



BeConnected
Support Services Ltd.

Ready. Support. Go.

Resident and Family Handbook

6th Edition— February 2018



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Your Emergency Contact at BeConnected is:

INTRODUCTION TO THE HANDBOOK

Why do we give you this handbook?

- ★ We believe people need information
- ★ Information helps us make good decisions
- ★ We respect your right to have information about BSS
- ★ 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 BSS.

Understanding the information:

- ★ We believe that it is very important that you are able to understand the information we give you. We have tried to write this handbook in plain language;
- ★ A BeConnected Support Services staff member will be happy to talk to you and to help you understand this handbook;
- ★ Your family, friends, and caregivers can help you to understand this information as well;
- ★ You can also ask to listen to this handbook being read on a tape recorder, or have someone communicate it to you in sign language.

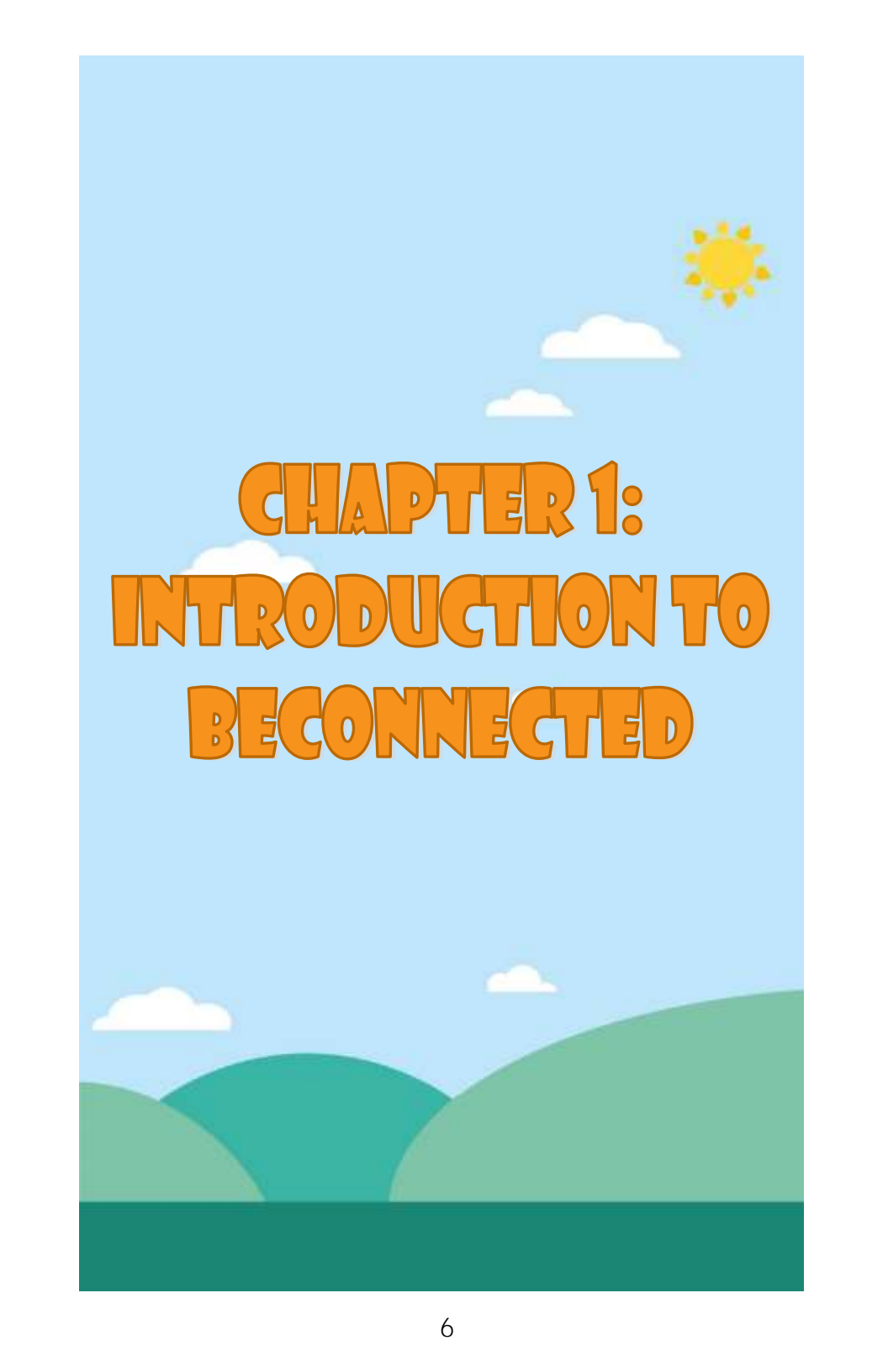
How to Use this Handbook:

- ★ You will receive a copy of the handbook when you enter into services with BeConnected. Every home and program has its own copy too. This is your copy – **you can look at it and talk to us about what's in it** whenever you want. Keep this handbook someplace

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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 CLBC 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.

BSS employees and Contractors

Our employees and contractors were chosen to work with us 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 and contractors are screened prior to working with us. This includes:

- ★ Criminal Record Checks
- ★ Medical fitness

Our employees and contractors 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
- ★ 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.

