

1. Service Scope and Access

Scope of services

Spectrum Society provides support to adults with developmental disabilities, in the following service categories:

(a) Community Housing:

Spectrum owns two duplexes in East Vancouver, on East 15th Avenue and East 2nd Avenue, and one apartment in Burnaby. One or two people live in each unit, and staff are available 24 hours a day, 7 days a week. These homes are funded by Community Living British Columbia (CLBC) and BC Housing.

Referrals: Spectrum is no longer accepting referrals for Community Housing, except when a vacancy arises in an existing home. In such circumstances, Spectrum will accept referrals from CLBC.

(b) Supported Living:

In Supported Living, people live in their own home (house, apartment, suite, co-op). Staff 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 and local health authorities.

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 (single, family or couple), either in their own home or in the caregiver's home. The person has a private bedroom or suite in the house. The individual and the caregiver share common living spaces, meals and household routines.

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

e. Support Coordination:

Support Coordination involves the coordination of multiple services and supports in collaboration with the individual and their network. It is meant to link the person to other community supports, both paid and unpaid, for example employment services, housing, counselling, advocacy or education services.

Referrals: Spectrum accepts referrals for Support Coordination from CLBC 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 service 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). 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 Executive Director

reviews requests for services and consults with Spectrum's leadership team to decide on acceptance into services.

Service Start-Up

Once a decision has been made to proceed with providing services, the next step is to initiate the start-up process, which involves:

- (a) Defining the service scope, partnership arrangement and accountabilities of each party on the Service Plan;
- (b) Gathering information about the person's support needs, goals, intended outcomes of service, and other relevant information;
- (c) Confirming staffing, housing and other logistics.
- (d) Assigning a supervisor to oversee the implementation of the service plan and be the fixed point of contact between Spectrum, the individual, family and other stakeholders.

A great deal of time and care goes into the Service Plan and start-up process, to ensure that the best possible plan and all the necessary resources are in place and to set things up for success.

Transition criteria

Spectrum supports each person in his or her growth and development, which may include transitions such as moving from one type of living 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. 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 arrangement. 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 service start-up, and through ongoing person-centred planning, individuals will review their 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 wants and needs evolve.

Individuals wishing to exit Spectrum's services or to explore other service options should speak to the Coordinator of their services. 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 leaves Spectrum's services, to document the results of the services provided, the person's feedback, and any recommendations for future services.