



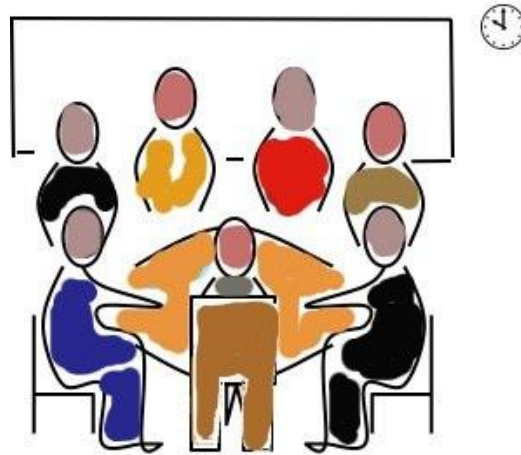
# Handbook for Persons Served & Families Residential Sites



# A Service of:

## Trail Association for Community Living

Participants need a referral from Community Living British Columbia (CLBC) in order to access any of TACL programs. The interests and needs of the people we support are the foundation of every program and service that we offer. All of our services are collaborative, flexible, person-centered and highly accountable. Our ongoing commitment is to meet the evolving needs of each person served.



# **An Introduction to this Handbook**

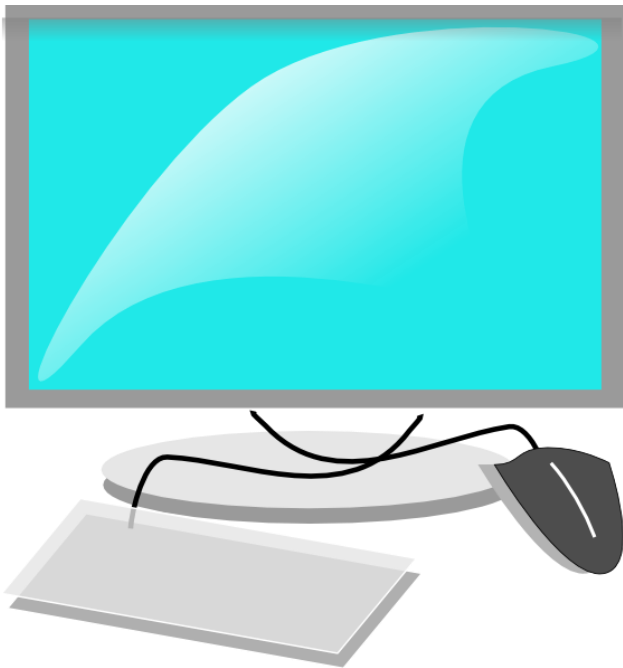
Why do we give you this handbook?

- We believe people need information.
  
- We believe that it is your right to have the information you need to make good decisions and to make informed choices.
  
- We respect your right to information by giving you this handbook.
  
- It is important that you and your support network (family & friends) know how we will support you and what they can do to assist you at the Trail Association for Community Living. (TACL)
  
- TACL staff member will talk with you about what is in the handbook. This person will help you with anything that might be difficult for you to understand.

## **How to Use this Handbook**

We will go through this handbook with you and your family and/or caregiver when you start receiving our services and review it once a year at your Personal Life Plan (PLP)

Please visit the TACL website, [www.taclkootenays.com](http://www.taclkootenays.com) ,this way you will be able to look at the different programs monthly calendars and learn more about TACL.



## ***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**

History of Trail Association for Community Living

How to get in touch with us

The Team

Programming

Communication, Satisfaction Surveys and Expectations

Positive Support Strategies

Inclusion and Diversity -see Cultural Diversity Plan   pg 46

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 HISTORY

Trail Association for Community Living (TACL) has been providing support and services to people with diverse needs for over 70 years. In the early 1950's many families from the Kootenay's had children with diverse needs living in Institution's throughout the province. There was a strong belief that these children could learn and live in their own community and the long distance made it very difficult for families to visit. These were driving forces behind building a facility closer to home. The Kootenay Society for Handicapped Children was founded by Dr. W. J. Endicott, a member of the Trail community as well as families and volunteers to run a school for children with disabilities. The Society continued to grow and change and was soon providing support and education as "The Maple School".

Over the years, The Maple School transitioned from the "classroom" to a "sheltered workshop" for adults. The classroom moved into Sunningdale School and continued with Katie Shaw who was a pioneer for establishing equality of living for individuals with disabilities.

During the 1980's the workshop relocated to the downtown area and was renamed Trail Contracting Services. Portland House, with support from the Kiwanis, opened as a home to provide life skills training for individuals to live in the community. Soon after, Willow Place in Warfield opened its doors as a group home. The "group home" era of the organization officially began. The Trail Association for Community Living over the years has since opened three more homes and continues to grow.

