



BeConnected
Support Services Ltd

Resident & Family Handbook for Children & Youth

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OTHER IMPORTANT CONTACT INFORMATION

Your Emergency Contact at BeConnected is:

INTRODUCTION TO THE HANDBOOK

This handbook is for you. We respect your right to have information, therefore this handbook contains information about BeConnected as well as your rights and responsibilities. We believe that it is important that you are able to understand all the information we give you. We have tried to write this handbook in plain language but you may want to have someone go over this information with you – like your parent, guardian, support worker, or social worker.

It is important that you and your support network (your family and friends) know how we will support you and what they can do to assist you at BeConnected.

A copy of this handbook will also be available in **every children's home and program at BeConnected**. All other programs will have an adult version of this handbook.

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CHAPTER 1: INTRODUCTION TO BECONNECTED



History of BeConnected

BeConnected Support Services is a multi-service organization offering a full spectrum of residential, community inclusion/school replacement, and contracted support options.

BeConnected was established in April of 2002 after the merge of Connell Support Services Ltd and Cornerstone Community Services Society. It is our vision and our commitment to achieve excellence in all areas of the services and supports we provide people with developmental disabilities and their families. BeConnected is recognized as a provider of creative services which are specific to YOUR wants and needs.

In October 2004 Rhonda Connell became the C.E.O. of BeConnected. She has a background in Community Living through a variety of employment, educational, and personal experiences.

CURRENT OPERATIONS

Currently BeConnected operates 12 group homes: Tamarack, Forrester, Carey, the Heights, Prairie, Pearl, Onyx, Parkside, Valley, Hybury, Shearwater, and Highrock. These homes support approximately 40 individuals.

We also support over 100 individuals in contracted services. In order to accommodate these rapidly growing programs BeConnected opened a second office in Duncan in order to serve the mid-island communities. Our services

reach individuals in Greater Victoria, Sooke, Sidney, Salt Spring Island, the Cowichan Valley, Nanaimo, the Comox Valley, and Campbell River.

ACCREDITATION

In 2005 BeConnected became accredited through CARF International and since then CARF has visited every three years in order to re-accredit our programs and services as well as the organization itself.



This means the quality of care, services, and support we provide have met or exceeded standards in the community. Contributions of residents, employees, families, and community partners are most important in **deciding what is "best practice" and "quality services"**. Your satisfaction and input is what drives our decision-making.

Our Vision and Mission

BeConnected Support Service's statements of Vision and Mission were re-imagined by the people we support, their families, and staff, and others in 2014. We review and update them each year. Our Vision is about what we see in the future – it gives us energy and something to work towards and look forwards to. The Mission statements tell us what we need to do to get there.

Our **VISION** is to provide the supports you need for the life you want. For individuals, families and the agency to Be Connected in community.

Our **MISSION**:

1. We will listen to and support individuals to realize their hopes, dreams, and goals; and to lead their chosen lives.
2. We are committed to helping the community embrace and include all citizens.
3. We will empower access to and support learning, working, and playing for those we serve.
4. We will support individuals to be in control of their own resources, and to determine how they are directed.
5. We are committed to understanding and accepting diversabilities in people and families.
6. We are committed to supporting individuals who present with complex behavioural and social care needs.
7. We value self advocacy and will support and promote a vibrant self advocacy movement locally and provincially.
8. We are committed to creating social networks for enduring friendships for persons served.
9. We embrace technology in our business practices and in pursuit of enhancing accessibility for persons served.
10. We are committed to having a presence and positive impact in all of the communities in which we work.

Living Culture Statements

In addition to BeConnected's vision and mission statements, all of our programs are guided by Living Culture Statements. A living culture statement comprises the attitudes, experiences, beliefs, and values of a group of people who live, work, and play together. A Living Culture Statement is defined as *"The specific collection of values and norms that are shared by persons in a group (family) that supports the way the live and interact with one another in an open and truthful manner."* Culture is not conceived with how MCFD or the hierarchy of BeConnected conducts its business, it is concerned with peoples values, about home, family, spirituality and personal relationships. We update our culture statements regularly and we want you to help us create a living culture statement that represents a place where you would like live.



BECONNECTED'S EMPLOYEES

Our employees were chosen to work here because they have:

- ★ Experience working with people with developmental disabilities;
- ★ Training that assists them to work with people with developmental disabilities; and
- ★ Values that promote inclusion and community participation.

All of our employees are screened prior to working with us. This includes:

- ★ Criminal Record Checks—those working with Children and Youth have additional criminal record checks completed by MCFD;
- ★ Medical fitness

Our employees are trained in a variety of areas including:

- ★ First Aid and CPR—training is regularly updated;
- ★ Employees who drive the agency vans must have a **valid Driver's License and safe driving record**;
- ★ Employees who give out medication are tested for their knowledge;
- ★ Positive Behaviour Support and planning called SIVA: Supporting Individuals through Valued Attachments
- ★ Suicide prevention
- ★ Trauma Informed Practice
- ★ BeConnected provides a half-day orientation for new employees to the unique values and beliefs of the organization. ***Anyone is able to attend our Central Orientation, please contact Kristen Kay if **you're interested in attending our next session!**

Choosing staff to Work with You

It is important to us that you feel comfortable with the **support people who work with you. If you don't feel comfortable then you or your family members should talk to the Coordinator.** They will see if there is anything that can be done to make things better for you. We will

ask you once a year to give us feedback about the people who work with you.

Goal Keepers

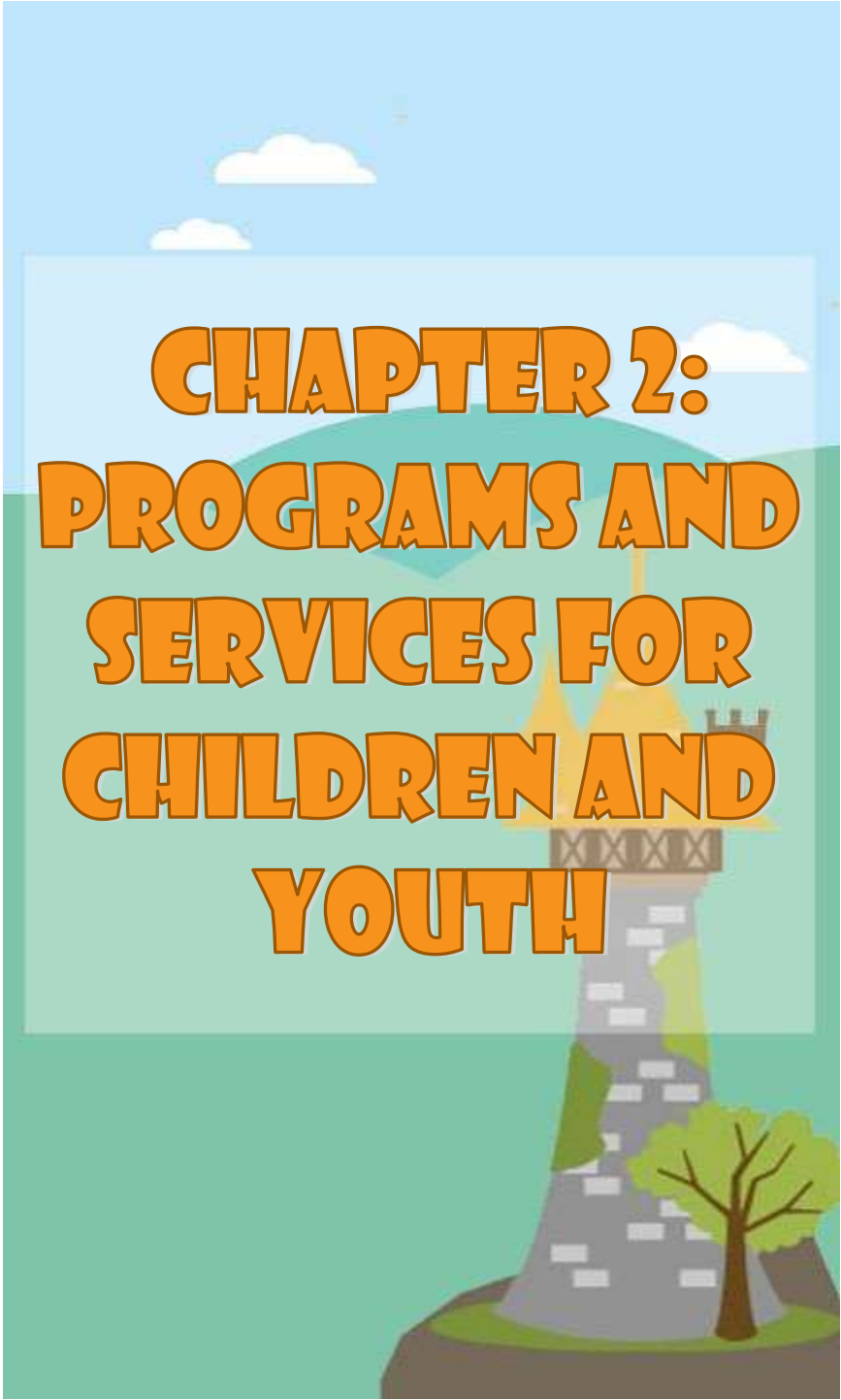
In our homes, we use *Goal Keepers* to help make sure that **important things in a person's life aren't overlooked**. Your *Goal Keeper* has specific responsibilities to you, for instance, they will help you plan for and develop your Person Centred Plan and support you to reach your goals.

Conflicts of Interest

A conflict of interest is when someone finds themselves in a situation where they may be personally involved or have a special interest that makes it hard for them to do their job. For example, if someone moved into a BeConnected home that was supervised by one of their family members. **It is everyone's responsibility to disclose any known conflict of interest.**

If a conflict of interest was identified in one of our homes/ programs, we would look at each situation individually and try to make a plan that meets with everyone's approval. **Our goal would be to try and make sure that people don't think someone is getting 'special treatment' and that the needs of all individuals are being met.**

We would listen to the person supported and the person **who might be in a 'conflict of interest.'** We would make sure we follow the rules outlined in the collective agreement (employee's rights) and ensure there is **someone outside of the 'conflict of interest' to review the issues.**



CHAPTER 2: PROGRAMS AND SERVICES FOR CHILDREN AND YOUTH

The Children and Youth supported by BeConnected have a range of special needs including developmental, physical, and behavioural needs.

