



Three-Year Accreditation

**CARF**  
**Survey Report**  
**for**  
**Bethesda Christian**  
**Association**

---

**CARF INTERNATIONAL**  
6951 East Southpoint Road  
Tucson, AZ 85756 USA  
Toll-free 888 281 6531  
Tel/TTY 520 325 1044  
Fax 520 318 1129

**CARF-CCAC**  
1730 Rhode Island Avenue, NW, Suite 410  
Washington, DC 20036 USA  
Toll-free 866 888 1122  
Tel 202 587 5001  
Fax 202 587 5009

**CARF CANADA**  
1400 - 10020 101A Avenue NW  
Edmonton, AB T5J 3G2 CANADA  
Toll-free 877 434 5444  
Tel 780 429 2538  
Fax 780 426 7274

**Organization**

Bethesda Christian Association  
2975 Gladwin Road, Unit 105  
Abbotsford, BC V2T 5T4  
Canada

**Organizational Leadership**

Bert Altena, Executive Director  
John Koning, Associate Director

**Survey Dates**

June 20-22, 2012

**Survey Team**

Paula L. McElwee, M.R.A., Administrative Surveyor  
Kristine L. DeMonte, Program Surveyor  
Jeff Harrison, Program Surveyor

**Programs/Services Surveyed**

Community Housing  
Community Integration  
Host Family Services  
Supported Living

**Previous Survey**

June 8-10, 2009  
Three-Year Accreditation

---

**Survey Outcome**

Three-Year Accreditation  
Expiration: June 2015

---



**Three-Year Accreditation**

# SURVEY SUMMARY

## **Bethesda Christian Association has strengths in many areas.**

- The organization's board of directors is an involved group of individuals and is dedicated to the organization. The board is small enough to get things done but large enough to have active committees. The leadership, managers, persons served, and personnel clearly believe in and are dedicated to the organization's mission. As they work to pursue peace, unity, and harmony in every area of life, they maintain relationships with funders, community partners, families, and the persons served.
- Because the needs of persons served are foremost in driving services forward, the approach to planning is to work from individual planning to identify risks, accessibility needs, and assistive technology needs and then to move these needs forward from the individual plan to the overall strategic plan. These are then reported on in the annual report, where it is clear that the strategic plan and the individual planning for persons served are connected and interactive.
- Initiatives among personnel, such as the respectful workplace and the fit for life workplace wellness programs, demonstrate the organization's commitment to its personnel and the personnel's commitment to each other.
- Bethesda Christian Association has good financial stewardship as evidenced in the resources managed by its foundation, sound fiscal management, and responsiveness in the budgeting process and in the giving back through the project for sharing adaptive equipment with partners in Guatemala through its association with Hope Haven International.
- The family support program was not part of this accreditation process but is worthy of mention because of the way it supports families with children at home, especially as they transition into adult services. The families express their gratitude that Bethesda Christian Association funds this program out of its discretionary dollars because it is such a high priority to assist families as well as persons served.
- Advocacy in healthcare has been increased by the concise and current summary for each person served that is given to the provider at the onset of an appointment or treatment.
- Bethesda Christian Association has developed an intranet application from SharePoint® into its own ShareVision site. Policies and procedures, quality processes, minutes, forms, and many other informational items are maintained in a single place, which is password protected for confidentiality. SharePoint provides immediate communication to all users when policies change or new announcements are made.
- A training to assist the persons served in identifying and using personal gifts has been implemented on a small scale and is growing to include more persons served in this intentional approach to building their capacity to participate in the community in their areas of strength and interest.

