

# Handbook for Individuals and Families



***My Life - My Choice***

## L.I.F.E.

*Lifelong Learning*

*Inclusion and Involvement in Community*

*Friendships and Relationships*

*Employment*

### **Important**

This Handbook was printed on December 11, 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 L.I.F.E. Services

L.I.F.E. Services help people who want to find paid work in the community, and who want support in other areas to live a rich, full life.



### **Finding the Right Job:**

We help you find the right type of work for you, at a job you like, and where you make money like everyone else.

**Helping you grow and learn new things:** We help you try new things and learn new skills.



This might be helping you get into school or to join a group learning something together.

## Finding Your Community

We help you find places in community where you can spend time with friends, meet new friends, and build relationships with others.



## Increasing Your Independence

We help you learn how to do things on your own so you can enjoy more independence in your life in areas that matter to you.



# How We Make Sure Our L.I.F.E. Services Work for You

## My Life- My Choice



Our employees take time to learn about you, how you want your life to be and where you want to focus your time with us.

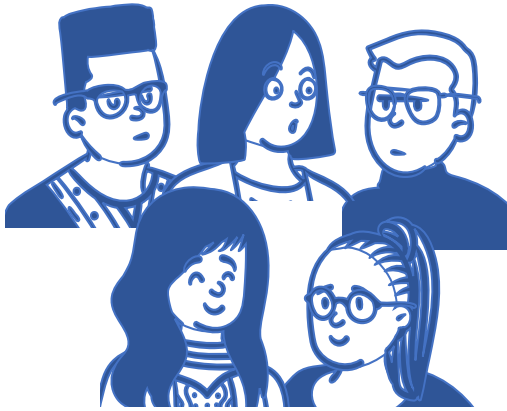
They help you make your own plan and map out the support you need to

- ✓ Find work
- ✓ Build your community
- ✓ Learn and grow
- ✓ Be more independent



***Individual Service and Quality of Life Plan (ISQLP)***

## Your L.I.F.E. Support Team



You will meet our team of employees who will be supporting you with the goals you want to work on. You will likely work with several different employees.

They will support you in 2 ways:

### 1.A-Support Time –

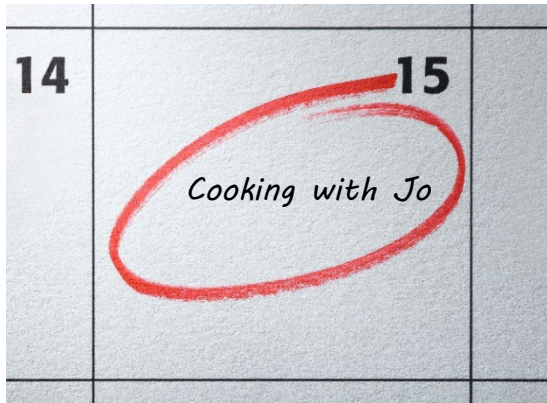
They spend time with you working on your goals with you.



### 2. B-Support Time –

They spend time exploring resources and best ways to support your goals.

## How We Plan Your Schedule



We work with you to plan your schedule each week so your time with us (A-Support) matches your needs and the areas you want to focus on.

## We make sure to have regular Check-ins with you.

We talk about your goals and your plan to be sure they are working for you.



We take time to celebrate your successes,



and talk about changes you want to make.

## We Make “Tune Ups” to Your Plan

Check-ins with your team usually happen every 3 months, or more if needed. The L.I.F.E. Coordinator will check in with you monthly as well.



We make sure your plan works for you.

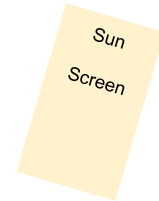
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## Things You Need to Do – Program Expectations



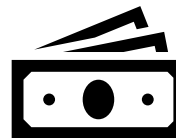
Let us know as soon as possible if you have to cancel your arranged support time.

Bring any medications or other personal care items that you need during your support time.



Bring your transit pass or other passes to pay for your transportation to and from your planned activities.

Bring your own money to cover costs for activities, food, or anything else you want to buy, etc.



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



Reach out if you need support outside of scheduled support time with us.



Take risks and try new things with support from your team. That's how we grow and learn!

Dress for the weather and bring the right clothes/gear for your planned activities.

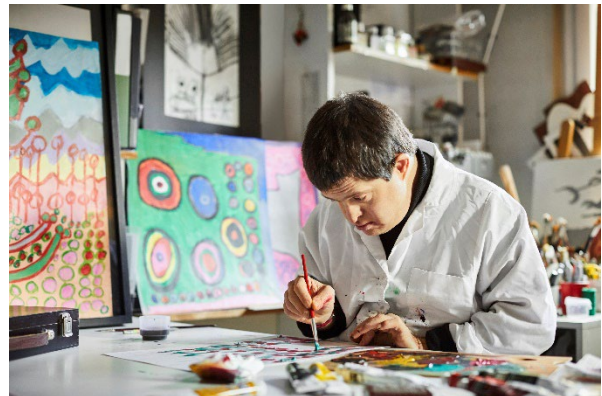


# The Types of Activities We Support

Help to explore your interests in community



Getting involved, learning,  
and enjoying time with  
others.



