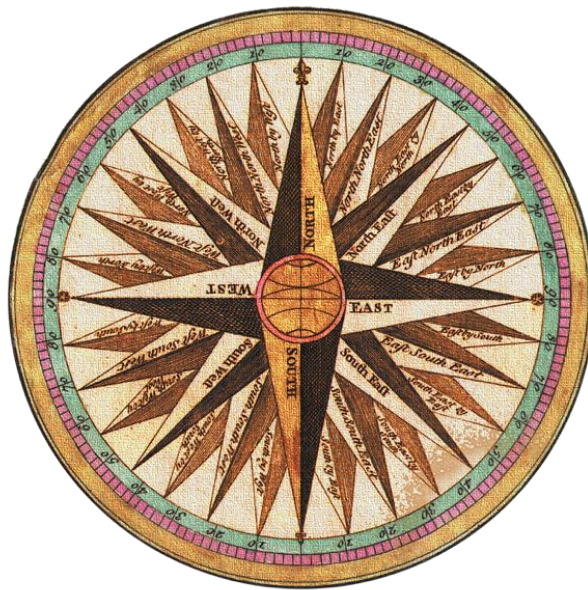


Community Inclusion Handbook



Individual and Family



BONAVENTURE
SUPPORT SERVICES

Important Contact Information

Address:

4196 Unit B Departure Bay Road, Nanaimo, BC, Canada, V9T 4B7

Phone : 250-585-1437

Fax : 250-585-6665

Email : office@bonaventuresupport.com Web site : www.bonaventuresupport.com

Also Find Us On:

Facebook



Instagram



Other Contact Numbers

Welcome to Bonaventure Support Services Community Inclusion

This handbook is just for you, and I'm sure you're wondering why we have given you this handbook.

- This handbook will provide you with the information to navigate our supports and services and provide you with important contact information
- We believe it is important that you understand all the information we give to you, and we have tried to write this handbook in plain language
- We believe that it is your right to have the information you need to make good decisions and to make informed choices
- We respect your right to information by putting together this handbook
- In this handbook you will find guidelines for support and, what we expect from you and your family member while they are with us.
- It is important that you and your whole support network (your family and friends) know how we will support you and what they can do to assist you when you're at a Bonaventure program
- A Bonaventure support worker will be happy to talk to you and to help you understand this handbook
- A copy of this handbook will also be available at all Bonaventure programs

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Chapter 1

Introduction to Bonaventure Support Services



About Us

In February 2009, Bonaventure officially opened its first staffed resource. Over the next decade Bonaventure has expanded to include 10 Residential Programs and 5 Community Inclusion Programs servicing 3 different communities within the mid island region. More recently, Bonaventure has been approved as a Home Share/Shared Living Service Provider.

Bonaventure Support Services provides individualized support to persons with diverse abilities within the community. Using a collaborative approach, we develop and implement personalized support and safety plans to provide individuals like you or your family member with the opportunity to achieve their goals and promote community inclusion in a safe and supported manner.

Supporting through relationships we empower our individuals to realize their hopes, dreams and goals and unlock their potential to lead their chosen lives. We promote inclusion and self-advocacy for the life our individuals want to live, through a person-centered approach.

We are continually learning and growing with the community and listening to your needs.

Bonaventure's **Mission:**

"Dedicated to common-unity, holding space where people are empowered."

Bonaventure's **Vision:**

"To cultivate an environment dedicated to unlocking the potential of self and community."

Bonaventure Support Services Programs

Bonaventure Support Services proudly supports adults, children, and youth with diverse abilities in the Central Vancouver Island region.

Through a person centered, goal directed approach, we help supported individuals enhance their life skills, reaching their full potential.

Bonaventure's Community Housing, Community Inclusion, Host Agency, Home Share and Employment services are contracted on behalf of Community Living BC (CLBC) and the Ministry of Child and Family Development (MCFD).

Community Housing

Community housing provided in partnership with individuals, families and funders and may include housing for adults as well as child/youth with diverse abilities.

The services are focused on home and community integration and engagement in productive activities. Community housing enhances the independence, dignity, personal choice, and privacy of the persons served.

Bonaventure has 10 homes that provide 24/7 support care within the neighborhoods of the Nanaimo and Parksville areas.

They address the desires, goals, strengths, abilities, needs, health, safety, of the persons served, within the residences in which services are provided.

Adult Services

Bonaventure Support Services is contracted to provide supports and services on behalf of Community Living British Columbia (CLBC). CLBC is a crown corporation that has been given legislative responsibility governing all services to adult persons with developmental diverse abilities in British Columbia.

Child and Youth Services - Housing

MCFD's primary focus is to support all children and youth in British Columbia to live in safe, healthy, and nurturing families and be strongly connected to their communities and culture. The Ministry supports the well-being of children, youth, and families in British Columbia by providing and contracting services with agencies like Bonaventure, that are accessible, inclusive, and culturally respectful.

Referrals are made through MCFD and reviewed and approved through a collaborative approach funded by MCFD.

Child and Youth Services - Respite

Respite services facilitate access to time-limited, temporary relief from the ongoing responsibility of providing for the needs of the person served, families. Respite services are provided in the community; or a Bonaventure staffed resource home with a focus on community.

Respite services may be planned or unplanned and may provide services of a short duration, such as respite for medical appointments, or longer duration, such as vacation or emergency coverage. Respite programs are not an alternative for placement.

Referrals are made through the office of MCFD and reviewed and approved through a collaborative approach, funded by MCFD.

Home Share

Home-sharing is a residential living option in which an adult with diverse abilities and who is eligible for CLBC services shares a home with a person contracted to provide ongoing support and assistance to them. Home Share living arrangements vary, with individuals having the choice to live with either a family, roommate, couple, or in their own suite within a family home.

There are two types of shared living support:

- Home Sharing: Being the most common type of shared living arrangement which involves you living in the shared living provider's home
- Live-in support: In this type of shared living support, you receive support in your own home.

This support model allows individuals to share a home with a caregiver (Shared Living or Home Share Provider) that will meet their specific and individualized preferences.

Home Sharing provides increased opportunities for people to establish and build on natural relationships and social connections within their immediate community.

Host Agency

Bonaventure Support Services is a CLBC approved Host Agency Provider. As a Host Agency we are permitted to manage the funds allocated, where we receive and administer the funding on behalf of the individual and their agent.

We assist Individuals to create their support arrangements and find caregivers.

Bonaventure takes on the administrative tasks of becoming the employer, so the individual and the families don't have to!

Referrals are made by CLBC.

Employment

Through customized, supportive or self-employment options, we work with the individual to find their passion and where their interests lie to find a place of employment that gives them satisfaction and a place to belong. We can use a variety of methods to find the right fit.

Community Inclusion

Being a part of a community is an integral part of living a balanced life. Bonaventure's community inclusion support is tailored to meet the individual's needs and assist in reaching their goals. We partner with individuals, families, and caregivers to create a customized personal support plan.

Community Inclusion provides support in the following areas:

- Building personal support networks within the community
- Social activities
- Sexual Health and Education
- Community integration
- Recreation and promotion of good physical health and mental well being
- Employment, including discovery, job development, pre-employment services, and job sustainment.

