



Staffed Homes

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/>

About Staffed Homes

At CLS, staffed homes are in local neighbourhoods.

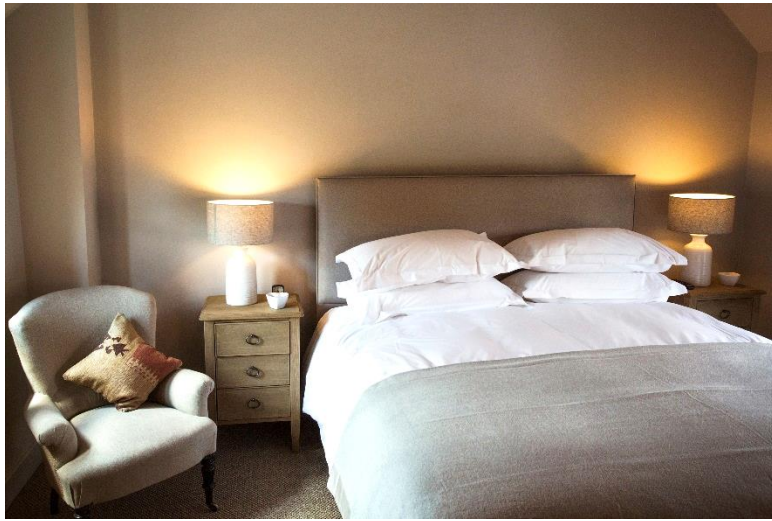


Each home welcomes 1-4 people to live and enjoy a home together.

Every home is different. It is set up to meet the needs of everyone living there, including you.



What You Can Count on in your Home



Your own private room that you can decorate the way you want.

Doors you can close so you can have privacy when you want it.



Shared spaces where you can enjoy time with others in the home.

Places in your home and outdoors where you can visit with family and friends.



If you are a smoker, outdoor spaces where you or others can smoke. They have to be in places that won't bother others.

For your safety and others, employees cannot smoke anywhere inside or outside your home.

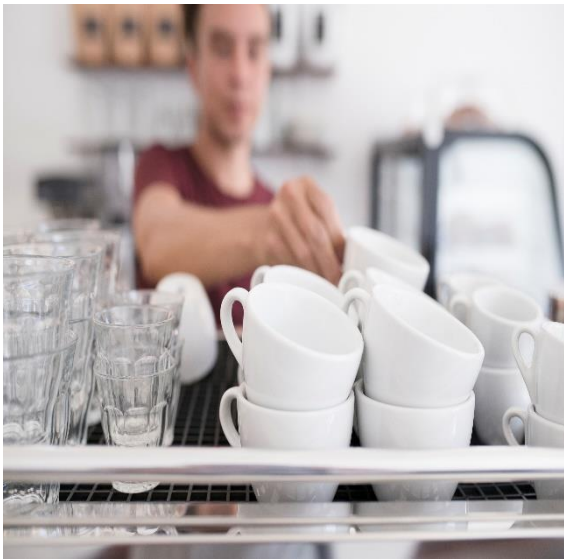
Opportunities to be in the community.

Community Garden Volunteers



Looking After Your Home

We help you to contribute to your home in the best ways you can so you feel an active part of the household.



Enjoying Your Home and Your Life



We are there to support you and others in the home to live your best life!

We help you make your own plan for your life and map out the support you need to enjoy your life at home and in community.



Individual Service and Quality of Life Plan (ISQLP)

Choosing how you spend your time in community



Working,
Learning,
Playing



What activities
do you like?



Choosing how you spend time at home



How do you like to spend your time at home?



Managing Your Money



The ***consent form*** that you complete tells us your plan for managing your money.

IF we will be helping you with your money, there are important rules we have to follow to make sure your money is safe.



Find out more by talking to the Manager of your home.

Looking After Yourself and Your Health



We also help you make a **Care Plan** so you can get help for the things that you find hard to do for yourself.

We help you to take care of needs by yourself.



We also manage or help you manage any medications you need to take.

Making Sure You Have Regular Health Care Check-ups



Doctor

Dentist

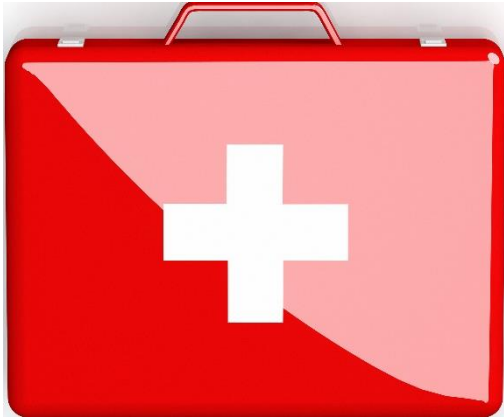


Hearing Test

Eye Check up



Preparing for Emergencies



Your home has emergency supplies like first aid kits, smoke detectors and emergency kits.

There is a map that shows where to go if there is a fire or some other emergency and you need to get outside.



Everyone at your home will practice emergency drills so we all know what to do in a real emergency.

Getting along with the Other People in Your Home



Take time to meet your new housemates.

They have private spaces too. You must not go into their space without their permission.



House Rules

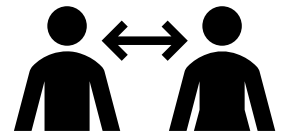
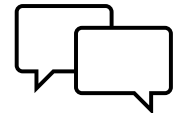
Learn about any house rules that help you respect everyone's needs. You can talk to your housemates and us about other rules you think would help you too.

Tell Us If Something Isn't Working



Make sure to tell us if something isn't working so we can sort it out with you.

You can text, phone, email or talk to us.



You can bring someone with you to help talk about the problem if that helps you feel more comfortable!

Don't be afraid to tell us. We want to learn what will work for you. Nothing bad will happen to you if you make a complaint.



Making a Formal Complaint



If we can't help you sort out the problem, you can make a **Formal Complaint** to try to solve it.

CLS Complaint Procedures make sure your problem gets heard.



Step 1: We make sure the problem is written down. It can be written by you, an advocate, or you can ask one of us to write it for you.



Manager

Step 2: First, the Manager will try to work it out with you. It may take up to 5 business days for them to get back to you. Hopefully this will work and you will have your problem fixed in a way that works for you.



Program
Director

Step 3: If step 2 doesn't work for you, you can ask to have the Program Director help you solve it. It may take up to 5 business days for them to get back to you. They will work hard to help figure out a way to solve your problem.



Chief
Operating
Officer

Step 4: If your problem still hasn't been worked out, you can ask the Chief Operating Officer to help you solve it. It may take up to 5 business days for them to get back to you. We hope this step helps you solve the problem!



Chief
Executive
Officer

Step 5: Finally, if your problem is still not solved, you can ask for the Chief Executive Officer to help you with it. It may take up to 5 business days for them to get back to you.

If Step 5 doesn't work, or, if at any step, you would like someone outside of CLS to look at your problem, you can call your funder or the BC Advocate for Service Quality. We can supply you with contact information for them.

Saying Goodbye



There may be reasons you decide not to stay in your home and want to move somewhere else.

CLS and your funder will work with you to help you make the right move for you.



Planning next steps
together