PERSON'S SERVED HANDBOOK

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Abbotsford, BC

V2S 2A5

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A Message to the People we Support:

Welcome to the HOME Society!

We would like to take this opportunity to welcome you as a new member of the H.O.M.E.S family. We are excited about the gifts and contributions you will bring to the H.O.M.E Society. Everyone at H.O.M.E.S believes that everyone has gifts and contributions to share with one another and believe the most important contributions are friendship, love and companionship.

Why do we give you this handbook?

We believe that people need information so that they are able to make the right decisions for themselves. People need to know about important things like rights and responsibilities, how to make a complaint, and how they can see their file if they want to. People also need to know about the services/supports they receive and what to expect.

This Handbook has general information about The H.O.M.E Society.

Understanding the Information:

We believe that it is very important that you are able to understand the information we give you. We have written this handbook in plain language. The following are some ways that you may be able to understand the handbook:

- Someone can read it to you and then talk with you about it to make sure you understand.
- You may request to receive the information with a language translator.
- You may request to receive the information in sign language.

How to Use this Handbook:

Someone will go through this handbook with you and/or your caregiver when you start to receive H.O.M.E.S services and/or supports. We will give you the Handbook, which you can look at whenever you choose. Keep this handbook in case you have any questions later. You can ask for help if you want to look at it again.

SECTION 1: WHO WE ARE:

1. Our History

The H.O.M.E. Society was formed to respond to the needs of 16 individuals who had not succeeded in previous attempts to leave institutional life and return to the community. The H.O.M.E Society was and continues to be committed to take a different approach to services and supports. This has led to H.O.M.E.S being a leader within the community living sector. This has also helped to increase the quality of life of the folks we support.

2. Gentle Teaching

H.O.M.E.S believes in a philosophy called Gentle Teaching. Gentle Teaching was started by Dr. John McGee many years ago. We are very successful in building a community of support for people and we believe it is mainly because of our Gentle Teaching approach. Gentle Teaching focuses on four essential feelings. These feelings are feeling safe, loved, loving, and engaged. We are committed to everyone at H.O.M.E.S to feel safe in their home and feel safe with their friendships and relationships.

3. Diversity

The H.O.M.E Society has honored the cultures and traditions of the men and women we support. We have contracted with First Nations Elders to lead us in ceremonies including, smudging, pipe ceremonies, drumming, talking circles and sweats. We continue to support the First Nations men and women by surrounding them with caregivers who respect their traditions and come from a variety of First Nations and Métis communities and backgrounds. In the Fraser valley we are also able to hire a significant number of caregivers who are Asian and Indo Canadian in background. We value all traditions and try to learn and adapt to support everyone's cultural preferences as they would wish. This includes visits to the temples, traditional food and caregivers that are familiar with the language spoken in the family home.

4. H.O.M.E.S Mission and Value Statement

H.O.M.E.S. is committed to:

- Welcoming men and women who need a supportive home in the community by embracing the Philosophy of Gentle Teaching.
- Linking with family, friends and neighbours to provide a circle of support for those we serve
- Supporting the community in which we live and work, contributing to the local economy, agencies and events, and sharing the gifts and skills of those within the H.O.M.E. Society.

Our Values

- Ethical Conduct
- Awareness of moral duty
- Responsibility and accountability in all aspects of our operations
- Pursuit of excellence
- Honesty and integrity
- Fairness and equality
- The celebration of cultural, ethnic, and spiritual diversity

5. Our Supports and Services

- **Staffed and Shared Living Services**

At H.O.M.E.S, we currently support over fifty individuals in the rolling hills of the Fraser Valley about an hour east of Vancouver, BC. The H.O.M.E Society has over 30 homes located from Surrey, Mission to Chilliwack in the east. Most homes are located in the Abbotsford area. We support individuals in traditional shared homes of four persons, individual one or two-person homes and Shared Living. Our homes provide a safe and supportive environment, individualized for each person we support.

