



Trail Association for Community Living

Day Program Handbook



Day Program

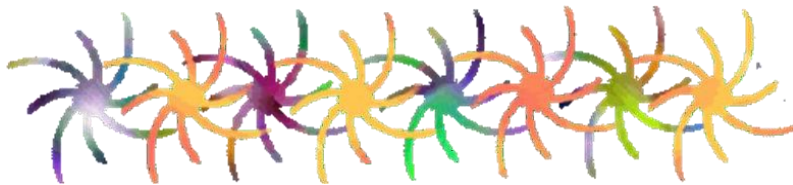
A Service Offered Through:

Trail Association for Community Living (TACL)

Participants need a referral from Community Living British Columbia (CLBC) in order to access the Day Program.

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 vast activities offered through our Day Program are opportunities for life skills development, employment training, education options, recreation and leisure activities along with community inclusion. Our ongoing commitment is to meet the evolving needs of each participant.





Our Vision ...

**Trail Association for
Community Living Is a
progressive organization
committed to providing
quality services to individuals
with diverse needs.**

Our Mission Statement...

TACL.....Taking down walls!



Table of Contents

TACL

Vision & Mission Statement

The Team

History of Trail Association for Community Living

How to get in touch with us

Day Program

Location and Hours

What We Do

Regular Programming

Communication, Satisfaction Surveys and Expectations

Positive Support Strategies

Inclusion and Diversity -see Cultural Diversity Plan

Assistive Technology

Personal Life Plan

Outcomes of Persons Served

Health and Safety

Incident Reports

Admission Screening Protocol, Trial Period and Internal Referral

External Referrals & Funding

Rights and Responsibilities of the Clients

Confidentiality and Privacy of Persons

Medication Administration

Conflict Resolution/Complaint management

3 Year Strategic Service Delivery Plan

TACL Beginnings...

History of Trail Association for Community Living

Trail Association for Community Living (TACL) has been providing support and services to people with developmental disabilities for over 65 years. Originally the Kootenay Society for Handicapped Children, our organization wanted to provide an opportunity for children with developmental disabilities to live and learn in their own community. In the early 1950's a Trail community member donated their home so our society had a location to run a school for children with disabilities. The school continued to make changes and soon it was providing support and education to children and adults up to the age of 28 at the "Maple School".

Over the years, the Maple School transitioned from a "classroom" to a "workshop" for adults. During the 1980's the workshop was relocated to the downtown area and was renamed Trail Contracting Services which eventually evolved into what is the Day Program of today.

Portland House, with the support from the Kiwanis, was opened as a home for individuals to live in the community while also receiving life skills training. However, after evaluating the meaning of institutional living, it was found that individuals benefited from living in the community as opposed to institutions. Willow Place in Warfield was opened and the "group home" era of the organization officially began.

Since the 1980's, TACL has grown and developed into an association who provides a variety of services. In the 1990's there was a need for another group home and Columbia House in East Trail was opened. With the need growing in 2001, a new home was opened in Fruitvale in September of that year becoming Fruitvale House. TACL was beginning to grow and provide services to children and youth in the community and in July 2002 the TACL received the Children and Youth contract and the CYC Program was instituted. In July of 2002, TACL received another contract for Hampton House, a group home in Rossland and in October 2002 we also received a contract for a home in Glenmerry. In

December 2004 we built a brand new home in Warfield and the individuals from Hampton House moved into it and it was renamed Forrest Place.

In 2005, TACL took over the governance of Career Development Services (CDS) and began providing employment services in the greater Trail area. In 2012, TACL became a subcontractor under the WorkBC government Employment Program in BC and in 2014 the employment services were moved into its new location the Community Inclusion Centre (CIC). The employment contract led to CDS operating 3 prominent Social Enterprises (Thrifty Treasures Thrift Store, City Crew (winter and summer crews), WKYAWS Workshop), that were instituted to help individuals with diverse abilities learn employment skills.

In 2012 CDS negotiated funding with the federal government to implement a homeless program to address the growing need within the region. This program still in operation today has helped hundreds of vulnerable people living in the region, it is now an integral community resource.

Also in 2012, TACL took over management of the La Nina Extreme Weather Shelter open from November to March and run out of a local church. Eventually it was moved into its current location at the Community Inclusion Centre. In March of 2020 La Nina began opening the doors to the Shelter 24/7.

