

Child and Youth Housing Handbook



Individual and Family



BONAVENTURE
SUPPORT SERVICES

Important Contact Information

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Welcome to Bonaventure Support Services Child and Youth Housing

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 that support both children and youth

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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 is 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

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. Funding is dependent on the service type allocated 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:

<p>Bonaventure Belles</p> <p>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.</p>	<p>Recreation Program</p> <p>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</p>
<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>

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.

Chapter 2



Children and Youth Programs

The Children and Youth supported by Bonaventure Support Services have diverse support needs with our services built on their strengths, reflecting the physical, developmental, cultural, spiritual, and emotional characteristics of all those we support.

Throughout Bonaventure's Child and Youth services, the focus is on quality of services being achieved through child and family driven services. This begins with collaboration of your entire support network and to involve you and your family in the design, implementation, delivery, and ongoing evaluation of services throughout the duration of your care

At Bonaventure Support, services for children and youth include Residential and Respite Services which are provided 24 hours a day, 7 days a week.

Housing: Support for daily living is provided to an individual or group of individuals by a team of support workers who rotate through the home according to an established schedule which includes overnight hours. At Bonaventure Support Services, Residential Services for children and youth with diverse abilities are provided 24 hours a day, 7 days a week.

Respite: Respite provides relief for families from the daily responsibilities and accompanying stress of caring for children and youth with diverse abilities. The amount of Respite received is determined by MCFD and is typical between 3-6 days a month.

Respite Schedule Changes

For your knowledge our respite program supports many different families within the month, with the schedule being organized by MCFD and CYSN located Parksville. If a family requires changing or cancelling support, you will need to do this directly with the Program Manager.



We will work with you to develop a unique respite program based on the needs and preferences of you and your family.

Respite Specific Guidelines

What should I bring with me for my stay?

It will be your or your guardian/parent's responsibility to provide and send you or their family member with appropriate clothing and other required personal items for your stay.

We know staying away from home can be uncomfortable and scary for the first little bit. If you have special items from home that will make you feel better, please bring them along with you.

You will have your own bedroom to honour your privacy while you stay with us, however you will share the home with other children or youth.

We have included some of the items you should consider when packing for your stay with us:

- Special equipment (medical, recreational, sensory items), if applicable
- Communication device, if applicable
- Weather and activity appropriate clothing (socks, underwear, t-shirts, pants, shorts, pajamas, jacket, bathing suit, incontinence swimwear)
- Weather and activity appropriate footwear (i.e., sandals in the summer, boots in the winter, running shoes for activities)
- Any special items you may want or need to sleep at night (blanket, stuffed animal, pull ups)
- Oral care items and preferred toiletries (toothbrush, toothpaste, deodorant, etc.)
- Lunch kit
- Protective equipment for use of your own equipment such as a skateboard or scooter
- Recreation integration pass
- A few personal items to play with (toy cars, hockey cards, Barbie's, iPod, stuffed animals, colouring books, games)

Personal Items

When you stay at the Bonaventure Respite Program your support worker will create a list of your personal belongings on a form called a *Youth Inventory Checklist*, this will be completed on each of your visits. This is to ensure we know exactly which items belong to you and make sure you have them with you when you leave. All your personal items will be stored in your own bin during your stay.

School and Community Participation

If you or your family member attends school, is home schooled, we ask that you share what your daily schedule looks like so that during your stay in our respite 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. You are always welcome to bring books, games, or other activities for your stay.

Transportation and Pick Ups

Pick up and drops can be done by a support worker. We will to the best of our ability accommodate family preference for transportation with the understanding that picking up and dropping off at your family home will be a big help in supporting the respite program.

If an adult arrives at program to pick you up, and they are not on the authorized pick up, the guardian/parent or family member will be contacted right away, and you WILL NOT be released to the adult.

What are the Top 5 favourite things in my treasure chest?

1.

2.

3.

4.

5.



Program Admission Criteria

Our children/youth services are funded by the Ministry of Children and Family Development (MCFD), who are also primarily responsible for all referrals to the agency.

