



Handbook



Kardel Consulting Services

CARF Accredited Homes and Programs

CARF Accredited Home Shares

 www.kardelcares.ca

Welcome to our Services

This Handbook is an overview for people interested in accessing or receiving Kardel Group Home and Program services. More detailed information is available in our Policy and Procedure Manual or on our website at www.kardelcares.ca.

Interpretive services will be provided as required for review of this handbook. A copy of this handbook is available when individuals start receiving services.

A copy is also available on the Kardel website. It is for persons served to look at whenever they want. Kardel staff are available to help people supported read it.

For more Information please contact:

Kardel

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All program areas at Kardel have voice mailboxes for private messages.

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ABOUT US

OVERVIEW

In 1987, Kardel Consulting Services was founded by Dr. Karl Egner to address the support and service needs of people leaving institutions. Kardel is an organization offering a broad range of high-quality services to people with developmental disabilities. Kardel provides individualized services; assists people with inclusion in their community while maintaining excellent health care, safety, and security for the people supported. Kardel remains sensitive to the person's culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, and language.

Kardel also operates a number of Group Homes, contracts with a number of individuals supported by Home Share Providers, offers a Day Program and an Individual Support Network for people with developmental disabilities.

OUR MISSION

Kardel's mission is to help people with developmental disabilities have a good life and to respect their personal choices.

OUR VISION

Kardel's vision is that of community where all members live a life, feel included, and are empowered to make personal choices in their lives.



OUR VALUES

Kardel works in accord with the following values:

- Respect
- Community Inclusion and Participation
- Human Connection
- Person-Centred Approach
- Open and Transparent Communication
- High Standards and Quality

ETHICAL RESPONSIBILITY TO THE PEOPLE SUPPORTED

- To protect those supported from abuse and neglect
- To identify and maintain the best interests of the people Kardel serves and advocate for those interests
- To respect confidentiality
- To be non-judgmental and supportive
- To provide a competent staff team with a value base consistent with Kardel's values
- To facilitate communication for the people supported and to provide them with coping strategies and problem-solving skills
- To help the people supported access appropriate and relevant services by working closely with other services in our community

“

Our Home Share Coordinator was very thorough and explained the requirements of being a Home Share Provider. When we became a Home Share Provider the transition was seamless and we felt very supported.

”

ADMISSIONS

WHO KARDEL SUPPORTS

People are referred to our services by Community Living British Columbia (CLBC) and meet CLBC's criteria for eligibility:

- Onset of disability before age 18
- Measured significant limitations in two or more adaptive skill areas
- Measured intellectual functioning indicating a developmental disability

REFERRAL SOURCES AND PROCESS:

CLBC refers potential people for service. With individualized funding, people may apply for service directly. The process of acceptance into the homes/program operated by Kardel is collaborative. Stakeholders may include: the person requesting service, their family/legal guardian, CLBC, Kardel administration and the program manager. The managers and the staff members of the home/program are most aware of the needs of the existing people supported in the homes and are in a good position to provide input and help determine the fit of a potential new person.

Referrals by the funder, CLBC, are made only when there is availability, we do not utilize a wait list.

Consideration will be given to the best fit based on personality, temperament, and match with the other people in the home. A guiding principle is that only people who can be accommodated in a safe and secure fashion with the resources available will be considered. This may require negotiations with CLBC based on the individual needs of the person entering the group home/program.

When potential candidate(s) are referred, the family, the person (if appropriate on a first visit), or people from the person's support network view the home/program and meet the manager, staff members, and potentially the other people in the home/program. This may occur over one or several visits, depending on the needs. In the programs, the analyst may have the manager contact the person and family/caregiver directly.

If the person and family/caregiver wish to proceed further, the manager will complete the profile, admission form with either the person or their family or caregiver and begin the process of information gathering to make a more informed decision regarding the appropriateness of the placement. The admission checklist form is used as a guide. The manager will be the primary contact and address any questions that arise.

It is understood that at any time the person, their family or the Kardel manager may decide it is not in the best interest of the person or the other people in the home/program to proceed. It is incumbent upon the manager to provide a clear indication of the reasons for not proceeding to assist the worker, individual involved, and family with their search for an appropriate placement.

TRANSITION PLAN

The needs of the person, the resources of the company, the needs of others served, and the suitability of matches, and space are all considered when planning the person's transition.