Key principles that are interwoven throughout the services include:

- Trauma-informed care principles
- Well-Being and Resiliency
- Cultural and Linguistic Competency
- Strengths-Based
- Person-Centered planning



We have unique programs within our inclusion community:

Bonaventure Belles Bonaventure Belles is a program that was developed in 2015 from a place of need for those who identify as or with women searching for socialization, a place to belong, and a sense of community. The group focuses on social and life skills.	Recreation Program Bonaventure organizes recreation activities that are available to all Bonaventure Individuals. These activities encourage socialization, team sports, physical activity, and community. Our Rec Coordinator thrives on coming up with new, fun, and creative activities that change with the season
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<p>Bonaventure Bros</p> <p>Bonaventure Bros started as a night for those who identify as or with men. It began as a dinner night and has grown into a 4-6-hour day. Programming may include events, outdoor activities, games, and preparing meals together. This program creates community and works on life skills.</p>	<p>Sexual Health Education</p> <p>Bonaventure has its very own sexual health educator. We believe individuals should be supported to acquire accurate information regarding hygienic and anatomical functioning of their bodies, and the impact of their emotions and related actions on themselves and on others.</p>
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Values and Guiding Principles

Our core value is to put the needs, safety concerns and outcomes for the persons who receive services first. To this end, Bonaventure Support Services Ltd is guided by our commitment to:

- Caring for Others
- Respectful & Honest Communication
- Integrity and Accountability
- Advocacy & Inclusion
- Understanding Approaches to Care for Individuals with Disabilities
- Competence and Professionalism
- Self-Care
- Individuality and Creativity; everyone has something to contribute!
- Supporting Through Relationships

Accreditation

Bonaventure was awarded its first three-year CARF Accreditation (Commission on Accreditation of Rehabilitation Facilities) in 2015 and continues to successfully maintain CARF Standards.

CARF is an independent accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. In keeping with CARF Standards, BSS has established a process for Continuous Quality Improvement and continues to demonstrate commitment to continually improving services, encouraging feedback and participation within the community.



Code of Ethics

- We will respect the right of individuals to make decisions affecting their life unless exercising those rights would cause harm to the individual or others.
- We will treat all people with respect and value each person for their capacities and contributions.
- We will treat all personal information acquired in the course of our duties as confidential.
- We will provide support and services to the best of our ability, adhering to professional standards.

- We will respect the dignity and privacy of the people we support while carrying out our duties.
- We will not engage in, or support, the exploitation of individuals or families for private or personal gain.
- We will not discriminate against any individual based on race, religion, gender, sexual orientation, political belief, ancestry, age, ability, or marital status.

Cultural Diversity Commitment

Our team is committed to fostering and honoring your cultural beliefs. Through a person-centered approach we will respect, and address the unique needs, worth, thoughts, communications, actions, customs, beliefs, and values that reflect an individual/s racial, ethnic, religious, and/or social groups or sexual orientation.

Bonaventure Support Workers

Our support workers were chosen to work with us because they bring with them:

- Values that promote inclusion and community participation
- Experience working with people with diverse abilities
- Additional training that assists them to support people with developmental disabilities

All our employees are screened prior to working with us.

This includes:

- Criminal Records Checks, with those working with Children and Youth having additional criminal record checks completed by MCFD through a centralized HUB;
- Medical Fitness;
- A valid BC Driver's license with a safe and clean drivers abstract.

Our employees are training in a variety of areas including:

- First Aid and CPR – with training regularly updated;
- Trauma Informed Practice;
- SIVA: Supporting Individuals through Valued Attachments which is Positive Behaviour Support and planning;
- Suicide prevention.



Choosing support workers to work with you

It is important to us that you feel comfortable with your support workers. If at any time you feel uncomfortable or have any concerns about the support, you are receiving then you or your family member should speak with the program manager. They will work with you to see if there is anything that can be done to make things better for you.

Conflict of Interest

A conflict of interest is when someone finds themselves in a situation where they may be personally involved or have a special interest that makes it hard for them to do their job. An example would be, if someone moved into one of the Bonaventure Support Services homes and that home was managed by one of their family members.

If any situation like this or a similar did happen in a Bonaventure Support Services Programs, we would look at each situation individually and try to make a plan that meets with everyone's approval. Our goal would be to ensure that people don't think someone is getting special treatment and that the needs of the individual are being met. We would listen to the person who will be getting support and the person who might be in a "conflict of interest". We would make sure we follow the rules of employment standards (employee rights) and ensure there is someone to review the plan of support who is not in a conflict of interest.

It is everyone's responsibility to disclose any known conflict of interest.



Community Inclusion Programs

Being a part of a community is an integral part of living a balanced life. The focus of Bonaventure's community inclusion services is to support you to live successfully in your community by providing opportunities to build your skills, abilities, and confidence so that you can live a full life with meaningful options and choices.

Community Inclusion can be:

- **Skill-Development** – to help cultivate your skills required for healthy and independent living
- **Community-Based** – supporting you to participate in community activities building on your daily life skills such as grocery shopping, attending appointments and integrating into your immediate community

Community inclusion supports are tailored to **your** individual needs. Some areas in which we can assist include cooking, personal errands, employment, school, finding housing, health and wellness or building a community.

All of our Community Inclusion programs run Monday through Friday 9:00 am-5:00 pm, except for Nanaimo CI, which runs 7 days a week 9:00am-5:00pm for 1-1 support.

We have four Community Inclusion locations used as meeting points for support workers and you:

- Nanaimo South - Unit A & B 3148 Barons Rd
- Nanaimo North - Unit D 3148 Barons Rd
- Duncan - 2753 Charlotte Rd, Duncan
- Parksville - 330 Craig St, Parksville

Group activities are accessible to all inclusion programs, with typical service delivery happening in your immediate community.

Bonaventure Bells

Bonaventure Bells is a program that was developed in 2015 from a place of need for those who identify as or with women searching for socialization, a place to belong, and a sense of community. Bells focuses on building and developing social and life skills.

Activities could include arts and crafts, mini golfing, pottery, museums, swimming, and hiking, to name a few.

This group runs every Tuesday from 9am-3pm at Nanaimo Community Inclusion Centre with nutritious meals included for the day.

A day at the Bells:

- 9-10 am Pick up/drop off time,
- 10-10.30am Check in
- 10-12pm Group activity
- 12-1:30pm Supported meal preparation as a group.
- 1.30-2pm Group hangout
- 2-3pm Pick up/drop off time

For more information, or to sign up for the Bells, please email: outreach.south@bonaventuresupport.com or outreach.nanaimo@bonaventuresupport.com

Recreation program

Bonaventure organizes recreation activities that are available to all Bonaventure Individuals. These activities encourage socialization, team sports, physical activity, and community. Some examples of activities include road hockey, the Nanaimo Museum, bowling, billiards and ping pong, mountain biking, and scavenger hunts to name a few

Individuals may meet at the location of the activity, or transportation may be included if the activity is out of town.

Our Rec Coordinator thrives on creating new, fun, and creative seasonal activities.

The recreation program runs twice a week: Wednesdays 10-12pm, and Fridays 1-5pm.

For additional information, and to sign up for the program please email the *Recreation Coordinator*: recreation@bonaveturesupport.com

Bonaventure Bros

Bonaventure Bros started as a night for those who identify as or with men. Originally only a dinner night with guys gathering to prepare a meal has now grown into a day of activities.

Activities may include attending various events, outdoor activities, games, and meal preparation.

This program focus on creating community and developing life skills.

A day at the Bros:

- 12-1pm Pick up/drop off time,
- 1-2.30pm Supported meal preparation as a group
- 2.30-5pm Group Activity
- 5-6pm Pick up/drop off time

This group runs every Thursday from 11am- 6 pm at Nanaimo Community Inclusion Centre with nutritious meals included for the day.

For more information, or to sign up for the Bros, please email: outreach.south@bonaveturesupport.com or outreach.nanaimo@bonaveturesupport.com

Sexual Health

Bonaventure believes that you should be supported to acquire appropriate information regarding exploration of gender expression and identity, the importance of consent, your personal care routine and the impact of your emotions and related actions on yourself and others.

