

L.I.F.E Services



Individual and Family Handbook



BONAVENTURE
SUPPORT SERVICES

Important Contact Information

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Other Contact Numbers

Welcome to Bonaventure Support Services

L.I.F.E Services

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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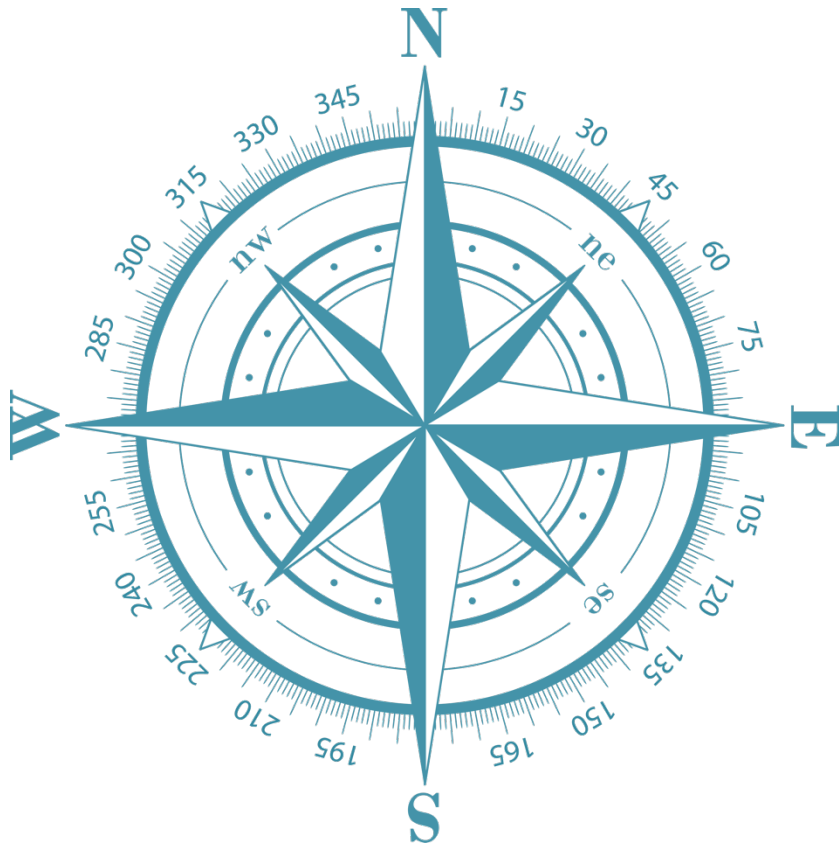
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Chapter 1



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, Compass Employment Services and L.I.F.E Services are contracted on behalf of Community Living BC (CLBC) or 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 - Housing

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 as the funder, 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 BC 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.

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.

Host Agency

Bonaventure Support Services is a CLBC-approved Host Agency Provider. As a Host Agency, we manage allocated funds, receiving and administering them on behalf of individuals and their agents. Referrals are made by CLBC.

We assist individuals in creating their support arrangements and finding caregivers. Bonaventure takes on the administrative tasks of becoming the employer, so individuals and families don't have to worry about it.

Compass Employment

Compass Employment Services: *Charting Your Course to Clear Direction and Success*
Just like a compass provides guidance and direction, Compass Employment Services helps you navigate the path to meaningful and sustainable employment. Through customized supportive or self-employment options, we work with individuals to discover their passions and interests, helping them find satisfying and meaningful employment. We use a variety of methods to ensure the right fit and a sense of belonging.

L.I.F.E Services

L.I.F.E. Services are dedicated to helping individuals achieve their goals in four key areas: lifelong learning, community inclusion, friendship, and employment. Our approach emphasizes building confidence, fostering independence, and nurturing meaningful connections that lead to sustainable positive changes. The keel is the backbone of a ship, providing balance, stability, and strength—just like the L.I.F.E. Service empowers individuals to build a solid foundation in learning, inclusion, friendship, and employment.

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
Bonaventure Bros 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.	Sexual Health Education 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.

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's Support Team

Our support team are usually called support workers or facilitators depending on what supports and services you participate in. They 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
- Medical Fitness
- A valid BC Driver's license with a safe and clean drivers abstract.

