



Trail Association for Community Living

Community Support Handbook



Revised February 2026

Community Support Program

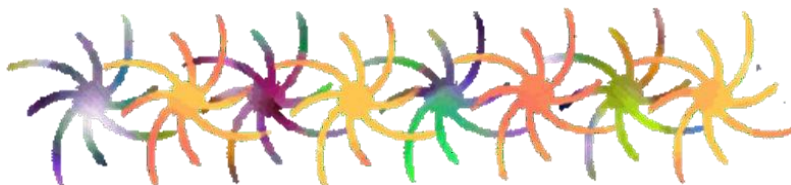
A Service Offered Through:

Trail Association for Community Living (TACL)

Participants need a referral from Community Living British Columbia (CLBC) in order to access the Community Support groups and services.

The interests and needs of the people we support are the foundation of every program and service offered through TACL. All of our services are collaborative, flexible, person-centered and highly accountable.

Amongst the activities offered through our Community Support Program are opportunities for life skills development, recreation and leisure activities along with community inclusion. Our ongoing commitment is to meet the evolving needs of each participant.





Our Mission: *“to remove barriers and create a community where everyone can thrive.”*

Our Vision: *“is of an inclusive community where individuals of all abilities have equal opportunities to belong and succeed.”*



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TACL History

TACL Early Years: A Community Responds

In the early 1950s, many families in the Kootenays had children with diverse needs who were living in institutions far from home. Driven by the strong belief that these children could learn and thrive within their own community and motivated by the difficulty of visiting them from a distance, families and volunteers came together to build a facility closer to home.

The Kootenay Society for Handicapped Children was founded by Dr. W. J. Endicott and members of the Trail community to run a school for children with disabilities. The society was officially incorporated on September 13, 1967, and continued to grow, providing both education and support as "The Maple School."

Transition and Growth: From School to Sheltered Workshop

Over the years, The Maple School transitioned from a classroom setting to a sheltered workshop for adults. The classroom moved to Sunningdale School, where it was overseen by Katie Shaw, a pioneer in the movement to establish equality for individuals with disabilities.

During the 1980s, the workshop relocated to downtown Trail and was renamed Trail Contracting Services. The organization also began to expand its residential support. Portland House, a home for life skills training, opened with support from the Kiwanis, and soon after, Willow Place in Warfield opened as a group home. This marked the beginning of the organization's "group home" era, which has since expanded to include five residences.

Recent Expansion and Community Focus

The Trail Association for Community Living (TACL) has continued to grow and diversify its services to meet the needs of the community.

- 2012: Career Development Services (CDS), which provides employment services for the greater Trail area, came under the TACL umbrella. Today, CDS has expanded to include social enterprise, outreach services, and programs for people experiencing homelessness.
 - 2013: TACL began managing the La Niña Extreme Weather Shelter, which was originally located at the United Church before moving to the Community Inclusion Centre for several years.
 - 2015: TACL purchased a former church on Riverside Avenue and renamed
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it the Trail Association Activity Center (TAAC). It became the home for TACL's Day Program, Child and Youth Program, and Community Support Service

- 2017: TACL purchased the Community Inclusion Centre (CIC), a space designed for community groups and individuals to come together. The CIC also provides employment services through WorkBC and CLBC programs.
- 2018: The Rossland Avenue House opened as one of the community's first cluster homes, providing assisted living for five individuals.
- 2018: TACL took over the Trail Youth Centre to address a critical community need. In July 2025, TACL purchased the building.
- 2024: A new 25-bed shelter, built by BC Housing and the City of Trail, opened on Riverside Avenue. The shelter provides much-needed support and services for people experiencing or at risk of homelessness.

Since its beginnings, TACL has grown exponentially and now provides such a wide range of services and supports to all vulnerable populations living in the Greater Trail area



Meet the Staff:



TACL recognizes that our staff is the key to our success. The Community Support team is highly motivated and committed to providing an engaging program in a positive environment where the participants are able to thrive and reach their full potential.



