

# Handbook for Individuals and Families



## Supported Living

Our Vision

*Communities where every person lives with dignity and  
enjoys a full life.*



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**Important**

This Handbook was printed on September 25, 2023. Please note that contents may have changed and the most recent copy of this Handbook should be referenced on our Resource Portal on the CLS website.

<https://www.communitylivingsociety.ca/portfolio-items/important-information-about-clsl/>

Thank you

## Introduction to the Supported Living Program

The Community Living Society (CLS) Supported Living Program is specifically designed for individuals who want to live in a community-based home that CLS owns and manages but would need ongoing support to do so. The level and type of support is different for each person as everyone has different wants and needs. Some individuals need only a few (15) hours of support each week and others may need up to 30 hours.

This service is only available when CLS has a vacancy in one of our homes and the funder has confirmed your eligibility and referred you to the CLS. Your funder, either Community Living British Columbia (CLBC) or the Fraser Health Acquired Brain Injury (ABI) Services, make the decision on how many hours of service are available to you. They hold the waitlist for this service and will be the ones referring you.

Once we know the number of hours you have been assigned, we will spend time with you to understand your support needs so we can be sure this service will be a good fit for you. Your approved hours are used to support you to be successful in your home so you can enjoy a full and rich life in your community.



City Club in Burnaby is one of the buildings where CLS owns and manages apartments for individuals in this program.

## Deciding if this Program is the Right Fit

It is important that you understand how the Supported Living Program works so that you and your personal support network can make a good decision about whether it is the right program for you. We also need to find out about your needs and service expectations so we can let you know if we have the capacity to support you in this service.

- Step 1 We help you learn about this service.
- Step 2 We find out more about you and how this service might or might not be able to meet your expectations and support needs.
- Step 3 Together we make a decision.

### Step 1: About this Service

#### *The Basics:*

- ✓ This service is only available if you choose to live in a CLS owned home. Before making a decision, you will get a chance to see the home, the neighbourhood where it is located, and learn about the building rules and your responsibilities as a tenant.
- ✓ CLS will be your landlord. You will sign a Tenancy Agreement with our Manager of Property and Fleet. You will be responsible for meeting all tenant requirements and following the rules for the building to ensure your success living in this home.
- ✓



We have important principles our employees will follow to support you to live the life you want in your own home. You can read about them in the next section.

- ✓ Our employees do not provide 24/7 support. It is important to know that they are not always on site at the building and are typically only available during the times your service is scheduled. You and your support workers will plan your service time using the number of hours you have been approved for by the funder and will focus this time on priority areas so your needs are met.
- ✓ Our employees will help you set up an emergency call system in case of an emergency when we are not available. We will practice this system with you so you are comfortable knowing who and how you will make contact when you need it.



### *Scope of Service: The Level of Support Available*

Because your support will not be constant and you will be spending time in your home on your own without CLS employees always available to you, it is important that we make sure that you:

- ✓ Are able to live independently in your home without CLS support at all times.
- ✓ Can manage any medications you need to take on your own without employees.



- We can help you set up good systems so you can be sure to store your medications safely, remember to take them, and make sure to keep the right supply available - but we cannot manage, administer, or monitor your medications.
- ✓ Do not have any health conditions that require any form of ongoing supervision, support, or oversight to keep you healthy and safe.
- ✓ Can manage independently overnight without the need for check-ins, monitoring or other supports.
- ✓ Require no less than 10 and no more than 30 hours of support each week.

### ***Our Guiding Principles***

#### *Maximizing Independence*

We believe that everyone has a right to enjoy as much independence in their own home as they can. We work hard to make sure we are providing “just enough support” in the areas we identify with you. We also make sure we listen to you about when to step out of the way as you increase your skills, build your network, and feel confident to handle tasks on your own or with the CLS employee working with you.

#### *Building Community Relationships*

Having relationships with neighbours and other community members strengthens everyone’s ability to enjoy community life. Choosing to live independently does not mean you need to be able to do everything on your own. We know that all community members depend on each other as neighbours, family, friends, and helpers (paid or unpaid). Getting to know people in your community provides a way for you to increase your networks and independence.



For instance, your neighbours may ask you to feed their pet when they are away, or to keep quiet in the hallways when passing by, and you may need to call on them in an emergency. You may also need to know when to find paid help with household tasks or when to report

problems in your home to your landlord (the CLS) that you cannot fix on your own.

