



CREDIBILITY • INTEGRITY • ACHIEVEMENT

COA's Service Standards Service Definitions

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Adoption Services (CA-AS)

(Adoption Services; Home Study Services; Post Placement Services)

Adoption Services provide information, counseling, and support to birth parents, children, youth, and prospective adoptive parents to facilitate permanent caring relationships for children within families. Adoption Services also provide support to birth parents, adopted individuals, and adoptive parents after an adoption has been finalized.

Adult Day Services (CA-AD)

Adult Day Services provide daytime, community-based services for adults who are in need of supervised support, stimulation, and care and who return home in the evening. Services are designed to maintain or improve social, psychological, and physical functioning. Health, social, educational, and/or supportive services are offered to individuals who need some supervision and assistance but are not in need of intensive medical monitoring, rehabilitative services, more than minimal assistance with activities of daily living, or overnight care.

Adult Protective Services (CA-APS)

Adult Protective Services provide services to adults who are partially or completely unable to protect their own interests or who are vulnerable to exploitation, neglect, or injury. Organisations offer screening, investigation, and intervention, as appropriate, to adults who have been mentally, emotionally, physically or sexually abused, neglected by themselves or others with responsibilities towards them, exploited financially or otherwise, or abandoned. When appropriate, Adult Protective Services assist guardians and caretakers in fulfilling their roles.

Case Management (CA-CM)

(Case Management, Care Coordination, Intensive Case Management)

Case Management Services plan, secure, coordinate, monitor, and advocate for unified goals and services with organisations and personnel on behalf of individuals and families.

Intensive Case Management services provide a coordinated, comprehensive array of services through the ongoing support of and frequent contact with a trusting, caring case manager.

Child and Family Development and Support Services (CA-CFD)

Child and Family Development and Support Services address the needs of the family as a whole and are based in the homes, neighbourhoods, and communities of families who need help promoting positive development, meeting challenges, and preventing adverse outcomes.

Child Protective Services (CA-CPS)

Child Protective Services receive, screen, and investigate reports of suspected child abuse and neglect, and conduct safety and risk assessments. Child protective services can also provide, or refer families to, alternative response services. Child Protective Case Management services monitor the safety of children at risk of abuse or neglect who remain in the home, and help parents or legal guardians to fulfill their parental roles. When necessary, and with statutory authority, Child Protective Services remove children from parental care as a protective intervention and arrange for appropriate out-of-home care.

Counseling, Support, and Education Services (CA-CSE)

Counseling, Support, and Education Services are prevention oriented and provided in the community to help families and individuals of all ages cope with the stresses of daily living. Services emphasize personal growth, development, and situational change.

Counseling services may also be provided in conjunction with other more intensive services to address such issues as: rape crises and other victim traumas and individual or family complexities, such as substance use, mental health, medical conditions, or job loss.

Crisis Response and Information Services (CA-CRI)

(Crisis Intervention; Crisis Hotline Services; Information and Referral Services)

Crisis Intervention Services are immediate methods of intervention that can include stabilization of the person in crisis, counseling and advocacy, and information and referral, depending on the assessed needs of the individual.

Crisis Hotline Services establish immediate communication links and provide supportive interventions for people in critical or emergency situations.

Information and Referral Services link people with appropriate community resources.

Day Treatment Services (CA-DTX)

(Social Adjust Services; Intensive Outpatient Treatment; Partial Hospitalization)

Day Treatment Services are daytime programs that provide integrated, comprehensive treatment; educational, pre-vocational or vocational, and activity services to individuals; and therapeutic services to their families.

Domestic Violence Services (CA-DV)

Domestic Violence Services provide a range of supportive services appropriate to the needs and preferences of survivors of partner abuse, including crisis assistance, safety planning, advocacy, case management, material assistance, counseling, and/or housing.