The admissions Criteria have been defined by Bonaventure Support Services together with the Ministry for Children and Family Development, who have defined the eligibility criteria, and the intake and assessment steps and processes.

Following confirmation of eligibility and funding through MCFD 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 youth in the program?
- How will your needs impact or effect the current needs of youth housed?
- Consideration for matching and compatibility with other youth
- 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 being placed in a residential setting 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.

These negative effects can be reduced by helping you to understand why they you are coming into the program, what you can expect to happen while you are there and how long you can expect to remain in the program.

We help you understand 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

Individuals contracted through MCFD will not be invoiced for services.

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.



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/ you family member, their medications, what their support currently looks like and what you are looking for in support.
- **Authorized Pick Up and Drop off Form** – This form allows us to keep your child safe from pick up and drop off from any unauthorized people.
- **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. The emphasis is on future planning and depending on your age, a focus on transition planning into the adult world.
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 the 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 be discussing 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 even 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 at pick up or in an email prior to your arrival. Sometimes however, there is no time to share at time of a pickup or drop off, 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 you/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.

Screen or Device Time

Screen or Device use time may be limited to reduce stimulation and encourage engagement in other activities. We do have a TV with a Netflix account.

If you or your family member has a device such as a phone, tablet, DS, or other gaming device, we will probably set parameters around when this is used. As you may understand it will not be appropriate for you to be on your device all the time.

We support device time being earned, rewarded, or provided at specific times during each day. If you or your family member have created your own guidelines of use, please let us know the specifics so that we can follow your lead. If you do not have any guidelines in place, we may create our own to support you enjoying every moment during your time with us.

School

If you or your family member attends school, is home schooled, or has special activities that you enjoy daily, we ask that you share what your daily schedule looks like so that during your stay with us we can maintain your schedule.

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.

Medication Management

Medication Management is an important part of the services that we provide. 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.

To administer the 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 are then provided to the support worker with a Medication Administration Record or MAR as we call it. You will be requested during the intake process to request a MAR from your pharmacist, which can be provided free of charge.

A MAR is used to track and record the administration of all medications. It is a computer-generated record or paper document given to the program from the Pharmacy, of all medications you are currently taking.

On this document, support workers must clearly write down all doses of medication administered, refused, forgotten, or destroyed. The MAR serves as a legal record of all medications administered by the support team within a program and during your entire stay with Bonaventure.

Visitors and Guests



Bonaventure encourages building and strengthening all existing support networks you may have, however when it comes to visiting the program there a few guidelines we ask you to follow to ensure we are able to keep you and the other youth 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 an agreed upon time to respect the needs and privacy of other children or youth 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:

- Specific,
- Measurable,
- Achievable,
- Relevant and
- Time –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 stay with us 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.

