



**Shuswap Association
for Community Living**

***Shuswap Association for Community
Living***

Services Handbook

2018

For People Receiving Services, their Families and Caregivers

www.shuswapacl.com

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Mission

Shuswap Association for Community Living creates opportunities and provides support to optimize the potential of Persons Supported with intellectual disabilities.

Vision

We envision a caring and supportive community where all people are valued.

Values

- ❖ ***Friendships & Relationships***
- ❖ ***Meaningful Activities***
- ❖ ***Life-Long Learning***
- ❖ ***Having a Say***
- ❖ ***Being Safe & Healthy***
- ❖ ***A Welcoming Community***
- ❖ ***Honoring the Past & Embracing the Future***

Who We Are

SACL has been providing services and supports to optimize the potential of adults and youth with developmental disabilities since 1963.

Funding Sources

SACL is a non-profit, charitable organization. Funding is provided through Community Living BC (CLBC), grants, small contracts, and fundraising initiatives.



Donations are also accepted and greatly appreciated

For our full history, please visit our website at www.shuswapacl.com

CARF Accreditation



SACL Aspires to Excellence through the Accreditation process. Accreditation assists Service Providers to improve the quality of their services and meet internationally recognized standards of excellence.

SACL has been successful in obtaining Accreditation through CARF (Commission on the Accreditation of Rehabilitation Facilities) since 2005.

Persons' Supported face a variety of options when deciding what services to use and who should provide them. Accreditation is a sign of quality and is an important consideration in their decision making. They look for CARF accreditation in their choice of treatment for addiction and substance abuse, rehabilitation of a disability, home and community services, retirement living, and other health and human services.

The value of accreditation goes beyond a competitive distinction for service providers and a framework for continuous quality improvement.

SACL is proud to **“ASPIRE to Excellence”** through the CARF Accreditation Process.

What is ASPIRE to Excellence?

A – Assess the Environment

S – Set Strategy

P – Persons Supported and other Stakeholders (Obtain Input)

I – Implement the Plan

R – Review the Results

E – Effect Change

Thanks to your continual support and input, we have been successful in obtaining a full 3-year accreditation each time we have been surveyed. We have been a fully accredited agency since 2005.

We received our most recent 3 year accreditation in June of 2017.

Governance and Leadership

SACL has a volunteer *Board of Directors*, with a membership made up of interested people who are committed to the delivery of high quality services.

In anticipation of the requirement that Boards are mandated to meet the standards of CARF, the Board moved towards a Governance Policy leadership model in 2010.

New Board Members are elected at the Annual General meeting in the fall of each year, and serve for a two-year term.

Administration

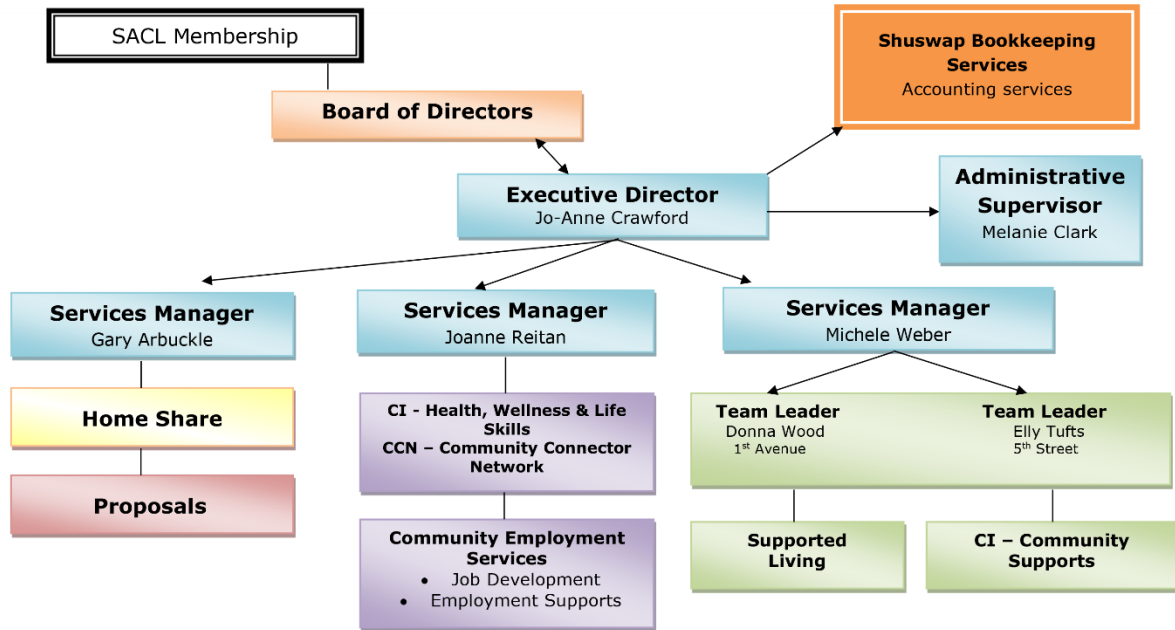
The Executive Director is responsible for the leadership, management, and financial health of the organization.