Bonaventure's supported individuals can schedule time with our sexual health educator, as a part of your direct service hours.

After a referral for services is made, the sexual health educator will connect with you or your family member, as well as the program manager to gather more information about what information or guidance you are looking for and schedule your first meeting.

There may be a 2-3 week wait time depending on the volume of individuals accessing the service.

Host Agency

Bonaventure will work in collaboration with you, your family and support network to manage your individual supports and services. We provide person-centred support with a full range of administrative, staffing and payroll tasks.

Bonaventure maintains records of funding allocated and direct service hours delivered to you. Quarterly (every 3 months) reports are available for you or your agent for review.

Referrals

Individuals and families wanting to access our adult services must be deemed eligible through CLBC. CLBC provides the referrals to BSS, then CLBC confirms who will be given the program vacancy.

For the Host Agency program, individuals can choose to bring their CLBC individualized funding to Bonaventure Support Services for us to arrange their services.

Program Admission Criteria

Our adult service programs are funded by Community Living British Columbia (CLBC), with admission criteria defined by the CLBC facilitator.

The admissions Criteria have been defined by Bonaventure Support Services together with the Community Living British Columbia (CLBC), who have defined the eligibility criteria, and Bonaventure the intake and assessment steps and processes.

Following confirmation of eligibility through CLBC, each admission for services accessed may look at the following criteria:

- Can the support needs of you or your family member be met?

To understand this, we would need to review your referral and intake information, have an interview with you and or your family:

- Are there any urgent or critical needs you may have?
- Is there a potential for improving your quality of life?
- Is there the potential for relationship building with other participants in the program?
- How will your needs impact or effect the current needs of participants supported or housed?
- Consideration for matching and compatibility with other participants and with program service model
- Consideration as to whether the program service hours match your needs
- What if any are the potential health and safety concerns?
- What if any are the increased demands of support workers?

Regardless of how well the planning process has been followed, the experience of transitioning to support services can be a confusing and unsettling one for you or your family member which can have negative effects for the chances of it being successful.

We help you understand and reduce negative effects by arranging an intake meeting and tour of the program to familiarize you or your family member with the surroundings and your support team. The Program Manager will also make time to discuss with you the information outlined in this Handbook and will ask for specific information concerning the health and safety of you or your family member.

Program Costs

There is no cost for participation in our adult community inclusion programs, with all funding provided through CLBC provided CLBC has informed you that you are eligible to receive services.

During your support delivery hours, costs related to recreation activities such as supplies, admissions to a specific activity are all included within program costs as allocated by CLBC. The only exception would be when participation in a 'special activity' requires additional funding, you may be requested to contribute towards the experience.

Bonaventure undertakes various fundraising efforts throughout the year to cover additional costs related to special event participation or experiences.

Waiting Times

Once you have been offered support and have accepted services you will be informed as to whether you can start right away or if you must be placed on a waitlist. We are committed to communicating with you as clear as possible through the intake process.

Choosing, Changing or Cancelling your Program

We will provide you with information about any of our programs that you may be interested in. We will support you to see whether one of our community inclusion programs is a good fit for you.

We understand that life circumstances involve change, such as getting a new job, enrolling in school, going on vacation, or have family obligations. We will do our best to adjust our schedule to suit yours, however, please note that such adjustment may take time due to staffing needs. We ask that you please provide 2 weeks' notice for any availability changes to your support schedule.

There could be many reasons you may want to end supports with us. For example, you may move or want to change agencies. To cancel services, please contact CLBC to serve notice. We require Thirty days' notice to end services.

Transition Planning

We will work with you to create a transition plan which will clearly detail when, what and who is involved in the process for it to be as smooth as possible.

Planning for your transition into the Program can be a very stressful process for some people, I want to reassure you that we will protect you from undue stress by:

- Ensuring you are involved in all the planning and upcoming changes as much as is possible;
- Ensure that you and your support circle are kept well informed and included in every step of the process

Intake Documentation

As part of the admissions and intake process to the program you will be requested to complete, with support the following documents:

- **Consent for release of information** – This allows us to speak to individual people or teams regarding your individual's support, so we can use the information in support planning. We enjoy working as a part of a larger team. The team usually has more back-ground info to share.
- **Consent for photo release** – This allows us to take a photo of your individual and use it on their individual binder only, that will be kept within the program. Any further photos will require additional consent from you.
- **Consent for medical attention** – This allows us to apply a band-aid and perform or call for emergency care if needed.
- **Intake Snapshot** – This tells us a little bit more about you or your family member, their medications, what their support currently looks like and what you are looking for in support.
- **Personal Care Plan** – This is a form that allows us to follow a routine with you or your family member.

Person Centred Planning documents:

- **My Person-Centred Plan:** Using a booklet called "My Plan" and using a person-centred approach we develop a plan with a focus on your visions, dreams, goals, and strengths. Annually we review all documents with you or your family member, including the goals and support plans. If you have any questions about any documents, please ask your program manager.
- **A Day in the Life:** This document is written in the first person and describes your routines and structures within your life.
- **SMART Goals, Tracking and Review:** SMART goals are established using a specific set of criteria that ensure your goals are attainable. SMART is an acronym that stands for Specific, Measurable, Achievable, Relevant and Time –Bound.

When writing a SMART goal, you work through each of those terms to build a goal that shares exactly what needs to be accomplished, when it needs to be accomplished by, and how you'll know when you're successful. Tracking of goals will be recorded daily; weekly; and monthly in a tracking system called Sharevision.

We will review your progress and achievement on a quarterly basis, which is every 3 months.

This review will provide an opportunity to discuss anything that might be keeping you from achieving your goals, what supports you need to be successful, and even adjusting your goals if needed.

Accessibility

Bonaventure will do their best to promote accessibility and remove barriers that may limit you from living your full potential. If you have limited or challenging mobility, Bonaventure will try their best to remove these physical barriers.

If you have sensory challenges, let us know so we can reduce noise levels, lighting or offer comfy furniture that makes you more restful.

Communication is a vital part of successful support. If you use a communication device, it's important to teach the support team how to use it.

Community participation is important, so if you need special tools, adaptive technology, or equipment to help you access your preferred activities, we will work with you and your family to ensure we have them available to you. Maybe you have a special group or club that is important for you to continue participation.

Communication

Communication with you or your parent/guardian is an important part of keeping you safe and making sure you are happy with the program.

It is very important that we have open communication with you, your family, or caregivers on a regular basis. It is important for us to know as much as we can about you or your family member when you first join the program, so we can fully support you.

Sometimes it is hard to tell us what is wrong. Sometimes we use pictures to help us communicate with each other. Sometimes we talk to your parent/guardian or other people who spend lots of time with you, to learn more about you, what you like, and what you don't like.

We need to know things such as:

- Up-to-date contact information, including names and phone numbers of emergency contacts
- Health concerns
- Personal care supports you require
- Health and/or safety supports that you require
- When you will not be attending the program, when you are going to be late or perhaps evening leaving early
- Your transportation needs (such as how you are travelling, who you are allowed to travel with, changes to drop off or pick up times or locations)
- Any changes in life that might affect you in the program

You can communicate any changes in person, over the phone or in an email prior to your arrival. Sometimes there is no time to share during transition times, so we can also follow up through email.

If you or your family member is not well or has hurt themselves, we will communicate with your guardian/caregiver via text or a phone call. We will of course do our best to support you or your family member should they become ill during program times however occasionally we may need to ask you or your family member to return home. As I'm sure you can imagine when anyone is sick, the only place we want to be is at home with our family.

