

BC HUMAN RIGHTS TRIBUNAL

1170 - 605 Robson Street, Vancouver, B.C. V6B 5J3

Phone: 1-888-440-8844

DISABILITY RESOURCE CENTRE

INDEPENDENT LIVING VERNON

3402 27th Avenue, Suite 107, Vernon, BC V1T 1S1.

Phone: 250-545-9292

INFORMATION, RESOURCES AND ADVOCATES

INCLUSION BC

227 6th Street, New Westminster BC V3L 3A5.

Phone: 1-800-618-1119



"Our mission is to strengthen and enrich the lives of individuals and families in our community by providing accessible, responsive services."



**HANDBOOK
(INFORMATION)
FOR
PEOPLE WE SERVE**



"Our mission is to strengthen and enrich the lives of individuals and families in our community by providing accessible, responsive services."

Welcome to our Handbook!



We are happy to give you this information in the hope that it will answer any questions you have about Kindale and help you make decisions and choices.

- It is important that you and your family and friends know how Kindale will support you in reaching your goals.
- It is also important that your family and friends know what they can do to help you get the most out of your time with Kindale. We will help you understand the information in this Handbook.
- We will talk with you about what is in this Handbook and help you with anything you might not understand.
- We will go through this Handbook with you and your family and/or caregiver when you first join Kindale.
- We will give you a copy of this Handbook. You can look at it and ask us to help you look at it anytime you want.
- We will review this Handbook with you once every year.

For more information please contact:

Kindale Developmental Association
2725A Patterson Avenue
P. O. Box 94
Armstrong, BC V0E 1B0
Phone: 250-546-3005
Fax: 250-546-3053

General Email: kindale@kindale.net
Website: www.kindale.net

Benita ("B") Elliott, Executive Director
b_elliott@kindale.net



OTHER PEOPLE AND ORGANIZATIONS

PROVINCE OF BC:

MLA for Vernon - Monashee: Eric Foster 250-503-3600

MLA for Shuswap: Greg Kylo 250-833-7414

Minister for Social Development and Poverty Reduction:
Shane Simpson 1 800 660 2421

Province of British Columbia Advocate for Service Quality: 1-800-663-7867 or ASO@gov.bc.ca

BC Disability Benefits 1-866-866-0800

COMMUNITY LIVING BC

Manager for North Okanagan and Shuswap: Jennifer Love,
250-549-5490 (Vernon)

Vernon Office: Suite 201, 2802 – 30th Street, Vernon, BC
V1T 8G7. Phone: 250-549-5490

Salmon Arm Office: 351 Hudson Ave. NE, Salmon Arm BC
V1E 4S4. Phone: 250-832-1718

General Enquiries: vernon@communitylivingbc.ca



WE WELCOME ANY FEEDBACK

If you would like to make a suggestion about how to improve your supports, change your supports or talk about being more involved with Kindale services you can

contact B. Elliott

Kindale's Executive Director, at any time

B_elliott@kindale.net



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2725A Patterson Avenue
P. O. Box 94
Armstrong, BC V0E 1B0

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Fax: 250-546-3053

ABOUT KINDALE

In 1959, Lydia Boss was a nurse in Armstrong, BC. Her son, Gary, needed a place where he could go to school and learn to the best of his ability. There was no school in the area that would take Gary. So, Lydia, with help from the Kinsmen Club and lots of other people, started a school on Rosedale Avenue for Gary and other children who were not able to go to the local school. That is how Kindale was born!

Now, more than 59 years later, Kindale has grown and changed a lot, but Gary Boss still enjoys being part of the Kindale Family. Kindale serves more than 200 adults and, recently, began providing support to children and youth with Special Needs.

Today, Kindale offers many services in Vernon, Armstrong, Enderby, Salm-on Arm, and other smaller communities in the North Okanagan and Shuswap:

- 10 homes where people live with help from staff.
- Many home share and independent, affordable living choices.
- 5 centres where people gather before going out in the community to participate in activities they enjoy.
- Staff who help people set goals and make choices for themselves.
- participate in society as citizens with full rights and responsibilities
- Supported Employment, Employment Readiness, and Customized Employment
- Staff who help people learn how to:
 - cook and take care of themselves,
 - Find a job and do real work for real pay,
 - Volunteer and participate as citizens in their community,
 - enjoy the same sorts of activities that everyone does, and
 - do just about anything they want to try.



