



*Shuswap Association
for Community Living*

**A Handbook
for
People Receiving Services,
Families and Caregivers**

2024

Welcome!

For more information, please contact



#301 – 371 Hudson Ave NE
Salmon Arm, BC, V1E 4N3
Telephone: 1 (250) 832-3885
Website: www.shuswapacl.com

For People Receiving Services, their Families and Caregivers

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An Introduction to this Handbook

Why do we give you this handbook?

- We believe people need information
- We believe that it is your right to have the information you need to make decisions and to make informed choices.
- We respect your right to information by giving you this handbook.
- It is important that you and your support network (family & friends) know how we will support you and what they can do to help you at Shuswap Association for Community Living



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 Shuswap Community Living staff member will talk with you about what is in the handbook. This person will help you with anything that might be hard to understand.

How to Use this Handbook

- We will go through this handbook with you and your family and/or caregiver when you start receiving our services and review it once a year.
- We will give you a copy of this handbook. You can look at it anytime you want. You can ask us to help you look at it again.

Who We Are & What We Do

In 1963, SACL started providing services to people from the basement of a local church. Since then, we have grown and been through many changes.

We are guided by our mission, values and experience. SACL has a long history and strong roots in the Shuswap community. Many of our programs and services take part in events and activities in the area.

We know how important it is for everyone to have life choices, including access to education, affordable and appropriate housing, leisure options, gainful employment and participation in the community.

The principle of community living reflects a belief that healthy communities encourage and value the involvement of all people.

SACL is accredited through CARF Canada. This means we have to meet standards for providing service to people. We focus on improving our services by making sure that we work with CLBC, CARF and all other laws and regulations.

Mission

Shuswap Association for Community Living creates opportunities and provides support to optimize the potential of Persons Supported with diverse abilities in our community.

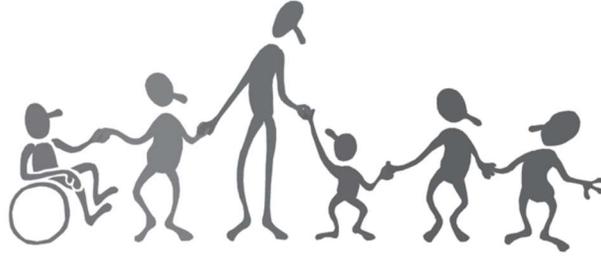
Vision

We envision our community as a caring and supportive place where people with diverse abilities are valued and included.

Values

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

Our Programs and Services



Community Employment Services

We help people learn about different kinds of work and find jobs and keep jobs in the community.

Community Inclusion

We help people work on skills for daily living. This can be making friends, learning how to budget, cooking or volunteering. This can be alone or in a group.

Supported Living Services

We support people who live on their own with their daily life and activities.

Community Housing

Community Housing offers help in a home setting. We support people to live their daily life by helping them join in community activities, make healthy choices, and be as independent as possible.

Host Agency/Individualized Funding

People and families who have “individualized funding” can have SACL put supports they want into place.

Shared Living Services (Home Share)

We will find and work with community members who want to share their home and life. Home Sharing is for people who want to share a home with a family, couple or single person who will help them to build relationships and enjoy their community.

For more information on these programs visit www.shuswapacl.com.

Program Admission, Wait Lists and Access for Service

Most of our programs are funded by Community Living BC (CLBC). To join in our programs, we must:

- Have a referral from CLBC
- Have room in our program or service
- Have the proper level of support

We do our best to meet people's needs. If a person qualifies through CLBC for our services, but we don't have space, CLBC will place people on their waitlist.

Once you have been offered support and accepted the service you will be told whether you can start right away or if you have been placed on a wait list. The time you will be on the wait list depends on space, staffing, funding and when and if anyone is planning on leaving the service.

We provide a variety of alternative Community Inclusion based services through a variety of Individualized Funding & Community Support Services. Our services are available, on a fee for service basis, to people not eligible through CLBC funding.