- The organization's properties are attractive and well maintained. There is an efficient system for reporting and tracking maintenance needs. Each residential home is individualized, well decorated, and an integral part of the neighbourhood. The décor and daily routines in each home clearly reflect the personal choices and individuality of the persons served. This includes the many adaptations and the use of assistive equipment where needed.
- The organization has developed a wide variety of opportunities for persons served to have choices and be an active part in their community.
- Bethesda Christian Association embraces the CARF accreditation process as exhibited in its preparation for this survey and its commitment to incorporate the standards in everyday service delivery.
- Staff members are commended for their knowledge and insight into the needs of the persons served and their commitment to provide quality program services throughout the organization. There is an eagerness to learn and a willingness to try new approaches that are in the best interests of the persons served. Staff members appear to adopt progressive and positive strategies to help the persons served achieve desired outcomes.
- Staff members express that they share the same values as the organization, which has contributed to their desire to maintain employment over the long term. Staff members also indicated that they feel valued by the organization and that their input is sought on a frequent basis.
- The persons served have many opportunities to participate in the community. Among the activities accessed by the persons served are volunteer positions, recreational and leisure activities, vacations, and regular opportunities to connect with their family and friends. The persons served also have the opportunity to participate in educational opportunities as desired at day program sites.
- The organization has developed strong partnerships with community professionals such as nurses, doctors, occupational therapists, and behavioural consultants. These professionals indicate that Bethesda Christian Association is collaborative and dedicated and goes the extra mile to ensure quality supports, even in the current funding environment.
- The organization is acknowledged for its efforts to develop procedures to ensure that goals of persons served are followed up on at least quarterly to ensure that an action plan can be developed for goals that require additional effort in order to be achieved.
- Families have expressed their appreciation for the support and commitment of staff members, who consistently exceed their expectations in providing services as well as advocating for the resources needed for their family members. Among the comments made by family members were "Bethesda has an amazing and awesome program," "I thank God every day for Bethesda," "They listen better than anyone else," and "They have been such a support to me and my family."

**Bethesda Christian Association should seek improvement in the areas identified by the recommendations in the report. Consultation given does not indicate non-conformance to standards but is offered as a suggestion for further quality improvement.**

On balance, Bethesda Christian Association is an established, well-respected service provider in British Columbia. The board, leadership, personnel, membership, and persons served are united in their commitment to enhance and assist individual lives through the services offered. Bethesda

Christian Association has made a clear commitment to quality and has actively participated in accreditation. This is a very open, transparent organization whose values flow out of the faith-based nature of the association. The services observed were safe, effective, and provided in attractive neighbourhoods. Although there are recommendations identified in this report, they do not appear to represent any one area of significant concern. Bethesda Christian Association demonstrates substantial conformance to CARF standards, and the persons served appear to benefit from the services provided.

Bethesda Christian Association has earned a Three-Year Accreditation. The board, leadership, personnel, membership, and persons served are commended for this accomplishment and are encouraged to continue to pursue quality through the application of CARF standards going forward.

## **SECTION 1. ASPIRE TO EXCELLENCE<sup>®</sup>**

### **A. 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
- Commitment to diversity
- Corporate responsibility
- Corporate compliance

---

#### **Recommendations**

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

It is recommended that the organization's written procedures to deal with allegations of violations of ethical codes of conduct be expanded to include a time frame to initiate an investigation.

---

## C. Strategic Integrated Planning

### Principle Statement

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.

---

## D. Input from Persons Served and Other Stakeholders

### Principle Statement

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.

### Consultation

- The survey used to obtain input from persons served seems a little long. It could be more useful to either shorten it to the most pressing questions or break it up into smaller sections.
-

## **E. Legal Requirements**

### **Principle Statement**

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.

---

## **F. 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
  - Review of service billing records and fee structure
  - Financial review/audit
  - Safeguarding funds of persons served
- 

### **Recommendations**

There are no recommendations in this area.

---

## G. Risk Management

### Principle Statement

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.

---

## H. Health and Safety

### Principle Statement

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

**H.4.a.(2) through H.4.b.(6)**

**H.4.b.(8)**

**H.4.c.**

Although staff is provided with competency-based training upon hire, the training is not competency based thereafter. It is recommended that competency-based training be provided annually to personnel in the areas of health and safety practices, identification of unsafe

environmental factors, emergency procedures, evacuation procedures if appropriate, identification of critical incidents, reporting of critical incidents, and reducing physical risks. The organization should ensure that the training is documented. One way to ensure that the employee has demonstrated competence in these areas could be to include an observation and verification of competence in the performance appraisal.