Our services are built on the strengths of the individuals we support and their families.

The purpose of our services are to:

- ★ Build resilience
- ★ Provide the skills to live as independently as possible
- ★ Support the health and well-being of persons served
- ★ Ensure the safety of persons served and provide personal safety skills
- ★ Provide educational or vocational programming
- ★ Enhance the quality of life of persons served
- ★ Provide ongoing support while the individual explores the changes in their living arrangements
- ★ Support the integration of the person served into the community
- ★ Help families stay together and promote permanency

All of our programs are individually based and reflect the physical, developmental, cultural, spiritual, behavioural, and emotional characteristics of the people we support.

Program Admission Criteria

Our children/youth services are funded by the Ministry of Children and Family Development (MCFD). Admission criteria is decided by CYSN (Children and Youth with Special Needs) staff members. They also handle all referrals for children and youth services.

You are eligible for children and youth services until you turn 19. Our adult services are funded by Community Living British Columbia (CLBC). When you become an adult you may be eligible for these services. Your first step should be contacting your MCFD worker for assistance with transition.

In order to participate in our programs the following criteria must be met:

- ★ Meet MCFD or CLBC eligibility requirements
- ★ A vacancy exists or a program can be built
- ★ Level of support is suitable within existing staffing levels
- ★ Suitability with existing residents or participants—this is determined through visiting, your wants/needs, and our intake process

If you are not admitted to a program we will give you the reasons why and offer alternative solutions through referrals wherever possible.

Program Costs

There are no costs or user fees for participation in BeConnected's programs.

Waiting Times

Once you have been offered support and have accepted services you will be informed as to whether you can start right away or if you have to wait a little bit.

Choosing or Changing Your Program

We will give you information about any program you may be interested in. We will help you discover if the program is a good fit for you. If you are interested in services outside of BeConnected we will help you to find the services you seek and assist you in completing the application package.

We utilize a goal based trauma informed approach in all of our programs for children and youth.

Our services for children and youth include:

A. Residential Services - Support for daily living is provided to an individual or group of individuals by a team of staff who rotate through the home according to an established schedule which includes overnight hours.

At BeConnected, Residential Services for children and youth with disabilities are provided 24 hours a day, 7 days a week out of Highrock House. Highrock house is licensed for 4 individuals.

B. Respite Services - Respite provides relief for families from the daily responsibilities and accompanying stress of caring for children and youth with developmental disabilities. The amount of Respite received is determined by MCFD. However we will work with you to develop a unique respite program based on the needs and preferences of you and your family.



At BeConnected, Respite Services for children and youth with disabilities are provided 24 hours a day, 7 days a week. Highrock house is licensed for 4 individuals and Shearwater can support 1 individual at a time.

What should I bring with me to my respite stay?

- ★ Special equipment (medical, recreational, sensory items), if applicable
- ★ Communication device, if applicable
- ★ Weather and activity appropriate clothing (socks, underwear, t-shirts, pants, shorts, pajamas, jacket, bathing suit, incontinence swimwear)
- ★ Weather and activity appropriate footwear (i.e. sandals in the summer, boots in the winter, running shoes for activities)
- ★ Any special items you may want or need to sleep at night (blanket, stuffed animal, pull ups)
- ★ Oral care items and preferred toiletries (toothbrush, toothpaste, deodorant, etc).
- ★ Lunch kit
- ★ Protective equipment for use of your own equipment such as a skateboard or scooter
- ★ Recreation integration pass
- ★ A few personal items to play with (toy cars, hockey cards, Barbie's, iPod, stuffed animals, colouring books, games)



C. Outreach Services - Outreach Services provides a variety of supports tailored to the unique needs of the child/youth and their family. It is goal-based and person centered in approach to supporting individuals and families.

MCFD is responsible for determining the amount of hours an individual receives and varies between individuals. Our outreach workers will work with you to determine when you would like to receive these services, however they generally take place during the day.

OUR Program Philosophy

BeConnected's philosophy for all of our Children and Youth programs is to support families to stay together by reducing family stress, supporting the stability of the individual, and supporting the stability of the family.

As a whole, BeConnected aims to promote full citizenship and inclusion in community by providing supports that individuals and families want and need. We are grounded by a strong value base of relationships, rights, choices, personal well being. We have also adopted the Essence of Life Philosophy which is about empowering individuals to make informed choices, decisions, and exercise control over their lives while being a respected and valued member of community. One way the Essence of Life philosophy is demonstrated is within our homes Culture Statements.

PROGRAM GOALS

All of our programs have the following goals:

- ★ Provide a program that families feel safe, secure and comfortable
- ★ Provide a safe environment for each child and/or youth to develop positive social skills and self-management behaviour
- ★ Provide a positive atmosphere for children and youth to grow and play
- ★ Respect and accept all children and youth as unique individuals
- ★ Recognize the importance of peer relationships and encourage age appropriate friendships
- ★ Encourage physical activity and participation as a means of increasing self-confidence
- ★ Work together with families in a spirit of co-operation and recognize that families know best what they need



Transition Planning

No matter why you are transitioning, our approach to supporting people through transitions is to view each transition as a project, with a small committee of stakeholders supporting and contributing to it. We have the following general goals for every transition project:

- ★ Maintain service levels to you at all times;

- ★ Protect you from undue stress resulting from the change;
- ★ Ensure you are as involved in the change process as possible;
- ★ Ensuring your networks are kept informed and included in the process;
- ★ Discharges from the program would only occur in collaboration with the individual's family and MCFD.

Transitions for Children and Youth generally occur:

- ★ At the request of the individual or their family
- ★ When you approach age 19

We like to make sure you are doing well once you have left our programs. We like to maintain contact with you for 6 months to make sure your transition has gone well. This can be through a scheduled meet up or more casually when we see you at community events.

PROGRAM RULES, GUIDELINES, AND OTHER IMPORTANT INFORMATION

Housemates

Although you may share the home with others, you will always have your own room available to you for your privacy. We also understand that you may get along with some people better than others. Your Home Coordinator will take into consideration the ages and personalities of individuals scheduled to receive services at the same time.

PETS

In order to ensure a healthy environment for and to promote the efficient use of resources, residential pets will not be permitted.



Where there is proven therapeutic value, for an individual resident to have access to a pet:, an employee may be permitted to bring their pet to the home. Pet therapy must be documented in the specific plan with stated outcomes. All employee owned pets must meet specific criteria such as being properly trained and be in good health with all vaccinations.

VISITORS AND GUESTS

Often, children and youth will meet up with their friends in the community and we will support you to do so. If you would like to have visitors to the program they must first be approved by the Home Coordinator. We keep a list to make sure we know who is allowed into the program in order to keep you safe.

Visiting times must also be scheduled in order to respect the needs and privacy of the other individuals.

PICK UP AND DROP OFF TIMES

As a general guideline when children and youth are not being picked up or dropped off at school:

Drop off times: between 3:00pm and 4:00pm Monday to Friday.

Pick up times: 12:00pm Monday to Friday.

Weekends: As arranged with the Home Coordinator the Monday prior to the visit

These are general guidelines. If you require a pick up or drop off time other than those above, please contact your Coordinator the Monday prior to the visit.

Phone Calls to the Home and to the Home Coordinator

Our Respite Coordinators work a variety of hours, based on the needs of the program. Phone calls are welcome during regular working hours, and after hours for emergencies only. Please talk to your Coordinator about their regular working hours.



At BeConnected we have a philosophy that the home is shared with everyone, please be mindful when calling the house. If you would like to arrange set phone calls please speak with your Home Coordinator.

During intake we ask family members under what circumstances you would like to be contacted during the respite stay. If these circumstances change please speak with your Home Coordinator.

PERSONAL ITEMS

When you stay at a BeConnected home, we will record your personal belongings on a form called a Personal Asset Inventory. This is to ensure we know exactly which items belong to you and make sure you have them with you when you leave. For individuals receiving respite, this inventory is completed each visit.

ITEMS NOT PERMITTED

The following items may not be brought into a BeConnected home or program:

- ★ Illegal Drugs
- ★ Legal Drugs, including alcohol
- ★ Prescription Medication— we receive all of your medications directly from the pharmacy in blister packs
- ★ Weapons
- ★ Tobacco/nicotine products



These rules apply to you, visitors (including your family), and the people who work with you (our employees). Illicit items will be confiscated and locked in the office immediately. We ask if family members or employees require medications while they are at a home or program that they keep it locked in their personal vehicle or locked in a drawer in a locked office.

★ *In addition to these rules, each home has their own list of house rules. You will be made aware of these rules before you begin staying with us. Any natural consequences will be mutually decided upon and written in your care plan. You can always regain these privileges by showing safe and appropriate behaviour* ★

SERVICE OBJECTIVES

We develop specific service objectives for everyone who participates in a BeConnected program. They are:

- ★ Individually based
- ★ Reflective of your expectations and the expectations of your team
- ★ Reflective of your age, development, culture, and ethnicity

- ★ Responsive to your diversabilities
- ★ Understandable
- ★ Measurable
- ★ Achievable
- ★ Time specific
- ★ Appropriate to the setting

Outcomes Performance

Every year we produce several documents which report on how we are doing. One of these documents is called the Performance Analysis report. It is a source of information, reflection, pride, and accountability as well as a celebration of our achievements! A copy of the Performance Analysis report is available upon request. You can also view our PA



“Short Report” on our website. The Short Report is an accessible plain language document which summarizes the information in the Performance Analysis Report.

POSITIVE BEHAVIOUR SUPPORTS

Sometimes you may need help when you get angry, anxious, or frustrated. Our employees are trained in SIVA—Supporting Individuals through Valued Attachments—in order to help support you through these times. This approach is focused on identifying and de-escalating behaviours before it becomes a crisis situation. It places an emphasis on building positive relationships, empowering you to change your own behaviour, strengthening self-regulation, and promoting de-escalation.

BeConnected's positive approach to behaviour supports for individuals emphasizes the importance of recognizing and understanding that behaviours are a form of communication.



However if a behaviour becomes hazardous to you or others your support staff may need to intervene in order to prevent serious harm or injury to yourself or to others. We always use the least amount of physical intervention necessary and is always applied as a last resort.

