

Handbook for Individuals and Families



Community Inclusion Services



community living society

Table of Contents

ABOUT THE CLS COMMUNITY INCLUSION PROGRAMS	3
DECIDING IF OUR COMMUNITY INCLUSION PROGRAM IS THE RIGHT FIT	4
ORIENTING YOU TO THE COMMUNITY INCLUSION PROGRAM	7
Meeting Our Employees	7
Meeting Other Program Participants	7
Getting to Know the Program Location	8
Understanding the Program Schedule and How Activities Are Planned.....	8
Understanding Our Program Focus.....	9
UNDERSTANDING PROGRAM EXPECTATIONS	10
Getting to and From the Program Location.....	10
Dressing for the Weather and Activity	11
Planning for Lunch and Other Refreshments	11
Bringing Your Medications and Other Personal Supplies	11
Using Public Transportation to Get to Activities	12
Paying for Activity Costs	12
Keeping Track of All Your Belongings	13
Carrying Personal Identification and Health Information	13
Notifying Us When You Cannot Attend	13
Following Rules for Smoking and Vaping.....	14
Staying Away if You are Sick	14
INVOLVING YOUR PERSONAL SUPPORT NETWORK	14
MAKING SURE WE SUPPORT YOUR HEALTH AND SAFETY.....	14
Understanding Your Needs and Supporting Your Goals	15
Emergency Planning and Drills	15
CHANGING OR ENDING SERVICES	16
OUR CURRENT PROGRAM LOCATIONS.....	ERROR! BOOKMARK NOT DEFINED.

About the CLS Community Inclusion Programs

The Community Living Society (CLS) community inclusion programs are all about getting out into the community to enjoy activities with other community members. Each of our service locations are used as a meeting place for you to connect with CLS employees and others before going out on planned activities in the community. Sometimes, you may go out with other participants who are interested in the same activity as you and a CLS employee. Part of the fun is deciding together how you will get to your chosen activity using public transit and what you will do when you get there.

The kinds of activities you choose will be based on your interests and the goals you have set for yourself as part of your initial **intake meeting** and every year after as part of your **Individual Service and Quality of Life Plan (ISQLP)** meeting. Each program works with all the participants to map out a plan of activities each week so that each participant can choose the ones that match their interests and goals. Some participants come Monday – Friday and others and some come for just some of these days. This depends on personal choice and the funding the participant receives for this service.



The Community Inclusion programs are funded by Community Living British Columbia (CLBC). CLBC manages the waitlist for this service and refers eligible people to us when we availability in the program. Before we welcome you into a program, we make sure that:

- ✓ We have the capacity and level of expertise to support you well based on your needs.
- ✓ The program location and types of activities typically offered match your expectations, interests and goals.
- ✓ You feel confident the program is a good fit for you.

Deciding if Our Community Inclusion Program is the Right Fit

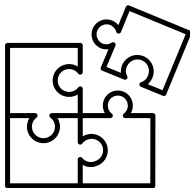
Not everyone who is referred to our Community Inclusion programs decides it is the right fit for them. To help you decide and to assist CLS in learning if we can serve you well at the program location available, our team (Community Inclusion Manager, the Director of Programs, and the Team Lead) will meet with you. They will take time to get to know you and your personal support network members to learn about your expectations, goals, and areas where you would like to focus. They also find out about your support requirements.



We want to make sure you make a good choice for yourself. When you are referred to CLS Community Inclusion program, the team you meet with will help you consider if the community inclusion environment is a good fit for you. They also need to think about the other people participating in the program, and the skills and capacity of the employees who will be supporting you.

If, together, you and the team decide it is not a good fit, our Director of Programs will refer you to CLBC and help you connect with a facilitator to explore other options that may better suit your needs.

Getting Started Exploring the Fit for You



To get started, our team (which may include the Community Inclusion Manager, Director of Programs, and Team Lead) will meet with you, and anyone in your personal support network that you choose to involve, to:

a) Help you learn about the community inclusion program you are considering.

b) Gather information about you to better understand if we have the capacity to support you in this program and/or other potential programs (dependent on availability).

Ways We Help You and/or Your Personal Network Learn About the Program and the Focus of Community Inclusion

- Provide you with this Handbook.
- Share examples of the types of activities that people in the program enjoy in community.
- Discuss any considerations about the level of support offered in the program.
- Provide a tour of the program location.
- Answer your questions about how the program.
- Help you understand your responsibilities for:
 - ✓ Getting to and from the program.
 - ✓ Making sure you know what you will need to bring each day and what costs you will be responsible for based on activities chosen.
 - ✓ Participating with others in the program in chosen activities.