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

**H.5.a.(4)**

**H.5.a.(6)**

**H.5.b.(1)**

**H.5.b.(2)**

Although the organization has initiated resource-specific emergency procedures that require each location to develop tailored emergency procedures at that site, these site-specific procedures are not consistently in place. It is recommended that written emergency procedures be developed for bomb threats, utility failures, and violent or other threatening situations. The written emergency procedures should satisfy the requirements of applicable authorities and practices appropriate for that locale.

**H.6.a.(1)**

**H.6.a.(2)**

**H.6.c. through H.6.e.**

Although the organization has conducted some tests of its emergency procedures through complete actual or simulated physical evacuation drills and some analysis has occurred, it is recommended that it conduct unannounced tests of all its emergency procedures at least annually on each shift and at each location. The tests should be analyzed for performance improvement, result in improvement of or affirm satisfactory current practice, and be evidenced in writing. One effective tool to ensure that this is completed might be to add checkboxes for the shift and for the emergency procedure to the evacuation forms as a reminder of this requirement.

**H.11.b.**

When transportation services are provided to the persons served, the organization should have evidence of a regular review of driving records of all drivers.

**H.13.a. through H.13.b.(3)**

Although the organization has some type of quarterly review pertaining to self-inspections, all shifts are not included. It is recommended that comprehensive health and safety self-inspections be conducted at least semi-annually on each shift. The self-inspections should result in a written report that identifies the areas inspected, recommendations for areas identified for improvement, and actions taken to respond to the recommendations.

**Consultation**

- The organization could consider adding seatbelt cutters and glass breakers to the safety supplies kept in vehicles.

## I. 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 descriptions/performance
  - Policies regarding students/volunteers, if applicable
- 

### Recommendations

#### I.7.a.

Although the volunteer handbook covers certain items that could be covered in an agreement, it is recommended that a signed agreement be established for the volunteers utilized by the organization. One way to accomplish this agreement might be to have the volunteer sign a statement that they have reviewed and agree with the content of the volunteer handbook.

### Consultation

- It is suggested that a checkbox be added to the performance appraisal to indicate that the job description has been reviewed with the staff member. This could ensure that an annual review of the job description occurs more consistently.
- 

## J. Technology

### Principle Statement

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

---

## Recommendations

### J.1.a.(6)

It is recommended that the written technology and system plan be expanded to address assistive technology.

---

## K. Rights of Persons Served

### Principle Statement

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

### K.4.b.(2)

Although Bethesda Christian Association has a very thorough complaint procedure, it requires a high amount of literacy in order to be fully understood. It is recommended that the organization ensure that the complaint procedure is understandable to the persons served. This could be achieved by developing a plain-language version of the process or one that uses pictorial, video, or audio mediums. The organization could also consider using its handbooks, website, or newsletter to make the procedure more readily available to the persons served.

---

## L. Accessibility

### Principle Statement

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

## **Key Areas Addressed**

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

## **Recommendations**

There are no recommendations in this area.

---

## **M. Information Measurement and Management**

### **Principle Statement**

CARF-accredited organizations are committed to continually improving their organizations and service delivery to the persons served. Data are collected 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.

---

## **N. Performance Improvement**

### **Principle Statement**

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. QUALITY INDIVIDUALIZED SERVICES AND SUPPORTS**

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

### **Principle Statement**

A fundamental responsibility of the organization is to provide a comprehensive program structure. The staffing is designed to maximize opportunities for the persons served to obtain and participate in the services provided.

