



HANDBOOK FOR INDIVIDUALS AND FAMILIES

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Our Coordinators of Individualized Services can be reached at the Cowichan Valley Office.

My Coordinator: _____

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Find us Online! www.beconnectedsupport.ca



INTRODUCTION TO THE HANDBOOK

WHY DO WE GIVE YOU THIS HANDBOOK?



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 staff member will be happy to talk to you and help you to understand the information in this handbook.
- Your family, friends, and caregivers can help you understand this information as well.
- You can also ask to have someone communicate it to you in sign language.

HOW TO USE THIS HANDBOOK

Everyone will receive a copy of this handbook when they enter into services with BeConnected. Every 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 safe in case you have questions later.

COMMONLY USED WORDS & PHRASES

We have listed below some common terms you will find throughout this handbook and what they mean.



Individual or Person Served

We refer to the people who receive our services or supports as “individuals” or sometimes “persons served”.

This means you!



Support Network

A support network refers to the people in your life who support you. This could include your family or friends.



Personnel

The people who work for BeConnected and provide you with supports are called personnel. They may be employees, contractors, students, or volunteers.

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INTRODUCTION TO BECONNECTED

ABOUT US

BeConnected Support Services (*also referred to as BeConnected or BSS*) was established in 2002 and supports children and youth with support needs and adults with developmental disabilities.

Our services reach nearly 200 individuals in Greater Victoria, Sooke, the Saanich Peninsula, the Southern Gulf Islands, the Cowichan Valley, Nanaimo, the Comox Valley, and Campbell River.

In order to accommodate our rapidly growing programs, we opened a second office in the Cowichan Valley in order to serve the mid-island communities.



MEET THE CEO!

Rhonda Connell became the CEO in 2004. She has a background in Community Living through a variety of employment, educational, and personal experiences.



ACCREDITATION

In 2005, BeConnected became accredited through **CARF International**. Surveyors from CARF visit our organization every three years in order to re-accredit our programs and services. This means the quality of care, services, and support we provide have met our exceeded standards in the community. Contributions of individuals, personnel, 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

Our Vision and Mission statements were developed by the people we support, their families, personnel, and other stakeholders. 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:

*To provide the supports you need for the life you want.
For individuals, families & 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.

INTRODUCTION TO BECONNECTED

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 promote healthy lifestyles and wellness for individuals and personnel, and adapt to persons needs as they change.
8. We value self advocacy and will support and promote a vibrant self advocacy movement locally and provincially.
9. We are committed to creating social networks for enduring friendships for persons served.
10. We embrace technology in our business practices and in pursuit of enhancing accessibility for persons served.
11. We are committed to having a presence and positive impact in all of the communities in which we work.

CULTURE STATEMENTS

In addition to BeConnected's vision and mission statements, all of our programs are guided by [Culture Statements](#).

A culture statement comprises the attitudes, experiences, beliefs, and values of a group of people who live, work, and play together and 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 concerned with how CLBC/MCFD or the hierarchy of BeConnected conducts its business, it is concerned with people's values about home, family, spirituality, and personal relationships.

Our culture statements are living documents which means they are continually edited and updated. We want you to help us create a living culture statement that represents a place where you would like live.

PERSONNEL

Our personnel were chosen to work with us because they have:

1. Experience working with people with developmental disabilities;
2. Training that assist them to work with people with developmental disabilities;
3. Values that promote inclusion and community participation.



All personnel are screened prior to working with us which includes a **criminal record check**. For personnel working with children and youth, an additional background check is conducted by MCFD which includes international records.

Our personnel are trained in a variety of areas based on the needs of the individuals they support. Training may include:

- **First Aid** and CPR – this training is regularly updated
- Valid **driver's license** and safe driving record
- **Medication administration** for personnel who give out medication
- Positive Behaviour Support and planning through **SIVA** (Supporting Individuals through Values Attachments) for personnel who support individuals with challenging behaviour.
- **Trauma Informed Practice**
- BeConnected provides a half-day orientation for new employees to the unique values and beliefs of the organization. (*Anyone is able attend Central

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Orientation, please contact Kristen Kay if you are 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.



In some of our programs, such as Home Share, SIL, and Contracted Community Inclusion, individuals will choose their contractor through a process called **Individual Preference**. Whenever possible BeConnected will provide you with the opportunity to meet multiple contractors and you can select the contractor you would like to work with.