We help you to find and build healthy relationships that allow you to feel connected to others and safe in your home.

### *Respecting Lifestyle Choices*

We respect your right to choose a lifestyle that works for you. Living independently means you have the option to choose how you want to live your life.

- Day-to-Day: All day-to-day decisions such as what to wear, when and what to eat, when to get up or go to bed.
- Lifestyle: Decisions about the people you want in your life and the activities you choose.
- Living Arrangements: Decisions about roommates or other shared living arrangements you might consider and the fit/approval within your tenancy agreement and building rules, etc.

Our support focuses on helping you explore how to match your lifestyle choices to the commitments you have made for yourself related to your tenancy agreement, job, further education, and other interests, as well as your long-term vision for your life. We want to support you to make lifestyle choices that respect your values and preferences.

## *Developing Skills*

We believe that we can be more effective in our support when we are helping you learn how to manage things on your own that you feel you could take on but have not had the opportunity to learn, or don't yet feel confident to handle on your own.

Although you and your personal support network may have identified key areas where ongoing



support may be needed, we will look at any areas where you would like to increase your independence. As much as possible, our support is intended to help you develop new skills and strengthen ones you already have so that you can enjoy a full life living on your own.

We work together to decide what types of skills make sense to focus on during support times. Many of these may be practical skills that allow you to manage the tasks of daily living. Others may be focused on finances, budgeting, problem solving, health and safety, or relationships. In some cases, we will support you by providing direct coaching or training in your home or in the community. In other cases, we may help you access community-based training, other support and services, or mentorship opportunities.



### *Staying Flexible and Responsive*

We know that people's lives do not always go according to plan, so we are flexible and responsive to your changing needs. The Supported Living Manager will check in with you regularly to make sure the supports you are receiving are meeting your needs, and will work with you and your support worker to make any necessary changes. They may suggest changes if they notice you are struggling with certain things or have successfully mastered others.

Our goal is to support you to enjoy greater independence and to maintain a standard of living that safeguards your well-being. We want to assist you to make sure that all parts of your life are stable so you can be successful in your chosen lifestyle. There may be times you will need extra support or a change in support to manage a difficult time or when making a change in your life like starting a new job. Sometimes, we can adjust hours to meet your needs, and other times we may help you advocate for additional funding or help you access other community supports.

### *Honouring the Dignity of Risk*

Having a good life means trying new things, making mistakes, and learning from these experiences.



Sometimes when you try new things, or make choices about how you want to live, there may be risks to your overall health and wellbeing or risks to others. Even though your safety and wellbeing are extremely important, we do not believe we should 'protect' you from doing the things you want to do. We know that you will be stronger, safer, and more comfortable living on your own when you make your own choices and learn from any mistakes. Our goal is to help you make informed choices about the life you want to lead

and the activities you choose to do. We do this by working with you to explore options, to think about the risks and benefits of different actions and the skills you might need to be successful, and to learn from the choices you do make.

## Step 2: Learning About You

Before deciding if and how we might support you in this program, we spend time with you to learn about you. We focus on learning about:

Your Lifestyle

Your Community Connections/Supports

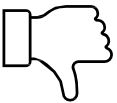
Your Support Needs and Preferences

Any Risks or Areas of Concern

How You See This Program Being a Good Fit For You

Our focus will be on making sure we can support you effectively and that you feel confident that this is the right service for you.

## Step 3: Making a Service Decision



You and/or your personal support network may decide this service is not what you want or need. That's ok! We will work with you to make sure you connect back with funder to find a better fit.



If all looks good and we all feel confident this service is a good fit for you, we will get started with next steps:

## Your Home

- View the home again and confirm you want to live there.
- Read and Sign Your Tenancy Agreement with CLS - including the CLS *Guide to Your Tenancy Agreement*

- Orientation to your role as a tenant.
- Learn your rights and responsibilities. Be sure you understand and agree to them.
- Meet the building manager.

- Learn about the rules in your new building.
- Meet some of the other tenants there.

## Your Service

- Spend time with the Supported Living Manager to complete our intake form and map out a basic service plan.

- Meet the employees who will orient you to our service and learn how best to support you.

- Plan your move into your home.
- Get started with service.

## Getting Started with My Service

### How will we get started?

We will work with you and any other people you have chosen to help you get started with services. People you might include are your family, roommates, spouse, or other loved ones.