The Service Managers oversee all aspects of the day to day program operations of SACL.

The Administrative Supervisor oversees, coordinates, and implements CARF standards, and provides operational and administrative services to the agency. In addition, there are a number of full-time, part-time, and casual Staff who supervise and direct services for Persons Supported.

Shuswap Association for Community Living – Organization Chart

November 7, 2017



What We Do

The Shuswap Association for Community Living Aspires to Excellence through quality person-centred service provision.

As an organization who is accredited by CARF (Commission on Accreditation of Rehabilitation Facilities), we are assisted to continually improve the quality of services by demonstrating effectiveness, efficiency, and service access, meeting internationally recognized organizational and service standards. Our objectives are to combine the Outcome Requirements from Community Living British Columbia and from the international accreditation body CARF to provide superior, forward-thinking, quality services to Persons Supported.

Access to Service

SACL remains committed to Persons Supported and recognizes their need for service. If a person meets the SACL entrance criteria requirements, but is unable to access service due to capacity, it is up to CLBC to place the individual on their waitlist. SACL provides a variety of alternative Community Inclusion based services through a variety of Individualized Funding & Community Support Services. SACL services are available to any individual not eligible through the CLBC process on a comparable 'fee for service' basis.

Dignity of Risk

SACL acknowledges that all Persons Supported have the right to succeed, but more importantly to sometimes fail. However, people with disabilities are very often "protected" from an opportunity to fail by those around them who want to shield them from the disappointment of failure and the reality of life as an adult. This negative "Father knows best" approach emphasizes what can't be done rather than encouraging what might be able to be accomplished by trying. It assumes failure, instead of recognizing that even trying is positive. This attitude fosters dependence rather than independence as it assumes that people without disabilities know what is best for people with disabilities. It overlooks the fact that people given the opportunity to learn from their mistakes will grow and become more independent. Every person, with disabilities or not, needs an environment which encourages trying and offers positive opportunities to learn from mistakes and successes. All Person's Supported, consistent with their strengths, abilities and needs, will be given opportunities to take risks and in some cases fail.

Do not fear mistakes. You will know failure. Continue to reach out.

Benjamin Franklin



Shuswap Self Advocates Bill of Rights

I have the right to:

Confidentiality of my information

- no one talks about me without me knowing

The right to my privacy

- to not be disturbed or bugged when I want quiet time
- I have the right to be heard

Legal entities for appropriate representation

- the right to have the person of choice to help speak for me
- I have the right to be heard
- a lawyer

Self-help support services

- to have access to a service, and have the service done the way I want
- join support group(s) of my choice

Advocacy support services

- to belong to a peer group that helps speak out for me
- I have the right to speak my mind

Investigation and resolutions of alleged infringement of my rights

- to have the person of my choice check on my rights when I want
- I have the right to speak my mind