TACL purchased property on Riverside Avenue and it was named the Trail Association Activity Center (TAAC) providing a home for TACL's Day Program, Child and Youth programs and community support services we provide. We continued to grow and Career Development Services came under our umbrella providing employment services in the greater Trail area.

The Community Inclusion Centre (CIC), a community space for groups and individuals to come together, was purchased in December 2017. The CIC provides employment services through WorkBC program and in the winter months hosts the LaNina Cold Weather Shelter. In early 2018, the community was in need of an organization to take over the Youth Centre. TACL was quick to action and took over March 2018. Also, in 2018 Rossland Avenue House opened as one of the community's first cluster house.

TACL is committed to providing quality service and support to individuals and their families and advocates for these people to enhance quality of life, community acceptance and understanding.

## **Program and Office Phone Numbers**

You can call TACL at any time and the phone will be answered between the hours of 8:00 am and 4:00 pm, Monday to Friday. If you are calling at any other time, you can leave a message and a staff member will return your call as soon as they can.

Administration Office: 1565- B Bay Ave. Trail (250) 368-3503

CDS: 1565 Bay Ave Trail (250) 364-1104

## **Residential Site Phone Numbers/Addresses**

The phone will be answered at any time of day at the houses and you are welcome to call. Staff members are more than willing to help you in any way they can.

Forrest Place: 491 Forrest Drive Warfield  
(250) 368-3511

Alpha House: 1681 Bay Ave. Trail  
(250) 368-9145

Fruitvale House: 1889 Columbia Gardens Road Fruitvale  
(250) 367-2174

Willow Place: 355 Willow Dr. Warfield  
(250) 364-2033

Rossland Ave House: 93A Rossland Ave Trail  
(250)364-1975





## **Management Phone Numbers**

Nancy Gurr – Executive Director 368-3503 ext. 1

**Emergency and After Hours** (250) 368-7309

Sheila Adcock - Contract Manager (250) 364-1104 (250) 368-7390

Tracy Fischer- Financial Manager (250) 368-3503 ext. 3

Shane Granger- Quality Assurance Coordinator (250)368-3503 ext. 5

Cindy Cook- Admin. Assistant (250) 368-3503 ext. 4

Heather Elliott - Program Manager TAAC/CYC 250-368-3504 Ext. 2

## **Our Team of Residential Coordinators:**

Kaitlynn Fischer –Residential Services Manager (250)368-3503 Ext. 6

Dennis Pighin – Willow Place - Program Coordinator

Contact: (250) 364-2033

Emily Pascuzzo- Forrest Place - Program Coordinator

Contact: (250) 368-3511

Bob Bradford- Fruitvale House- Program Coordinator

Contact: (250) 367-2174

Andrea VanDale-Alpha House- Program Coordinator

Contact: (250) 368-9145

Sheila Adcock – Rossland Ave House (250) 368-7390



## **General Information:**

### **How to Enter a Residential Program:**

Adult programs. Referrals are accepted through Community Living British Columbia (CLBC).

### **Admission Screening Protocol**

People may receive information on TACL services through their CLBC worker, by contacting TACL directly, visiting our website at [taclkootenays.com](http://taclkootenays.com), through a TACL brochure and/or are provided with a written or oral copy of the Person Served and Family Handbook. An application is filled out as part of the admissions screening protocol. Individuals and members of their support system will be provided the opportunity to visit the Day Program prior to their acceptance.

People will be served by TACL when:

- Goals are achievable in a TACL setting.
- Individual is perceived to not pose a risk to the health, safety and well-being of current individuals receiving service from TACL.

- Support needs are compatible with the resources available, up to and including:
  - Amount of staff support required
  - Emotional and physical support required
  - Number of funds available to provide required supports
  - Facility design and equipment

People referred to TACL will be notified about their referral status within 10 working days. Services may be considered inappropriate for a person for any of the following reasons:

- Current setting systematically unable to meet the needs of the person.
- Different supports/services are required or desired by the person.
- Placement is inappropriate.
- Conflicts with co-participants or roommates.
- Dissatisfaction with the services provided.
- The service individual declines such service(s).

If you are not eligible for service, our Community Living Manager will explain the reason why, and will provide you with a list of other community services that may be able to serve you. The Community Living Manager will also provide a written reason to the person and funder if the person is not accepted into the program.

## **External Referrals**

If an external referral is deemed appropriate, (DDMH, HSCL Nursing, HSCL OT, Pivot Point, etc.) the referral would go through CLBC.

External Referrals would be necessary if circumstances have changed in the persons served mental or physical needs. The persons served and their support system would decide if a referral is necessary and would be able to consult the program coordinator on the situation.

## **Once you decide to join the Trail Association for Community Living you will:**

Start Planning! We will assist you in creating a Personal Life Plan (PLP) This means sharing your hopes and goals for the future.