The Types of Information We Gather About You

As part of getting to know you, we will work with you and/or your personal network to gather personal information about you. The team meeting with you will use our “Getting to Know You” form to guide discussions with you so they understand more about:

- your preferences
- how you spend your days
- the places you like to go
- the activities you like to do
- areas where you need support
- your preferences about how support is provided

We will ask you and your personal support network lots of questions and you can ask us questions too. When gathering all this personal information about you, we encourage you to involve members of your personal support network who can help you think through some of the things they know about you that can help us get to know you better.



Making a Decision About Whether to Proceed with Community Inclusion



After visiting and seeing our services or thinking through your needs and wants, you and/or your personal support network may decide this service is not what you want. Similarly, we may reconsider if this service can be a good fit based on our capacity to meet your needs. In either case, we will work with you to make sure you connect with CLBC to explore other resources that may better meet your needs.



If we all feel confident this service is a good fit for you, then we will get started by reviewing this Handbook together. Be sure to ask lots of questions. Don't leave your questions unanswered!

Orienting You to the Community Inclusion Program

Part of our job is to make sure you feel comfortable so you can enjoy a good experience at the program. The first step is to help you learn all about the program location where you will be starting and ending each day.

Meeting Our Employees

The Team Lead at each of our program locations will be your primary point of contact and will be the person you will get to know really well. They will make sure to introduce you to all of the employees.

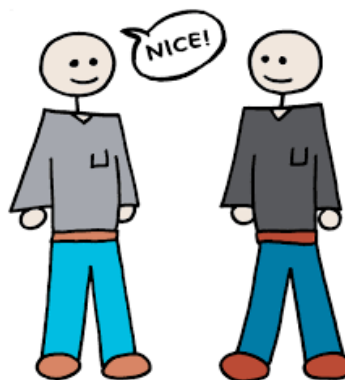


You will meet but may not get to know all employees well until you are with them as part of an activity you have chosen. They will make sure to learn about you from all the information you shared with us at the intake meeting.

CLS employees often work at more than one of our program locations so you may not see some of them as often as others.

Meeting Other Program Participants

Each program location has a limited number of people who attend each day – usually around 4 to 6. However, not everyone comes each day, so you won't always meet everyone on your first day. Employees will make sure you are introduced to everyone. They also will get to meet and learn about you. Usually, you will get to know each of the participants better when you are out in community because you will be spending time together.



CLS employees will help you learn about one another so you feel comfortable together.

You may start to get to know some people in the program better than others if your choice of activities is often the same as theirs. Having shared interests with others is often how friendships are built!!

Getting to Know the Program Location

Although you won't be spending a lot of time at the program location where you meet up and end service each day, we make sure you know your way around the space so you feel welcomed, comfortable, and safe.



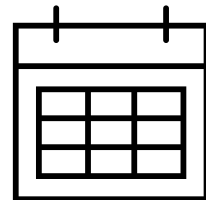
Employees will provide a tour of the building. You will see where to enter the building, where you will meet with the group, where to hang your coat and other belongings, the location of washrooms and any other rooms or spaces in the building.

Employees will also review the emergency plan with you including where first aid supplies are located, emergency exits, and the meeting place where everyone goes if we have to leave the building during an emergency. We will talk more about emergency drills later in this booklet. Be sure to ask questions during this tour so you feel comfortable knowing where things are.

Understanding the Program Schedule and How Activities Are Planned

The Team Lead or other CLS employees will take time with you to talk about the ways activities are scheduled including:

- ✓ How you select the activities you want to do each day.
- ✓ How you have input into the activities that you would like to do and how to work with your team to make any changes.



- ✓ Where you plan to keep your schedule so you know what's happening each day and how you plan to keep it up to date.
- ✓ How you know what you will need to wear, bring with you, and any costs for the activity that you will need to bring money for.

It can sometimes feel confusing when you are first choosing activities. Don't worry, CLS employees understand and will take time to help you learn and make choices for yourself. Employees will work to accommodate your interests and goals. They may also encourage you to try lots of different activities at first so you know what they are all about and can then make choices about which ones you like best. It can take time.



Make sure you talk with the Team Lead if you need support to better understand how the schedules work.