How to Get in Touch with Us:

Program and Office Contact Information

Days of Operation (can vary)	Monday-Friday
CS Office Location	1769 Riverside Drive, Trail
Community Based	
CS Program Phone	250-512-9224
CS Program E-mail	csw.tacl@telus.net
Executive Director E-mail	tacl@telus.net
TACL Office Phone	250-368-3503
TACL Office Fax	250 368-5559
TACL Office	1565 Bay Ave, Trail, BC
Emergency number/After Hours	250-368-7309
Website:	www.taclkootenays.com



The TACL Management Team

Nancy Gurr	Executive Director
Tracy Fischer	Financial Manager
Sheila Adcock	Contract Manager CDS
Kaitlynn Fischer	Residential Manager
Shane Granger	Quality Assurance Coordinator
Cindy Cook	Payroll Administrator
Erin Thoma	Administrative Assistant
Emily Pascuzzo	Administrative Assistant



Our Facilities

TAAC is a great space with many onsite amenities allowing for a variety of programming options to take place. There is a fully equipped kitchen to assist with cooking programs with a sitting area. TAAC has a large multipurpose gym with lots of sporting equipment and games which also acts a space for workshops and learning as it has a huge projector so that interactive visuals can be infused into the program.

The Community Inclusion Centre is used for cooking program, training etc. and the Youth Centre is utilized when needed for one to one support or groups



Admission Screening Protocol & Trial Period

People can obtain information regarding TACL services through Community Living BC (CLBC) directly, by contacting TACL, visiting the website at tackootenays.com, through a TACL brochure or the Consumer Handbook.

TACL Admission Process:

A TACL intake is filled out as part of the admissions process. Individuals must meet the CLBC eligibility criteria to meet the services for the TACL Day Program. All referrals come to TACL through CLBC

Screening Protocol:

After the intake forms have been processed, individuals and members of their support team will be invited to visit the Day Program. This will help provide perspective and a visual of the setting. In addition to meeting the CLBC criteria TACL has a responsibility to ensure those supported through the Day Program will be safe and thrive and be successful in that setting so a consideration is also made within the following areas:

- Individuals are able to flourish in a structured program setting;
- Goals will be achievable in the Day Program setting;
- Individual does not pose a high risk to the health, safety and well-being of other individuals receiving service through the Day Program;
- Support needs are compatible with the resources available, up to and including:
 - Staff ratio is reasonable, the amount of staff support required can be fulfilled;
 - Emotional and physical support requirements;
 - Amount of funds available to provide required supports;
 - Facility design and equipment is compatible with support needs.

Day Program Trial Period:

People referred to TACL will be notified about their referral status within 10 working days. The trial period for each individual is 6 weeks. Services may be considered inappropriate for a person for any of the following reasons:

- Day Program setting does not meet the needs of the person;
- Different supports/services are required or desired by the person;
- Placement is inappropriate;
- Conflicts with co-participants or peers;
- Dissatisfaction with the services provided;
- The individual declined the service(s).

The Program Manager will provide a written reason to the person and funder if the person is not accepted into the program.



External Referrals

One primary responsibility of the Community Support Program staff is to ensure the individuals supported through the program are healthy and safe both physically and mentally.

If an external referral is considered required and appropriate, (DDMH, HSCL, Pivot Point, etc.) the Program Coordinator would first speak to families/caregivers to develop a plan and more importantly to offer them support if required. The persons served and their support system would decide if a referral is necessary in consultation with the Program Coordinator if desired. Program staff are always available to assist families/caregivers with their support needs and specifically assist in making referrals to CLBC.

Funding

TACL Funding Sources

TACL is a non-profit, charitable association. TACL receives its primary funding through Community Living BC contracts. TACL also regularly applies for grants and holds fundraising events such as barbeques and auctions on a regular basis. Although TACL does not solicit donations, they are always appreciated.

Community Support Funding Sources

Community Support is a free program to eligible recipients it is fully funded through CLBC. CLBC provides the base funding as well as, additional costs to provide programming opportunities and ensure there are desirable activities. The staff and participants, also engage in fundraising initiatives to help offset costs and/or fundraise for a specific goal.

Program participants wishing to take part in Social Rec. , Cooking Group and/or Seniors Group that have a small cost attached are welcome to do so and staff will provide receipts . Typically, these costs are associated to activities that the persons served have chosen to participate in while doing the monthly planning that are out of the realm of normal programming, such as bowling, out for lunch/coffee, movies, etc. CS Program indicates these costs right in the monthly calendar and/or notifies the family/caregivers of any upcoming costs to participate in an activity in writing. In the event, the cost of the activity is something the person served cannot afford please speak confidentially to the Program Coordinator. TACL will never turn a person away from an activity due to financial reasons.

Additional Funding for Persons with Disabilities

TACL has an obligation to the persons served to provide them with the tools and resources they need to succeed. Within this obligation, is a responsibility to make sure those we support are familiar with funding sources as well as, assisted in ensuring they are financially able to survive. Day Program consistently works on financial management matters with those supported to ensure they are able to have some understanding of money.