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 Day Program 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.

The Day Program functions as a team which includes all of the staff and participants who have an equal voice and participate in all aspects of programming.

How to Get in Touch with Us:

Program and Office Contact Information

Day Program Days of Operation	Monday-Friday
Day Program Hours	8:00am-4:00pm
Day Program Location	1769 Riverside Drive, Trail
BC/Community Based	
Day Program Phone	250-368-3504
Day Program Cell	250-231-5180
Day Program E-mail	dayprog.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
Heather Elliott	Program Manager TAAC/CYC
Erin Thoma	Administrative Assistant

The Day Program Staffing Team

Rhonda Blair	Day Program Coordinator
Melissa Ackles	Frontline Support Staff
Sandra Anderson	Frontline Support Staff

All About Day Program:

Location

The official home of the Day Program is the Trail Association Activity Centre (TAAC) located at 1769 Riverside Avenue. Although, we believe that learning can happen anywhere and everywhere and this philosophy takes us wherever the spirit and activities lead us. On any given day the Day program is out and about in the community at the parks, arena, movie theatre to name a few of the offsite locations you will find programming.

Persons served receive a monthly calendar so they can track our group's whereabouts. Changes to this calendar will be communicated to the persons served and/or through their communications book. You can also view the monthly calendar on our website www.taackootenays.com.

Hours

The Day Program's regular hours are Monday-Friday from 8:00am- 4:00pm. These hours are adjusted periodically to meet varying program options, such as out of town daytrips, weekend events , evenings activities , and dependent upon other activities that require longer hours.

Our Facility

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 for lunches. 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. There is an onsite Sensory Room (or *chill room* as the supported individuals like to call it) which acts as a quiet space when needed for individuals to reintegrate and balance themselves. There is endless potential with the TAAC building and staff are always looking for innovative opportunities to improve programming within the facility.



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 taclkootenays.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

Day Program 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 Day 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. Day 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.

Day Program Funding Sources

Day Program 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 Day Program entire team, staff and participants, also engage in fundraising initiatives to help offset costs and/or fundraise for a specific goal.

Day Program participants wishing to partake in some programming options that have a small cost attached are welcome to do so and staff will provide receipts to families/caregivers. 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. Day 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, Day 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.





What We Do at Day Program:

Lots and lots of cool stuff!

The Day Program has evolved over the years from a largely employment and skill based working environment to more of a program that offers a wide range of activities that includes learning and employment skill training. The individuals are encouraged to build lifelong friendships and acquire skills they need to be contributing members of society.

The Day Program operates on a day-to-day calendar of activities. Each month a team meeting is held to discuss the upcoming month and decide what activities the participants would like to do, there is equal input from all who attend the Day Program and at the end of the meeting the staff draw up a calendar with the activities disbursed throughout the month. The calendar is posted and all participants and their families/ caregivers receive a copy so everyone knows what is happening each day and can plan accordingly!

The staff ensure there is a variety of options that include stimulating and interactive games and activities along with skill development training and educational workshops to help with growth and development of those supported in the program. In addition, staff assist with helping persons served prepare for employment or find suitable volunteer options. This includes supporting them to get to/from Employment Counseling when skills are refined and they are ready for the next steps.

All programming focuses on skill development and the pursuit of happiness. Some of the personal development they will gain through workshops and other educational training includes but is not limited to become strong self-advocates, along with learning to problem solve, resolve conflict, team building, communication skills, stress management, personal awareness and self-confidence. The daily living skills they will acquire just by taking part in the program is how to be good friends and family members, what it means to pursue goals, manage money, grocery shopping and how to prepare and cook delicious and nutritious meals.

All persons served through the Day Program are encouraged to become engaged citizens that have the essential skills needed to live independently and thrive in the community. They are assisted to build social networks with their peers as well as, within the community.

Overall the Day Program participants are encouraged to set goals and pursue their dreams. This is accomplished by developing a Personal Life Plan (PLP) which every person through TACL is supported to accomplish.

Programming:

The overarching objective at Day program is to support each person served to reach their full potential. Staff strive to create a positive atmosphere where everyone can succeed in achieving their goals, engage in fun activities, develop skills through workshop learning, gain healthy social habits and make lifelong connections. Day Program is a respectful, and safe environment where persons served grow, develop and practice skills, increase their self-esteem and confidence so that when they are outside of the program they can successfully integrate into the community.