MISSION STATEMENT

Kindale Developmental Association is a community based network of dedicated people providing individualized person centered support for persons with disabilities within an inclusive and interdependent community.

PHILOSOPHY

The individual will be empowered to make decisions, choices and connections with community support in the most natural and normal environment that supports and respects his/her dignity and the integrity of individual rights.

**WE WANT YOU TO BE
SUCCESSFUL**

WHAT DOES THIS MEAN ?

Kindale helps people to:

- live in their community among their neighbours
- make informed choices for themselves respect others and be respected



VIOLATION OF CODE OF ETHICS

Any violations or suspected violations of Kindale's Code of Ethical Conduct by any volunteer, employee or board member will be investigated and resolved as soon as possible. Violations of the Code of Ethical Conduct may result in the termination of volunteer status, employment or board membership.

If you are in doubt, err on the side of caution and report your concern. Retaliation against anyone for reporting violations of the Ethical Code of Conduct is expressly forbidden and will not be tolerated by Kindale. The Executive Director or Quality Assurance Officer is to be notified immediately. Investigation of violations of the Ethical Code of Conduct will begin immediately upon receipt of alleged violation. Kindale will make every effort to complete its investigation within fourteen days and will document how substantiated violations have been addressed.

The details of the investigation and resolution will be reviewed with the Board of Directors who have the final responsibility to ensure an effective plan or mediation is developed and /or completed, All associated documented information will be maintained and included with Board of Directors meeting minutes for future reference.

Strictest confidentiality of all associated records and investigation documentation regarding allegations of violations of the code of ethics will be maintained.

CODE OF ETHICS

Corporate responsibility demonstrates what an organization stands for including its ethical, social, and environmental values. Corporate responsibility assists in:

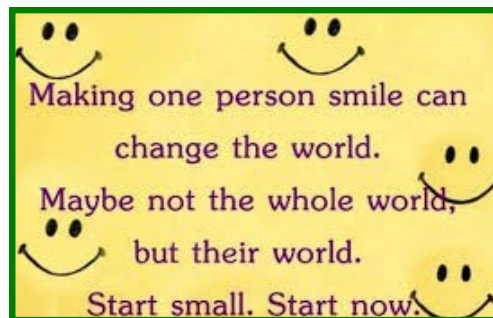
- Advocating for the person served
- Promoting ethical business practices
- Developing efficiency as an organization
- Considering the impact of organizational activities on persons served, personnel, other stakeholders and the environment.

Any violations or suspected violations of Kindale's Code of Ethical Conduct by any volunteer, employee or board member will be investigated and resolved as soon as possible. Violations of the Code of Ethical Conduct may result in the termination of volunteer status, employment or board membership.

Kindale takes a no reprisal approach to any person bringing forth an allegation of violations of the Code of Ethical Conduct or Policies and Procedures. The Society Complaint Management Policy outlines the procedure for reporting any complaint regarding the Society.

The Society is committed to:

- ◆ Maintaining the best interests of the individuals served,
- ◆ Advocating for those interests as circumstances require.
- ◆ Fostering self-determination.
- ◆ Maintaining confidentiality.
- ◆ Being supportive.
- ◆ Accepting each person as unique and valuable.
- ◆ Protecting individuals served from abuse and neglect and avoid participation in practices which are disrespectful, degrading, intimidating, psychologically damaging or physically harmful.
- ◆ Committed to providing safe and healthy environments.



OUR STAFF AND SERVICES

Kindale staff are:

- educated, experience trained professional Residential and Community Support Workers
- able to assist people make decisions for themselves safely
- able to provide care for people who need help with physical, mental or behavioural challenges

Kindale services are based on the needs, interests, and funding for each person. Here are some examples of things we do. If you have other needs or ideas, please talk with us!

- Residential Options
- Kindale homes with 24/7 staffing
- Home Sharing
- Independent Living with some support
- Affordable Housing

Community Inclusion and Day Programs

- Lifeskills
- Recreation
- Social Activities
- Arts, Crafts, and Music
- Health and Wellness
- Literacy and Numeracy



Employment

- Volunteer Opportunities
- Employment Readiness Training
- Customized and Supported Employment WorkBC Services

YOUR FAMILY AND FRIENDS

Support to families of person served is provided to either enable the person and the family to stay together or to enable the person served to remain involved with his or her family. Families with the persons served, are the key decision makers in identifying the services/supports needed and in choosing how those services/supports will be delivered.