Contained in this handbook is the following information regarding potential funding options that may or may not be known, Community Support Program staff will also support individuals and their families/caregivers to obtain the following:

Persons with disabilities who are 18 years or older to benefits and services including:

- PWD (Persons with Disability) this is the BC disability benefits for persons with disabilities. For eligible recipients they will receive a monthly support allowance, medical coverage including medical services plan and Pharmacare coverage as well as other medical benefits such as glasses or dental care and an annual bus pass may also be available.

Persons with a diagnosed disability may be eligible for:

- RDSP (Registered Disability Savings Plan) for more information and to register and start making contributions please visit:
<http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/rdsp-reei/menu-eng.html>
- EAW (Employment and Assistance Workers) are available and can assist with all your BC disability benefits needs including the application process. You can reach an EAW by phoning 1-866-557-0035.



Community Support Program: Empowering Individuals

Our **Community Support Program** is designed to help individuals learn the skills they need to become active, build lasting friendships and gain confidence. Our goal is to empower people to live independently and thrive in their communities.

Key Program Areas

The program focuses on developing crucial life skills and fostering personal growth through one to one support and group activities.

- **Daily Living Skills:** We teach practical skills such as **managing money, grocery shopping, and preparing delicious, nutritious meals.**
 - **Health & Safety:** Participants learn essential knowledge to maintain their well-being.
 - **Personal Development:** We support individuals to develop key skills like **self-advocacy, problem-solving, conflict resolution, and communication.** We also focus on building **self-awareness and self-confidence.**
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Our Approach to Success

We encourage all participants to set and pursue their goals by developing a **Personal Life Plan (PLP)**. Every person in our program receives dedicated support to create and work toward their unique plan. We also help participants build strong **social networks** with their peers and within the community, fostering a sense of belonging and engagement



All About Community Support Groups:

Self Advocacy:

A peer led group with the support of parents and staff. It covers topics from Housing to Taxes to Employment and everything in between.

This group uses peer to peer discussion as well as guest speakers to bring engaging discussion on a range of topics that affect our members.

Social Recreation:

Our Social Recreation Group attends community events and activities - bowling, tours and outdoor adventures.

Cooking Group:

Safety First in this program. Our aspiring home chefs practice what they learn and keep knife safety one of their top learning objectives as they create their dishes. Participants in the group learn that they could recreate at home.

Senior's Group:

Senior's will learn all about Late Life Planning, Recreation group will attend events and enjoy all that our area has to offer. They will learn about Self-Expression and our Rockin' Senior's will get to sing, clap, and play instruments facilitated by a local musician .

Social and recreational activities:

- Swimming - indoors and outdoors
 - Bowling
 - Going to movies
 - Daytrip to the local lake to picnic and swim
 - Games in the park
 - Ice Skating
 - Fitness Program – indoors and outdoors
 - Golfing
 - Social Circle
 - Self-Advocacy group
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Skill building development:

- Basic development of all daily living skills
- Money management
- Cooking: meal planning, budgeting, shopping and preparation
- Self-advocacy
- Communication
- Cultural Competency
- Employment Readiness

Volunteer options:

- Communities in Bloom – community garden
- Community clean-up
- Assisted Living sites



Cultivating a Culture of Competency and Diversity

The Community Support Program is committed to an inclusive environment where all individuals are respected for their unique skills, abilities, and perspectives. We believe that **cultural competency and diversity** are essential to personal growth and a strong community.

Our Approach to Inclusivity

- **Respect for Individuality:** We encourage participants to be themselves and to communicate based on their abilities. Staff members understand and value that every individual has a unique set of skills and talents.
 - **Encouraging Expression:** Participants are given a safe space to share their personal worldviews and perspectives with both staff and peers. This is done while maintaining the rights and responsibilities that all participants must follow.
 - **Combined Learning:** Cultural and diversity topics are not separate lessons; they are directly woven into the fabric of our program. Our staff are dedicated to ensuring a broad and comprehensive learning experience that celebrates the rich diversity of our community.
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about the world including traditions and customs that are different from our own so that tolerance is created along with an understanding that being different is positive and interesting.

Some ways that cultural experiences are brought into programming include visiting the local Doukhobor Museum to not only learn about the history of this region but a general understanding of trials and tribulations that others have gone through and although we are different we are the same! Food traditionally brings people together and it is no different at Cooking Group, there are often ethnic meals cooked and visitors coming on site to share their culture and experiences with the participants.