Day Program activities change monthly and vary depending on the wants, likes and dislikes of the participants. As mentioned, the monthly calendar of activities that consists of games, community outings, employment supports, workshops, lifelong skill building, peer-to-peer social time, day trips are in place but the program remains fluid and flexible so that it can be easily changed to address any unforeseen circumstances. Not to mention, the minds of the participants can change rapidly and therefore staff are always willing and able to adapt programming to meet the needs of the audience.

A day in the life of Day Program.....

Most participants arrive onsite at TAAC am. The day begins with a morning check in to see how everyone is doing with a brief talk about any current events, to discuss any pending issues or concerns followed by an overview of the day ahead to make sure everyone is on the same page!!! This is followed by a morning grounding exercise which typically consists of deep breathing drills, tai-chi, yoga, zone-in... zone out, staff have found this helps everyone balance and start their day off with a positive outlook!

After everyone is feeling grounded the day begins, staff lead the participants into an activity or workshop or they get ready to head out into the community.

Lunch is from noon – 1:00pm and this is a routine at Day Program with very little deviation as it is important to maintain predictable meal times for the individuals we support but more importantly it is based on the fact that everyone is hungry by noon!

The afternoon will either be a continuation of the morning or onto the next activity. The staff tend to try to make sure the afternoon is light, fun and entertaining especially after a heavy lunch.

Fridays are often reserved for day trips or extra fun activities, we coin it our 'Fun Day' although every day is fun at Day Program! We try and plan our longer excursions or out of town trips on Fridays, it gives everyone something to look forward to by the end of the week!

In between everything going on, there is always time set aside to work on goals, health and safety, TAAC maintenance and personal initiatives. In addition, some participants are picked up and taken off site with a one-to-one Outreach Worker or Job Coach who supports the individual on a variety of needs and Employment Opportunities.

Day Program Activities

Staff are continuously looking for innovative ideas to implement at Day Program that can foster growth, inspire greatness while also teaching skills. The following is a general list of the types of activities currently offered through the Day Program.

Leisure and recreational activities:

- Swimming - indoors and outdoors
- Bowling
- Going to movies
- Arts and crafts
- Daytrip to the local lake to picnic and swim
- Games in the park
- Ice Skating
- Fitness Program – indoors and outdoors
- Golfing
- Sledding/building a giant snowman



Skill building development:

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



Social activities:

- Peer-to-peer social time
- Men's/Ladies support groups
- Social Circle
- Self-Advocacy group



Community Inclusion:

- Library Group
- Columbia View Lodge (CVL) – inspire and assist seniors with Bingo
- Columbia Basin Alliance for Literacy (CBAL)

Volunteer Options:

- Communities in Bloom – community garden
- Community clean-up
- Thrifty Treasures

Employment & Social Enterprise

As Day Program’s beginnings were focused on employment and providing volunteer work within the community. Although, Day Program today has a wider range of options and activities offered to those who participate, employment is still a major component of programming and individual development. Staff are always looking for opportunities and options to teach participants employment skills so they are able to pursue mainstream employment outside of programming.

Day Program is proud of one employment initiative that grew from a small employment readiness and skill building option within the program into a small social based enterprise that is still in operation today.

The ‘TAAC Recycling Program’ is a Day Program employment initiative that offers local businesses a recycling option, whereby Day Program participants pick up the recycling and dispose of it at the local landfill. This has grown into a paper pick up and shredding business venture as well. The Day Program participants that do the job, assist staff in managing the business contracts and are paid a living wage. It is a great program that prepares the individuals for mainstream employment by teaching them how to maintain employment, fill out timesheets including how to be responsible and accountable to the employer.

Culture Competency & Diversity

Day program staff understand and respect the fact that every person served has a unique range of skills and abilities. Participants are always encouraged to be themselves and to interact and communicate based on their ability. Participants are also encouraged to share their own perspective and personal worldviews with the staff and their peers, of course taking into consideration the rights and responsibilities that everyone must adhere to as a Day Program participant.

Culture and diversity are very important learning topics at Day Program that are directly infused into programming. The staff do their utmost to ensure that there is broad learning

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 the Day Program 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 Day Program, there are often ethnic meals cooked and visitors coming on site to share their culture and experiences with the Day Program participants.