College, University, Employment and Community Participation

If you or your family member attends community college, university or is employed, we ask that you share what your daily schedule looks like so that during your participation in our program we can stick to your schedule.

We will also give you the support you need to explore and participate in many community-based options or if you or your family member is already involved in specific social or recreation programs, we ask that you share your current activity list and schedule, and we will continue to support you to participate in them.

Transportation

Bonaventure Support Services can provide transportation with the option to pick you up and drop you off, as well as transportation during supported hours. Transportation time is included within your supported hour.

All Bonaventure community inclusion programs are accessible by bus.

Your support worker can assist you in planning out a bus route.

Technology

You will have access to desktop computer at each program, with the primary use of the computer being to support you with:

- Creating resumes
- Search for recipes and meal ideas
- Job hunting
- Accommodations

We may in extenuating circumstances be required to adapt services to be delivered virtually. Should we have to adjust service delivery, you will be requested to sign off on approval to do so and will be provided training and resources on how to access social media/digital media and most importantly safety in accessing these options.

Financial Management Support

Your support worker will assist you in budget management as you need.

Nutrition

A nutritious and well-balanced diet is an important part of the care we provide. Essentially the food and drink you consume has a direct correlation to your health, well-being, and quality of life. Yes, your food preferences are important to us, however we encourage other healthy alternatives and introduce you to new foods. Should you have special dietary requirements, we ask that you share this with the Program Manager during your intake.

Nutritious meals are included in both the Bells and Bros Community Inclusion programs, with costs covered by BSS.

Medication Administration Support

Medication administration support is an important part of the services that we provide. All individuals within the Community Inclusion programs are responsible for self-administration of all medications.

Self-administering medication safely and accurately is an important part of supporting your health and safety needs. We do not take on this task alone, relying on teamwork from your Pharmacists, Medical Professionals, Caregivers or Parents, your Support teams and most importantly you. A Medication routine is an important part of ensuring our you remain healthy, both mentally and physically. Your Program Manager will schedule a bi-annual Medication Review through the pharmacist to support you to understand the use and self-administration of your meds, including when to take them and if there are any side effects.

To support your self-administering of medications that are prescribed to you (and only you), we require that all those medications are placed in special packaging, called blister packs or multi-dose pouch packaging. These blister packs will then be placed in a locked cabinet within the inclusion program, with any medications that require refrigeration being placed in a locked box in the refrigerator.

Your support team will provide reminders and prompts to self-administer your prescribed medications at the indicated times

You will be required to sign a *Medication Management Release* form which will confirm your acceptance of your medications for self-administration at the program.

Visitors and Guests

Bonaventure encourages building and strengthening all existing support networks you may have, however when it comes to visiting the program there are a few guidelines we ask you to follow to ensure we are able to always keep you and the other participants safe.

If you would like to have a visitor at the program, they must be pre-approved by the Program Manager, as well as being scheduled at a agreed upon time to respect the needs and privacy of other participants in the program.

Visitors are expected to follow the same programs rules and guidelines as you have been asked to.

Personal Centred Planning and Goals

It is important to us that you are involved in the planning of your services. We involve you in the planning of your service by participating in something called a Person-Centred Plan (PCP) which is put together in a booklet called, "My Plan".

Person Centered Planning is an ongoing problem-solving process used to help you and other people with diverse abilities plan for their future. In person centered planning, your support network focuses on you or your family members vision of what they would like to do in the future.

We create your PCP with you by:

- Listening to what you want and where you want to go
- Asking what you need to get there
- Deciding how we can best help you get there

Sometimes it is difficult telling others what you want and where you want to go. You might choose to have someone come to your PCP to help with that part.

Our "person-centered" team meets to identify opportunities (or goals) for you such as developing personal relationships, participating in your community, increasing control over your own life, and developing the skills and abilities needed to achieve what we call SMART goals.

SMART goals are established using a specific set of criteria that ensure your goals are attainable. SMART is an acronym that stands for:

- **S**pecific,
- **M**easurable,
- **A**chievable,
- **R**elevant and
- **T**ime –Bound

Once you have met and talked about your plan, your support worker will then write it all down.

This written plan will include:

- Your strengths and needs
- Your goals (the things you want to do)
- What everyone will do to help you achieve those goals
- How long it might take to achieve those Goals

Person Centered Planning depends on the commitment of your whole support team who care about you or your family member with your support team responsible for taking the action needed to make sure that the strategies discussed in your planning meetings are implemented.

A copy of the PCP is given to you and to the people to whom you have chosen. A copy is also put in your personal file. You can look at it any time. The staff that supports you will look at this because it will help them to know about the goals that you are working on. It will also help them to know what to do to help you achieve your goals.

Your “My Plan” has a strong focus on your visions, dreams, goals, and strengths, and is reviewed with you every year. When it is reviewed, you can decide to set new goals or to keep working on goals set in your last PCP.

There will opportunities to problem solve, find ways to develop more community inclusion, an increase over your own life and develop skills and abilities needed to achieve these goals.

Community Inclusion and Participation

It will be important for you or your family member to share with us what you enjoy doing, like what your favourite daily activities are.

When you participate in our programs and as a part of your person-centred planning, 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 centers/parks
- Attend community events
- Attend cultural events
- Use community resources such as the library, art gallery, or museum
- Attend a course at a college
- Learn to use public transportation
- Join a hobby group

We will give you the support you need to explore and participate in these community-based options or if you or your family member is already involved in specific social or recreation programs, we ask that you share your current activity list and schedule, and we will continue to support you to participate in them.

Planning Your Activities with You

You will be involved in planning activities that will help you to achieve your goals. You will be asked:

- To participate in your Person-Centered Plan (PCP) meeting.
- To choose the activities that will best assist you to learn new skills or help you to keep your skills.
- To plan which staff, which activities and which place will help you achieve your goals.

Developing Your Skills

We will support you to develop skills at a pace that is right for you, so that you become more independent. Different people choose to develop different skills – we will do what we can to make sure that you get to develop the skills you want to develop.

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

- Communication
- Self-Advocacy
- Choices and Decisions
- Daily Living – Life Skills
- Transportation
- Artistic Self-Expression Art
- Dealing with emotions
- Computers; iPads or iPhone's
- Learning to read

Program Rules and Guidelines

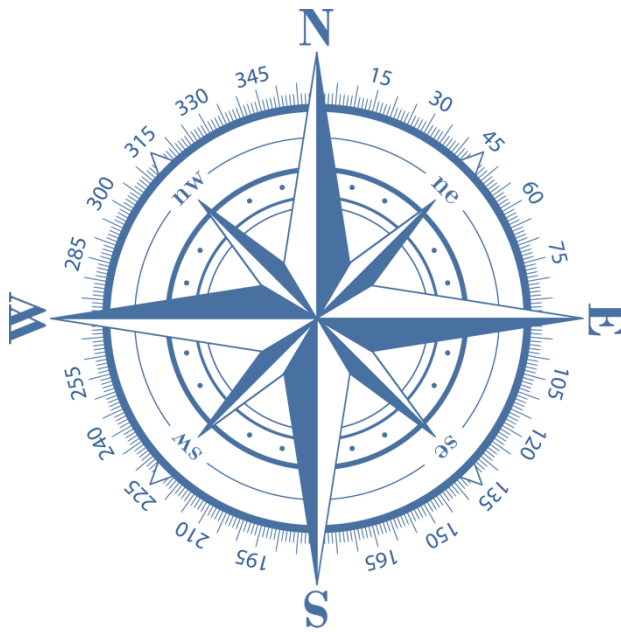
There are a few important rules in place at every program to ensure everyone's health and safety, which are:

- To create a successful and positive environment for everyone we expect that there will be no violent or aggressive behaviours such as physical violence, intimidation or yelling by support workers, you, or your family member
- ALL BSS programs are non-smoking or smoke free environments, with no smoking allowed in any program vehicles. Smoking is only permitted in designated areas
- We respect confidentiality and we expect you to respect the confidentiality of others
- As you may understand it is extremely important that our programs are safe for everyone attending, for that reason the following illicit items are not allowed and will be confiscated immediately: Illegal Drugs and Weapons

In addition to the above rules, each program has their own list of guidelines. During the admissions process you will be made aware of individual programs rules and guidelines before you begin services with us

If any of these rules are broken, you may be restricted from participating in the program. If you are restricted, a team meeting including yourself will be had to speak to our concerns

Chapter 3



Rights & Responsibilities

Your Rights

Every person has rights. Rights outline someone's basic needs and how they should be treated, no matter who they are or where they live.

