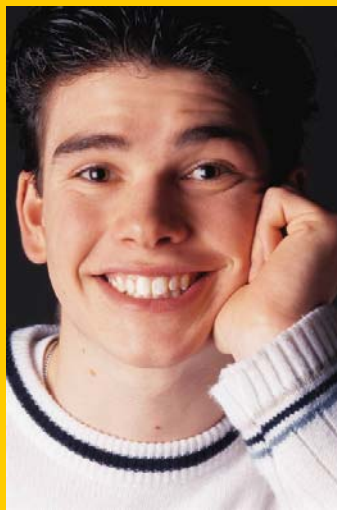




**The Sunshine Coast  
Association for  
Community Living**



**Orientation Handbook  
"It's All About You"**



*This handbook was developed to ensure that people are well informed about the services they access. This handbook is one way we make information available to the people we serve and their families.*

*An orientation video is available through The Sunshine Coast Association for Community Living Resource Library. The video shows some of the information in this handbook.*

*If you have suggestions to make this handbook better, please contact (604) 885-7455*

**The Sunshine Coast Association for  
Community Living  
Orientation Handbook—Contents**

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## INTRODUCTION TO YOUR HANDBOOK

### Why Do We Give You This Handbook?

- ❖ People need information.
- ❖ If people do not get enough information they might not make the best decisions for themselves.
- ❖ It is your right to have the information you need to make good decisions and to make informed choices.
- ❖ This handbook is one way we respect your rights by making sure you have enough information about The Sunshine Coast Association for Community Living. Throughout this handbook we will call the Association "SCACL".



## **Understanding the Information**

- ❖ We believe it's important that you understand the information we give you. That is why we have written this handbook in plain language.
- ❖ A staff person will talk with you about the handbook. They will explain anything you don't understand.

## **How to Use This Handbook**

- ❖ We will give you a copy of this handbook to keep.
- ❖ Anytime you would like us to go through this handbook, let us know and we will make arrangements to do so.



- ❖ We have also created a video to help you understand the information in this handbook. You can sign out the video at the Mermaid St. office.

Chapter One

The Sunshine Coast  
Association for  
Community Living



## **THE BEGINNING OF SCACL**

You are the reason there is an agency called SCACL. There were people like you with disabilities living here a long time ago. In 1958, their families got together and started the agency.

In the early years, everyone who worked for SCACL was a volunteer. There were no group homes or places to go in the daytime. Over the years SCACL has grown a lot. First there was the Achievement Centre. It had lots of wood working projects. Then Fairview opened up in 1988. It was a very big house in Gibsons. Then Medusa was built as a training home in 1991. After that the Achievement Centre was closed. In 1993 Fairview closed when the people that lived there moved away.

The Day Program and Supported Work started up in 1994. Turnstone House opened in 1998 and Rosecliffe in 2000.

SCACL continues to grow. In 2008, our main offices will be expanding and we will own four suites in the new Midtown housing development. There are now more than 40 people who work for you. We believe that you are just as valuable as anyone else in Canada and it's our job to make sure other people know and appreciate that.



## SCACL TODAY

The Association provides services to about 40 individuals and their families.

There are three residences for adults:

Medusa  
Turnstone  
Rosecliffe

There are two vocational centres:

Mermaid Centre  
Inlet Vocational Centre

There are three outreach programs for adults:

Independent Living  
Supported Employment  
Lifeskills

There are other internal programs:

- ❖ Music Therapy
- ❖ Art Program

You can read a brief description of these programs in the back of this handbook. More detailed information is available at the Mermaid Centre.

## MISSION AND PHILOSOPHY

SCACL has a mission and a service philosophy. They guide us in the services that we provide to you.

### **SCACL Mission Statement:**

*The Sunshine Coast Association for Community Living provides opportunity for full citizenship for people with developmental disabilities*

By this we mean:

We ensure that people with developmental disabilities are valued, respected and protected, with their health and safety taken care of.

We ensure that people with developmental disabilities and their families are listened to and heard.

We advocate and fight for people with developmental disabilities and their families.

We ensure that people with developmental disabilities will be *"looking forward to what the next day will bring"*

## SCACL STAFF

More than 40 staff work for SCACL. These staff were chosen because they have experience and/or education working with adults who have developmental disabilities. All staff are trained in:



- ❖ First Aid and CPR
- ❖ Non-Violent Crisis Prevention and Intervention - so that they know what to say and do if someone is very upset
- ❖ All staff also have their Driver's License and must have an approved Criminal Record Search and driving record.

