

Semiahmoo House Society Organization ID: 1970 Canadian Standards Expiration date: January 31, 2028

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

Program Name	COA Service Standard(s)	Service Subsections
outh Campus	Adult Day Services (AD)	
Community Support Network	Adult Foster Care (AFC)	
Recreation & Leisure Services	Generic Service Summary (GSS)	
WISE Employment Services	Vocational Rehabilitation Services (VOC)	
Family Services	Counseling, Support, and Education (CSE)	
Acquired Brain Injury Program	Adult Day Services (AD)	
Group Homes	Group Living Services (GLS)	
Chorus Apartments	Housing Stabilization and Community Living Services (HSCL)	
North Campus	Adult Day Services (AD), Vocational Rehabilitation Services (VOC)	
Guidance Counselling Services	Coaching, Support, and Education (CSE)	



# **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-FIN Semiahmoo House Society (SHS) is committed to ethical financial management practices. SHS's internal control environment clearly defines administrative lines of authority, accountability, and responsibility. These sound financial practices ensure the efficient use of its resources, allowing SHS to attain a high level of efficiency in using its funding to achieve positive program outcomes and ensure its long-term financial stability.
- CA-GOV The Semiahmoo House Society (SHS) uses a Policy Governance Model called the Carver model. This governance framework increases organizational viability and long-term sustainability. Board members are highly engaged and provide appropriate direction to the agency's strategic initiatives. SHS board members are passionate about the mission of the agency and the difference the organization is making in the lives of the people, families, and communities it serves.
- CA-HR The human resources practices at the Semiahmoo House Society (SHS) ensure that it can attract and retain skilled and culturally competent staff to fulfill its mission and provide high-quality services to its clients. Personnel files are well maintained and include the required recruitment, selection, and performance evaluation information. SHS's ability to retain a strong and qualified workforce is one of its keys to achieving positive organizational outcomes and ensuring its clients are well served.
- CA-PQI The agency has a strong, comprehensive understanding of PQI and is working to engage the entire organization. Stakeholders are an integral part of the PQI and take leadership roles in the process. Information is utilized in order to inform decision-making, which is followed up on to measure success. The organization demonstrated numerous examples of positive change that have been made due to their strong PQI process.
- CA-RPM The organization is well insured; staff are well trained; buildings are well maintained;

policies and procedures are up to date to assure low risk to clients, staff, and the organization at large.

#### **Service Delivery Administration Standards**

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

- CA-ASE The promotion of health and safety is organically built into the organization. Policies procedures are clear and concise in addressing maintenance of buildings and vehicles and emergency response.
- CA-BSM The organization ensures all staff receive basic Mandt training, in addition to applicable program staff receiving more comprehensive training. The trainers are well-versed on the curriculum and work to ensure policy and training are well understood by staff, and positive behavior management is utilized daily. Clients all receive a risk assessment, and interventions are based on the unique needs and strengths of each individual. Positive behavior support plans are put into place when necessary and are reviewed on a regular basis.
- CA-CR Client Rights and Responsibilities are at the core of every part of the organization's work. The organization also focuses on strong advocacy outside of its services and has influenced significant change in the community, province, and country. Time is spent with individuals receiving services to understand their rights and responsibilities, and how the two interact, which is done not only at intake, but throughout their time working with the organization. Client needs and wants drive the organization's strategic plan and guide the mission.
- CA-PRG Case records are well documented; medications are stored and labeled to assure safety, and staff are well trained in medication management and file documentation.
- CA-TS The Semiahmoo House Society uses a multi-faceted approach to staff training and development to enhance the organization's ability to respond to the individual needs of its workers and provide ongoing support to its staff. Staff supervision is well documented, provided regularly and as needed, and is effectively used to build job skills and monitor developmental progress.

## **Service Standards**

CA-AD The adult day service programs provide a wide range of changing activities to ensure participants have choices that meet their interests. Ongoing experiences in the community are incorporated with an emphasis on inclusion. The programs pay close attention to matching staff and participants and building close connections and trust. Participants are happy, thriving, and demonstrate pride and ownership of their

participation in the program.