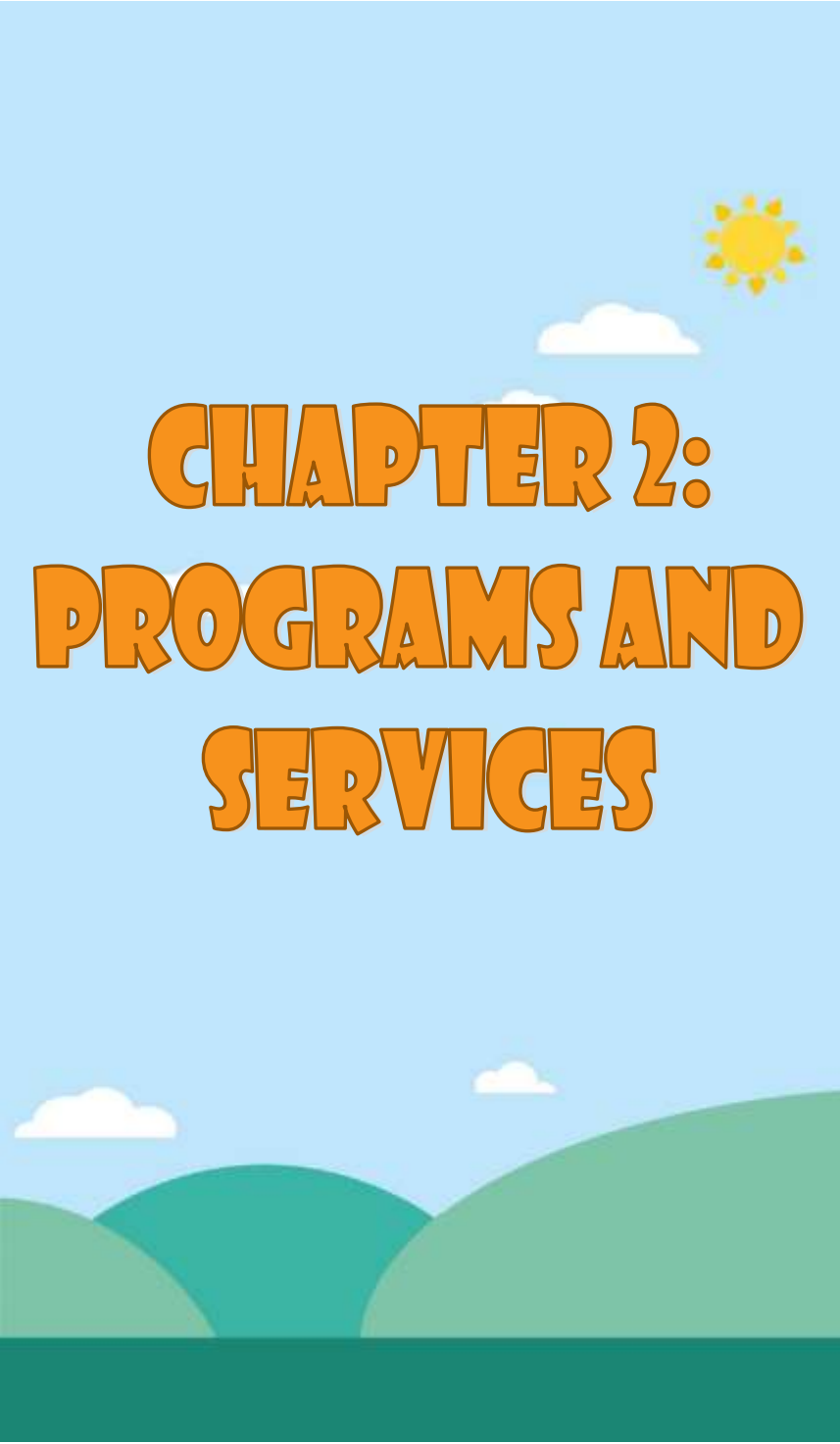


Conflicts of Interest

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

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

Our services are built on the belief that each of us has the right and the desire to be part of our community. This includes opportunities to contribute to community life and to be valued for our efforts.

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 adult services are funded by the Community Living British Columbia (CLBC). Admission criteria is decided by CLBC facilitators. They also handle all referrals.

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

- ★ Meet CLBC eligibility requirements;
- ★ A vacancy exists or a program can be built;
- ★ Level of support is suitable within existing staffing levels; and
- ★ 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.

BeConnected's programs can be grouped into four areas:

A. Residential Services

- ★ Staffed Residential: 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.
- ★ Shared Living (Network of Home Living): Shared living is a residential option in which an adult with a developmental disability shares a home with someone who is contracted to provide ongoing support. The home is the primary residence of both the individual being supported and the person offering support.

There are two types of shared living:

Home Sharing: Within home sharing, the contractor controls the home through ownership, lease, or rental.

Live-In Support: Within live-in support, the individual controls the home

- ★ **Semi-Independent Living (SIL):** Supported living is a residential option that provides individuals living independently in the community with assistance in daily living. This service is available to individuals who own, lease, or rent their own homes.

There are two types of supported living:

Outreach Support: provides targeted hourly supports to individuals through one-on-one or group arrangements.

Cluster Living: an on-site contractor provides ongoing support to a group of individuals who have homes close to one another (typically within the same apartment building).

- ★ **Respite Services:** provided in group home settings; which means people can come and stay for short or temporary periods of time – like for the weekend or a vacation.

B. Community Inclusion– Formerly known as day services, in BeConnected’s community and home-based CI programs, participant activities may include: volunteering in a soup kitchen or at a community program; teaching sign

language in a preschool; baking and delivering fresh baked goods to homeless shelters; serving refreshments and cookies at a seniors centre; and flyer or paper delivery. Community Inclusion can also include paid work and pre-paid work skill development or educational opportunities such as sign language, computer training, self-advocacy and social skills, first aid, and FoodSafe.

- ★ Employment: This service uses a variety of methods to ensure that individuals achieve employment within an integrated setting. This option includes supported employment, customized employment, and / or self-employment options.
- ★ Skill Development: This service provides individuals with support to develop skills that are required for healthy independent living. Support may be provided to individuals through one-on-one or group arrangements. Services are goal-based and time-limited.
- ★ Community-Based: This service is designed for individuals who require ongoing support to participate in community in a meaningful way. The service **operates outside the individual participants' homes** and is usually offered according to an established schedule that allows individuals to participate on a part-time or full-time basis. It may have a vocational focus, social /recreational focus, or some combination of the two.

- ★ Home Based: This service is designed for individuals who require ongoing support to participate in community in a meaningful way. The service operates **within the individual participants' homes.** It may have a vocational focus, social / recreational focus, or some combination of the two.

C. Support For Individuals and Families

- ★ Home Maker: Is available to individuals who require basic housekeeping services or temporary personal care to successfully live in the community. It may also be accessed by families providing ongoing unpaid residential support to an adult with a developmental disability.
- ★ Support Coordination: Provision of supports related to information, resources, and/or support to family members who face the extraordinary circumstances that come with having a family member with a disability.

D. Host Agency Services

BeConnected is an approved Host Agency with CLBC which means the funds allocated by CLBC for the purchase of individualized supports and services can be paid to BSS.

As a host agency, BeConnected works in partnership with individuals and their families who receive *Individualized Funding* to help them create the support they desire, give

them maximum choice, and in doing so, coordinate independent contracts on their behalf. For example, BeConnected will find, hire, and supervise the independent support contractors required on your behalf: creating, executing, and monitoring the necessary contracts to ensure the best supports and services are in place when needed. Individuals and families can be as involved as they wish.

In its role as host agency, BeConnected is able to relieve families who receive Individualized Funding of the burden **of being the “employer” of numerous support workers**, allowing them to enjoy the benefits of Individualized Funding without having to take on the added administrative responsibilities.

★ If you are interested in a change of services, talk to your Coordinator! ★

OUR Program Philosophy

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.

Transition Planning

Transitions generally occur at the request of the individual or the family, however 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 involved in the change process as much 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 CLBC.

We also 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

Note: This section applies to BeConnected owned sites such as staffed residential homes, day programs, & administration locations. If you are living in a Home Share you will be informed of any guidelines set by the Home Share Provider prior to moving in. If you are living semi independently you will need to follow any guidelines set by your landlord.

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 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.



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 (Illicit Items)

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

- ★ Illegal Drugs
- ★ Legal Drugs
- ★ Prescription Medication— we receive all of your medications directly from the pharmacy in blister packs
- ★ Weapons



Illicit items will be confiscated and locked in the office immediately.