Many staff are also trained in special areas such as:

- ❖ Giving medication safely
- ❖ How to help someone who has seizures
- ❖ Understanding and supporting people with autism
- ❖ How to use lifts and transfers.
- ❖ Alternative communication like sign language.



### **Philosophy Statement:**

Create welcoming, safe places to allow people to make choices and meet their goals and dreams.

### **Service Philosophy:**

SCACL will help you to:

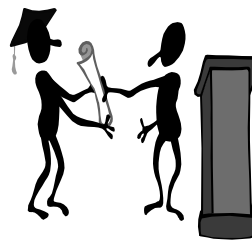
- ❖ Make informed choices and decisions in your life
- ❖ Have the same access to opportunities in the community as everyone else
- ❖ Feel safe when you use our service in the community
- ❖ Learn by doing and learn in situations where your skills and knowledge will be used
- ❖ Speak your mind and give opinions about the service and support you receive.



## Choosing Staff to Work with You

We want you to feel comfortable with the staff who support you.

If you don't feel comfortable then you or your family could speak to the Program Co-ordinator, Operations Manager or Executive Director. They will see if there is anything that can be done to make things better for you.



## OTHER THINGS YOU NEED TO KNOW

### Conflict of Interest

A conflict of interest means that staff or volunteers have put their needs or best interests ahead of yours or the Agency's. This is wrong. SCACL will stop conflicts of interest when they are reported.





### **Program Outcomes and Your Satisfaction**

Every program has goals to meet each year to prove they are providing a better and better service to you. We call the measure of these goals - 'outcomes'. We will ask you to help us decide what the program goals should be and we will let you know every year if we meet the goals or not.



We also want to know if you are satisfied with our services. We will ask you at least once a year. This is called a satisfaction survey.



### How to Reach Us...

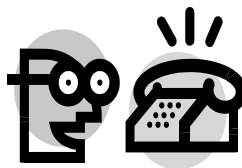
Mermaid St. Office is open every weekday from 8:30 - 4:30. The address is:

#105, 5711 Mermaid St.,  
Sechelt BC V0N 3A0



You can call the Mermaid St. office at any time. The number is: **604-885-7455**

If no one is available to answer the phone you have to be ready to leave a message on our answering machine.





## **Wheelchair Accessibility**

The Mermaid St. office and Rosecliffe are both fully wheelchair accessible including bathrooms.

### **Administering Medication**

Some of the people who we provide services to need help to take their medication.

If you do, we will ask you and your caregiver to get the pharmacy to send the pills to us in a bubble pack along with a Drug Profile Sheet.





Chapter Two

Rights  
&  
Responsibilities



## YOUR RIGHTS - AN INTRODUCTION

**It is important that you know  
and understand your rights:**



- ❖ *As a Canadian*
- ❖ *As a person with disabilities living in British Columbia*
- ❖ *As a person participating in our programs and services.*

To help you learn about your rights and to help you understand them better, we have included information about some of them in this handbook.

We will go through these rights with you when you start receiving services from us. We will go over them again whenever you ask us to.

We give this information to the staff that work with you so that they will also 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 **The Canadian Charter of Rights and**

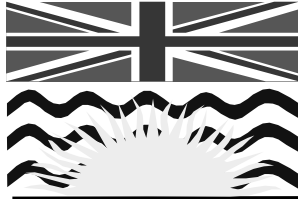


### **Freedoms.**

Some of your rights included in this Charter are:

- ❖ The right to be treated fairly and equally regardless of your colour, sex, age, or whether you have a physical or mental disability
- ❖ The right to choose your religion
- ❖ The right to your own thoughts and the right to talk about your thoughts
- ❖ The right to come together with other people
- ❖ The right to vote
- ❖ The right to stay in Canada or to leave
- ❖ The right to learn.

## YOUR RIGHTS TO FINANCIAL ASSISTANCE IN BC



Persons with disabilities who are 18 years or older in BC have the right to apply for benefits and services. Many adults who are served by SCACL may be eligible to get Employment Assistance for Persons with Disabilities (EAPD). Depending on your needs and your income you may be able to get:

- ❖ A monthly support allowance
- ❖ Medical coverage including Medical Services Plan and Pharmacare coverage as well as other medical benefits such as glasses and dental care
- ❖ An annual bus pass at a cheaper rate.
- ❖ Mental Health Services and assessments from North Shore Mental Health Support Team.

## YOUR RIGHTS AS A PERSON LIVING IN BC

### BC Human Rights Code:

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 a mental disability. Discrimination means that you are treated differently than other people.