Our employees are trained 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
- Harm Reduction/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.

Values and Guiding Principles

Person-Centered Supports

Employees must respect and support each person's self-direction and unique circumstances, promoting well-being and safety, while maintaining professional boundaries and advocating for alternatives to restrictive practices.

Integrity and Responsibility

Employees are responsible for their actions and must seek advice on ethical dilemmas, remain professionally competent, and model positive behavior.

Confidentiality

Confidentiality is paramount, with exceptions for provincial regulations or situations where harm is imminent. Employees must honor individuals' wishes about sharing information.

Justice, Fairness, and Equity

Employees help individuals access community resources, understand their rights, and work alongside legal guardians to respect individual preferences.

Respect

Employees must understand the individuals they support, protecting their privacy and human rights while respecting cultural contexts and personal preferences.

Relationships

Facilitating meaningful relationships is key. Employees must respect the relationship preferences of individuals and remove themselves if personal beliefs conflict.

Self-Determination

Individuals are encouraged to lead self-directed lives, take informed risks, and pursue lifelong growth.

Advocacy

Employees support individuals in self-advocacy, promote justice, and find alternative ways to understand non-verbal needs. They must advocate for stronger laws and hold those who exploit vulnerable individuals accountable.

Code of Ethics

Commitment to Service Quality

- Ensure our services meet the needs of those we support.
- Strive for the highest quality in all we do.
- Actively work towards achieving Bonaventure's mission.

Respect and Dignity

- Respect the value and dignity of all employees, individuals, volunteers, families, and stakeholders.
- Recognize and appreciate excellent work done by team members and those we support.
- Always speak positively, respectfully, and courteously to everyone.

Integrity and Confidentiality

- Be knowledgeable of and follow all company policies, procedures, laws, and regulations.
- Maintain strict confidentiality and only disclose information with appropriate consent or legal requirements.
- Support an open and cooperative work environment while safeguarding confidentiality.

Professionalism and Responsibility

- Uphold Bonaventure's positive image through respectful and ethical interactions, ensuring that personal actions reflect well on the organization's reputation.
- Adhere to Bonaventure's policies, legal and ethical guidelines.
- Maintain professional boundaries with supported individuals, stakeholders, coworkers, and supervisors, and avoid conflicts with other jobs that may impact your work.

Loyalty and Team Support

- Foster loyalty, trust, and mutual respect within the workplace.
- Cooperate with management decisions, while expressing opinions constructively.
- Create a positive work atmosphere by maintaining enthusiasm and a good attitude.

Personal Growth and Compliance

- Strive for continuous personal and professional growth.
- Keep personnel files current with certifications, licenses, and other relevant documents.

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.

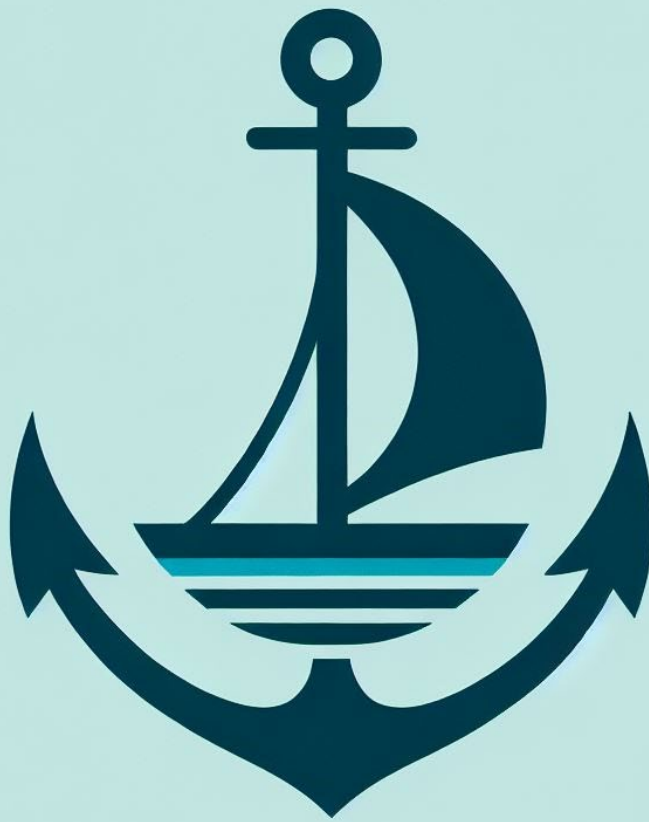
Accreditation

Bonaventure was first accredited by CARF (Commission on Accreditation of Rehabilitation Facilities) in 2015 and continues to meet CARF Standards.