Have a Planning Meeting! You and the people in your support circle will meet to share hopes and dreams, things that might get in the way, and supports/services that could help you reach your goals.

**\*\*Families are valued members of your team and are encouraged to participate in all aspects of your plan.**

Staffing ratios meet or exceed accepted levels. We function as a team and all staff spends time nurturing a relationship with each participant. One on one time is scheduled to assist the you with particular goals and life skills.



## **A Partnership**

We want to know how best to be involved with you and your family. Please tell us your needs and concerns.

If you cannot follow through on what you agreed to do, please tell us so that we can brainstorm other arrangements.

During our initial Planning meeting we will ask you and your family how often you would like to hear from us, that way we are all on the same page when it comes to communicating.

Give us feedback on what is working and what is not. If you do not understand something, please ask us.

Share beliefs/cultures and values that are important to you and how they might impact TACL's services.



## **Residential Sites:**

### **About Our Supported Living (Residential)**

#### **\*Separate description for Rossland Ave House (RAH) \***

TACL offers affordable, accessible living arrangements along with staff supports needed to meet each person's unique needs.

TACL currently operates 4 licensed community homes and 1 non licensed, each residential site provides staff support 24 hours per day.

Our Residential Services extends far beyond ensuring a person's basic needs are met. We promote personal decision making, meaningful community involvement and employment or volunteer placements that assists the persons served to develop and maintain independence in their everyday lives.

Persons served may receive assistance with cooking, budgeting, hygiene, personal care, laundry, recreation and grocery shopping. The program has been designed to enable persons to maximize their independence and participate as fully as possible in the community. Person Life Plans (PLP) are developed for each person.

Persons living in of our residential homes are given choices to take full advantage of social and recreational activities offered by the community. This includes bowling, swimming, bingo, movies, theatre, concerts and assistance with planning vacations. Capabilities, needs and interests of each person direct the selection of activities.

## Support is offered in the following areas but not limited to

- Emotional and physical well-being
- Medication Management
- Food safe
- Creating and maintaining a home
- Personal health care
- Relationship development and maintenance
- Community involvement
- Cultural activities
- Spiritual activities
- Assistive Technology
- Necessary Transportation
- Access to nutritional assistance
- Visitors and Guests
- Health and Safety Training
- Abuse prevention Training
- Volunteer Placements
- Employment Placements
- Recreation and leisure
- Other activities as identified in person's PLP

## **About our Assisted Living Residence – Rossland Avenue House**

The whole building is rented from an independent landlord and CDS maintains the property. There are 2 independent apartments on the top floor of the building and a 3-bedroom apartment on the main floor.

Community Living BC provides funding for 24-hour staff that assist the tenants with a variety of daily living activities and ensure their overall general health and safety needs are met.

Our assisted living services extend beyond ensuring an individual's basic needs are met to support with decision making, meaningful community involvement, gaining employment, completing daily living activities as well as maintaining independence in their lives.

Individuals receive individualized supports as needed with cooking, budgeting, personal hygiene, personal care, laundry, recreation and shopping as well as building networks and accessing resources in the community. Personal life plans are developed with the individual that identifies their strengths and support needs and goals met are celebrated.



Individuals living in the assisted living residence are given choices to take full advantage of social and recreational activities offered in the community. This would include but not be limited to bowling, swimming, movies, theatre, concerts and assistance with planning vacations. Individualized goals, needs and interests of each individual direct the selection of activities.

## **Costs Associated to Living in a TACL Residential Site**

### **If you under 65 years old:**

- Monthly Shelter due at the first of every month - \$ 500.00
- No damage deposit is necessary unless property damage is a challenge that has existed in the past. This information will be discussed and reviewed at initial meeting with family and CLBC staff.
- Monthly support fees due at the first of each month- \$341.00

### **If you are over 65 years old:**

- Monthly Shelter/Support due at the first of every month- As of April 1, 2016 - \$1005.80
- No damage deposit is necessary unless property damage is a challenge that has existed in the past.

## **Definitions:**

**Shelter** – This fee covers housing only.

**Support**- This fee covers costs associated to running the home such as utility bills and meals at home and repairs to the home, etc.

All costs for meals outside the home such as outings, social events, special events and vacations are not included in support fees.

Individuals served will be responsible for purchasing personal products, toiletries and all personal clothing.

All personal requests for additional phone lines, internet and cable are not covered in the support fee.

In the event an individual request to relocate to a different living arrangement, all efforts must be made by the individual and or family to inform the administration office 3 days prior to exit.

If an individual has been displaced due to restructuring, medical reasons or an emergency, and is unable to give 3 days' exit notice, TACL will pro-rate rent and support. This pro-rated rent and support money will be forwarded to the individual within 7 days of departure.