Coordinators

Every person supported by BeConnected has a Coordinator who is responsible for overseeing their services and supports as well as the personnel who provide them. Coordinators are available to answer your questions or listen to any concerns or complaints you may have. *Please make note of who your Coordinator is on page 1 of this handbook.*



Goal Keepers

In our Staffed 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 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.

BECONECTED'S GOALS

All people supported by BeConnected participate in personal goal planning. You will find out more information about these in the Goal Planning section of this handbook.

BeConnected also makes goals as an organization. These goals are things that we can easily measure, such as *"Everyone at BeConnected will have a Person-Centred Plan developed and reviewed each year"* and, *"Everyone at*

INTRODUCTION TO BECONNECTED

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. We also have a Performance Analysis Summary Report which highlights the key areas. These reports are shared with you.

STRATEGIC PLAN

BeConnected develops its strategic plan with input from persons served, families, persons served, and other stakeholders.

It outlines how we will deliver on our Vision and Mission and our accomplishments from the previous plan. We review the plan regularly, update it annually as required, and revise the plan on a three year cycle.



We also develop a Strategic Plan Summary Report which presents the key information in a more accessible format. The full Strategic Plan and the Summary Report are shared with you.

ELIGIBILITY AND ADMISSION

PROGRAM ADMISSION CRITERIA

Children and Youth

Children and youth are referred by the **Ministry of Children and Family Development** (MCFD) and individuals must meet the criteria determined by their *Children and Youth with Support Needs* (CYSN) services. MCFD is responsible for program waitlists.



Scan for more
information about
MCFD requirements

Individuals may receive these services until their 19th birthday.



When you turn 19 you may be eligible for our adult services. Transition planning will begin when you are 17 and a half. Contact your MCFD social worker for assistance with transition.

Adults

Adults are referred by **Community Living British Columbia** (CLBC) and individuals must meet their eligibility requirements. CLBC is responsible for program waitlists.



Scan for more
information about
CLBC requirements

Our Program Requirements

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

- Individuals meet MCFD or CLBC eligibility requirements and have approved program funding.
- A vacancy exists or a program can be built.
- Level of support is suitable within existing staffing levels.
- Suitability with existing individuals within the program – this is determined by visiting your wants/needs and our intake process.

If you are not admitted into 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 to participate in our programs. All funding is provided by MCFD or CLBC.

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 will have to wait a little bit.

CHOOSING OR CHANGING YOUR PROGRAM

We will give you information about any program you may be interested in and 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.



If you are ever interested in a change of services, please speak with your Coordinator.

SERVICES AND SUPPORTS

HOME SUPPORT OPTIONS

“Supports to live in your home”

Semi-Independent Living (SIL)

For adults living on their own, we provide personalized support that adjusts as individuals gain new skills and confidence. Support may include assistance with cooking, managing money, self-care, leisure activities, and getting involved in the community.



This service is available to individuals who own, lease, or rent their own homes and to individuals experiencing homelessness or housing instability.

BeConnected supports individuals through one-to-one or group arrangements. Supports may be delivered through BeConnected employees or independent contractors.

Shared Living

In Shared Living an individual lives with a family who is contracted to provide ongoing support at home. Support may

SERVICES AND SUPPORTS

include assistance with preparing meals, learning new life skills, personal care, and using community services. There are two types of Shared Living available to adults:

In **Home Share** the individual lives in a home owned or leased by the contractor. This is the most common shared living arrangement.

In **Live in Support** the individual or the individual's family owns or rents the home.

Staffed Homes

Support is provided in a BeConnected operated home the individual or group of individuals receive 24/7 support for daily living by a team of employees. Support includes assistance with meals, personal care, maintaining the home, and seeking medical care. Individuals are also encouraged to connect with and participate in their community and enjoy recreational and leisure activities. We support children, youth, and adults in staffed homes.

Respite Services

Respite Services are provided out of our staffed homes where individuals stay for a temporary period of time. Respite Services provide relief for families or caregivers from the daily responsibility of caring for an individual with a developmental disability. Support may be regularly scheduled or provided on an emergency basis and is available to children, youth, and adults.

COMMUNITY INCLUSION

"Supports to participate in your community"

Community Inclusion services are designed to support individuals to have rich lives within their community. Our programs are personalized to the goals of each individual.

