

Consumer Handbook

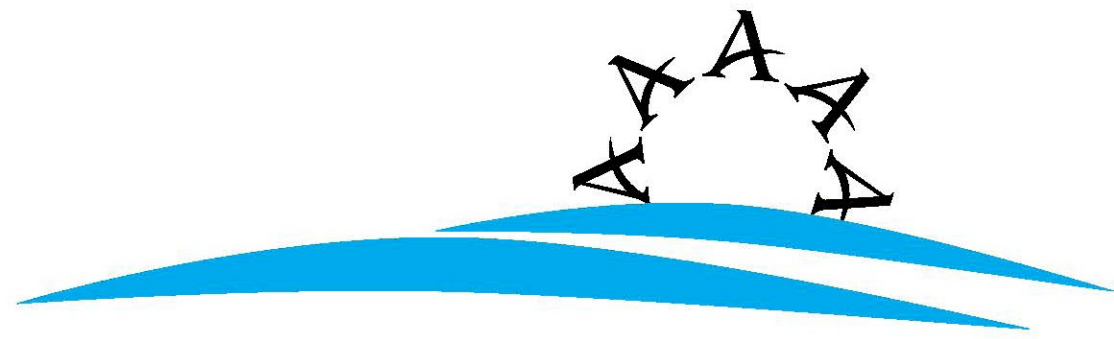


WE FOCUS ON THE ABILITIES OF EACH
PERSON

NO CHALLENGE IS TOO GREAT



PROVIDING SUPPORT SINCE 1998



abilities

ABOUT US

OUR MISSION

The mission of Abilities is to assist people with developmental disabilities to reach their individual goals through choices, planning and participation as equal members of the community.

No Challenge Is Too

WHAT WE DO

Abilities provides individuals with developmental disabilities the opportunity to access the community as full participants. We offer residential, community inclusion and, in 2018, we will begin offering a unique supported employment program.

History

In 1998 Abilities began offering support to individuals with developmental disabilities. Specifically, Abilities focused on supporting individuals who have challenging behaviours. Our commitment to serving these individuals is captured in our motto, **No Challenge Is Too Great.**

We are committed to trying our best to meet and exceed the needs of the individuals that we support. We do this through a process of Active Support.

Active Support is based on the principles that people with disabilities need to engage in meaningful everyday activities of their choice, with the amount of support they need.

OUR GOALS

Our goal is to provide programs and services that are consistent with the principles of: Care, Welfare and Safety; our staff is trained with these principles in mind.



Care

We are committed to providing programs that show compassion and empathy for those that we serve.



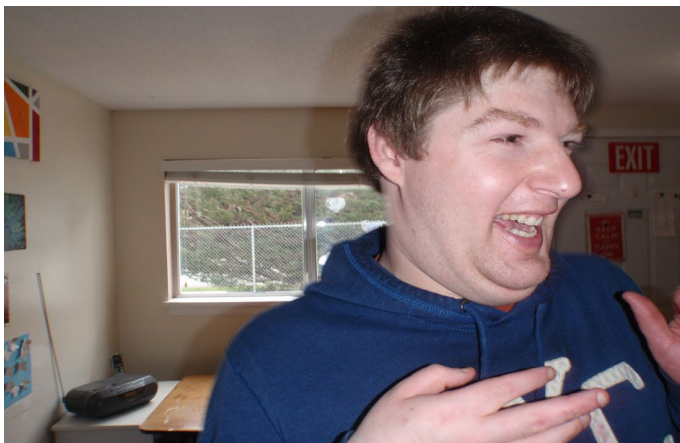
Welfare

We are committed to supporting the emotional and physical well-being of the individuals that we support.



Safety

We are committed to preventing danger, risk and injury through our training and dedication to the individuals that we serve.



OUR SERVICES

Abilities provides both residential and day program services. In 2018 we will be providing a supported employment program as well.



Residential Services

- We provide 24 hour support and caring to individuals with developmental disabilities
- Each resident has his or her own room
- You may live with a roommate whom you can share meals and leisure activities with
- Residential support is offered 7 days a week



Community Inclusion - Day Program

- We have two day programs at Abilities
- We provide options for full inclusion into the community with choices including: recreation & leisure activities, volunteerism and vocational skills
- We operate Monday – Friday 9am to 3pm



Supported Employment

- Beginning in mid 2018 Abilities will offer a supported employment program that we call, ShopAbilities



INTRODUCTION

Why Do We Give You This Handbook?