Smoking



Due to the known health risks associated with smoking, tobacco, and other nicotine products, the use of these products by residents is discouraged. However if you choose to use tobacco/nicotine products you must comply with the following guidelines:

- ★ Those who choose to smoke or use nicotine products (other than patches or ingestible products) at a BeConnected site are required to be outside the home and, if applicable, only smoke in a designated smoking area
- ★ Smoking must occur outside the 7 meter buffer zone in keeping with the Tobacco and Vapour Control Act and CRD Clean Air Bylaw.

VISITORS AND GUESTS

Visiting times should be scheduled in order to respect the needs and privacy of the other individuals. Visitors must follow the same guidelines regarding illicit items as above. 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.

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.



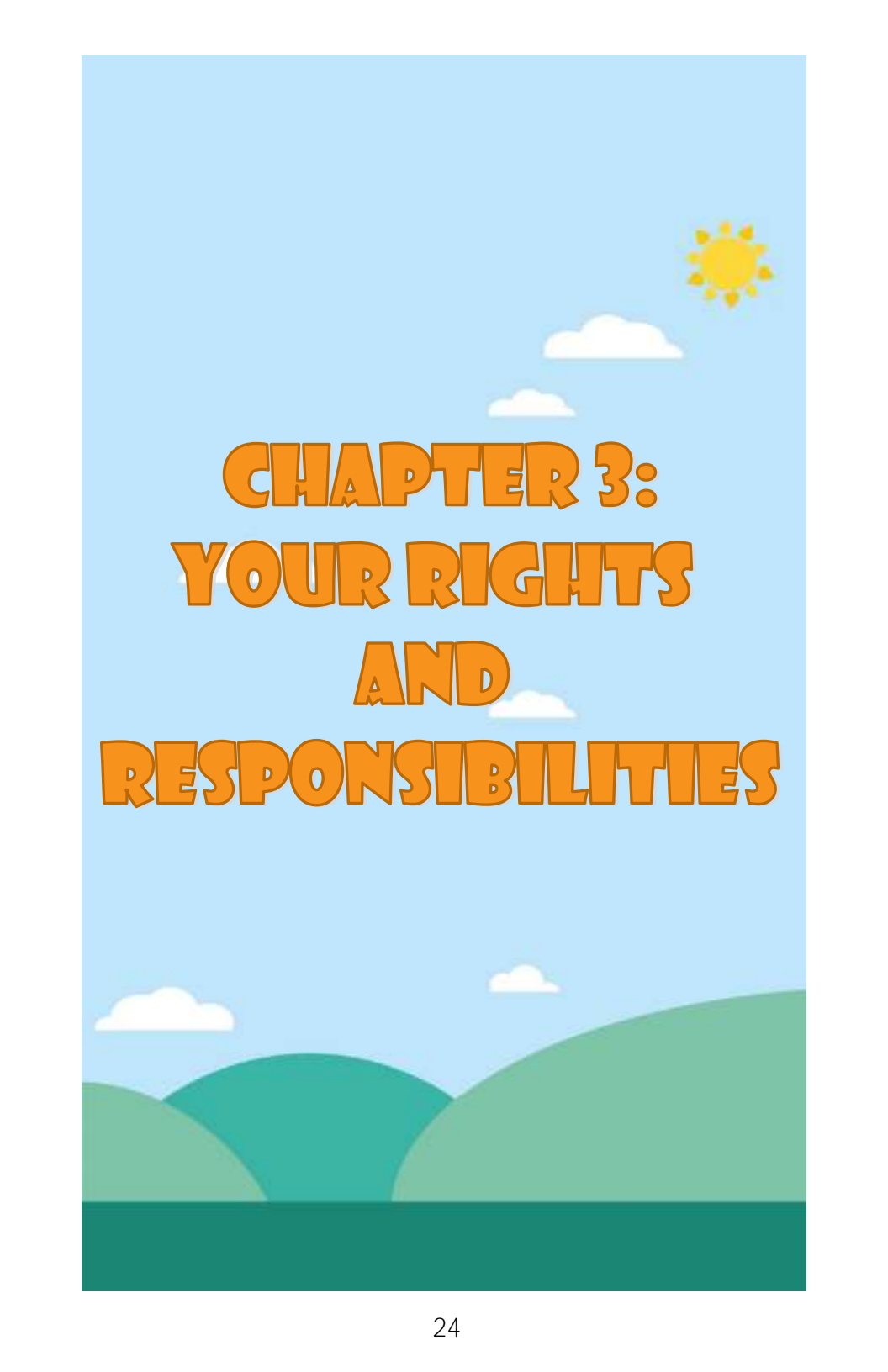
POSITIVE BEHAVIOUR SUPPORTS

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.



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! Your rights are important to know about and understand.

You have rights as:

- ★ a Canadian citizen
- ★ a resident of British Columbia
- ★ as a person with a disability
- ★ as a person participating in our programs and services

Your rights are outlined in several different documents—**to help you know and understand your rights 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 for reporting.

Your Rights as a Canadian Citizen

In 1982 the government of Canada told all Canadians about their rights in a document called the *Canadian Charter of Rights and Freedoms*.



Some of your rights included in this Charter are:

- ★ The right to be treated fairly and equally regardless of your colour, sex, age, 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 vote
- ★ The right to stay in Canada or to leave
- ★ The right to learn

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

Your Rights as a Person Living in BC

In BC there is something called The BC Human Rights Code. It says that you cannot be discriminated against because you have a physical or developmental disability.



The code also says you have the right to:

- ★ Access the same services as everyone else including restaurants, malls, transportation, and schools.
- ★ Get hired and get the same wages as everyone else.
- ★ Be treated the same as all the other tenants if you rent an apartment or a house.

What can you do if you think you have been discriminated against because of your disability?

Talk to us – we can help you to take some next steps. If you are working, talk to your job coach or supervisor. The two of you can find out if your employer has a complaints procedure.

Your Rights to Other Kinds of Assistance in BC

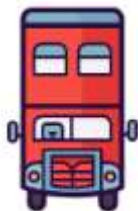
Persons with disabilities who are 18 years or older in BC have the right to benefits and services.

Persons with Disability Pension (PWD) (Formally called **'Disability Benefits 2')**

Depending on your needs and your income, you are likely eligible for:

- ★ A monthly support allowance.

- ★ Medical coverage, including Medical Services Plan and PharmaCare coverage, as well as other medical benefits such as glasses or dental care.
- ★ A monthly transportation supplement (\$52 in 2017)
- ★ Your Employment Assistance Worker (EAW) can tell you more about your Disability Pension. The office for your EAW is listed in the back of this book under "Resources."



Your Rights in Community Living Services

There is a great deal of change happening in BC for people eligible for Community Living Services. Important decisions



about funding, which programs people can be in, and where they lived, were usually made by the Ministry and caregivers. In 2001, the provincial government said they wanted to find different ways in which decisions about individuals with disabilities, children with special needs, and their families could be made. It made sense to everyone that these decisions needed to be made by those most affected.

