WILLIAMS LAKE ASSOCIATION FOR COMMUNITY LIVING

HANDBOOK

For persons receiving services and their families / caregivers
CLIENT’S RIGHTS AND RESPONSIBILITIES:

All people who utilize Association services are afforded the same rights, privileges and freedoms as all Canadian citizens under the Canadian Charter of Rights and Freedoms. Individuals have the right to make informed choices regarding their social interactions, activities and service delivery including concurrent services and the composition of their service delivery team. Within this context, staff members have the responsibility to advocate for people who may not be aware of their rights, and to respect individual’s informed choices.

Dignity of Risk is the right of all people to take a chance, even if it could potentially involve failure, danger to health, loss, etc. All clients have the right to dignity of risk, however where the health and safety of the individual or others are at risk, when it endangers or places another person at risk, when it violates another persons rights, when it is against the law, or when it appears the individual does not understand the potential consequences of their decision, staff have an obligation to intervene. When intervention becomes necessary, staff may request that the individual’s support team become involved, in order to address the issue.

Clients have the right to view their personal records kept at the Association’s administration office, and have the right to deny others access to such information.

All clients have a responsibility to respect the rights of others and to follow the guidelines and rules of each day program and residence, as well as CLBC and Licensing regulations, and community standards.

FAMILIES/CARE GIVERS RIGHTS AND RESPONSIBILITIES:

Except in extraordinary circumstances, family members have the right to visit individuals at their homes or day programs, and to take individuals on family outings, vacations, etc. In some situations, special consideration may need to be given to the health, safety or other issues of concern to the individual. If at all possible, prior arrangements should be made with the residential coordinators. If an individual chooses not to go with a family member, staff members are obligated to respect the individual’s wishes.

Unless permission is withheld by the individual, family members have a right to be involved in personal service planning for individuals, and have a right to request any quarterly reports from the individual’s day programs. To receive progress reports, please contact the applicable program manager or residential coordinator.
WLACL’S BILL OF RIGHTS

First of all, you have the same rights as all other citizens of Canada

- You have the right to Speak out for Yourself.
  - You have the responsibility to be actively involved in making your person centered support plan.
- You have the right to Be Treated with Dignity & Respect.
  - You have the responsibility to treat others how you would like to be treated.
- You have the right to Make Decisions and Have Responsibilities.
  - You are responsible for your actions.
- You have the right to Vote.
  - You are responsible for participating in your community.
- You have the right to Due Process (equal treatment under the law) and the right to Legal Representation.
  - You are responsible for obeying the law.
- You have the right to Freedom of Religion.
  - You have the responsibility to respect other people’s religious choices.
- You have the right to Choose Who You Live With.
  - You have the responsibility to get along with your housemates and to work your problems out together.
- You have the right to Privacy.
  - You have the responsibility to respect other people’s Right to Privacy.
- You have the right to See Your Own Records, including information about how your funding is accessed and used, and what services were billed on your behalf.
  - You have the responsibility to learn what your records mean to you and ask questions about anything you don’t understand.
- You have the right to Work for a Fair Wage.
  - You have the responsibility to follow the rules and expectations of your employer.
- You have the right to Not Be Required to Work Without Compensation.
  - You have the responsibility for the upkeep of your own living space and common living areas and grounds that you may share with others.
- You have the right to Assistive Technology to Increase Your Productivity and Help You Be More Independent.
  - You have the responsibility to try to do things for yourself.
- You have the right to learn How to Do Things for Yourself.
  - You have the responsibility to try to do things for yourself.
- You have the right to know that Your Things are Your Things.
  - You have the responsibility to respect other people’s property and choices.
- You have the right to know Your Money is Your Money.

Canadian Charter of Rights & Freedoms:
Section 7:
Everyone has the right to life, liberty and security of the person and the right not to be deprived thereof except in accordance with the principles of fundamental justice.

Section 12:
Everyone has the right not to be subjected to any cruel and unusual treatment or punishment.

Section 15:
1. Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular without discrimination based on race, national or ethnic origin, colour, religion, sex, age or mental or physical disability.