We Want You To Be Successful

- We believe you need information to make the best decisions for yourself
- We respect your right for information about your service providers
- So you know your rights
- So you know how to access information about your rights
- Understanding the Information
- We believe that it is very important that you are able to understand the information we give you
- We will write the information in plain language
- An Abilities staff person will talk with you about this book and answer any questions you might have
- How to use this handbook
- We will sit down with you and go through the handbook with you and your family/caregiver when you start receiving services
- We will give you and your family a copy of this book. You can look at it any time you want. You can ask us to help you look at it again

Mission

The mission of Abilities is to assist people with developmental disabilities to reach their individual goals through choices, planning and participation as equal members of the community.

No Challenge Is Too Great.

Vision

Abilities' vision is that of a community where all members live a full life, feel included, and are empowered to make personal choices in their lives.

Values

Our values:

- Individuals have a right to participate fully in the community
- Individuals have a right to make informed choices about their life
- Individuals have a right to contribute to the community

Service Capacity and Criteria for Acceptance

- We are currently at our maximum level of service capacity for residential and day program services for our current staffing and facility levels
- We will entertain new participants and programs with additional levels of staffing and facility opportunities



- Abilities Community Services receives our referrals for service through CLBC

Acceptance of these referrals is based on our ability to provide service to the client:

- Three reasons we may not accept a participant for service include: mobility (only one of our locations have wheelchair access), service capacity and conflict with other participants
- If you are not accepted into our program you will be informed as to the reasons and any alternatives we may be able to provide. CLBC will also be informed

of the reasons. We will provide any and all information to the referral source about this participant and any suggestions for service



Abilities Staff

About 30 staff work at Abilities' programs throughout the Victoria area. The staff that work with you were chosen to work here because they have:

- Experience working with adults with developmental disabilities
- Training that assists them to work with adults with disabilities

Staff Training:

- First aid and CPR
- Non-violent crisis intervention
- Food Safe and Medication Basics
- Disaster Training
- WHMIS- safe chemical handling

Staff Who Work With You:

It is important to us that you feel comfortable with the staff who works with you. If

you don't feel comfortable, you or your family can speak to the director or program coordinator. They will see if there is anything that can be done to make things better for you.

Conflict of Interest:

A conflict of interest is when someone finds himself or herself in a situation where they may be personally involved or have a special interest that makes it hard for them to do their job. An example would be if a staff person's relative moved into one of Abilities homes and that staff worked there.

At Abilities we will look at each situation individually and make a plan that meets with everyone's approval. We have to listen to all sides and make a

decision based on what's in the best interest of

all parties. This will include having someone review the plan who is not involved in the conflict of interest.



Other things you need to know about Abilities

What are our hours?

Our regular business hours are from **8am-4pm; Monday to Friday**

How do you get in touch with us?

You can call us at:
Craigflower: 250- 590-5142
Wollaston: 250-381-3010
Bill Doorschot: 250-216-2885

You can email us at:
abilities@shaw.ca

Visit our website: www.abilitiescommunity.com

Location:

- 1102 Craigflower
- 1104 Craigflower
- 954 Wollaston



An Introduction to YOUR RIGHTS

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

You have rights:

- As a Canadian
- As a person with disabilities, and
- As a person participating in our programs and services

We will go through this handbook with you when

you start our program and revisit them whenever you would like.

We give all this information to the staff that works with you so that they know about your rights.

Your Rights As A Person Living In Canada

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

Some of your rights included in this charter are:

- The right to choose your religion
- The right to vote
- The right to have your own thoughts and the right to talk about your thoughts
- The right to gather with other people
- The right to learn
- The right to be treated fairly and equally regardless of your colour, age, sex, or whether you

have a physical or developmental disability

- The right to stay in Canada or to leave
- The charter also tells you that if anyone doesn't allow you your rights, then you can ask people to help you make sure that your rights are respected.



Your Rights As A Person Living In BC

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

- Access the same services as everyone else including restaurants, malls, buses and schools.
- Get hired and get the same wages as

everyone else.

- Be treated the same as all the other tenants, if you rent an apartment or a house.

What can you do if you think you have been discriminated against?

Talk to us – we can help you take the next steps
If you are working, talk to your supervisor, we can find out if your employer has a complaints procedure.

Your Rights To Other Kinds Of Assistance In BC

People with disabilities who are 18 years and older have the right to benefits and services depending on your needs and income.