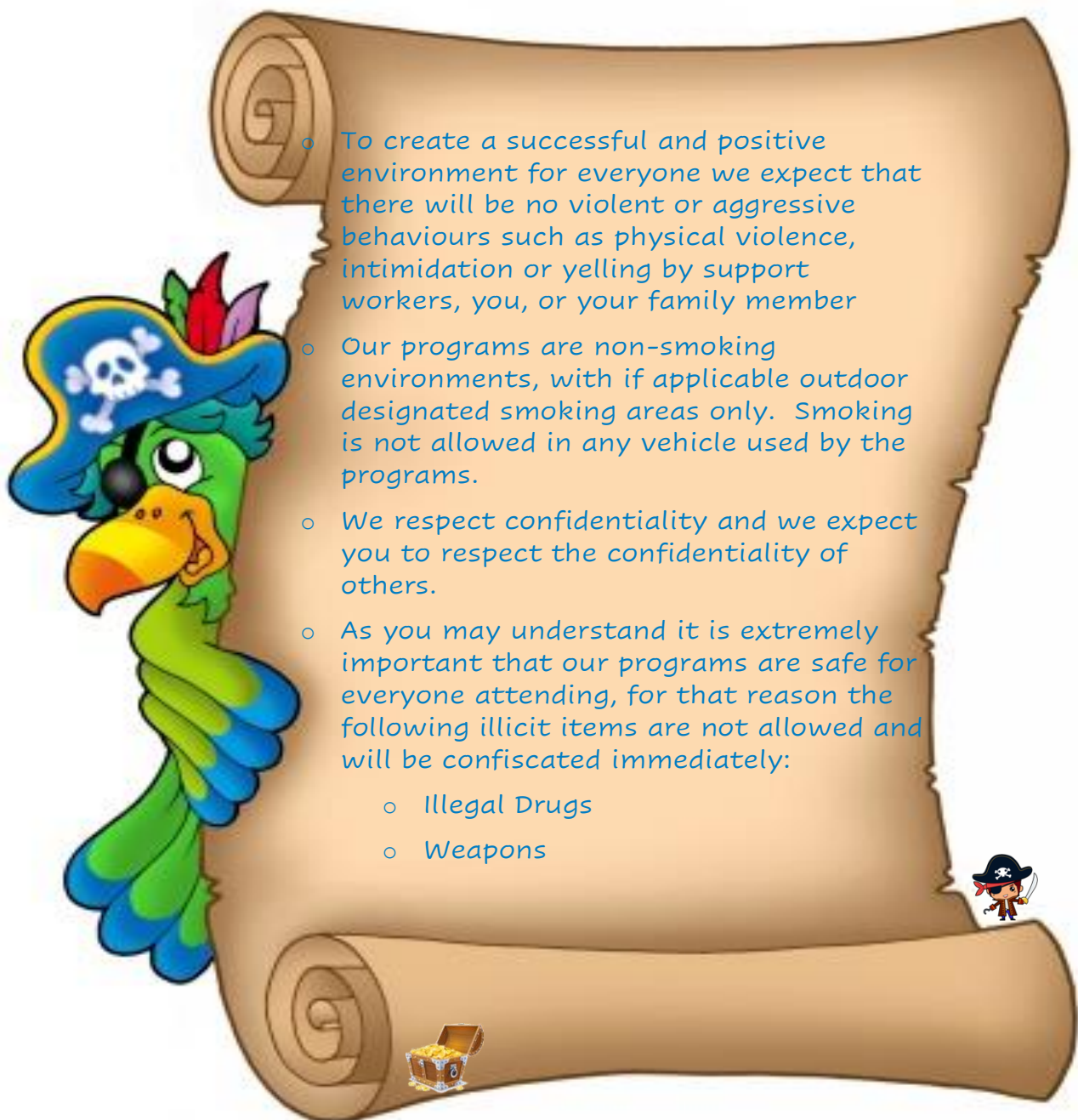
Here is a list of some examples of skill areas you might choose:

- 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 basic rules that are in place at every program to ensure everyone's health and safety.

In addition to the following rules, each home has their own list of house guidelines. During the admissions process you will be made aware of these rules before you begin staying 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 and 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.

There are many laws that protect the rights of children, and the rights of people with diverse abilities.

You have rights:

- As a person living in one of the United Nations
- As a Canadian and as a BC resident
- As a child or youth
- 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.

United Nations Convention on the Rights of the Child

United Nations Convention on the Rights of the Child (UNCRC) is a human rights treaty which sets out the civil, political, economic, social, health, and cultural rights of children. Canada signed the UNCRC in 1990, meaning our government is bound by international law to uphold the rights within it – your rights.

There are 4 Guiding Principles of the UN Convention on the Rights of the Child and each of the articles in the Convention is informed by these principles.

They are:

- *Non-Discrimination:* treat everyone fairly and with respect

- *Right to life, survival, and development*: children and youth have the rights to the basic things to live, survive, and develop
- *Best interests of children and youth*: ask yourself “is the decision that I’m making good for kids?”
- *Respect the views of children and youth*: children and youth need to participate and have their views considered when decisions are being made that affect them

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

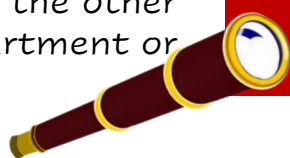
In BC, there is something called the BC Human Rights Code. It says that you cannot be discriminated against because you have a physical or intellectual disability.