Now, a community-based organization called, "Community Living British Columbia" (CLBC) 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 waitlists.

For more information you can look on their website or, you can ask a support person or family member to do this for you at www.communitylivingbc.ca.

Some of the services you might be eligible for include:

- ★ Services from a facilitator to help you make a plan;
- ★ Services including: nursing, physiotherapy, and occupational therapy;
- ★ Mental Health Services and/or an assessment from the Developmental Disability Mental Health Support Team (DDMHT)
- ★ Various forms of funding, such as Individualized Funding
- ★ Referrals to specific programs (e.g. residential, supported employment, respite, counselling, day programs)

Your Rights as a Person Receiving Services 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.

- ★ To have your welfare and well being recognized as paramount concern to BeConnected
- ★ To 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

- ★ To the least restrictive environment
- ★ To access generic services – the same services as everyone else
- ★ To determine or have meaningful input into the ways your services are provided
- ★ To be treated with respect and in a dignified way
- ★ To have the best possible health and quality of life, free from injury or threat of abuse, neglect, isolation, retaliation, humiliation, financial, or other exploitation
- ★ To be accommodated in a safe home/program that reflects the standards of the community
- ★ To community participation and support directed towards the achievement of community participation
- ★ To social interaction and time with family and friends
- ★ To privacy and confidentiality
- ★ To have and to manage your own money. If you need us to, we will help you protect its use, and always be considerate and ethical in dealings regarding money and other things valuable to you
- ★ To have personal possessions
- ★ To participate in a religious program of your choice
- ★ To 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.

How Can Everyone Be Sure You Are Getting The Services You Need From BeConnected Support Services?

CLBC monitors how BeConnected Support Services provides service to you:

- ★ Through your documented Person Centred Plan (PCP)
- ★ A liaison worker from CLBC
- ★ People from a group called CARF will visit us to review how we are doing in providing services to you
- ★ Annual Satisfaction surveys
- ★ We also monitor our own services by annually participating in a performance analysis

Your Right to Conflict Resolution at BeConnected Support Services

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 Right to Privacy at BeConnected Support Services

Privacy means that information about you is confidential.

When you turn 19 in BC you become an adult. As an adult you need to give people permission to discuss things about you. Sometimes this means that you choose for us to not share information to your support network (family/friends) about you as this is a right as an adult.



Before you talk to someone at BeConnected you can ask if **they can keep something “confidential.”** That means that what you say is private, **and won’t be told to anyone else.**

There are some things that cannot be kept confidential. For example, if you say someone is abusing you, the person you tell may have to tell your supervisor or the police.

Privacy also means:

- ★ That you have the right to be alone, if you so choose
- ★ That people should ask if it is okay with you before

they come into your private space

- ★ That people should not look at, touch, or take your private things without your permission.

We respect your privacy at BeConnected Support Services by:

- ★ Making BeConnected Support Services staff 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 you have chosen, say it is okay 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

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: keeps track of your daily activities



Progress notes: Keeps track of your goal achievement

Contact Records: When your workers talk to your family or other support people like your Doctor or a CLBC person, 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 a CLBC 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.

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

Sharing Information & Consent

Some of your choices, decisions, or agreements might need you to sign a consent form. For example if you agree to be involved in certain programs, activities, research, or communications we will ask your permission and ask you to sign a consent form.

The people who support you need to know information about you so that they can do a good job. They will read your file. We will ask you to sign a consent form to share information about you to people outside of BeConnected Support Services.

If we plan to use your photograph for the newsletter or website or if we write an article about you, we will ask you to sign a form saying you agree to let us do that.

Informed Choices and Decisions

All people have the right to make decisions and choices. We know that sometimes people might need help to make choices.

We think that it is important that you make as many choices and decisions as possible. Following are some different ways to assist you to do that:

Some ways we assist you to make decisions:

1. We give you information:

Before you make a choice we give you as much information as you need to make what is called an **"informed choice."** For example, if you think you might like to participate in one of our programs, we will give **you information about that program's staff, activities,** and the goals you could expect to achieve. Then you can make an informed choice about whether that program is right for you.

Another example of when you might make an informed decision is if you are asked to participate in a *research project*. Sometimes people with developmental disabilities participate in research projects to help others learning and knowledge. If you are interested in participating in a project we will help you to learn about the project. For instance, we will help to ensure it is designed, conducted, and reported in accordance with policy and good practice, and recognized by standards of education and research ethics. You can choose not to participate at any time.

2. We support you to try out options:

We know that people need to know about options before they can make an informed choice. As much as we can, we will support you to try out different options. **For example, let's say you want to volunteer and you have not done that before.** We would assist you to visit different volunteer sites before you choose the place that works for you.

3. It's okay if you change your mind:

We know that people may change their minds when they are exploring options. We also know it is all a part of learning to make choices and decisions. If you make **a choice and it doesn't work out** – that is okay. We will support you to make another choice.

4. Support to ask for help

Some people may want someone who knows them well to help them make choices. If you need help to do this, then you can ask someone who knows you well to assist you to make choices.

- ★ All people have the right to make informed decisions and choices. Along with the power of choice comes the responsibility to respect the choices of others.

We Help You to Look at Risks

Sometimes you might make a choice that presents a possible risk to your health or your safety.

If so, we will support you to look at that risk. We will ask other people who know you well to also look at the risk.

You and others will provide input. Then you will have to make a decision about what to do about that risk. You may decide it is too risky. You may decide that you can take some steps to make it less risky. If you do decide to take some steps to lessen the risk, it is important to talk about who is going to do what and when so that everyone knows what their responsibilities are.

BeConnected has developed a number of creative **ways to talk about rights with you, such as our “MY RIGHTS” film/DVD, written and performed by a group** of BeConnected self advocates. These preferred rights are listed at the back of this handbook – We have these rights available in written French and using **picture symbols as well. Rights as set out in BC’s code** and the Canadian Charter are also available using **pictures and symbols in BeConnected’s library.**

You also have the right to request information in a language or communicated to you in a way that you understand.



YOUR RESPONSIBILITIES

No Right is absolute. A resident, family member, or agency exercise of rights in the service setting must depend on context, and to an extent, on the standards of the community in which we live. Rights have limitations. One basic limitation is that the exercise of the rights of one individual or group ceases when it infringes on the rights of another individual or group.

In other words...

Rights come with responsibilities.

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

Your Responsibilities at BeConnected Support Services

As a person who chooses to participate in BSS programs you have responsibilities. You will:

- ★ Participate in the planning of your services.
- ★ Let people know if and when you need support. (If it isn't easy for you to tell us then you can ask others who know you to tell us.)
- ★ Listen to others.
- ★ Respect the rights and dignity of everyone else, including program participants, caregivers, and support staff.