Understanding Our Program Focus

You will learn about the key areas we focus on and what you can expect. Employees will make sure you understand how we support you to connect with and feel a sense of inclusion and belonging in community. This can look different for everyone so employees will help you find the places and activities in community that work best for you. They will work with you to get the most from these activities by supporting you to:

- ✓ Feel confident and comfortable engaging with others.
- ✓ Increase your skills in finding your way in community and using community resources.
- ✓ Try new things and learn new skills in areas of interest.
- ✓ Build relationships with others.
- ✓ Learn how to work with others as you plan and go on outings together.

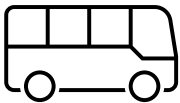
- ✓ Explore opportunities to contribute to the community by trying out different activities and volunteer opportunities (we are not an employment program but can help you build job skills through the activities you choose).
- ✓ Advocate for yourself.
- ✓ Make a complaint or give us feedback about services following the CLS formal complaint process.
- ✓ Give feedback and explore ways to handle issues you experience in using community resources/services i.e., transit issues or barriers.
- ✓ Manage challenges and upsets you may experience.
- ✓ Practice street safety and being safe in community.
- ✓ Know how to ask for help.

Understanding Program Expectations

Getting to and From the Program Location

CLS does not provide any transportation to or from our program locations. You will need to plan your own travel arrangements so you can be here on time to start your chosen activities. Our locations have all been selected so they are close to public transportation such as sky train or bus stops.

Options people choose to get to our locations include:



- ✓ Rides from people in your home (family, friends, or others).
- ✓ Bus or SkyTrain.
- ✓ HandyDart or other community transportation services.
- ✓ Walking or biking if you live close by.

As part of orientation, or if you move, we can help you learn more about options that are available to you.

Dressing for the Weather and Activity

CLS does not have capacity to store extra clothes or belongings at our locations so it will be important for you to dress for the weather and bring extra clothes so you can be comfortable being out in community. This is important even if your chosen activity will be indoors because you will still have to make your way outdoors to use transit to get to the activity.



It is also important to think about the activities you have chosen for the day. Will you need special clothes to work out, go swimming, go to a painting class, etc.? Be sure to talk with us about the best clothes to wear or other things you will need when you choose your activities.

Planning for Lunch and Other Refreshments

You will need to bring your own lunch, water bottle and other refreshments. If you plan to go out for lunch or buy any refreshments, you will need to bring your own money to cover these costs.



Bringing Your Medications and Other Personal Supplies



If you have medications that must be taken during the time you are at the program, you will be responsible for bringing your medications each time you attend. CLS cannot store them on site. The Team Lead or Manager will review our medication policy with you so you can work with them to make sure medication is brought in the right packaging along with the Medication Administration Record (MAR) form, how it will be stored, and who will be administering the medication if you cannot take it yourself.

*

You are responsible for supplying and bringing other personal supplies you might need such as sanitary supplies, sunscreen, or devices such as walkers, canes, hearing aids, etc.

It is important to talk with CLS employees about any support you might need and how you can make sure to remember to bring your medications, personal supplies and devices so you can be comfortable while engaged in activities.

Using Public Transportation to Get to Activities

Our programs do not have vehicles to provide transportation to the various activities. Part of our focus on community inclusion is supporting you to use public transportation like buses and Sky Train, just like others in the community. This means you will need to arrange for a bus pass or other form of payment if more specialized transportation is required such as HandyDart. Our employees can work with you to access a BC Bus Pass and Compass Card with discounts that might be available for you.



If you have a bus pass or compass card, you will be responsible for bringing it with you each day you attend the program.

Paying for Activity Costs

CLS provides our service free of charge but is not funded to cover your costs for any registration fees, entrance fees or other costs to participate in chosen activities or any other purchases you want to make. You have to bring your own money to cover these costs. As part of our services, we can work with you to plan and select activities that can be managed within your budget. Make sure to talk with us if you are finding it hard to make choices that fit within your budget so we can find activities that can work for you.

Keeping Track of All Your Belongings

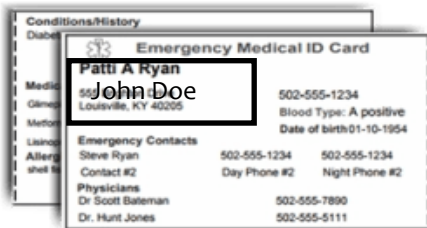
We recommend that you use a pack or other bag that is easy for you to carry with you throughout each day. That way, you have a safe place to keep all your belongings so you can keep track of them. If you bring electronic devices such as phones or tablets with you, you are responsible for making sure they are safely stowed so you don't lose them.