The rights of any other individual

- I have the right to be treated with respect
- I have the right to speak
- I have the right to get married
- I have the right to choose my own friends
- I have the right to eat what I want to eat
- I have the right to choose where I want to go
- I have the right to choose where I want to live
- I have the right to decide how to spend my money
- I have the right to say who touches my body
- I have the right to choose what I want to read and watch on TV
- I have the right to privacy and intimate relationships
- I have the right to choose if I want to go to church and which one to go to
- I have the right to make mistakes
- I have a right to forget the past
- I have the right to take a break, have a rest and have some fun
- I have the right to have meals
- I have the right to make choices, with help, if I need it

I will have freedom from:

Abuse

- I have the right to say who touches my body

Financial or other exploitation

- someone using my money for themselves, uses me to get themselves money

Retaliation

- hurt me because I spoke up for myself or complained about something

Humiliation

- make me ashamed or hurt my feelings
- I have the right to be treated with respect

Neglect

- lack of care of me

I will have Access to:

My information/records when I need it

I make the choice:

On service delivery

- choice of services to access

Release of my information

- my choice of who gets information about me

Concurrent services

- the choice to attend more than one service

My services team

- attend services with who I want and have help from who I want
- I have the right to speak my mind

Person Centred Plans (PCP)

Each Person Supported who attends SACL will have in place a Person Centered plan (PCP) that reflects their:

- ❖ Strengths.
- ❖ Abilities.
- ❖ Preferences.
- ❖ Desired outcomes.
- ❖ Other needs, as identified by the Person Supported.

The PCP:

- ❖ Identifies specific measurable goals as outlined by Dr. Shalock's Quality of Life Framework:

Quality of Life Framework

Factor Pull down menu 1	Domain Pull down menu 2	Indicators Outcome
Independence	1. Personal Development	<ul style="list-style-type: none"> • Education (achievements, education status) • Personal competence (cognitive, social, practical) • Performance (success, achievement, productivity)
	2. Self-Determination	<ul style="list-style-type: none"> • Autonomy/personal control • Goals and personal values (desires, expectations) • Choices (opportunities, options, preferences)
Social Participation	3. Interpersonal Relationships	<ul style="list-style-type: none"> • Interactions (social networks, social contacts) • Relationships (family, friends, peers) • Supports (emotional, physical, financial) • Recreation
	4. Social Inclusion	<ul style="list-style-type: none"> • Community integration and participation • Community roles (contributor, volunteer) • Social supports (support networks, services)
	5. Rights	<ul style="list-style-type: none"> • Human (respect, dignity, equality) • Legal (citizenship, access, due process)
Well-Being	6. Emotional Well-Being	<ul style="list-style-type: none"> • Contentment (satisfaction, moods, enjoyment) • Self-concept (identity, self-worth, self-esteem) • Lack of stress (predictability and control)
	7. Physical Well-Being	<ul style="list-style-type: none"> • Health (functioning, symptoms, fitness, nutrition) • Activities of daily living (self-care, mobility) • Physical activities including recreation
	8. Material Well-Being	<ul style="list-style-type: none"> • Financial Status (income, benefits) • Employment (work status, work environment) • Housing (type of residence, ownership)

- ❖ Is developed with the active involvement of the Person Supported
- ❖ Identifies The Person's overall outcomes, specific measurable goals, methods and techniques to be used to achieve goals, those responsible for implementation and how/when progress on objectives will be regularly reviewed
- ❖ Is communicated in a manner that is understandable to the Person Supported and the persons responsible for implementing the plan.
- ❖ Is reviewed on a regular basis (semi-annually or as needed) with respect to expected goals.
- ❖ Is revised on a regular basis (semi-annually or as needed) based on the changing needs and satisfaction of the Person Supported
- ❖ Reflects timely transition planning when moving from one level of services to another or to another provider for services.

In accordance with the Association's value of promoting inclusiveness and self-determination, Persons Supported are to be assisted to develop their plans. Reasonable efforts and accommodations will be made to obtain the active participation and understanding of the one who is receiving services, including an advocate if needed, or if it is necessary to interpret the Person's Supported desires. Plans focus on expected desirable goals /results that are achieved through participation in SACL services. Semi-annual reviews are essential to ensure goals are achievable and remain meaningful to the Person Supported.