BeConnected may have a restrictive measures plan for an individual who is vulnerable to danger and unsafe situations that MCFD has signed. In order to keep people safe, there may be times where windows and doors are **locked. When the individual isn't present, you can request** that these be unlocked.

CHAPTER 3: YOUR RIGHTS AND RESPONSIBILITIES



YOUR RIGHTS

Rights outline someone's basic needs and how they should be treated, no matter who they are or where they live. That means YOU have rights!

You have rights as:

- ★ a Canadian citizen
- ★ a resident of British Columbia
- ★ as a person with a disability
- ★ as a child or youth being cared for by BeConnected

Your rights are outlined in several different documents—**we've included some of these in this handbook for you.**

BeConnected has developed policies to protect your rights in areas such as ensuring freedom from abuse and neglect, your privacy, confidentiality, respectful treatment, exercising personal choice, and participation. We will go through these rights with you when you start receiving services from us. We will also review them with you every year—but they can be reviewed more often if you like.

We have a video which we made about your rights called **"My Rights" which you can watch anytime.** Each

BeConnected site has a Rights Kit available to you at all times. In these kits you will find informational sheets and some activities, like colouring books and cards, which provides you with information about your rights.

We also give this information to our employees so that they know about your rights too.

If you ever need to report that you feel someone has violated your rights, you will be free from any reprisals or retaliations—**that means we won't punish you in any way.**

United Nations Convention on the Rights of the Child

United Nations Convention on the Rights of the Child (UNCRC) is a human rights treaty which sets out the civil, political, economic, social, health, and cultural rights of children. Canada signed the UNCRC in 1990, meaning our Government is bound by international law to uphold the rights within it – your rights.



There are 4 Guiding Principles of the UN Convention on the Rights of the Child and each of the articles in the Convention is informed by these principles. They are:

1. **Non-Discrimination:** treat everyone fairly and with respect
2. **Right to life, survival, and development:** children and youth have the rights to the basic things to live, survive, and develop
3. **Best interests of children and youth:** ask yourself "is the decision that I'm making good for kids?"
4. **Respect the views of children and youth:** children and youth need to participate and have their views considered when decisions are being made that affect them

The UN Convention on the Rights of the Child is very long. We have provided you with a simplified version of the convention on the next page.

UNITED NATIONS CONVENTION ON THE RIGHTS OF THE CHILD

Shortened Version

Article 1 Everyone under 18 has all these rights.

Article 2 You have the right to protection against discrimination – this means nobody can treat you badly because of your colour, sex, religion, if you speak another language, have a disability, or are rich or poor.

Article 3 All adults should always do what is best for you.

Article 4 The government has a responsibility to protect your rights.

Article 5 You have the right to be given guidance by your parents and family.

Article 6 You have the right to life.

Article 7 You have the right to have a name and a nationality.

Article 8 You have the right to an identity.

Article 9 You have the right to live with your parents, unless it is bad for you.

Article 10 If you and your parents are living in separate countries, you have the right to get back together and live in the same place.

Article 11 You have the right to protection from kidnapping.

Article 12 You have the right to an opinion and for it to be listened to and taken seriously.

Article 13 You have the right to find out things and say what you think, through making art, speaking and writing, unless it breaks the rights of others.

Article 14 You have the right to choose your religion and belief's, **with your parents' guidance.**

Article 15 You have the right to be with friends and join or set up clubs, unless this breaks the rights of others.

Article 16 You have the right to privacy.

Article 17 You have the right to collect information from the media – radios, newspapers, television, etc. Adults should make sure the information you are getting is not harmful.

Article 18 You have the right to be brought up by your parents, if possible.

Article 19 You have the right to be protected from being hurt or badly treated—both physically and emotionally.

Article 20 You have the right to special protection and help if you **can't live with your parents.**

Article 21 You have the right to have the best care for you if you are adopted, fostered, or living in care.

Article 22 You have the right to special protection and help if you are a refugee. A refugee is someone who has had to leave their country because it is not safe for them to live there.

Article 23 If you have a disability you have the right to special care and education to help you develop and lead a full life.

Article 24 You have the right to the best health care possible, safe water to drink, nutritious food, a clean and safe environment, and information to help you stay well.

Article 25 You have the right to have your living arrangements checked regularly if you have to be looked after away from home.

Article 26 You have the right to help from the government if you are poor or in need.

Article 27 You have the right to a good enough standard of living. This means you should have food, clothes and a place to live.

Article 28 You have the right to a quality education.

Article 29 Your education should help you use and develop your talents and abilities. It should also help you learn to live peacefully, protect the environment and respect other people

Article 30 You have the right to practice your own culture, language and religion - or any you choose. Minority and indigenous groups need special protection of this right.

Article 31 You have the right to play and relax by doing things like sports, music and drama.

Article 32 You have the right to protection from work that is bad for your health or education. If you work, you have the right to be safe and paid fairly.

Article 33 You have the right to be protected from dangerous drugs.

Article 34 You have the right to be protected from sexual abuse.

Article 35 No one is allowed to kidnap you or sell you.

Article 36 You have the right to protection from of any other kind of exploitation (being taken advantage of)

Article 37 No one is allowed to punish you in a cruel or harmful way.

Article 38 You have a right to protection in times of war. If you are under 15, you should never have to be in an army or take part in a battle.

Article 39 You have the right to help if you have been hurt, neglected, or badly treated.

Article 40 You have the right to help in defending yourself if you are accused of breaking the law.

Article 41 You have the right to any rights in laws in your country or internationally that give you better rights than these.

Article 42 You have the right to know your rights! Adults should know about these rights and help you learn about them, too.

Articles 43 to 54 These articles explain how governments and international organizations will work to ensure children are protected with their rights.

Child Family and Community Services Act

Children and Youth in care in BC have unique rights. These are set out in the Child, Family, and Community Services Act (Section 70). These rights are guaranteed, which means they cannot be taken away from you. It includes your right to:



- ★ be fed, clothed, nurtured, & cared for as other children in the home
- ★ be informed about your plan of care;
- ★ have your views and opinions heard regarding decisions about you;
- ★ reasonable privacy and to possession of personal belongings (except for items which are illegal or could cause harm)
- ★ be free from physical punishment;
- ★ be informed of the rules and what happens if they **aren't followed**;
- ★ receive medical and dental care;
- ★ participate in social and recreational activities;
- ★ receive religious instruction and participate in religious activities;
- ★ receive guidance and encouragement to maintain your culture;
- ★ be provided with an interpreter if you need one;
- ★ privacy during discussions with a lawyer, representative, or member of government;
- ★ be informed of your rights, and the procedures available for enforcing your rights.



The easiest way to remember these rights is by remembering the **4 B's!**



This is about being and feeling safe from abuse, neglect, racism, exploitation, and other forms of discrimination.



This is about having a healthy body and mind. It includes things like access to food, clothing, shelter, and proper medical & dental care.



This is about having what you need to be free and proud to be who you are. It includes participating in your culture, language, education, & recreation.



This is about being able to express your thoughts, feelings, and opinions about important decisions that are being made about you.

Canadian Charter of Rights and Freedoms

Your rights as a Canadian are guaranteed under a document called the Canadian



Charter of Rights and Freedoms. This document was created by the government in 1982. Some of the rights included in this document are:

- ★ The right to be treated fairly and equally regardless of the colour of your skin, how old you are, whether you were born a boy or a girl, or whether you have a physical or developmental disability.
- ★ The right to choose your religion.
- ★ The right to your own thoughts and the right to talk about your thoughts.
- ★ The right to gather with other people.
- ★ The right to learn.



If someone isn't respecting your rights then you can ask someone you trust to help you! Who would you talk to?

BC Human Rights Code

In BC there is something called the BC Human Rights Code which says you



cannot be discriminated against because you have a disability. It says you have the right to:

- ★ Access the same services as everyone else, like schools, restaurants, malls, and transportation services.
- ★ Get hired and get paid the same wages as everyone else.

What can you do if you feel discriminated against because of your disability? Talk to someone you trust! This could be a family member, someone at BeConnected, a teacher, or a supervisor at work. They can help you take the next steps.

CHILDREN'S HELPLINE & OTHER Emergency Services

If you need to talk to someone in a safe environment you can call the Helpline for Children operated by the Ministry of Children and Family Development at **310-1234** (no area code required). You can call at any time of the day or night and you do not need to give your name.

If you feel your health and safety is in immediate danger contact the police, fire department, and/or ambulance at **911**.

It is our job to provide reliable communication equipment in a private setting for you to use to contact emergency services and the helpline. These numbers will also be posted at the BeConnected home.



Your Rights at BeConnected

Because of historical devaluation of people with developmental disabilities and because those who serve the needs of individuals with developmental disabilities have some **amount "authority," we feel we must clearly** define the rights of people with developmental disabilities involved with BeConnected. At BeConnected you have the right to:



- ★ have your welfare and well being recognized as paramount concern to BeConnected;
- ★ make decisions or choices that may not necessarily be the decision or choice staff would make as long as safety, health, and group living considerations are taken into account;
- ★ the least restrictive environment;
- ★ access generic services – the same services as everyone else;
- ★ determine or have meaningful input into the ways your services are provided
- ★ be treated with respect and in a dignified way
- ★ have the best possible health and quality of life, free from injury or threat of abuse, neglect, isolation, retaliation, humiliation, financial, or other exploitation
- ★ be accommodated in a safe home/program that reflects the standards of the community
- ★ community participation and support directed towards the achievement of community participation
- ★ social interaction and time with family and friends
- ★ privacy and confidentiality

- ★ have personal possessions
- ★ participate in a religious program of your choice
- ★ access your own personal records and files

Employees of BeConnected Support Services are expected to ensure that the above defined rights are recognized at all times. Employees and contractors are also expected to advocate on behalf of the people we serve to ensure that their fundamental rights are realized in society as a whole.

The Right to Conflict Resolution & BeConnected's Complaint Procedure

We realize that sometimes when people live together they may disagree. If you or the people in your life feel this way or disagree with something, there is a way for everyone involved to talk openly and resolve issues.

If you have a concern, we make every effort to treat the people we support, family members, and community members fairly and respectfully. There may still be times when you feel you need to raise a concern in a more formal way.

