Three-Year Accreditation

CARF
Survey Report
for

Pathways Abilities
Society

carf INTERNATIONAL

Organization

Pathways Abilities Society
123 Franklyn Avenue
Kelowna BC V1X 6A9
CANADA

Organizational Leadership

Charisse Daley, Executive Director

Leslie Munro, Activity Quality Assurance Manager

Survey Dates

September 8-10, 2014

Survey Team

Makenna Rielly, M.A., Administrative Surveyor

Cynthia L. Roling, Program Surveyor

Programs/Services Surveyed

Community Employment Services: Employment Supports
Community Employment Services: Job Development
Community Housing
Community Integration
Organizational Employment Services

Governance Standards Applied

Previous Survey

October 26-28, 2011
Three-Year Accreditation

Three-Year Accreditation

Survey Outcome

Three-Year Accreditation
Expiration: November 2017

SURVEY SUMMARY

Pathways Abilities Society has strengths in many areas.

■ The organization has taken a strong business approach and has written many policies and procedures to help with the foundation of both business practices and service provision.

■ The organization demonstrates its respect for clients by maintaining a facility that is clean, safe, and welcoming.

■ The leadership staff is dedicated to the organization's mission and to meeting the CARF standards, as exemplified by the quick response to remedy any recommendations at the moment of identification, if possible, or development of a plan was made to address achieving conformance.

■ The board of directors has a strong commitment to the organization's mission and the quality of programs and services provided to clients.

■ The longevity of many of the staff members at Pathways Abilities Society exemplifies leadership supporting a work culture that is supportive of the staff members who are committed to the organization's mission.

■ Pathways Abilities Society is handled by a cadre of staff members who are competent and well trained. The organization portrays an obvious passion towards making a positive impact in the lives of clients.

■ The leadership team, under the executive director, has led the organization to a strong and professional presence to provide quality services and meet its goals and mission.

■ The executive director is recognized for her business acumen in advancing the organization to purchase an impressive facility that is comfortable, secure, and a welcoming place for clients and staff members.

■ Pathways Abilities Society staff members are enthusiastic, friendly, and kind, and express high levels of satisfaction with their jobs. The staff members are conscience of their language and the words they use to describe the supports used.

■ The activities centre supervisor and the scheduling committee has done a great job in networking with businesses and local community groups to market the skills and abilities of the clients to be contributing volunteers within their communities. Pathways Abilities Society leverages the collective impact of other like-minded non-profits within the surrounding area to make community volunteer engagement happen for the clients.

■ The clients express that they feel in the driver's seat in setting and obtaining their employment goals and there is definite articulated satisfaction with the client-centred support delivered by the employment staff members. Employers express that they feel Pathways Abilities Society staff members are responsive, creative, and always approachable whenever issues arise.

■ Pathways Abilities Society's community integration and employment development site is warm, inviting, well kept, and very organized. The clients feel proud to attend Pathways Activity Centre, and its staff members demonstrate a lot of pride and accountability in ensuring that the activity and employment work sites are kept to a high standard.

- Pathways Abilities Society staff members express high satisfaction levels with their jobs. Many staff members are long-standing employees of the organization and speak with passion and enthusiasm about its values. The staff members are proud of the outcomes achieved by clients.

- Pathways Abilities Society's community integration services engage in comprehensive activity planning process that involves choice and a complete individualization of each client's daily and weekly schedule of activities. Overall, the clients are excited about attending their daytime services, the community opportunities, and the array of choices offered.

Pathways Abilities Society 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, Pathways Abilities Society is committed to utilizing the CARF standards as a tool in the promotion of quality improvement. Staff members are committed to promoting the standards, focusing on their commitment to clients, and operating a quality business. The organization is well run and works as effectively as possible. Pathways Abilities Society should continue to review standards and practices as a part of doing business. Although areas for improvement exist, it appears that the organization has the willingness and resources to address the opportunities for improvement noted in this report. It is clearly evident that clients are benefiting from the programs and services provided by the organization.