2. Subsection (1) does not preclude any law, program or activity that has as its object the amelioration of conditions of disadvantaged individuals or groups including those that are disadvantaged because of race, national or ethnic origin, colour, religion, sex, age or mental or physical disability.
- You have the responsibility to pay your rent and bills on time.
- You have the right to **Talk to Family, Friends or Visitors when you want.**
  - You have the responsibility to respect the right of your housemates when they visit with family and friends.
- You have the right to **Have Relationships with Whom You Choose.**
  - You have the responsibility to respect your partner and to make informed choices regarding that relationship.
- You have the right to **Support with the Loss of Friends and Family.**
- You have the right to **Be Safe in Your Own Home.**
  - You have the responsibility to learn and practice safety skills, including fire drills.
- You have the right to **Say “Yes” and make your own decisions and choices.**
  - You have the responsibility to first be sure you understand what you are agreeing to. We call that giving your “**Informed Consent.**”
- You have the right to **Say “NO!”**
  - You have the responsibility to speak up and tell people “no” if you don’t want to do something – especially if you don’t feel safe doing it.
- You have the right to **Receive Support that is Appropriate to Your Age, Skills, and Functional Abilities.**
  - You have the responsibility to actively use your skills and abilities.
- You have the right to **Make Mistakes.**
  - You have the responsibility to learn from those mistakes.
- You have the right to **Plan for Your Future.**
  - You have the responsibility to be actively involved in making your person centered support plan.
- You have the right to **The Best Possible Health Care.**
  - You have the responsibility to only use medical services that you need.
  - You have the responsibility to take care of your physical health by eating, exercising, and following medical advice to the best of your ability.
- You have the right to **Get to and Use Public Spaces and Public Services.**
  - You have the responsibility to follow the rules and regulations governing the public spaces and services.
  - You have the responsibility to respect others rights to use the spaces and services.
- You have the right to **Be Free From Abuse, Neglect and Exploitation.**
  - You have the responsibility to report any behavior that you may feel is abusive, neglectful, or exploitive.
- You have the right to **Prior Notice of Any Attempt to Modify or Restrict Your Rights.**
  - You have the responsibility to report any attempt to modify or restrict your rights.

Any infringement of individual’s rights is investigated immediately via the conflict resolution policy.
As a person receiving services, The Williams Lake Association for Community Living Guarantees:

1. You can choose social and leisure activities within your means.
2. You can see your own records and decide who else can see them.
3. You can refuse services you do not want.
4. You will be informed of concurrent services, and have the right to refuse or accept those services.
5. You can access to a telephone with privacy.
6. You can contact and see your family members and friends.
7. You can choose your own friends and personal relationships.
8. You have the right to refuse to work.
9. You have the right to receive and spend money that you earn or that is given to you.
10. You have the right to the safe use of your personal property.
11. You have the right to never be confined or restrained.
12. You are provided regular opportunities to voice opinions, raise concerns, or to lodge a complaint to persons in authority without fear of retaliation.
13. You are provided to appeal agency decisions, and to have external advocacy support.
14. You will have the right to choose who is involved in your life and who is on your support team.
15. You will not be asked to participate in research projects.
16. If we cannot meet your needs, you will be referred to another agency, legal entity or advocacy entity.

CLIENT CONSENT TO SERVICES:

All clients have the right to give or refuse informed consent to services provided/offered to them, and to participate in decisions related to the services they receive.

PERSONAL PLANNING:

Everyone who receives services from the WLACL gets help with personal planning. Shortly after entering services a personal planning meeting will be arranged. Clients can choose who they want to come to their planning meeting.

At the meeting, the strengths, needs, wishes and desires of the person are discussed. These discussions result in goals that the person would like to achieve. The plan shows how the goals will be met, and who will help person meet their goals. An individual risk assessment is also conducted at this time.

The goals are reviewed and reported on every three months. With planning meetings taking place once a year.

STAFF QUALIFICATIONS:

All applicants must meet the following criteria in order to be considered for employment with the Association:
- Valid class five driver’s license.
- Valid first aid certificate (at least WCB level one).
- Completed a criminal record check.
- Signed an oath of confidentiality.
- Be at least nineteen years of age.
- Completed a TB test.
- Must have post-secondary education relating to human services, or equivalent experience.