Process for Solving Problems/Conflicts

Talk to the person you are having a problem with, or talk to your home coordinator to find out what can be done. If it is about another person, the two of you might decide to meet with the person involved so that you can talk about your concern. You may ask a friend, family member, or other advocate for help to deal with this

concern. If your concern is not resolved you may choose to go to the formal complaint procedure which is outlined in Chapter 4

Your Rights and Information About You

BeConnected Support Services will ask you and your family or caregiver to share with us information about you. We keep that information so that people who support you know what you like and what you need.

Where Do We Keep the Information?

We keep the information about you in your binder and Personal File in a locked storage place. Only the people who need to know about you can get into the storage places. We also keep some information about you on computers. Again, only the people who need to know about you have access to the computer.

Can You Look at the Information?

Yes. You can look at the information about you at any time. Ask your home coordinator and they will go through your binder or your file with you.

What information do we keep about you?

Care Plan: This plan describes where you live and who you want us to call if there is an emergency. It also tells us about your health, medications that you take, and about any safety concerns that we should know about.

Health Care Plan: This plan tells us your personal health needs if you require special supports. For example, if you need help with eating, moving, or washing.

Behaviour Interventions and Safety Support: If you need help when you get angry, anxious, or frustrated, this tells us and other people how to give you the help you need to keep you and other people safe.

Person Centred Planning (PCP): Once a year you can ask family, friends, and support people to plan with you, certain aspects of your life such as dreams and goals.

Log Notes and Progress Notes: Keeps track of how you are doing over time and any progress you make towards your goals.

Contact Records: When your workers talk to your family or other support people like your Doctor, notes are kept so everyone knows what was said.

Incident Reports: If something serious happens that involves you, we might have to tell someone like an MCFD worker or a licensing worker. We use incident reports to document these events. A copy of it is kept in your file and is sent to others as necessary.

MCFD Monthly Reports: We are required to provide an update on how you are doing in our program each month. We keep a copy in your file and we send one to MCFD.



Other Reports: People from other agencies (doctors, physiotherapists, etc.) may, with your guardian's permission, give us a report about which support needs you require. We keep these reports in your file.

Your Right to Privacy

We respect your privacy by:

- ★ Making BSS employees aware of your right to privacy
- ★ Not talking about you to people who do not need to know about you
- ★ Not sharing information about you until you, or someone with legal authority says its ok to do so
- ★ Keeping written information about you in a locked place
- ★ Respecting your right to privacy when we help you with personal care
- ★ Supporting you to respect the privacy of others
- ★ Not posting your photos online—your photos will always remain in your home
- ★ Not involving you in any research studies as a child in care



You can always talk to someone at BeConnected and ask if they can keep it confidential—this means what you say is private. However there are somethings we cannot keep confidential. For example if you say someone is abusing you, the person you tell may need to tell a supervisor or the police.

YOUR RESPONSIBILITIES

No right is absolute—they have limitations. One limitation is that the exercise of the rights of the individual or group cease if it infringes on the rights of another person or group. In other words, rights come with responsibilities. Your responsibilities will be explained further in the next section.

Rights come with responsibilities—when you make a choice, you are responsible for that choice. Some of the responsibilities you have at BeConnected are to:

- ★ Participate in the planning of your services
- ★ Let people know if and when you need support—if **it isn't easy to tell us then you can ask someone else** you trust to tell us
- ★ Listen to others
- ★ Respect the rights and dignity of everyone else, including the people who live with you, your caregivers, and your support staff
- ★ Honour your commitments
- ★ Respect and help maintain your home/program site to community standards
- ★ Keep your home safe—this means not bringing home any legal or illegal drugs, alcohol, tobacco or nicotine products, any type of weapon, or anything with offensive language or pictures.
- ★ Respect the privacy of others and their personal possessions
- ★ Respect the privacy of other people's information

and records.

It is your responsibility to tell us if you have any health and safety concerns. We need to know things such as:

- ★ The medications you take
- ★ Medical health concerns that you have
- ★ Health and/or safety supports that you need

You have the responsibility to tell us if you do not feel safe:

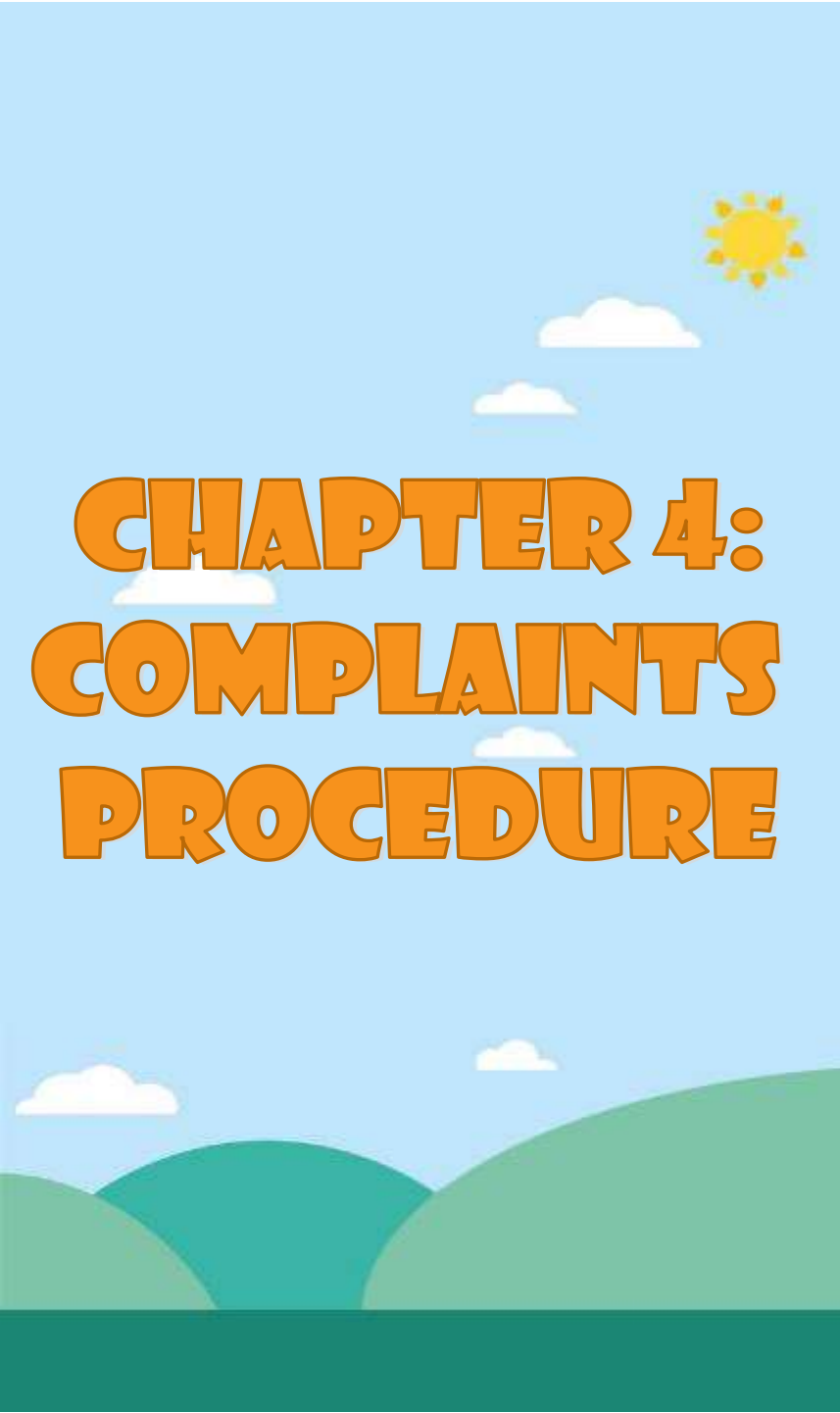
- ★ When you are at a BeConnected home or program
- ★ With someone at BeConnected
- ★ When you are out in the community—this includes a volunteer/employment site
- ★ When you are in a vehicle

Your responsibilities in case of emergencies include:

- ★ To remain calm
- ★ To follow the instructions from staff members or your safety plan
- ★ To participate in emergency drills—this is very important as practicing will help everyone stay safe if a real emergency happens

Each BeConnected home has a **“Rights Kit” filled with** information and activities about your rights and responsibilities. This is available to you at all times—just tell the person who supports you that you would like to use it!





CHAPTER 4: COMPLAINTS PROCEDURE

Complaint Procedure

What is a concern? A concern is something that you worry about which may occur in the future.

What is a complaint? A complaint is about something unsatisfactory or unacceptable that has already occurred.

We welcome you to bring forward any concerns or complaints you may have—we want to make sure you feel safe and comfortable while receiving services from us.

To make a formal complaint to BeConnected:

1. Put your concerns in writing on a BeConnected Complaints form. You can ask someone you trust to help you with this. You are also welcome to express your complaint verbally and we will document it for you. If your coordinator can help you come to a solution, they will do so within two (2) working days.
2. If your Coordinator cannot resolve your concern, they will forward your complaint form to the Complaint Resolution Officer at Head Office—this will be the C.E.O or their designate. They will make a decision regarding your concern within ten (10) working days of submitting the complaint.
3. If you are still unhappy with the results, there are more steps you can follow which are found in our policy—this is available on the website, in our policy manual, or provided to you upon your request.

If you ever need to use this process to resolve a conflict, it is important to know that you will be free from any

reprisals or retaliation. That means that BeConnected and our staff will never deny you services or treat you unfairly just because you have made a complaint!

Community Care Facilities Licensing Program

For all licensed homes at BeConnected: a person served, family member, representative, or other stakeholder can express concerns or make complaints to the *Community Care Facilities Licensing Program* at any time. Under the *Community Care and Assisted Living Act*, a Medical Health Officer (usually a licensing officer) is responsible for investigating every allegation or complaint on non-compliance in a licensed community care facility. The Victoria local Licensing Program can be reached at 250-475-2235.

If a concern or complaint remains unresolved after **discussing the issue with local Licensing Branch**, VIHA's *Patient Care Quality Office* can be contacted toll free at 1-877-977-5797 or in Greater Victoria at 250-370-8323.

If you feel that the response from the *Patient Care Quality Office* has not addressed your concern to your satisfaction, the *Patient Care Quality Review Board* can be contacted for consideration of the concern. The *Patient Care Quality Review Board* is made up of people who live in your region and are independent of the Health Authority.