- **H.O.M.E.S Work Experience**

At H.O.M.E.S, our yard and maintenance crew is busy landscaping, power washing and providing help with the maintenance of our residences and neighbour's yards. Our focus is for the people we support to develop life skills, acquire work experience and first and foremost, the ability to enhance their sense of self-worth.

- **H.O.M.E. Society Respite Services**

The H.O.M.E. Society provides respite services to a wide variety of people. The goal of respite services is to provide additional support, rest and renewal for the primary caregivers and at the same time, ensure a safe, enjoyable and meaningful experience for the person in care.

6. Our Caregivers

About 150 people work for the H.O.M.E Society. The people who work for us are successful because they have:

- A belief and a desire to be a gentle teacher.
- Schooling that assists them to work with people with disabilities.
- Good values and ethics.

7. H.O.M.E Society Recreational and Activity Programs

- At H.O.M.E.S, we offer a wide variety of recreational programs for the people we support. Music therapy, Bowling Club, Gym and Swim, Journaling, Crafts, Coffee Club, Movie Club, Cooking Club and Yoga are weekly activities that our folks can participate in. The cost for most of these programs are minimal or free. If the cost of activities is a hardship for the people we support, there are ways in which we can help. We have a "Walking Club Program" that allows our supported folks to obtain gift cards to Cineplex by exercising and staying active. Throughout the year there are also seasonal activities that take place such as "Family Fun Day" in the summer and our Annual H.O.M.E.S. Christmas dinner in December. Each month an Activity Calendar and Bulletin Board are prepared to showcase upcoming events, in our community and the lower mainland, that might interest the people we support and their caregivers. The "Access 2 Card" is an Easter Seals Canada Program that allows caregivers to accompany folks needing support free of charge. Examples of venues that participate in this program are Cineplex, Playland and Bridal Falls Water Park. Our Community Coordinator can assist you with these applications. We can also assist with applying for the "B.C. Bus Pass Program" as well as "Person with Disabilities Community Parks and Rec Access Programs". These programs allow the people we support to receive discounted rates and free admission for caregivers.

➢ Requirements and Training

- A Community Support Worker certificate from a college. (preferred)
- First Aid/CPR training
- A current Driver's License
- A clear Criminal Record Check
- A clear Drivers Abstract
- Required immunizations, including COVID 19.
- Food safe
- Doctors note
- Mandt training

- **Choosing caregivers to spend time with you.**
  It is important that you feel comfortable with the caregivers who hang out with you. If you do not feel comfortable, then you need to talk with someone. You can always talk to a family member, your Program Coordinator, your Family Care provider or a manager. They will see if there is anything that can be done to make changes for you. They may also be able to help resolve the problem.

- **Conflict of Interest**
  At H.O.M.E.S, caregivers will not be paid to hang out with a family member. If someone who is in your family is one of our caregivers, we will arrange for another person to hang out with you and get paid for it.

8. How to Reach us

Different Ways to Contact Us:

- **By Telephone……Office 604-852-7888**
  You can call H.O.M.E.S office from Monday to Friday (9am-5pm). One of our friendly receptionists will answer and will gladly help you out. Outside of these standard office hours, you may call the office and leave a message.
  All of H.O.M.E.S Supervisors/Program Coordinators have cell phones and they are all on our phone list. The Executive Director and Director's cell phone numbers are also on the phone list. In case of an emergency, they are available to talk to you.

- **By Email**
  All emails are listed on H.O.M.E.S Phone List**…….@homesociety.ca**

- **By Fax……..…604-852-7801**

9. Accessibility

All program locations at H.O.M.E.S are accessible to folks who use wheelchairs or other adapted forms of mobility, e.g. scooters, walkers, etc. We also can provide other ways of communicating for those who need it. This may be a language or a sign language interpreter, tapes you can listen to or other communication systems. Important information is written in language which everyone can understand. All the people we support are asked what special things they need in order to do the things they want to do.

10. H.O.M.E.S Code of Ethics

Our Code of Ethics reflects our values, the principles governing our behaviour, the standards expected of us, and our commitment to choosing the best course of action.

This code extends to all individuals who owe a responsibility to the agency, including employees, board members, volunteers, and contractors.