Assistive Technology

All persons served are given opportunities to use technology such as iPads to assist in their learning and for entertainment purposes. In an ever-changing technological world, it is important for our persons served to be able to access new technology that they may see in their daily lives. YouTube is a vital source used to enhance the learning of the persons served specifically through daily workshops where videos can give a visual of what is being learned. Using technology gives persons served increased independence and confidence within their peer group and community. We use picture symbols as a means of communication for those served that are non-verbal. They are used to develop an individualized program for persons served.



Personal Life Plan

The Personal Life Plan (PLP) is a service delivery plan used to assist individuals to meet their personal goals. For every person supported through TACL a PLP is developed. The PLP evolves constantly with the input from the individual and their support networks. Reviews and revisions occur regularly to meet their changing wants, needs, expectations and choice.

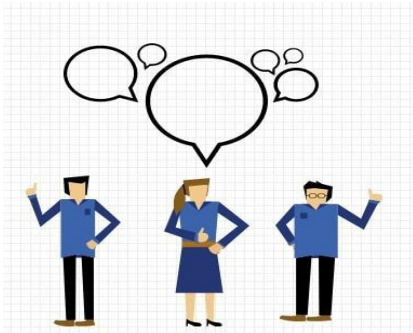


Communication

Communication is the foundation of any good program so there is concerted effort put into communication on site. The Community Support Program operates from an open lines of communication policy, whereby every person on site has an equal voice. Staff recognize that not everyone communicates in the same manner or with verbal communication so accommodations are made within programming as well as, with internal/external dialogue.

Log Book Journals:

Staff maintain onsite logbooks where they make small journal notations about the individual, including any pertinent details that would be relevant. In a program setting such as Community Support , the sharing of information is important in the logbooks so staff are kept abreast of any developing or imminent situations.



Program Expectations

In addition to the expectation of acceptable behaviour and respect, there are other program requirements that are in place to ensure programming can run with ease and efficiency:

- If the persons served are sick they are discouraged from coming to any programs until they are better. During flu season all staff and persons served are asked to get the flu shot, it is arranged through Day Program and is a TACL policy.

Satisfaction Surveys

Each year a satisfaction survey is sent out to every person served through TACL including family/caregivers and stakeholders. This survey is to ensure persons served and other key stakeholders are satisfied with service delivery and that TACL is providing the optimal support from a person-centered approach. Suggestions can be made directly on the survey on how TACL can improve services.





Rights & Responsibilities

Rights and responsibilities are integral to making all TACL Programs a great place. Rights are freedoms and are protected by laws so everyone is entitled to expect their rights to be respected. Responsibilities on the other hand, are more like duties or things we are accountable for. At Community Support Program rights and responsibilities are heavily relied on to ensure the safety and security of all but also that the environment is positive and respectful. In order to be a fully participating member or even a good citizen in the community, it is important to understand rights and responsibilities.

The rights and responsibilities are communicated to them in ways they will understand. Group discussions are held where rights and responsibilities are taught to them through discussions, pictures/symbols, videos and handouts. Employees, volunteers, support staff and board members ensure these rights are recognized at all times. Furthermore, they are also advocating of the individuals we serve to ensure fundamental rights are guaranteed in TACL as a whole.

Personal Rights

The rights of people supported by TACL, in addition to any rights provided under the law, include the right to:

1. Be supported, with respect and dignity by all employees and volunteers. TACL support services and work practices will always reflect this.
 2. Respect the fact that participants are adults and can make choices and state their preferences and wishes as an adult.
 3. Be supported to live independently within your own community and to be supported to access community opportunities.
 4. Receive information about choices and to be able to access opportunities that provide a variety of experiences so you can practice informed choice.
 5. Relationships with employees and volunteers are characterized by equality, mutual respect, honesty and the opportunity to negotiate through different points of view.
 6. Develop your own life plan and to choose family, friends and professionals to help you.
 7. A support environment where it is safe and acceptable for you to realize your dreams, where inquiry and commitment to truth is the norm, where experimentation is acceptable and where challenging things you feel are wrong is expected.
 8. Support that encourages reasonable risk as a means to experience life and to grow.
 9. Support that preserves your dignity, safety and well-being, as well as that of others.
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10. Support that encourages your relationship with members of your family and with other persons you have chosen as friends or supports, including the ability to communicate freely by telephone or mail.
11. Request a change in the support you receive or in the employee who provides primary support to you. TACL shall do all it can to accommodate such a request within the limits of its funding, government legislation and the collective agreement.
12. Have regular review of any limitation of a right or privilege that may have been imposed or negotiated as part of your support plan. Such limitations shall only be placed on you by TACL in the interest of your safety and well-being and must be subject to review by your support network.
13. Use TACL's "Complaint Management Policy" if you have a problem or complaint reviewed and addressed. If you choose to use the "Complaint Management Policy" you have the right to be supported through the process by another person of your choice.