WLACL employees are dedicated to empowering individuals to lead enriched, interdependent, healthy, safe and choice-driven lives. We take pride in providing responsive customer service, arranging for an extensive variety of individualized services, and developing close working relationships with each person and their support network of family, employers, care givers, and service providers.

**SERVICE CAPACITY AND SCOPE OF EACH SERVICE OFFERED:**

**RESIDENTIAL:**

**Dairy Lane:** An accessible two bed, wheelchair accessible residence located at 110 – 2010 N. 3rd Avenue.

**Eagle Crescent:** An accessible two bed residence with two respite beds.

Both residences are funded by CLBC. Community housing addresses the desires, goals, strengths, abilities, needs, health, safety and life span issues of the persons supported. These services are designed to assist individuals to achieve success in and satisfaction with community living. Community housing enhances the independence, dignity, personal choice and privacy of the residents. All referrals come from CLBC. There is no fee to live in the residences. Rent is paid by MSDSI on the resident’s behalf.

**Family Care Home Network:** Located at 51 A S. 4th Avenue and funded by CLBC, the Family Care Home Network provides individuals the opportunity to move from a staffed residence or their parent’s home to a family home in the community. Individuals are appropriately matched with families and families are monitored and supported. Respite is also available. All referrals come from CLBC. There is no fee to participate in the program.

**DAY PROGRAMS:**

**Summit Opportunity/Drop In Centre:** Located at 203 N. 5th Avenue, the Op. Centre is a training and drop-in centre funded by CLBC and designed to help individuals optimize their personal, social and vocational competency. In addition to recreational and social activities, the Centre offers a wide variety of training opportunities, including pre-employment, cooking, computer, personal safety, music/art therapy and daily living skills training. The Drop-in Centre is open from 8:00am - 4:00pm Monday through Friday, except statutory holidays. All referrals to the Centre come from CLBC. There is no fee to attend, however some activities do have user fees associated with them.
Supported Living: Located at 51B S. 4th Avenue, the Supported Living program is funded by CLBC and primarily provides daily living skills services to individuals usually living in their own homes, or with a caregiver or family. Support living services are generally long-term in nature, but may change in scope, duration, intensity or location as the needs and preferences of individuals change over time. The program is open from 8:00am – 4:00pm, Monday through Friday, except for statutory holidays. All referrals come from CLBC. There is no fee to attend, however some activities do have user fees associated with them.

Community Employment: Located at 85B S. 3rd Avenue and funded by CLBC, the Community Employment program provides job development, job supports and job-site training services that assist individuals seeking employment in choosing, obtaining and retaining integrated employment in the community. Assessment information about the person seeking employment is utilized to target the types of jobs available from potential employers in the local labour market. Job support and routine follow-ups with employers are crucial to the long-term effectiveness of community employment. The program is open from 8:00am – 4:00pm, Monday through Friday except for statutory holidays. All referrals come from CLBC. There is no fee to attend the program.

SELF ADVOCACY GROUP:
The Association’s Self Advocacy Group meets once a month at the Opportunity Centre. The group:

➢ Discusses current events.
➢ Looks at how changes made by the government of the day affect people with disabilities.
➢ Host client workshops such as taxes, abuse, Association policies, voting, employment, etc.
➢ Conduct fundraising activities. These funds are then used to go on camping trips, send group members to provincial events, purchase equipment, etc.
➢ Host dances, BBQ’s, etc for other Self Advocacy Groups in the Cariboo Region.
➢ Review Association outcomes and performance information.

Anyone who is interested in joining the Self Advocate Group should contact the Self Advocate Advisor, Laura Klassen at 778-412-9364.
CONFLICT OF INTEREST:

WLACL ensures that each staff is knowledgeable about real and perceived conflicts of interest to avoid. We request that you not put any WLACL staff member in a position to decline a personal offer made with good intentions. Some examples of things to avoid by WLACL staff are:

- Accepting gifts from clients or their family members. As a token of your appreciation and support, you are always welcome to make any desired contributions directly to the WLACL, a non-profit, charitable organization;
- Developing personal relationships with clients or their family members that extend outside of their role as a support provider;
- Volunteering their own time to provide support to clients or socializing with clients or their family members outside of their paid role as a support provider;
- Accepting private payment from clients or their family members to provide services outside of the scope of their regular job duties, except in cases of approved respite placements;
- Having an outside business (lending, borrowing, selling and buying) relationship with clients or their family members;

Staff members shall make every effort to minimize the possibility of conflicts arising between their private interests and their responsibilities to clients. Clients will be immediately informed of any potential conflicts. Staff members will provide options for the resolution of such conflicts should they arise.
1) Williams Lake Association for Community Living services will operate in an open manner to encourage communication and joint problem-solving between clients, their families, staff members and service providers. If problems arise, the following review process will be used to resolve potential conflicts.

