

Handbook for Individuals and Families



Individualized Supports



community **living** society

About Individualized Supports

Individualized Supports are: one-to-one supports CLS provides to you, in the places where you want assistance, to enjoy quality of life. This might be at your home or in community, or both.

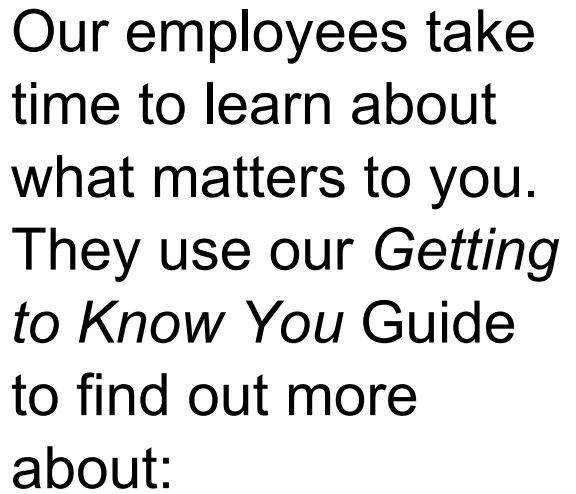


CLBC decides how many hours of funding you receive. Most of these hours are spent with you as your service time. But some are also used to coordinate services for you so you can get the best service.



Individualized Supports looks different for everyone. With one-to-one supports, we can customize your service to match your needs and wants.





A man with a beard and a red backpack is crouching in a forest, holding a small plant in his hand. He is wearing a blue and white checkered shirt over a grey t-shirt and blue jeans. The background shows trees and foliage.





The areas where you need or want support.



The best ways for us to provide support that works for you.



The best days and times for us to schedule your Individualized Supports. These times might change as your goals change.

The types of support we offer:

Helping you learn how to use transit or other ways for you to get around in the community.



Helping you learn about and use your community services and local businesses.

Trying new things and learning new skills.



Building new relationships.



Finding out about areas of interest for work or leisure through volunteer activities.



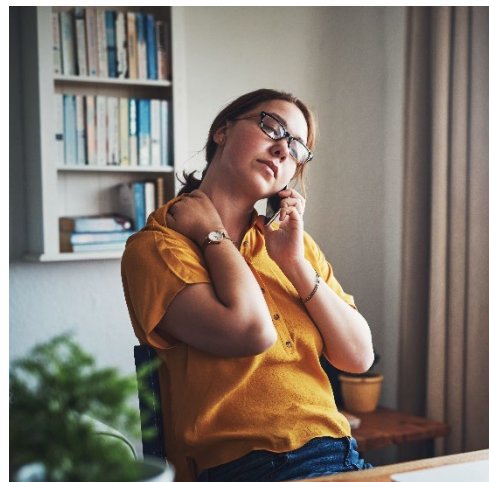
Making choices, speaking up, and advocating for yourself.

Managing challenges and upsets.



Practicing street safety and safety in community.

Knowing how to get help from others when you need it.



And so much more....

Building Your Service Plan

Individual Service and Quality of Life Plan (ISQLP)

Once we have learned about what matters to you and talked about the supports we offer, we help you plan how you will use your services. This plan includes:

1 The Areas Where You Want Support

The things you want to focus on to enjoy your life.



Learning to Cook



Meeting new people



Exploring ways to contribute through work or volunteer activities



Learning to use transit

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



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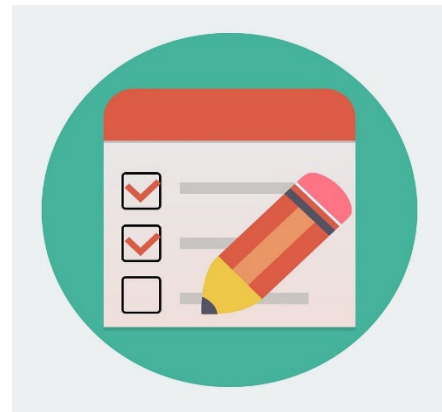
What each goal means for you.



I have someone to hang out with who likes to do the same things I do

4

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



Employees Who Will Be Supporting You

Our employees work as a team to support you. The Individualized Supports Coordinator takes the lead in managing your services and for providing support and supervision for the team. They will work to match the skills and personalities of team members with your support needs and preferences.



Your Responsibilities So You Get the Most from Our Services include:



Dressing for the weather and bringing the right clothes/gear for your planned activities.