Positive Support Strategies

To ensure the safety and well-being of persons served Positive Support Strategies (PSS) are put in place when needed. Strategies use redirection, choices, logical consequences, and creative approaches to encourage appropriate and respectful behaviour. Staff always talk to the person and focus on the behaviour and not the individual. Helping individuals in understanding the outcomes of their behaviour is central to our methods. The support strategies are put into place to allow the person served to be able to access the community and participate in inclusive activities.

Staff, along with family/caregivers and the person served will develop the positive support strategy specifically around the persons served needs.

When the above strategies have not been effective, family/caregivers will be notified. Staff will continue to work with families and caregivers to make changes as needed to the support strategies in place. An outside agency, Pivot Point, can be referred to when strategies are not working and more assistance is needed.

Inclusion & Diversity

All persons served are welcome and bring value to our programs. Our programs are reflective of the varying needs of our participants, community and stakeholders.

Participants will be included in all of our programs regardless of their limitations or needs.

Programming will be based around acknowledging and valuing all of the persons served unique and individual differences and will be flexible and adaptable to all needs.

Programs will provide a physically, emotionally and intellectually safe environment.

Off-site activities will be planned to promote a better understanding of the community and to connect participants with cultural experiences.

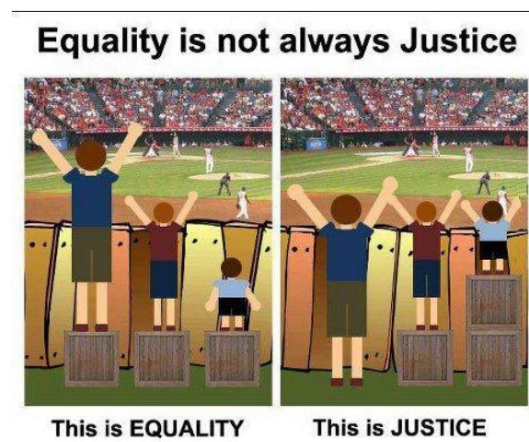
The team will plan activities that are inclusive to persons served with special educational needs and/or disabilities.

The team and persons served will help to create an environment that promotes mutual respect and acceptance.

The team will provide persons served with a variety of experiences from a range of social, cultural, linguistic and ability backgrounds.

All staff will talk to persons served about differences in a positive way.

The team will promote equality regardless of race, gender, culture or differences.



Outcomes of Persons Served

TACL allows all persons served the support necessary to achieve the 20 outcomes below. The outcomes of persons served are designed to enhance their quality of life. The generic nature of the outcomes is in order to interpret them for all abilities.

1. Individuals are safe and secure.
2. Individuals have access to work opportunities or support to help them obtain meaningful Employment.
3. Individuals have options with whom and where they live.
4. Individuals choose and are supported to realize their personal goals.
5. Individuals enjoy the best possible health.
6. Individuals enjoy opportunities that are a balance between risk and security.
7. Individuals have economic resources.
8. Individuals have personal possessions.
9. Individuals' rights are supported.
10. Individuals have responsibilities that reflect their personal capacity.
11. Individuals realize their greatest level of independence.
12. Individuals receive supports that are dignified and respectful.
13. Individuals are served by professional staff who are supported, nurtured and provided the tools and resources to respond to the needs, expectations and choices of the individuals served.
14. Individuals choose from a variety of recreational and leisure opportunities.
15. Individuals' lives reflect their cultural, religious and spiritual preferences.
16. Individuals enjoy opportunities to develop and maintain their own personal network, which includes family, friends and others.
17. Individuals' intimate relationships are supported.
18. Individuals have opportunities to share their gifts and talents.
19. Individuals' services and supports reflect changing needs, wants and preferences.