Assistive Technology

At the Day Program 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

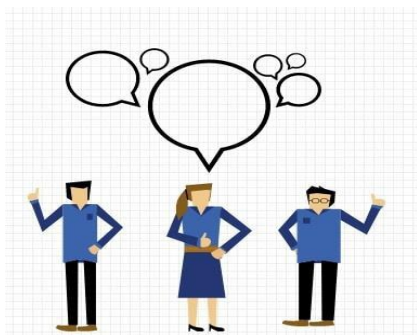
Communication is the foundation of any good program so there is concerted effort put into communication on site and within the Day Program. The Day Program operates from an open lines of communication policy, whereby every person on site has an equal voice. Staff recognize that not everyone communicates in the same manner or with verbal communication so accommodations are made within programming as well as, with internal/external dialogue. Visual aids are widely utilized through Day Program to ensure successful interactions and relationship development.

Communication Books:

Communication books are used with the persons served to communicate between the home and Day Program. This helps to keep caregivers abreast of any daily mishaps or issues that occurred as well as and more often, to ensure all parties are on the same page with regards to programming. It is understood by staff, that the Day Program participants are adults and therefore empowered to make their own decisions. However, staff also recognize the significance of having input from parents/care givers ensures continuity of support and care and it helps prepare the person receiving services for the anticipated activity and day ahead. When issues arise, families/caregivers are able to address them immediately with support staff or the Program Coordinator. This often happens in an informal manner such as, when the individual is dropped off at Day Program, however caregivers understand they can bring forward concerns at any time with anyone on the Day Program team of staff.

Log Book Journals:

Staff maintain onsite logbooks where they make small journal notations daily about the individuals day including any pertinent details that would be relevant to share with the rest of the team. In a program setting such as Day Program staff need to share information as there are times throughout the day when one staff may be concentrated in a different area or facilitating programming so their attention is not on any one individual nor are they observing peer to peer interactions so the sharing of information is important in the logbooks so staff are kept abreast of any developing or imminent situations.



Day Program Expectations

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

- Persons served or their families/caregivers are expected to inform staff if they will not be attending the Day Program this ensures staff are not left worrying as well as, for programming purposes it is sometimes important for staff to have a head count.
- Speak directly to staff or use the communication book to exchange information especially with regards to concerns/questions.
- If the persons served are sick they are discouraged from coming to Day Program 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. Anyone not wanting to get the flu shot must wear a mask while in attendance at the Day Program.

Satisfaction Surveys

The Day Program conducts its own internal survey after every new workshop delivered to ensure it is relevant and the participants are satisfied with the delivery and most importantly gaining valuable knowledge. In addition, on an annual basis the Day Program team consisting of staff and persons served sit down together to review the year and develop a plan for the upcoming year. During this process everyone provides feedback about the program so improvements can be made if needed and to ensure the program is always moving forward growing and developing.

In addition, 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 Day Program the great place it is. 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 Day 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 of Day Program or even a good citizen in the community, it is important to understand rights and responsibilities.

This topic is widely discussed at Day Program. 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 Day Program 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.

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.

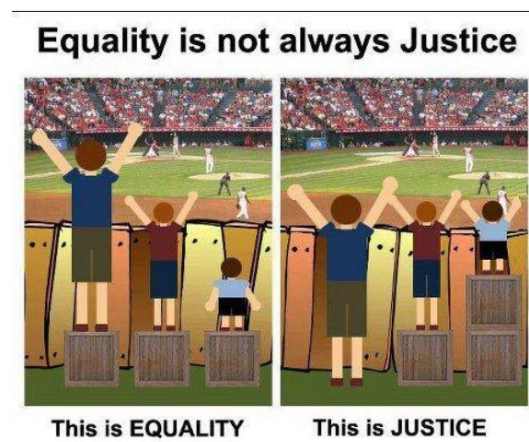
The team will plan activities that are inclusive to persons served with special educational needs and/or disabilities.

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 choose their routines.
14. 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.
15. Individuals choose from a variety of recreational and leisure opportunities.
16. Individuals' lives reflect their cultural, religious and spiritual preferences.
17. Individuals enjoy opportunities to develop and maintain their own personal network, which includes family, friends and others.
18. Individuals' intimate relationships are supported.
19. Individuals have opportunities to share their gifts and talents.
20. Individuals' services and supports reflect changing needs, wants and preferences.