- 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?



Child Family and Community Services Act

Children and Youth in care in BC have unique rights. These are set out in the Child, Family, and Community Services Act (Section 70).

These rights are guaranteed, which means they cannot be taken away from you.

It includes your right to:

- be fed, clothed, nurtured, & cared for as other children in the home
- be informed about your plan of care;
- have your views and opinions heard regarding decisions about you; reasonable privacy and to possession of personal belongings (except for items which are illegal or could cause harm)
- be free from physical punishment;
- be informed of the rules and what happens if they aren't followed;
- receive medical and dental care;
- participate in social and recreational activities;
- receive religious instruction and participate in religious activities;
- receive guidance and encouragement to maintain your culture;
- be provided with an interpreter if you need one;
- privacy during discussions with a lawyer, representative, or member of government;
- be informed of your rights, and the procedures available for enforcing your rights.

How We Ensure You are Getting the Services You Need from Bonaventure Support Services?

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 MCFD Resource Social Worker,
- 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.

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 people in your program, people who support you, and people you meet when you are out in the community.

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
- Respect and help maintain your home or program
- Keep your home 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.

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 of 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

What Privacy 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, says 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

- Not posting your photos online – your photos will always remain in your home

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 or MCFD Monthly Summary Report:* 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. We are also required to provide an update on how you are doing in our program each month and send this to MCFD.

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



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

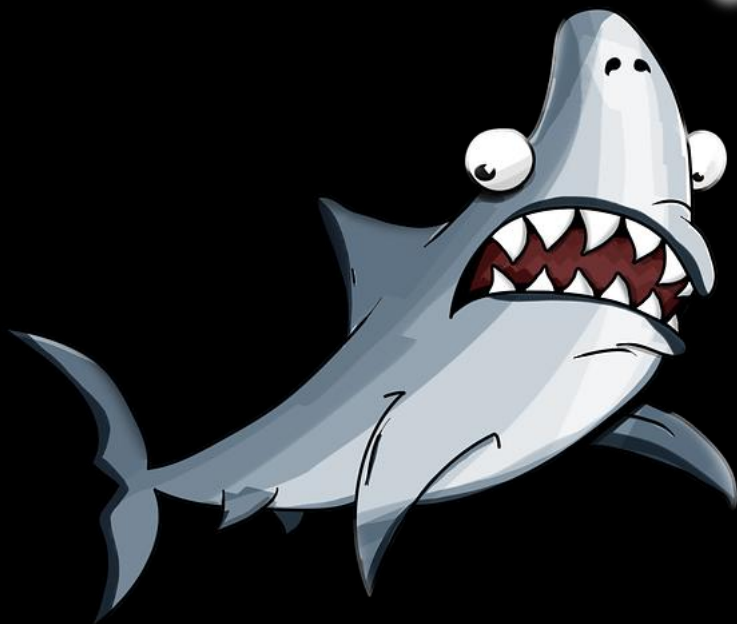
If you need any help speaking for yourself or getting your ideas across to others, we will help you.

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

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 all 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 BSS, 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