We are committed to communicating with you as clearly as possible throughout the admission process.

Program Costs

Depending on what people choose there may be costs or fees. Our services may be offered on a 'fee for service' basis if a person requesting services is not eligible to attend through the CLBC referral process.

Funding Sources

SACL is a non-profit, charitable organization

Funding is provided through:

- Community Living BC (CLBC)
- Grants
- Small contracts
- Fundraising

Donations are also accepted and greatly appreciated.

Dignity of Risk

We know that you have the right to succeed, but more importantly to sometimes to fail. It gives you a chance to use what you have learned the next time you try. Often people with disabilities are “protected” from an opportunity to shield them from the disappointment of failure. This approach can limit people from setting personal goals. Trying is admirable and learning from mistakes is important. Every person needs encouragement to try and be given the chance to learn from mistakes and successes. Each step towards reaching a goal is positive and inspires growth.

Your Rights

To help you know about and understand your rights, we have included some of them in this handbook.



You have rights:

- as a person living in one of the United Nations,
- as a Canadian and as a BC resident,
- as a person with disabilities, and
- as a person participating in our programs and services

SACL has written policies to protect your rights in areas such as ensuring freedom from abuse and neglect, your privacy, confidentiality, respectful treatment, living conditions, exercising personal choice and participation.

We will go through these rights with you when you start receiving services from us. We will revisit them with you at least once a year or whenever you like.

If you ever need to report that you feel someone has violated your rights, it will not be used against you.

Shuswap Self Advocates Bill of Rights

I have the right to...

- **Confidentiality of my information**
 - I have the right to make sure no one talks about me without me knowing
- **The right to my privacy**
 - I have the right to not be disturbed or bugged when I want quiet time
 - I have the right to be heard
- **Legal entities for appropriate representation**
 - I have the right to have the person of choice to help speak for me
 - I have the right to be heard
 - I have the right to a lawyer
- **Self-help support services**
 - I have the right to have access to a service, and have the service done the way I want
 - I have the right to join support group(s) of my choice
- **Advocacy support services**
 - I have the right 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**
 - I have the right 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 all people:

- 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

Someone hurting me because I spoke up for myself or complained about something

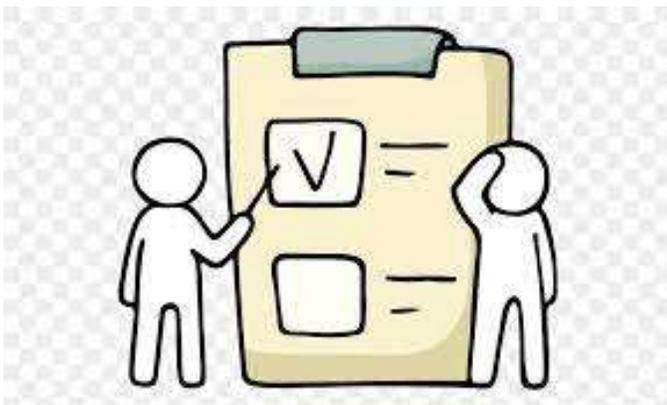
Humiliation

Someone making me ashamed or hurt my feelings

I have the right to be treated with respect

Neglect

lack of care of myself



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-Centered Plans (PCP) or Employment Plans

It is important to us that you are involved in the planning of your services. We involve you in the planning of your services in something called a Person-Centered Plan or an Employment Plan.

Your Plan is very important because it is made 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

Sometimes it is difficult telling others what you want and where you want to go. You might choose to have someone come to your planning meeting to help with that part.

Your Plan reflects your:

- Strengths
- Abilities
- Preferences
- Desired outcomes
- Other needs that you identify



Once a year, or as needed, you can ask family, friends and support people to plan certain aspects of your life with you. A copy of your plan is located on your Nucleus site and can also be sent to others such as family members, if you wish.

These Plans have goals to help make sure we are doing what you need and want and are reviewed throughout the year.