### **Key Areas Addressed**

- Services are person centred and individualized
  - Persons are given information about the organization's purposes and ability to address desired outcomes
  - Documented scope of services shared with stakeholders
  - Service delivery based on accepted field practices
  - Communication for effective service delivery
  - Entrance/exit/transition criteria
- 

## **Recommendations**

There are no recommendations in this area.

### **Consultation**

- Although the organization's releases of confidential information contain a time limitation of three years, it is suggested that the time limitation be reduced, possibly to one year.
-

## **B. Individual-Centred Service Planning, Design, and Delivery**

### **Principle Statement**

Improvement of the quality of an individual's services/supports 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, directing, and planning that affects his or her life. Efforts to include the person served in the direction or delivery of those services/ supports 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-centred and individualized
  - Persons are given information about the organization's purposes and ability to address desired outcomes
- 

### **Recommendations**

#### **B.5.b.(2)**

#### **B.5.b.(4)**

Given that service plans for all persons served contain broad goal statements, it is recommended that individual service plans for the home sharing program identify specific measurable objectives and those responsible for implementation.

---

## **C. Medication Monitoring and Management**

### **Principle Statement**

These standards apply only to programs that are responsible for monitoring and/or managing medications for the persons served.

### **Key Areas Addressed**

- Current, complete records of medications used by persons served
- Written procedures for storage and safe handling of medications
- Educational resources and advocacy for persons served in decision making
- Physician review of medication use
- Training and education for persons served regarding medications

---

## Recommendations

There are no recommendations in this area.

## Consultation

- The organization could implement a procedure in which certain medications, such as lorazepam, are counted on a daily basis in order to ensure better accountability.
  - Although Bethesda Christian Association has policies and procedures for medication administration that are specific to each program, it is suggested that it review the content of these documents and attempt to streamline them into a single reference. This could ensure that staff members are better able to identify where to access information when it is needed on short notice.
- 

## F. Community Services Principle Standards

### Principle Statement

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
- 

## Recommendations

There are no recommendations in this area.

---

## SECTION 4. COMMUNITY SERVICES

### Principle Statement

An organization seeking CARF accreditation in the area of community services assists the persons and/or families served in obtaining access to the resources, services, and supports 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 linkages to existing generic opportunities and natural supports in the community.

The organization obtains information from the persons and/or families served regarding resources and services/supports they want or require that will meet their identified needs, and offers an array of services/supports it arranges for or provides. The organization provides the persons and/or families served with information so that they may make informed choices and decisions.

The services and supports are changed as necessary to meet the identified needs of the persons and/or families served and other stakeholders. Service designs address identified individual, family, socioeconomic, and cultural needs.

Expected results from these services/supports may include:

- Increased inclusion in community activities.
- Increased or maintained ability to perform activities of daily living.
- Increased self-direction, self-determination, self-reliance, and self-esteem.

## **E. Community Integration**

### **Principle Statement**

Community integration is designed to help persons to optimize their personal, social, and vocational competency to live successfully in the community. Persons served are active partners in determining the activities they desire to participate in. Therefore, the settings can be informal to reduce barriers between staff members and persons served. An activity centre, a day program, a clubhouse, and a drop-in centre are examples of community integration services. Consumer-run programs are also included.

Community integration provides opportunities for the community participation of the persons served. The organization defines the scope of these services and supports based on the identified needs and desires of the persons served. This may include services for persons who without this option are at risk of receiving services full-time in more restrictive environments with intensive levels of supports such as hospitalization or nursing home care. A person may participate in a variety of community life experiences or interactions that may include, but are not limited to:

- Leisure or recreational activities
- Communication activities
- Spiritual activities
- Cultural activities
- Vocational pursuits
- Development of work attitudes
- Employment activities
- Volunteerism
- Educational and training activities
- Development of living skills
- Health and wellness promotion

- Orientation, mobility, and destination training
- Access and utilization of public transportation
- Interacting with volunteers from the community in program activities
- Community collaborations and social connections developed by the program (partnerships with community entities such as senior centres, arts councils, etc.)