Your Families and Personal Support Networks participate with Support and Service planning:

- a. Is person- and family-centered.
- b. Recognizes family expertise.
- c. Considers family values.
- d. Supports individual and family relationships.
- e. Enhances lifespan planning.
- f. Addresses contingency planning in the event of loss of the primary caregiver.

Kindale provides or refers the family to desired support services. We will provide person served family and personal support networks:

- a. Information on community resources, including how to access these.
- b. Referral sources for specialized needs.

Intent Statements

In order to make informed choices about appropriate services and providers, the families (including the persons served) have a wide variety of options from which to choose.



Our website address is: www.kindale.net

TAKE ACTION!

ADVOCACY

Kindale tries to reduce barriers to community inclusion for people with developmental disabilities.

We do this through a combination of education, good public relations, and by setting a positive example of respectful attitudes regarding the rights of persons with developmental disabilities during both working and non-working hours.

If you know of something in a building, your community, or the attitudes of people that prevents you from going where you want to go or doing what you want to do, then please tell us and we will try to help.

We will help you to talk about these issues on your own behalf when possible.

If you wish to join other people with disabilities to help make things better in the community, we will help you to find a self-advocate group.

HOW TO ACCESS KINDALE SERVICES

All people who are eligible for CLBC services can talk to an Analyst at CLBC and request their support be provided by Kindale.

CLBC will then contact the Kindale Executive Director and a meeting will be set up for you to meet with the Executive Director to discuss your support needs and decide if Kindale is the Agency you want.

Kindale will contract with CLBC to provide the agreed upon services.

Should you decide that Kindale is not the agency you want to use then we can assist you to find another agency that can provide the support you require.

We have a website that has information about Kindale and the work we do.



WHILE AT A KINDALE LOCATION AS FAMILY OR A FRIEND YOU HAVE THE RIGHT TO:

- ◆ A safe environment
- ◆ Be involved in your relative's care with their consent
- ◆ Visit your relative at times that are convenient to both you and them and programs
- ◆ Be treated respectfully and considerately
- ◆ Receive clear responses to queries you make
- ◆ Make a complaint and know its outcome
- ◆ An interpreter
- ◆ Refuse to participate in teaching or research at any time

You also have the right to the following information:

- ◆ Legal rights and entitlements
- ◆ Qualifications of those working with your relative
- ◆ Significant events (including transfers) involving your relative

Equally you have the responsibility to:

- ◆ Give accurate information
- ◆ Co-operate with investigation of any complaint you make
- ◆ Consider and respect others

- ◆ Respect confidentiality – this means clear boundaries are in place regarding family involvement. Communication between families and the mental health service is in accordance with the wishes of the service user. Families or chosen friends/ carers receive information about: what services are available, how they work and how to access them, especially in a crisis.

- ◆ Refrain from bringing in any alcohol or other harmful substances
- ◆ Comply with staff direction in matters of safety and visitation policies

- ◆ Abide by other rules made known to you

KNOW. YOUR. RIGHTS.

You have the right to:

1. The services and supports necessary to enable them to secure quality of life that promotes development of full personal potential. **This means Kindale employees need your consent to provide programming, release your personal information, provide you more than one service at the same time, and decide what employees will provide those services.**
2. Freedom from mental or physical abuse, financial or other exploitation, retaliation, humiliation, and neglect, corporal or unusual punishment, withholding of monetary allowances or punitive interference connected with the daily functions of living, such as eating or sleeping. **This means you may not be embarrassed, hurt, or treated cruelly. Staff and others may not take away things that are a normal part of everyday living (like food, sleep, money) as a form of punishment.**
3. Support to maintain family ties and broaden social networks in adulthood.
4. Be listened to and empowered to direct the course of their lives including where to live and with whom. You have the right to take a leadership role in planning your future. **This means you have the right to let staff know your preferences and what you want included in your life and goals. To participate in society as citizens with full rights and responsibilities.**
5. Safety, security and freedom from harm. **This means you may not be embarrassed, hurt, or treated cruelly. Staff and others may not take away things that are a normal part of everyday living (like food, sleep, money) as a form of punishment.**
6. Recognition that needs and interest change over time and consequently support services must be flexible to accommodate individual lifestyle choices. **This means you can decide for yourself about things that affect your life.**

WHAT IS THE PROCEDURE?