CARF is an independent organization that promotes high-quality services and positive outcomes for people. Bonaventure follows CARF Standards to continually improve our services, encourage feedback, and involve the community.



Chapter 2



Providing Stability as You Build Your Future

L.I.F.E Services

L.I.F.E. at The Keel: Service Overview

At Bonaventure Support, our L.I.F.E. Services are dedicated to helping individuals achieve their goals in four key areas: lifelong learning, community inclusion, friendship, and employment. Our approach emphasizes building confidence, fostering independence, and nurturing meaningful connections that lead to sustainable positive changes.

L.I.F.E. Services at "The Keel": *Providing Stability as You Build Your Future*

The keel is the backbone of a ship, providing balance, stability, and strength—just like the L.I.F.E. Service empowers individuals to build a solid foundation in learning, inclusion, friendship, and employment. At The Keel, individuals can confidently navigate life's challenges and steer toward success, knowing they have a strong support system beneath them.

Four Essential Cornerstones:

1. Learning: Opportunities for lifelong learning that encourage personal growth and skill development.
2. Inclusion: Promoting community involvement and social inclusion to ensure individuals feel valued and connected.
3. Friendship: Fostering meaningful relationships that contribute to emotional well-being and social support.
4. Employment: Supporting individuals in finding and maintaining employment, enhancing their economic independence and sense of purpose.

These four cornerstones guide all personalized support efforts, ensuring that each individual's unique needs and aspirations are met.

You've Chosen L.I.F.E. Services

By participating in L.I.F.E. Services, you can:

- Develop skills and engage in lifelong learning.
- Build relationships and expand your natural support network.
- Participate in meaningful community activities.
- Explore, obtain, and maintain paid employment.

Key Guiding Principles:

1. Employment First Culture: Employment is a vital part of adulthood and personal growth.
2. Count What Counts: Service evaluation includes collaborative feedback from individuals and support networks.
3. Flexibility and Responsiveness: Services are designed to adapt to individual life changes and rhythms.
4. Beyond Collaboration: Service delivery is grounded in mutual trust and curiosity between providers and individuals.
5. Plan for a Future, Not Just a Service: Services support lifelong goals and aspirations rather than short-term needs.
6. "I Know" Principle: Individuals have access to all the information they need to make informed decisions.

What Do We Do to Support You?

Our supports are built to help you succeed and grow by:

- Collaborating to create personalized support plans.
- Providing hands-on, in-person assistance and behind-the-scenes planning and research
- Helping you identify and work toward the changes you want to see in your life, such as making friends, gaining skills, and achieving employment.
- Supporting you through regular Check-ins and Tune-ups to review progress and adjust plans as needed.

How Services Work for You

Your Role:

- Identify your goals and aspirations.
- Participate in the creation and review of your L.I.F.E. plan.
- Share feedback during Check-ins and Tune-ups to improve service outcomes.
- Participate in community-based activities that interest you.

Our Role:

- Provide timely, personalized support based on your needs.
- Offer learning and social inclusion opportunities aligned with your goals.
- Help build natural supports to reduce dependence on formal services.
- Track and report your progress through quarterly Periodic Reports (PRLs).

Eligibility Process and Transition

Program Eligibility

Program eligibility is determined by CLBC after meeting with a CLBC facilitator. They will assess which service category best fits your needs and wants, and then refer you to the appropriate service.

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 will be placed on a waitlist. We are committed to communicating with you as clear as possible through the intake process.

Transition Into a New Program

The transition into a new program can be confusing and unsettling for you or your family. To help ease this transition, we arrange an intake meeting to familiarize you with the services and supports offered. The L.I.F.E. team will also discuss the information outlined in this Handbook and ask for specific details concerning the health and safety of you or your family member.

We will work with you to create a transition plan that clearly details when, what, and who is involved in the process, ensuring it is as smooth as possible.