Rights belong to every person and cannot be taken away from you for any reason.

You have rights:

- As a person living in one of the United Nations
- As a Canadian and as a BC resident
- As a person with disabilities
- As a person participating in our programs and services

Bonaventure has written policies to protect your rights in areas such as ensuring freedom from abuse and neglect, your privacy, confidentiality, respectful treatment, living conditions, exercising personal choice and participation. We will go through these rights with you when you start receiving services from us. We will revisit them with you at least once a year or whenever you like.

Support workers also have access to this information so that they also know about your rights. If you ever need to report that you feel someone has violated your rights, it will not be used against you.

Your rights as a person living in one of the United Nations

On March 11, 2010, Canada ratified this important declaration. It outlines what countries have to do to make sure that people with disabilities have the same rights as everybody else.

This means that countries have agreed to have laws, policies, government support, technology that ensure children and adults with disabilities are:

- free to make their own choices,
- not discriminated against,
- included in society,
- respected,
- given equal opportunities and access to places,
- given information that is understandable to them,
- given access to housing, education, health care, and
- involved in making laws and policies.

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, or age, or whether you have a physical or intellectual disability,
- the right to choose your religion,
- the right to your own thoughts and the right to talk about your thoughts,
- the right to gather with other people,
- the right to vote,
- the right to stay in Canada or to leave, and
- the right to learn.

The Charter also tells you that if anyone doesn't allow you your rights, then you can ask people to help you make sure that your rights are respected.

Your rights as a person living in BC

In BC, there is something called the BC Human Rights Code. It says that you cannot be discriminated against because you have a physical or intellectual disability.

The code says you have the right to access the same services as everyone else including restaurants, malls, transportation, and schools, work and get the same wages as everyone else, and be treated the same as all the other tenants if you rent an apartment or a house.

What can you do if someone is not respecting your rights or is discriminating against you?

Talk to your support worker or Program Manager – they can help you to take some next steps.

Who would you talk to?

Your Rights to Other Kinds of Assistance in BC

Persons with disabilities who are 18 years or older in BC have the right to benefits and services - Persons with Disability Pension (PWD). Depending on your needs and your income, you are likely eligible for:

- A monthly support allowance,
- Medical coverage, including Medical Services Plan and Pharma Care coverage, as well as other medical benefits such as glasses or dental care,
- An annual bus pass through your PWD benefits

Your rights as a person receiving services

Community Living BC Community Living British Columbia (CLBC) is supported by funding from the BC Ministry of Social Development and Poverty Reduction. CLBC was started by individuals and families who wanted to be more involved in making decisions about their lives.

In 2001, the provincial government said they wanted to find different ways in which decisions about individuals with disabilities, children with special needs and their families could be made. It made sense to everyone that these decisions needed to be made by those most affected. CLBC exists to help plan, fund and monitor supports and services for adults. Children with special needs have access to social workers through the Ministry of Children and Family Development.

CLBC has facilitators who can help you plan for the kinds of supports you want. It also has analysts who make decisions about funding and waitlists.

For more information you can look on its website, or you can ask a support person or family member to do this for you: www.communitylivingbc.ca

- Some of the services you might be eligible for include:
- Services from a facilitator to help you make a Personal Support Plan,
- Services such as nursing, physiotherapy, and occupational therapy,
- Mental Health services and/or an assessment from the Developmental Disability Mental Health Support Team (DDMHT),
- Various forms of funding, such as Individualized Funding, and
- Referrals to specific programs, such as residential, employment, respite, counselling, community inclusion.

How We Ensure You're Getting the Services You Need from Bonaventure?

Bonaventure Support Services monitors the services provided to you in a variety of ways:

- Through your annual Person-Centered Plan (PCP) – “My Plan”,
- Regular contact with an analyst from CLBC,
- People from the Commission on Accreditation of Rehabilitation Facilities (CARF) visit Bonaventure to review how we are doing in maintaining our standards of service to you,
- Annual Satisfaction Surveys you can participate in,
- Annually renewing our quality improvement plans, and
- Annual review of the use of our conflict resolution process to see if we can improve.

Privacy and Confidentiality

Bonaventure Support Services provides high quality individual support based on your strengths, needs, abilities, preferences, and goals. To have a full picture of what those entails, we collect information from a variety of services to allow us to have a better picture of the supports needed.

All employees of Bonaventure Support Services sign a statement of confidentiality upon hire and are review yearly of their professional ethics and obligation.

You and other participants must sign a “Consent for Release of Information” before anyone from Bonaventure will share information on you or your family member to another party. The contractor of your funding can request our documents at any time based on our contractual requirements.

We work diligently to ensure your confidential information is properly maintained, that your privacy is respected, and services are free from abuse, financial exploitation, retaliation, humiliating and neglect.

There are a few exceptions that could arise regarding your confidentiality:

- A serious, immediate threat to your life or welfare
- A serious, immediate threat to the life or welfare of another person
- As suspicion of child abuse
- A report of imminent danger to the community at large
- A law or court subpoena that has authority to request our files
- A criminal investigation
- A disease reportable by a health law

Your right to privacy at Bonaventure Support Services

Privacy means that information about you is confidential:

- When you turn 19 in BC you become an adult. As an adult you need to give people permission to discuss things about you.

Sometimes this means that you choose for us to not share information to your support network (family/ friends) about you as this is a right as an adult. Before you talk to someone at Community Living you can ask if they can keep something “confidential.” That means that what you say is private and won’t be told to anyone else.

There are however some things that cannot be kept confidential. For example, if you say someone is abusing you, the person you tell may have to tell your supervisor or the police.

Privacy Also Means:

- That you have the right to be alone, if you so choose,
- That people should ask if it is okay with you before they come into your private space, and
- That people should not look at, touch, or take your private things without your permission.

We respect your privacy at Bonaventure Support Services by:

- Making Bonaventure Support Services staff aware of your right to privacy
- Not talking about you to people who do not need to know about you
- Not sharing information about you until you, or someone you have chosen, say it is okay to do so
- Keeping written information about you in a locked place
- Respecting your right to privacy when we help you with personal care
- Supporting you to respect the privacy of others

Your Rights and Information about You

Bonaventure Support Services will ask you and your family or support network to share with 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 information about you on our computer program, called 'ShareVision' and in your personal binder which is locked away. Only the people who need to know about you have access to the ShareVision site and need a password to access the information or have access to the locked cabinet.

Can You Look at the Information?

Yes. You can look at the information about you at any time. Ask your support worker or program manager and they will go through your ShareVision site or personal binder with you.

What Information Might We Keep About You?