Pathways Abilities Society has earned a Three-Year Accreditation. The organization is commended for its efforts to provide quality services and is encouraged to continue to use its resources to address the improvements noted in this report and to use the CARF standards as guidelines for continuous quality improvement.

SECTION 1. ASPIRE TO EXCELLENCE®

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

There are no recommendations in this area.

B. Governance

Principle Statement

The governing board should provide effective and ethical governance leadership on behalf of its owners'/stakeholders' interest to ensure that the organization focuses on its purpose and outcomes for persons served, resulting in the organization's long-term success and stability. The board is responsible for ensuring that the organization is managed effectively, efficiently, and ethically by the organization's executive leadership through defined governance accountability mechanisms. These mechanisms include, but are not limited to, an adopted governance framework defined by written governance policies and demonstrated practices; active and timely review of organizational performance and that of the executive leadership; and the demarcation of duties between the board and executive leadership to ensure that organizational strategies, plans, decisions, and actions are delegated to the resource that would best advance the interests and performance of the organization over the long term and manage the organization's inherent risks. The board has additional responsibilities under the domain of public trust, and as such, it understands its corporate responsibility to the organization's employees, providers, suppliers, and the communities it serves.

Key Areas Addressed

- ■ Ethical, active, and accountable governance

- ■ Board composition, selection, orientation, development, assessment, and succession

- ■ Board leadership, organizational structure, meeting planning, and management

- ■ Linkage between governance and executive leadership

- ■ Corporate and executive leadership performance review and development

- ■ Executive compensation

C. Strategic 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
C.1.c.
C.1.l.(1) through C.1.m.
The ongoing strategic planning of the organization should consider the competitive environment; the use of technology to support efficient operations, effective service delivery, and performance improvement; and information from the analysis of performance.

C.2.c.(2)
Although the organization included goals with some time lines in the strategic plan, it is recommended that the written strategic plan set priorities.

Consultation

■ The strategic plan from 2011 was well written and in an easy–to-read format. It is suggested that the current plan be modified to a similar format, rather than being broken into two with the action plan being separated from the whole plan.

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.

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

E.1.j.

Although the organization takes its legal obligation very seriously, the privacy of clients was at risk because a computer located at the front reception area could be easily viewed in the lobby. The organization should increase its efforts to demonstrate a process to comply with obligations related to the privacy of clients.

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.1.

Overall, the organization has a successful health and safety program that goes beyond compliance with regulatory requirements to manage risk and to protect the health and safety of clients, employees, and visitors. However, it is recommended that the organization further expand its efforts to maintain a healthy and safe environment by addressing issues noted during the survey regarding computer cords underneath desks in employee and clients' computer stations that could be a tripping hazard; removing clutter under desks that does not allow for proper access to keyboards; removing chemical cleaning products in offices, washrooms, and the kitchen; and ensuring full access to a patio.

H.6.b.(1)
H.6.b.(3)

The organization moved to a 17,000 square foot building with a myriad of staircases and exits. Although the exit signs are lit, it is recommended that evacuation routes be understandable to clients and other stakeholders, including visitors. The organization is encouraged to identify evacuation routes on the evacuation plan, identify various paths to the exits, and highlight the actual exit doors.

H.14.b.(3)

Although comprehensive health and safety self-inspections are conducted, they should result in a written report that identifies actions taken to respond to the recommendations.

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
There are no recommendations in this area.

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.(3)
J.1.a.(4)
Technology data are not secure and confidential if the public can view the information at the front desk. The organization should increase its efforts to implement a technology and system plan that fully addresses security and confidentiality.

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

There are no recommendations in this area.

Consultation

■ It is suggested that the organization consider changing its Conflict Resolution Policy to be renamed as the Complaint Procedure. Currently, the organization's complaint procedures document where to report complaints on ShareVision and how to utilize the online form. It may be clearer to employees and stakeholders if the two avenues for making complaints were merged.

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)

■ Requests for reasonable accommodations

Recommendations

L.1.b.(5)

The organization's leadership should implement an ongoing process for identification of barriers related to employment. In order to promote accessibility and remove barriers, it is suggested that the organization more clearly identify how employment barriers may directly impact services.