### **Key Areas Addressed**

- Opportunities for community participation
- 

### **Recommendations**

There are no recommendations in this area.

### **Consultation**

- The Langley Day Services program is currently located in a remote rural location. The organization could consider looking for a site that is more centrally located in an effort to better facilitate access to community activities.
  - The organization is encouraged to further expand the employment opportunities provided to the persons served.
  - The organization is very focused on creating opportunities for persons served to network and share ideas, as evidenced in its Circle of Friends program. Perhaps this forum could also be used as an opportunity for persons served to create some type of advocacy support network. This could include peers supporting peers and representing ideas/concerns on behalf of others.
- 

## **H. Host Family Services**

### **Principle Statement**

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

### H.4.f.

Although the organization has written agreements with its host family contractors, host family contracts should identify evaluation criteria.

---

## J. Community Housing

### Principle Statement

Community housing addresses the desires, goals, strengths, abilities, needs, health, safety, and life span 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/ supports are provided are typically owned, rented, leased, or operated directly by the organization, or may be owned, rented, or leased by a third party, such as a governmental entity. Providers exercise control over these sites in terms of having direct or indirect responsibility for the physical conditions of the facility.

Community housing is provided in partnership with individuals. These services/supports 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/supports 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. For persons in alcohol and other drug programs, these services/supports are focused on providing sober living environments to increase the likelihood of sobriety and abstinence and to decrease the potential for relapse.

Community housing programs may be referred to as group homes, halfway houses, three-quarter way houses, recovery residences, sober housing, domestic violence or homeless shelters, and safe houses. These programs may be located in rural or urban settings and in houses, apartments, townhouses, or other residential settings owned, rented, leased, or operated by the organization. They may include congregate living facilities and clustered homes/apartments in multiple-unit settings. These residences are often physically integrated into the community, and every effort is made to ensure that they approximate other homes in their neighbourhoods in terms of size and number of individuals.

Community housing may include either or both of the following:

- Transitional living that provides interim supports and services for persons who are at risk of institutional placement, persons transitioning from institutional settings, or persons who are homeless. Transitional living is typically provided for six to twelve months and can be offered in congregate settings that may be larger than residences typically found in the community.
- Long-term housing that provides stable, supported community living or assists the persons served to obtain and maintain safe, affordable, accessible, and stable housing.

The residences in which Community Housing services are provided must be identified in the Intent to Survey. These sites will be visited during the survey process and identified in the survey report and accreditation outcome as a site at which the organization provides a Community Housing program.

### **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
- 

### **Recommendations**

There are no recommendations in this area.

---

## **K. Supported Living**

### **Principle Statement**

Supported living addresses the desires, goals, strengths, abilities, needs, health, safety, and life span issues of persons usually living in their own homes (apartments, townhouses, or other residential settings). Supported living services are generally long-term in nature but may change in scope, duration, intensity, or location as the needs and preferences of individuals change over time.

Supported living refers to the support services provided to the person served, not the residence in which these services are provided. A sampling of people receiving services/supports in these sites will be visited as part of the interview process. Although the residence will generally be owned, rented, or leased by the person who lives there, the organization may occasionally rent or lease an apartment when the person served is unable to do so. Typically, in this situation the organization would co-sign or in other ways guarantee the lease or rental agreement; however, the person served would be identified as the tenant.

Supported living programs may be referred to as supported living services, independent living, supportive living, semi-independent living, and apartment living; and services/supports may include home health aide and personal care attendant services. Typically there would not be more than two or three persons served living in a residence, no house rules or structure would be applied to the living situation by the organization, and persons served can come and go as they please. Service planning often identifies the number of hours and types of support services provided.

The home or individual apartment of the person served, even when the organization holds the lease or rental agreement on behalf of the person served, is not included in the intent to survey or identified as a site on the accreditation outcome.

### **Key Areas Addressed**

- Safe, affordable, accessible housing chosen by the individual
  - In-home safety needs
  - Support personnel available based on needs
  - Supports available based on needs and desires
  - Persons have opportunities to access community activities
- 

### **Recommendations**

There are no recommendations in this area.