To learn more about the *Patient Care Quality Review Board*, visit the website at www.patientcarequalityreviewboard.ca

CHAPTER 5: GOALS



HELPING YOU ACHIEVE YOUR GOALS

BECONNECTED'S GOALS

BeConnected has goals in addition to the personal goals of the people we support. These goals are things that we can easily measure, such as *"Everyone at BeConnected Support Services will have a Person-Centred Plan developed and reviewed each year"* and, *"Everyone at BeConnected Supported Services will achieve at least one personal goal per year"*. Each year we write a report called our Performance Analysis Report in order to share how well we've done meeting our goals. This report is shared with you.

Person-Centred Planning

It is important to us that you are involved in the planning of your services. We involve you in the planning of your service by participating in something called a Person Centred Plan (PCP). Your PCP is very important because it is developed by:

- ★ Listening to what you want and where you want to go
- ★ Asking what you need to get there
- ★ Deciding how we can best help you get there

Once you have met and talked about your plan, we will

write all the information down. This written plan will include:

- ★ Your strengths and needs
- ★ Your dreams and goals (the things you want to do)
- ★ What everyone will do to help you achieve your goals
- ★ How long it might take to achieve your goals

A copy of the PCP is given to you and to the people to whom you have chosen. A copy is also put in your personal file. You can look at it any time. The staff members who support you will look at this because it will help them to know about the goals that you are working on. It will also help them to know what to do to help you achieve your goals.

Your PCP is reviewed with you every year. When it is reviewed you can decide to set new goals or to keep working on goals set in your last PCP.

Planning Your Activities With You

You will be involved in planning activities that will help you to achieve your personal goals. You will be asked to:

- ★ Participate in your Person-Centred Planning meeting
- ★ Choose the activities that will best assist you to learn new skills or help you to keep your skills



- ★ Plan for which staff, which activities, and which place will help you achieve your goals.

Developing Your Skills

We will support you to develop skills at a pace that is right for you, so that you become more independent. Different people choose to develop different skills – we will do what we can to make sure that you get to develop the skills you want to develop. Some of the skill areas you might choose from are:

Communication	Fitness and Healthy Lifestyles	Choices and Decisions
Daily Living – Life Skills	Managing Your Money	Volunteering / Paid Work
Transportation	Artistic Self-Expression / Art	Computers
Self-Advocacy	Friendships and Relationships	Community Connecting

Community Participation

We will support you to learn skills and to do what you want to do in your community. For example, you might want to:

- ★ Explore activities offered at community recreation centers/parks
- ★ Attend community events

- ★ Attend cultural events
- ★ Use community resources such as the library, art gallery, or museum
- ★ Attend a course at a college
- ★ Learn to use public transportation
- ★ Join a hobby group
- ★ We will give you the support you need to explore and participate in these community-based options.

RISK vs. Benefit

At your PCP meetings we talk about your dreams and goals. Some of your goals may involve some amount of risk. We believe that it is important for individuals to have the opportunity stretch themselves, take risks, and learn from their experiences. Every effort is made to minimize social and physical overprotection by the challenges of opportunity without exposing anyone to unnecessary risk. We work hard to ensure everyone has opportunity for fun and safety.





CHAPTER 6: HEALTH & SAFETY



At BeConnected we have procedures written down to help you if there is an emergency. When you begin services, someone will go over these with you and show you your role in the emergency preparedness plan for your home.

FireS, EarthquakeS, Floods, or Power outages

If there is a fire, an earthquake, a flood, or power outage we will help you to:

- ★ Leave the building or be moved to a safe place until help arrives
- ★ Follow a route that is drawn on a map for your building
- ★ Meet in a chosen place outside the building



We practice our emergency procedures each month. It is your responsibility to be involved in these drills if they occur during your stay with us.

Note for individuals receiving respite services: In the event of an emergency requiring long term evacuation, or in the event of a community wide disaster we will contact your family as soon as it is safe to do so and release you back into their care.

Medical Emergencies

If you have a medical emergency:

- ★ The first person on the scene will give you first aid

- ★ If necessary, we will assist you to go to a medical clinic
- ★ If we need to, we will call 911
- ★ Your caregiver and/or family will be called

First Aid AND EMERGENCY KITS

All BeConnected staff members have up to date First Aid training. There are First Aid Kits at every site and in all our vehicles. Each program also has an emergency kit with food, water, and other emergency supplies.



Community Safety

We encourage people to participate in their community as much as possible. Victoria and surrounding areas have wonderful activities and places to explore! Although our communities are considered very safe, it is important to be prepared for any possible risk factors.

We will help you by:

- ★ Providing bus safety planning
- ★ Making sure you have adequate supports to access the community
- ★ Providing education about strangers and accessing emergency personnel (police/fire/ambulance)
- ★ Keeping your information private

Vehicle Transportation

All staff members who drive BeConnected Support **Services vehicles have valid drivers' licenses and a record** of safe driving. All BeConnected vehicles are insured, in case there is an accident. We check the vehicles leased or owned by BSS regularly to make sure they are safe to be driven; and all vehicles have emergency kits in the event of an emergency.

Everyone must wear their seatbelt in the vehicles – **It's** the law!

If you are more than 18kg (40 lbs) and are either under **nine years old or 145cm (4'9") tall (whichever comes first)** you must use a booster seat with a lap and shoulder belt as per the BC Motor Vehicle Act while riding in a BeConnected vehicle.

Universal Precautions

Staff and persons supported at BeConnected are trained in Universal Health Precautions. If someone comes in contact with blood or other body fluids, they will follow safety steps. By following safety steps, we are less likely to catch or pass a communicable disease. This way, staff members stay safe and so do you.

To prevent staff from coming into contact with blood or other body fluids they will:

- ★ Follow hand washing procedures
- ★ Wear gloves
- ★ Follow proper clean up procedures

Your Personal Health and Safety

When you first come to BSS, we will need you to share with us what you need to keep safe. We write the information down in plans such as your Health Care Plan and your Safety Plan. It is important that you tell us about important changes when they happen.

We will ask questions about:

- ★ The medications you take
- ★ Health concerns you have
- ★ Safety concerns you have
- ★ Personal care supports you require
- ★ If you need help at mealtime

CHAPTER 7: SELF ADVOCACY



What is Self Advocacy?

Self Advocacy is about:

- ★ Speaking for yourself
- ★ Speaking up about your rights
- ★ Making decisions about your own life
- ★ **Supporting everyone's right to speak for themselves**
- ★ Teaching other self advocates about these things

Self-Advocacy means having a say about your life.

People can have a say by:

- ★ Participating in the PCP of your choice
- ★ Letting people know if you are happy or unhappy with your services
- ★ Filling in a satisfaction survey
- ★ Making choices about what you want to do and with whom

Support for Self Advocacy

Sometimes people need the help of others when trying to speak for themselves. If you need help speaking for yourself or getting your ideas across to others, we will help you. Your family, friends, and self advocacy group may be able to help you as well.

How Does BeConnected Support Self Advocacy?

Your PCP Process: Everyone is encouraged and supported to participate in their Person-Centered planning process. We hope you'll invite family and friends!

Satisfaction Survey: About once a year BSS will ask you questions about how happy you are about services and the support we provide. This is called a satisfaction survey. This helps us plan improvements.

THIS Handbook and Other Tools: Upon entry into BeConnected programs and then once a year, we will review your rights with you. In addition to this handbook, staff may use videos, group discussions, picture symbols, or workshop sessions to review this topic. There is also a Rights Kit available at each BeConnected site filled with information and activities about your rights!

Leadership & Self-Advocacy Conferences/Workshops: Various speakers provide information and opportunity for self advocates to learn more about self-advocacy, explore current issues, and practice using self-advocacy skills.

Self Expression: BeConnected Support Services organizes opportunities such as the BeCommunity Art Show and One Day, and the making of various DVD/ videos as a means for creative expression and sharing of messages for the individuals we support.

Resource Library: We have a library of resources stored at Head Office. In addition to many sections like planning, healthy sexuality, networks of support, and friendship development, we have many resources on advocacy and rights.

Family Support and Advocacy: BeConnected Support Services also offers a support group for family members of the people we support called Family Council.

Self-Advocacy at BeConnected Support Services:

We have an active group of self-advocates called [Self Advocates for a Brighter Future](#) that meets regularly with a facilitator (leader). The group explores topics of interest to them, practices new skills, and has fun! In addition, this group will provide feedback to BeConnected Support Services. When you are a bit older come and talk to us about how to participate!

CHAPTER 8: ACCESSIBILITY



Accessibility

Some program locations at BeConnected are accessible to people who use wheelchairs or other adapted forms of mobility – e.g. scooters, walkers, etc.

We also provide or will work to provide other ways of communicating for those who may need it. This may be a language or sign language interpreter, tapes you can listen, videos to watch, or other means of communication.

Information important to you is written in language

everyone can understand, and if it's not, please let us know!

Locations with residents and/or staff with hearing impairments are equipped with TTY's.

All the people we support are asked what special things they need in order to do the things they want to do.

At least once a year we ask you to help us identify any barriers to accessibility. Questions you may be asked include:

- ★ Can you get to where you want to go?
- ★ Do you have enough money to spend on what you want to buy?
- ★ Are you able to communicate everything you want/need to communicate?
- ★ Do you feel welcomed by people in your community?

This questionnaire is followed by a plan to address the barriers that were identified.

CHAPTER 9: CODE OF ETHICS



What is a code of ethics?

At BeConnected our Code of Ethics reflect:

- ★ our values and beliefs;
- ★ the principles that guide our behaviour and decision-making;
- ★ the standards expected of us;
- ★ our commitment to choosing the best course of action; and
- ★ **everyone's responsibilities!**

To ensure that this Code reflects the current values and standards of the organization, it is reviewed at least annually by a committee.

Who Does the code of ethics apply to?

This Code extends to all individuals who have a responsibility to the organization, including employees, family members, volunteers, and community partners.

What is included in the code of ethics?