2) Any Association stakeholder that has a concern she/he wishes to address, should bring the concern, in writing to the appropriate program manager or residential coordinator within seven days. Forms for this purpose are available at all program locations and the administration office, but are not required. The manager/coordinator will respond within three business days, will discuss the concern with the stakeholder and shall make every effort to resolve the issue. Any stakeholder who brings a concern forward shall not suffer retaliation or barriers to services. If a stakeholder believes that barriers to services or retaliation may be taking place she/he should contact the director of operations or the executive director.

3) If the stakeholder is a client of the Association she/he will be given the opportunity to receive support from a self advocate advisor. The self advocate advisor will assist the person throughout the process by explaining the process in plain language and reassuring the person that their action will not result in retaliation or barriers to service. Clients may also contact the provincial Advocate for Service Quality, Leanne Dospel. Leanne does not work directly for the government, her job is to help adults affected by a developmental disability and their families get good quality services. Leanne can be contacted by fax at 604-660-1505 or by phone at 604-775-7238. Clients residing in licensed facilities may also contact Licensing Direct at 1-877-980-5118.

4) If the issue is not resolved, the manager/coordinator or stakeholder shall forward the issue to the director of operations or the executive director. The director will meet with the stakeholder and manager/coordinator within three business days, and may also request others to be present at the meeting, as appropriate.

5) The director shall investigate the issue as appropriate, and render a decision in writing, to all concerned within five business days.

6) If the stakeholder is dissatisfied with the decision of management, an external review of the issue may be launched by contacting CLBC. The review process and necessary forms may be accessed on the CLBC website at www.communitylivingbc.ca/complaints, or by contacting the CLBC office at 1-877-660-2522.
POLICY ON CONFIDENTIALITY REGARDING CLIENTS

1) Confidentiality concerns information about clients, their behaviour, statements, ideas, concerns, or records. A breach of confidentiality consists in conveying to any unauthorized person any such information, verbally or in written or pictorial form.

2) Electronic client files are to be kept on Share Vision only. Access to such files is limited to the following:
   The client
   The client’s legally appointed representative.
   Program Manager or Residential Coordinator
   Program staff
   Executive Director
   Director of Operations
   Designated representatives of CLBC and HSCL

3) Bona fide advocates and professionals working with the clients may have access to information contained in the file through participation at a case conference or personal support planning meeting, with prior approval of the client.

4) Copies of information contained in the file may be released only after the client or a legally appointed representative, completes a time limited consent to release of information form.

5) Quarterly progress reports are to be kept on Share Vision only. If contracts with CLBC or any other funding agency require it, copies of these reports will be forwarded to the funding agency by the Program Manager/Coordinator. Parents/caregivers may also receive quarterly reports, by request.

6) All electronic files and paper records are the property of the Association and must not be removed from Association premises except by authorization from the Executive Director or by court order.

7) Photographs, films or videos of clients may not be shown publicly without written permission of the clients, the next of kin, or a legally appointed representative.

8) Every new employee, volunteer, student and contractor will read this policy and sign an ‘Oath of Confidentiality’. By signing this document, they are agreeing to maintain confidentiality, even after they have terminated their involvement with the WLACL. Failure to abide by this policy may result in termination of their employment or assignment.