Supports may include assistance with accessing community resources or recreation, life skills, social skills, self-advocacy, and employment.

BeConnected provides a variety of Community Inclusion options for adults including group based and one-to-one supports.

The Launchpad

Our group based Community Inclusion program operates Monday to Friday in Victoria BC where individuals are supported by a team of employees. Our Launchpad location is both a starting place for individuals to meet before accessing community as well as a gathering place for individuals to learn new skills, such as cooking or computer literacy, and to participate in programs such as art therapy.



Our Launchpad Community Inclusion Program focuses on building social connections, learning life skills, and accessing recreation. Individuals may also create and sell their wares at our own Launchpad marketplace – **the Hive**.

Individualized Supports

Individuals receive support on a schedule that works for them. While CLBC will determine the number of hours an individual can receive, the days and times will be determined by the individual and their support worker. Supports may be provided by BeConnected employees or independent contractors.

Community Inclusion: Support to get out and participate in community in a meaningful way. This could include learning a new skill, joining a social event, finding employment, or participating in recreation. Supports can

SERVICES AND SUPPORTS

help you take part in community activities inside or outside of your home.

Learning: Support to develop skills, independence, and confidence to live the life you want. Services are goal-based and time limited based on the type of learning opportunities you are exploring. Supports may take place in a one-to-one or group setting.

In House Community Inclusion

Individuals receiving supports in one of BeConnected's Staffed Homes may be eligible to receive In House Community Inclusion. Supports are based out of the individuals home Monday to Friday from 9:00am-3:00pm. Supports are tailored to the individual with a goal of participating in community in a meaningful way.

OUTREACH SERVICES FOR CHILDREN AND YOUTH

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.

SUPPORT COORDINATION

Supports to strengthen the individual and family's ability to have a balanced life. These supports for adults pay for things to help make daily responsibilities easier.

Support Coordination helps to coordinate services and supports both funded and not funded by CLBC. This may involve resource referrals, training, scheduling, advocacy, or connecting adults with their peers.

HOST AGENCY SERVICES

Using Individualized Funding from CLBC, BeConnected is an approved Host Agency which means the funds allocated by CLBC for the purchase of individualized supports and services can be paid to BeConnected.

As a host agency, we work in partnership with individuals and their families 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.

PROGRAM INFORMATION

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.

The individuals we support at BeConnected have a range of developmental, physical, and behavioural needs. Our services are built on the belief that each of us has the right and desire to be part of their community, including the opportunity to contribute and 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 RULES

The following applies to sites operated by BeConnected Support Services. For additional rules and important information specific to your program, please review your program handbook, when available.

Illicit Items

The following items may not be brought to any BeConnected location:

- Illegal Drugs
- Weapons

Prescription medication, legal drugs, and alcohol have program specific rules in place. Please refer to your program handbook for more information.

SERVICE OBJECTIVES

We develop specific service objectives (goals), for everyone supported by BeConnected. **Your participation is a requirement of service.**

We believe that people choosing their own goals, and being supported to achieve them, is what we do and why we exist. The success of our programs is measured by the achievement of your personal goals.



PROGRAM INFORMATION

You can learn more about goals in our Goal Planning section of this handbook.

PROGRAM MONITORING

How can everyone be sure that you are getting the services you need from BeConnected?

Your services are monitored by different people at BeConnected as well as external stakeholders.

- Liaison workers from CLBC and Social Workers from MCFD regularly monitor the services we provide and will visit our program locations to review how we are doing.
- Surveyors from an organization called CARF visit every three years and review how we are doing in providing services to you.
- In licensed programs, licensing officers from Island Health regularly visit to ensure we are meeting the provincial standards outlined in the Residential Care Regulations.
- At BeConnected, your Coordinator, the Service Quality Coordinator, the Director of Programs and Service Quality, and the CEO among others all have a role in ensuring you are receiving the supports you need.

When you have people reviewing your services they may look at a variety of documentation such as:

- Your Person Centred Plan (PCP)
- Your Goal Progress
- Annual satisfaction surveys

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. Our Performance Analysis Summary Report is a shortened version written in plain language and is available on our website.

CONFLICT RESOLUTION

Sometimes people have disagreements. 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 Conflict Resolution

First, we would like you to 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. This is outlined in the Concerns, Complaints, and Conflict Resolution section of the handbook

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**—and our independent contractors are invited to participate.

