- CA-GOV The organization has a sound governance framework that increases organizational viability and sustainability. The board members are highly engaged and provide appropriate direction to the organization's strategic initiatives. The board members take their governance responsibilities very seriously. They are passionate about the work of the organization and the difference that it is making in the lives of the people, families, and communities it serves.
- CA-HR Because of the seasoned leadership the comprehensive HR policies, programs, plans, and practices are clearly sound. This and the quality teamwork at all levels contribute to high mission accomplishment. The volunteer activities and contributions are impressive and respected by all. The recruitment, retention, and staff satisfaction action plans are well thought out with accountability.
- CA-PQI The organization's performance and quality improvement plan is closely aligned with the strategic plan. PQI is well integrated throughout the organization. All stakeholder groups have a role in PQI and are well versed in what is being measured, why, and the desired outcomes.
- CA-RPM The organization has a comprehensive risk management program that encompasses the

entire organization and risk areas. Risk is monitored and reviewed on an ongoing basis at all levels of the organization.

Service Delivery Administration Standards

Administrative and Service Environment (ASE), Behavior Support and Management (BSM), Client Rights (CR), Training and Supervision (TS)

- CA-ASE The facilities are exceptionally well maintained, safe, secure, pleasant, and respectful to all. Further, they reflect dignity and functionality for those who live, visit, and work there. Emergency response preparedness, safety, and special health precautions are well understood and valued by staff at all levels.
- CA-BSM The organization uses the Mandt model for behavior management, which is a widely recognized approach focusing on positive relationships and trauma-informed philosophy. All staff receive initial training as well as the recommended refreshers. It is evident that Mandt works well for the organization.
- CA-CR The organization's practices reflect a profound respect for the personal dignity, confidentiality, and privacy of the people it supports. The individuals served by the organization are supported to maximize their capacity, achieve full integration and inclusion in the community, exert control over their lives, and participate as full citizens in their communities. It is evident that the rights and dignity of the people supported are respected throughout the organization.
- CA-TS The organization clearly places a consistently high priority on training. Significant resources are dedicated to training. There is skilled and supportive supervision. This is a learning organization, which clearly contributes to continued excellence in mission accomplishment.

Service Standards

- CA-AD All of the organization's programs have a philosophy of striving to support the persons served to meet their full potential and to be independent, integrated members of their community. The staff take a positive approach with each person they support. Services are provided in an accepting and compassionate manner. The staff are well trained and supported by their managers, directors, and senior management.
- CA-AFC The Home Share program has the highest possible standards in vetting home where persons supported will reside. Homes visited were beautifully furnished and maintained. More importantly it was very evident that the persons supported were truly part of their home share family. Program staff provided support on an ongoing manner through frequent visits and ongoing communication.

- CA-CSE The program provides families a wide array of support services including advocacy, navigating the system, connecting with community resources, support with housing planning, facilitation and support with lifestyle and future planning, and support in transitioning to adult services. With the support of these services, families are being effectively empowered to help themselves and their loved ones lead independent and fulfilling lives of their own choosing.
- CA-GLS The group homes are the best of the best because of highly dedicated, multi-skilled, and caring staff, as well as teamwork at all levels. They fully understand, embrace, and implement person-centered practices with comprehensive supports. The homes are homelike, colorful, and nicely furnished and decorated. A client provided a superb tour and clearly showed pride and self-esteem. The program demonstrates mission accomplishment.
- CA-GSS The Recreation and Leisure Services program is a social and recreational program. This program is based on the belief that people with disabilities are best served when they are able to join in and use existing community groups and facilities for as many activities as possible. Program participants are actively involved in developing, planning, and implementing the activities resulting in program initiatives that reflect their wants, needs, and interests. This is truly a one of a kind program.
- CA-HSCL The Chorus Apartments offer a state-of-the-art facility with supportive, caring staff who implement person-centered practices and support. This program shows excellence in mission accomplishment. The client who provided the tour clearly demonstrated his leadership development, pride, and appreciation of his home and related responsibilities. Support teams are well led and trained for flexibility to meet the diverse needs of persons served.
- CA-VOC The program supports individuals with disabilities to get sustainable employment. This program also provides support to employers to ensure that both employer and employee are satisfied. The program is a highly effective person-centered service. This program has successfully empowered individuals to secure and maintain employment in the community.