Staff

SACL Staff meets or exceed the following qualifications:

- ❖ Community Support Worker Certificate or equivalent education and/or experience
- ❖ Current certification in First Aid and CPR.
- ❖ Non Violent Crisis Intervention Training (NVCIT)
- ❖ A current, valid BC Drivers licence, and applicable insurance
- ❖ As well, prior to being hired, prospective employees must pass a criminal record search, a physical exam, present a driver's abstract as well as background checks with previous employers.

Key Worker System

SACL operates on a Key Worker system. This means that a Person Supported will be assigned to a Staff member who is responsible for their well-being while at SACL. Where operationally possible, Persons Supported may request a specific Key Worker. Most Staff Members are involved with each of the Persons Supported that attends SACL, but a Key Worker is responsible for ensuring awareness of any important information about what is happening at SACL. The Key Worker should be the first point of contact if there are questions or concerns. Changes in routines, medications or health status at home can affect a Persons Supported well-being and it is important that the Key Worker and other Staff Members know about these changes. We would ask that the Key Worker is notified as soon as possible if anything has changed.

Key Worker duties are as follows:

- ❖ To proactively consult with the Person Supported and their personal support network if there are questions or concerns.
 - ❖ To review daily log notes from each service that is attended.
 - ❖ To compile semi-annual reports and meet with the Person Supported to review the results. The report will be submitted to CLBC upon their request. With the Persons Supported consent, this report will also be sent to Caregivers, Family or other people in their personal support network.
- ❖ Key Workers will contact Caregivers and/or Family for input and feedback on specific individualized goals.

Individual/Stakeholder Input

Service Provision Meetings

Monthly discussions are held with Persons Supported to discuss schedules, issues, safety concerns, and to obtain any input for changes or improvements to SACL services or procedures.

Information Distribution

Information is circulated and published through the agency website, newsletters, brochures, emails, and informational correspondence.

Satisfaction Surveys

SACL puts out annual satisfaction surveys to Persons Supported, parents & caregiver, employers, stakeholders, community partners and staff to find out if you are happy with the services provided and what suggestions you have for areas of improvement. All results and improvement plans from the surveys are available in our annual Performance Improvement Plan that is available on our website.

Costing & Fees

Depending on chosen activities by the Persons Supported, additional costs or fees may apply. All SACL services may be provided on a ‘fee for service’ basis if a person requesting services is not eligible to attend through the CLBC referral process.

Reasonable Accommodations

SACL will strive to provide reasonable accommodations, modifications, or adjustments that assist Persons Supported or Staff Members to access benefits and privileges that are equal to those that are enjoyed by others.

Accommodations will be determined on a case by case basis. Accommodations should be made wherever they are reasonable and do not cause undue or unjustifiable hardship to the Shuswap Association for Community Living.

Reasonable accommodations, modifications or adjustments could include making existing facilities readily accessible to, and usable by people with disabilities; restructuring jobs; modifying work schedules; reassigning people to vacant positions; acquiring or modifying equipment or assistive devices; adjusting or modifying training materials, policies and procedures; and providing qualified readers or interpreters.

If you feel that you need a reasonable accommodation, please discuss it with your Key Worker. They will assist you and your circle of support to make a request to the Executive Director.

Service Listing

SACL Provides the following Services:

- ❖ **Community Employment Services**
 - ❖ Job Development
 - ❖ Employment Supports
- ❖ **Community Integration**
 - ❖ Health, Wellness & Life Skills (HWLS)
 - ❖ Personal Enrichment Program (PEP)
 - ❖ Community Connector Network (CCN)
- ❖ **Supported Living Services**
 - ❖ **Shared Living Services (Home Share)**
 - ❖ **Host Agency/Individualized Funding**

For complete information on each program area, [visit www.shuswapacl.com](http://www.shuswapacl.com)

Agency Policies and Guidelines

Visitors

Health, Wellness & Life Skills and Community Volunteer Services regular hours of operation are from 9:00 to 3:00 Monday through Friday. Family Members, Caregivers or friends may visit during regular hours. We ask that you telephone ahead to arrange a time when you can visit. If you would like to meet with the Key Worker, we would again ask that you telephone ahead for an appointment.