Benefits and Services Available

- A monthly support Allowance
- Medical Coverage
- Pharmacare
- Dental and Vision care
- An annual bus pass
- Services from a Social Worker
- Mental Health Services
- Referrals to specific programs (respite, counseling, day programs)

- Nursing, physiotherapy, occupational therapy, nutrition counseling

Your Financial Assistance Worker (FAW) or Resource Worker can tell you more about your benefits. Ask your supervisor for the current name and phone number.



Your Right To Privacy At Abilities

Privacy means that information about you is confidential.

When you turned 19 in BC you became an adult. As an adult you need to give people your permission to discuss things about you.

Privacy Means:

- That you have the right to be alone if, you choose
- That people should ask before they come into your private space (bedroom)
- That people should not look at, touch or take your personal belongings without your permission.
- You can ask some one

to have a confidential conversation and they cannot tell anyone else. (except in the case of abuse)

We respect your privacy at Abilities by:

- Making all staff aware of your right to privacy.
- Not talking about you to people who do not need to know about you
- Not sharing information about you until you or your family says its okay
- Keeping written information about you in a locked place
- Respecting your right to privacy when you need personal care
- Supporting you to

respect the privacy of others



Information About You And Your Rights

Information about you:

We keep the information about you in personal binder and personal file in a locked filing cabinet. Only the people who need to know about you can get into that filing cabinet. We also keep information on computers and only people who need to know about you have access.

Can you look at the information?

Yes. You can look at the information about you anytime. Ask your supervisor and they will go through your binder with you.

What information do we keep about you?

Care Plan:

This plan describes where you live, likes and dislikes, who to contact in an emergency, health issues, medication and safety concerns.

Health Care:

This information includes: information about your diet, mobility, allergies,

medication and doctors.

Behaviour Interventions and Support:

If you need help when you get angry, anxious or frustrated this tells us and other people how to give you the help you need to keep you and other people safe.

Person Centred Planning:

Once a year you can ask your friends, family and support people to plan with you, certain aspects of your life. A copy of each of your plans goes into your binder.

Daily Notes:

Every day your staff will write what happened with you on that day. Those notes are kept on a computer. They include things like what you did today, did you work on any of your goals and how you were feeling.

Critical Incident Reports:

If something serious happens that involves you, we have to tell your social worker. We write a report called a Critical Incident

Report. A copy is kept in your file and sent to others as necessary.

Sharing Information About You:

The people who support you need to know information about you so that they can do a good job. They will read your personal binder and files.

We will ask you to sign a consent form to share information about you. The consent forms will be good for one year. Your family may need to sign the form as well.

Your Responsibilities

Along with rights, you have responsibilities. For example when you make a choice you are responsible for that choice.

As a Canadian you have rights. You have a responsibility to respect the rights of other Canadians by treating people fairly and treating everyone equally.

Your responsibilities:

- Participate in the planning of your services
- Listening to others
- Respecting the rights of everyone, including roommates, caregivers and support staff.
- Honour your commitments, appointments, schedules
- Letting us know if you need support
- Exploring options by participating in recreation activities, volunteering, community

access.

Your Health and Safety Responsibilities:

- It is your job to tell the staff if you do not feel well or have and concerns about your health or safety.
- To take your medication as prescribed by your doctor
- To have regular check up with the doctor and dentist

The staff will support you in whatever way possible to assist you with your health and safety needs. If you cannot tell us yourself, someone who knows you should tell us the information we may need to know.

It is also your responsibility to tell us if you do not feel safe:

- When you are at home
- With someone at Abilities
- When you are out in the

community

- When you are in a vehicle

Your Right To Conflict Resolution

Abilities Community

Services realizes

disagreements are natural.

If you have concerns, we can help.

Problem Solving:

- We ask that you talk to the person you are having a problem with
- You can bring a support person with you (family, friend, caregiver)
- If you cannot resolve it, we'll set up a facilitated dispute resolution process.

Process:

We want to hear from you and our interest-based process will allow you to have your voice heard and hopefully resolve your concerns.

If we can't reach a mutually beneficial agreement, we will direct you to an independent resource that can help you.

Helping You To Achieve Your Goals

Measurable Outcomes:

Every program at Abilities has goals. These program goals are in addition to the personal goals of the people we support. These goals must be things we can clearly measure to see how we are doing. Example: Every person must have a PCP developed a reviewed each year. These goals help us make sure we are doing what people need and want; we review these goals each year or more if needed.

At Abilities we will help you to achieve your goals. We help by giving you:

- Information about our staff and programs
- Experiences so that you can make informed choices
- Opportunities to:
- Develop your independence and skills
- Participate in your community
- Make Friends

Here is some of what you will experience as we work with you to achieve your goals.