The SIVA approach helps us support you through these times by focusing 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. These interventions will be ended immediately upon determination that the risk of harm is no longer present.

BeConnected may have a restrictive measures plan for an individual who is vulnerable to danger and unsafe situations that MCFD or CLBC 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.

TRANSITION PLANNING

Transitions generally occur at the request of the individual or their family or as an individual approaches age 19.

No matter why you are transitioning, our approach to supporting people through transitions is to view each transition as a project, with a small group 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/MCFD.

We also like to make sure you are doing well once you have left our programs. We like to maintain contact with you for six 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.

RIGHTS AND RESPONSIBILITIES

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!** They are important to know about and understand.

You have rights as a:

- Canadian citizen
- resident of British Columbia
- person with a disability
- person participating in our programs and services or as a child or youth being cared for by BeConnected

Your rights are outlined in several different documents. We've also 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.

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

BeConnected has developed a number of creative ways to talk with you about your rights.

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.

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.

RIGHTS AND RESPONSIBILITIES

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.

RIGHTS AS A PERSON LIVING IN BC

In BC there is something called The BC Human Rights Code which says that you cannot be discriminated against because you have a physical or developmental disability. It 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 discrimination happens at your job, 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 19 years or older in BC have the right to benefits and services.

Persons with Disability Pension (PWD)

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 2024) which can be provided as cash or as an in-kind regional bus pass.

YOUR RIGHTS IN COMMUNITY LIVING SERVICES

Community Living British Columbia 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)

RIGHTS FOR CHILDREN AND YOUTH

Children and Youth have additional rights identified in the *United Nations Convention in the Rights of the Child* and the *Child Family and Community Services Act*. We’ve provided more information about these rights in your program handbook.

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
- conflict resolution
- participate in a religious program of your choice
- access your own personal records and files

BeConnected personnel are expected to ensure that the above defined rights are recognized at all times. They are

expected to advocate on behalf of the people we serve to ensure that their fundamental rights are realized in society as a whole.

Your Right to Privacy at BeConnected

Privacy means that information about you is confidential.

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 about you to your support network. This is your right.

As a child or youth, your parent or guardian is responsible for giving permission on your behalf.

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 personnel 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, say it is okay to do so
- Keeping written information about you in a locked place

RIGHTS AND RESPONSIBILITIES

- Respecting your right to privacy when we help you with personal care
- Supporting you to respect the privacy of others
- Not posting pictures of you online unless you give us permission. *Photos of children/youth are not posted online.*
- Not involving you in any research studies as a child in care.

Your Rights Regarding Information About You

BeConnected will ask you and your family or caregiver to share 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 a Personal File in a locked storage place. We also keep some information about you on computers and in a program called ShareVision.

Only the people who need to know about you can access this information.

Can You Look at the Information?

Yes. You can look at the information about you at any time. Ask your 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.

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 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/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: If you are a child or youth receiving Staffed Living or Respite supports, we are required to provide an update on how you are doing 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 permission, give us

RIGHTS AND RESPONSIBILITIES

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 require 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.

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.

Your Right to 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:

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.

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.

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.

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.

RIGHTS AND RESPONSIBILITIES

Risk Management

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, as a team, we will have to make a decision about what to do about that risk. We may decide it is too risky. We may decide that you can take some steps to make it less risky. If we 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.

YOUR RESPONSIBILITIES

No Right is absolute. An individual, 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 imitations. **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

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
- For those in shared living environments, 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.
- 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 BeConnected program location
- With someone at BeConnected
- When you are out in the community (including volunteer and supported employment sites)

RIGHTS AND RESPONSIBILITIES

- 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.

CONCERNS, COMPLAINTS, & CONFLICT RESOLUTION

DEFINITIONS

What is a concern?

A concern is something that you worry about which may occur in the future. If you have a concern, please speak with your Coordinator. If your concern isn't resolved, it may turn into a complaint.



What is a complaint?

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



COMPLAINT PROCEDURE

To make a formal complaint, please follow the procedure below:

1



You are Mad or Frustrated

You have a complaint or a problem to solve.

2



Put Your Complaint in Writing

Please put your complaint in writing on a BeConnected **Complaints form**. You can ask someone you trust to help you with this. Forms are available at all BeConnected locations and on our website.