- CA-AFC The organization's Community Support Network Home Share Program supports individuals with developmental disabilities who want to live in a home with a family, couple or roommate. Using a person-centred approach, the program matches Home Share providers with individuals based on the best fit for their personality, support needs, lifestyle, and interests. Passionate and highly skilled program personnel support the providers and individuals through frequent home visits and constant communication. Program outcomes show high client satisfaction concerning where they live, access to the community, and support to do the things they love.
- CA-CSE The Family Supports and Services and Guidance Counseling Services provide impactful support to participants and their families. The programs provide individualized assistance based on the specific needs and are able to educate, reduce barriers, and provide support, often when it is needed most. Program staff serve as strong advocates, but also work closely with participants and families so that they may better advocate for themselves.
- CA-GLS The group homes are beautiful, well designed, bright, and well decorated. Clients make their own decorations decision and are even taken to furniture stores to pick their furniture.
- CA-GSS The Recreation and Leisure program is well organized and guided by the client's desire for enriching activities. Both staff and clients are passionate about the program and the sites visited.
- CAHSCL The Chorus Apartments offer sustainable "just enough" support to tenants who want to live in their own apartments. Caring and compassionate staff provide residents with life skills training to support them in their daily lives. This training focuses on skills they need support with and activities they are interested in learning and maintaining. The program has done a masterful job of creating a supportive community that reflects the organization's mission and core values, ensuring tenants a good quality of life, independence, full citizenship and meaningful inclusion. The tenants who provided a tour of the facility had great pride and appreciation for their home and the opportunity to live as full community citizens.
- CA-VOC The WISE program provides comprehensive education, support, and job placement, and takes an innovative approach in all aspects of its services. The program has built strong relationships with employers to help ensure positive, long-term relationships and increased success of participants. The program staff work alongside participants and their families to ensure a true understanding of their needs and interests, and in many cases, raising original expectations. Staff are clearly passionate about their work and exhibit patience and persistence in supporting participants so they may be successful.



## **FINAL RATINGS**

#### **Canadian Standards**

**Semiahmoo House Society** Org #:1970

Standard Code	Rating	NA
CA-FIN	1	
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CA-FIN 2	1	
CA-FIN 3	1	
CA-FIN 3.01	1	
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CA-HSCL 8.05		
CA-HSCL 8.06		
CA-HSCL 8.07		
CA-HSCL 8.08		
CA-HSCL 8.09		$\square$
CA-HSCL 9		$\square$
CA-HSCL 9.01		
CA-HSCL 9.02		
CA-HSCL 9.03		
CA-HSCL 9.04		$\square$
CA-HSCL 9.05		
CA-VOC	1	
CA-VOC 1	1	
CA-VOC 2	1	
CA-VOC 2.01	1	
CA-VOC 2.02	1	
CA-VOC 2.03	1	
CA-VOC 2.04	1	
CA-VOC 3	1	
CA-VOC 3.01	1	
CA-VOC 3.02	1	
CA-VOC 3.03	1	
CA-VOC 3.04	1	
CA-VOC 4	1	
CA-VOC 4.01	1	
CA-VOC 4.02	1	
CA-VOC 4.03	1	
CA-VOC 4.04	1	
CA-VOC 4.05	1	
CA-VOC 5	1	
CA-VOC 5.01	1	

Standard Code	Rating	NA
CA-VOC 5.02	1	
CA-VOC 5.03	1	
CA-VOC 5.04	1	
CA-VOC 5.05	1	
CA-VOC 6	1	
CA-VOC 6.01	1	
CA-VOC 6.02	1	
CA-VOC 7	1	
CA-VOC 7.01	1	
CA-VOC 7.02	1	
CA-VOC 8	1	
CA-VOC 8.01	1	
CA-VOC 8.02	1	
CA-VOC 8.03	1	
CA-VOC 8.04	1	
CA-VOC 8.05	1	
CA-VOC 8.06	1	
CA-VOC 9	1	
CA-VOC 9.01	1	
CA-VOC 9.02	1	
CA-VOC 9.03	1	
CA-VOC 9.04	1	
CA-VOC 10		
CA-VOC 10.01		
CA-VOC 10.02		
CA-VOC 10.03		
CA-VOC 11	1	
CA-VOC 11.01	1	
CA-VOC 11.02	1	
CA-VOC 11.03	1	
CA-VOC 11.04	1	
CA-VOC 11.05	1	