Health & Safety

Health and safety is the number one priority at Community Support. All policies and procedures align with ensuring every person served, all staff and the facilities are safe and secure at all times. Some of the measures that are taken to ensure health and safety are as follows:

- In order to ensure the safety of the persons served, new intakes must not pose a threat to current persons served health, safety and well-being.
- When sick persons served are discouraged from coming to CS Groups until they are well again, to avoid the spread of illness throughout the program.
- Staff is aware of where persons are at all times to ensure their safety and security.
- Regular drills are conducted to ensure everyone is aware of what is considered dangerous and how to act accordingly in each different situation. The participants are also made aware of how/when to evacuate and where the deemed meeting place (muster point) is. Some examples are, monthly fire drills are held to keep persons served and staff up to date on the procedures including earthquake preparedness procedures.
- Emergency supplies are kept on site and checked monthly, making sure in the event of an earthquake that there is a weeks' worth of food and water.
- Persons served are made aware of each emergency exit, fire alarm and fire extinguishers.



Incident Reports

If a reportable incident or unusual event occurs during support time or groups, the staff will complete an Incident Report form before leaving their shift. This form identifies the type of incident, how, when and why it happened including resolution and follow up action steps if needed. Following an incident, families/caregivers are informed as well as, any other appropriate parties/stakeholders. Staff keep track of all incidents, including non-critical occurrences, to mitigate risk factors, guide policy planning along with ensuring optimum health and safety on site. A few examples of incidents reported are:

- Unexpected Illness
 - Choking;
 - Fall;
 - Missing/Wandering these are among a few
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Confidentiality and Privacy of Persons

The confidentiality of persons served is strictly upheld by throughout TACL. All confidentiality adheres to all government regulations and policies as well as, ensuring the individuals are protected under the Freedom of Information and Protection of Privacy Act (FOIPOP). TACL follows all regulations and therefore, in matters of health and safety, threats of harm or threats to vulnerable persons, information would be shared with appropriate parties. At Day Program the staff ensures that persons served are able to exercise their basic right to privacy. Staff only share need to know information among the team.

Storing Confidential Information

Every Program participant has a binder on site, locked in an office that contains all of the confidential information has pertaining to that individual. These binders are only accessible to staff who require the information to fulfill work duties and to provide the best possible support for the individual. The Program participant can request access to his/her binder at any time and it is granted.

Consenting to Confidential Information

TACL does not maintain or keep any confidential information on site without intention or legitimate purpose for having it in the participant binder. Furthermore, the staff obtain consents for the sharing of this information even between staff of the varying TACL services.

Conflict Resolution

The Trail Association for Community Living understands that sometimes when people work together, they do not always agree. When there is a disagreement TACL is committed to helping resolve the issues and we believe the best approach in doing this is through open and honest conversation.

Conflict Resolution Process:

When there is a disagreement or a person served or a family member/caregiver has a concern with anything regarding TACL the resolution process throughout TACL, which includes Day Program, is as follows:

1. If it is an issue with a specific person, talk to that person first, if they are unable to help you go to the direct supervisor of the person (if it is a staff member);
 2. If the direct supervisor (Program Coordinator) is unable to help, the Program Manager can be called upon to facilitate a resolution, by:
 - Typically, at this point the recommendation will be to sit down together, with all parties to the dispute, to talk through the issue(s) and try to come up with a resolution that meets the needs of everyone;
 3. If you are still not satisfied that your concern has been resolved, you can choose at that point, to go through the formal process.
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Formal Complaint Management:

When disagreements cannot be resolved through informal measures such as simple face-to-face discussions, there are options available to staff, persons served, families/caregivers and/or key stakeholders to ensure relationships can be harmonized. The formal complaint process is as follows:

1. Arrange a meeting with all parties to the dispute, with the Program Manager of the Community Support Program;
2. At this meeting all aspects of the concern will be discussed, a formal record kept during the entire meeting and a written statement will be produced at the end of the meeting;
 - a copy of the written statement will be provided to all parties in attendance.
3. After the meeting the Program Manager will investigate the concern;
4. The Program Manager will share the findings within five days of the meeting, a report will be provided to you that will include the decision/resolution to the matter;
5. If you are not happy with the decision, you can take your complaint to the TACL Executive Director;
6. The Executive Director will conduct their own investigation that will include talking to everyone involved;
7. The Executive Director will arrange to meet with you to talk to you about the conclusion of their investigation and decision and you will again, get the decision in writing;
8. If you are still unhappy with the decision, you can take your concern to CLBC, who will make a decision and provide both you and the TACL Executive Director of their findings.



TRAIL ASSOCIATION FOR COMMUNITY LIVING CULTURAL COMPETENCY AND DIVERSITY PLAN



DEFINITION: Cultural competence refers to an ability to interact effectively with people of different cultures.

