



*Shuswap Association
for Community Living*

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

2026

Welcome!

For more information, please contact



Unit F, 191 Shuswap St. NW,
Salmon Arm, BC V1E 4H8
Telephone: 1 (250) 832-3885
Website: www.shuswapacl.com

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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 having information about SACL and its services 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 SACL



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.
- An SACL staff member will talk with you about the handbook and 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, meaningful job and taking part in community.

Community living believes that healthy communities involve 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.

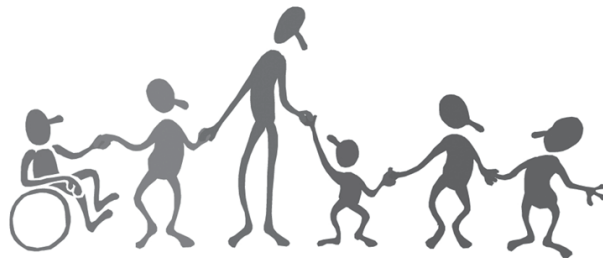
Vision

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. We have a work crew program called the Workday Warriors that offers supported jobs that include yard maintenance, recycling and odd jobs.

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 <https://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 services and you accept, you may be able to start right away or if you might be put on a wait list. The time on the wait list depends on space, staffing, funding and when and if anyone is planning on leaving the service.

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 58 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
- Required 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 can speak to the Services 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
- 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 us 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 the 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.

Supported Living Services sites request that visitors call for an appointment to ensure timing for the visit is within the Person's Supported schedule.

Change in Your Routine/Schedule

Schedule Change or Cancellation of Services

If you cannot make your scheduled time please contact the **Absentee Mailbox** by calling 250-832-3885 and press 1. By calling the Absentee Mailbox the right people will know about your call.

If you, 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 give 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.

Carrying your Identification

Please remember to always carry your identification when going on outings.

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

Staff will not accept gifts, money or rewards from people receiving services or agencies. These offerings will be firmly but kindly refused.

Staff will not 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. 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.

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 or need to tell us about a problem.

SACL Complaint Procedure for Services Issues

If you are having trouble with SACL 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 out 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. You should talk directly to that person right away.
 - b. If you feel you need help you can talk to your Key Worker. *If you can't talk to your Key Worker then you can talk to the Service Manager.*
 - c. You might decide to meet with the person involved so that you can talk about it.
 - d. If the problem is not solved, you may make a formal complaint (must be submitted within 14 days). Your Key Worker can talk with the Services Manager to get advice.
 - e. The Services Manager may arrange a meeting so everyone can get together, talk and try to work it out. They will make sure notes are taken.
 - f. Within 3 business days you will be contacted with an update on your complaint.
 - g. Within 5 business days the notes of the meeting will be shared in a way you can understand.
 - h. Within 7 business days, unless otherwise noted, complaints should be resolved.

- i. If there is still a problem, then the formal complaint will go to the Executive Director
 - j. Within 5 business days they will review and investigate the complaint.
 - k. Within 10 business days of receiving complaint, the Executive Director will hold a meeting, offer solutions. The meeting notes will be given in a way that everyone understands.
 - l. If the problem is not solved, the Executive Director may need to talk with CLBC or others for help or advice.
 - m. Resolution will occur no later than 20 days after getting the formal complaint.
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. If the problem is not solved, you can make a formal complaint (All formal complaints must be submitted within 14 days). The Key Worker or the Services Manager can help fill out a Formal Complaint & Suggestion Form
 - c. The Services Manager may have a meeting so everyone can get together, talk and try to work it out. They will make sure notes are taken.
 - d. Within 3 business days you will be contacted with an update on your complaint.
 - e. Within 5 business days the notes of the meeting will be shared in a way you can understand.
 - f. Within 7 business days, unless otherwise noted, complaints should be resolved.
 - g. If there is still a problem, then the formal complaint will go to the Executive Director and within 5 business days they will review and investigate the complaint.
 - i. Talking to you
 - ii. Talking to others involved
 - iii. Going over any notes
 - iv. Meeting with the team to come up with ideas to solve the problem
 - h. Within 5 business days of getting the complaint, the Executive Director will review and investigate the complaint.

- i. Within 10 business days of getting the complaint, the Executive Director will hold a meeting to offer solutions. The meeting notes will be given in a way that everyone understands.
- j. If the problem is not solved, the Executive Director may need to talk with CLBC or others for help or advice.
- k. The problem should be solved within 20 days after getting the formal complaint. The Executive Director will provide notes in writing to the you about what they are doing to solve the problem.