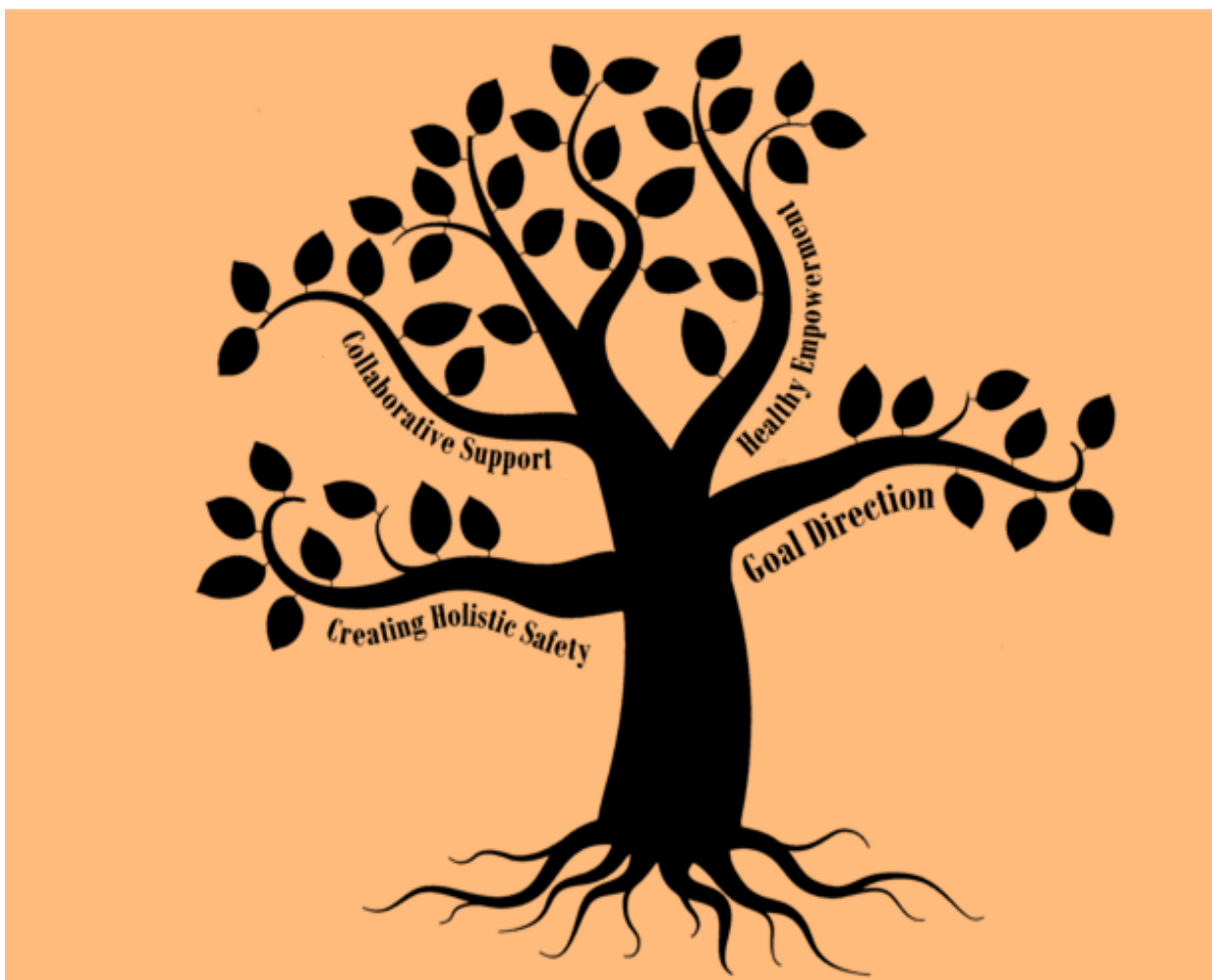
On days when we are experiencing severe weather events, such as lots of rain or snow we may make the decision to limit the use of vehicles for the program, specifically related to any unnecessary trips such like: community-based activities like the library or recreation centre.

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 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.



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

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.