- ★ Honour your commitments, appointments, schedules, etc.
- ★ To care for and do what you can to maintain your homes/program site to community standards
- ★ To respect the privacy of others and their personal possessions
- ★ **To respect the privacy of other peoples' information and records**

Your Responsibilities and Your Health and Safety

It is your job to let BSS know of any health or safety concerns that you have. We need to know things about like:

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



If it is hard for you to tell us about these things, someone who knows you well should tell us.

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

- ★ When you are at a BSS home or program
- ★ With someone at BSS
- ★ When you are out in the community (including

volunteer and supported employment sites)

- ★ When you are in a vehicle

Your Responsibilities in Case of an Emergency

If there is a fire or an earthquake, or if there is a fire drill, you have a responsibility to:

- ★ Remain calm
- ★ Follow instructions from staff or follow your safety plan



When we have fire and earthquake drills, you need to practice with us. This is very important. Practicing for emergencies will help us when a real emergency happens.



CHAPTER 4: COMPLAINTS

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 not happy with the results of this process, then you can take your concern to a CLBC quality services analyst at 250-952-4067.

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!

What Else Can I do to Resolve Conflict?

You can also choose to take your concern to the Advocate for Service Quality. This person ensures that people in BC with developmental disabilities who receive service are well served. Your Advocate is not a CLBC or BeConnected Support Services staff person so they can respond to you in a way that is independent. You can reach the Advocate for Service Quality by calling 250-387-6121.

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](tel: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](tel:1-877-977-5797) or in Greater Victoria at [250-370-8323](tel: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:

Communica- tion	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!**

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:

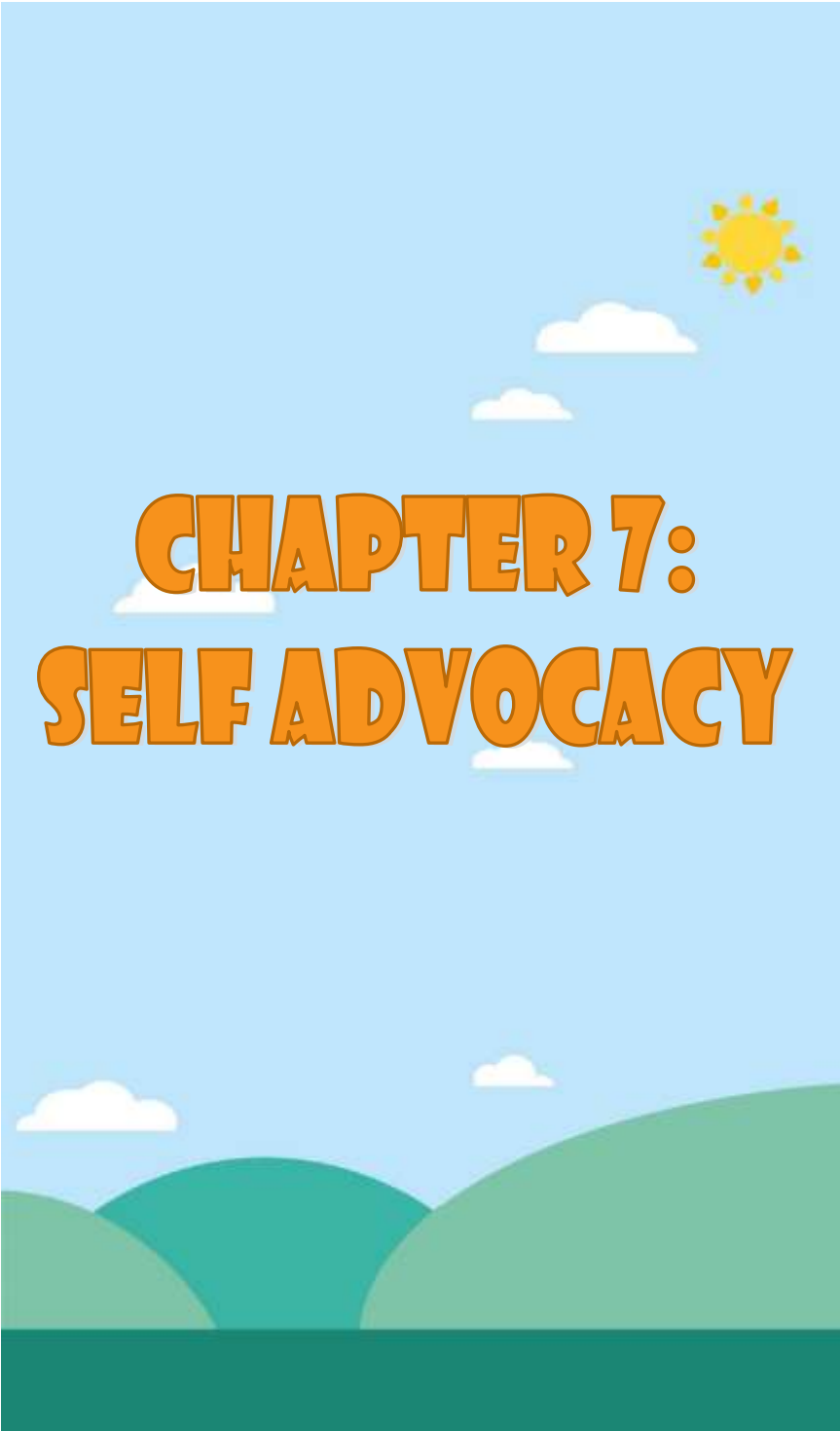
- ★ Follow hand washing procedures
- ★ Wear gloves
- ★ Follow proper clean up procedures

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
- ★ Telling people how we feel
- ★ **Telling people what we like and don't like**
- ★ 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. If you are interested in attending a meeting, contact Kristen Kay at Head Office.