To ensure H.O.M.E.S Code of Ethics reflects the current values and standards of the H.O.M.E Society, it will be reviewed every three years by a committee organized by the Board of Directors.

Please ask to see Policy A.50 Ethics in our Policy and Procedure Manual.

SECTION 2: RIGHTS AND RESPONSIBILITIES:

1. Your Rights- An Introduction

You have many different rights that are important to know and understand:

- As a Canadian
- As a person with disability
- As a person participating in our program and services.

We will go through these rights with you when you start receiving services from us. We will also give you your very own "Rights Handbook". We will be happy to review your rights with you whenever you like.

2. Making Informed Choices and Decisions

All people have the right to make decisions and choices. We know that people sometimes need help to make some choices. We think it is important that you make as many choices and decisions as possible, so we have come up with some different ways to assist you.

- **We give you information** so you are able to make the best choice or decision for yourself.
- **We support you to try out options** so you have a chance to try out your choice and see if it's a good one.
- **We know it is okay to change your mind** because we know it is a part of learning to make choices.
- **We support you to ask for help** from someone you know and trust.
- **We help you to look at risks** to your health and safety. If there are any risks to the choices you make, we will ask other people who know you to look at the risk. They will try and help you decide whether to continue with the activity or how to lessen the risk, if you decide to continue.

3. Your Rights as a Person Living in Canada

Your rights as a Canadian are explained in ***The Canadian Charter of Rights and Freedoms.*** Some of the rights in this Charter are:

- The right to be treated fairly and equally regardless of your colour, sex or age or whether you have a physical or developmental 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 leave.
- The right to learn.

The charter also tells you that if anyone denies your rights, then you can ask people to help you make sure that your rights are respected.

4. **Your Rights as a Person Living in British Columbia (BC)**
   Your rights as a person living in BC are explained in 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 rights as everyone else including restaurants, malls, buses and schools.
   - Get hired for regular employment and be paid the same wages as everyone else.
   - Be treated the same as other tenants, if you rent an apartment or house.

5. **What can you do if you think you have been discriminated against because of your disability?**

   - Talk to us- we can help you to take the next steps
   - If you are working, find out if your employer has a complaint's procedure.

6. **The Right to be free from abuse and to seek help without fear of punishment.**

   - Abuse can be physical, verbal, psycho-social, humiliation, financial, sexual or other exploitation. Other abuses can be in the form of over and under medicating, neglect, and the violation of rights. If you feel you have been abused, please contact a caregiver you feel safe with and report it. The caregiver will bring the information forward to a supervisor/manager who will help you with the next steps.

7. **Your Right to Assistance in BC**
   Persons with disabilities who are 18 or older in BC have the right to benefits and services.
   BC Disability Benefits

   Depending on your needs and your income, you may be eligible for:

   - A monthly support allowance.
   - Medical coverage including Medical Services Plan and Pharmacare coverage as well as other medical benefits such as glasses or dental care.
   - An annual Bus Pass

   Your Employment Assistance Worker (EAW) can tell you more about your BC Disability benefits. The office for your EAW is listed in the section titled "Contact Information and Resources" You can also check the website for "Office for Disability issues" at www.gov.bc.ca/odi to get disability benefits information.

8. Your Rights at H.O.M.E.S

- **Your Rights and Information About You**
  The H.O.M.E Society will ask you, your family and/or caregivers to give us information about you. We keep that information so that people who support you know what you like and what you need.

- **Where do we keep the Information?**
  We keep the information about you in a confidential file in a locked office. Only the people who need to know about you have the right to get into the office and filing area.

- **Can You Look at the Information?**
  Yes. You can look at the information about you at any time. Ask your Program Coordinator, Family Care Operator or Manager and they will go through your file with you.
  You also have the right to request information in a language or communication system that you understand. You have the right to information about community resources that might be available to you. Check the "resources" section at the back of this handbook.

- **Your Rights to Conflict Resolution at H.O.M.E.S**
  H.O.M.E.S realizes that when people work, live and hang out together that they may have disagreements.