Our Staff

Over 54 Staff work at Shuswap Association for Community Living. The staff that work with you were chosen to work here because they have:

- Experience working with people who have developmental disabilities
- Training that helps them to work with people
- Values that support inclusion and community participation

Staff are trained and have many requirements:

- First Aid and CPR
- How to handle crisis situations
- Medication Basics
- Person-Centered Planning
- Positive Behaviour Support - Violence Prevention Training & MANDT Training
- Conflict Resolution
- BC Drivers' License, drivers' abstract and insurance – dependant on position
- Criminal record search
- References from previous employers
- COVID 19 Vaccinations

It is important to us that you feel comfortable with the staff who work with you. If you don't feel comfortable, then you or your family could speak to the Service Manager of the program. They will see if there is something that can be done to make things better for you.

Key Workers

Your Key Worker is assigned to you.

Your Key Worker will help you by:

- Helping you make and review your plan regularly
- Keeping your records up to date and sharing them, with your permission
- Making sure that important things in your life aren't forgotten
- Keeping you up to date on important information about what is happening at SACL
- Contacting your personal support network and getting feedback, with your permission

Contact your Key Worker if:

- You have questions or concerns
- You have changes in routines
- You have changes in medications
- You have changes in health status



Your Input

Service Meetings

We will meet with you regularly to discuss:

- Schedules
- Issues
- Safety concerns
- Your input for changes or improvements to SACL services or procedures.

How We Share Information

Information about SACL found on the SACL:

- Website
- Facebook Page
- Newsletters
- Brochures
- E-mails
- Letters or notices

Satisfaction Surveys

Once a year we ask as many people as possible to fill out surveys. These surveys will tell if people are happy with our services. We also ask for suggestions and ideas. The results and plan that come from the surveys are available on our website.

Accommodations

Accommodations means that we will work hard to make sure that we meet your needs. If you use or need a special environment, equipment, communication, or transportation we will work with you so you can reach your goals.



Please talk to your Key Worker If you feel that you need a reasonable accommodation.

Agency Policies and Guidelines

Visitors

Health, Wellness, & Life Skills regular hours of operation are from 9:00am to 3:00pm Monday through Friday, excluding Stat Holidays. 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 activity schedules during the day.

Community Employment Services (CES) asks that you please phone ahead for an appointment, as Employment Counsellors may be out in the community assisting others.

One-to-One Supports (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 Your Routine/Schedule

Schedule Change or Cancellation of Services

Please contact the **Absentee Mailbox** by calling 250-832-3885 and press 8, or dial extension 1100, if you are not able to attend SACL services or you wish to cancel services. By calling the Absentee Mailbox it will ensure that all the right people will know of your call.

If you or your family or caregiver need to change your schedule please call the Absentee Line, tell your worker or write it in your communication book.

Persons Supported Responsibilities

Your responsibilities include:

- To participate fully in your services
- To share any new medical/medication information right away
- To stay home when you are ill and let us know as soon as possible
- To arrive and leave programs as per your regular schedule
- To schedule appointments outside of program hours if you can
- To respect the rights and property of others
- To work towards the goals in your Plan
- To follow all safety rules and participate in emergency drills
- To let us know when your important information (emergency) changes

Medication Policy

If you need medication while you are at SACL:

All medications must be clearly labelled with:

- your name
- the name of the medication
- time to take the medication
- the amount in a blister package

Medications will be dropped off by caregivers/family directly to SACL Staff.

A monthly medication administration record (MAR) must also be provided with:

- your name
- the medication
- the dosage

Medications will be kept safe in a locked space.

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 or how to take medication, please tell us right away.

General Health & Safety Rules

General Health & Safety rules apply to all people at SACL. Health & Safety rules are there to make sure that everyone is safe.

Reporting of Injuries

If someone gets hurt, please tell the staff right away so they can help.

Illness

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 stool (bowel movement) or by blood getting on surfaces.

Maintaining health and preventing the spread of contagious diseases are responsibilities shared by everyone.

Please stay home if you are feeling ill. If you are ill when you arrive or become ill we will help you arrange to get home where you can get well again.