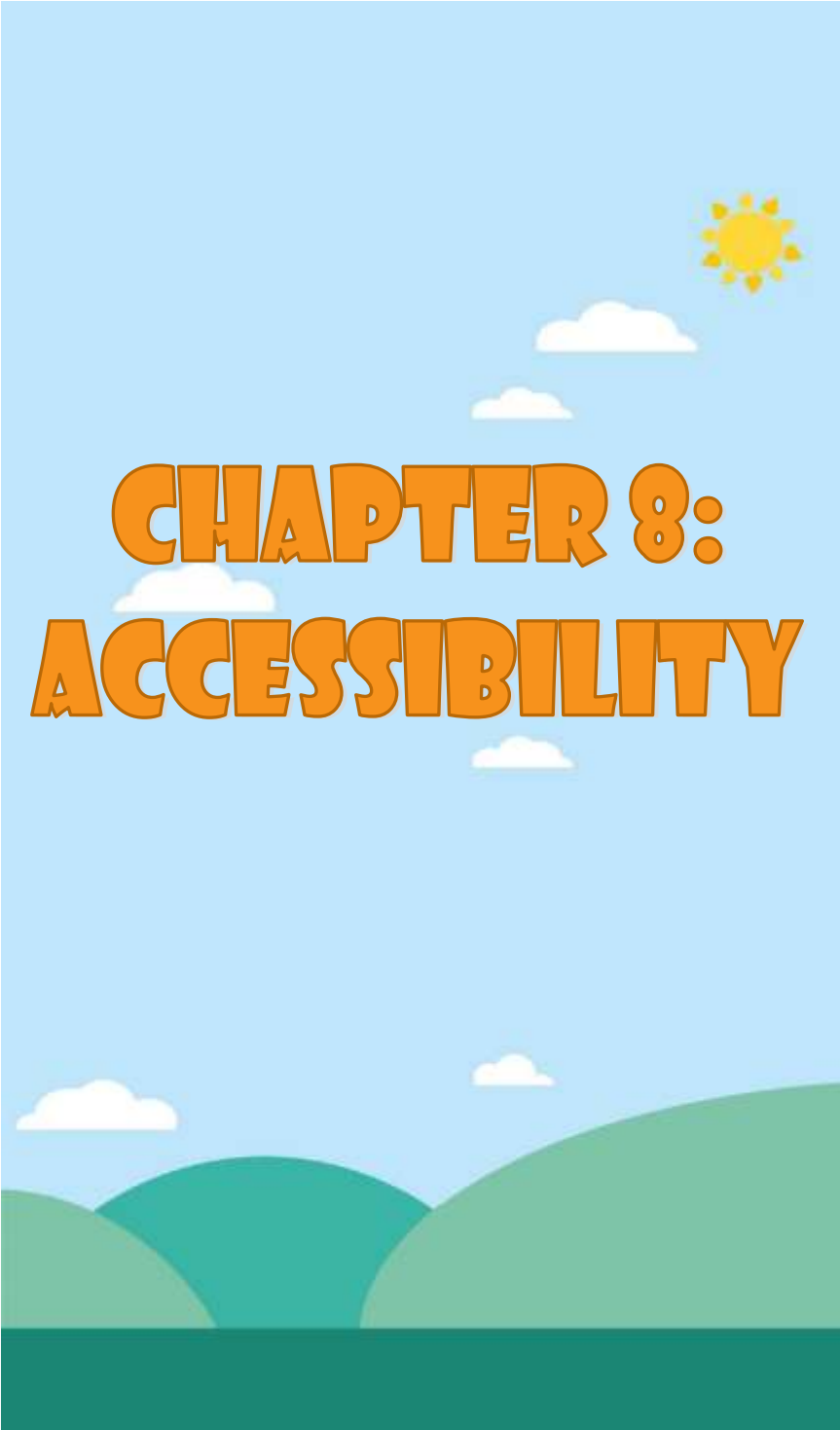


You can also learn more about us by visiting us on the web!

www.beconnectedsupport.ca/services/self-htm/

&

www.facebook.com/SABrighterFuture/



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?

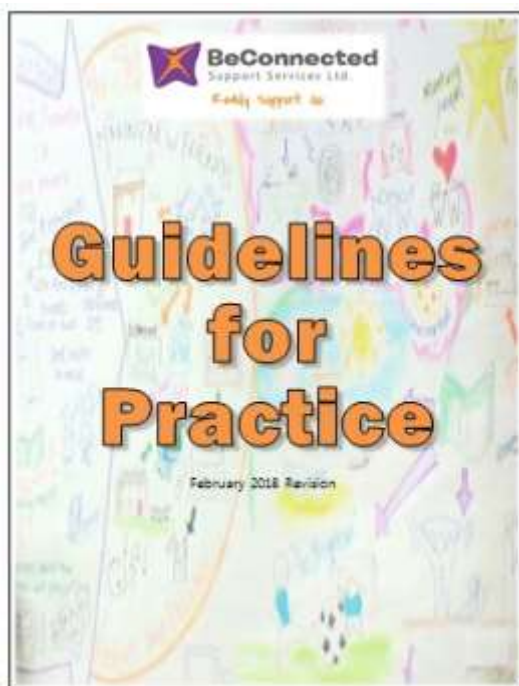
Our Code of Ethics includes the ethical responsibility:

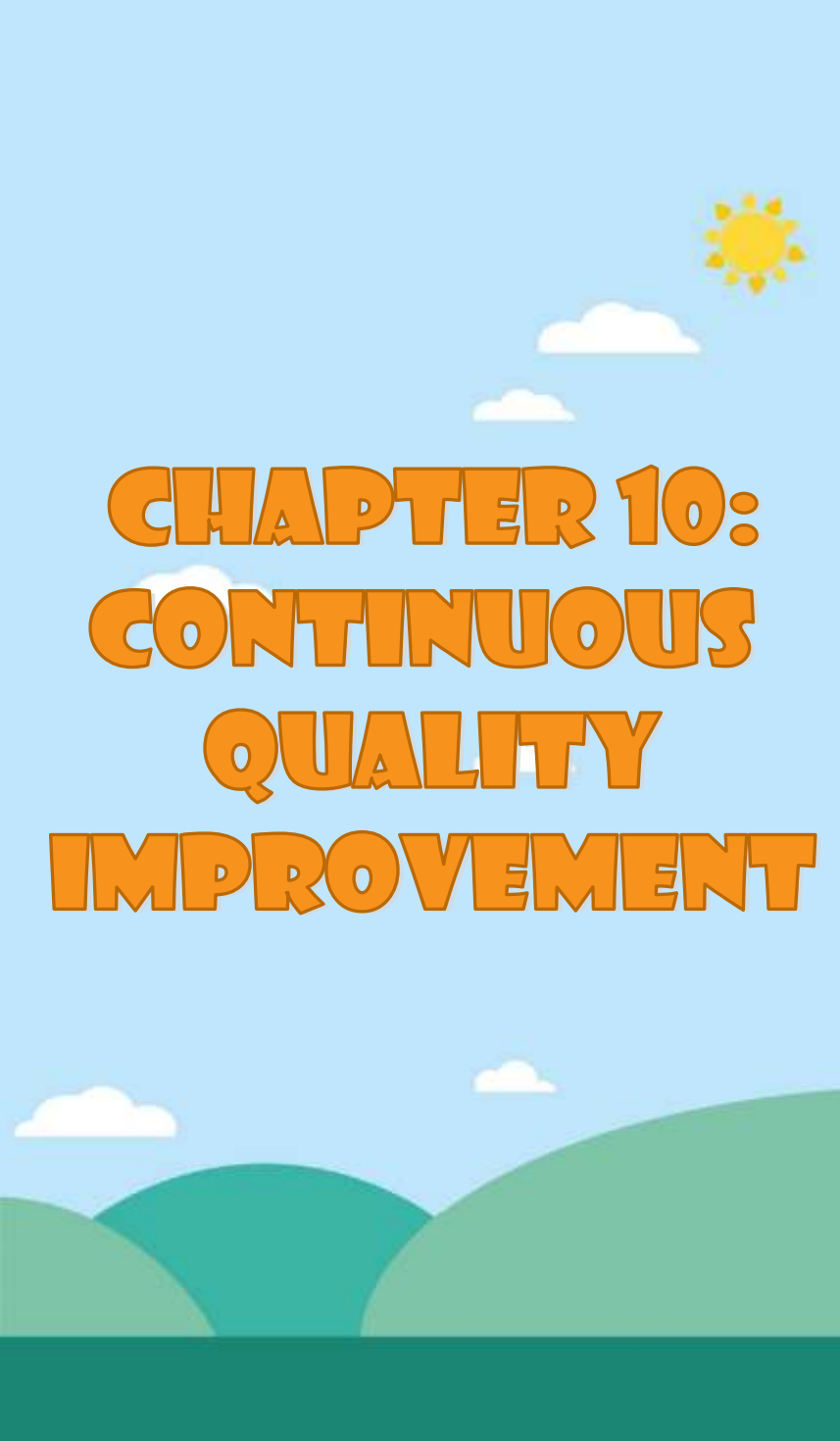
- ★ **in the delivery of services to person's served;**
- ★ to the agency;
- ★ as a business and in financial practices;
- ★ in marketing services;
- ★ for the profession;
- ★ as an employee;
- ★ to colleagues;