The code says that you have the right to:

- ❖ Use the same services as everyone else including restaurants, malls, buses and schools
- ❖ Get a job when you have the best qualifications
- ❖ Get the same wages as everyone else
- ❖ Be treated the same as all other tenants, if you rent an apartment or a house.



## IF YOU THINK YOU HAVE BEEN DISCRIMINATED AGAINST

If you think you have been discriminated against because of your disability then you can ask SCACL staff to help you take steps to make things right.

They will:

- ❖ Teach you how to advocate for yourself, or
- ❖ Advocate with you, or
- ❖ Refer you to a person or an agency that can help you.



The government contracts with SCACL to provide services to you. The government has Service Principles that we must follow. They are listed below.

### **Respect for the Individual**

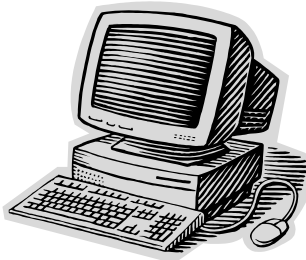
This principle says that your rights and dignity must be respected. Those of us who provide you service are required to meet your individual needs and support your unique strengths and qualities.



### **Self Determination**

This principle talks about your right to control your life and to take responsibility for your actions. It reminds all of us to provide you with opportunities to act on your own behalf and, wherever possible, to participate in the decisions that affect you.

Your Employment Assistance Worker (EAW) can tell you more about Employment Assistance for Persons with Disabilities. The office for your EAW is listed in the back of this book under 'Other Resources'.



For more information on Income Assistance, visit the BC government's website at:

<http://www.eia.gov.bc.ca/bcea.htm>

If you don't have your own computer, you can use one at Mermaid or Inlet Centre

If you are over age 65 you are eligible for Old Age Security as well as an Old Age Supplement. If you have been employed in Canada you may also be able to get a Canada Pension.

## YOUR RIGHTS AS A PERSON RECEIVING SERVICES FROM THE GOVERNMENT

Adults with developmental disabilities in BC currently access services funded by Community Living BC. (CLBC) When this happens, if you are eligible, you can use:

- ❖ Services from a CLBC Facilitator, who will help the individual and family establish a plan for services
- ❖ Services, including nursing, physiotherapy and occupational therapy from Health Services for Community Living





### **Personal Service Planning (PSP) and Family Involvement**

This principle says that you will be provided the opportunity to participate in the planning of your services. It also says that your family, and/or others who know you well, will be provided the same opportunity.

### **Maximizing Independence, Growth and Environmental Choices**

This principle says that you will be provided with opportunities to become as independent as you can. It encourages us to provide you with as much freedom as possible and at the same time ensure that you feel safe and secure.

### **Community Inclusion**

This principle guides us to support your involvement in the day-to-day life of your community.





### **Regular Community Services**

This principle guides us to assist you to access the same services in your community as everyone else.

### **Community Partnerships**

This principle encourages us to help you link up with other services so that you get the best support.

### **Conflict Resolution**

This principle encourages all of us to communicate with each other and to work out a disagreement if ever there is conflict between you and your family, your social worker/planner or us.



## Quality of Life

This principle guides us to improve your quality of life in the following areas:

- ❖ Health and safety
- ❖ Making choices
- ❖ Recognition of your value by you and others
- ❖ Participation in your community
- ❖ Good relationships with friends and relatives
- ❖ Daily activities that help you get to your goals.





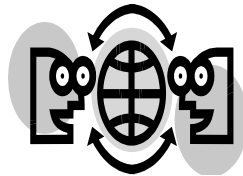
SERVICES WE PROVIDE WILL  
MEET STANDARDS

*We make this happen:*





- ❖ Through your Personal Service Plan
- ❖ We have yearly council meetings for programs and residences. We talk with your family and other people who care about you. We give you information about the program and then ask your opinion about what we are doing and how we can make services better for you. We want you to be having the best life possible



- ❖ We will also ask you to fill out a satisfaction survey every 6 months and when you leave a SCACL program. You can ask someone to show you an example and explain it to you if you want



**YOUR RIGHTS AS A  
PERSON  
PARTICIPATING IN  
OUR**



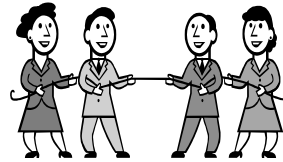
- ❖ People from a group called CARF will visit us to review how we are doing in providing services to you
- ❖ We also monitor our own services by reviewing standards for all programs and residences
- ❖ One set of standards for residential homes is the Community Care Licensing Regulations. These are BC laws that tell us what is expected in a residential group home.