  For example: you or your family may 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 openly talk and resolve issues.

- **The Complaints Procedure**

  <u>At the Beginning:</u>

  If you disagree with something that was said or something that happened at H.O.M.E.S:
  - Talk to the Program Coordinator(s)
  - Talk to your Shared Living Provider
  - Talk to a Coordinator/Director

- You might decide to meet with the caregiver(s) and the Program Coordinator/Shared Living Provider involved so that you may voice your concern.
- If your concern is not resolved, then you can choose to go to the formal process.

The Formal Process:

- Arrange to meet again with your Program Coordinator/Shared Living provider/caregiver or their Manager/Director.
- It is important that what everyone says at this meeting is written down. We will make sure you receive a copy of anything that is written.
- The Program Coordinator, Shared Living provider or Manager/Director will look into your concern.
- They will share with you what they find as soon as possible. They will also give you a report that will include a decision.
- If you are not happy with the decision, then you can take your complaint to the Executive Director.
- The Executive Director will talk to everyone involved.
- The Executive Director will make a decision after he/she has spoken to everyone involved.
- The Executive Director will talk to you about the decision.
- You will get the decision in writing.
- If you are unhappy with the decision, you can take your concern to the Board of Directors.
- They will study your complaint and the decision made and let you know what they think is fair.
- ***Please see page 18 for further guidelines on expressing a concern or complaint.***

➢ **Your Right to Privacy at H.O.M.E.S**
Privacy means that information about you is confidential.

When you turn 19 in BC, you become an adult. Once you are an adult, people who need information about you, need to talk to you first. Then you decide if you want them to talk to you, your parent, representative or your caregiver.

Before you talk to anyone, you can ask if you can talk about things that are “confidential”. That means that what you say is **private** and won’t be told to anyone else.

There are some things that cannot be confidential. For example, if you say that someone is touching you in a bad or uncomfortable way, the person you tell has to tell the ministry or the police.

Privacy also means that:

- You have the right to be alone if you choose.
- People should knock and ask if it's okay with you before they come into a space where you are alone.
- People should not look at or take your private things or money.

We respect your privacy at H.O.M.E.S by:

- Making H.O.M.E.S caregivers 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 someone you have chosen gives us permission.
- Keeping written information about you in a locked place.
- Respecting your right to privacy when we help you with personal care.
- Supporting you and everyone else to respect the privacy of others.

9. Your Responsibilities at H.O.M.E.S

Along with rights, you also have responsibilities, or things that we expect of you.

Your responsibilities at H.O.M.E.S are:

- To participate (as best as you can) in the planning of your services.
- To let us know if you are not happy with something.
- To let us know of any significant changes in your life.
- To let us interview you if you ever decide to leave H.O.M.E.S.
- To cancel appointments, you might have with us or a worker if you cannot make it. You can also ask a caregiver to cancel on your behalf.

You're Responsibilities and your Health and Safety

You have a responsibility to let HOMES know of any health and safety concerns you may have.

We need to know things like:

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

You also have a responsibility to tell us if you do not feel safe:

- When you are in a program at H.O.M.E.S.
- With someone at H.O.M.E.S.
- When you are in the community
- When you are in a vehicle while being supported by a H.O.M.E.S employee.

You have a responsibility to carry your "Emergency Information Card"

10. 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 member or someone else who knows them really well to speak for them

Self-Advocacy means having a say about your services.

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

- Participate in planning
- Letting people know if they are satisfied or not with their service.
- Participating in an advocacy group.
- Sitting on the board of a service agency and if necessary, getting support so they can be heard.

11. Self-Advocacy at H.O.M.E.S.

H.O.M.E.S supports people to advocate for themselves.

- Most persons served are encouraged and supported to participate in the personal planning process (PATH and Individual Support Plans)
- Annual satisfaction surveys will be given to you each year so you can tell us if you are satisfied or not.

12. Health and Safety

At H.O.M.E.S, we have procedures written down to help you if there is an emergency.