Planning for your transition into the services can be stressful for some people. We 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 possible.
- Keeping you and your support circle well-informed and included in every step of the process.

Intake Documentation

As part of the intake process for L.I.F.E. Services, you will be asked to complete various documents with support. These may include consents, reviewing your rights, and gathering information about you, your preferences, and any accommodations you may need.

Program Costs

There is no cost for participation in our employment programs, as funding comes directly from Community Living BC (CLBC) for basic program needs. However, food, treats, and coffee may likely be at your own expense.

Service Delivery

Ebb and Flow of Support

As natural supports and confidence grow, formal paid support gradually fades, empowering individuals to live more independently and build meaningful connections within their communities. However, L.I.F.E. Services remain available to step in when needed, providing responsive and timely support if new challenges arise or circumstances change. This ensures that individuals continue to feel supported and confident, knowing that help is always within reach when life's unexpected moments occur.

Key Points about L.I.F.E. Service Delivery

- **Responsiveness, Not Crisis Management:** The L.I.F.E. Service can respond to urgent needs; however, it is not a crisis response or emergency service. If an emergency arises, we will help you connect with the appropriate crisis support or emergency services.
- **Timely Adjustments:** While the service may not adjust immediately in every situation, changes are made as soon as possible based on regular communication and planning.
- **Proactive Check-ins:** Our team conducts regular check-ins to identify areas where you may need additional support and to monitor your progress. These check-ins ensure that your service plan remains relevant and that adjustments are made in a timely and proactive way.
- **Tailored Planning:** Support is planned and delivered based on your goals and your level of independence. When your confidence and natural supports increase, the need for paid support may decrease. Conversely, support can increase if new challenges arise.

This approach helps foster long-term growth and sustainability, empowering you to live a more independent, connected, and fulfilling life.

Difference Reflections

What Are Difference Reflections: Difference Reflections are group sessions held every six months that involve individuals, families, and staff.

Purpose: These sessions create a space to reflect on growth, learning, and the personal changes ("differences") experienced by individuals receiving support, such as increased confidence, new friendships, and greater independence.

Why They Matter: Difference Reflections ensure that services remain aligned with individual goals and values, capturing the "why" behind each goal and highlighting how achieving these goals impacts individuals' lives in meaningful ways.

Outcomes: The insights gathered during these sessions guide adjustments in support strategies, leading to more effective, personalized service delivery.

Check-ins and Tune-ups

As part of L.I.F.E. Services, Check-ins happen at least once every three months to review how things are going. Tune-ups are used to adjust your support if your goals or circumstances change.

Natural Supports and Community Involvement

L.I.F.E. Services encourage the development of natural supports—friends, family, and community members who support you informally. As your natural supports grow, the need for formal paid services may decrease.

Reporting and Evaluation

Our team completes quarterly Periodic Reports that outline the progress made in achieving your goals and highlight any service changes. Reports are shared with you and used to reflect on successes and areas for improvement.

Indicators of Success:

- Participation in meaningful activities aligned with your goals.
- Improved independence and confidence.
- Increased participation in the community and a growing support network.

Financial Obligations Once Employed

When you are seeking a new job or when you start a job you may have extra costs, which your team at BSS will support you to budget for from your personal funds.

Some of these costs may be:

- Purchase work appropriate clothing or required safety gear (such as work boots or rain gear)
- Transportation to and from work
- Haircuts or personal appearance related items
- Cost of Certifications/Recertifications such as First Aid or Serving It Right

You will also have additional financial obligations:

- *Paying Income Tax*: When you receive a pay cheque your employer is required by law to deduct income tax, this information is usually located on your pay stub.
- *Reporting Income*: When you are receiving PWD you are obligated to report all earnings for each month.

The L.I.F.E. team will support you to learn more about both income tax and other benefit deductions and well as completing your monthly income reporting.

Practical Information and Guidelines

Transportation

You will be responsible for all transportation and getting to and from:

- Your appointment times with the L.I.F.E. services team,
- Job related activities – visiting work sites, going for interviews, training, or orientation.

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, and/or need accessibility tools that support equal access and full participation in community we will make an effort to remove these barriers.

- **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.

Technology

As needed and with the assistance of your Facilitator/Coordinator, you will have access to a computer.