**Rent is due on the first day of each month** and is to be submitted to the Administration Office. It is the responsibility of the Supervisor to ensure that the Trail Association for Community Living receives rents from residents in full and in a timely manner. Rent paid in cash requires the Supervisor to request a receipt from the Administration Office.

## **Transportation Subsidy:**

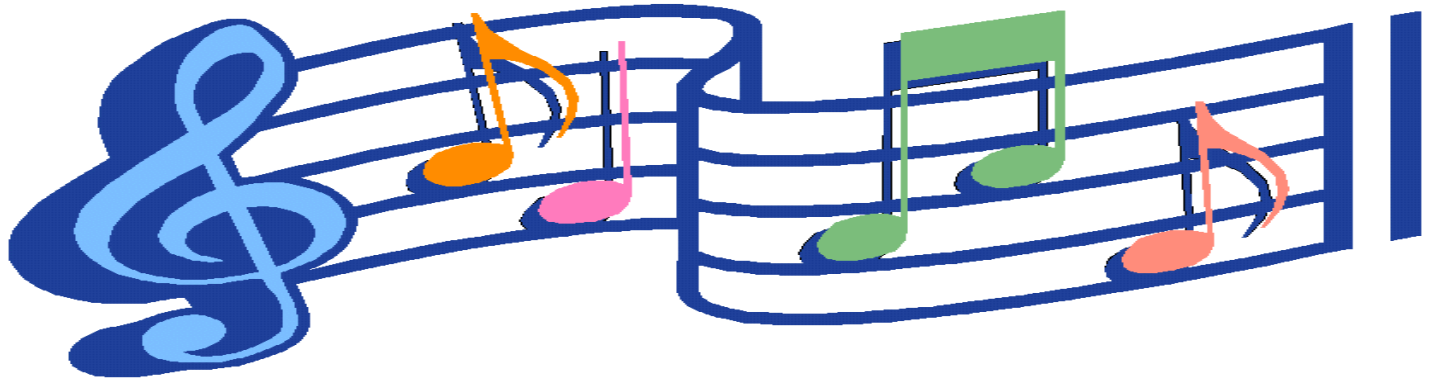
Individuals that qualify to receive a transportation subsidy will forward this subsidy to the Administration office. This subsidy will be used to provide transportation on as- need basis.

Individuals that do not use TACL transportation services on a regular basis will pay a transportation fee based on an as-needed basis.

A set rate of \$ 5.00 to and from events or appointments will be charged. This money will be collected from the driver and sent to the administration office and a receipt will be issued

## **ACCOMODATING SPECIAL NEEDS OR REQUESTS**

As part of our commitment to providing accessible services to all persons served, we make efforts to minimize the impact of potential barriers to participating in any TACL services. We do our best to accommodate needs related to disabilities or special requests related to how we deliver our services, such as special lighting, furniture and vehicle and staffing etc. If you have a disability that requires some accommodation or a request you would like to make, please speak to the Program Coordinator and we will review your request and make every effort to satisfy your request or find a recourse to assist in the request



## **Listening to the People We Support**

The people who use our services, and you, their families, are the best judges of what we do and how we do it. We value your feedback and suggestions for improvement. We actively ask for it when we survey you on a regular basis. And we incorporate survey results into improvements we make.

As part of our overall commitment to improving our services, we ask you at least once a year to complete a survey about how satisfied you are with the services you or your family member are accessing. We also survey the persons served about how they feel about the services. We have a staff member who is not associated with the program to assist the persons served to complete the survey.

We write up the results into a report that helps us make improvements to our programs. It is important that we hear your voice, so please take the time to complete the survey, and add any suggestions or comments. You may also ask us for a copy of the results of these satisfaction surveys.

Surveys are only one way to hear from you about how we are doing. We encourage you to pass along any input or suggestions to your Program Coordinator at any time. We always value your feedback and participation.

## Positive Support Strategies



Our staff will work with your family/caregiver or advocate if you choose, we, find out what your likes/ dislikes and your fears. We then will write down those likes/ dislikes and or fears in a binder, so staff have a better understanding of how to support you. Sometimes people are scared of large crowds of people, or do not like sitting with other people at lunch. If our staff understand your likes and dislikes or your fears, we will then be able to support you in reaching your personal and futures goals, and you are actively involved in how you are supported by TACL staff.

When these strategies are not effective, staff will continue to work with families and caregivers to make changes as needed to the positive support strategies. If we need some help, we will request a referral from 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.

## **Assistive Technology**

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**

A Personal Life Plan (PLP) is a service delivery plan used to assist individuals to meet their personal goals. For each client receiving support from TACL a PLP is developed. The PLP evolves constantly, as the individual with support of their personal network, reviews and revises regularly to meet their changing wants, needs, expectations and choice.