Planning your services with you:

You and your family will

help plan your goals and dreams

Decide on a course of action for implementing those goals:

- How long it might take to achieve your goal
- Assess any risk and how to avoid it
- A copy of Person Focused Plan will go into your Personal Binder
- The plan will be reviewed yearly and new goals can be set if you like

Planning your activities with you:

- You will be asked to participate in your PCP
- To choose activities/ goals you would like to do
- To learn new skills or help you with your current ones
- To plan which staff, which activities and which place will help you achieve your goals.
- To assess the risk of the activity and decide if an alternate might be better

Participate in your Community:

- We will support you to learn skills and to do what you want to do in your community.
- Explore activities offered

at recreation centres/ parks

- Attend community events
- Uses community resources such as the library, art gallery or museum
- Attend a college course
- Learn to use public transportation
- Join a hobby group

Making Friends:

- It might be important to you to make friends or make the friendships you have stronger. At Abilities you can have opportunities to involve the friends you already have and to make new ones.
- Involve your friends in your planning of your services
- Meet new people in the community
- Develop your social skills
- We might encourage you to talk to people in the community
- To join a group of people in the community who are interested in the same things you are.

Health And Safety

At Abilities we have procedures written down at all programs to help you if there is an emergency.

Fire & Earthquake:

If there is a fire or earthquake all staff is trained in how to deal with emergencies. We will assist you to:

- Leave the building
- Get out of the building if you are having trouble
- Follow our safety plan

Medical Emergency:

If you have a medical emergency:

- The first staff person on scene will give you first aid
- Staff will go get information about you so that we can give you the best support possible.
- If necessary staff will take you to the medical clinic
- If necessary staff will call 911
- Caregivers and families will be informed, if necessary

Universal Precautions:

- All staff are trained in Universal Health Precautions
- Staff will wear gloves when coming into contact with blood or other body fluids.

- If you come into contact with blood or body fluid, we will help you to make sure your safe.

Vehicle Transportations:

Sometimes you will ride with a staff member in a company vehicle or a staff's vehicle. All staff has their drivers' license and is insured in case of an accident. All vehicles have first aid and earthquake kits. Everyone must wear there seat belt.

Self Advocacy

Self-advocacy:

- Is about speaking for yourself
- Is about speaking out for your rights
- Is about teaching others to speak out for their rights
- Having input into the decisions about your life

Some People Need Help:

- Some people are unable to talk or communicate easily with others
- They may need a friend, family or someone else who knows them really well to speak for them.

Self-Advocacy is about having choices:

- People with disabilities have the right to make choices
- Sometimes people with disabilities need help to make choices
- Family and Friends can

help people learn about choosing

- You have the right to change your mind

Self – Advocacy means you have a say about the things that happen in your life.

Examples:

- Medical Care
- Where you live
- Who your friends with
- Activities
- Goals and dreams
- The right to change your mind

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NO CHALLENGE IS TOO GREAT



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Resources

Abilities Community Services

Director:

Bill Doorschot: 250-216-2885

Coordinators

Abilities Day Programs:

- 1102 & 1104 Craigflower Road
- 954 Wollaston St.

Residences

1102 Craigflower Road

1104 Craigflower Road

954 Wollaston St

Community Living British Columbia

410 – 29 Helmcken Road,

Victoria, BC V8W 9S2

Tel: 250-952-4203

BC Ministry of Human Resources

Gateway Village

#403-771 Vernon Avenue

Victoria, BC

Tel: 250-952-4573

Annual Bus Pass

Tel: 250-387-4331 or call BC

Disability Benefits toll-free at

1-800-665-2656

BC Human Rights Tribunal

Tel: 1-888-440-8844

Ombudsmen of BC

756 Fort Street

Victoria, BC

Tel: 250-387-5855

Advocate for Service Quality

200 - 555 West 8th Street

Vancouver, BC V5Z 1C6

Victoria area #: 250-387-6121

Disability Resource Centre

814 Broughton St.

Victoria, BC V8W 1E4

250-595-0044

Web: www.drcvictoria.com

Citizen Advocacy

250-598-6786

Victoria, BC

Email: citizen@islandnet.com

BC Coalition of People with Disabilities

204-456 West Broadway

Vancouver, BC

V5Y 1R3

604-875-0188

www.bccpd.bc.ca

Autism Society of BC

www.autismbc.ca