---

# PROGRAMS/SERVICES BY LOCATION

## **Bethesda Christian Association**

2975 Gladwin Road, Unit 105  
Abbotsford, BC V2T 5T4  
Canada

Community Housing  
Community Integration  
Host Family Services  
Supported Living

## **Abbotsford Home**

1895 Jackson Street  
Abbotsford, BC V2S 2Z8  
Canada

Community Housing  
Community Integration

## **Matsqui Home**

32768 Bevan Avenue  
Abbotsford, BC V2S 1T1  
Canada

Community Housing  
Community Integration

## **West Clearbrook Home**

2339 Arbutus Street  
Abbotsford, BC V2T 2N8  
Canada

Community Housing  
Community Integration

## **Clearbrook Home**

32553 Willingdon Crescent  
Abbotsford, BC V2T 1S1  
Canada

Community Housing  
Community Integration

**Bethesda Center**

3245 Trethewey Street  
Abbotsford, BC V2T 4C1  
Canada

Community Housing  
Community Integration

**West Abbotsford Home**

31126 Kingfisher Drive  
Abbotsford, BC V2T 5K4  
Canada

Community Housing  
Community Integration

**Mt. Lehman Home**

6705 Satchell Road  
Abbotsford, BC V4X 2E3  
Canada

Community Housing  
Community Integration

**Langley Home**

20477 - 93A Avenue  
Langley, BC V1M 1B8  
Canada

Community Housing  
Community Integration

**Surrey Home**

16321 - 108 Avenue  
Surrey, BC V4N 1N7  
Canada

Community Housing  
Community Integration

**Richmond Regional Office**

11371 - #3 Road  
Richmond, BC V7A 1X3  
Canada

Community Housing  
Community Integration

**Richmond Home**

7540 Acheson Road  
Richmond, BC V6Y 1M9  
Canada

Community Housing  
Community Integration

**West Richmond Home**

10120 #1 Road  
Richmond, BC B7E 1S2  
Canada

Community Housing  
Community Integration

**South Richmond Home**

10984 Springmont Gate  
Richmond, BC V7E 1Y4  
Canada

Community Housing  
Community Integration

**East Kelowna Home**

2209 Mayer Road  
Kelowna, BC V1W 2G2  
Canada

Community Housing  
Community Integration

**Kelowna Home**

1010 Coronation Avenue  
Kelowna, BC V1Y 7A7  
Canada

Community Housing  
Community Integration

**North Kelowna Home**

1011 Clement Avenue  
Kelowna, BC V1Y 7E3  
Canada

Community Housing  
Community Integration

**Penticton Home**

66 West Okanagan Avenue  
Penticton, BC V2A 3K9  
Canada

Community Housing  
Community Integration

**Ladner Home**

6315 Holly Park Drive  
Delta, BC V4K 4T3  
Canada

Community Housing  
Community Integration

**Chilliwack Home & Day Services**

9422 Coote Street  
Chilliwack, BC V2P 6B5  
Canada

Community Housing  
Community Integration

**Graduate Day Services**

3260 Gladwin Road  
Abbotsford, BC V2S 7B4  
Canada

Community Integration

**Maple Ridge Home**

11411 - 236A Street  
Maple Ridge, BC V2W 2A3  
Canada

Community Housing  
Community Integration

**Bethesda Sardis Home**

5881 Clover Drive  
Sardis, BC V2R 1B8  
Canada

Community Housing  
Community Integration

**Langley Day Services**

21783-76B Avenue  
Langley, BC V2Y 2S5  
Canada

Community Integration

**Abbotsford Apartment**

#211 33731 Marshall Road  
Abbotsford, BC V2S 1L5  
Canada

Community Housing

**North Chilliwack Home**

9800 McNaught Road  
Chilliwack, BC V2P 6G2  
Canada

Community Housing  
Community Integration