## **Health & Safety:**

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. As stated, persons served that are sick are discouraged from coming to our any TACL program until they are well in order to not spread sickness. Staff is aware of where persons are at all times to ensure their safety and security. Individuals receiving service that are capable of understanding the danger of fire are made aware of procedures to follow in the event of such an event. TACL also provides competency based training for all Staff and Persons Served. The plan includes specific strategies of how to evacuate and where the deemed meeting place is to be. Monthly fire drills are held on all shifts to keep persons served and staff up to date on the procedures. Emergency supplies are kept and checked monthly, making sure in the event of an emergency that there is a weeks' worth of food and water. Persons served are made aware of each emergency exit, fire alarm and fire extinguishers, and take an active role in all emergency drills and mock evacuations.





## **Incident Reports**

If a reportable incident or unusual event occurs at any Program, the staff fills out an Incident Report form before leaving their shift. The staff also keeps track of near misses on an in-house incident form. Following an incident, the proper documentation is kept and the appropriate people are notified of what has taken place. All incidents deemed reportable are submitted to our funder. On a yearly basis we gather together to discuss the previous year's incidents and explore and brainstorm ideas and goals to reduce or prevent incidents in the future.

Some examples of incidents reported to our funder, Licensing and internally include but are not limited to:

- Aggression Between Persons Served
- Aggressive/Unusual Behaviour
- Choking
- Fall
- Medication Error
- Death: Unexpected/Death Expected
- Unexpected Illness
- Use or Possession of Weapons
- Emergency Restraint
- Restriction of Rights
- Attempted Suicide
- Disease Outbreak/Occurrence
- Emotional/Financial/Physical/Sexual/Abuse
- Poisoning
- Food Poisoning

- Missing/Wandering
- Motor Vehicle Injury
- Neglect
- Service Delivery Problem
- Use of or Possession of Licit or Illicit Drugs
- Sentinel Event
- Other Injury

## **Program Funding Sources:**

TACL is a non-profit, charitable association. TACL primarily receives funding through contracts from CLBC (Community Living BC). TACL also applies for grants and holds fundraising events on a regular basis. Although TACL does not solicit donations, they are always appreciated.

There are some costs for activities persons served have chosen to participate in while doing the monthly planning that are out of the realm of normal programming; bowling, out for lunch/coffee, movies, etc. TACL will notify the person served and or family/caregivers of any upcoming costs to participate in an activity.

## **Vehicle Transportation:**

Sometimes TACL staff, either in a TACL vehicle or personal vehicle, will transport you. All TACL staff members have a valid driver's license and all personal vehicles are insured in case of an accident. Any TACL staff members transporting you in a TACL vehicle has a class four driver's license. TACL vehicles are inspected routinely to make sure they are safe and everyone must wear a seat belt while in a vehicle.

## **External and Internal Monitoring:**

We are inspected regularly by the local Fire Department and by the Community Care Licensing and CLBC as all our 4 of our Residential Group homes are Licensed Facilities through Interior Health. We are also accountable to the Workers Compensation Board and various provincial government ministries for following provincial health and safety rules.

There are many ways our services are monitored to make sure you receive quality services:

- Through regular visits with Community Living BC
- Families and Caregivers are encouraged to attend monthly planning meetings and PLP's
- Through a monitoring group named CARF that visits us to review our services.
- TACL internal monitoring systems, the Program Coordinator ensures standards and polices/procedure are followed.
- Community Living Manager Monitors Programs also ensuring compliance to all applicable standards such as Licensing and CARF, Funders expected outcomes but not limited to.
- Residential Council Group, for persons served and families.

- Board of Directors receives monthly reporting on the activities and celebrations of all TACL programs.
- Through you! Persons Served, their families and support groups tell us how we are doing by talking to our staff, filling out satisfaction surveys.

## **A Word about Quality Assurance**

We are an Accredited Organization through the Commission on Accreditation for Rehabilitation Facilities (CARF). The CARF surveyors visited our programs, facilities and accompanied staff on home visits, observed groups and interviewed parents and employees alike.

What accreditation means to you as a Person Supported by TACL

All persons must be treated with dignity and respect.

You will be informed of your rights starting from your initial contact with us. We will respect and preserve your confidentiality rights. You will be given the opportunity to be involved in your service planning. Family involvement is encouraged.

We inform you in writing of our complaint procedure. If you have a complaint or concern about our services, we will assist you without holding it against you or your family.

We have a thorough knowledge of all the community resources that may be helpful to you.

We have addressed health and safety concerns such as: building safety, emergency plans, and any barriers to receiving service, e.g., wheelchair accessibility.

Our services are measured and evaluated for efficiency, effectiveness and consumer satisfaction.