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

Mail/Fax	Make a written complaint and mail it to: Unit F, 191 Shuswap St. NW, Salmon Arm, BC V1E 4H8
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.

Mail: 3rd Floor, 614 Humboldt St., Victoria, B.C. V8W 1A4

Phone: 1-800-663-7876

Email: ASQ@gov.bc.ca

Web: <https://www2.gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities/advocate-for-service-quality>

Other Resources

Representation Agreements

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

Address: Nidus
2391 Crescent Way
Abbotsford, BC
V2S 3M1

Email: info@nidus.ca

Website: www.nidus.ca

Contact your MLA

To find your local Member of the Legislative Assembly, David Williams, please go to:

Web: <https://www.leg.bc.ca/members/43rd-Parliament/Williams-David>

Address: 2-1120 10th Avenue SW
Salmon Arm, BC V1E 1T3

Phone: 778-724-2407

Email: David.Williams.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: 1.800.618.1119

Email: info@inclusionbc.org



Contact the Minister responsible for Community Living BC

Minister of Social Development & Poverty Reduction

Address: PO Box 9058 Stn. Prov Govt
Victoria BC

V8W 9E2

Phone: (250) 356-7750

Email: sdpr.minister@gov.bc.ca

Contact the for Opposition for Social Development and Poverty Reduction

Visit the website <https://www.leg.bc.ca> to find out who the current opposition critic is for Community Living BC.

Official Opposition Leader's Constituency Office: 1-877-964-5650

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

Write to the Premier

Web: <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.



Mail: PO Box 9039, Stn Prov Gov't., Victoria, BC V8W 9A5

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

Email: info@bcombudsperson.ca

Fax: 250-387-0198

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

The Family Support Institute (FSI)

This office answers questions & helps link you to families who may be able to help.

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

Phone: 1-800-441-5403

Website: 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 3:30 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 <https://legalaid.bc.ca/>

SACL Contacts

****To Report an Absence or Schedule Change Press 1**

How to contact SACL Services & Departments

Mailing Address for SACL:

PO Box 153
Salmon Arm BC, V1E 4N3

Telephone: 250-832-3885

Fax: 250-832-1076

Physical Addresses

Administration:

Unit F, 191 Shuswap St. NW, Salmon Arm, BC
V1E 4H8

Community Inclusion:

825 Lakeshore Drive, Units A & B, SW, Salmon
Arm, BC V1E 1E4

Phone/Email

Call one number to get anyone at SACL, then
their extension number: (250-832-3885)

Programs/Services - extensions

Community Inclusion (CI): Press 2

Community Employment Services (CES):
Press 3

Administration/Reception: Press 4

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

People at SACL

Karen Hansen, Executive Director: Press 5
khansen@shuswapacl.com

Lesley Campbell, Human Resources Manager:
Press 6

lcampbell@shuswapacl.com

Connie Sebelius, Director of Services:
Press 8

csebelius@shuswapacl.com

Cheryl Ludeman, Services Manager: Press 7
cludeman@shuswapacl.com

Kirstyn Allen, Services Manager: Press 9
778-489-1207

kallen@shuswapacl.com

Shara Bland, Services Manager: Press 1308
sbland@shuswapacl.com

Rhonda Stevens, Admin. Assistant/Main
Reception: Press 4

rstevens@shuswapacl.com

Sandi Walker, SACL Board Chair

PO Box 153
Salmon Arm, BC V1E 4N3
boardchair@shuswapacl.com

Service Closure Dates for 2026

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.

Thursday, January 1st
Monday, February 16th
Friday, April 3rd
Monday, April 6th
Monday, May 18th
Wednesday, July 1st
Monday, August 3rd

Monday, September 7th
Wednesday, September 30th
Monday, October 12th
Wednesday, November 11th
Friday, December 25th
Monday, December 28th

Additional 2026 Global Community Inclusion Closure Dates

Friday, Jan 2nd
Monday, Feb. 9th
Friday, February 27th
Monday, Mar 30th

Friday, June 12th
Monday, June 15th
Tuesday, September 8th
Tuesday - Thursday, December 29th - 31st

Additional 2026 1:1 Closure Dates

Friday, Jan 2nd
Tuesday - Thursday, December 29th – 31st



Thank you!

For more information, please contact



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for Community Living**

Unit F, 191 Shuswap St. NW,
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