Consultation

■ It is suggested that the accessibility plan be reformatted from a checklist to a plan that brings together the document to promote accessibility and remove barriers. By putting the actions and time lines in a separate action report, it is hard to see what has been accomplished and what is left to be done.

M. Performance 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 analyzed, 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

A.10.b.

Although the organization has an acceptance policy and procedure, it should also document the position or entity responsible for making acceptance decisions.

A.18.b.

When services are provided to identified criminal offenders, a detailed history of the client's criminal history should be maintained, as required by state, provincial, or local government authorities.

A.19.a.

A.19.b.

Although the organization has a medication policy that identifies its role in administering medication, the policy should also identify whether or not it has any role related to prescribing and dispensing medications that are used by clients in the programs seeking accreditation.

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 desired outcomes from services, 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.

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.(3)

Although the organization has an individual support plan that outlines goals and measurable objectives, the coordinated individualized service plan should also identify methods/techniques to be used to achieve the objectives.

B.10.a. through B.10.c.

It is recommended that the organization prepare an exit summary report on a timely basis for each client who leaves its services that summarizes the results of the services received.

Consultation

■ Although the organization reviews goal progress on a semi-annual basis, it is suggested that it consider reviewing the effectiveness of the chosen methods/techniques in supporting clients to achieve their goals on a monthly or quarterly basis. This could be achieved by opening up the organization's online ShareVision reporting software system to clients and family members so that they can review their personal goal progress notes.

C. Medication Monitoring and Management

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.

D. Employment Services Principle Standards

Principle Statement

An organization seeking CARF accreditation in the area of employment services provides individualized services and supports to achieve identified employment outcomes. The array of services and supports may include:

■ Identification of employment opportunities and resources in the local job market.

■ Development of viable work skills that match workforce needs within the geographic area.

■ Development of realistic employment goals.

■ Establishment of service plans to achieve employment outcomes.

■ Identification of resources and supports to achieve and maintain employment.

■ Coordination of and referral to employment-related services and supports.

The organization maintains its strategic positioning in the employment sector of the community by designing and continually improving its services based on input from the persons served and from employers in the local job market, and managing results of the organization's outcomes management system. The provision of quality employment services requires a continuous focus on the persons served and the personnel needs of employers in the organization's local job market.

Key Areas Addressed

■ Goals of the persons served

■ Personnel needs of local employers

■ Community resources available

■ Economic trends in the local employment sector

Recommendations

There are no recommendations in this area.

F. Community Services Principle Standards

Key Areas Addressed

■ Access to community resources and services

■ Enhanced quality of life

■ Community inclusion

■ Community participation

Recommendations

There are no recommendations in this area.

SECTION 3. EMPLOYMENT AND COMMUNITY SERVICES

Principle Statement

An organization seeking CARF accreditation in the area of employment and community services assists the persons served through an individualized person-centred process to obtain access to the services, supports, and resources of their choice to achieve their desired outcomes. This may be accomplished by direct service provision, linkages to existing generic opportunities and natural supports in the community, or any combination of these. The persons served are included in their communities to the degree they desire.

The organization provides the persons served with information so that they may make informed choices and decisions. Although we use the phrase *person served,* this may also include *family served,* as appropriate to the service and the individual.

The services and supports are arranged and changed as necessary to meet the identified desires of the persons served. Service designs address identified individual, family, socioeconomic, and cultural preferences.

Depending on the program's scope of services, 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, and self-reliance.

■ Self-esteem.

■ Housing opportunities.

■ Increased independence.

■ Meaningful activities.

■ Increased employment options.

■ Employment obtained and maintained.

■ Competitive employment.

■ Economic self-sufficiency.

■ Employment with benefits.

■ Career advancement.

C. Community Employment Services

Principle Statement

Community employment services assist persons to obtain successful community employment opportunities that are responsive to their choices and preferences. Through a strengths-based approach the program provides person-directed services/supports to individuals to choose, achieve, and maintain employment in integrated community employment settings.