Cultural competence comprises four components:



- Awareness of one's own cultural worldview,
- Attitude towards cultural differences,
- Knowledge of different cultural practices and worldviews, and
- Cross-cultural skills. Developing cultural competence results in an ability to understand, communicate with, and effectively interact with people across cultures

The Trail Association for Community Living recognizes that our community is growing and becoming richly culturally diverse. This recognition includes gender, race/ethnicity, family status, age, mental/physical abilities, sexual orientation, religious beliefs, socioeconomic status and occupational focus. We work to maintain an environment that is supportive of these elements by promoting inclusion within the organization and the communities we serve. TACL continually focuses on respectful and responsive to the beliefs, practices and cultural and linguistic needs of diverse individuals with whom we interact, including but not limited to; persons served, personnel, families/caregivers, and volunteers.

This is reflected in our Policies such as Accessibility and No Discrimination, our Practices, and Mission and Vision statements.

In developing Cultural Competency, it is important that all Employees, Volunteers and Board Members are aware of the major components involved.

We work to achieve this by:

Educating and training our staff members on the dynamics of a growing and culturally diverse community. Through this process, we will increase awareness, compassion and the ability to effectively interact with others who are different than ourselves with dignity, respect, patience and understanding.

Embracing diversity in the workplace makes for better creativity, acceptance, tolerance and innovation. It also broadens the knowledge, skills and abilities of our staff members. In addition, by creating a welcoming environment for everyone, we then can provide good services that are also culturally sensitive, to the people we support.

This recognition includes gender, race/ethnicity, family status, age, mental/physical abilities, sexual orientation, religious beliefs, socioeconomic status and occupational focus. We work to maintain an environment that is supportive of these elements by promoting inclusion within the organization and the communities we serve.

- ❖ Awareness is the consciousness of one's personal reactions to people who are different from us.
 - ❖ Attitude is being aware of cultural bias and beliefs in general and carefully examining our own beliefs about cultural differences
 - ❖ Knowledge in respect to the importance of having our behaviours, consistent with our values and beliefs
 - ❖ Skills involve practicing Cultural Competency every day. Communication is the key way people interact and includes gestures and other non-verbal communication, which tends to vary between cultures.
 - ❖ TACL is committed to community integration and strives to create a welcoming environment reflecting the diverse communities we serve and ensuring that our services, supports and employment opportunities are open and available to all. We are all respectful of the needs of a diverse community which can help to bring about positive supports and working relationships.
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Overall Objective/Goal	The Desired Outcome	Applied To	Activities	Responsibility
<p>TACL will have a cultural competency and diversity plan that identifies how the organization will work to achieve and monitor effectiveness of the plan.</p> <p>(CARF standard 1.A.5 a-d)</p>	<p>TACL has an enhanced commitment to having cultural competency inclusive of culture, age, gender, sexual orientation, spiritual beliefs, socio-economic status, and language.</p>	<p>All-persons served, personnel and other stakeholders.</p>	<p>Applying CARF standard 1.A.5 (a-d) in all we do.</p> <p>Implementation of Cultural Competency and Diversity Plan.</p> <p>Diversity goals are tracked and monitored.</p>	<p>Executive Director & Board of Directors.</p>
<p>To create a safe and inclusive environment that fosters respect for, and acknowledgement of different needs and approaches.</p>	<p>To have TACL welcoming and accessible to all.</p> <p>TACL will create a safe and supportive space for the Board of Directors, staff and others to explore diversity issues.</p> <p>Increase the level of staff cultural competence.</p>	<p>All-persons served, personnel and other stakeholders.</p>	<p>Annual inspection of facilities to assess accessibility and cultural friendliness.</p> <p>Periodic changes in décor to reflect diversity and cultural friendliness.</p> <p>Provide regular communications about cultural competency.</p> <p>Provide (when possible) diversity training opportunities.</p>	<p>The Executive Director and Board of Directors</p>
<p>To adhere to the legal acts that guides all actions of TACL. Specifically, but not limited to the Canadian Charter of Human Rights and Freedom. (1982); the Canadian Multiculturalism Act (1970) and Provincial Acts including the Child and Family Services Act of BC and the Labour Relations Act; United Nations Children’s Bill of Rights.</p>	<p>All persons served and all staff have a working knowledge of the legal guidance for all our work and actions.</p>	<p>All – Board and Personnel.</p>	<ol style="list-style-type: none"> 1. Posting of Canadian Charter of Human Rights. 2. Include information of Rights in publications for those served. 3. Establish and monitor client rights concerns and complaints. 4. Annual review of personnel management including the implementation of fair hiring practices, assessing the diversity of our staffing. Affirmative action and equal opportunity policies and procedures. 	<p>Executive Director.</p>