Chapter 5



Complaints Process

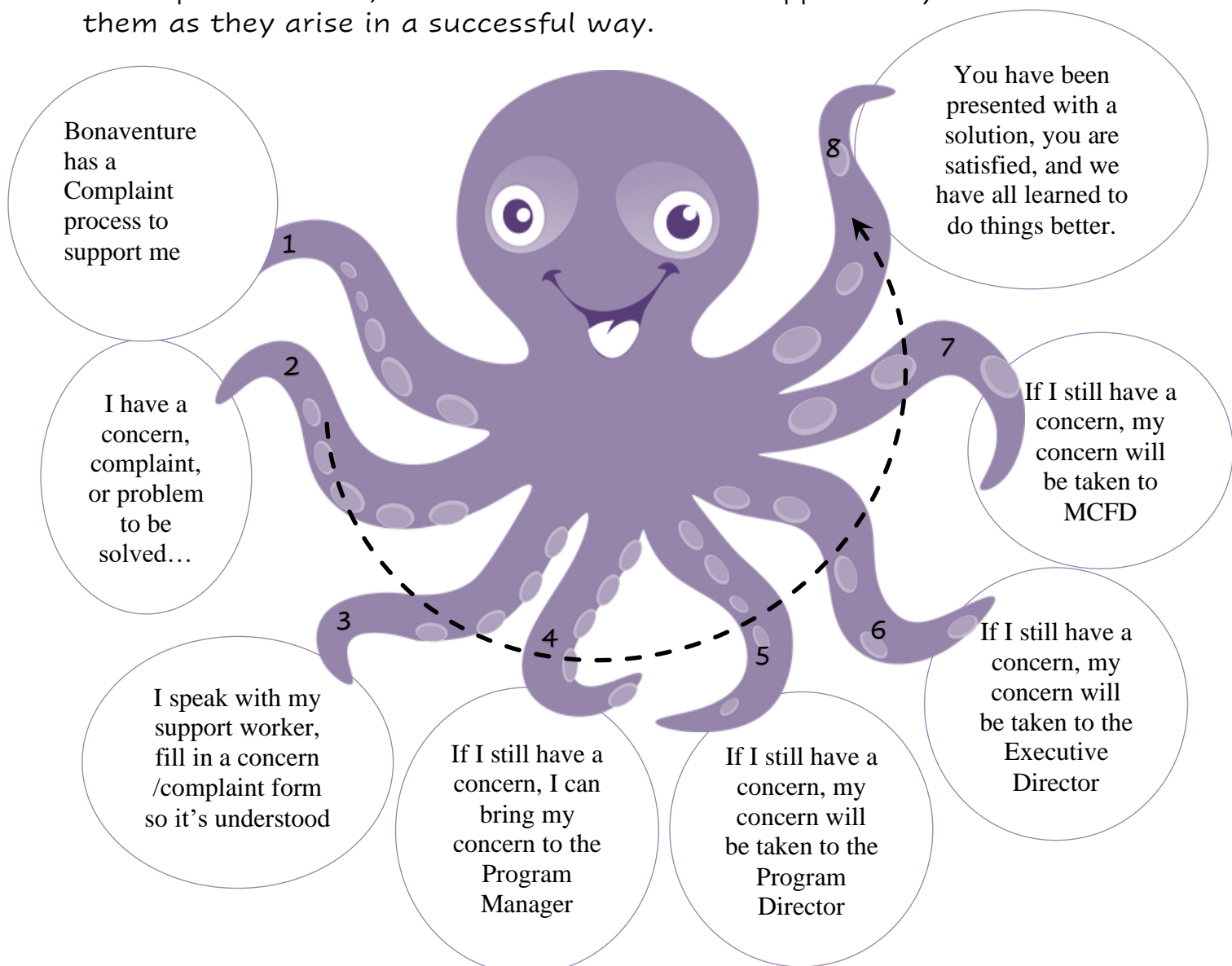
Complaint Process

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 MCFD who will start their concern or complaint resolution process

Complaint Policy

The Complaint Resolution policy is intended to:

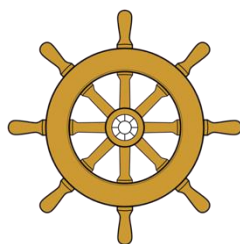
- Provide the opportunity to resolve a conflict or concern quickly, fairly and without reprisal or retaliation;
- Improve communication and understanding between individuals and Bonaventure employees or other individuals;
- Ensure confidence in management decision by providing a mechanism whereby management 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.