## PROGRAMS AND SERVICES

### Information about Your Right to Conflict Resolution at SCACL

SCACL realizes that sometimes when people work together they may disagree. For example: you and your family or caregiver might disagree with a decision that has been made that affects you. If you, or others important to you, disagree with something, there is a way to help everyone involved to talk openly and resolve issues. You tell them what you think needs to happen to make things better.



The person you talk to will write down what you say. They will give you a copy. They will tell you what they are going to do to fix the problem. They will follow up with you later to see if things are better.

### INFORMATION ABOUT YOUR RIGHT TO MAKE CHOICES AND DECISIONS

- ❖ All people have the right to make

## THE CONFLICT RESOLUTION PROCESS

If you or your family, or your caregiver disagree with something that was said or something that happened at SCACL:

1. Talk to the co-ordinator or Manager to find out what can be done
2. If your concern is not resolved then you can choose to go to a more formal process.

### **Formalizing Your Concerns:**

SCACL has a formal complaint process.

You make a report to the Operations Manager or to the Executive Director, or enter a complaint on SCACL's website: [www.scacl.ca](http://www.scacl.ca).

You explain the problem.  
You tell them what you have done to try to fix the problem.





decisions and choices

- ❖ We know that many people might need help to make choices
- ❖ We think that it is important that you make as many choices and decisions as possible. We have come up with some different ways to assist you to do that.



**Here Are Some Ways that We Help You to Make Decisions:**

**We give you information.**

Before you make a choice we will give you as much information as you need to make what is called an informed choice.



For example, if you think you might like to participate in one of our programs we will give you some information about the staff, the activities, and the goals you could expect to achieve. We will also tell you about any rules to get into the program. Then you can make an informed choice about whether you want to be part





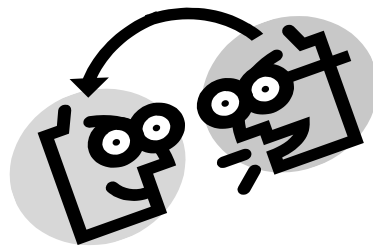
of that program.

**We support you to try out options.**

We know that people need to know about options before they can make an informed choice. An option is any one of the possible choices you could make. As much as we can, we will support you to try out different options. This way you are more likely to make an informed choice about the option that you prefer. For example: Let's say you want to volunteer and you have never done that before. We would assist you to visit different volunteer sites. This may make it easier to choose the site that works for you.

**We know it's okay if you change your mind.**

We know that sometimes people change their minds when they are



exploring options. We know that this is all



part of learning how to make choices and decisions.

If you make a choice and it doesn't work out - that's okay. We will support you to explore another choice.

**We support you to ask for help.**

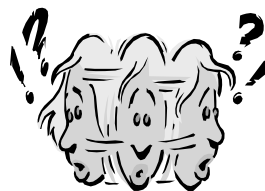
If you need help to make choices you can ask someone who knows you well to assist you.

**We help you to look at the "Risks and Benefits" of your choices.**

When you or someone who cares about you believes that an activity you are choosing has a lot of risks as well as benefits, they will ask you to talk about it.

We have a form to help you do this.

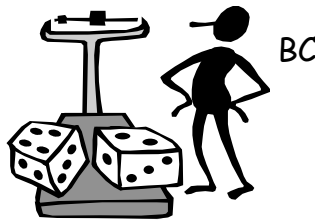
When your health and safety is at risk, we ask you to consider choosing activities that have the benefits you want with less risk.



## INFORMATION ABOUT YOUR RIGHT TO PRIVACY

Privacy means that information about you is confidential.

When you turn 19 in  
you become an adult.  
Once you are an adult,  
people who need  
information about you



need to talk to you first. You can decide  
who you want to share information with.  
You write this down on a *Consent to  
Exchange Information Form*.

This form will remind you of the following  
information:

1. Sometimes SCACL employees and

volunteers need to share information about you with each other. We do this so that you get good care and support

2. Sometimes SCACL employees and volunteers need to share information about you with other people

3. Consent means that **you give us permission** to share information with the people you choose on the list. The list is on the back of this Consent to Exchange Information Form



4. This consent form is **good for one year**. If something changes in your life, you can do a new form. You can change your mind about giving consent. If you change your mind you need to let us know

5. There is some information the law says we must share without your consent. This includes any information about:

- ❖ Abuse (this means hurting someone else or hurting

yourself)

- ❖ Neglect (this means not taking care of yourself or someone else)

- ❖ Suicide threats (this means saying you will hurt yourself or take your own life)

- ❖ Breaking the law (this means saying you plan to break the law or telling us you did break the law)

- ❖ Subpoenaed information (this means a judge has given us a court order to share information).