Our goal is to introduce the person to the home or program in a comfortable manner. Kardel creates a welcoming atmosphere and encourage the person's and their family's involvement to make this a successful transition.

1. The person and their family/support providers meet with the manager to develop a transition plan, and a copy is provided to each person. The manager also completes a comprehensive orientation checklist, to ensure all necessary areas are addressed.
2. The Transition Plan includes:
 - Dates and length of visits and supports required for visits
 - Communication during transition phase
 - Health, safety and medication requirements
 - Introductions to others in the home/program/home share if applicable
 - Management of personal belongings during the transition if applicable
 - Identification of supplies that need to accompany the person
 - Assessment of placement suitability or match suitability
3. The following information is gathered to ensure an understanding of the person:
 - Social History (including cultural, emotional, spiritual and physical background), and
 - Medical History (for the group homes this includes an up-to-date immunization record, TB test and a medical form stating the person is free of communicable diseases).
 - Individual Care Plan to ensure the person receives care in the most appropriate manner with consideration to his/her historical preferences.
4. A Behavioural Support Plan is written and shared with staff in the home or program, when applicable.

MOVING IN

Before a person moves permanently into a group home, the following must be in place:

- Banking arrangements
- Health care benefits
- Consent for health care procedures
- Inventory of personal belongings
- Application form: Immunizations; record of height and weight; risk assessment of wandering or elopement, falls

Once the person has moved in, the following documents are completed:

- Person-Centred Plan (PCP) completed with the person: within 3 months
- Individual Care Plan (ICP) is completed: within 30 days
- Health Care Plan – completed with Home Community and Care (HCC) or Kardel's nurse consultant, if required, as soon as possible

WAIT TIMES

Once it is agreed that our services are the appropriate services, he/she will be informed as to the start date or if their name is on a wait list. The time of waiting depends on space, staffing and funding. Kardel is committed to communication with the person as clearly as possible throughout the admission process.

PAYER SOURCES: CHARGES, FEES OR OTHER PAYMENTS

Ministry of Social Development and Innovation provides a monthly amount for each person receiving income assistance and residing in home share or group homes: this amount per month is paid to cover shelter, support costs and personal expenses. This includes non-prescription medications, leisure and recreational activities, gifts, personal care items or services, restaurant meals, hairdressing, memberships, vacations, subscriptions and music. Futures Club charges a \$20.00 fee, on an ability to pay basis to cover the cost of admissions, special events, parties, etc. There are no fees associated with Individual Support Network programs.

VISITORS

Our aim is to encourage and support relationships that are important to the person, as family and friends are an integral part of life.

MOVING ON

Kardel recognizes that people's needs and desires may change. If a person expresses interest in other arrangements, a CLBC facilitator is contacted. Staff assists the person to find a more suitable placement. Kardel staff will support the person emotionally throughout the process and maintain contact through the transition. Kardel first searches for an appropriate alternative within our own network, which would ensure a smooth transition with the potential for continuity of relationships. If this is not possible, Kardel works with the CLBC facilitator while they seek an alternative placement for the person.

Kardel will give the new service provider complete information about the person (subject to completion of the consent of release of information form), summarizing his/her needs, and will assist the new provider to support the person. The manager and staff work with the new placement to ensure a smooth transition.

Persons served have rights:

RIGHTS AND RESPONSIBILITIES

- As a Canadian and BC Citizen
- As a person with disabilities; and
- As a person participating in Kardel's services.

A comprehensive listing of rights is in our policy and procedure manual and on the Kardel website. Kardel staff will review rights with persons served every year. Kardel encourages all stakeholders to report violation of rights. For people living in licensed group homes, Island Health specify a rights document that must be reviewed annually.

RIGHTS AS A PERSON LIVING IN CANADA

In 1982 the government of Canada told all Canadians about their rights in a document called Canadian Charter of rights and Freedoms.



RIGHTS AND RESPONSIBILITIES CONTINUED

The rights included in this Charter are:

- The right to be treated fairly and equally regardless of colour, sex or age, or whether a person has a physical or developmental disability.
- The right to choose religion
- The right to have own thoughts and the right to talk about our thoughts
- The right to gather with other people
- The right to vote
- The right to stay in Canada or leave
- The right to learn

RIGHTS AS A PERSON LIVING IN BRITISH COLUMBIA

BC has the BC Human Rights Code. It says that people cannot be discriminated against because of a physical or developmental disability.