- ★ 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.

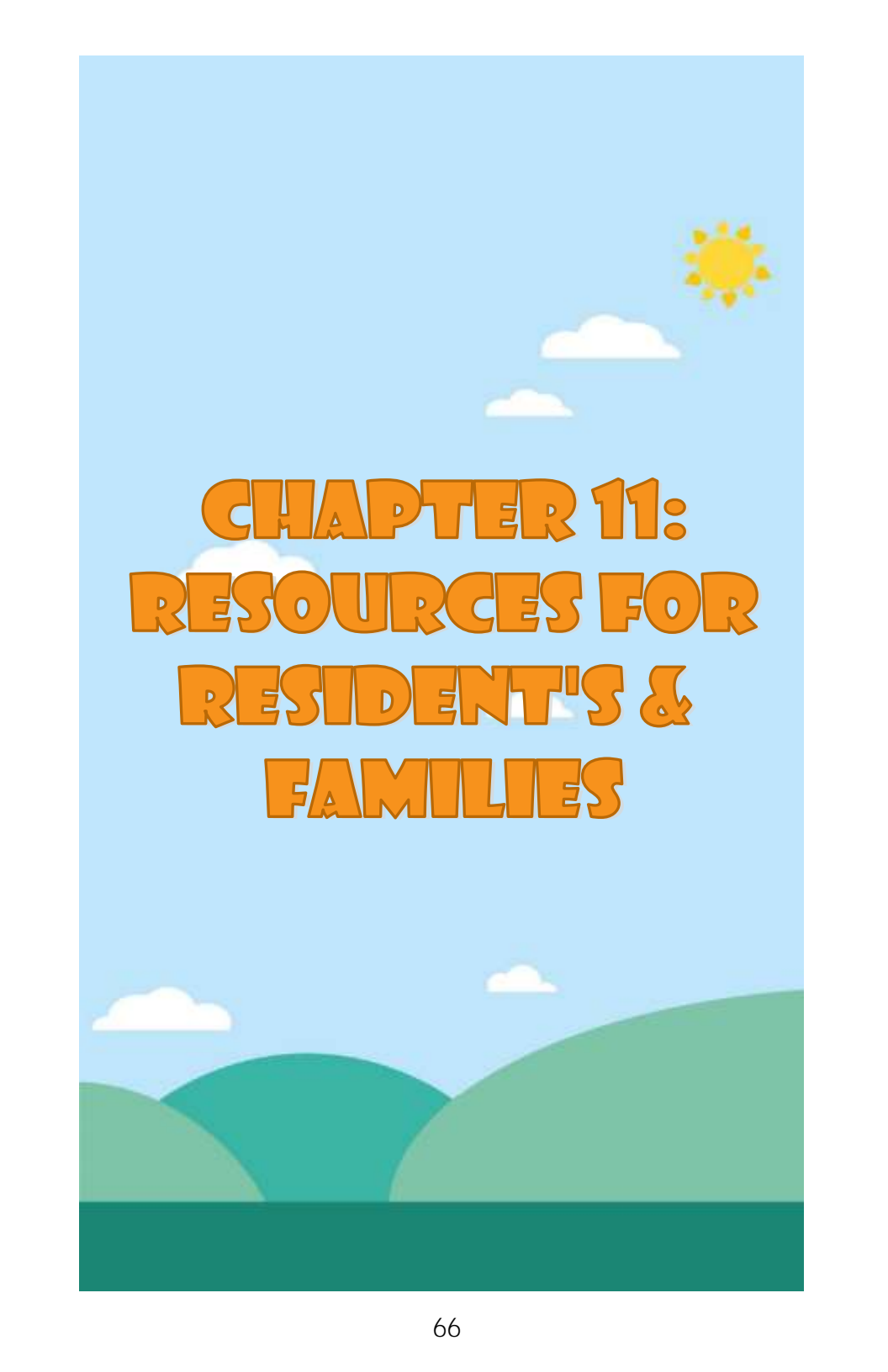
Exit Interviews: We like to talk to people when they leave our services, or change to a different program. This is a very important time for us to hear from you about the services you received. We will ask you to fill in a survey or participate in an interview with us.

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

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

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

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

Advocate for Service Quality

The Advocate for Service Quality is Leanne Dospital. Leanne helps adults with developmental disabilities and their families receive high quality service. She can help with services from the Ministry of Children and Family Development, from other ministries, or from service agencies in the community.

Phone: (Vancouver) 604-775-1238 - Victoria residents call Enquiry BC at (250) 387-6121 Ask to be transferred to Leanne Dospital's office

Email: ASQ@gov.bc.ca

Website: www.mcf.gov.bc.ca/getting_help/advocate_service_quality.htm

Address: 18th Floor, 1050 West Pender St. Vancouver, B.C.
V6E 3S7

BC People First Society

Our local chapter of People First Society; a national self advocacy movement.

Email: bcpfcoordinator@gmail.com

Website: www.bcpeoplefirst.com

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

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.

Website: <http://actioncommittee.ca>

Phone: 250-383-4105

Address: 948 View Street, Victoria, BC V8V 3L5

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

Canada Pension Plan Disability Help Series

Website: <https://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-disability-benefit.html>

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

The Coalition for Community Living

The Community Living Coalition is an open and inclusive gathering of people and organizations dedicated to empowering individuals and families to make decisions about how they lead their lives in the community.

E-mail: execdir@thecccl.org

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

Family Support Institute of BC

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) 540-8374 ext. 523 Toll Free: 1-800-441-5403

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

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

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



- ☐ 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.sdsi.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.