- **Fire and Earthquake**
  If there is a fire, an earthquake, a flood or power outage, we will help you to:
  - Leave the building or be moved to a safe place until help arrives
  - Follow a route that is drawn on a map for your building.
  - Meet in a chosen place outside the building.
  - Practice emergency drills on a regular basis.

- **Medical Emergencies**

If you have a medical emergency:

- The first 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 necessary, we will assist you to go to a medical clinic.
- Sometimes we may call 911
- Your caregiver and family or representative will be called.

- **First Aid**

All H.O.M.E.S caregivers have up to date First Aid and CPR training. There are first aid kits at every site and in all of our vehicles. If you are interested in obtaining or attending a First Aid class, please let someone at the office know and they will be happy to arrange that.

- **Universal Precautions**

All H.O.M.E.S employees are trained in Universal Health Precautions. If they come in contact with blood or other body fluids, they will follow proper steps so they are less likely to catch a disease. That way, our caregivers stay safe and so do you.

To prevent caregivers from coming into contact with blood or other body fluids they will:

- Follow hand washing procedures
- Wear gloves
- Follow proper clean up procedures.

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

- **COVID 19**

H.O.M.E.S believes the safety and well being of all stakeholders is paramount to its success. H.O.M.E.S follows all Provincial guidelines and policies regarding all communicable diseases, including COVID 19. If you have any questions, please ask your caregiver or call us at the office and we will be happy to answer.

13. Keeping Quality Services

Your suggestions and feedback are the most important ways we make sure our services are the best they can be. We ask for your input in many different ways and we always take what you say very seriously.

Here are some of the ways we ask for your opinions:

- **Direct Comments**
  When you, or people who care about you, tell us things you need or want, we write it in your file and then we do our best to make sure you get it. If you tell us you're unhappy about something, we make sure we listen and we try and sort it out. If you feel we have not listened to you, you can always talk to someone else.

- **Satisfaction Surveys**
  Every year, we will send you a form, or we will meet with you, so that we can ask you questions about your supports, services and workers. We use this information to improve what we do.

- **Focus Groups**
  Sometimes we have special meetings so we can hear from a big group of people. Sometimes we need their help, or we need to tell them about things we are doing and see what they think. During the Accreditation process, we have surveyors visit us and they may want to talk to you.

- **Exit Interviews**

  We like to talk to people when they leave our services. This is a very important time for us to hear from you as to how you felt about the services you received.

14. Decision Making

You have the same rights as other citizens to have a voice in directing all aspects of your life. Making an informed decision is often a complex process. We recognize that all people have varying abilities and motivations to fully comprehend and consider all of the potential ramifications of decisions for themselves and others.

We therefore recognize that some people may have substitution decision-makers in their lives – legal Representatives or legal Guardians. Good support will involve your caregiver asking who you would like to help with decisions- legal Reps or Guardians or Trustees. It is our primary goal to ensure that people are always involved in decisions that will affect their lives. We will endeavor to provide you with the necessary information that will permit you to make informed choices for yourself. This includes the options from which to choose as well as the positive and negative outcomes of each choice.

If you are unsure who is legally able to help you with decision making, your caregiver will be happy to direct you to a manager who will explain the

process. H.O.M.E.S follows CLBC's Policy QA7.030 Role of Formal and Informal Representatives as well as CLBC's Adult Guardianship Policy.

These are available online @ https://www.communitylivingbc.ca

You can also ask your caregiver and they will be more than happy to help.

14. Transition & Exit Criteria

There are certain points during our services when a person served might need support to transition to a new service to better meet their needs.

It can feel confusing for everyone when trying to map out the future. We help persons served and their families or circles of support to build a strong team to help plan the transition from one service to another so that everyone is working together to support the person's well-being and future. We also know that there are times when a participant's well-being may require changes in their support needs and the services that might best meet/support them.

Some individuals and/or their families may choose to leave our services at various stages based on their needs or preferences. Individuals typically leave services when:

- They decide that our services are no longer needed.
- They move to a location outside of our service area(s).
- They have decided to receive services with a new provider.

Whatever the reason might be for choosing to leave our services, our caregivers will make sure the individual will have the support they need to move on successfully.