The code says people have the right to

- Access the same services as everyone else including restaurants, malls, transportation and schools
- Get hired and get the same wages as everyone else
- Be treated the same as all the other tenants when renting an apartment or a house

A person with a disability who is 19 years or older has the right to access the Persons With Disability (PWD). PWD information and benefit applications may be accessed at the nearest Ministry of Social Development and Innovation office at 1-866-866-0800 PWD provides a monthly support allowance, medical coverage and PharmaCare coverage as well as other medical benefits such as dental care; and an annual bus pass at a reduced cost.

The Family/Support Network has the following rights:

- To attend PCPs with permission of their family member
- To visit the person and have privacy during visits
- To appeal any decision that affects the health, safety or quality of life of their family member through the manager or the Chief Executive Officer. (See resolving concerns brochure)

The Family/Support Network has the following responsibilities:

- To bring any concerns to the attention of the organization and follow the process in the Policy and Procedure Manual or in the Resolving Concerns Brochure for complaint resolution
- To follow the home or program rules while visiting

- To provide information that is helpful in meeting the needs of the person being served
- To support a positive team dynamic
- To respect the needs of other people living in the home or attending the program

RESPONSIBILITIES FOR SERVICE PROVIDERS

As service providers, Kardel is required to meet standards for Licensing, CLBC, health care plans developed by Home Community and Care, Ministry for Children and Families, accreditation, collective agreements, municipal, provincial and federal legislation and occupational health and safety standards.

QUALITY OF LIFE INDICATORS:

Kardel's goals for ensuring a high quality of life

In addition to the above rights, our services are guided by the goal of helping ensure persons served have a high quality of life.

This is defined by the following eight components, with some examples under each component:

1: Emotional Well-Being

- To be treated with dignity and respect in an age appropriate manner
- To be treated fairly and equally regardless of sexual orientation, cultural background, socioeconomic level or beliefs,
- To have persons served mode of communication respected and attended to and to receive communication in a manner that facilitates understanding
- To be free from seclusion and any aversive treatment
- To have access to and understand the complaint resolution process to express dissatisfaction with services

2: Interpersonal Relations

- To determine own relationships
- Privacy
- To participate in chosen activities
- To have meaningful relationships with family and friends

3: Material Well-Being

- To have personal belongings and possessions
- Assistance to access available financial resources to do the things that are important to persons served

4: Personal Development

- To receive help in a timely fashion that meets the urgency of needs of persons served
- To pursue interests
- To have opportunities for personal growth;
- To have skill development
- To access necessary information and support
- Cultural and spiritual growth according to wishes of persons served

5: Physical Well-Being

- To be provided with appropriate medical, dental, audiological, psychological and other health services on both a preventative basis as well as an emergency basis
- To engage in physical exercises; receive adequate and proper nutrition; to have adequate, clean and appropriate clothing as required for health, comfort and well-being

6: Self Determination

- Persons served are involved in all decisions concerning themselves
- To informed consent or refusal or expression of choice regarding service delivery; release of information; concurrent services; composition of the service delivery team; involvement in research
- To have access to self-help and advocacy support services and be encouraged to self-advocate
- To have sexual expression of one's own choice

7: Social Inclusion

- To live and work in the least restrictive environment possible and to access the services of the community
- To participate in community in roles that persons served value and that society values

8: Rights

- To have personal information kept confidential
- To make and participate in political decisions to the level of interest and understanding and receive information about rights as a citizen
- To engage in private communication with others, including the right to associate with others
- To have access or referral to legal entities for appropriate representation
- To access own records
- To exercise right to make choices
- To have access to information pertinent to self in sufficient time to facilitate his or her decision making

INVESTIGATION AND RESOLUTION OF ALLEGED INFRINGEMENT OF RIGHTS

Respect for the rights of the people Kardel supports is an important tenant of our services. Any breach of rights should be brought forward in the same manner as outlined under our resolving concerns process.

INFORMED CONSENT: RISK VERSUS CHOICE

Kardel believes that adults with developmental disabilities have the right to make their own decisions. Staff provide information to the people supported in plain language or in a manner the person understands to assist with decision-making. Each person is fully informed about potential risks and benefits. When the person requests, requires, or agrees to assistance with decisionmaking, then family or advocates are invited to participate.

CONFIDENTIALITY

The people supported their families and outside agencies entrust Kardel with important personal information. It is essential that staff members maintain the highest degree of confidentiality when dealing with personal information. Personal information is not shared outside the support team for the person without a signed consent.