- Creating resumes
- Job hunting
- Job training and online certifications

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.

Communication

Communication with you, your parent/guardian or caregivers 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 would like to spend time away from the home, such as a vacation, time away with your family or friends,
- 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, by phone or email.

If you or your family member is not well or has hurt themselves, we will communicate with your guardian/caregiver by phone. We will of course do our best to support you or your family member should you/they become ill during your time at the program. Should you require a medical intervention we will support you to meet with a physician for further assessments.

School, College, and Community Participation

If you or your family member attends school, is home schooled, attends college, or has special activities that you enjoy daily, we ask that you share what your daily schedule looks like so that during your time receiving L.I.F.E services with us we can honour your current schedule.

Medication Administration Support

All individuals within L.I.F.E. services are responsible for self-administering their own medications. If you require assistance with medication management, please speak to the program Coordinator.

Safeguards: Your support team may provide reminders and prompts to help you self-administer your prescribed medications.

Visitors and Guests

Bonaventure encourages building and strengthening all existing support networks you may have. However, when it comes to visitors or guests, there are a few guidelines we ask you to follow to ensure we are able to keep you and others accessing services safe.

- Visitor Guidelines: If you would like to have a guest join you during support, it is helpful to give us a heads-up, getting approval from the Program Coordinator. Scheduling at an agreed-upon time respects the needs and privacy of others who may be accessing the services at the same time.
- Visitor Expectations: Visitors are expected to follow the same program rules and guidelines as you have been asked to.

We encourage natural supports, and guests, visitors, and friends are welcome to join for special events or agreed-upon times. By following these guidelines, we can create a safe and supportive environment for everyone. If you have any questions, please feel free to reach out.

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". 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.

Person Centered Planning is a collaborative and empowering approach that helps you and others with diverse abilities envision and shape a meaningful future. Your support network is guided by your or your family member's goals and aspirations, focusing on what matters most to you.

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 team 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.

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.

To ensure optimal support and safety, services provided has a few important rules:

- **No Violent or Aggressive Behaviors:** To create a successful and positive environment, we expect that there will be no violent or aggressive behaviors such as physical violence, intimidation, or yelling by support workers, you, or your family members.
- **Non-Smoking Environment:** All BSS programs are non-smoking or smoke-free environments. No smoking is allowed in any program vehicles. Smoking is only permitted in designated areas.
- **No Illicit Drug Use:** Illicit drug use is not permitted within the home or on Bonaventure property.
- **Confidentiality:** We respect confidentiality and expect you to respect the confidentiality of others.
- **No Illicit Items:** To ensure our programs are safe for everyone, 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 its own set of guidelines. During the intake process, you will be made aware of the program's rules and guidelines before you begin services with us.

If any of these rules are broken, services may be suspended. A team meeting, including yourself, will be held to discuss our concerns.

By adhering to these guidelines, we can ensure a safe and supportive environment for everyone involved. If you have any questions or need further clarification, please feel free to reach out.

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.

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.

Services offered are voluntary. You must consent to use the services offered and are not forced to participate in the services. Individuals may consent to parts or all aspects of services. Individuals also have the right to withdraw consent for parts of, or all services at any time. Should consent for services be withdrawn, Bonaventure will inform CLBC who will

work with the supported individual and their family to identify alternative services (if desired), either with Bonaventure, or with another service provider. As an adult receiving service may withdraw consent at anytime by completing a new Consent/Release Authorization Form.

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

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 having choices, with all people having equal rights to make informed decisions and informed choices that are good for them.

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.