9) In the following instances, employees are obligated by Acts or legislation to disclose confidential client information or report to appropriate authorities without client consent:
   - Communication between employees and clients is not recognized in BC as privileged, and as a result, individuals and records may be subpoenaed by the Court;
   - If a client threatens her own life, or the life of someone else, or is in imminent danger of being harmed;
   - If a client reports that a person under 19 years of age is being sexually, emotionally or physically abused; or
   - If a client reports that she has committed or is about to commit an indictable offence under the Criminal Code of Canada.
In all such instances noted above, employees must inform the Manager/Coordinator. When necessary, legal counsel will be obtained to determine legal requirements governing the confidentiality of the information. Every effort will be made to provide the client with information and support as to the nature of the disclosure.
POLICY ON CLIENT RECORDS

1) Client Records means, with respect to an identifiable individual, electronic or paper records containing personal information obtained, created or produced by the Association.

2) The Association shall treat client records as confidential and not permit disclosure of documents without prior written consent of the client or their legal committee, except as required by applicable law.

3) The Association shall keep all client records segregated from other documents to the extent it is practical to do so, safeguard them and not permit their disposition or destruction except as permitted or required by applicable law, including the Document Disposal Act and the Privacy and Personal Information Protection Act.

1) Clients may view their own personal records at any time, by appointment, under the supervision of the executive director or designate.

2) Clients wishing to release personal information to others must complete a consent to release of information form.

6) All documentation in the records of clients should be entered in a timely manner in order to ensure that the information is current, accurate and up-to-date. Daily service notes must be documented prior to the end of the applicable shift. All other documentation must be entered into the client record within twenty four hours of the service being provided.
POLICY ON INDIVIDUAL RIGHTS

1) The Williams Lake Association for Community Living recognizes that each individual supported by the Association is entitled to the rights, privileges and freedoms of all Canadian citizens. The organization is committed to recognizing diversity in culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status and language. These diversities are identified through the use of PSP’s, IPP’s, IEP’s and ISP’s.

2) Within this context, staff members have a responsibility to advocate for clients who may not be aware of their rights as a citizen of Canada. All allegations involving rights violations will be investigated immediately as per the Stakeholder Conflict Resolution Policy. Any client who makes an allegation will not suffer any retaliation or barriers to services.

3) When advocating for a client, staff members have the responsibility to do so in the least intrusive manner possible, ensuring that whenever possible, the individual they are advocating for makes the final decisions regarding any human rights issues.

3) Dignity of Risk is the right of all people to take a chance, even if it could potentially involve failure, danger to health, loss, etc. All clients have the right to dignity of risk, however where the immediate health and safety of the individual or others are at risk, when it endangers or places another person at risk, when it violates another persons’ rights, when it is against the law, or when it appears the individual does not understand the potential consequences of their decision, staff members have are obligated to intervene. When intervention becomes necessary, staff members may request that the client’s support team become involved, in order to address the issue.

5) When consent for concurrent services and/or the composition of the service delivery team is required, there will be discussion regarding informed refusal. Clients may refuse to sign a consent form, but with that refusal, staff members must explain the risks and potential adverse consequences of the refusal.
PHILOSOPHY

THE WILLIAMS LAKE ASSOCIATION FOR COMMUNITY LIVING RECOGNIZES THE INHERENT VALUE OF EACH PERSON AND SUPPORTS EACH PERSON IN THEIR DECISIONS AND CHOICES IN LIFE.

THE ASSOCIATION IS COMMITTED TO SUPPORTING INDIVIDUALS IN DEVELOPING INDEPENDENCE AND INCLUSION IN OUR COMMUNITY IN ANY ASPECT OF LIFE CHOSEN BY THE PERSON.

IT IS THE UNDERLYING AIM OF THIS SOCIETY TO ASSIST PEOPLE IN ACHIEVING THEIR GREATEST LEVEL OF INDEPENDENCE.

VISION STATEMENT

THE WILLIAMS LAKE ASSOCIATION FOR COMMUNITY LIVING IS COMMITTED TO SUPPORTING ADULTS AFFECTED BY A DEVELOPMENTAL DISABILITY TO LIVE AS INDEPENDENTLY AS POSSIBLE AS FULL PARTICIPATING MEMBERS OF THE COMMUNITY IN WHICH THEY LIVE AND WORK.
WILLIAMS LAKE ASSOCIATION FOR COMMUNITY LIVING

FEEDBACK FORM

NAME:

ADDRESS:

PHONE NO:

COMMENT / QUESTION / CONCERN:

WE WILL RESPOND TO YOUR FEEDBACK WITHIN SEVEN BUSINESS DAYS.