Upon hiring, every employee must sign a "Promise of Confidentiality". Confidentiality is explained to the new employee and by signing, they agree to maintain confidentiality, even after terminating their employment with Kardel. Violations of confidentiality seriously injure the reputation of Kardel and betray the trust of people receiving support. Casual remarks can be misinterpreted and repeated and are therefore discouraged.

Peoples' records are highly confidential and restricted to use by staff members who have a need to know to provide high quality support, and CLBC. Medical Health Officers and their delegates may access records when required to fulfill their obligations under the Community Care Facility Act and the Adult Care Regulations. As a service contracted by CLBC, all records legally belong to CLBC.

When a situation arises where an individual asks a person providing service to keep certain information confidential, it is expected that the staff person respects the request, except in situations whereby staff not sharing the information could result in that individual's or someone else's health or safety being in jeopardy.

RIGHTS AND RESPONSIBILITIES CONTINUED

PRIVACY

Kardel respects the privacy of people receiving support.

- People providing services are oriented to respect the privacy of persons served
- Kardel does not share information about persons served unless consent is given
- Kardel keeps written information in a locked place
- Kardel respects rights to privacy when helping with personal care
- Kardel encourages persons served to respect the privacy of others
- Any information on our computers is password protected and only those who need to know have access

CONSENT FOR RELEASE OF INFORMATION

All people may request access to their personal records. With the person's permission, families and/or their advocate may also request access.

Relevant information concerning people being served may be shared with health care professionals after obtaining the appropriate consents.

The manager coordinates and is ultimately responsible for the release of information. The information relates to what is needed to provide high quality service.

RESOLVING CONCERNS

Kardel makes every effort to address the concerns of the people supported and others involved with our services in a comprehensive, timely, professional and sensitive manner. Complaints will not result in retaliation or barriers to service. Brochures outlining the process are available at all sites and in the front of this handbook.

The people supported, staff, families, volunteers, practicum students, advocates, and community members are encouraged to bring their concerns forward. If possible, they speak directly to the staff person involved in any complaint first.

Kardel staff informs any complainant about the complaint resolution process. All parties have a responsibility to deal with complaints with mutual respect. Private and personal information is kept confidential except for those responsible for finding a solution. People wishing

assistance to file a complaint may contact the Director of Programs and Quality Assurance through Central Office at 250 382-5959 ext 232.

APPEALS

People supported or their families may contact external organizations with concerns. Kardel welcomes outside investigation and recommendations pertaining to issues of quality within our services. Depending on the nature of the complaint, people may request external investigation from the following:

- | | |
|---|----------------|
| • Advocate for Service Quality | 1-800-663-7867 |
| • CLBC: Quality Assurance office | 1-855-664-7972 |
| • The BC Human Rights Tribunal | 1-888-440-8844 |
| • Office of the Information and Privacy Commissioner for BC | 1-800-663-7867 |
| • Office of the Public Guardian and Trustee | 1-604-660-4444 |
| • Ombudsperson BC | 1-800-567-3247 |
| • Patient Care Quality Office | 1-250-370-8323 |

RESEARCH

Research is important for the long-term improvement of services and Kardel will cooperate with researchers and work with them to facilitate their work under strict guidelines. No research will take place involving participants without informed consent. Please see Kardel Policy and Procedure Manual for further details.



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I like my planning meeting as I make choices for the things that I want to do.

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MONITORING AND SAFEGUARDS

I: MONITORING IN THE HOMES AND PROGRAMS

Employees

Kardel hires employees who are committed to supporting people with developmental disabilities. They are screened to ensure that they have values that promote inclusion, community participation and nurturing a high quality of life for people that receive our services.

Employees are required to provide their certification i.e. community support worker/educational assistant, or health care assistants and/or one year of relevant experience. References are checked prior to hiring. The following current documentation is required:

- Tuberculosis test (Homes only)
- Signed Doctor's authorization
- Criminal Record Check
- Valid First Aid including C.P.R. certification
- Driver's Abstract
- Immunization Record if available (Homes only)

Staff members complete an annual review of core competencies. Mandt training and certification for understanding behaviour as communication is also provided.

A Performance Evaluation is completed before the end of the employee's probationary period and annually thereafter. Employees receive orientation in each home/program in which they are registering to work. All employees are responsible for the quality of service provided and for bringing any concerns to the attention of the manager.