Children under the age of 12 must be accompanied by an adult at all times.

We ask that visitors be considerate of our Person's Supported schedules during the day and to not interfere with scheduled activities if possible.

Community Employment Services (CES) is open from 8:00 am – 4:00 pm. Please phone ahead for an appointment, as Employment Counsellors may be out in the community assisting others.

The Personal Enrichment Program (PEP), and any Supported Living Services site requests that visitors call for an appointment to ensure optimal timing for the visit within the Person's Supported schedule.

Change in Person Supported Routine/Schedule

1. **Schedule Change or Cancellation of Services – (ABSENTEE REPORTING LINE)**

If Persons Supported are not able to attend SACL services or you wish to cancel services, or there is any change to the Person's Supported routine, Please call the **ABSENTEE REPORTING LINE ONLY** by phoning the main office at 250-832-3885 and press 8, or dial direct to Extension 1100 to reach the **ABSENTEE MAILBOX**. Please do not call SACL Staff or Team Leaders directly, but report all changes in Person's Supported routine to the **ABSENTEE REPORTING LINE ONLY**. Contacting the **ABSENTEE REPORTING LINE** will ensure that all staff and departments are properly informed of any change, and to help eliminate any possible communication issues that may affect service provision. (Thank You).

Persons Supported will not be released from their Services for lunch, coffee etc. with friends, relatives etc. without prior consent.

Prior authorization may include a written standing order that a family member or other involved person always has the permission to pick the Person Supported up.

2. **Emergency Contact Change**

Please advise SACL Staff anytime there is a change to emergency contacts.

Persons Supported Responsibilities

Persons' Supported responsibilities include, but are not necessarily limited to, the following:

- ❖ To participate fully in your chosen service(s);
- ❖ To share medical/medication information promptly with staff;
- ❖ To stay home when you are ill and to notify SACL office ASAP at **250-832-3885 and press 8 for the Absence line (Extension 1100)**;
- ❖ To arrive and leave programs as per your regular schedule and to inform staff of any changes to that schedule;
- ❖ To schedule appointments outside of program hours and if unable to, to notify SACL as soon as possible;

- ❖ To respect the rights and property of other individuals and of program staff;
- ❖ To work towards the mutually established outcomes of your individual service plan;
- ❖ To inform staff of any medical conditions or communicable diseases;
- ❖ To follow all safety rules and participate in emergency drills.

Medication Policy

If a Person Supported requires medication during their time at SACL, the following must be observed:

- ❖ Medications must be clearly labelled with the Person's Supported name, the medication, the administration time and the dosage in a blister package for each Person Supported. This includes PRN (as needed) medications. Medications will be dropped off by caregivers/family directly to SACL Staff.
- ❖ A monthly medication administration record (MAR) must also be provided with the Person's Supported name, the medication and the dosage for each Person Supported.
- ❖ Medications will be kept under lock and key.
- ❖ Staff will administer the medication at the appropriate time, and in accordance with the SACL Medication Administration Policy.
- ❖ If there are any changes in dosage, administration time etc. SACL must be notified before the next dose is due by the PIC (person in charge, caregiver, responsible family member)

General Health & Safety Rules

General Health & Safety rules apply to all Employees, Persons Supported and contractors at SACL. Health & Safety rules are intended to ensure that SACL is a safe place and must be followed without exception.

Reporting of Injuries

Persons Supported are required to immediately report all injuries to Staff. You may require medical clearance to return to your full Service schedule. SACL will make every attempt to accommodate a "light duty" schedule if necessary.

Illness

Contagious diseases spread from one person to another. Often, people who spread disease do not look or feel sick. The germs spread by direct contact

(touching), by coughing or sneezing, or by germs from the stool (bowel movement) or by blood getting on surfaces.

Maintaining health and preventing the spread of contagious diseases are responsibilities shared by Persons Supported, Caregivers, family Members, and SACL Staff.

Persons Supported are to stay home if they are feeling ill. If a Person Supported arrives at the Association and is ill or becomes ill while at the Association, the caregiver and/or family member will be notified and the Association will request that the Person Supported be picked up immediately.