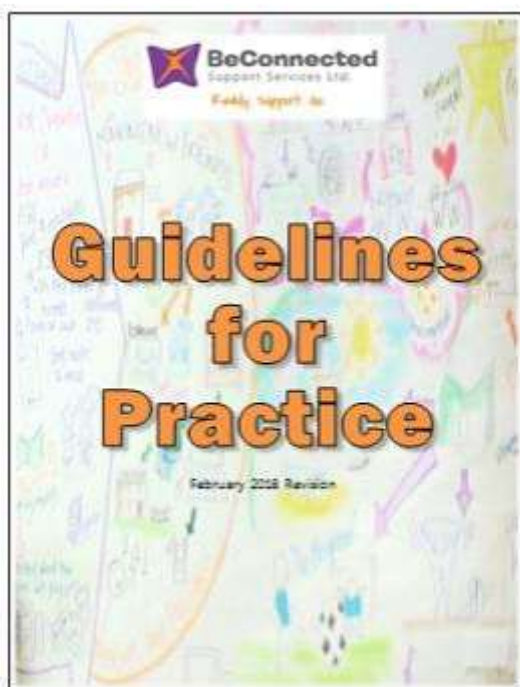
Our Code of Ethics includes the ethical responsibility:

- ★ **in the delivery of services to person's served;**
- ★ to the agency;
- ★ as a business and in financial practices;
- ★ in marketing services;
- ★ for the profession;
- ★ as an employee;
- ★ to colleagues;

- ★ In Human Resources;
- ★ as an agency to the community and taxpayer;
- ★ to BeConnected Support Services; and
- ★ in social media.

WHERE CAN I FIND BECONNECTED'S CODE OF ethics?

Our Code of Ethics is included in a document called our *"Guidelines for Practice"*. It is available in print at every BeConnected location and upon request. A digital copy is also available on our website.





CHAPTER 10: CONTINUOUS QUALITY IMPROVEMENT

YOUR feedback, opinions, and satisfaction are the most important ways we make sure our services are the best. We ask for your input in many different ways and we always take what you say seriously. Here are some of the ways we ask for your opinions:

Direct comments: When you, or people who care about you, tell us things you need or want, we write it in your file and then we do our best to make sure you get it. If **you tell us you're unhappy about something we make** sure we listen and we try to sort it out.



Satisfaction Surveys: At least once a year we will send you a form, or meet with you, so we can ask you questions about your home, program, and staff. We use this information to improve what we do.

Focus Groups: Sometimes we have special meetings so we can hear from a big group of people. Sometimes we need their help, or we need to tell them about things we are doing and see what they think.

Exit Interviews: We like to talk to people when they leave our services, or change to a different program. This is a very important time for us to hear from you about the services you received. We will ask you to fill in a survey or participate in an interview with us.

How else do we Evaluate our service?

Goal Achievement: Every individual receiving services have goals that they work towards during their time with us. Reviewing goal achievement each year helps us evaluate how we are doing in supporting you to reach your dreams. We distribute a report called the Performance Analysis report annually that includes goal achievement.

External reviews and feedback: We are evaluated by MCFD, CLBC, VIHA, and CARF on a regular basis. Their feedback helps us ensure we are providing you with quality services.



CHAPTER 11: RESOURCES FOR RESIDENT'S & FAMILIES



RESOURCES

Governing

Ministry of Children and Families Development

The Ministry is committed to having healthy children and families, living in safe, caring and inclusive communities.

Phone: In Victoria, call Client Relations: (250) 387-7027

If you are calling outside of the Greater Victoria area, please call Enquiry BC (toll free): 1-800-663-7867. Ask to be transferred to the Ministry of Children and Family Development in Victoria at (250) 387-7027.

After Hours (via MCFD's emergency line): 310-1234

Mailing Address: PO Box 9770 Stn. Prov. Govt., Victoria, BC, V8W 9S5

Website: www.mcf.gov.bc.ca

Community Living British Columbia

Head Office:

Phone: Toll free 1-877-660-2522

Address: 7th Floor – Airport Square, 1200 W 73rd Ave,
Vancouver BC V6P 6G5

Regional Offices:

Victoria Office

Address: 410-29 Helmcken Rd, Victoria BC, V8Z 5G5

Phone: 250-952-4203

Advocacy / Self Advocacy

Self Advocates for a Brighter Future

SABF is a group of Self Advocates from the Greater Victoria and surrounding areas. The group meets monthly, and sometimes more often for special events. SABF includes everyone who is interested in learning more about self-advocacy; practicing our self-advocacy skills; and taking some serious advocacy actions.

Phone: 250-727-3891

Address: 1—3891 Douglas Street, Victoria, BC, V8X 5L3

Email: kkay@beconsupport.ca (Kristen)

Action Committee of People with Disabilities

If you have any questions or if you need help with BC Disability Benefits, EI, Medical Services, or bus passes call the Action Committee and ask to speak to an advocate.

Phone: 250-383-4105

Address: 926 View Street, Victoria, BC

SelfAdvocateNet.com

The Self Advocate Net assists people with intellectual

disabilities to speak up and have their voices heard by connecting with family, friend and community members to advocate for an inclusive and caring community.

Phone: 604-688-7001

Fax: 604-688-7069

Address: #505 – 1380 Jervis Street, Vancouver, BC, V6E 2E5

E-mail: bryce_schaufelberger@msn.com

Website: selfadvocatenet.com

BC Aboriginal Network on Disability Society

“BCANDS provides a variety of support services and resources to help BC’s aboriginal people with disabilities, and others associated with the disabled”

Phone: (Victoria): 250-381-7303, (toll-free): 1-888-815-5511

Fax: 250-381-7312

Address: 1179 Kosapsum Crescent, Victoria, BC, V9A 7K7

E-mail: carrie@bcands.bc.ca

Website: www.bcands.ca

Canada Pension Plan Disability Help Series

Website: www.bccpd.bc.ca/s/AdvocacyAccess.asp#cpp

Disability Alliance BC

Disability Alliance BC is a provincial, cross-disability advocacy organization. Our mandate is to raise public and political awareness of issues that concern us. We hope, through our work, to facilitate the full participation of

people with disabilities in all aspects of society and to promote independence.

Phone: 1-800-663-1278

Fax: 604-875-9227

Address: #204 – 456 West Broadway, Vancouver BC V5Y 1R3

E-mail: feedback@disabilityalliancebc.org

Website: <http://disabilityalliancebc.org>

Inclusion BC

Inclusion BC is a federation that advocates for children, youth and adults with developmental disabilities and their families to ensure justice, rights and opportunities in all areas of their lives.

Phone: 1-800-618-1119

Fax: 604-777-9394

Address: 227 6th Street, New Westminster BC V3L 3A5

E-mail: info@inclusionbc.org

Website: <http://www.inclusionbc.org/>

The B.C. Human Rights Coalition

Phone: (604) 689-8474, Toll Free 1-800-689-8474,

Fax: (604) 689-7511

Address: #1202 – 210 West Hastings St., Vancouver, B.C., V6B 1L8

Website: www.bchumanrights.org

Family Support

BeConnected Support Services Family Council

Email: familycouncil@beconsupport.ca

BC Family Net

Family Net is an independent provincial network that provides a provincial voice for children and youth with special need, adults with developmental disabilities and their families.

Address: 954 Wentworth Ave, North Vancouver, BC, V7R 1R7

E-mail: info@familynet.org

Website: www.bcfamilynet.org

Family Support Institute (FSI)

The Family Support Institute mission is: "To strengthen and support families faced with the extraordinary circumstances that come with having a family member who has a disability."

Phone: (604) 875-1119, Toll Free: 1-800-441-5403

Address: #300 –30 East 6th Avenue, Vancouver, BC, V5T 4T4

E-mail: fsi@bcacl.org

Website: www.familysupportbc.com

Office of the Public Guardian and Trustee

The public Guardian and Trustee of British Columbia operates under provincial law to protect the legal rights and financial interests of children, to provide assistance to adults who need support for financial and personal decision

making, and to administer the estate of deceased and missing persons where there is no one else able to do so.

Phone: 604-660-4444

Fax: 604-660-0374

Address: 700-808 West Hastings Street, Vancouver, BC,
V6C 3L3

E-mail: mail@trustee.bc.ca

Website: www.trustee.bc.ca/

Planned Lifetime Advocacy Network

Plan assists families to develop a Personal Future Plan for their relatives and facilitates the establishment of a loving and caring personal network in the lives of the person with disability.

Phone: 604-439-9566

Fax: 604-439-7001

Address: 260-3665 Kingsway, Vancouver, BC, V5R 5W2

E-mail: inquiries@plan.ca

Website: www.plan.ca

Transportation

B.C. Transit Bus Pass

Contact: B.C. Transit EAP

Phone: (250) 598-5622

Address: 2008 - 3060 Cedar Hill Road, Victoria, BC, V8T
3J5

Transit Information

Contact Customer Information

Phone: (250) 382-6161

Parking Permits

Contact: Disability Resource Centre for Independent Living

Phone: (250) 595-1532; TTY only (250) 595-1532

Address: 1519 Pandora Avenue, Victoria B.C. V8R 6P9

Victoria HandyDART Services

Specially equipped transit for Disabled people who cannot use regular buses. Advanced booking required.

Phone: (250) 727-7811

B.C. Ferries Pass

Phone: (250) 386-3431

Website: www.b.c.ferries.com

Bus Pass Program

Phone: (250) 387-4331

Mailing Address: PO Box 1900 Victoria B.C.

Bus Buddies

Contact: John Close

Phone: (250) 360-1500

Address: 610 – 620 View St, Victoria B.C.

Health

Home and Community Care

Phone: (250) 387-5664

Mailing Address: PO Box 9971 Stn., Victoria, BC, V8W 1R5

HealthLink BC (includes Nurse's Hotline and Dial-a-Dietician)

Phone: 8-1-1

CRISIS

MCFD Helpline for Children

Phone: 310-1234

Kids Help Phone

Provides kids and teens access to a professional counsellor by phone to discuss their issue or concern 24 hours a day.

Phone: 1-800-668-6868

Suicide Helpline

If you are considering suicide or are concerned about someone who may be.

Phone: 1-800-SUICIDE (1-800-784-2433)



ATTACHMENTS

BECONNECTED'S SERVICE DELIVERY MAP

☐ Referral

☐ Intake

☐ Transfer

Name: _____ Referral Date: _____ Referred By: _____

START

Prior to Admission

1

Admissions—Service Requested?