6. SCACL only shares information written by SCACL staff. We cannot share documents that are written by other people
7. SCACL also shares information about your skills, talents, abilities and dreams when we think it will help you get what you want out of

life.

If we plan to use your photograph in the SCACL newsletter or Website or if we write an article about you we will ask for your permission.

**More Information about Your Right to Privacy at SCACL:**

- ❖ You have the right to be alone, if you choose
- ❖ You have the right to visit your friends and family in private
- ❖ People should knock and ask if it is okay with you before they come into a space where you are alone
- ❖ People should not look at or take your private things without your permission



- ❖ People should respect your right to privacy when we help you with personal care
- ❖ We will support you to respect other people's privacy.

### **YOUR RIGHTS AND INFORMATION ABOUT YOU**

SCACL will ask you and your family or caregiver to give us information about you. You will decide who gets this information. If you want to live in a residence or use a SCACL program, we will ask you to allow us to share information with the staff there. They need information so they can understand you and support you well.



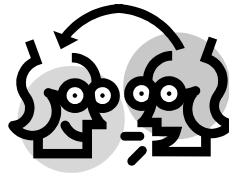
#### **Where do we keep the information?**

We keep the information about you in your client binder and client file in a locked storage place at our Mermaid St. office.

Only the people who need to know about you have a key to get into these storage places. We also keep some information about you on computers. Again, only the people who need to know about you have access to the computer generated files.

**Can you**

**Look at the Information?**



Yes. You can information

look at the about you at

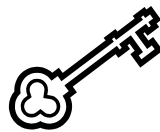
any time. Ask a staff member and they will go through your binder or your file with you.

**Some records we might keep include:**

❖ *Personal Information Form*

This form tells us where you live and who you want us to tell if there is an emergency. It also tells us about your health, medications and any other things about you that will help us to support you in our programs.

❖ *Behaviour Protocols*



*Plans and*

Some people

we support get

angry or frustrated. Some people find it hard to tell us what they need. If you need help when you get angry or frustrated we will write a Behaviour Plan or Protocol. This tells us how to give you the help you need to feel better and to stay safe.

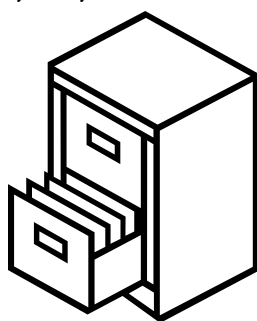
❖ *Personal Service Plans, and Personal Employment Plans*

You will participate in planning meetings about you. A copy of each of your plans goes into your binder or files.

❖ *Quarterly Reports*

Your  
write  
three

is  
your  
worker  
how



key worker will  
notes every  
months that  
describe what  
happening in  
life. The key  
will write down  
things are

going in reaching your goals.

❖ *Daily Logs*

When workers spend time with you they will write notes about the activities that you did together.

❖ *Critical Incident Reports*

Some serious events must be reported to your social worker or to the licensing officer. We report these serious events on a form called a Critical Incident Report. A copy of the Critical Incident Report is kept in your binder or in your file. Here

are some examples of serious events:

- \* you get hurt badly
- \* we give you the wrong medication
- \* your money is stolen from you.





❖ *Health Records*

All health care records are kept in your binder or file.

## **WE VALUE DIVERSITY**

The Sunshine Coast Association for Community Living supports people of all cultures, religions and family backgrounds. We support people who speak in a variety of different ways like sign language, pictures and acting out what they mean.

We believe that everyone has talents and gifts and that everyone belongs in our community and contributes to our

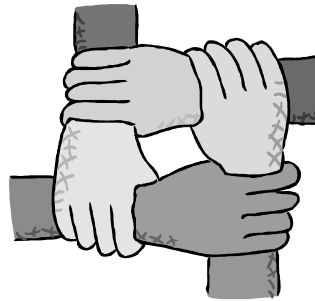


community.

SCACL does not tolerate prejudice.

SCACL supports many activities that strengthen community diversity.

**ABOUT 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 also have a responsibility to respect the rights of other Canadians by treating people fairly and treating everyone equally.

## Your Responsibilities at SCACL

As a person who chooses to participate in SCACL programs you have responsibilities.

You will:

- ❖ Participate in the planning of your services
- ❖ Let people know if and when you need support (if it isn't easy for you to tell us then you can ask others who know you to tell us)
- ❖ Follow the rules for conduct in our programs (conduct means the way that you act when you are with other people)
- ❖ Respect the rights of everyone who comes to SCACL
- ❖ Tell us if you are to be late or



You have a responsibility to let SCACL know of any health or safety concerns you have.