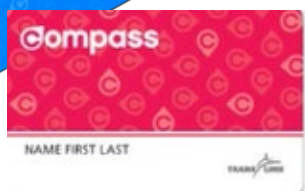
Packing your lunch, water bottle and other refreshments if you will be out in the community.





Bringing any medications or other personal care items that you need for

If you need support to take your medications and they must be taken during service time, you will need to make a plan with our Individualized Supports Coordinator so our employees can help you take your medications safely.



or other passes to pay for your transportation to and from activities.

Bringing money to cover costs for activities, food or anything else you want to buy.



Making sure you are on time and ready for your session. This means being at the place you agreed to meet.

If our employees will be entering your home, make sure your home is smoke free and

Carrying Personal Identification and Health Cards in case of emergency.



Emergency Medical ID Card	
John Doe	
502-555-1234	
Blood Type: A positive	
Date of birth: 01-10-1954	
Emergency Contacts	
Steve Ryan	502-555-1234
Contact #2	502-555-1234
Physicians	
Dr. Scott Bateman	502-555-7890
Dr. Hunt Jones	502-555-5111



Letting us know when you can't make your scheduled service time - we need 24 hours notice unless you are sick or it is an emergency.

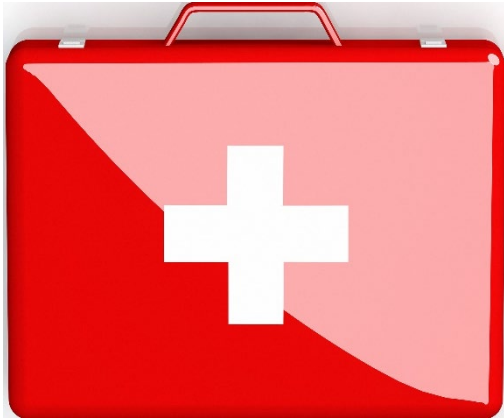
Following all rules when out in community like smoking and vaping rules.



Staying home if you are sick so you can get better and you don't pass your illness on to others.

Be sure to check in with your support worker if you have any questions about these responsibilities.

Support to Prepare for Emergencies



Our employees carry first aid kits when they are out in the community with you. They are trained in First Aid and C.P.R.

We practice ways to manage in an emergency when we are with you. For example:

- how to call for help
- knowing where the exits are in places we spend time with you.



We help you learn what to do if the fire or other emergency alarms sound and you have to leave the building where you live or where we are spending time.

Need Help Now?
Stop and Call:

911

Service Delays/Cancellations

There may be times when our employees are not able to come to your home, or planned meeting place.



Really bad weather when roads are closed or dangerous.

A community emergency like an earthquake or forest fire.



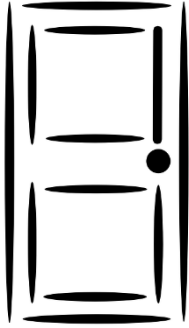
They get sick or have an emergency.

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, and other support is not available.



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

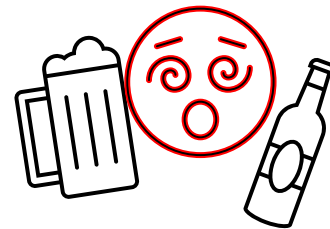
We also cancel service if our employees feel unsafe:



You threaten or
strike out at them



You have people
at your home that
make them feel
unsafe



You appear
drunk or drugged
and seem unsafe

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

Changing/Updating Our Supports



We expect your plan and the supports we provide will change as we get to know you and you start to work on your goals and make things happen in your life. We review your plan with you at least once each year or more often.

Your team will help you to develop a new plan or to build on the plans we already have together to make sure any new goals are included.





They also make sure to celebrate all the steps you have taken and things you have accomplished.

Be sure to tell us if something isn't working so we can sort it out with you and make changes to your service to better meet your needs.



The Individualized Supports Coordinator is an important support person for you. It is important to let them know your concerns as soon as possible so they can work with you to sort things out!!

Nothing bad will happen to you if you tell us something that is bothering you about your services.



Find out more about making a complaint in our ***About CLS Handbook.***

Involving your Family or Personal Support Network

Family members and other people important to you can provide good support to you to help you get the most from our service.

Your service hours with Individualized Supports are limited and scheduled. Your personal support network members can be an important resource you can count on to support you when we are not available.



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

You get to choose if and how they are involved.

Ending Services



There may come a time when our program is no longer the right fit:

- ▶ You may have new plans for your life that focus on other activities like employment or school.
- ▶ 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.

CLS will work with you and your personal support network to help you plan what's next for you if you choose.



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Important

This Handbook was created on January 15, 2024

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/>