- **Care Plan:** This plan describes where you live and who you want us to call if there is an emergency. It also tells us about your health, medications that you take and about any safety concerns that we should know about. It speaks about personal health needs if you require special supports. For example, if you need help with eating, moving, or bathing.
- **Behaviour Interventions and Support:** If you need help when you get angry, anxious, or frustrated, this tells us and other people how to give you the help you need to keep you and other people safe.
- **My Plan:** Once a year you can ask family, friends, and support people to plan certain aspects of your life with you. A copy of your plan is in your PCP binder on site and can also be sent to others such as family members if you wish.
- **Daily Journal:** On your ShareVision site, there is a place to write notes about important things that are happening in your life.
- **Critical Incident Report:** If something serious happens that involves you, we might have to tell someone like an MCFD worker. We write a report called a Critical Incident Report. A copy of it is kept in your file and is sent to others as necessary.
- **Other Reports:** People from other agencies or Mental Health or a physiotherapist may, with your permission, give us a report about what you need. We keep these reports in your file.

Your Responsibilities

Along with rights you have responsibilities. When you make a choice, you are responsible for that choice. You also have a responsibility to respect the rights of other participants in your program, people who support you, and people you meet when you are out in the community. You have a responsibility to respect the right of other Canadians by treating people fairly and equally.

If you decide to join one of our groups, we expect you to:

- Be safe.
- Have fun.
- Include everyone.
- Listen to others.
- Let staff know what fun activities you would like to do.
- Challenge yourself to try new activities and explore unfamiliar places.
- Participate in the planning of your services and let your support worker know when you don't want to participate or need to take a break from the scheduled activity.
- Stay with the group.
- Respect other people's feelings, personal space, and property. Respect the rights and dignity of everyone else, including the people you live with and your support workers
- Honour your commitments, appointments, and schedules
- Respect and help maintain your home or program
- Keep your home or program safe – this means not bringing home any illegal or legal drugs, alcohol, tobacco or nicotine products, any type of weapon or anything with offensive language or pictures
- Respect the privacy of others and their personal possessions

We are there to remind you, encourage you, and support you to do these things.

Your Responsibilities and Your Health and Safety

It is your job to let your Bonaventure know of any health or safety concerns that you have.

We need to know things about like:

- The medications you take
- Medical health concerns that you have
- Health and/or safety supports that you need
- If it is hard for you to tell us about these things, someone who knows you well should tell us.

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

- When you are at a Bonaventure home or program ☐
- With someone at Bonaventure
- 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, or if there is a fire drill, you have a responsibility to:

- try to remain calm,

- leave the building,
- let staff know if you or anyone else is having trouble, and
- follow the safety instructions of staff or emergency personnel.

For further information, please see our chapter on Health and Safety.

Self-Advocacy

Self-advocacy means you can ask for what you need and want and tell people about your thoughts and feelings.

It's important you speak up for yourself and the things that are important to you.

Self-Advocacy

- is about speaking up for yourself
- is about asking for what you need
- is about negotiating (working with others to reach an agreement that will meet your needs)
- is about knowing your rights and responsibilities
- is about finding and using resources to help you
- is about having a say about your life

Self-Advocacy is about having choices, with all people having equal rights to make informed decisions and informed choices that are good for them.

You can be a self-advocate by:

- Participating in the Person-Centred Planning of your choice
- Letting people know if you are happy or unhappy with your services
- Making choices about what you want to do and with whom

If you need any help speaking for yourself or getting your ideas across to others, we will help you.

Your family, friends and self-advocacy group may be able to help you as well.

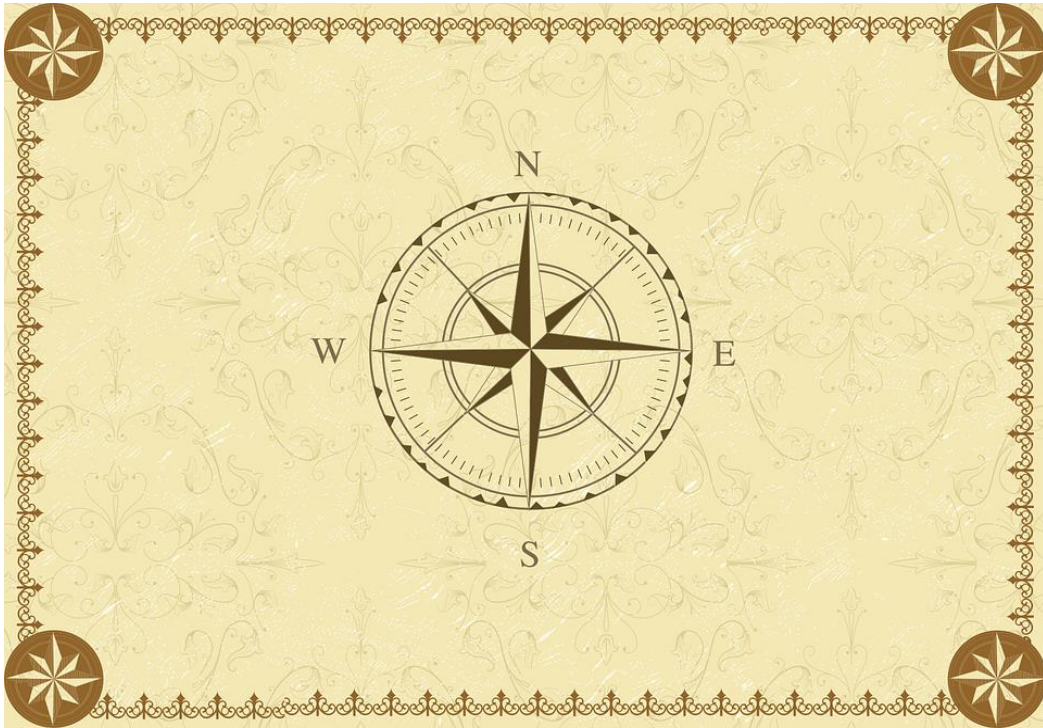
Self-Advocacy Group

Bonaventure's Self-Advocacy Group is an active group of adult self-advocates who meet regularly with a support team member. The group explores topics of interest to them and sometimes will act on an issue. In addition, this group will provide feedback to Bonaventure Support Services about their services and delivery.

This group meets the last Friday every month from 10am-12:00. Individuals meet at the Nanaimo Community Inclusion program. This meeting does not affect participants' direct service hours.

For more information, or to sign up for the Self-Advocacy Group, please email the *Community Inclusion Assistant Manager*: amic_nan@bonaventuresupport.com

Chapter 4



Health & Safety

Your team at Bonaventure takes all reasonable steps to reduce the level of risk that you or your family member may be exposed to in the physical environment of the service setting.

All Bonaventure Support programs have written procedures to help you if there is an emergency.

When you begin services with Bonaventure, your support worker will go over these with you and show you your role in the emergency preparedness plan for your home.

We practice our emergency procedures each month, and it is your responsibility to be involved in these drills if they occur during your stay with us.

Fire and Earthquake

Support workers ensure that you or your family member have been informed about what to do in the event of a fire or other emergency. Support workers will provide help to you, or your family member should you require assistance in an emergency.

The following fire safety precautions are in place and maintained:

- A fire safety/emergency plan is prepared and posted in a conspicuous area on each floor
- Fire drills are practiced monthly and immediately following your placement in the service setting
- Emergency numbers are clearly posted beside each telephone
- All fire extinguishers are maintained in working order and are readily available

If there is a fire, earthquake, or other emergency, we will help you to:

- Leave the building or be moved to a safe place until help arrives
- Get out of the building if you have trouble walking
- Follow the safety plan that is drawn, which is a map of your building
- Participate in the practice drills and discussions as appropriate

Medical Emergencies

If you have a medical emergency:

- the first person on the scene will give you first aid
- a support person will go to get information about you so that we can give you the best support
- a support person will assist you to go to a medical clinic if needed,
- a support person will call 911, if necessary
- your caregiver and/or family will be called

First Aid

All Bonaventure Support Workers have First Aid Training with First Aid Kits located at all our sites and in our vehicles.