We need to know about things like:

- ❖ The medications you take
- ❖ Medical health concerns that you have
- ❖ Safety concerns that you have
- ❖ Health and safety supports that you need.

If it is hard for you to tell us about these things you can ask someone who knows you well to tell us.



You also need to tell us if you do not feel safe:



- ❖ When you are in a program at SCACL
- ❖ With someone at SCACL
- ❖ When you are out in the community
- ❖ When you are in a vehicle.

### **Your Responsibilities in Case of an Emergency**

If there is a fire or an earthquake you have a responsibility to:

- ❖ Remain calm
- ❖ Follow instructions from your worker.

Every SCACL program has fire drills, earthquake, and evacuation drills. When we have drills, you must practise with us. Practising for emergencies is not a choice.

## Chapter 3



# Helping You Reach Your Goals



## INTRODUCTION

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

- ❖ Develop your independence and skills
- ❖ Participate in your community
- ❖ Meet people and make friends.

We also want to ensure that you feel happy, comfortable and safe in your home or at one of our programs.

Here is some of what you will experience at SCACL as we assist you to achieve your goals.



## **PERSONAL SERVICE PLANNING MEETING**

Your Personal Service Plan is very important. We often call your plan a P.S.P. This is short for Personal Service Plan. Your plan is made by:

- ❖ Us listening to what you want in your life
- ❖ Asking what you need to get there

- ❖ Deciding how we can best help you get there.

Your key worker will help you get ready for your Personal Planning meeting.

You choose who you want to invite to your P.S.P.

Some people have difficulty telling others what they want and where they want to go. They might choose to have someone come to their P.S.P to help them with that part.



Once we have met with you and talked about your plan then we write it all down. This written plan will include:

- ❖ Things you do well or like to do
- ❖ Things you need help with
- ❖ Your goals
- ❖ What we will do to help you achieve those goals.

At the meeting, you will choose the activities that will best assist you to learn

new skills or allow you to maintain your skills.

You will help to plan which activities you want to participate in. We will help you learn about new places, find ways to meet people and have chances to make new friends.



You will set your goals for the year.

### **DEVELOPING YOUR SKILLS**

At SCACL we will support you to develop skills that are right for you, so that you become more independent.

Here is a list of some of the skill areas you might choose from:

- ❖ Take care of myself
- ❖ Take care of my home
- ❖ Manage my money
- ❖ Communicate well
- ❖ Advocate for myself

❖ Improve in academics

- Computer



- Basic Literacy
- Practical Mathematics
- ❖ Seek personal and emotional growth.

## COMMUNITY PARTICIPATION

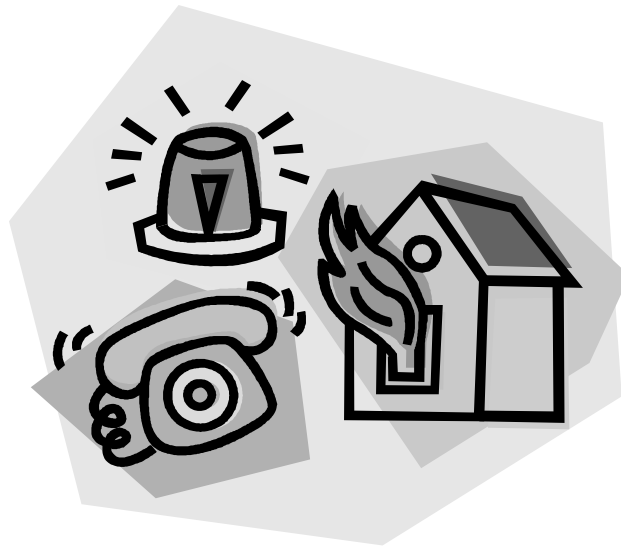
At SCACL we will support you to learn skills and to do what you want to do in your community.

For example you might want to:

- ❖ Explore activities offered at community recreation centre
- ❖ Try volunteer activities
- ❖ Attend community events
- ❖ Use community resources such as a library, art gallery or museum
- ❖ Attend a course at the college

Chapter 4

Health &  
Safety  
at SCACL



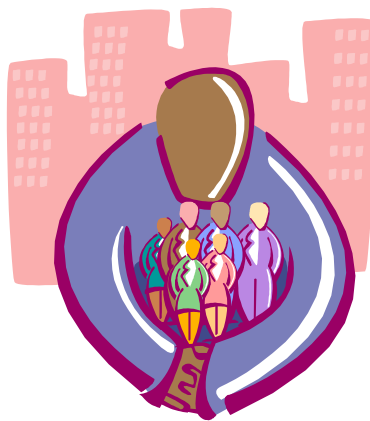


- ❖ Learn to use public transportation.