1. Should you have a complaint regarding your service with Kindale, you or someone you trust should contact the Manager of the program or service and tell them about your complaint within 7 days of the incident. The Manager will contact the Executive Director and tell her about the complaint. The Manager will meet with you and find out all about the complaint. They will work with you to find a solution. You may ask someone to be with you to help you in this meeting. The Manager will write everything down and share it with you and with the Executive Director.
2. You must complete Kindale's complaint/enquiry form or telephone, come in person, give us an audio tape, or ask someone to help you with the form.
3. Letters should be addressed and delivered to B Elliott, the Executive Director of Kindale, 2725A Patterson Avenue, PO Box 94, Armstrong, B.C. V0E 1B0. You may also let us know by telephone 250-546-3005 or email b_elliott@kindale.net. Within 15 days of receiving your complaint, the Executive Director or delegate will contact you. If needed, a written plan will be developed to correct the problem, if possible. We will make sure that we give a written decision about the complaint within 30 days from when you first told us about it.
4. If you are unhappy with the decision provided by the Manager or the Executive Director, your information and complaint will be forwarded to the Board of Directors for Kindale and they will advise you that a review of the decision will be made.
5. The request for the Board review must be made within 14 days from the date you receive the Manager/Executive Director's decision. The decision of the Board will be returned within 30 workdays, and will be considered final.
6. Should you be unhappy with the final decision you should consult the Advocate for Service Quality B.C. ASO@gov.bc.ca, 1 800 663 7867.



COMPLAINT AND CONFLICT RESOLUTION

A person who is unhappy with the service provided by Kindale has a right to file a written grievance or complaint. What can I file a complaint about?

A funding decision, The quality of services provided, How your personal information has been handled by Kindale and A situation where your rights were not respected.

Can someone file the complaint for me? Yes, with your permission.

Will anything happen to me if I make a complaint? If you are concerned about being retaliated against for making a complaint, contact the Quality Assurance Officer of Kindale and external provincial agencies; The Advocate for Service Quality , BC Ombudsperson's Office , Information and Privacy Commissioner or the Representative for Children and Youth.

If you are not able to provide a written complaint, you may instead explain your complaint in person or over the telephone.

WHAT ELSE CAN I DO TO RESOLVE CONFLICT OR COMPLAINTS?

- You can also choose to take your complaint to the Advocate for Service Quality in the BC Ministry of Social Development and Social Innovation.
- This person ensures that people in BC with developmental disabilities who receive service are adequately protected.
- Your Advocate is not a CLBC staff person so they can respond to you in a way that is independent of CLBC and the Service Provider. You and/or someone you trust can reach the B.C. Advocate for Service Quality in Victoria by calling: 1-800-663-7867.

7. Contribute to community through satisfying work, social connections and leisure pursuits.
8. Fair treatment in justice system. **This means Kindale employees need to refer you to the right sources to help you advocate for yourself and your needs.**
9. Expect Kindale employees to adhere to research guidelines and ethics when participants are involved (if applicable). **This means you have the right to accept or refuse participation in research, and if you accept such participation, that you will be free from any harm.**
10. Religious freedom and opportunity to worship. **This means you can go or refuse to go to the religious services of your choice.**
11. You have the right to advocacy services if you need them. **This means Kindale employees can help you work out any problems or concerns you might have at Kindale.**
12. You have the right to receive information in your own language. **This means Kindale must give you information in the language you use (including sign language or assisted technology).**
13. You have the right to give input regarding your level of satisfaction with your program. **This means it is okay for you to let us know how you feel about your services, good and bad, including a formal grievance (complaint). No one can punish you for doing so.**
14. Privacy of person, belongings and personal information. **This means you can be alone and your belongings remain untouched if you wish.** You have the right to invite people you choose to your meetings. **This means you can pick who you want to come to your meetings.**
15. Participate fully in life of community in the same way as other citizens do.
16. Letting us know if you wish to learn something new or receive any training. We will let you know if any training is being provided in the community that you may be interested in.





PRIVACY MEANS THAT INFORMATION ABOUT YOU IS CONFIDENTIAL

When you turn 19 years old in BC you become an adult. Once you are an adult, people who need information about you need to talk to you first and get your permission to see the information. Then you decide if you want them to talk to you, your parents or your caregiver.