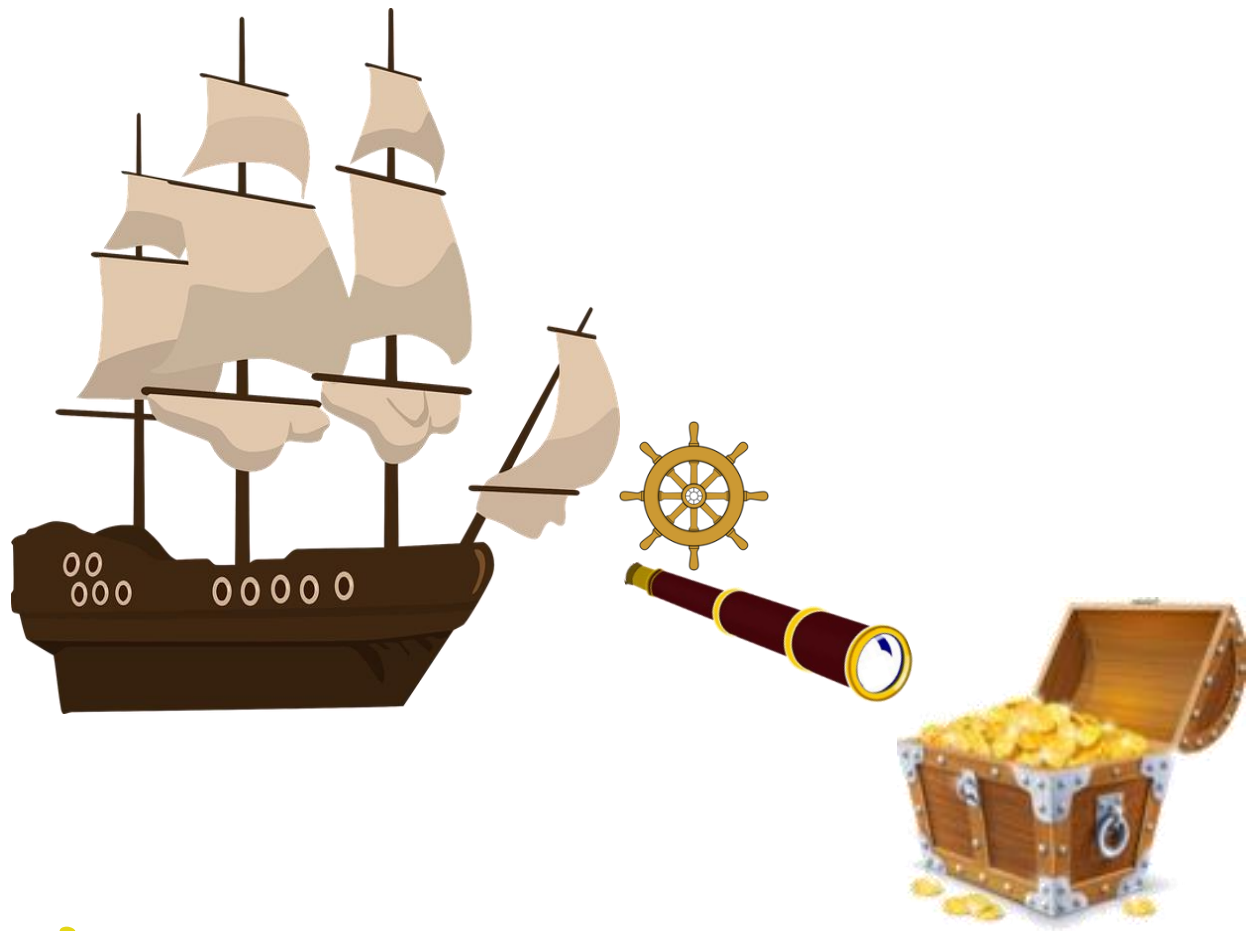
Retaliation or barriers to services against an individual who initiates concern/conflict resolution or makes a complaint or participates in a

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.

Count me!
How many times can you find me
in your handbook?





Chapter 6

Resources

Resources

Kids Help Phone

PHONE: 1-800-668-6868

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

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 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

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

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 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.bcferries.com/accessibility>

BC Bus Program-

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

Notes

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2022

Version 10



BONAVENTURE
SUPPORT SERVICES