We will spend time with you to confirm:

- ✓ What supports are your highest priority.
- ✓ How you like to be supported – what type of support works best for you.
- ✓ Where and when to provide support so you get the most from it.
- ✓ Who will be providing support.



### What is included in my service hours?

Hours of service are typically used for:

- Your service times with the assigned CLS employee(s), referred to as your support or support workers.
- Regular check-ins or planning sessions with you to be sure we are on track with your services.
- Support to help address any unexpected issues or concerns that may come up.

#### ***Your Home, Your Costs***

*Our support is no cost to you BUT like anyone living in community, you are responsible for your own moving and housing costs such as:*

- ✓ *Rent*
- ✓ *Utilities*
- ✓ *Internet*
- ✓ *All household expenses (food, clothing, cleaning costs, recreation, transportation, etc.)*
- ✓ *Other living costs*

We try to build these into your service time but we also know that sometimes things will come up that you need to address more immediately. When we are not able to respond to your needs, you can leave a message on our voice mail during regular business hours and we will get back to you as soon as we can. If a matter is related to an emergency, you will need to call the numbers on your emergency contact list. We help you to set this up at the start of your service and keep it up to date.

## **Planning How I Use My Service**

### ***My Service Plan***

#### Who Decides?

**I get to Decide!!**  
**by taking the lead in my service planning**

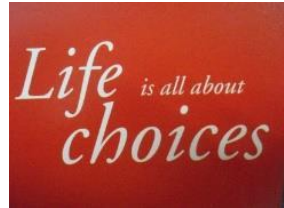
#### How do I get started in developing my service plan?

We use the information we gathered during your initial intake to create an initial plan. This plan identifies your priority support needs and will be the initial focus while we get to know you and learn more about how you want to live your life and how we can tailor our supports to help you achieve your goals. Once we know you better, we can update the initial plan, so we make sure we are on track with your services. You can also include your personal support network in developing this plan if you choose.

## How do I make sure my plan is meaningful to me?

To make sure this plan is meaningful to you and reflects what you want, we will spend time with you getting to know:

1. *Your Lifestyle choices* –We want to be sure we understand and respect the things that matter to you and how you want to live your life.
2. *Your Community Connections* – We want to know about the people and places where you already have connections and may count on for support. We also want to find out about any potential new connections you would like to make or want to find out more about to support you to be successful living independently.
3. *Your Support Needs and Preferences* - We will take time with you to find out how you like to be supported when you are learning new things, taking on new responsibilities, or needing direct support with any activities of daily living.
4. *Any Risk Factors or Areas of Concern*– We want to know about the things that are concerning to you or that might cause challenges for you to live independently so we can make sure we help you plan for and address them.



## What does my plan look like?

We make sure your plan is written in a way that is



understandable to you, to the employees that will be supporting you, and anyone else who you choose to share it with.

Plans typically include:

1. *The Areas Where You Want Support*

You may decide you would like support with 3 or 4 key areas such as how to organize/clean your home, how to cook specific meals, how to budget or pay bills, or how to find a new doctor/dentist.

2. *Goals We Can Focus on Together*

We will help you set some specific goals in these areas.



3. *The Outcomes You Want –*

What will be different if you achieve your goal? This step is helpful because we get clearer about your expectations so we can focus our support on what you need.

4. *An Action Plan –* This lists the types of activities we will work on together and the role your support worker will take in supporting you to achieve your goals.

What type of activities can be included in my plan?

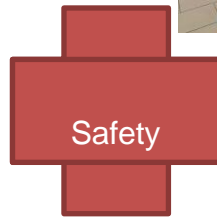
In the Supported Living program, we support you to do many things. We stand alongside you and assist, teach, coach, and problem solve with you so you can learn how to handle activities of daily living on your own. We do not do tasks for you. Our goal is to teach you how to do tasks so that you can stay living independently.



It is important to understand what types of support are included in this service and what are not:

Activities This Program Will Support:

- ✓ Learning how to cook.
- ✓ Learning how to grocery shop.
- ✓ Learning how to maintain a clean home.
- ✓ Learning how to do laundry.
- ✓ Helping to establish household routines.
- ✓ Maintaining a safe home (i.e.: plan for and practice handling emergencies).
- ✓ Setting up supports to help with managing specific tasks – grocery delivery, food services, etc.
- ✓ Making a budget to help save money or help to spend it in a better way.
- ✓ Finding a job.
- ✓ Finding a volunteer position.
- ✓ Booking and attending medical appointments,
- ✓ Providing resources for emotional support during difficult times.
- ✓ Making decisions.
- ✓ Problem solving.
- ✓ Developing and maintaining friendships and relationships.
- ✓ Understanding and meeting tenancy responsibilities.
- ✓ Being involved in community.