CLS is not responsible if you lose any belongings including electronics. Think twice before bringing them with you to decide if it is worth the risk.

Carrying Personal Identification and Health Information

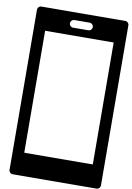
Because your time will be spent out in community, it is recommended that you carry personal Identification and your health care card with you in case of an emergency. If you have any medical conditions, a medical alert bracelet or id should also be carried with you.



Note: CLS employees will have access to your personal information in the case of an emergency while on planned activities. They carry this with them as a safety practice. However, as you may be travelling to and from the program without support, so it is important that you carry this information with you.

Notifying Us When You Cannot Attend

It is important for you to let us know if you cannot attend on your scheduled days. Please give us as much notice as you can so we can adjust the activities and schedule for others in the program. Your Team Lead will provide you with contact numbers for times when you have to cancel at the last minute because you are sick or something else happens. If you don't show up, we will be concerned that something happened to you, so please don't forget to call.



Following Rules for Smoking and Vaping

Like all CLS buildings, our program locations are public buildings and do not allow smoking or vaping indoors. All participants must follow smoking/vaping regulations which means smoking/vaping only in designated areas. If you are a smoker/vaper, part of our support for you will be in assisting you to follow the rules in the community regarding smoking and vaping so you can enjoy successful experiences in community.



Staying Away if You are Sick



Be sure to stay home if you are feeling unwell. This is important so you get better and for everyone else so you don't pass your illness on to others. Be sure to call to let the Team Lead know.

Involving your Personal Support Network

We hope that you will include others on your team to support you getting the most from your community inclusion program. Your personal support network members can help you in many ways if you make sure to include them. They can support you to prepare for each day, to help you budget your money so you can enjoy fun outings in the community, and their ideas and suggestions about how best to support you can really make a difference.

You get to choose if and how they are involved. We can talk with you more about the ways you might want to have them be involved, but it is your choice. If they will be part of the team, we will ask you to sign a consent that will include what information you agree can be shared with them about you and your activities in this program.

Making Sure We Support Your Health and Safety

Your health, safety and well-being are important. You have the right to a safe program environment that supports your physical, mental, and emotional well-being. We have developed multiple safeguards to ensure that this is so.

Understanding Your Needs and Supporting Your Goals

As part of planning with you, we make sure that we regularly update all the specific support plans that we have developed with you as part of your **Individual Service and Quality of Life Plan** (ISQLP) meeting. This might include **Behavioural Support/Safety Plans, Health or Other Plans to support you in community**. We will consult with, and seek guidance from, the relevant professionals that support you in these plans and make sure employees at the program stay up to date and are supported in any new strategies or interventions that have been included.



Emergency Planning and Drills

Emergencies can happen anywhere at any time and everyone needs to be prepared. Our program locations have emergency equipment like first aid kits and smoke alarms. They also have an emergency plan that employees will share with you that includes important information to help you know where things are and what to do if the emergency requires everyone to leave the building. Each program practices how to do this so that you can learn the steps to follow. These are called emergency drills. As a participant in the Community Inclusion program, you will be asked to practice these drills with everyone so you all feel comfortable knowing what to do.



Employees carry first aid kits and emergency information/missing person posters on all outings. They also carry a cell phone they can use to get help in an emergency. From time to time, employees may invite you to talk about and/or practice managing in an emergency when out in community. They do this so you can all feel prepared if something happens.

Changing or Ending Services

There may be circumstances where our program is no longer the right fit:

- ▶ You may have new plans for your life that focus on other activities like employment or schooling.
- ▶ You may no longer feel the program is a good fit and want to explore other available options at CLS or with another provider.
- ▶ You have new health or other needs that may require another type of service or level of care that is not available in our program.



Whatever the situation, our Director of Programs will work with you, your personal support network, and CLS employees to plan next steps so that you have a comfortable transition to your new setting.

NOTE: In cases where, as part of our planning with you, we have identified the need to look for more suitable services for you, we will work with CLBC to explore options either to help you stay in the program with the adaptations you need to remain comfortable and satisfied there, or to explore other possible options for you. CLBC will take the lead in making other arrangements for you.



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Important

This Handbook was printed on August 17, 2023.

Please note that contents may have changed and the most recent copy of this Handbook should be referenced on our Resource Portal on the CLS website.

<https://www.communitylivingsociety.ca/portfolio-items/important-information-about-cls/>

Thank you