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

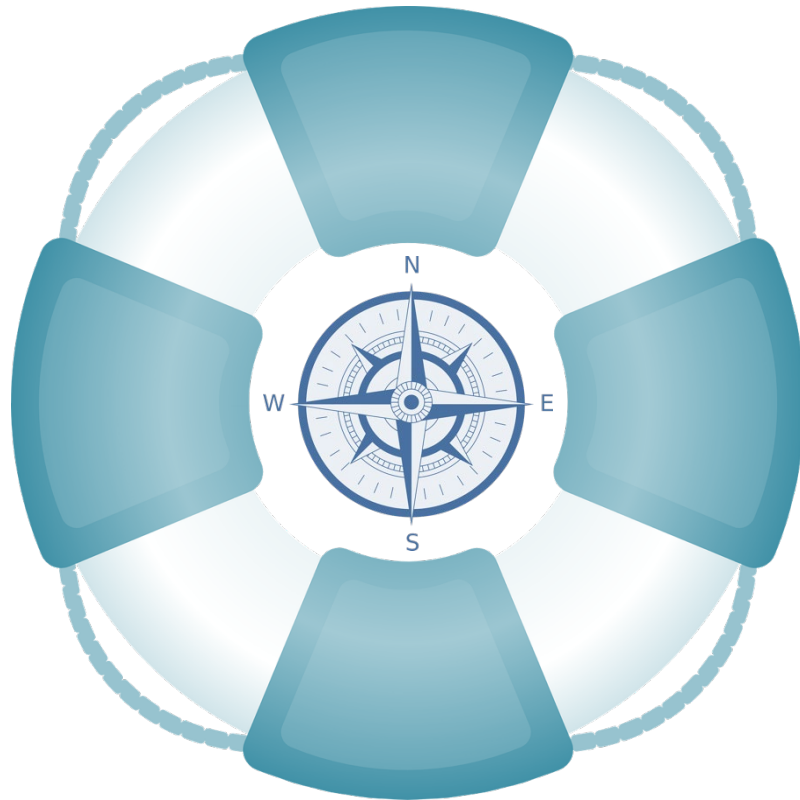
sometimes will act on an issue. In addition, this group will provide feedback to Bonaventure Support Services about their services and delivery.

This group meets once a month. 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 Inclusion@bonaventuresupport.com

Chapter 4

Health & Safety



Emergency Preparedness

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 time in support.

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 Individualized Support Plans. 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 mealtimes

Fire and Earthquake

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

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

Universal Precautions

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

First Aid

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

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

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 or services, 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 do our best to ensure that you arrive home or that you are picked up 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.

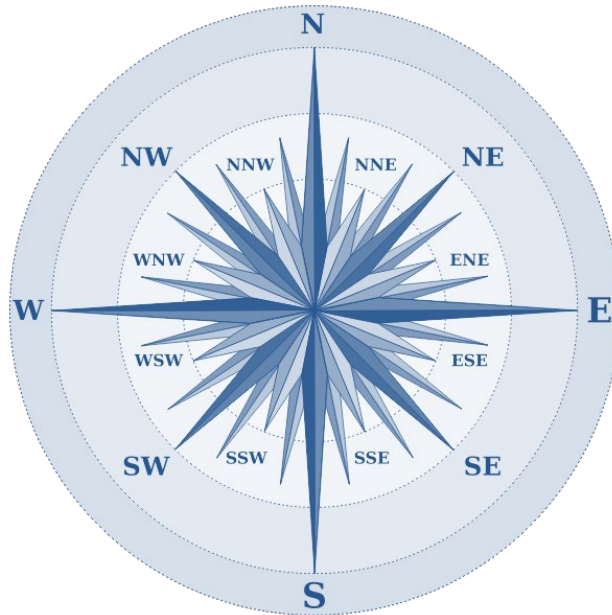
Bonaventure support workers positive approach to behaviour supports for you emphasizes the importance of recognizing and understanding that behaviours are a form of communication.

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.