You are also welcome to express your complaint verbally and we can document it for you.

Give your complaint to your Coordinator. If your complaint is against your Coordinator you may feel more comfortable giving it to someone at Head Office.

3



Coordinator Investigation

Your Coordinator will investigate your complaint. If they can help you come to a solution, they will do so within **two (2) working days**.

4



Complaint Resolution Officer

If your Coordinator cannot resolve your complaint, 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 complaint within ten **(10) working days** of submitting the complaint.

If you are still unhappy with the results, there are more steps you can follow. We can refer you to an external agency or advocate. You may also appeal our decision.



These next steps are found in our policy **1004 Favourable and Constructive Feedback** — this is available on our website, in our policy manual, or provided to you upon your request.

5



Quality Improvement

A copy of the complaint and its resolution will be forwarded to our **Director of Programs and Service Quality** (DPSQ).

Each year they write a report about how many complaints we have solved together.

If there is something to be learned from your complaint, the DPSQ will recommend changes to the way we do things that help you and other people in the future.

6



Satisfaction

You are satisfied and we have all learned to do things better!

Reprisals and Retaliation

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**. This means that BeConnected and our personnel will never deny you services or treat you unfairly just because you have made a complaint! **It is your right to make a complaint!**

What Else Can I Do To Resolve Conflict?

Office of the Advocate of Service Quality

You can also choose to take your concern to the Office of the Advocate for Service Quality (OASQ).

This person ensures that people in BC with developmental disabilities who receive services are well served. Your Advocate is not a CLBC/MCFD or BeConnected staff person so they can respond to you in a way that is independent. They can be reached at **250-387-6121**.

Community Care Facilities Licensing Program

Some of our *Staffed Homes* are licensed under Island Health. In these homes, 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.

Victoria local Licensing Program: **250-519-3401**

Courtenay local Licensing Program: **250-331-8620**

If a complaint remains unresolved after discussing the issue with local Licensing Branch, Island Health's **Patient Care Quality Office** can be contacted toll free at **1-877-977-5797**.

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.

The Ombudsperson of British Columbia

The Ombudsperson of BC is an independent voice for fairness and accountability, which works to make sure public sector organizations are treating people fairly and following the rules. They will listen to and investigate complaints about local and public sector organizations.

The Office of the Privacy Commissioner of British Columbia

If you feel your privacy related complaint has not been resolved to your satisfaction you may reach out to the Office of the Privacy Commissioner of Canada.

Children and Youth

Children, youth, or their families may contact their social worker at any time if they have concerns or complaints that are not being resolved to their satisfaction. You also have the ability to contact the representative under the Representative for Children and Youth Act.

The **Representative for Children and Families** is an independent officer of the Legislative Assembly who ensures the rights and interests of children and youth are protected and their opinions are heard. They can advocate on behalf of children and their families receiving services or programs provided or funded by the government. Young adults with special needs can access the Representative up to age 24.

PERSONAL GOALS

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 personnel 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.

DEVELOPING YOUR SKILLS

We will support you to achieve your goals and 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 that you want to develop.

At BeConnected, we organize goals into 8 *Quality of Life* categories.

Independence

1. **Personal Development:** Individuals pursue their interests, have opportunities for personal growth and skill development, and have access to necessary information and support.
(Education, Personal Skills, Adaptive Behaviour)
2. **Self Determination:** Individuals make decisions in their lives about things that matter to them.
(Choices, Decisions, Autonomy, Control)

Social Participation

3. **Interpersonal Relationships:** Individuals have meaningful relationships with family and friends.
(Social Networks, Friendships, Social Activities)
4. **Social Inclusion:** Individuals participate in community life in roles they and society value.
(Community Involvement, Community Roles, Social Supports)
5. **Rights:** Individuals have autonomy and their decisions are respected.
(Equal Opportunities, Respectful Treatment, Legal Access & Due Process, Human Rights)

Wellbeing

6. **Emotional Wellbeing:** Individuals feel safe in their home and community. They have a positive sense of self and trust the people in their lives.
(Safety & Security, Positive Experiences, Contentment, Self-Concept)
7. **Physical Wellbeing:** Individuals are physically healthy and active. They have access to the health care they require.
(Health & Nutritional Status, Recreation, Physical Exertion, Leisure)
8. **Material Wellbeing:** Individuals have the financial resources to do the things important to them.
(Income, Possessions, Housing, Employment, Financial Status)

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.