We will give you the support you need to explore and participate in these community-based options.

We might also encourage you:

- ❖ To talk to others when you are in the community
- ❖ To get the



assistance you need from others in the community



## MEDICAL EMERGENCIES

If you have a medical emergency:

- ❖ The first staff person on the scene will give you first aid
- ❖ Other staff will go to get information about you so that we can give you the best support
- ❖ If it is necessary, we will assist you to go to a medical clinic
- ❖ Sometimes we will call 911

*Your caregiver and family will be informed.*



- ❖ To join a group of people in the community who are interested in the same things you are.

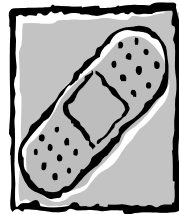
### MAKING FRIENDS

It might be important to you to make friends or to make the friendships you have stronger. At SCACL we can give you opportunities to be more involved with the friends you already have and help you to make new friends.



For example we might:

- ❖ Ask you if you want to involve any very special friends in planning your services
- ❖ Assist you to meet new people at a place in the community
- ❖ Assist you to get along well with other people.



## HEALTH AND SAFETY INTRODUCTION

At SCACL we have plans and steps to take to help you if there is an emergency. The steps are written down.

Each program has its own plan for fires or earthquakes. Staff will show you what to do and will go over this with you.



### **FIRST AID**

All SCACL staff have up-to-date First Aid training. There are First Aid kits at every SCACL building. There are First Aid kits in all of our vehicles. The staff who go out in the community with you carry First Aid Emergency Kits.

### **YOUR OWN HEALTH & SAFETY**

When you first come to SCACL we meet  
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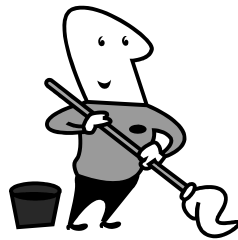
with you, your family and or caregiver to find out what you need to keep you safe.

We ask questions about:

- ❖ The medications you take
- ❖ Health concerns you have
- ❖ Safety concerns you have
- ❖ Your personal care supports (i.e. Tooth-brushing, hand-washing, etc.)
- ❖ The meal time supports you need.

We write your answers down. We will share this information so that everyone who will support you, knows how to address your health and safety needs.

Every year was written before and



we look at what the year update the information.

It is you tell us important important that about changes when they happen - like changes in the medications you take.





Chapter 5

# How You Can Control Your Own Services



## **VEHICLE TRANSPORTATION**

Sometimes you will be transported by SCACL staff, either in a SCACL vehicle or in a vehicle owned by staff.

All SCACL staff have valid drivers licenses. All the vehicles are insured, in case there is an accident.

We check the vehicles owned by SCACL regularly to make sure that they are safe to drive.

Everyone must wear a seat belt in our vehicles and in staff vehicles.

### **ILLNESS**

If a person attending a day program looks like they have a fever or have a cold we will try to make arrangements for that person to stay at home. This way the illness is not spread to others.

## **UNIVERSAL PRECAUTIONS**

SCACL staff are trained in Universal Health Precautions. These precautions include the following steps:

- ❖ Wear gloves

## Self-Advocacy Means Having a Say About Your Services

People with disabilities should have a say about their own services. People can have a say by:

- ❖ Participating in the personalized planning of their service
- ❖ Telling staff when they are happy with a program and when they are not happy
- ❖ Participating in an advocacy group
- ❖ Becoming a member of The Sunshine Coast Association for Community Living
- ❖ Running for election as a Board Member.



- ❖ Follow hand washing procedures
- ❖ Follow proper clean up procedures.

Staff will follow these steps when they help you with personal care or if they come into contact with blood or other body fluids. By following these steps everyone is less likely to be exposed to a communicable disease. Communicable diseases are ones that spread from one person to another very easily.

If you come in contact with blood or other body fluids it is important to tell your staff as soon as possible.

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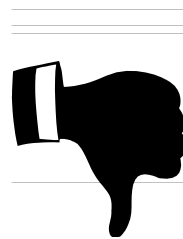
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## Self-Advocacy

- ❖ Is about speaking for yourself
- ❖ Is about speaking out for your rights
- ❖ Is about teaching



others to speak out for  
their rights.





## **Some People Need Help to Advocate for Themselves**

- ❖ Some people can't 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.