We MAY need a doctors' note if you have missed time due to repeated bouts of illness.

Alcohol and Drugs

No one is allowed to provide or get services while they impaired are by alcohol, drugs, or other substances.

Use or Possession of Weapons

Use or possession of weapons is strictly prohibited.

Smoking/Vaping

Smoking and vaping is not allowed in any SACL building or vehicle.

Improper Activity or Behaviour

We work hard to make people feel safe. Staff are trained to help people who may experience challenging behaviour by using positive behaviour support and interventions.

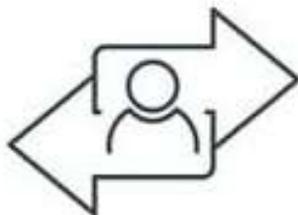
Reporting of Unsafe Conditions

Please report any unsafe or harmful conditions to staff right away. It is our job to make sure that we fix anything that may be dangerous right away.

Scent Free

Some people are sensitive to scents and fragrances and can get ill if they are around them. 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



A conflict of interest is when personal goals may affect the persons' ability to do their job fairly and in a professional way.

If this were to happen at SACL, we would:

1. Look at each situation individually
2. Try to make a plan that meets with everyone's approval
3. Do our best to make sure that people don't think anyone is getting special treatment
4. Make sure that the needs of the person supported are being met
5. We would listen to the person who will be getting support
6. We would listen to the person who might be in a conflict of interest
7. We would make sure we follow all laws, regulations and rules
8. We would make sure that there is someone to review the plan of support who is not in a conflict of interest

No staff will accept gifts, money or rewards from people receiving services or agencies. These offerings will be firmly but kindly refused.

No staff will sell goods or services to anyone receiving services.

Complaint Resolution Process, Service Quality Advocate

SACL realizes that sometimes when people spend time together, they may disagree. For example, you and your family might disagree with a decision that affects you. If you or the people in your life feel this way or disagree with something, there is a way to help everyone involved to openly talk and resolve issues.

If you have a concern, SACL works hard 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.

SACL Complaint Procedure for Services Issues

If you are having trouble with your services, you have the right to speak up. If you are having trouble with a person at SACL, you may want some help to work through the problem. We value your efforts so let us know if something isn't working for you. Your input helps us continue to improve.

You may ask a friend, family member, or other advocate for help to deal with your concern.

1. If your concern is about another person:
 - a. Talk to your Key Worker to find out what can be done. *If you can't talk to your Key Worker then you can talk to the Service Manager.*
 - b. You might decide to meet with the person involved so that you can talk about it.
 - c. Your Key Worker can talk with the Services Manager to get advice, you should hear back within 5 days.
 - d. If needed, your Key Worker can help you fill out a Complaint & Suggestion Form that will go to the Executive Director, who will answer in writing within 7 days.

2. If your concern is about the services you are getting:
 - a. Talk to your Key Worker to find out what can be done. *If you can't talk to your Key Worker, then you can talk to the Service Manager.*
 - b. Your Key Worker can talk with the Services Manager to get advice, you should hear back within 5 days.

- c. If needed, your Key Worker can help you fill out a Complaint & Suggestion Form that will go to the Executive Director, who will answer in writing within 7 days.

If you wish to put your concern in writing. You can send a letter to SACL at:

Mail/Fax	Make a written complaint and mail it to: PO Box 153 #301 – 371 Hudson Ave NE Salmon Arm, BC, V1E 4N3
On-line/E-mail	Go to the online complaint form at https://shuswapacl.com/contact/complaints-suggestions/
Fax	1 (250) 832 1076

If you are not happy with how SACL has handled your concern you have the right to go to your CLBC worker.

Filing a Complaint with CLBC

The CLBC Complaint Resolution Process. Information is available on their website:
<https://www.communitylivingbc.ca/how-do-i-get-support/request-review-complaints-process/file-a-complaint/>

If you are unhappy after speaking with the CLBC worker you can contact the Advocate for Service Quality.

