

1. Service Scope and Access

Scope of services

Spectrum Society provides direct service and support to adults with developmental disabilities and adults with acquired brain injuries, in the following service categories:

(a) Community Housing:

Spectrum owns three duplexes in East Vancouver, on East 15th Avenue, East 2nd Avenue and Taunton Street. Two or three people live in each duplex unit, and staff are available 24 hours a day, 7 days a week. These homes were established in 1988 and 1989, through the provincial institutional downsizing projects, and are funded by Community Living British Columbia (CLBC) and BC Housing.

Referrals: Spectrum is no longer accepting referrals for Community Housing.

(b) Supported Living:

In Supported Living, people live in their own home (apartments, suites, co-ops), or in their family home. Staff come in to provide support anywhere from a few hours a week to 24 hours a day, depending on the person's needs. Supported Living may include staffed overnight shifts, a live-in caregiver, or an unpaid roommate. Spectrum's Supported Living services are funded by CLBC.

Referrals: Spectrum accepts referrals for Supported Living from CLBC and directly from individuals and families.

(c) Shared Living:

In Shared Living, people live with a contracted caregiver, either in their own home or in the caregiver's home. The person has a private bedroom or suite in the house, but shares common living space with the caregiver, as well as sharing meals, household duties, etc.

Referrals: Spectrum accepts referrals for Shared Living from CLBC and local health authorities, and directly from individuals and families.

(d) Community Inclusion:

Spectrum's Community Inclusion services assist individuals to work or do other purposeful activity, using the person's home or a community location as a base. Services are highly individualized and the number of hours of support varies from one person to another according to each person's needs and the outcomes specified by the funder in the service contract. Specific activities may include supported or customized employment, recreation, adult education, lifeskills instruction, or volunteer work.

Referrals: Spectrum accepts referrals for Community Inclusion from CLBC and local health authorities, and directly from individuals and families.

Entry criteria

The following criteria are considered in determining an individual's eligibility for services:

- (a) Service capacity: the total number of individuals served shall remain within Spectrum's established service capacity. Service capacity will be reviewed annually and may be adjusted, in response to demand for services and in accordance with the Society's strategic plan;
- (b) Operational capacity: refers to the availability of appropriately trained personnel, including sufficient direct support staff and a supervisor;
- (c) Shared commitment: the individual and his or her personal network must be committed to working in partnership with Spectrum to develop a personalized serviced that is driven to the greatest extent possible by the individual. A shared commitment to Spectrum's mission, values and strategic direction is critical to a successful working relationship. As well, individuals will understand and agree to abide by any contractual obligations set by the funder and applicable regulatory bodies (eg. WorkSafe, Employment Standards, licensing). A variety of information will be provided and reviewed with the individual to help make an informed choice about coming into Spectrum's services;
- (d) Signed agreement: a signed agreement, in the form of a contract for service between the funder and the Society (and the family, in the case of a host agency agreement) must be in place prior to services starting. This agreement shall include funding arrangements, service deliverables and outcomes, reporting requirements, start date for services and, if applicable, end date or review date for services.

Spectrum tracks each new referral and maintains an informal waitlist, but generally if someone meets the above criteria we will provide them with support, either through direct services or by assisting them to access other services that will meet their needs. The Associate Director of Operations reviews requests for services and consults with Spectrum's leadership team to decide on acceptance into services.

Intake

Once a decision has been made to proceed with providing services, the next step is to begin the intake process, which involves:

- (a) Completing an intake assessment, which gathers information about the person's support needs, goals, intended outcomes of service, and other relevant information;

(b) Identifying specific supports required – both internal and external to Spectrum, paid and unpaid supports – and confirm expectations for coordinating support between the individual and their personal network, Spectrum personnel, professionals, and any concurrent services.

(c) Confirming staffing, housing and other requirements.

A great deal of time and care goes into the intake process, to ensure that the best possible plans and resources are in place prior to services starting.

Reasonable accommodation

Individuals who are accepted into Spectrum's services will be provided with reasonable accommodation to ensure full access to Spectrum's services and activities. Individuals or families are welcome to make requests for accommodation at any time by talking to the manager or coordinator of the program.

Transition criteria

Spectrum supports each person in his or her growth and development, which may include transitions such as moving from one type of housing arrangement to another, changing jobs, etc. We encourage people to have homes of their own that reflect the normative living arrangements of others in community, and jobs or other activities that are typical of what others of a similar age would pursue. Individuals wishing to move into a different type of housing or community inclusion service should speak to the Coordinator or to the Associate Director of Better Networks. Criteria for a successful transition include a desire for positive change, and a willingness to work in partnership with Spectrum, the funder and any other service providers involved to develop and implement a thoughtful transition plan.

Exit criteria

While some individuals will require support over the long-term, others may wish to move out of services into a more independent situation. Spectrum supports the right of individuals and their personal networks to determine the level of support they need to have a good life in community, which may include both paid and natural supports. Upon intake, and through ongoing person-centred planning, individuals will review their direct support needs with their team and consider whether moving on to greater independence is a desirable and realistic goal. Criteria for exiting Spectrum's services are sometimes written right into the service contract, or they may be negotiated on an individual basis as the person's needs change over time.

Individuals wishing to exit Spectrum's services or to explore other service options should speak to the Coordinator of their services or to a Director. We want people to have choices, even choosing a different service provider if they feel another agency can better meet their needs. If

requested, we will help people to explore other services, and we will work to ensure a smooth transition to the new service provider.

An exit summary will be completed when a person who leaves Spectrum's services, to document the results of the services provided, the person's feedback, and any recommendations for future services.