Health & Safety

Health and safety is the number one priority at Day Program. All policies and procedures align with ensuring every person served, all staff and the facility is 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 Day Program 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 at Day Program 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 at the Day Program, 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. If an incident occurs at Day Program staff will contact the persons served contact. A few examples of incidents reported at Day Program:

- Aggression Between Persons Served;
- Choking;
- Fall;
- Missing/Wandering these are among a few

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 at Day Program

Every Day Program participant has a binder on site, locked in an office that contains all of the confidential information Day Program 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 Day Program participant can request access to his/her binder at any time and it is granted.

Consenting to Confidential Information

Day Program 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.

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 Day 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. TAACL 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.



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
To be aware of and understand different communication needs for all we serve.	Communication needs for all will be respected with unique needs addressed.	All Personnel	<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>	Executive Director and all Personnel.
To provide access to interpreters as required.	A list of available interpreters and the languages they can communicate in.	TACL will further develop a protocol on access to use of translation services for key documents and for persons served.	Develop a protocol	Executive Director/QA Coordinator
To improve interpersonal communications within TACL and Community.	Improvements to our Website. Use Ceridian system to communicate with staff.	Staff, stakeholders and persons served	<p>Provide cultural competency training/education.</p> <p>Development of strategic processes to promote effective communications amongst staff.</p>	Executive Director

Overall Objective/Goal	The Desired Outcome	Applied To	Activities	Responsibility
To align governance, administrative and program policies and procedures with culturally competent principles and practices.	Completed annual planning	Board and management team	<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>	Executive Director and Board of Directors
To create opportunities for increasing personnel knowledge and competency on cultural safety, cultural awareness and diversity of our community.	Personnel that are knowledgeable and able to provide services that consider social, health and economic barriers that can affect one’s well being.	For Board of Directors and all Personnel.	<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>	Executive Director and all Personnel

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



2022 – 2025

Strategic Service Delivery Plan

Trail Association for Community Living



mission

TACL . . . Taking down walls!



vision

A progressive organization committed to providing quality services to individuals with diverse needs.

Information Gathering Process



Focus Groups



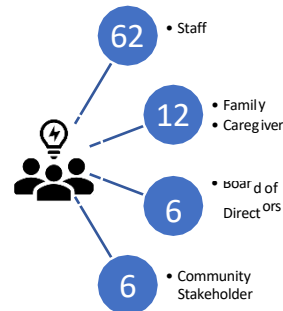
e-Surveys



Interviews



Review of Documentation



1. Sustain existing growth and budget figures over the next fiscal year.
2. Develop capacity for taking supportive housing lead.
3. Meet an 80% success rate for individual goals annually.
4. Meet an 90% success rate for organizational goals.
5. Increase individual attendance accessing programs by 5% annually.
6. Maintain a standard of service satisfaction rate of 80% annually from program participants.
7. Increase the survey response to 80%.
8. Maintain a job satisfaction rate of 80% annually for employees.
9. Decrease the reportable and in-house incidents by 10% annually.



objectives

1. Continue with grant applications. Negotiate new contracts when available. Maintain all existing contracts.
2. Continue working with BC Housing
3. Develop and standardize training and materials for SMART goals and PLPs.
4. Track and manage organizational goals through Walker Grids and surveys. Reviewed Quarterly by the board.
5. Encourage groups to attend monthly planning. Have group facilitators provide ongoing reminders. Provide adequately sized and accessible locations for use.
6. Have peers assist in gathering survey information along with the staff.
7. Improve follow up on surveys. Make it a priority to get the completed surveys. Tie it to Performance Reviews. Offer various methods of replying.
8. Provide more training opportunities. Follow up with staff for how to improve.
9. Identify areas we can improve. Add review of all incident reports follow ups to staff meeting agendas.
10. Continue with Health and Safety program.
11. Use Indeed. Encourage practicum students to hire on. Network with the college and stay on the advisory. Engage with other community colleges for graduates.
12. Have quarterly meetings with self-advocates. Develop a budget.
13. Host initial annual community information event. Assess effectiveness and if additional events are required annually.
14. Continue to have staff take ongoing training. Implementation done quarterly. Develop a workshop for L.I.F.E. program referral.



strategies