Universal Precautions

Bonaventure support workers are trained in Universal Health Precautions. If someone meets blood or other body fluids, they will follow safety steps.

By following these steps, they are less likely to come in contact with a communicable disease. That way the people who support you stay safe and so do you.

To prevent support persons from coming in contact with blood or other body fluids they will:

- wear gloves when appropriate
- follow proper hand washing procedures
- follow proper clean up procedures

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

Community Safety

We encourage people to participate in their community as much as possible. Nanaimo and surrounding areas have wonderful activities and places to explore! Although our communities are considered very safe, it is important to be prepared for any possible risk factors.

We will help you by:

- Providing bus safety planning
- Making sure you have adequate supports to access the community
- Providing education about strangers and accessing emergency personnel (police/fire/ambulance)
- Keeping your information private

Your Personal Health and Safety

When you first come to Bonaventure, we will need you to share with us what you need to keep safe. We write the information down in plans such as your Health Care Plan and your Safety Plan. It is also important that you tell us about important changes when they happen.

We will ask questions about:

- The medications you take
- Health concerns you have
- Safety concerns you have
- Personal care supports you require
- If you need help at mealtime

Transportation during severe weather events

On days when we are experiencing severe weather events, such as lots of rain or snow will may make the decision to limit the use of vehicles for the program, specifically related to any unnecessary trips like community-based activities like the library or recreation centre.

Our primary concern will always be the health & safety of not only you, but also the support worker who will be expected to drive. We will of course do our best to ensure your you arrive home or that your pickup from respite at the agreed upon time.

Positive Behaviour Supports

Sometimes you may need a little extra help when you get angry, anxious, or frustrated. Our employees are all trained in SIVA (Supporting individuals through Value Attachments) – to help support you through these times.

SIVA places an emphasis on building positive relationships, empowering you to change your own behaviour, strengthening self-regulation and promoting de-escalation.

Bonaventure support workers positive approach to behaviour supports for you emphasizes the importance of recognizing and understanding that behaviours are a form of communication.

However, if a behaviour becomes hazardous to you or others your support workers may need to intervene to prevent serious harm or injury to yourself or to others.



When you're grounded in safety, you're ready to grow.

The background of the slide is a textured teal color. Overlaid on this background is a faint, circular image of a compass rose and a map. The compass rose is on the left side, and the map is on the right side. The text "Chapter 5" is centered over the image.

Chapter 5

Complaints Process

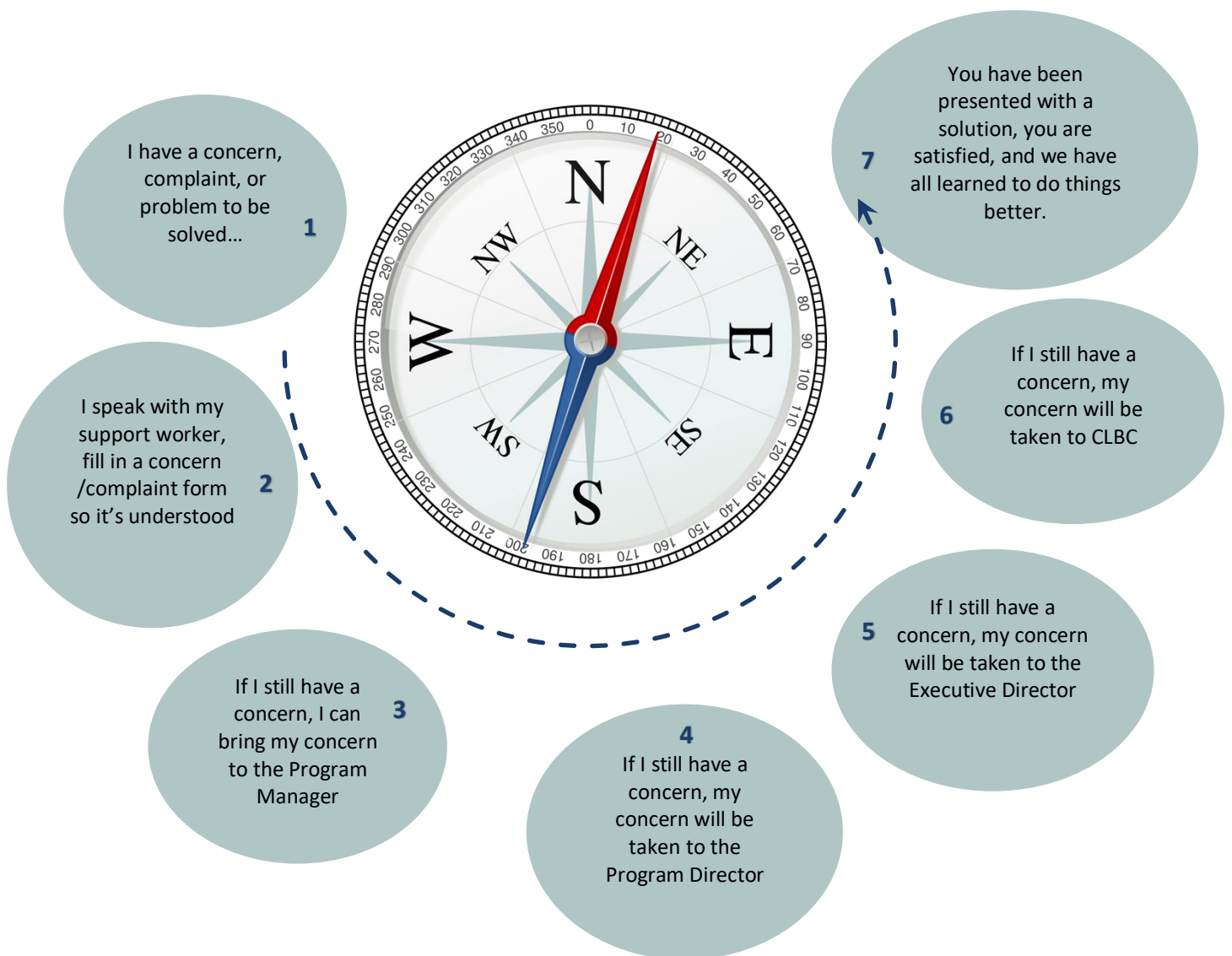
Complaint Process

Individuals and families have the right to have their concerns heard and dealt with respectfully and in a timely manner.

A concern is: a problem or condition related to the program in which you live, participate which that person believes to be unfair, unequal, unsafe, discriminatory, or a limitation in realizing his/her/their development or full potential.

You have the right to have your concerns heard and dealt with respectfully and in a timely manner without any kind of revenge or retaliation. We encourage you to get help with the problems you are experiencing or any concerns you may have by empowering yourself to be active, respectful problem solvers. It is important that situations are dealt with in a timely and respectful manner.

We hope to have the concern resolved within 2-3 days. Your concerns are important to us, and we want to have the opportunity to address them as they arise in a successful way.