PLANNING YOUR ACTIVITIES

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.

Some sample skills and activities you may want to work on include:



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.

FIRE, EARTHQUAKE, FLOOD, OR POWER OUTAGE

In locations operated by BeConnected, if there is an emergency such as a fire, earthquake, 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 every month. It is your responsibility to be involved in these drills.



A NOTE REGARDING RESPITE:

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.

In Home Share, your Home Share Provider will help you learn how to evacuate your home and where your meeting place is. Your Coordinator will also review this with you at regular monitoring visits.

In other service areas such as Community Inclusion or Semi-Independent Living you can ask your support worker for help in learning evacuation procedures in your home or learning when and how to contact emergency services. If you are receiving support in community during an emergency, your support worker will help get you to a safe place.

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
- We will contact your emergency contact (caregiver, family, etc)

First Aid and Emergency Kits

All BeConnected personnel have up to date first aid training.

We have first aid kits at all BeConnected locations, in all BeConnected vehicles, and in the grab-and-go bags employees carry in community. Home Share Providers must also have first aid kits available at home and in their vehicle.

BeConnected locations and Home Shares also maintain an emergency kit with food, water, and other emergency supplies.

COMMUNITY SAFETY

We encourage people to participate in their community as much as possible. Vancouver Island has 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 personnel who drive individuals supported by BeConnected have valid driver's licenses and a record of safe driving. All vehicles must also have insurance in case there is an accident.

All vehicles leased or owned by BeConnected are checked regularly to make sure they are safe to be driven. We require Home Share Providers to ensure their vehicles are well serviced and properly equipped.

Everyone must wear a seatbelt in the vehicle – it's the law!

Children and youth must also use child restraint systems until they meet the minimum height or age requirements.

UNIVERSAL PRECAUTIONS

Personnel 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, personnel stay safe and so do you.

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

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

In the event of an outbreak in a BeConnected program location, we have outbreak response kits ready to deploy containing additional personal protective equipment to keep individuals and personnel safe and healthy.

YOUR PERSONAL HEALTH AND SAFETY

When you first come to BeConnected, we will need you to share with us what you need to keep safe. We write the information down in plans such as your 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

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 & Experience 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, personnel 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 organizes opportunities such as the BeCommunity Art Show and One Day, and the making of various 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 offers a support group for family members of the people we support called Family Council.

SELF ADVOCATES FOR A BRIGHTER FUTURE

We have an active group of self-advocates called Self Advocates for a Brighter Future (SABF) that meets regularly with a facilitator (leader). The group explores topics of interest to them, practices new skills, and has fun! This group will also provide feedback to BeConnected.



While our group meets in Victoria, we have also developed a Cowichan Valley chapter which meets in Duncan.

If you are interested in attending a meeting, please contact Kristen at Head Office. You can also learn more by visiting SABF on the web! www.facebook.com/SABrighterFuture/

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 to, 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.

ACCESSIBILITY SCANS

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.

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;
- 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 personnel, family members, volunteers, and community partners.

WHAT IS INCLUDED IN THE CODE OF ETHICS?

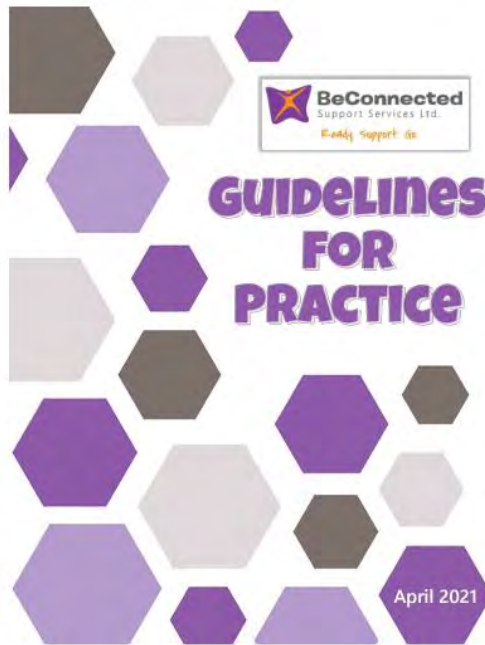
Our Code of Ethics includes the ethical responsibility:

- 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.