## **Your cultural and individual preferences will be respected.**

- Share beliefs/cultures and values that are important to you and how they might impact TACL's services.
- We will listen to and respect your opinions and concerns.
- You and your family are key players in developing an appropriate service. Your experience and knowledge will be valued.
- We will work with you to plan services that meet your unique situation. There is shared decision-making.
- Our services will be of excellent quality.
- Our staff is highly qualified to provide individual and family-centered care. We are an accredited non-profit agency.
- We will keep information about you and your family confidential and private.
- We will respect your privacy and confidentiality, and will not divulge information about you or your family without your consent.
- Please see attached TACL'S Cultural Diversity Plan

## **However, confidentiality can be broken when we are required by law to share information if**

1. We observe a criminal act or abuse;
2. We believe you or your family is in danger;
3. Court order or subpoena is issued.

**TACL collects personal information** so that we can provide you with services. Examples of information that we collect are:

- Communicate with you
- Develop and improve our services

- Your name, address, and phone number Your date of birth
- Reason for referral

## **TACL will use this information to:**

- Meet program and legal requirements
- We do not sell, share, trade or rent your personal information to anyone without your consent.
- We will work with you to have a Personal Life Plan (PLP) suited to your unique needs.
- You have a sense of where the services for you are headed.
- We will give you information.

We will provide you with timely, accurate, up-to-date information. If you don't understand something, please ask. Questions are always welcomed.

We give you access to information kept by TACL.

We will provide you with copies of written reports and assessments.

Please note that in keeping with the Freedom of Information and Protection of Privacy Act, TACL can only release and make copies of reports that originate from TACL.

As all records at TACL are owned by Community Living BC (our funding body), we follow the Freedom of Information and Protection of Privacy Act.

If you want to access your records at TACL, put your request in writing to the Executive Director stating what records you want.

# **Rights and Responsibilities of the Persons served**

The rights and responsibilities of the persons served 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 advocates 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:

- ✚ Be supported, with respect and dignity and with consideration for your preferences and wishes as an adult, by all employees and volunteer. Our support services and work practices must reflect this.
- ✚ Be supported to live in a place of your own community and to be supported to access community opportunities.
- ✚ Receive information about choices and to access opportunities that provide a variety of experiences so you can practice informed choice.
- ✚ Relationships with employees and volunteers are characterized by shared power, mutual respect, honesty and the opportunity to negotiate through differences of view.
- ✚ Develop your own life plan and to choose family, friends and professionals to help you.

- ✚ 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 the status quo is expected.
- ✚ Support that encourages reasonable risk as a means to experience life and to grow.
- ✚ Support that preserves your dignity, safety and well-being, as well as that of others.
- ✚ 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.
- ✚ 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.
- ✚ 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.
- ✚ 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.





## **What are my responsibilities?**

### **When you are in a TACL program there are things that you are responsible for such as:**

- You come to your PLP meeting and house meetings
- You have goals that you are working on
- You treat house mates and staff with respect.
- If you have anger problems, you let staff help you find better ways of coping rather than hurting others.
- If you damage another person's property you will need to pay for the repairs.



## **Confidentiality and Privacy of Persons**

Confidentiality of persons' that receive TACL services are strictly upheld by the staff following the Personal Information and Privacy Act. However, in matters of health and safety, information would be shared with the person's social worker. Important confidential documents are kept in a locked area, only accessible to staff who require the information in the performance of their work duties.

At TACL the staff ensures that persons served are able to exercise their basic right to privacy. An individual's personal space is respected by the staff and other persons served. If a person served requests to have access to a private space, staff assists that person as best as possible. A person served has the right to access his/her file at any time.



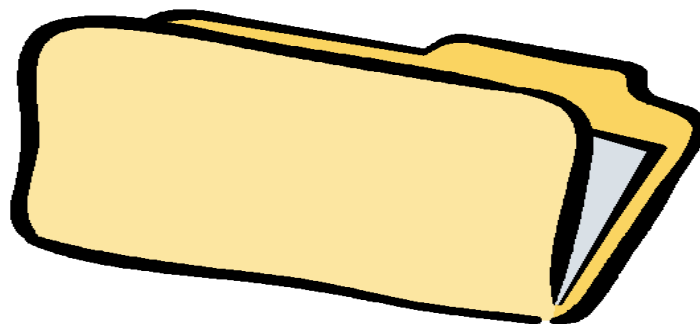
## **Medication Administration**

Administration of medication is part of TACL's services. The staff is proficient in their abilities to administer medication following the Pharmacist's Act and TACL's policies. TACL recognizes the 10 Rights of administering medication; right person, right medication, right dose, right time, right route, right reason and right documentation.

TACL works together with the Health Services Community Living Nurse(HSCL) to ensure our staff are fully trained on an ongoing basis to administer medications.