- ☐ Staffed Residential Home: _____
- ☐ Respite Services
- ☐ Network of Home Living
- ☐ Day Services
- ☐ Self-Directed Support Services
- ☐ Outreach Services

- ☐ Intake/admission forms completed and

2

Decision:

- ☐ Declined, person notified in writing why admission was declined
- ☐ Accepted! Continue to

Upon Admission

4

Individual & family orientated to BSS

- ☐ Orientation forms completed and submitted (R047/R048)
- ☐ Resident and family handbook issued
- ☐ Vision and Mission reviewed
- ☐ Complaints procedure reviewed

3

Transition plan developed?

- ☐ Basic information forwarded for addition into ShareVision?

- ☐ Resident rights reviewed in an understandable manner
- ☐ Introduction to SABF
- ☐ Authorization form (R033)
- ☐ Demographics form (R055)

Medical Visit with a Physician

6 Is additional support required?

- ☐ Yes ☐ No

If yes, contact HCC, CST, DDMHT, etc. as required

5

Personal support plan developed within 30 days

- ☐ Care Plan—including oral care plan and nutritional care plan (R031)
- ☐ Resident Safety Plan (R030)

7

Person Centered Plan (PCP)

Completed within 6 months of admission and maintained annually. For children and youth, completed within 3 months and maintained quarterly.

Ongoing Documents

8

- ☐ Goal Planning reviewed quarterly (GAPs/GARs)
- ☐ Annual satisfaction surveys collected from individuals and families
- ☐ Ongoing professional maintenance of records: progress, health/wellness, professional appointments, services received, finance, and legal

My Rights and Responsibilities

as a Canadian



The Canadian Charter of Rights and Freedoms is part of the Canadian Constitution and guarantees the basic rights and freedoms to **EVERYONE** in Canada. The Charter says that everyone in Canada has the right to:

- ✳ be treated fairly and equally regardless of your colour, sex, age, or whether you have a physical or developmental disability;
- ✳ express your own thoughts and ideas;
- ✳ choose your religion;
- ✳ vote;
- ✳ learn;
- ✳ gather with other people;
- ✳ travel, live, and work in Canada.



The Charter also says that if anyone doesn't allow you your rights, then you can ask people to help you make sure that your rights are respected.

as a British Columbian

As an individual living in British Columbia you are protected under the BC Human Rights Code which says that you cannot be discriminated against because you have a physical or developmental disability. It also says that you have the right to:

- ✳ Access the same services as everyone else (restaurants, malls, transportation, & schools)
- ✳ Be treated the same as other tenants if you rent
- ✳ Get hired & get the same wages as everyone else



What can I do if I feel like I have been discriminated against because of my disability?



Talk to us or someone else that you trust - we'll help you take the next steps.

Person with Disability Benefits (PWD)

Persons with disabilities who are 18 years or older have the right to access PWD Benefits. PWD provides a monthly support allowance, a subsidized bus pass, and Medical coverage including Medical Services Plan, PharmaCare coverage, and other benefits such as dental and eye care. More PWD benefit information is available at www.sdsl.gov.bc.ca/pwd.htm

Services Provided by Community Living BC (CLBC)

CLBC is a community-based organization that exists to help plan, fund, and monitor supports and services for adults. CLBC has "facilitators" who can help you make a plan for the kinds of supports you want. They also have "analysts" who make decisions about funding and wait lists. For more information visit www.communitylivingbc.ca

as a person supported by BeConnected

You have the right:

- ★ to do and participate
- ★ to know and say
- ★ to feel and be safe
- ★ to go places
- ★ to independence
- ★ to respect and dignity
- ★ to choose and decide
- ★ to relationships
- ★ to privacy
- ★ to try

No right is absolute – they have limitations.

One basic limitation is that the rights of the individual or group ceases when it infringes on the rights of another individual or group.

In other words **rights come with responsibilities.**

When you make a choice you are responsible for that choice. We believe that as individuals accept more responsibilities, they will increasingly be recognized as valuable and contributing citizens.

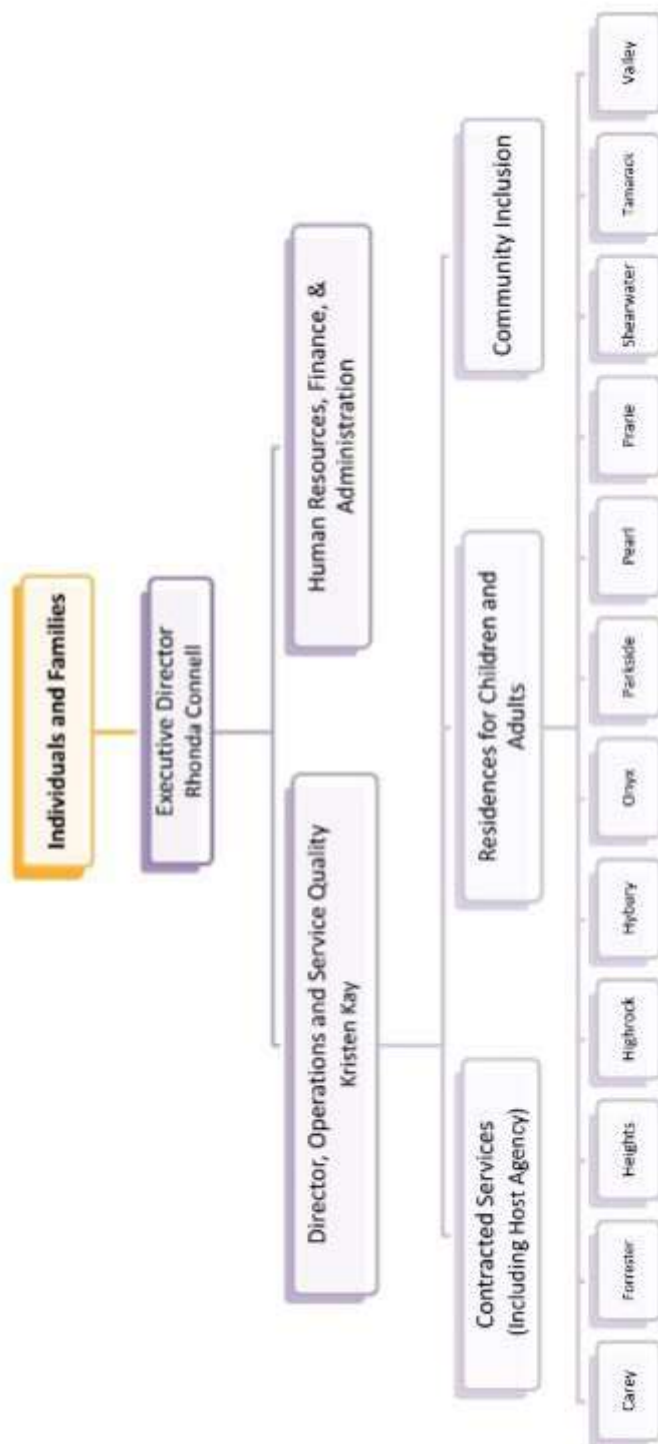
Some of your responsibilities include:

- ★ participate in the planning of services
- ★ respect the rights, dignity, & privacy of others
- ★ listen to others
- ★ let us know if and when you need support
- ★ let us know of any health concerns
- ★ let us know if you do not feel safe



You have the right to request this and other information in a way that you can understand. BeConnected has developed a number of creative ways to talk with you about your rights. Our rights video is available on our YouTube channel, found at goo.gl/Y17A5n; and the BeConnected rary contains picture and symbol versions of the Canadian Charter and the BC Human Rights Code. Contact your Coordinator for more information about alternative formats. For more details about your rights ask about Policy #1000 Rights and Responsibilities of Persons Served.

ORGANIZATIONAL CHART - 2018



RESIDENT COMMUNICATION FORM

Name: _____

Residence / Program: _____

Completed By: ☐ Me ☐ Me and Staff ☐ Staff for Me

Name of Staff Member Helping: _____

WHAT IS THIS ABOUT? (✓)



PEOPLE



THINGS



HOUSE



OTHER

- ☐ Me
☐ Staff
☐ Housemate(s)
☐ Friend(s)
☐ Family
☐ Community Person

- ☐ Mine
☐ Roommate's
☐ Staff's
☐ Family's
☐ Other: _____

- ☐ Mine
☐ Family's
☐ Friend's
☐ Other: _____

- ☐ Food
☐ Pet
☐ Access
☐ Communication
☐ Health & Safety
☐ Other: _____

Name _____

HOW I FEEL (Circle one [1] or more)



ANGRY/UPSET



RUSHED



FRUSTRATED



"I HURT"



SCARED



BORED



STRESSED



SICK



SAD



HAPPY



CONFUSED

HOW IMPORTANT IS THIS TO YOU?

1 – Not Much	2 – A Little Bit	3 – I Care	4 – A Lot	5 – IMPORTANT
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WHAT DO WE NEED TO KNOW?