We make sure to take time to celebrate the achievements of each person served as part of preparing for their exit from our services. We provide copies of current plans and a summary of all services received so individuals can use these in their future planning. We also make sure to provide the person served a chance to give us feedback about what worked and what could be improved in the services they received from us. This helps us make sure we are on track with supporting people effectively. We hope all individuals and their families will take time to fill out our exit questionnaire.

Checking in – Our Follow-up after Services are completed.

Because we care about the people we serve and know their feedback can help us in our goal to continually improve our services, we will try to follow up with each individual at least once within the first year after all services have been completed. Individuals can choose whether they want to be contacted when they exit our services. We will only contact individuals who agree to this follow up.

SECTION 3: CONTACT INFORMATION & RESOURCES

1. **H.O.M.E.S Important Phone Numbers:**
   - Head Office: 604-852-7888
   - FAX: 604-852-7801

   All other phone numbers are listed on our "Phone Directory" Please ask at the front desk for a copy.

2. **Important Resources**
   - www.communitylivingbc.com
   - www.homesociety.com
   - http://www.selfadvocatenet.com/
   - https://homes.sharevision.ca/default.aspx
   - http://gentleteaching.sharevision.ca/default.aspx

Abbotsford Employment and Income Assistance Office……....604-870-5811

BC Coalition of People with Disabilities……...604-872-1278
www.bccpd.bc.ca

Service BC (for information about disability benefits) …….604-660-2421

Advocate for Service Quality (for adults with disabilities) ……. 604-775-1238
www.cf.gov.bc.ca/getting_help/advocate_service_quality.htm

Annual Bus Pass
Call BC Disability Benefits……. Toll Free 1-800-665-2656

3. **Other Information and Resources**
   The H.O.M.E Society also has other information that you may find interesting and useful. This information includes:
   - Various Brochures
   - Many Handbooks
   - Policy and Procedure Manual
   - Board of Directors Information
   - Respite Information
   - Shared Living Information
   - Activity Programs
   - Newsletters

   If you are looking for information and resources for yourself, please talk to your caregiver. They will make every effort to assist you to find the information and services you are interested in. You can also check our website www.homesociety.com for the latest information about many issues.

Complaint & Concern Processes

- The H.O.M.E Society encourages our individuals receiving services, families, members, advocates, and community members (our stakeholders) to bring forward concerns or complaints they may have about the agency. When concerns or complaints are brought forward, H.O.M.E.S is committed to resolving the matter in a timely and appropriate manner. H.O.M.E.S is also committed to providing stakeholders with opportunities to resolve concerns before they become formal complaints.
- H.O.M.E.S will encourage persons served to feel safe in reporting their concerns and complaints. Concerns or complaints brought forward will be addressed in a timely and appropriate manner. Bringing forward a concern or making a complaint will not result in retaliation, harassment or barriers to service.
- H.O.M.E.S always encourages individuals with a concern to seek an informal resolution when the concern first arises. This could be with a Supervisor, friend, or a Family Care provider. Where this is not possible, or where resolution has not been achieved, persons with concerns are encouraged to pursue the matter with a Manager.
- For further information on complaints or formal concerns, please see H.O.M.E.S Complaint Resolution Policy B.70. If you would like help to read and understand the policy, please ask any person whom you feel comfortable with. They will be happy to explain the process.

Additional Info

- If you or your parent(s) or representative has a concern or complaint regarding public health, including protection from environmental and other hazards to health, call the Medical Health Officer @ 604-556-5069

- If you or your parent(s) or representative has a concern or complaint regarding the quality of care or the failure to deliver care, please contact the Fraser Health Patient Quality Care Office @ 1-877-880-8823

The H.O.M.E Society

Individual Concern Form

Name: _____ Date: _____

Name of person receiving information: _____

Summary of concern:

_____

_____

_____

_____

_____

_____

_____

_____

Action taken/Plan (if applicable)

_____

_____

_____

_____

_____

Signature of person reporting concern: _____

Signature of Person receiving concern: _____

Date received: _____