All persons involved with the people supported are welcome to offer feedback regarding service quality through the manager and participate in an annual survey regarding quality of service.

Information Manuals

A detailed Policy and Procedure Manual is available on the Kardel website at www.kardelcares.ca. A Fire and Emergency Manual, Infection Control Manual, and an Occupational Health and Safety Manual is available at each group home. A copy of the collective agreement is available in each Unionized home and program.

Occupational Health and Safety in the homes and programs

Kardel has an Occupational Health & Safety (OH&S) Group with OH&S representatives from homes and programs. The goals are to monitor workplace health and safety and to reduce risk by putting relevant policies, procedures and protocols in place. The OH&S group review all incidents, staff injuries and conduct annual inspections at each site. All employees and the people supported, when possible, participate in three fire drills, six emergency drills and one evacuation each year. All Kardel vans are inspected monthly and receive regular maintenance. Each home, program and van has a first aid kit. All injuries are reported and Worksafe BC forms are readily available. An earthquake kit is maintained in each program.

2. EXTERNAL MONITORING AND SAFEGUARDS

Each home and program is monitored by a variety of sources to ensure high quality service within our organization and to ensure safeguards are in place for the protection of the people Kardel serves.

CARF Accreditation

In January 2004, Kardel was awarded a three-year CARF (Commission on Accreditation of Rehabilitation Facilities) accreditation for its ten homes and Futures Club day program. In December 2006, CARF awarded Kardel its second three-year accreditation, August 2010 its third three-year accreditation and in January 2014 its fourth three-year accreditation.

CARF is an independent, not-for-profit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. Kardel has undertaken a rigorous peer review process. During an on-site visit, Kardel has demonstrated to a team of CARF surveyors that Kardel staff are committed to meeting CARF's accreditation standards.

In keeping with CARF Standards, Kardel has established a process for Continuous Quality Improvement. Kardel annually surveys all the people supported, their families, staff, volunteers and other stakeholders for ideas to improve the quality of services.

Community Living British Columbia (CLBC)

CLBC is the provincial funding agency for the services operated by Kardel and a CLBC analyst is appointed as a contact. Kardel submits reports as required by CLBC.

MONITORING AND SAFEGUARDS CONTINUED

Community Care Facilities Act

In a licensed home (three or more people) an Island Health licensing officer is responsible for ensuring the home meets the regulations of the Community Care Facilities Act. A licensing officer and nutritionist visit the home periodically for inspection and review of operating procedures.

ShareVision logs are available within the homes/programs are legal documents and may be reviewed by the licensing officer. They may also be subpoenaed in a court of law.

Workers Compensation Act

Kardel adheres to the Workers Compensation Act and works closely with the Workers Compensation Board to ensure workplace safety programs are in place through Kardel's Occupational Health and Safety (OH&S) group.

Fire Inspections

Fire inspections are conducted annually, and fire extinguishers and sprinkler systems are inspected according to established standards.

Pharmacist Review

The pharmacist and the Medication Safety and Advisory Committee review the management of medications within the homes every six months.

Protection

Kardel wants people in homes and programs to know that person served are our first priority. Kardel will not tolerate any abuse, exploitation, retaliation, humiliation, neglect or behaviour that place a person served at an unacceptable level of risk. Please TELL someone if this is happening to person served. The Manager is the best person to talk to; however, if this is not possible, tell family or friends or a trusted staff person. Please see our "Resolving Concerns" leaflet for additional details.

HELPING TO ACHIEVE PLANS

INDIVIDUAL CARE PLAN (ICP)

It is important to have a clear record of the best manner in which to support daily living activities. Individual Care Plans are developed when a person moves into our services, with input from family and/or prior placement. The care plan outlines each person's personal care routines, special equipment needs, preferences with receiving assistance etc.

HEALTH CARE PLAN (HCP)

People supported with significant health care needs are eligible for services from HCC (Home Community and Care Services) This comprehensive team provides nursing support, physiotherapy, occupational therapy, and a nutrition expert. Kardel also hires a part-time registered nurse consultant.

PERSON-CENTRED PLAN (PCP)

A Person-Centred Plan is developed for each person in his or her home or program every year. A trained Kardel Facilitator coordinates the annual PCP meeting with the manager, person, his or her family and significant others. The purpose is to establish plans for the year ahead based on the hopes and dreams of the person supported. It is also a time to reflect on the person's history, culture, personality, and likes and dislikes, ensuring the uniqueness of each person is respected. The person supported is in charge of their plans and Kardel utilizes the Quality of Life model to assist with this.

