



Handbook for Individuals and Families



Supported Living

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 Supported Living

In this program, we help people to live independently in community with some, but not full, support. People in this program live in homes that CLS owns and manages.



If we have an available home, we make sure you have a chance to visit and decide if you want to live there.

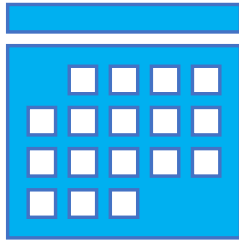
CLS will be your landlord. This means you will sign a Tenancy Agreement with us and you will be responsible for following all building rules.



Understanding How This Program Works



Hours
of
Service



The funder will set the number of hours of support you receive each week. They must be no less than 10 hours and no more than 30 hours/week.

We will work with you to plan the times we will provide this support. We will only be with you during these times.



This means, CLS needs to know you can be in your home alone and stay healthy and safe without us there.

Our focus is your health and well-being.

Making Sure You Can Stay Healthy and Safe Before We Can Start Service



We need to be sure you know when and how to take your own medications without our support.

We need to be sure your health conditions do not require our ongoing support outside of support times.



We need to be sure you can be home alone overnight without check-ins or monitoring.

We check these to be sure we can support you successfully.

Getting Started with Service



If this service seems like a good fit for you, we will start by helping you review and sign your Tenancy Agreement so you can move into your new home and start service.

It is important that you understand that our support is free to you, but, like any tenant, you are still responsible for paying:



Your Rent



Your Food



Your Clothes



Your Cleaning and Other Supplies



Your Phone and other electronics



Your Furniture



Your WIFI and other utilities not included in your rent



Your transit and entertainment

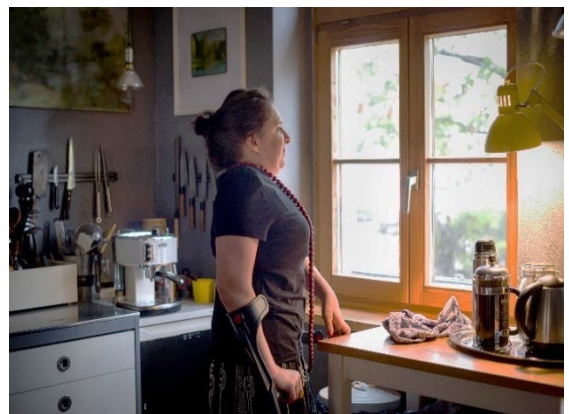
Next, we will spend time with you to learn how we can support you best in your new home.

We take time to get to know what matters to you and how you want to live your life in your home.



We find out what supports you need the most to help you be successful.

We also talk with you about any concerns you have, or risks others worry about that may need attention to keep you healthy and safe.



We take time to understand what types of support works best for you.

Here are some examples.

Direct support while doing certain tasks together.



Some assistance with tasks.

Teaching a new skill or learning together.



Building Your Service Plan

Individual Service and Quality of Life Plan (ISQLP)

Once we have learned about what matters to you, we help you plan how you will use your support time. This plan includes:

1 The Areas Where You Want Support

The things you want to focus on to manage in your home.



Learning to Cook



Budgeting and bill payment



Getting chores done to keep your house clean



Shopping for Groceries

2

Goals we can work on together in the areas you have chosen to focus on.



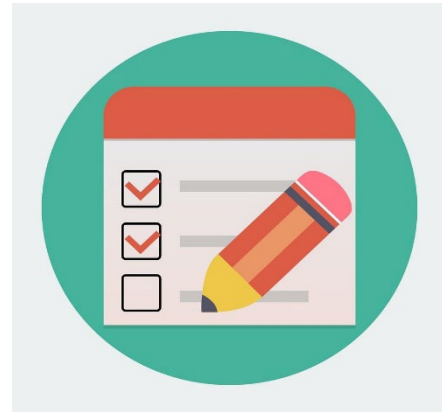
My Goal: To have 3 new recipes I can make on my own.

3 What each goal means for you.



I can invite my friends for dinner without having to have CLS employees with me.