Overall Objective/Goal	The Desired Outcome	Applied To	Activities	Responsibility
			<p>5. Develop a human resources strategy to retain and recruit staff who come from culturally diverse background and who are culturally competent and have a working knowledge about diversity.</p>	
<p>TACL will acknowledge the diverse perspectives of children, youth, and families and incorporates these into all programs and services.</p>	<p>Individual cultural differences will be recognized in individual service plans. A diversity lens will be used in our approach that focuses on individual specific needs.</p>	<p>All personnel.</p>	<p>TACL will annually monitor the demographics of those served for demographic diversity.</p> <p>In our client feedback questions we will ask if those served felt safe, (comfortable). From this monitoring TACL will identify if there needs to be changes in staffing (to be culturally reflective of the population we serve.) or additional training/education required..</p> <p>All persons served plans will address and document cultural variables including culture, age, gender, sexual orientation, spiritual beliefs, socio-economic status and language to address diversity (oppression etc.). Staff will seek advice from community partners when planning and implementing services.</p> <p>TACL will have written policies and procedures reviewed annually that address individual and systemic discrimination/harassment. TACL will (as need is identified) consult with someone with cultural competence expertise to create policies and procedures.</p>	<p>Executive Director and all Personnel.</p>

Overall Objective/Goal	The Desired Outcome	Applied To	Activities	Responsibility
<p>To be aware of and understand different communication needs for all we serve.</p>	<p>Communication needs for all will be respected with unique needs addressed.</p>	<p>All Personnel</p>	<p>In all publications and development of policies apply awareness of different communication needs. Promotional materials will be culturally appropriate, translated, user/child friendly, easily accessible and be in a variety of formats.</p> <p>Provide regular education on communication barriers and solutions to ensure effective communication.</p> <p>All forms – consent for service, release of information, rights will be translated into other languages as needed, or have access to interpreter services and/or development of visual communications.</p> <p>Key documents will be translated based on changing demographics.</p> <p>Each program will decide which documents need to be translated or modified to meet needs of persons served.</p>	<p>Executive Director and all Personnel.</p>
<p>To provide access to interpreters as required.</p>	<p>A list of available interpreters and the languages they can communicate in.</p>	<p>TACL will further develop a protocol on access to use of translation services for key documents and for persons served.</p>	<p>Develop a protocol</p>	<p>Executive Director/QA Coordinator</p>
<p>To improve interpersonal communications within TACL and Community.</p>	<p>Improvements to our Website. Use Ceridian system to communicate with staff.</p>	<p>Staff, stakeholders and persons served</p>	<p>Provide cultural competency training/education.</p> <p>Development of strategic processes to promote effective communications amongst staff.</p>	<p>Executive Director</p>

Overall Objective/Goal	The Desired Outcome	Applied To	Activities	Responsibility
<p>To align governance, administrative and program policies and procedures with culturally competent principles and practices.</p>	<p>Completed annual planning</p>	<p>Board and management team</p>	<p>Annual review of governance, human resources and program policies and procedures.</p> <p>Review the strategic plan and revise as needed to reflect TACL's commitment to cultural competency and diversity.</p> <p>Re-enforce of understanding and following our written codes of conduct.</p> <p>In recruitment of board members, the board may choose to recruit members so membership on the Board of Directors reflects/represents the diversity of those served by TACL.</p>	<p>Executive Director and Board of Directors</p>
<p>To create opportunities for increasing personnel knowledge and competency on cultural safety, cultural awareness and diversity of our community.</p>	<p>Personnel that are knowledgeable and able to provide services that consider social, health and economic barriers that can affect one's well being.</p>	<p>For Board of Directors and all Personnel.</p>	<p>TACL will develop a cultural competency training plan using a strength-based approach to increase competencies.</p> <p>TACL will provide annual reinforcement of cultural competency and diversity training through a variety of means such as newsletters and access to publications.</p> <p>Provide during Employee orientation an overview of cultural competency and diversity.</p> <p>Employees will record cultural competency and diversity workshops attended or sought on performance evaluations.</p> <p>TACL will provide training about cultural competency and diversity at employees' request through professional development days.</p> <p>Provide opportunities for staff to have knowledge of</p>	<p>Executive Director and all Personnel</p>

Overall Objective/Goal	The Desired Outcome	Applied To	Activities	Responsibility
			the social determinants of health and social disparities. Provide opportunities for staff to access professional literature that relates to cultural competency and diversity.	