The Association MAY require a physician's clearance note if the Person Supported has missed or is missing time due to repeated bouts of illness.

Alcohol and Illicit Drugs

No Person Supported will be permitted to enter or remain on the premises while his or her abilities are effected by alcohol, illicit drug, or other substance as to endanger his or her health or safety or that of any other person. Persons Supported, according to SACL Policy are not permitted to purchase alcohol while receiving SACL services, unless written consent from the Executive Director is provided for specific events & circumstances.

Use or Possession of Weapons

Use or possession of weapons is strictly prohibited.

Smoking

In accordance with SACL policy to provide a smoke-free environment and with WCB Reg. 4.81(a), smoking is not permitted within any SACL building or vehicle.

Improper Activity or Behaviour

No Person Supported shall engage in any improper activity or behaviour that might create or constitute a hazard to them self or to any other person.

Reporting of Unsafe Conditions

Persons Supported are required to report any unsafe or harmful conditions to Staff. The Staff must ensure that any *necessary* corrective action is taken without delay except in the case of an emergency where action must be taken immediately.

Scent Free

Some people are very sensitive to scents and fragrances in personal care, cleaning products, and tobacco smoke. Sensitivity can mean headaches and migraines, eye, nose, and throat irritation, or illness. Scents and fragrances can also affect people who suffer from asthma and other chronic lung diseases. Therefore, SACL Services and vehicles have been designated as “Scent Free”. Please use “Scent Free” products while at SACL.

Conflicts of Interest, Including Outside Employment and Gifts

SACL recognizes the right of employees to be involved in activities as citizens of their community. However, Staff Members must keep their role as private citizens separate and distinct from their responsibilities as employees.

Employees should not place themselves in a situation where they are under obligation to any person who might benefit from or seek to gain special consideration or favour. The honesty and impartiality of employees must be above suspicion.

No Staff Members shall accept compensation or rewards from Persons Supported or agencies because of the position they occupy in the Association. Money or other gifts offered should be firmly but kindly refused.

No employee shall sell goods or services to a Person Supported nor accept money or (i.e.) meals/coffee or loans from a Person Supported.

Complaint Resolution Process & Service Quality Advocate

SACL Complaint Procedure

If a Person Supported is not satisfied with the services that they are receiving from SACL they have the right to complain. The complaint will not jeopardize future service in any way. In fact we appreciate a person’s efforts to let us know if aspects of services are unsatisfactory. All input, both positive and constructive, helps us continue to improve our service delivery and address service gaps.

First Step

We encourage people to talk directly to the person involved. A person may wish to seek the support of their key worker, a Team Leader or Services Manager. Very often, situations and problems can be solved quickly at this level. All complaints must be addressed in writing and contain a proposed solution. Please see Complaint Form at <http://shuswapacl.com/feedback/#.UoVCiV8WKUI>

If there is still a problem...

If this does not provide satisfactory results, please contact the Executive Director. The Executive Director will immediately initiate an inquiry. The process may include one or more of the following and will be concluded within 7 business days:

- ❖ Talking to the person on the telephone and/or meeting with them in person.
- ❖ Talking to the person and the other person involved.
- ❖ Reviewing documentation
- ❖ Having a team meeting to come up with workable solutions

The Executive Director will provide written notification to the person with the complaint regarding the actions to be taken in resolving the issue.

If the outcome of the above is still not satisfactory...

If still unsatisfied with the above, the person has the right to appeal to their Community Living BC worker.

If still unhappy about the outcome after speaking with the worker, contact the Advocate for Service Quality.

Community Living BC Complaint Procedure

If, following eligibility acceptance and planning with a facilitator, Community Living BC (CLBC) does not provide any support or inadequate levels of support or you feel that you have been treated inappropriately, there is a CLBC Complaint Resolution Process. Information is available on their website <http://www.communitylivingbc.ca/wp-content/uploads/Learn-about-the-Complaints-Resolution-Process.pdf>

Step One:

There are three ways to file a complaint:

- ❖ Use the on-line form which can be found on the Community Living BC front page www.communitylivingbc.ca
- ❖ Contact CLBC Quality Assurance Office directly at 1-877-660-2522.