4 The steps we will each take to help you reach your goals.



What Support We Can Provide

We support you to be able to live independently in your home by helping you manage your responsibilities and build skills. This can include support with things like:



Shopping



Budgeting/bill paying



Emergency Planning



Cleaning/Laundry



Cooking



Building Connections



Problem solving



Work/Fitness



Appointments

Services We Don't Provide

We do not provide nursing, cooking, or housekeeping services.



We do not clean, provide nursing services, or cook for you.



We do not manage your medications or control your money.

You are in charge of your medications and your money.

We do not provide taxi service, run errands for you or look after your pets or plants when you go away.



We can help you learn how to do these tasks yourself, or how to manage these tasks if you can't do them yourself.

Making the Most of Your Support Time

We work with you to plan your weekly schedule, so it works for you and the goals you have set.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
AM							Staff – 2 hours Shopping & cleaning
PM		Staff 3 hours Cooking for week			Staff 2 hours Banking & Bills		
Eve			Staff 2 hours Misc			Staff 1 hour Weekend Planning	



Please make sure you are ready and at the right location for each scheduled support time.

Be sure that your home is smoke free for at least one hour before we arrive.



Be sure any guests you have, leave, unless you have planned for them to be part of the support session ahead of time.

Cancelling or Changing a Support Time

Contact us **at least 1 day before** if you have to cancel a scheduled time.



If something happens and you are not able to be there when we arrive, call us so we know you are safe and can help you problem solve if needed.

Make a plan with us if something comes up and you need support at a different time to help you with a medical appointment or specific activity.



Planning if We Can't Get There for Your Scheduled Time

We make sure you have a plan in place in case we are not able to come to your home or planned meeting place. Some examples of when this might happen are:



Really bad weather when roads are closed or dangerous.

A community emergency like an earthquake or forest fire.



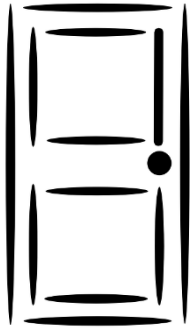
Your support worker gets sick or has an emergency

We work with you to help you develop a plan and have numbers to call so you are ready if any of these things happen.



Making Choices That Affect Your Service

We respect your choices and will cancel service if:



You aren't there



You refuse service



You tell us to leave

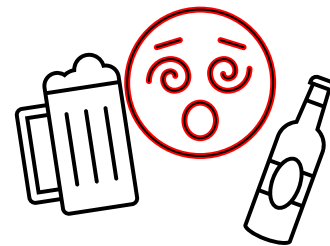
We also cancel service if our employees feel unsafe.



You threaten or strike out at them.



You have people there that make them feel unsafe.



You appear drunk or drugged and seem unsafe.

We must report any unsafe activities as a critical incident with the funder. We will follow up with you to be sure you are safe.

Understanding Your Role as a Tenant

You will be living in a building with lots of other people.



Everyone has to follow the building rules. Our employees will help you learn and follow the rules so you can be a good tenant.

Our Property manager will help you by visiting your home to be sure you are keeping it clean and safe.



What is the problem here?
Tenant must remove garbage!!



If there are problems, we will work with you to help you fix them.

We will help you make a plan so you can be a good tenant and stay in the building.

My Plan



Pick up and empty garbage in outdoor bins



Keep floors clean

**Guide to Your
Tenancy
Agreement**

You must follow all parts of your Tenancy Agreement if you want to stay in your home. Use our *Guide to Your Tenancy Agreement Handbook* to help you.

Be sure to work with us so you get the support you need to be successful!!

Involving Your Personal Support Network



Your personal support network can provide good support to help you be successful living independently in your own home.

Some ways might be:

Help with Big Decisions



Advice or support if things come up



Doing things together



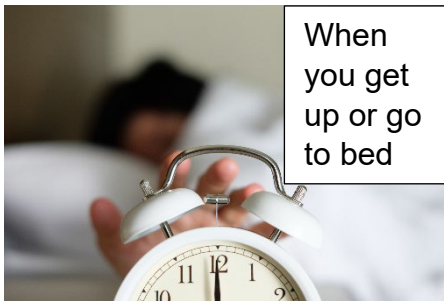
We encourage you to include them in the ways that feel comfortable for you.

You get to choose if and how they are involved.