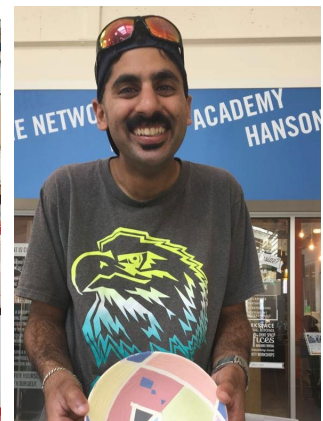
Being a part of your community

## Support to focus on specific activities

Using transit or other services so you can get out independently in the community.



Using community services to get what you need.



Exploring Jobs.

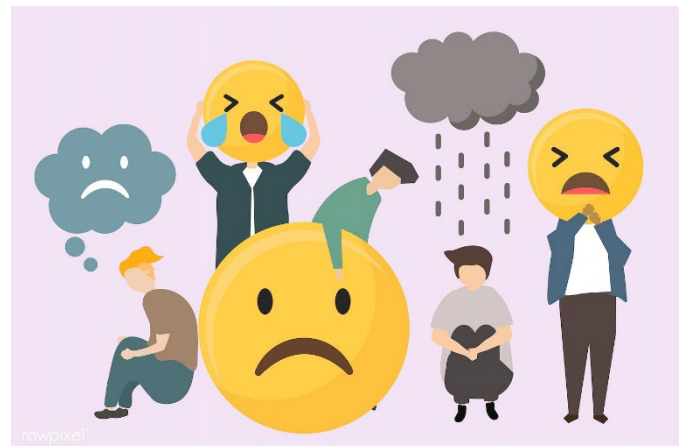


Building new relationships.

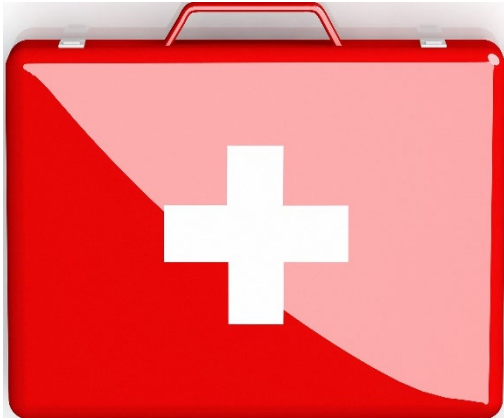


Making choices, speaking up, and advocating for yourself and your rights.

Managing challenges and upsets.



# Health and Safety Practices



Our employees carry first aid kits when they are out in the community with you.

We practice ways to manage in an emergency when we are with you (for example, how to call for help).

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Need Help Now?  
Stop and Call:

**911**

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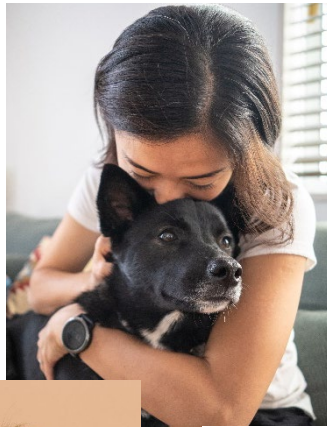


We help you understand and follow important warning signs in community to help you be prepared.

We learn about any support needs you might have and ways we can support you best.



Using your communication systems.



Learning how to help you manage stress.



Helping you manage fears or upsets.

**Knowing what works for you.**

## Your Personal Support Network



Personal Support Network members can provide support to you with your goals and L.I.F.E. plan because they know you well.

Including them in your planning can help them to better understand what matters to you and to find ways to support you even if they might be nervous about your choices.

You get to choose if and how they are involved.



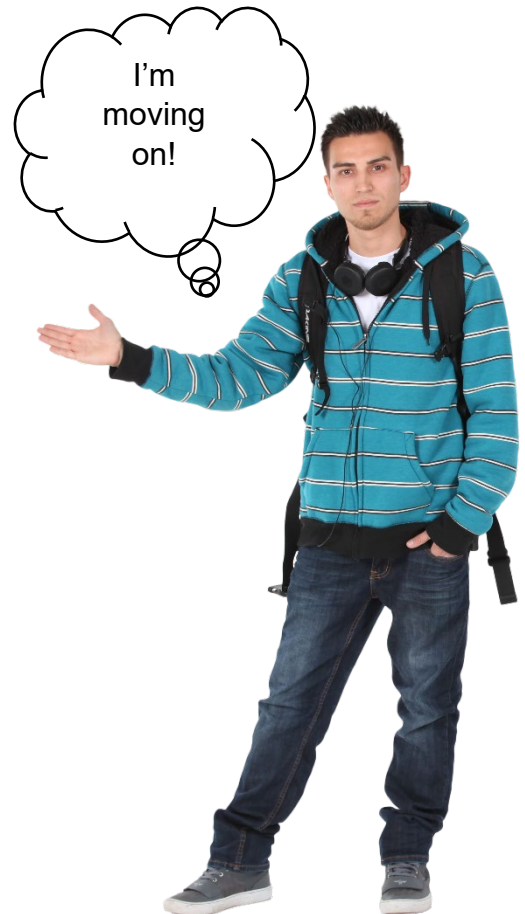
## Saying Goodbye



There may be reasons you decide to move on from our program.

CLS will work with you and your Personal Support Network to help you plan what's next for you if:

- You move out of our service area;
- You have achieved all your goals and are ready to move on;
- Your needs change and you need or want a different service.



**We will work with you to plan your next steps.**