Our site Program Coordinators work closely with a designated Pharmacy. (Shoppers Drug Mart)

The persons served have the right to refuse to take medication in which case an incident report is filled out. The Pharmacy or after hours Nurse Hot Line 811 would also be called and directions are taken from them. Also persons served have the right to receive medications respectfully and in a discrete manner.

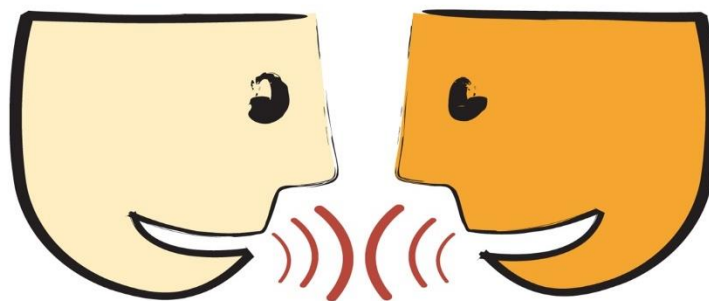


## **Conflict Resolution**

The Trail Association for Community Living understands that sometimes when people work together, they do not always agree. If you, or persons served, disagree with something, we are committed to help everyone involved by openly talking and resolve the issues.

### **Conflict Resolution:**

- If you, or a family member has a disagreement with something that was said or done at TACL:
- Talk to a TACL staff member first, if they are unable to help you...
- Talk to the supervisor of the program to find out what can be done
- The two of you might decide to meet with the other person involved so that you can talk about the problem
- If your concern is not resolved, you can choose to go to the formal process



## **Complaint Management:**

Before admission to a community care facility, the Manager/Executive Director must advise the individuals, or the individual's parent or representative, of the policies of the facility respecting expressing concerns, making complaints and resolving disputes. And how the individuals, or the individual's parent or representative, may express concerns or make complaints.

### **Process**

Complaints are any concerns that are expressed to an employee of TACL, formally or informally by a (n):

- (1) Individual receiving service
- (2) Individual's parent or representative
- (3) Community member
- (4) Employee of the Association
- (5) Someone from an outside agency

Any concern / complaint must be dealt with in a prompt, effective, professional manner. The complainant will be contacted within 72 hours.

# STEPS TO EFFECTIVE COMPLAINT MANAGEMENT

## ***STEPS 1 - COMPLAINTS ARE PROFESSIONALLY RECEIVED.***

Concerns and complaints come to our attention both formally and informally. It is the responsibility of the employee to listen carefully to the complainant and respond professionally. If it is an issue that can be promptly addressed in the conversation, the employee should do so immediately and they are not required to complete the attached form. They are required to inform the Supervisor of the complaint within 24 hours.

If the issue is one that requires further investigation or action, the employee must inform the complainant that a Supervisor or the Executive Director will contact them within 24 hours.

The Executive Director/Supervisor will discuss with the complainant a timeline and process to reach resolution. The goal in this step is to ensure that the individuals making the complaint are satisfied that they have been heard and that follow up action will ensue.

## ***STEP 2 - ALL COMPLAINTS MUST BE DOCUMENTED.***

If the complaint cannot be handled in conversation with the complainant, the employee who receives the complaint is responsible for completing the “Complaint Management” form (attached). The employee must inform their immediate Supervisor within 24 hours of receiving the complaint. The “Complaint / Concern” and “Action Taken” sections must be completed carefully by the employee receiving the complaint so that the Supervisor is able to accurately assess the urgency of the issue. All correspondence must be passed on to the Executive Director.

### ***STEP 3 - ASSESSING THE URGENCY OF THE COMPLAINT.***

1. Determining the urgency of the complaint needs to occur upon receiving the complaint in the event immediate action is required. It is sometimes difficult to assess the severity or urgency of a complaint. What may be a complaint requiring immediate attention to one individual or individual's network member may be an expression of a minor concern by another. For example, if a parent of an individual requiring 24-hour care tells staff that the individual is not receiving appropriate individual's care; this is a complaint that requires immediate attention.

Yet if the family of another individual who is quite independent expresses a concern regarding the individual's care, this would probably be deemed more minor in nature and possible motivational factors would be considered. When determining whether a concern is deemed "major" or "minor", the functioning level of the individual must be taken into consideration, as well as:

- a. "Who" is making the complaint
  - b. "What" is the nature of the concern is it a Health and Safety issue
  - c. "How" the individuals making the complaint would like it addressed.
2. When a complaint regarding an individual we support arises, where no protocol or plan is currently in place to support the concern, the individual in consultation with their individual's network would determine if a new "result to be accomplished" needs to be added to the individual's Personal Life Plan (PLP) to assist them in that area. Employees are expected to be decisive

and responsive in providing support, particularly when dealing with concerns that may arise surrounding an individual served Health and Safety. When in doubt staff are encouraged to, err on the side of caution and “over-respond” rather than “under-respond”.