- ❖ Visit any CLBC office and ask staff to assist with filling out a short form.

Step Two:

A regional review will be conducted and a response, giving a decision, recommendation(s) will be provided.

Step Three:

If you are not satisfied following a review of the complaint you should contact CLBC's Manager of Quality Assurance directly at 1-877-660-2522 or ComplaintsResolutionCLBC@gov.bc.ca. The Manager will contact you within 72 hours, initiate a review and provide a written response within 10 days.

If you are not satisfied with the Quality Manager's response, you will be invited to contact CLBC's Chief Executive Officer who will conduct a review and submit a written decision to you within 10 days.

Chief Executive Officer:	Seonag Macrae
Address:	7 th Floor, Airport Square 1200 West 73rd Avenue Vancouver BC V6P 6G5
Phone:	604-664-0101 1-877-660-2522 toll free
Email:	seonag.macrae@gov.bc.ca

At any time during the CLBC process above you may and should also take the following steps:

- ❖ Contact your MLA
- ❖ Contact Inclusion BC
- ❖ Contact the Advocate for Service Quality, Paula Grant
- ❖ Write to the Minister responsible for Community Living BC.
- ❖ Write to the opposition party.
- ❖ Write to the Premier.
- ❖ When the issue concerns a youth about to transition to adulthood, contact the Representative for Children and Youth
- ❖ Contact the BC Ombudsperson
- ❖ Contact the Family Support Institute (FSI)

1. Contact your MLA

Name: Greg Kylo
 Address: PO Box 607
 Suite 202A – 371 Alexander Street NE
 Salmon Arm, BC V1E 4N7
 Phone: 250-833-7414
 Toll Free: 1-888-771-7557
 Email: greg.kylo.MLA@leg.bc.ca
 To find your local MLA, visit <http://www.leg.bc.ca/mla/3-1-1.htm>

2. Call or Email Inclusion BC

Inclusion BC's mission is to advocate for children, youth and adults with developmental disabilities and their families to ensure justice, rights and opportunities in all areas of their lives. You can contact Inclusion BC if you need someone to advocate for you. Sometimes we will connect you with someone in your community who can help, and other times we will get involved directly with your situation.

Web: www.inclusionbc.org
 Phone: 604-777-9100 Ext. 530 or 1-800-618-1119
 Contact: Karen De Long
kdelong@inclusionbc.org

 Karla Verschoor
kverschoor@inclusionbc.org

3. Advocate for Service Quality, Leanne Dospital.

Phone: 1-800-663-7876
Email: ASQ@gov.bc.ca
Web: www2.gov.bc.ca

4. Contact the Minister responsible for Community Living BC.

Shane Simpson, Minister of Social Development & Poverty Reduction

Address: Room 247 Parliament Buildings
Victoria, BC V8V 1X4
Phone: (250) 356-7750
Email: shane.simpson.MLA@leg.bc.ca

5. Write to or call the opposition critic for Community Living BC.

Visit the NDP website to find out who the current opposition critic is for Community Living BC.

You can also reach him/her toll-free by calling Enquiry BC and asking for the Official Opposition Caucus: 1-800-663-7867

6. Write to the Premier, John Horgan.

Online: <https://www2.gov.bc.ca/gov/content/governments/organizational-structure/office-of-the-premier>
Phone: 250-387-1715
Fax: 250-387-0087
Email: premier@gov.bc.ca

7. The Representative for Children and Youth

If your family member is a youth transitioning to CLBC's adult services, or is between 19-24 years old, you can contact the Representative for Children and Youth.

Phone: 1-800-476-3933.
Web: <https://www.rcybc.ca/>

8. The BC Ombudsperson is

- an officer of the provincial legislature
- independent of government and political parties
- responsible for making sure that the administrative practices and services of public agencies are fair, reasonable, appropriate and equitable

Phone: toll-free at 1-800-567-3247

Web: <https://www.bcombudsperson.ca/>

9. The Family Support Institute (FSI)

Staff in the FSI office can help navigate systems and connect you to other family members who are volunteer Resource Parents for support.