## Activities This Program Can't Support:

- ❓ Managing or monitoring your medications.
- ❓ Performing nursing duties or providing health care services or oversight of health care tasks.
- ❓ Cooking, cleaning, grocery shopping for you. We can work alongside you to teach you how to become independent in these tasks, but we are not there to be your cook, cleaner or shopper.
- ❓ Telling you how to spend your money or managing your money or finances for you.
- ❓ Making you spend time with people you would prefer not to.
- ❓ Driving you around with no purpose.
- ❓ Doing things for you that you do not actually need support to do.
- ❓ Telling you what choices to make.
- ❓ Running errands for you.
- ❓ Feeding your pets or watering your plants while you are away.

If you are not sure if the type of support you want fits under this service, please ask us!

## When, how often and where would I like supports?

We will plan when, where, and how often you want to work on each area.

What if my needs change?

Your service plan is intended to support you. If your needs change, we will work with you to update your plan.



We expect plans to change as you gain skills, increase your community connections, and learn how to manage any challenges you encounter. CLS employees will review your plan with you at least once a year but will talk with you about it more often and change it as needed.

What if I need help that CLS does not offer?



If you need a type of support or a service that the Supported Living program does not offer, we would be happy to refer you to another organization that might. CLS has developed relationships with many other organizations in our community.

What if I decide I need more service?

We understand that your needs are constantly changing. If you decide you need more support than you are receiving, we encourage you to talk to your facilitator at Community Living British Columbia (CLBC) or the Acquired Brain Injury Program (ABI) and discuss your options.

Can I combine this service with other services?

There may be some other services available to you while you are also receiving support in the Supported Living program. You would need to discuss this with your facilitator at CLBC or ABI.



### What if I don't like the support I am getting?

1. If you do not like the support you are receiving, we encourage you to first talk to your Supported Living Manager or support worker and see if there are any changes that can be made.
2. If you do not feel this was successful, we encourage you to contact the Director of Programs. You can call our main phone number at 604.523.0303 to obtain the contact information.
3. If you are still not satisfied, you can make a formal complaint following the steps outlined in our Feedback and Complaints process. It is important for us to get feedback about our services when we are not able to work it out directly with you within our team. Making a complaint will not affect your services. It helps us get better!

Details of our Feedback and Complaints process is provided during intake, is on our website and is reviewed with you annually. We also provide you with the CLS Handbook for Individuals and Families – About the CLS which covers this process as well.

## ***Planning My Schedule***

How many hours of support do I get?

CLBC or the Acquired Brain Injury program may already have approved a specific number of hours per week for you. These hours cover both direct service time (time with CLS employees in person or virtually) and the time we need to develop the service and ongoing support for you.

*Not all approved hours will be spent directly with you.*

We will work with you to confirm the number of hours your support worker will spend with you each week and how you want to use them. Your service plan will help guide our planning.

When can my service times be scheduled?

Usually, service hours are scheduled during the day on weekdays. We schedule times during these hours to match your needs and your other activities. Many people work during weekdays or have other commitments. Therefore, if needed, we can provide support on the weekend or in the evening. To make sure your schedule fits for you, your service plan will include *what, when, where, and how* services will happen. This schedule may change as your service needs change.



## What if I need to change my service times?

### *Temporary Changes*

We know sometimes you may need support outside of scheduled service times to handle a special activity or an unexpected situation. That's part of life! We try to be as flexible as possible to be able to support you.



This means that:

- Sometimes you may ask us to adjust your service time to support a special activity or goal (examples are when you need support to attend a medical appointment or to learn how to get to a new job, etc.).
- You might ask us to help you deal with a problem that needs to be handled sooner than when your next session is scheduled. This may require us to ask someone else to change their service time or we might send another employee to help you.

Your service time may be changed if someone else in the program needs unexpected support when we typically meet with you. When we need to change your support time, we may offer to have another employee work with you or, if no one is available or you want the same employee, we will try to adjust your times, so you still have your needs met.