#### ***STEP 4 - THE MOST APPROPRIATE ASSOCIATION REPRESENTATIVE***

##### ***DEALS WITH THE COMPLAINT.***

1. If it is an issue that the Supervisor is able to deal with, that he/she should promptly do so.
2. If the situation warrants the immediate attention of the Supervisor and he/she is not on shift, the staff member must immediately notify the Executive Director or Designate by phone. The ED will provide direction as to how to proceed with the complaint.
3. If it is an issue that an Executive Director should address, it is the responsibility of the Supervisor to forward the completed form to the Executive Director and follow-up by phone to ensure an effective plan of action is developed and/or completed.
4. In some situations, the Executive Director is the most appropriate person to respond. The Supervisor will make this determination and initiate the response with the Executive Director.
5. The Executive Director will provide the complainant a written summary of the complaint and how resolution was sought. TACL will make every effort to work towards a full resolution



of the complaint within 10 business days of receiving the complaint.

6. If the Supervisor and Executive Director are unable to resolve the complaint, the Board of Directors has the final responsibility in doing so.

7. In the event a complainant chooses or feels that their complaint was not appropriately addressed or they were not satisfied with the resolution of the complaint. The complainant can make a direct complaint to the Licensing body or our funder CLBC. See contact numbers on the last page of this policy.

### ***STEP 5 - DOCUMENTATION OF THE COMPLAINT.***

All actions taken by the Supervisor/Executive Director to address a written complaint must be documented on the “Complaint Management” form at the time the action occurs. Resulting recommendations or actions must also be documented and communicated to staff members at the site. Information may be documented in the “Day-to-Day Communication Book” and / or the “Individual Log Book” and in the PLP process.

Once the complaint is addressed to the satisfaction of the complainant, the form will be kept in the Administration Office’s central files and, if applicable, the individual’s central file. On an Annual basis (1<sup>st</sup> Board Meeting after AGM) all complaints will be reviewed by the Board of Directors. The Board of Directors reviews and analyzes all complaints and determines if trends or common concerns exist.

It is the sincere intent of TACL to try to resolve any and all difficulties before they grow into serious problems. We are committed to making the system work, and encourage all persons to try to resolve these concerns directly with in TACL's complaint management policy. All concerns and or complaints are assured a fair hearing and we will do everything we can to reach a resolution that satisfies and benefits all persons involved.

At TACL the complaints process is used as a way to review and improve our services. **At no time would negative consequences result from any complaint that is reported by an individual, their family or representative or member of staff.** Our obligation is to support families to the degree we can, and to improve our services and support, based on feedback and comments.

**In the event a complainant chooses or feels that their complaint was not appropriately addressed or they were not satisfied with the resolution of the complaint. The complainant can make a direct complaint to the Licensing body or our funder CLBC, the following is the contact information for these agencies;**

## **COMMUNITY LIVING BRITISH COLUMBIA**

Monday to Friday - 1-800-668-4429

After hours' number – 1-800- 663- 9122

## **Exit from our Programs:**

### **You will be Exited when:**

- You ask to be exited
- Your needs can be better met by another service or agency
- You choose to move to another community.

Our staff will assist you with your move to your new home or service provider by:

- Staff will complete an Exit Summary; this will help your new support staff see the great things you have been working on.
- Help you fill out need paper work for your move
- Assist you in packing your personal items
- Assist you with moving your personal items



# 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.




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 &amp; 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"> <li>1. Posting of Canadian Charter of Human Rights.</li> <li>2. Include information of Rights in publications for those served.</li> <li>3. Establish and monitor client rights concerns and complaints.</li> <li>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.</li> <li>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.</li> </ol>	<p>Executive Director.</p>

Overall Objective/Goal	The Desired Outcome	Applied To	Activities	Responsibility
<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.</p> <p>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>
<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</p>	<p>Executive Director and all Personnel.</p>

Overall Objective/Goal	The Desired Outcome	Applied To	Activities	Responsibility
			<p>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>	
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
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	Personnel that are knowledgeable and able to	For Board of Directors and all Personnel.	TACL will develop a cultural competency training plan using	Executive Director and all Personnel



Overall Objective/Goal	The Desired Outcome	Applied To	Activities	Res
<p>and competency on cultural safety, cultural awareness and diversity of our community.</p>	<p>provide services that consider social, health and economic barriers that can affect one's well being.</p>		<p>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 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



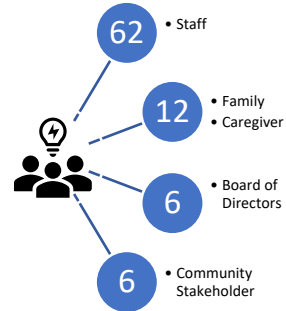
e-Surveys



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**