GOAL TRACKING FOR MEASUREABLE OUTCOMES

Plans established at PCPs are recorded in ShareVision and are recorded through the year. Keeping plans measurable ensures Kardel is delivering the services people wish to receive. Progress toward plans is reported in semi-annual reports and sent to families and the CLBC facilitator, with the person's consent.

SELF ADVOCACY

Kardel encourages people to speak for themselves and join groups that advocate for improved conditions for people with disabilities. Kardel sponsors "Self Advocates for a Brighter Future" along with Becon Support Services. Information about meetings are posted each month at each Kardel site or from the managers. Individual Support Network (ISN)

“As a family member we have an excellent relationship with the house. We are made to feel welcomed and invited to celebrations.”

KARDEL GROUP HOMES AND PROGRAMS

Amelia Home

Amelia is a four-bedroom home in a pleasant residential area close to the ocean. Designed for complete wheelchair accessibility, it is equipped with a Wispa lift system, a Merrybel Exercise Assist System, and Techno (hydraulic lift) tub. Amelia has access to a wheelchair-adapted van.

Dustin Court

Dustin is a five-bedroom home on a cul-de-sac in Cordova Ridge. The home is wheelchair-accessible and has a manual bath lift, a floor lift to assist with transfers and a wheelchair-adapted van.

Henry House

Henry is a sunny five-bedroom rancher. It is wheelchair-friendly and has a wheelchair-accessible van. The home is equipped with a Wispa lift system and the bathtubs have chair lifts.

Hillside Home

Centrally located, the apartment is close to many shops, services and parks. The suite is wheelchair-accessible and has many adaptations to ensure easy mobility and safety.

Lakes Road Home

Lakes is a three-bedroom home designed for wheelchair mobility, with a Dolphin tub, a Wispa lift system and a wheelchair-accessible van.

Maryland Home

Maryland is a quiet and spacious five-bedroom home on a half-acre of land in Sidney. Wheelchair-friendly, the home has a Wispa lift system, Arjo tub and a wheelchair-accessible van.

Paskin Home

Paskin is a five-bedroom home and is within walking distance of a large shopping centre. The home is designed for complete wheelchair accessibility, with a Wispa lift system and a wheelchair-adapted van.

Patterson Home

Patterson is a three-bedroom rancher in a quiet rural setting within easy walking distance of Saanichton town center.

Sentinel Home

Sentinel is a four-bedroom home in beautiful Dean Park in Sidney. Designed for wheelchair accessibility, it has a Wispa lift system, an Arjo tub and a wheelchair-adapted van.

Individual Support Network (ISN)

As a Host Agency, Kardel works closely with individuals and their families on program development, staffing, and service delivery. As well as handling Individualized Funding contracts, ISN continues to provide Supportive Living Services to people living semi-independently. ISN also supports some of Kardel's residents and their families as they explore alternative living arrangements. The hours of service are established to best meet the needs of the people supported.

Day Program: Futures Club

Futures Club is a wheelchair-accessible day program. The program provides approximately 80% of its activities in the community with 20% of the activities centre-based. The program has a Wispa lift and a wheelchair-accessible van. Futures charges a fee to cover the cost of recreational outings, admissions, and materials. Currently the fee is \$20.00 per month and it may be adjusted to reflect the actual cost. The program runs from 9:00-2:40 Monday to Friday with some people attending part time if that better serves their interest.

Home Share

Home Sharing enables adults with developmental disabilities to choose an environment that addresses their specific needs and desires. Each home sharing arrangement varies depending on the unique needs and lifestyle preferences of the individual. Home Sharing increases the opportunity for people to establish natural relationships and social connections within their community. Individuals might live with a family, roommate, couple, or in their own suite within a family home. Kardel provides opportunities for Home Sharing throughout Vancouver Island.

Respite Services

Respite services are provided by Kardel, to provide temporary relief for persons supported and families, in the mid and upper area of Vancouver Island.



SUMMARY

The definition of high quality services changes as our society becomes more knowledgeable about the needs, desires, abilities and strengths of people with developmental disabilities.

Since our inception Kardel has learned much about being community based and ensuring the active participation of the persons served as full citizens. Our goal is to grow and change and to continue as exemplary service providers.



Kardel Consulting Services Inc

CARF Accredited Homes and Programs

CARF Accredited Home Shares

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