Before you talk to anyone, you can ask if you can talk about things that are "confidential." That means that what you say is private, and won't be told to anyone else.

There are some things that cannot be confidential. For example, if you say someone is touching you in a bad way, the person you tell has to tell CLBC staff, police and the Executive Director.

PRIVACY ALSO MEANS:

- That you have the right to be alone, if that is what you choose.
- That people should knock and ask if it is okay with you before they come in to a space where you are alone.
- That people should not look at or take your private things without your permission. The only time this might be different is if there is a risk to your health or safety.

WE RESPECT PRIVACY AT KINDALE BY:

- Making staff and roommates aware of your right to privacy.
- Not talking about you to people who do not need to know about you.
- Not sharing information about you until you, or someone you have chosen, say it is okay to do so.
- Keeping written information about you in a secure place.

Respecting your right to privacy and dignity when we help you with personal care.

- Supporting you and everyone else to respect the privacy of others.
- Having all employees sign a confidentiality statement.

Contact Kindale's Privacy Officer if you have questions regarding your Privacy.



We regularly check the vehicles owned by Kindale to make sure that they are safe to drive. Everyone must wear a seat belt in our vehicles.

All vehicles are weapons free and no one is allowed to smoke, eat or drink in any Kindale vehicle.



INFORMATION ABOUT YOU

WHERE DO WE KEEP THE INFORMATION?

We keep the information about you in your Client File, which is kept in a secure area. Only the people who need to know about you are allowed to see this information. We also keep some information about you on computers. Again, only the people who need to know about you are allowed to see this information.

CAN YOU LOOK AT THE INFORMATION?

Yes. You can look at the information about you at any time. Ask the Program Manager who will inform the Executive Director, and she will go through your file with you.

SHARING INFORMATION ABOUT YOU:

The people who support you need to look at your File to get information about you so that they can do a good job. If anyone who is not supporting you asks Kindale for information, then we will ask your permission in writing before we share your information.

If we plan to use your photograph or write an article about you we will ask for your permission first.



YOUR RESPONSIBILITIES

Along with rights you have responsibilities. For example, when you make a choice you are responsible for that choice.

As a Canadian you have rights. You also have responsibility to respect the rights of other Canadians by treating people fairly and treating everyone equally.

Your responsibilities to Kindale includes:

- Participating in the planning of your services.
- Exploring options in your community by participating in recreation and leisure activities, community volunteering or paid work placements.
- Letting people know if and when you need support.
- Listening to others.
- Respecting the rights of everyone at Kindale.
- Letting us know if you are going to be away from home, and when you expect to return.
- Let staff know if you or anyone else is having trouble.

YOUR RESPONSIBILITIES AND YOUR HEALTH AND SAFETY:

You have the responsibility to let us know of any health or safety concerns that you have. We need to know about things like:

- The medications you take, and when any changes occur.
- Medical health concerns that you have.
- Safety concerns that you have.
- Health and Safety supports that you require.

YOU HAVE THE RESPONSIBILITY TO TELL US IF YOU DO NOT FEEL SAFE:

- When you are with Kindale.
- When you are with someone working for Kindale.
- When you are out in the community.
- When you are in a Kindale vehicle.

YOUR RESPONSIBILITY IN CASE OF AN EMERGENCY:

If there is a fire or an earthquake, or if there is a fire drill you have a responsibility to:

Follow the instructions of the Kindale support staff and other emergency response personnel.



IMPORTANT KINDALE RULES

- No weapons allowed.
- No liquor allowed.
- No smoking allowed in the building (smoking cigarettes allowed outside in certain areas; ask staff for locations).
- No aggressive or violent behaviour allowed.
- No taking, selling, or bringing illegal drugs to Kindale sites and events.

If you break any of these rules, you might be asked to leave your Kindale service for a short period of time or permanently. You can ask your Advocate to help you if this happens.

We ask questions about:

- The medications that you take.
- Health concerns that you have.
- Safety concerns that you have.
- The personal care supports that you require.
- The meal-time supports that you require.

This information goes into a Care Plan in your File. We will share this information so that everyone who will support you knows how to address your health and safety needs.

Every year (or sooner) we have a team meeting to update the information. It is important that you tell us about important changes when they happen.