Early Childcare and Development Services (CA-ECCD)

(Child Care Centers; Family Child Care Homes)

Early Child Care and Development Services provide quality care and promote development of children who need child care outside the home. Services provide children with opportunities for educational, physical, and social activities to stimulate healthy development. Services provide parents with information and support related to parenting and provide support for employment or needed relief from caregiving responsibilities. Services may be provided in a child care center or in family child care homes.

Employee Assistance Programs (CA-EAP)

Employee Assistance Programs (EAPs) are employment-related services provided internally or under a contract or arrangement with an employer, union, or organisation designed to identify and assist employees with problems that interfere with work productivity or cause behavioural difficulties.

Family Preservation Services (CA-FPS)

(Family Preservation and Stabilization Services; Intensive Family Preservation and Stabilization Services)

Family Preservation and Stabilization Services provide support, education, counseling, advocacy, and crisis intervention in the homes and communities of families with children who are: (1) at risk of being placed in out-of-home care, or (2) returning from out-of-home care. Out-of-home placements can include, but are not limited to, placements in: kinship care, foster care, psychiatric inpatient care, residential treatment, and juvenile justice facilities. Family preservation is sometimes considered an alternative response to a Child Protective Services (CA-CPS) intervention.

Financial Management and Debt Counseling Services (CA-FMDC)

Financial Management and Debt Counseling Services provide debt management programs and educational services and programs to assist consumers with money management, budgeting, knowledge of resources needed to acquire housing, and the prudent and intelligent use of credit.

Foster Care Services (CA-FC)

Family Foster Care Services provide children and youth with protection, care, and nurturance by foster parents in private homes. Support services are provided to the family to facilitate reunification with the child. If reunification is not an option, the organisation works to ensure the child is placed in another permanent living arrangement.

Therapeutic Foster Care Services provide children whose exceptional needs cannot be met in their own homes, or in regular family foster care homes, with intensive supportive and clinical services in the homes of specially trained foster parents. Foster parents provide interventions and treatment, protection, care, and nurturance to meet the medical, developmental, and/or psychiatric needs of children. Children may have: emotional or behavioural disorders; physical disabilities; developmental disabilities; severe or life threatening illnesses; or conditions that require the routine use of a medical device and/or daily ongoing care or monitoring. Therapeutic programs can serve children involved with the child welfare, mental health, and juvenile justice systems.

Group Living Services (CA-GLS)

Group Living Services provide community-based care or support and supervision on a short- or long-term basis to individuals living in a group setting.

Home Care and Support Services (CA-HCS)

(Home Health Aide Services; Personal Care Aide Services; and Homemaker Services)

Home Care and Support Services provide individuals with assistance and care so they can live safely at home independently or with caregivers. Individuals may need and choose from an array of care provider services and support including:

- a. assistance with personal care and basic activities of daily living, including maintenance of physical, cognitive, and social function through physical activity and socialization;
- b. housekeeping, meal preparation and food safety, transportation, grocery shopping, managing finances, help with medication, and other instrumental activities of daily living; and,
- c. with supervision, extension of basic skilled services, such as assistance with and monitoring of self-administered medication, provision of paramedical care and procedures, assistance with basic levels of rehabilitation, routine exercise, safe lifting, and healthy movement routines to maintain ambulation, and education on prevention of falls, injuries, and decline to address the value of independent functioning.

Immigration and Refugee Resettlement Services (CA-IRR)

(Transition Services; Citizenship Assistance Services)

Immigrant and Refugee Resettlement is an umbrella term for a range of services that assist immigrants and refugees with the migration and relocation process. When rebuilding their lives and becoming active participants in an unfamiliar country, immigrants and refugees face challenges, including possible discrimination, difficulty accessing and using services, and frustration due to changes in economic opportunities and the social, cultural environment. A significant number of young people are immigrants and refugees, or are children of immigrants and refugees.