## **Learning about Self-Advocacy**

- ❖ Everyone has the right and the responsibility to learn to speak for themselves
- ❖ People with disabilities can teach each other to speak for themselves

## The SCACL Board of Directors

- ❖ All non-profit societies must be run by a Board of Directors
- ❖ Board of Directors are elected from members of SCACL once a year at the General Meeting in June
- ❖ There are fourteen volunteer positions on the Board of Directors. Two of these are Self Advocate positions
- ❖ The Self-Advocate Board Members attend a Board meeting every month
- ❖ At every meeting one of the elected Self-Advocates reports to the Board. He/She reports on issues that are important to the Self-Advocates and those receiving services
- ❖ Board members participate on various committees and make decisions about how SCACL will be run.



## Chapter 6

# Program Descriptions



❖ It can be easier for themselves forming a group.

### Self-Advocacy (SCACL)

SCACL supports advocates for the through:

#### *The Sunshine Advocates Group*

❖ For many years has supported advocates to coordinate regularly.

❖ Self-Advocates teach about self-advocating works. Advocates teach people with disabilities about self-advocating.

❖ Self-Advocates represent other advocating for c



**Day Program:**

The SCACL Day Program offers a range of activities that involve people with developmental disabilities with their own peer group and with the community as a whole.

SCACL Day Program Services offers programming in Sechelt, Gibsons, and Pender Harbour.

**Supported Employment**

Promoting community inclusion of individuals with a developmental disability through meaningful employment at a fair wage

SCACL offers Supported Employment Services in Sechelt and in Gibsons

**Residential Services:**

SCACL provides residential services through the operation of three group homes, an Independent Living program, and Lifeskill programs.

Our residential supports are provided to people with a wide range of requirements who live at home, in family care, in supported residences or live independently. Assistance is given with life skills, housekeeping, financial management, shopping, meal preparation, nutrition health and personal care.





## Chapter 7

# Other Resources



**OTHER RESOURCES ON  
THE SUNSHINE COAST:**

Community Living BC.....1-888-981-0110

District of Sechelt ..... (604)885-1986

Enquiry BC (Ministry call centre).....1-800-663-7867

Food Bank.....(604) 885-5881

SC Home Support Services.....(604) 741-0726

Legal Aid..... 1-866-577-2525

Mental Health Clinic..... (604) 885-6101

Medichair Medical Equipment.....(604) 885-2734

St. Mary's Hospital .....(604) 885-2224

Public Health.....(604) 885-5164

Special Olympics  
    Dianne Garrett .....(604) 886-9510

Tenant's Rights Information Line.....1-800-665-1185

Transition House .....(604) 885-2944

**OTHER RESOURCES IN  
BRITISH COLUMBIA:**

- Autism Society of BC ..... 1 (888) 437-0880  
[www.autismbc.ca](http://www.autismbc.ca)
- BC Association for Community Living ..... 1 (800) 618-1119  
[www.bcacl.org](http://www.bcacl.org)
- BC Coalition of People with Disabilities ..... 1 (604) 875-0188  
[www.bccpd.bc.ca/](http://www.bccpd.bc.ca/)
- BC Self Advocates ..... 1 (800) 618-1119  
[www.bcacl.org](http://www.bcacl.org) (link from BCACL site)
- Canadian Association for Community Living 1 (416) 661-9611  
[www.cacl.ca](http://www.cacl.ca)
- Down Syndrome Association  
[www.nas.com/downsyn/](http://www.nas.com/downsyn/)
- Association for Persons with Severe  
Handicaps ..... 1 (410) 828-8274  
[www.tash.org/](http://www.tash.org/)
- BC People First Society ..... 1 (604) 875-9291  
[www.bcpf.bc.ca](http://www.bcpf.bc.ca)
- PLAN ..... 1 (604) 439-9566  
(Planned Lifetime Advocacy Network)  
[www.plan.ca/](http://www.plan.ca/)
- Vancouver Island Deaf & Hard of Hearing Centre  
Nanaimo ..... 1 (877) 424-3323  
Victoria ..... 1 (800) 667-5448  
<http://pinc.com/~idhhc/staff.htm>

For more information  
please contact:

**The Sunshine Coast  
Association for Community  
Living**

#105, 5711 Mermaid Street  
Sechelt BC V0N 3A0

Tel: (604) 885-7455

Fax: (604) 885-7702

Email: [info@scacl.ca](mailto:info@scacl.ca)

Website: [www.scacl.ca](http://www.scacl.ca)

Special thanks to the  
Powell River Association  
who provided SCACL with a  
sample handbook.