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 & Experience 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, Island Health, and CARF on a regular basis. Their feedback helps us ensure we are providing you with quality services.



RESOURCES

**Note: Agency contact information listed may change. We recommend searching for the agency online to identify current contact information.*

GOVERNING

► Community Living British Columbia

Head Office

7th Floor, Airport Square 1200 – West 73rd Avenue
Vancouver, BC V6P 6G5
Phone: 1-877-660-2522

Regional Offices

Victoria

#410 - 29 Helmcken
Rd, Victoria, BC
V8Z 5G5
250-952-4203

Duncan

#101 - 116 Queens
Rd, Duncan, BC
V9L 2W6
1-855-390-7200

Courtenay

#107 - 1742 Cliffe
Ave, Courtenay, BC
V9N 2K8
250-334-1370

► Ministry of Children and Family Development

Victoria: 250.387.7027

Outside Greater Victoria: 1-800-663-7867 and ask to be transferred to the Ministry of Children and Family Development

After Hours Emergency Line: 310-1234

ADVOCACY

► Action Committee of People with Disabilities

Questions or assistance 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: 948 View Street, Victoria, BC

► Advocate for Service Quality

The Office of the Advocate for Service Quality may act as a neutral third party with you, your family and service providers. We'll help solve problems and find solutions to concerns and complaints.

Phone: (Vancouver) 604-775-1238 Victoria residents call (250) 387-6121 Ask to be transferred.

Email: ASQ@gov.bc.ca

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.

Website: www.bcpeoplefirst.com

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

► 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.

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

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

Address: 1610 Island Hwy #6, Victoria, BC V9B 1H8

Website: www.bcands.bc.ca

► **Canada Pension Plan Disability Help Series**

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

► **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: 605 Robson St #1450, Vancouver, BC V6B 5J3

► **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

► **BC Human Rights Tribunal**

Phone: Toll Free 1-888-440-8844

Address: 1270 – 605 Robson St, Vancouver BC, V6B 5J3

FAMILY SUPPORT

► **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

► **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.

► 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: Toll Free: 1-800-441-5403

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

► Public Guardian and Trustee of BC

We work for British Columbians to protect the legal and financial interests of children under the age of 19 years, protect the legal, financial, personal and health care interests of adults who need help with decision making, and administer estates of deceased and missing persons.

Phone: Victoria: 250-387-6121 Toll Free: 1-800-663-7867
(ask to be transferred to the Public Guardian and Trustee)

Fax: 604-660-0374

Address: 1215 Broad St, Victoria BC, V8W 2A4 (Vancouver Island Regional Office)

E-mail: mail@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: 604-558-2055

RDSP & Disability Planning Helpline: 1-844-311-7526

Address: 101-1001 West Broadway, Vancouver BC, V6H 4E4

TRANSPORTATION

► BC Bus Pass Program

PWD provides individuals with a \$52 monthly Transportation Supplement. This supplement can cover the cost of the bus pass issued through the BC Bus Pass Program or Individuals can receive the \$52 with their monthly income to cover other

transportation costs. To enroll in the Bus Pass Program please visit their website.

Phone: 1-866-866-0800

► **Victoria BC Transit Information**

Phone: 250-382-6161

► **Parking Permits**

Contact the Victoria Disability Resource Centre

Phone: 250-595-0044; TTY only (250) 595-1532

Address: 817A Fort St, Victoria BC, V8W 1H6

► **HandyDART Services**

Accessible door-to-door shared transit service that prevent individuals from using fixed route transit without assistance. Registration and advanced booking required.

Phone: (250) 727-7811

► **B.C. Ferries Accessible Fare Identification Card**

BC Ferries provides reduced fares (50%) for BC Residents with a disability and a personal attendant accompanying them while travelling. Individuals must apply for the Identification Card to use this service. This service is available for children/youth and adults.

Phone: (250) 386-3431

HEALTH

► **Home and Community Care**

Phone: (250) 387-5664

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

► **HealthLink BC**

By calling 8-1-1, you can speak to a health services navigator, who can help you to find health information and services; or connect you directly with a registered nurse, a registered dietitian, a qualified exercise professional, or a pharmacist.

HealthLink BC also provides fact sheets on a variety of topics in a variety of language options.