Some organisations have a mission to respond to a particular area of need, such as increasing job readiness and English language skills for individuals with limited education and job prospects; other organisations provide comprehensive services. Transitional Assistance, sometimes an initial phase of Resettlement Services, engages community members and institutions in activities that promote the social acceptance, adaptation, integration, and financial self-reliance of recent arrivals in their new community. Providers of these services often work in partnership with child welfare, social service, mental health, and the educational system to aid Separated and Unaccompanied Children. Immigration, Citizenship and Naturalization Legal Assistance Services educate, guide, and assist individuals and families who need information about immigration laws, requirements and procedures related to change of legal status or application for permanent residency, and representation with authorities.

Kinship Care Services (CA-KC)

Formal Kinship Care Services place children in provincial custody with kinship families, ensure their safety, and promote permanency and well-being. Support services are provided to facilitate family reunification or another permanent placement for the child. Kinship caregivers can be relatives or other adults who have a relationship with the child.

Informal Kinship Care Services provide information and support to families that have made private arrangements for a child to live with kin temporarily while his or her parents are unable to care for the child.

Opioid Treatment Programs (CA-OTP)

Opioid Treatment Programs (OTPs) provide opioid treatment and comprehensive medical, psychosocial, and addiction treatment for narcotic-dependent individuals in a therapeutic environment.

Outdoor Activities Supplement (CA-OAS)

The *Outdoor Activities Supplement* applies when an organisation conducts outdoor activities as part of any COA accredited service other than Wilderness and Adventure-Based Therapeutic Outdoor Services. Please see the Related File, “Outdoor Activities Table” for a list of relevant activities.

Outpatient Mental Health Services (CA-MH)

Outpatient Mental Health Services address mental health symptoms and associated functional impairments, help manage co-occurring health and substance use conditions that interact with and affect the mental health presentation, and provide support for psychosocial adjustments related to life cycle issues, including: birth and death; aging; marriage; divorce; parenting; intergenerational conflicts; and adult, child, and family relations.

Outreach Services (CA-OS)

(Outreach; Mobile Outreach; Drop-In Centers for the Homeless)

Street Outreach Services/Mobile Outreach Services are offered to individuals and families not served or are underserved by existing community service delivery systems.

Drop-In Centers provide daytime shelter that is safe, secure, comfortable, and non-stigmatizing.

Pregnancy Support Services (CA-PS)

Pregnancy Support Services provide education, counseling, resources, and support to individuals who are pregnant and in need of assistance, consistent with the organisation’s mission.

Psychiatric Rehabilitation Services (CA-PSR)

Psychiatric Rehabilitation Services provide skill building, peer support, and other supports and services to help adults with serious and persistent mental illness reduce symptoms, achieve optimal levels of community membership, increase satisfaction with their living environment, and restore and/or enhance their personal, social, and vocational capabilities.

Assertive Community Outreach services use a multi-disciplinary team approach to provide a full array of acute, active, and ongoing community-based psychiatric treatment, outreach, rehabilitation, and support services to adults with serious and persistent mental illness.

Residential Treatment Services (CA-RTX)

Residential Treatment Services (RTX) provide a time limited, interdisciplinary, psycho-educational, and therapeutic 24-hour-a-day structured program with community linkages, provided through non-coercive, coordinated, individualized care, specialized services and interventions. Residential Treatment Centers

provide highly customized care and services to individuals following either a community based placement or more intensive intervention, with the aim of moving individuals toward a stable, less intensive level of care or independence.

Short-Term Diagnostic Centers provide comprehensive assessments, observation, and monitoring in a highly structured setting and make recommendations for additional services that will address identified needs.

Crisis Stabilization Centers provide assessment and stabilization services for individuals in acute psychiatric crisis. Such individuals are offered services in a safe, structured environment in order to return to their previous level of functioning.

Respite Care (CA-RC)

Respite Care programs provide temporary relief to caregivers with responsibility for the care and supervision of adults or children who: have physical, emotional, developmental, cognitive, behavioural, or mental health disabilities; are at risk of abuse or neglect; or are in foster care.