UNIVERSAL PRECAUTIONS:

Kindale employees and Managers are trained in Universal Health Precautions. If they come in contact with blood or other body fluids they will follow certain steps. By following these steps they are less likely to come in contact with a communicable disease. That way employees stay safe and so do you.

To prevent staff from coming in contact with blood or other bodily fluids they will:

- Wear gloves
- Follow approved hand washing procedures
- Follow proper clean up procedures

If you come in contact with blood or other bodily fluids you must tell us so we can help make sure that you are safe.

VEHICLE SAFETY

Sometimes you will be transported by Kindale staff in a vehicle owned by Kindale or owned by the employee who is supporting you.

Kindale employees who transport you are required to have a valid Class 4 Driver's license. All the vehicles are insured, in case there is an accident.

We Believe in Keeping You Safe

HEALTH & SAFETY

At Kindale programs and services we have procedures written down that will help you if there is an emergency.

If there is a Fire or an Earthquake we will help you to:

- Leave the building. Get out of the building if you have trouble walking.
- Follow the procedures in the Emergency Manual.
- Meet everyone in the assigned meeting area.

Employees are required to do regular emergency and evacuation drills with you.

MEDICAL EMERGENCIES:

If you have a medical emergency:

- The first staff person on the scene will give you first aid.
- Staff will go to get information about you so that we can give you the best support.
- If it is necessary we will assist you to go to a medical clinic.
- If it is necessary we will call 9-1-1.
- We will tell everyone who needs to know - your caregiver, family, Kindale's Executive Director, Interior Health and CLBC (if applicable).

FIRST AID:

Kindale support employees and managers have current First Aid and CPR training. There are First Aid kits in all Kindale offices, homes, centres, and vehicles.

YOUR OWN HEALTH AND SAFETY:

Before you first come to Kindale, we will meet with you, your family

We

Believe in

Keeping

You Safe

KEEPING YOU SAFE AT KINDALE

QUALITY STAFF:

Kindale employs educated experienced quality employees who are committed to, and have experience supporting, people with developmental disabilities, physical challenges, and mental health concerns.

Employees are required to have relevant education and related experience. All candidates submit a resume and fill out an employment application. Two work references are checked. The following documentation is submitted and confirmed:

- Tuberculosis Test
- Doctor's fitness to work certificate
- Criminal Record Check
- Valid First Aid and C.P.R certificate
- Class 4 driver's license
- Drivers abstract
- Relevant education

COMMUNITY LIVING BRITISH COLUMBIA:

Community Living British Columbia (CLBC) is a provincial crown corporation that provides funding and referrals to Kindale to provide support to people with disabilities. The BC Ministry that is responsible for CLBC is the Ministry of Social Development and Social Innovation in Victoria.

A Personal Service Plan is developed for each person receiving services, with input from the person served, family, and their support network. The plan and activity goals are reviewed and updated annually by the support team.

You may also be eligible for services including nursing, nutrition and dysphasia, dental hygiene, physiotherapy and occupational therapy from Health Services for Community Living (HSCL).

PHARMACY:

All medication in pill form must be blister packed, and the procedure to give you the right medicine at the right time is properly documented at each program/service location.

Pharmacists conduct a safety inspection of medications within Kindale homes and centres every year.

Kindale Complaint/Concern Form

<p>Concern <input type="checkbox"/> Complaint <input type="checkbox"/></p> <p>Date: _____ Time: _____</p>	<p>Name and Role of Person Taking the Complaint or Concern</p> <p>_____</p>
<p><u>Complainant Contact Information:</u></p> <p>Name: _____</p> <p>Telephone: _____ email: _____</p> <p>Street Address: _____</p> <p>City: _____ Province: _____ Postal Code: _____</p>	
<p>Specific Program or Service</p> <p>_____</p>	
<p>Enquiry - Information Requested</p> <p>_____</p>	
<p>Complaint – Key Elements</p> <p>_____</p>	
<p>Office Use Only</p> <p>Action Taken (e.g. referred to Manager - further information requested)</p> <p>_____</p> <p>Date Actioned: _____ Time: _____</p> <p>Follow up required: Yes <input type="checkbox"/> No <input type="checkbox"/> provide details and further correspondence information</p> <p>Reviewed by Executive Director _____ Date _____</p>	