### *Revamping My Schedule*

We expect that your needs will change over time as you develop your skills and competence managing your home and daily life. That's why we regularly review your services with you. We will make changes to your weekly schedule to match the ways that you want to use your support and the availability of our employees.

## Who will be supporting me?

Supported Living employees work as a team to support you. The Manager is responsible for managing your



services and for providing support and supervision of your support worker(s). They will work to match the skills and personalities of employees with your support needs and preferences and are open to making changes if matches are not working out.

All employees are qualified to provide support and receive ongoing training in:

- Person-centered planning and goal setting.
- Our values, ethics, and guiding principles.

## What is expected of me?

We ask that you:

- ✓ Make sure you are home or at the chosen meeting place for your scheduled service times.
- ✓ Make sure to entertain guests outside of service time.
- ✓ Make sure your home is smoke free for a minimum of 1 hour before any scheduled service time in your home.
- ✓ Provide us with 1 days' notice if you need to cancel service.
- ✓ Contact us if you cannot show up at the place/time we agreed to meet so we know you are safe.
- ✓ Make sure you let us know if you have any concerns with the service we are providing

## Health and Safety

### How can you help me stay safe and healthy in my home?

Your health, safety, and well-being are important to us. In the Supported Living program, our focus is on helping you establish good practices so that you are safe and healthy in your home and community. This is important because when living on your own, you won't always have CLS employees or members of your personal support network around to help you.

### What support can I access to help me be safe?

We can help you plan for and address your health and safety needs by helping you to:

- ✓ Check your home for any hazards. We can help you develop your own checklist so you can do this regularly.
- ✓ Make and practice your emergency plan so you know how to handle emergencies such as:
  - fire
  - earthquake
  - medical emergency
  - power outage or other utility failure
  - intruders/bomb or other threatening situations
  - community wide emergency
- ✓ Get emergency supplies and a first aid kit.
- ✓ Have a list of emergency numbers to get emergency support.
- ✓ Have people you can call if you are worried or upset about something.
- ✓ Find supports in the community to help you if you have any health or other issues.
- ✓ Get to know your building manager or others on site and any neighbours who you might call on for support.





## What health and safety skills do CLS employees have?

CLS employees follow good safety practices when they are supporting you:

- ✓ Employees are trained in First Aid, CPR, abuse recognition, and responding to emergencies or critical incidents.
- ✓ Employees carry fully stocked first aid kits in their vehicles when they drive you.
- ✓ Employees, practicum students and volunteers have cleared a criminal record search.
- ✓ All employees who drive you in their vehicles have the appropriate liability insurance.
- ✓ In the case of an emergency, accident or a 911 call, we respond appropriately, write a report for CLBC or ABI to review, and notify your emergency contacts immediately, if appropriate.



## **My Options for Transportation**

In some cases, your support worker may use their vehicle to support you in doing specific tasks such as getting to a location that is not easily accessible by transit.



However, in most cases, this support is intended short term with a plan put in place to help you learn the steps or other options you can take to get you there independently as part of living on your own.

Steps may include:

- ✓ Learning the bus schedule.
- ✓ Arranging for Handi Dart, or other driving services.
- ✓ Or planning to do these tasks with family or friends who can drive.

## My Personal Support Network

How might I involve my personal support network?

We make a point of helping you bring together people that can support you when things don't go exactly as you hoped, and you need support to deal with what happens. We call these people your **personal support network**. Having people in your life that you trust who can help guide you and be there for you is important when you live independently.

You may have close family or other people who are important to you who you will naturally want to include in your life. If your family is not available or you would prefer to not have them involved for some reason, we encourage you to find others who are important to you to include in your life as part of your *personal support network*.

We believe it is important for you to have a personal support network you can count on to support you when we are not available.

These are people you choose who you might count on for:

- ✓ help with important decisions.
- ✓ companionship and good times.
- ✓ community connections.
- ✓ problem solving.
- ✓ support in times of need.

## Who decides how my personal support network is involved?



No matter who you choose to include in your personal support network, you decide who they will be. Like your lifestyle choices, we will make sure to check in and understand your decisions.

For instance:

- ✓ We ask who you want to include in planning and reviewing your services with us. You may choose to involve certain people and not others, or perhaps only involve them in some decisions.
- ✓ We ask with whom and how you want us to share information about you. This means if someone in your personal support network calls to ask about you, we will share information only if you have given us permission to do so. You also get to decide what types of information you want to share.
- ✓ We ask you to provide us with emergency contacts. In an emergency, we will contact the people you have named as your emergency contacts. We only call the people who have been added to your emergency contact list.