Respite Care is provided in a supportive, enriching, and therapeutic environment, in the caregiver's home, in the service provider's home, in a program facility, or in the community. Services can be provided on a planned or as needed basis, including in response to a crisis. Families experiencing medical emergencies and stressful home situations such as domestic violence or homelessness may request crisis nursery respite care. Generally, care is provided for a few hours or days at a time. Crisis nursery and short-term residential respite services can extend to a few weeks or a month at a time. When services are provided in response to a crisis, the timeframes may be less predictable and dependent upon resolution of the crisis. Respite care providers can include employees, independent contractors, volunteers and foster parents.

Services for Individuals with Developmental Disabilities (CA-DDS)

COA's *Standards for Individuals with Developmental Disabilities (DDS)* apply to programs and services whose focus is working with the DD population, or when individuals with developmental disabilities are a significant proportion of the service population. Each of these programs and services will be assigned a service section (for example, Group living Services or Case Management). The DDS Standards will then be reviewed in conjunction with each of the assigned sections.

Services for Substance Use Conditions (CA-SA)

(Diagnosis, Assessment, and Referral Services; Co-Dependency Counseling; Substance Related Disorders Counseling; Treatment for Substance Related Disorders)

Services for Substance Use Conditions are comprehensive and integrated community-based services designed to help individuals and families resolve problems resulting from the use of alcohol or other drugs and address co-occurring health and mental health conditions.

Shelter Services (CA-SH)

(Low Demand Shelters; Emergency Shelters; Short-Term Shelters; Transitional Shelters; Shelter Services for Homeless and Runaway Children or Youth)

Shelter Services provide food, clothing, temporary shelter, and other services to homeless individuals and families.

Social Development and Enrichment Services for Children and Youth (CA-SDE)

Social Development and Enrichment Services engage children and youth in a variety of social, educational, and recreational activities appropriate to their needs, interests, and abilities. Organisations sometimes describe these services as positive youth development programs.

Supported Community Living (CA-SCL)

Supported Housing, Supported Single Room Occupancy Housing/Supported Apartments provide temporary or permanent service-enhanced housing and community living in a safe environment that encourages maximum independence for persons who do not need 24-hour care.

Transitional Housing programs provide supportive services to meet the needs of individuals and families in need of a temporary service-enhanced living environment.

Scattered Site Housing programs provide services to individuals and families in individual apartments in multiple locations.

Vocational Rehabilitation Services (CA-VOC)

(Skill Development Training; Vocational Evaluation; Work Adjustment; Job Development and Placement; Supported Employment; and Work Services)

Vocational Rehabilitation Services provide individualized coordination of counseling, career planning, training, support services, and job placement appropriate to the employment and life goals of persons with disabilities.

Volunteer Mentoring Services (CA-VM)

Volunteer Mentoring Services establish and support strong, friendly, helping relationships between selected volunteers and children, youth, or adults.

Wilderness and Adventure-based Therapeutic Outdoor Services (CA-WT)

Wilderness and Adventure-Based Therapeutic Outdoor Services are day or residential programs that provide an intensive, therapeutic experience based on outdoor, educational, clinical, and other activities that involve physical and psychological challenges.

Workforce Development and Support Services (CA-WDS)

Workforce Development and Support Services; and *Financial Asset Building Services* are community-based services that provide information and referral; educational opportunities; job training, placement, and follow-up; and financial literacy and planning to facilitate personal job acquisition and economic mobility.

Youth Independent Living Services (CA-YIL)

Youth Independent Living Services are designed for older adolescents who have been separated from their homes, may have been disconnected from long-term family relationships, and may have assumed parenting responsibilities. These youth need skills and support to lead self-sufficient, healthy, productive, and stable adult lives. Youth receiving these services may be in provincial custody, living in a foster care

or kinship care home, or in a residential treatment or group home setting and typically face numerous challenges due to multiple, changing living arrangements. These challenges include a lack of: connection to effective support for educational achievement and school continuity, access to employment preparation and jobs, personal financial education, competency and security, and sources of encouragement to save and start to accumulate assets.