Chapter 5



Complaints Process

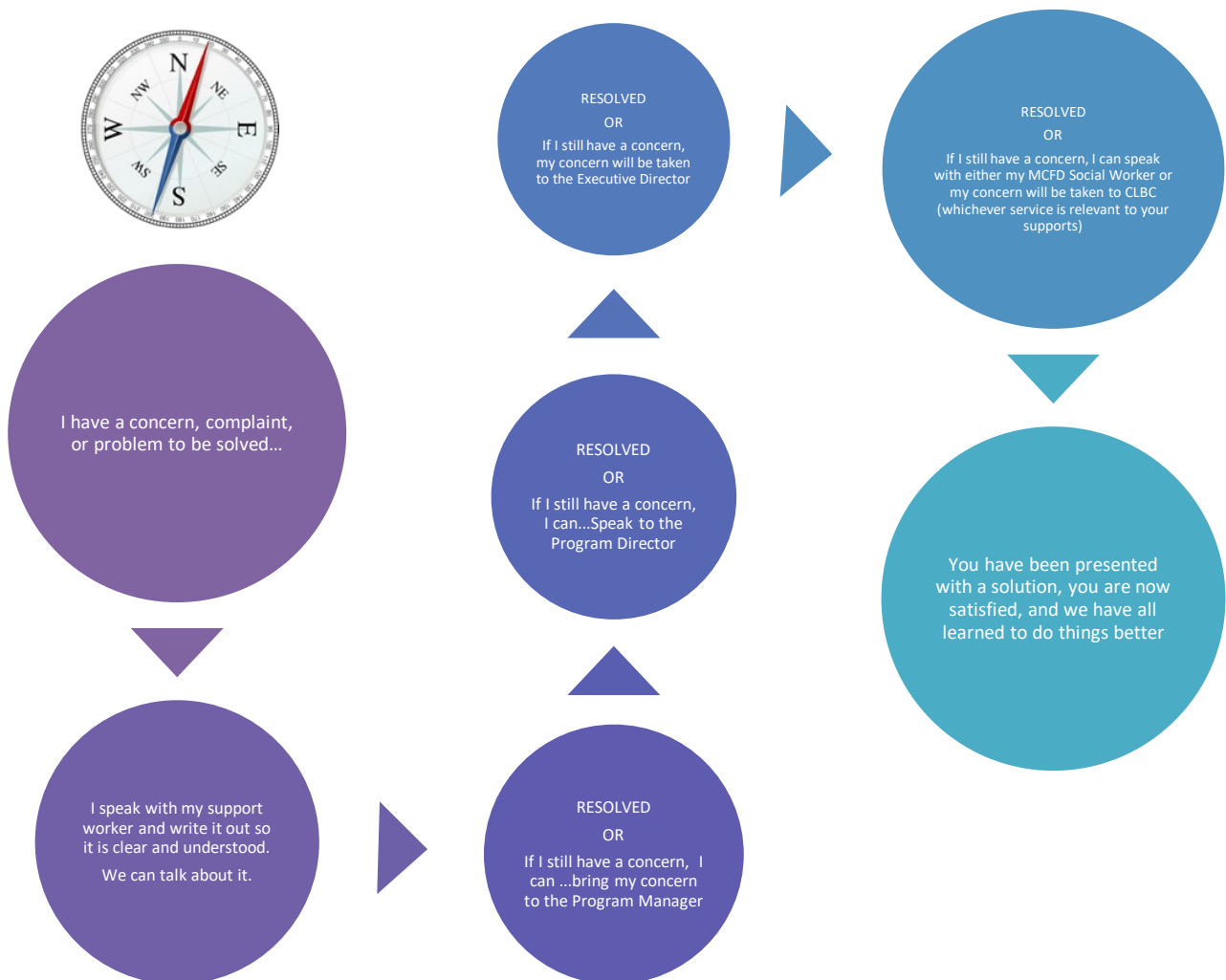
Complaint Process

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. Open communication helps to resolve issues promptly.
2. You will be given the option to fill out an "I have a concern form" and/or have a verbal discussion with your program manager, social worker, or family member to help them find a resolution that meets your needs. You may also access our website to complete an "I have a concern" form at: <https://bonaventuresupport.com/concerns/>.
3. Once you have completed and submitted an "I have a concern form," it will be reviewed and discussed with you as soon as possible, but no later than 48 hours from submission.
4. If you are unable to write out the concern, your support worker or program manager can assist you in filling out the form on your behalf. We want to ensure that every concern is clearly communicated.
5. You will be given an opportunity to discuss your concern with the program manager, and together, explore ways to solve the problem. We are also available to support you in communicating directly with the other person involved, if needed.
6. If, after going through these steps, you are still dissatisfied, your concern will be escalated to the Program Director for further review and resolution efforts.
7. If you remain unhappy with the Program Director's response, your concern will then be forwarded to the Executive Director for additional review and action.
8. If, after all steps within our agency have been completed, and you are still unhappy with the resolution, we will inform CLBC, who will begin their formal complaint resolution process to assist in addressing your concern.

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

WorkBC

WEBSITE: <https://www.workbc.ca/>

WorkSafeBC

WEBSITE: <https://www.worksafebc.com/en>

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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