Work is a fundamental part of adult life. Individually tailored job development, training, and support recognize each person's employability and potential contribution to the labour market. Persons are supported as needed through an individualized person-centred model of services to choose and obtain a successful employment opportunity consistent with their preferences, keep the employment, and find new employment if necessary or for purposes of career advancement.

Such services may be described as individual placements, contracted temporary personnel services, competitive employment, supported employment, transitional employment, mobile work crews, contracted work groups, enclaves, community-based SourceAmerica® contracts, and other business-based work groups in community-integrated designs. In Canada employment in the form of bona fide volunteer placements is possible.

Individuals may be paid by community employers or by the organization. Employment is in the community.

Job Development

Successful job development concurrently uses assessment information about the strengths and interests of the person seeking employment to target the types of jobs available from potential employers in the local labor market. Typical job development activities include reviewing local employment opportunities and developing potential employers/customers through direct and indirect promotional strategies. Job development may include facilitating a hiring agreement between an employer and a person seeking employment. Some persons seeking employment may want assistance at only a basic, informational level such as self-directed job search.

Employment Supports

Employment support services are activities that are employment-related to promote successful training of a person to a new job, job adjustment, retention, and advancement. These services are based on the individual employee with a focus on achieving long-term retention of the person in the job.

The level of employment support services is individualized to each employee and the complexity of the job.

Often supports are intensive for the initial orientation and training of an employee with the intent of leading to natural supports and/or reduced external job coaching. However, some persons may not require any employment supports at the job site; others may require intensive initial training with a quick decrease in supports, while some will be most successful when long-term supports are provided.

Supports can include assisting the employee with understanding the job culture, industry practices, and work behaviours expected by the employer. It may also include helping the employer and coworkers to understand the support strategies and accommodations needed by the worker.

Supports are a critical element of the long-term effectiveness of community employment. Support services address issues such as assistance in training a person to complete new tasks, changes in work schedule or work promotion, a decrease in productivity of the person served, adjusting to new supervisors, and managing changes in nonwork environments or other critical life activities that may affect work performance. Routine follow-up with the employer and the employee is crucial to continued job success.

Key Areas Addressed

- Integrated employment choice

- Integrated employment obtainment

- Pays wages at or above minimum wage

- ■ Provides a benefits package

- ■ Employment provided in regular business settings

- ■ Integrated employment retention

- ■ Provides career advancement resources

- ■ Business plan is used to design service

Recommendations

There are no recommendations in this area.

G. Organizational Employment Services

Principle Statement

Organizational employment services are designed to provide paid work to the persons served in locations owned, leased, rented, or managed by the service provider. A critical component and value of organizational employment services is to use the capacity of the organization's employment and training service design to create opportunities for persons to achieve desired employment outcomes in their community of choice.

Service models are flexible and may include a variety of enterprises and business designs, including organization-owned businesses such as retail stores, restaurants, shops, franchises, etc.

Key Areas Addressed

- ■ Paid work provided by organization

- ■ Employment goals of persons served

- ■ Legal guidelines adherence

- ■ Increased wages and skills

Recommendations
G.1.f.(2)
G.1.m.
G.1.n.

The information provided to clients receiving organizational employment services should be expanded to include rate of pay, including methods of performance improvement, potential for advancement opportunity, and conditions for advancement.

K. 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.

P. 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.

- Pre-vocational experiences.

- Vocational pursuits.

- Development of work attitudes.

- Employment activities.

- Volunteerism in the community.

- 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.

PROGRAMS/SERVICES BY LOCATION

Pathways Abilities Society

123 Franklyn Avenue
Kelowna BC V1X 6A9
CANADA

Community Integration

Governance Standards Applied

Pathways Abilities Society - Bouvette

2835/2837 Bouvette
Kelowna BC V1Y 3K5
CANADA

Community Housing

Pathways Abilities Society - Fuller

555 Fuller Avenue
Kelowna BC V1Y 7W8
CANADA

Community Employment Services: Employment Supports
Community Employment Services: Job Development
Organizational Employment Services