Staff Signature: _____ Date: _____

ACTION TAKEN: _____

Home Coordinator or Key Worker Name: _____

Date Received: _____

Resident Interviewed on: _____ (Attach Interview Notes)

Determination of Issue (Describe actual issue &/or resolution desired / required):

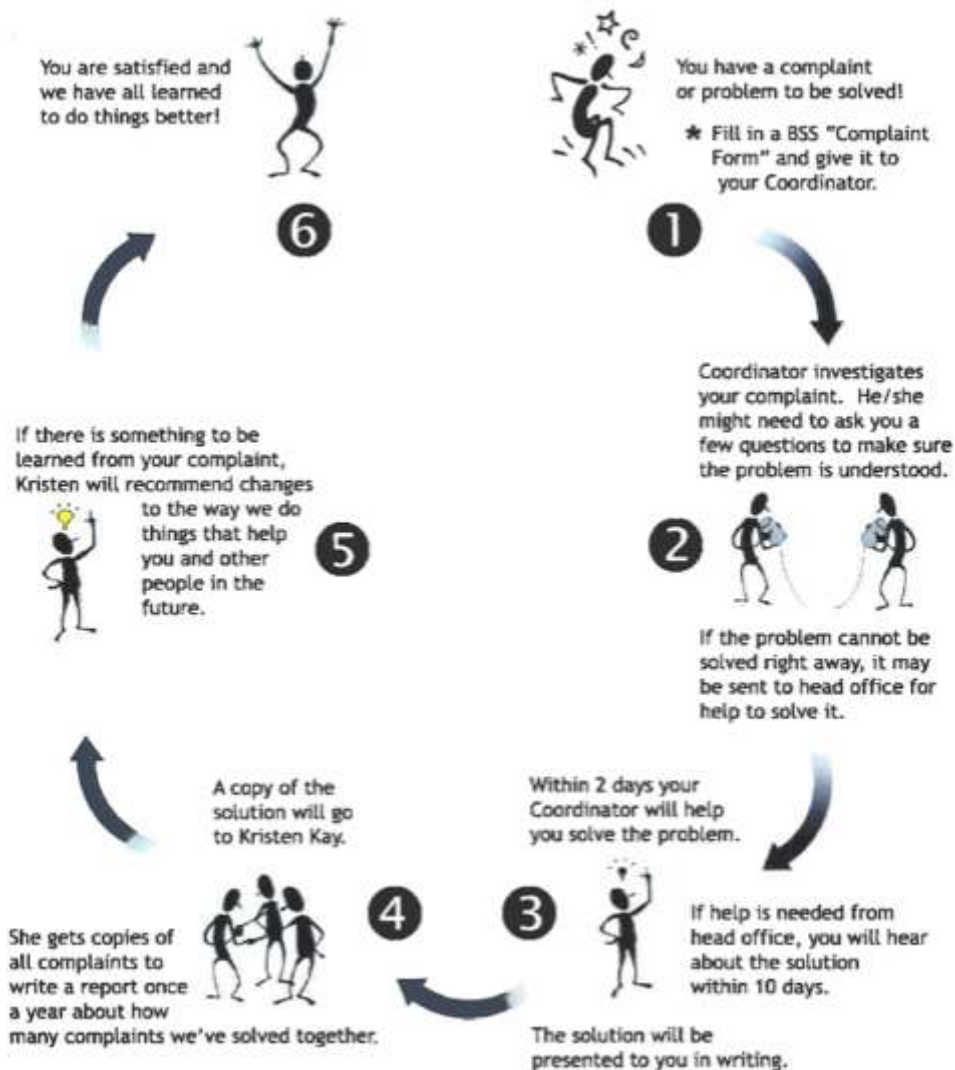
Action Plan:

Date Completed: _____ Key Worker Signature: _____

Home Coordinator Signature: _____ Date: _____

Reviewed by Director: _____ Date: _____

COMPLAINTS PROCEDURE



COMPLAINTS

PREAMBLE

BeConnected Support Services (BSS) encourages all individuals receiving services, families, members, advocates, and community members (our stakeholders) to bring forward concerns or complaints they may have about the Agency. When concerns or complaints are brought forward, BSS is committed to resolving the matter in a timely and appropriate manner.

Employees and Volunteers who wish to bring forward a concern/complaint can do so following Policy 4021, *Conflict Resolution*.

DEFINITIONS:

Concern: information which may become a complaint in the future if not addressed.

Complaint: Any verbal or written expression of dissatisfaction or discontent from a person served or stakeholder of BeConnected

Complaint Resolution Officer (CRO): The Complaint Resolution Officer for BSS is the CEO or their designate. If the complaint is made against the CEO the DPSQ will take on the role of CRO. The CRO investigates all complaints that cannot be addressed at the Coordinator level unless to do so would interfere with a concurrent investigation by the police, a regulatory body, or another authority. In such cases, the CRO will liaise with the investigators, as appropriate, to ensure an accurate and thorough conclusion to the investigation.

POLICY

BSS has a formal procedure for resolving concerns or complaints brought forward by persons receiving or requesting services, family members, friends, advocates, and community members (our stakeholders). This procedure shall be communicated to stakeholders upon intake and on an on-going basis.

POLICY CONT.

BSS encourages all individuals to feel safe in reporting their concerns and complaints. Bringing forward a concern or making a complaint will not result in retaliation, harassment or barriers to service.

Confidentiality: A complainant is required to identify him or herself when making a complaint. Anonymous complaints will not be investigated. Where possible and as appropriate, the Complaints Resolution Officer and/or designate will maintain confidentiality for both the complainant and persons named in the complaint.

Information from the complaint will be conveyed to the funder, regulatory bodies and/or legal/family representative where the complaint is serious and relates to the well-being of supported individuals.

Non-identifying information relating to the complaint may be used in reports for the purposes of improving the overall quality of service BSS provides.

PROCEDURE

Concerns: BSS encourages stakeholders with concerns to seek an informal resolution with the BSS designates at the level where the concern first arises (e.g. Coordinators for concerns relating to programs). Where this is not possible/plausible or where resolution has not been achieved, stakeholders are encouraged to pursue the matter with more senior designates (i.e. DPSQ). The concern is to be documented on a Problem Solving Form (M016) and forwarded to the DPSQ.

Complaints: Complaints may be brought forward **through BSS's formal Complaints Resolution Process**. Complaints may be expressed verbally or in writing. Stakeholders are encouraged to bring their complaints forward as soon as possible to ensure a timely response and resolution. Upon receiving a complaint:

Verbal complaints - staff should begin the documentation by completing the upper portion of the Complaint Form (P017);
Written complaints – proceed to next step

Acknowledge the complaint; thank them for their information and inform the complainant that their concerns will be forwarded to the Coordinator who will contact them.

PROCEDURE
CONT.

Place the completed complaint form in a sealed envelope and leave on coordinator's desk. The Coordinator will conduct an investigation and develop a solution within two (2) working days of receiving complaint.

The Coordinator will contact the complainant acknowledging receipt of complaint and present a proposed solution. If the proposed solution is acceptable/agreeable to both parties, coordinator is to indicate on the complaint form and forward the completed form to the DPSQ for review and filing.

If the complaint/grievance remains unresolved at the coordinator level further investigation and resolution is to be conducted by the CRO. Internal investigations will consist of obtaining information relating to the complaint and of finding an acceptable resolution. Where the CRO finds that BSS conducted itself inappropriately, they will issue an apology on behalf of the Agency and will outline the steps and changes that will be made to prevent incidents.

The CRO will document the resolution and communicate it to the complainant and any other related parties within ten (10) working days of the original complaint being brought forward

If the complaint/grievance cannot be resolved within the organization, the complainant will be referred to an external agency or advocate.

Appeals:

Complainants have thirty (30) days to appeal to the CRO

The CRO must respond in writing within ten (10) working days of receiving the appeal

The CRO's decision is final and will be documented. The decision will be communicated to all related stakeholders.

BSS will advise the complainant of their options in pursuing the complaint with external agencies or offices.

PROCEDURE
CONT.

Records:

The DPSQ will maintain a record of all concerns and complaints in a confidential complaints file including: dated records of all discussions and interviews conducted in the investigation of a complaint; and a complete set of relevant documents, records and reports relating to a complaint.

The DPSQ will issue an annual report that summarizes and analyzes all complaints registered against BSS within the previous year.

Reference:

Residential Care Regulations, Article 48.1(b)-48.1(c) , Article 60,
Article 85.2(d), Article 89.1

CARF Standard 1.K.3.a

BSS Resident and Family Handbook

COMPLAINT FORM

A **complaint** is any verbal or written expression of dissatisfaction or discontent from a person served or stakeholder of BeConnected. A **concern** is information which may become a complaint in the future if not addressed.

BSS encourages all individuals to bring forward concerns or complaints they may have about the Agency. When concerns or complaints are brought forward, BSS is committed to resolving the matter in a timely and appropriate manner.

Your Name: _____ Date: _____

Your Relationship with BeConnected: _____

Phone No.: _____ Cell No.: _____ Email: _____

Mailing Address: _____ City: _____ Prov.: _____

Category of Complaint:

- | | | | |
|---|--|--------------------------------------|--|
| <input type="checkbox"/> Resident Care | <input type="checkbox"/> Safety | <input type="checkbox"/> Nutrition | <input type="checkbox"/> Environment |
| <input type="checkbox"/> Community Activity/Liaison | <input type="checkbox"/> Communication | <input type="checkbox"/> Attitudinal | <input type="checkbox"/> Quality of Services |
| <input type="checkbox"/> Other, please specify: _____ | | | |

What are the specifics of your complaint?

Describe any efforts, if any, you have made to remedy this complaint:

What would you like to see change?

For Office/Coordinator Use:

Date Received: _____ Received By: _____

(Follow Up on Page 2 to be submitted to DQAP)

COMPLAINT FORM FOLLOW-UP

Home Coordinator's **investigation** into complaint:

Home Coordinator's **actions** to resolve this complaint:

Further follow-up required? ☐ No ☐ Yes, complete the action plan below

Goal(s)	Person Responsible	Target Date	Completion Date

Resolution:

Resolution accepted by complainant? ☐ Yes ☐ No

Closed Date: _____ Closed by Signature: _____

Director of Quality Assurance and Practice

Date Received: _____ Signature: _____

RESIDENT COMPLAINT FORM

A **complaint** is any verbal or written expression of dissatisfaction or discontent from a person served or stakeholder of BeConnected. A **concern** is information which may become a complaint in the future if not addressed.

BSS encourages all individuals to bring forward concerns or complaints they may have about the Agency. When concerns or complaints are brought forward, BSS is committed to resolving the matter in a timely and appropriate manner.

Name: _____ Program: _____ Date: _____

Please Choose:

- ☐ "I filled this out myself"
- ☐ "My caregiver assisted me to fill this form out" Name: _____
- ☐ "My caregiver filled this form out on my behalf" Name: _____

What is this about?

- ☐ Home ☐ Staff ☐ Roommate ☐ School/Work/Day Program
- ☐ Communication ☐ Family ☐ Health & Safety ☐ Access/Barriers
- ☐ BeConnected ☐ Other: _____

Scale of "How Important"

Not Very Important	So-so Important	Important!	Really Important	Extremely Important
①	②	③	④	⑤

What is the problem?

What has already been tried to solve the problem?

Action plan:

Follow-up Required? ☐ No ☐ Yes, feedback follow up form attached

Home Coordinator: _____ Date: _____

Submitted to: _____ Position: _____ Date: _____

[illegible]

[illegible]