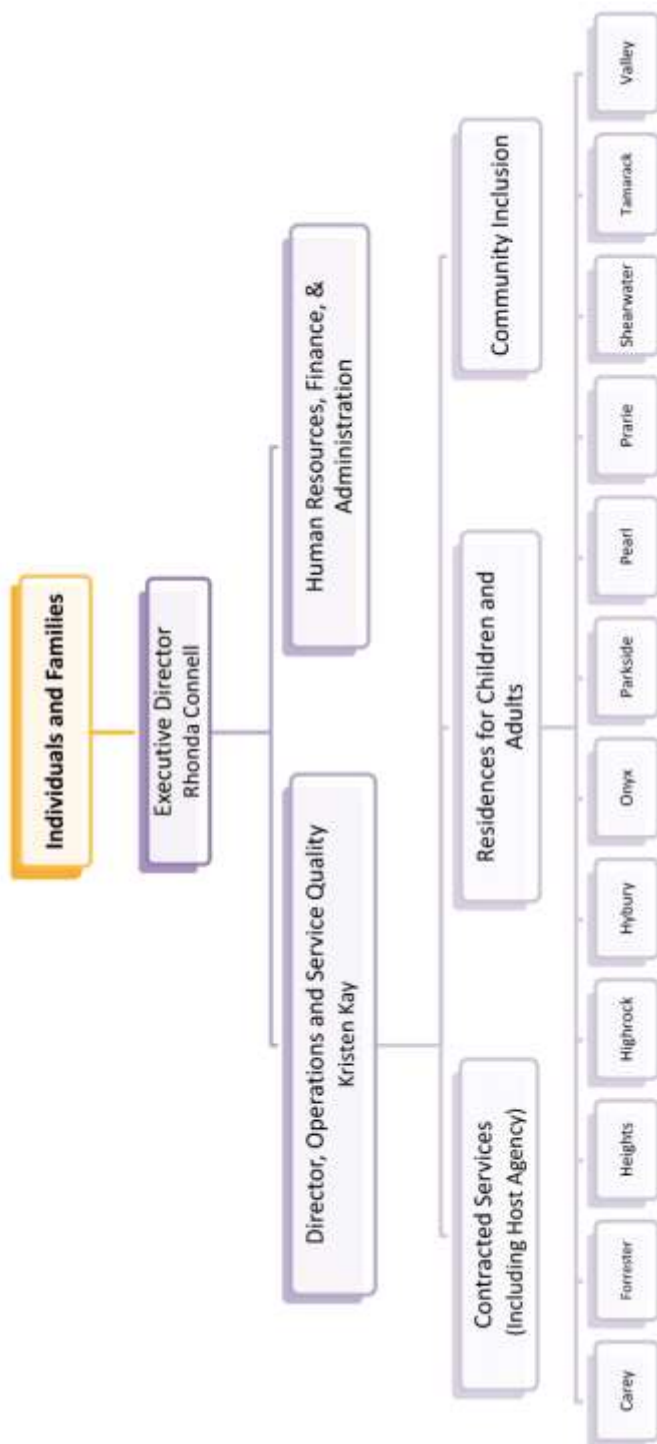
Some of your responsibilities include:

- ★ 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 rarey 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):

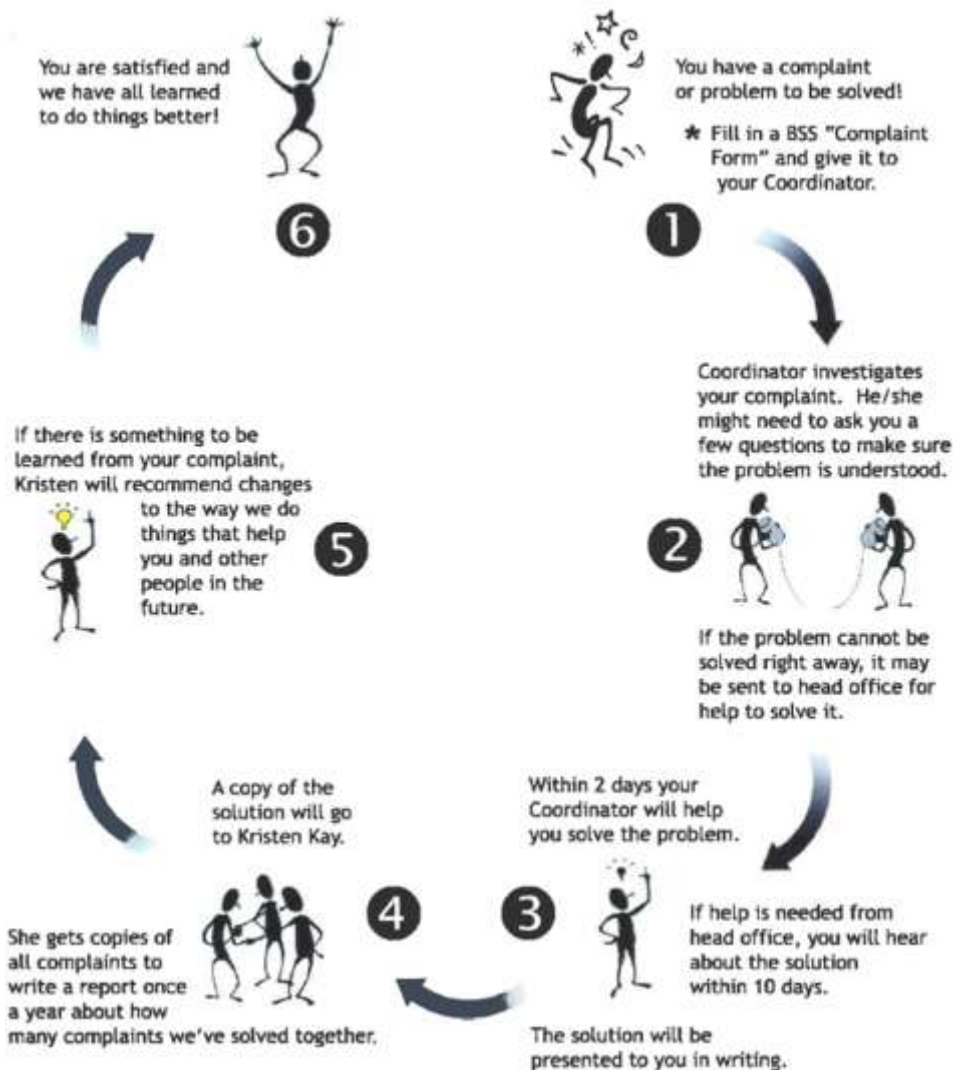
Action Plan:

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.

<i>Reference:</i>	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
<i>Cross Reference:</i>	BSS Policy #4021, Conflict Resolution
<i>Forms:</i>	P017, R028, R063

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" Name: _____
- ☐ "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]