Phone: 604-540-8374 (Ext. 523)

1-800-441-5403 toll free

www.familysupportbc.com

Legal Aid

If you have a legal problem but can't afford a lawyer, the Legal Services Society (LSS) may be able to help you. LSS is an independent, non-profit organization that provides legal aid for people with low incomes in BC.

Legal aid services range from legal information and legal advice to legal representation (a lawyer to handle your case). To get a lawyer to represent you, your legal problems must be covered by LSS and you must qualify under financial eligibility guidelines. There is also a financial eligibility test for legal advice services.

To apply for legal representation but you can't get to a legal aid office, phone the provincial Legal Services Society Call Centre —

9:00 a.m. to 4:00 p.m. Monday, Tuesday, Thursday, and Friday

9:00 a.m. to 2:30 p.m. Wednesday.

For more information call 1-866-577-2525 or on the web at <http://www.lss.bc.ca/>

SACL Contacts

<p><u>SACL Services & Departments</u> #301, #103 & #101 – 371 Hudson Ave NE</p> <p><u>Mailing Address:</u> PO Box 153, Salmon Arm BC, V1E 4N3</p> <p>Telephone – 250.832.3885 Fax – 250.832.1076</p> <p><u>Phone Extensions:</u> <u>To Report an Absence or Change in Service Provision: 1100</u></p> <p>Health, Wellness & Life Skills Services: 1110 Community Employment Services: 1310 Personal Enrichment Program (PEP) 1111 Administration: 1300</p> <p>Elly Tufts, Team Leader: 1101 etufts@shuswapacl.com Donna Wood, Team Leader: dwood@shuswapacl.com</p> <p>Jo-Anne Crawford, Executive Director: 1301 j.crawford@shuswapacl.com Michele Weber, Services Manager: 1302 michele@shuswapacl.com Joanne Reitan, Services Manager: 1102 jreitan@shuswapacl.com Gary Arbuckle, Services Manager: 1304 garbuckle@shuswapacl.com Melanie Clark, Administrative Supervisor: 1303 melanie@shuswapacl.com</p>	<p><u>SACL Board Chair C/O</u> PO Box 153 Salmon Arm, BC V1E 3B5</p> <p><u>Community Living BC Salmon Arm</u> Suite 202, 351 Hudson Avenue NE, PO Box 100, Station Main Salmon Arm, BC V1E 4S4 Phone: 250-832-1718</p> <p><u>Community Living BC Vernon</u> Suite 201, 2802 – 30th Street Vernon, BC V1T 8G7 Phone: 1-250-549-5490</p> <p><u>The Ministry of Social Development</u> Phone: 1-800-663-7876 or 1-800-661-8773</p>
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Schedule and Day Service Closure Dates:

Health, Wellness & Life skills and Community Volunteer Services are open to Persons Supported from 9 am to 3 pm. Break times are usually at 10 am and 2 pm and last 15 minutes. Lunch is typically at 12 pm and lasts 30 minutes. Persons Supported are to bring their own lunches, unless other arrangements have been made. You will be notified of any changes.

HEALTH, WELLNESS & LIFESKILLS & COMMUNITY VOLUNTEER SERVICES CLOSURES FOR 2018:

All Community Services are ***closed for all statutory holidays***. Where a statutory holiday falls on a weekend, the Monday immediately following the weekend holiday will be observed.

Spring Closure - Monday, March 26th to Friday, March 30th

Summer Closure - Monday August 6th to Friday August 10th.

Winter Closure - Tuesday, December 25th to Wednesday, January 2nd

STAFF DEVELOPMENT DAYS (2018)

January 16th

February 21st

March 15th

April 17th

May 16th

June 14th

July 17th

August 10th

September 12th

October 18th

November 20th

December 31st

The ***Health, Wellness & Life Skills*** will provide you with a calendar of events on a monthly basis.

Please be aware that the ***Administration Offices are closed from 10am – 4pm on Fridays*** and some ***Wednesdays*** for meetings and administrative functions. Please leave a message when calling on days we are closed, so that we may address any emergencies.