## Delays/Cancellations of a Planned Session



### What Might Cause Unexpected delays or Cancellations?

Sometimes we may have to cancel or reschedule service with you if there is an emergency that prevents us from getting to you for any reason.

Examples include:

#### Severe Weather

If there is severe weather that prevents safe travel in the community such as a snowstorm or high winds, your support worker may not be able to meet you as planned. You will be contacted by the Manager of Supported Living and they can arrange with the people named as your emergency contacts to check in on you if your request.



#### A Community Emergency such as an Earthquake or Flood

If it is not safe to travel to you, we will make sure to contact you if communication lines are open. If not, you will need to follow your emergency plan and turn on your battery powered radio so you can find out what to do. Your plan will include people in your neighbourhood you can contact to help you.

### Employee Emergency

If an employee is in an accident, is unexpectedly sick, or has another type of emergency and is unable to meet you, they will call the Manager who will try to find another employee to work with you. If that can't happen or you would prefer to wait for the employee to return, your service may be cancelled and rescheduled for another time.



Our goal is to help you be prepared for unexpected situations by practicing “What ifs?” together. We also work with you to make sure you have emergency plans in place and people you can call when emergencies or upsetting events happen.

### What Other Times Might Cancellations Happen?

#### What Happens If I am Not Available or Refuse Service?

We respect your choices and will cancel service if:

- You don't answer the door or make yourself available for the session.
- You refuse service for that session.

In these cases, your time is not rebooked. The CLS employee has been booked for that time and must be paid for the time whether you show up or not.

### When Might an Employee Refuse to Serve Me?

We need to make sure our employees are safe and free from harm. This means that if they come to meet you and they run into any of the following circumstances, they may have to end your session:



- If you are physically or verbally abusive and they feel they are in danger.
- If you have people visiting, they don't know or expect to be there and feel uncomfortable.
- If you are or appear to be drunk or intoxicated.
- If you threaten them in any way (i.e. verbal threats, carrying/threatening with weapons).

Please note that CLS employees need to report any threats of or acts of violence as a critical incident to CLBC or ABI and they may need to follow up with you.

#### ***Your Health and Wellbeing is Our Priority***

CLS employees will follow up with you before your next scheduled time to explore how we can support you if there are issues happening in your life that are causing us to refuse services so you get the support you need.

## Meeting My Responsibilities as a Tenant

Once you have been offered a home and signed our Tenancy Agreement, you must be sure to meet all your responsibilities and CLS must meet all of theirs. Our *Guide to Your Tenancy Agreement* is important for you to understand and follow.

If you are not meeting your responsibilities or have broken a term of our agreement or no longer meet eligibility requirements outlined in our agreement, your ability to stay in your apartment may be at risk.

The good news is that your support workers and the CLS Manager of Property and Fleet for your home work closely together. They make sure that they catch any issues you may be having before they become problems and help you when your circumstances have changed that might impact your eligibility. They will work with you, set goals, and an action plan to help you meet your responsibilities or plan next steps in changing circumstances.

The CLS Manager of Property and Fleet or designate also makes sure to do routine inspections of your apartment. These are part of the support they offer to help you so your apartment remains safe and any issues with how you are meeting your tenancy requirements can be caught, discussed with you, and a plan developed to correct any issues.



**We are all here to support you to be successful!!**

If we need to end your tenancy for any reason, we will follow the rules in our agreement with you that are also explained in the *Guide to Your Residential Tenancy*. We go over these reasons with you when you first move in and then review them with you regularly to be sure you understand them.

Please be sure to keep a copy of your *Guide to Your Residential Tenancy* handy and make sure you ask questions about anything that is not clear to you





## Ending Services

There may be circumstances where the Supported Living Program no longer works for you, such as:

- ▶ You may no longer want to live in the CLS home, or you may no longer be eligible to live there. If you are not living in a CLS home linked to this program, the service is no longer available.
- ▶ You have new health or other needs that may require another type of service or level of care not available in our Supported Living program.

Whatever the situation, our Director of Programs will help you connect with your funder so you and your personal support network can plan next steps and have a comfortable transition to your new setting.





community **living** society

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