Phone: 8-1-1

CRISIS

► Suicide Crisis Helpline

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

Phone or Text: 9-8-8

► Helpline for Children

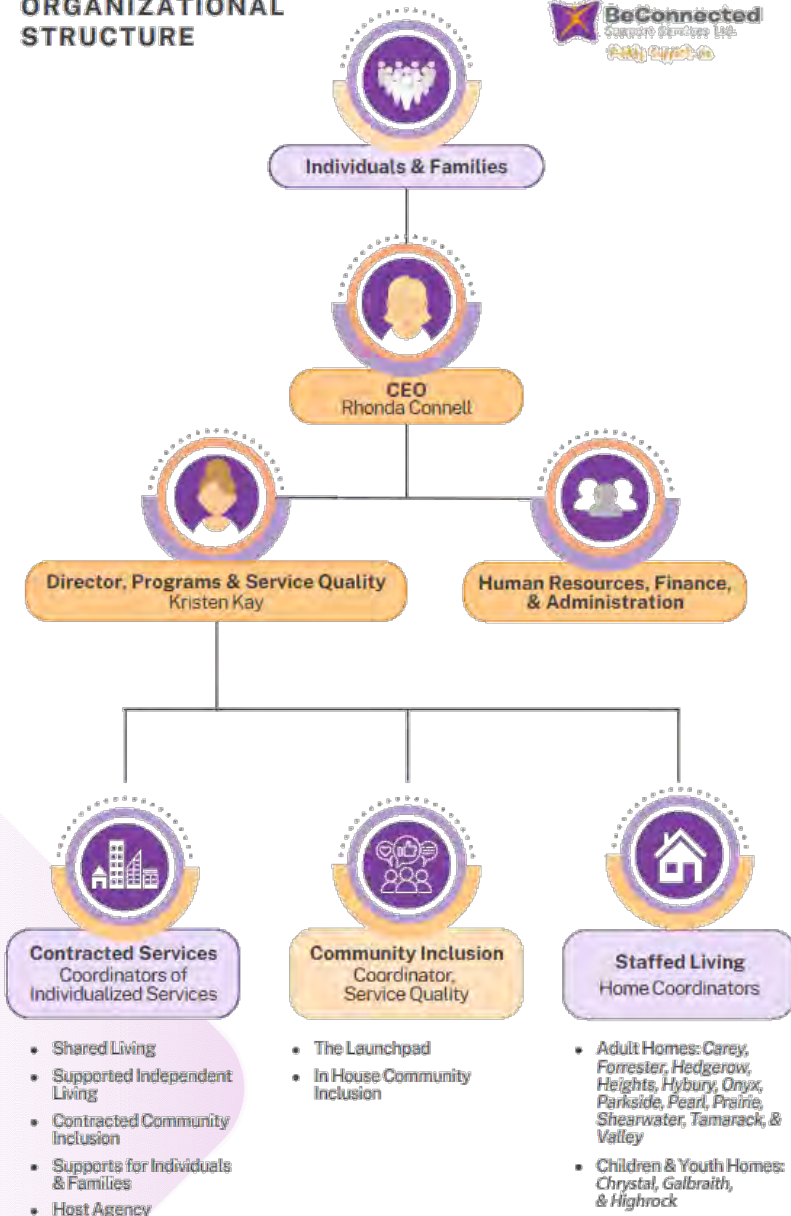
If you are a child or youth and would like to talk to someone call the Helpline for Children. You do not need an area code. You can call at any time of the day or night and you do not have to give your name.

Phone: 310-1234

CHAPTER 13: APPENDICES

ORGANIZATIONAL CHART

ORGANIZATIONAL STRUCTURE



















SERVICE DELIVERY MAP



COMMUNICATION BOARD

COMMUNICATION BOARD

	HELLO 	NEED A BREAK 	BYE 	LIKE 	DON'T LIKE 
A	B	C	D	I'M THIRSTY 	I'M HUNGRY 
E	F	G	H	TIME 	TOILET 
I	J	K	L	M	N
O	P	Q	R	S	T
U	V	W	X	Y	Z
1	2	3	4	5	.
6	7	8	9	0	?
SPACE 	OOPS 		YES 	NOT SURE 	NO 

[illegible]

[illegible]

NOTES

[illegible]



Ready. Support. Go.