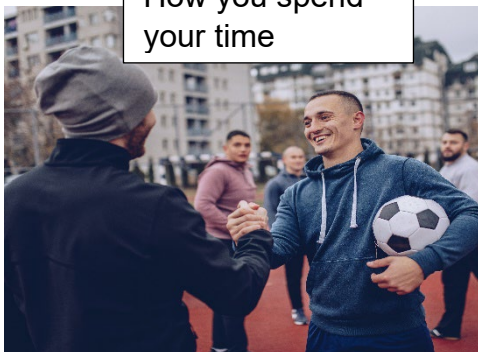
Living a Good Life in Your Home

At CLS, we make sure our service helps you:

Be independent and manage your home yourself with only as much support as you need.

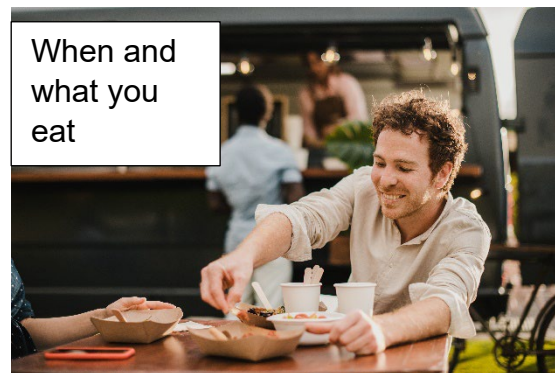


When you get up or go to bed



How you spend your time

Make Your Own Choices about how you want to live your life in your home.



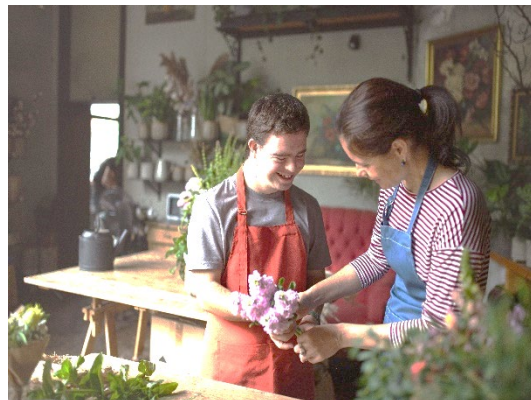
When and what you eat

**Build Your
Community**
neighbours,
friends, and
helpers.



Try new things
even if they might
feel risky, or they
worry others. That's
how we learn!

Learn new skills so
you can enjoy new
activities or be more
independent in your
home.





Planning for Emergencies

Living alone means learning to manage things on your own, especially in an emergency. We help you make a plan and practice it.



We help you stock and keep a first aid kit up to date and ready for use.

We help you learn what to do if the fire alarm sounds and you have to leave the building.



We help you set up emergency numbers on your phone to call if you need help.

Looking After Your Health

When you live alone, making sure you have things in place to look after your health is important. We can help you to:

Set up plans and reminders for your **annual check-ups.**



Think about ways to build **fitness** into your life.

Choose foods that you enjoy and help you feel good.



Changing Your Service

Your Weekly Schedule

We review your support plan (ISQLP) with you and the goals you have set regularly.

We will work with you to change your weekly support times to support new areas of focus.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
AM							Staff - 2 hours Shopping & cleaning
PM		Staff 3 hours Cooking for week			Staff 2 hours Banking & Bills		
Eve			Staff 2 hours Misc			Staff 1 hour Weekend Planning	



If You Need More Hours

Your funder decides how many support hours you have. If you want more hours, you will need to talk with them. We can help you work with them.

If You Don't Need All Your Support Hours

If you start feeling more comfortable doing things on your own and don't need as much support time, it's time to celebrate!! We will work with you and the funder to make a new plan with new hours that can support you well!!



If You Need Higher Levels of Care Than This Program Provides

Sometimes, when you get older, or your health changes, this service may not be the right one for you. We will help you to work with the funder to find a better fit for you.



Ending Services



There may be reasons you decide Supported Living Services are not what you want.

If you are no longer using our services, we will need to make the space you live in available for someone who will. CLS will help you connect with the funder to plan next steps for you.



Planning your next steps
together