Complaint Procedure

1. When you have a concern, we encourage you to talk about your dissatisfaction with either your support worker or your program manager.
2. You will be given the option to fill out an “I have a concern form,” and have a verbal discuss with the program manager, social worker, or family member to help them find a resolution.
3. Once you have completed and submitted a “I have a concern form”, it will be discussed with you as soon as possible, but no later than 48 hours later.
4. If you can’t write out the concern, you can either ask your support worker to assist you or your program manager, and they will fill out the form on your behalf.
5. You will be given an opportunity to discuss your concern with the program manager ways to solve the problem, and we can also support you to speak to the other person if possible.
6. Once we have gone through the above steps in the process and if you are still unhappy with the process, then we will forward your concern onto the Program Director
7. Once we have gone through the above steps in the process and if you are still unhappy with the process, then we will forward your concern onto the Executive Director
8. If you are still unhappy once our agency has gone through all the above steps to resolve the concern, then we will inform CLBC who will start their complaint resolution process

Complaint Policy

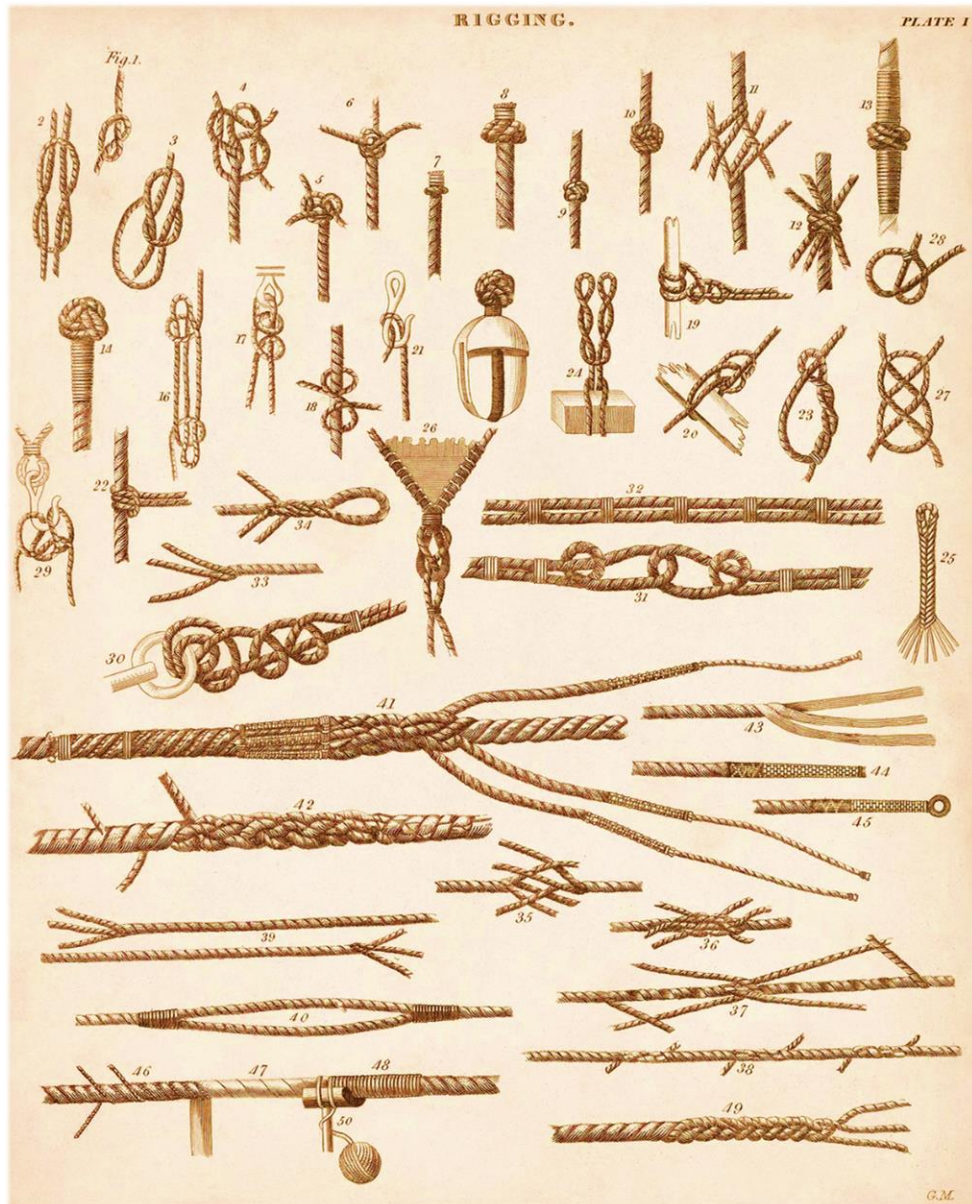
The Complaint Resolution policy is intended to:

- Provide the opportunity to resolve a conflict or concern quickly, fairly and without reprisal or retaliation;
- Improve communication and understanding between individuals and Bonaventure employees or other individuals;
- Ensure confidence in management decision by providing a mechanism whereby management decisions can be objectively reviewed;
- Support a positive work environment by delegating responsibility for preventing and resolving conflicts and concerns;
- Identify organization policies and procedures which need to be clarified or modified; and
- To improve the quality-of-service delivery.

Retaliation or barriers to services against an individual who initiates concern/conflict resolution or makes a complaint or participates in a problem resolution exercise will not be tolerated and will be subject to disciplinary action.

All concerns will be handled in a confidential manner. Information concerning a concern or action taken because of the investigation will not be released to anyone who is not involved with the resolution.

Chapter 6



Resources

Resources

Community Living BC

PHONE: 1-877-660-2522

WEBSITE: www.communitylivingbc.ca

E-MAIL: CLBCInfo@gov.bc.ca

VISIT:

Inclusion BC

PHONE: 1-844-488-4321

WEBSITE: www.inclusionbc.org

E-MAIL: advocacy@inclusionbc.org

BC Self-Advocacy Organizations

PHONE : (250) 753-1907

E-MAIL : info@salnanaimo.ca

VISIT: 271 Pine Street, Nanaimo, BC V9R 2B7

Representative for Children and Youth (RCY)

PHONE: 310-1234 (24-Hour Helpline – no area code is required) or call (toll-free): 1-800-476-3933

WEBSITE: www.rcybc.ca

VISIT: Suite 400 – 1019 Wharf Street, Victoria, BC V8W 2Y9

BC Office of the Ombudsperson

PHONE: 1-800-567-3247

WEBSITE: www.bcombudsperson.ca

VISIT: 2nd Floor - 947 Fort Street, Victoria, BC

BC Human Rights Coalition

PHONE: 1-877-689-8474

WEBSITE: www.bchumanrights.org

Advocate for Service Quality

PHONE: 604-775-1238

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

E-MAIL : ASQ@gov.bc.ca

Action Committee of People with Disabilities

PHONE : 250-383-4105

E-MAIL : actioncommittee@shaw.ca

WEBSITE: <https://actioncommittee.ca/>

VISIT: 948 View Street, Victoria, BC, V8V 3L5

BC Aboriginal Network on Disability Society

PHONE : 250-381-7303

E-MAIL : bcands@bcands.bc.ca

WEBSITE: <http://www.bcands.bc.ca/>

VISIT: #6-1610 Island Highway, Victoria, BC, V9B 1H8

BC Family Net

E-MAIL: info@familynet.org

WEBSITE: www.bcfamilynet.org

VISIT: 954 Wentworth Ave, North Vancouver, BC, V7R 1R7

Family Support Institute

PHONE: 604-540-8374 / Toll Free 1-800-441-5403

WEBSITE: <https://familysupportbc.com/>

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

Public Guardian and Trustee of British Columbia

PHONE: 604-660-4444 / Toll Free 1-800-663-7867

WEBSITE: www.trustee.bc.ca

VISIT: 700-808 West Hastings Street, Vancouver, BC V6C 3L3

Additional Resources

BC Ferries Pass - <https://www.bcf ferries.com/accessibility>

BC Bus Program- <https://www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass>

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Supporting through relationships 2022

Version 10



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SUPPORT SERVICES

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