The Advocate for Service Quality

The Advocate can help with services from the Ministry of Social Development, from other Ministries, Community Living BC or from service agencies in the Community.

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

Other Resources

Representation Agreements

A representation agreement authorizes a person or people to assist someone with decision making or to act on their behalf. **Nidus** – Personal Planning Resource Centre and Registry provides education, information and support about personal planning for personal care matters.

Address: Nidus
1440 West 12th Avenue
Vancouver, BC
V6H 1M8
Email: info@nidus.ca
Website: www.nidus.ca

Contact your MLA

Contact: 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

Inclusion BC

Inclusion BC helps children, youth and adults with intellectual disabilities and their families. You can contact Inclusion BC if you need someone to help you. Sometimes they will connect you with someone in your community who can help, and other times they will get involved directly with your situation.

Web: www.inclusionbc.org
Phone: 1-844-488-4321
Email: advocacy@inclusionbc.org



Contact the Minister responsible for Community Living BC.

Minister of Social Development & Poverty Reduction

Address: Room 247 Parliament Buildings
Victoria, BC V8V 1X4
Phone: (250) 356-7750
Email: sdpr.minister@gov.bc.ca

Contact the opposition critic for Community Living BC.

Visit the Liberal 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

Write to the Premier

<https://www.leg.bc.ca/>

Phone: 250-387-1715

Fax: 250-387-0087

Email: premier@gov.bc.ca

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/>

The BC Ombudsperson

This is a person in 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/>

The Family Support Institute (FSI)

Staff in this office can help connect you to other family members who offer support.

Phone: 604-540-8374 (Ext. 523) or toll free 1-800-441-5403

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

****To Report an Absence or Schedule Change use extension 1100**

SACL Services & Departments

Physical Address:

#301, #103 & #003
371 Hudson Ave NE

Mailing Address:

PO Box 153
Salmon Arm BC, V1E 4N3

Telephone – 250.832.3885

Fax – 250.832.1076

Phone Extensions

Programs/Services

Health, Wellness & Life Skills Services:

1110

Community Employment Services: 1310

Personal Enrichment Program (PEP) 1111

Administration: 1300

People

Karen Hansen, Executive Director: 1305
khansen@shuswapacl.com

Lesley Campbell, Human Resources
Manager: 1301
lcampbell@shuswapacl.com

Joanne Reitan, Services Manager: 1102
jreitan@shuswapacl.com

Connie Sebelius, Services Manager: 1306
csebelius@shuswapacl.com

Seana Stirrett, Services Manager:
778-489-1207
sstirret@shuswapacl.com

SACL Board Chair

PO Box 153

Salmon Arm, BC V1E 4N3

boardchair@shuswapacl.com

Funders

Community Living BC

Salmon Arm

Suite 202, 351 Hudson Avenue NE,

PO Box 100, Station Main

Salmon Arm, BC V1E 4S4

Phone: 250-832-1718

Community Living BC

Vernon

Suite 201, 2802 – 30th Street

Vernon, BC V1T 8G7

Phone: 1-250-549-5490



**COMMUNITY LIVING
BRITISH COLUMBIA**

Service Closure Dates for 2024

All Community Based 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.

Monday, January 1st
Monday, February 19th
Friday, March 29th
Monday, April 1st
Monday, May 20th
Monday July 1st
Monday, August 5th

Monday, September 2nd
Monday, September 30th
Monday, October 14th
Monday, November 11th
Wednesday, December 25th
Thursday, December 26th

Additional 2024 Health Wellness & Life Skills (HWLS) Closure Dates

* Spring dates are subject to change - SACL's move to the new space is subject to the completion of renovations. Additional closure dates will be provided to allow for the move. As much notice as possible will be given; information will be sent home via letter and email.

Friday, February 9th

Friday, June 7th

*March 27th – April 3rd

December 23 - 27th, inclusive

Additional 2023 PEP Closure Dates

Wednesday – Friday, December 27 – 29



Thank you!

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