Handbook for Individuals and Families

Information about CLS

CLS community living society

Welcome to Community Living Society (CLS)

We are excited to be working together with you and those close to you to decide the services to best support you.

Working Together with You

Shared Homes

Independent or Supported Living

Support to access community

Real Work for Real Pay

Community contirbutions/ volunteering

We have many different types of services. We help you learn about and decide which of these services you want to use, and how you use them.

We use a *Person Centred Approach* which means we learn from you and help you develop <u>your own plan</u> for the services that can best help you with your goals.

The CLS Vision and Mission Guide Our Support and Services

Our Vision:

Communities where every person lives with dignity and enjoys a full life.

Our Mission:

Supporting people to live as full citizens.

Having the right support helps all of us to be part of our communities and to be seen as valued citizens. We ensure everyone has legal rights, responsibilities, and opportunities to make contributions that help make our communities more welcoming for everyone.

Our Values

Respect

Every person is unique and important, with strengths and abilities we celebrate.

Everyone has the right to be supported to make choices and have them respected.

Respect also means living with dignity and equality in places where you feel safe and secure.

Community

Everyone can be part of community. When we include everyone, our communities are stronger.

We support social change to make our communities stronger and healthier.

Integrity

This means we stand up for our values. We make sure all of us at CLS have good training to support our mission and values. We make sure we are following good practices to provide you with high quality services to meet your needs.

Accountability

- We make sure we are focussed on your goals and the outcomes you want.
- We learn from the feedback you provide.
- We work hard to deliver quality services.

How CLS Began

Woodlands Parents Group

In the 1970's, a group of parents who had children who were placed in an institution called Woodlands decided to change things.

They formed the ***Community Living Society*** to help people with a disability live full, inclusive lives in community.

The voices of these families, self-advocates and families like you, help to make CLS known as a leader in providing quality services for people with developmental disabilities.

Our Team

CLS Board of Directors

Formed in 1977 by families, our Board of Directors continues to include people who receive service and their families to help guide the directions CLS takes.

CLS Leadership

The Board of Directors hires our Chief Executive Officer (CEO) to lead CLS. The CEO hires a leadership team to manage all services and our employees.

CLS Program Employees

Our amazing employees including our contracted caregivers, volunteers and students are the people you see day to day who provide your support.

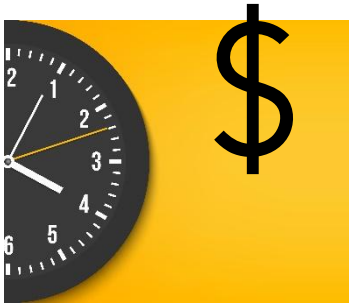
Our Ethical Code of Conduct

Everyone who works at CLS as an employee, contractor, volunteer, or student, signs our Ethical Code of Conduct.

This Code of Conduct sets the standard for all of us to work responsibly and ethically in all areas of our work with CLS:

- In our services and how we provide support to you.

- In our work together with CLS and how we support each other to do our best.



- In the use of our time and program budgets.

How We Work

- We listen to understand what really matters to you.
- We provide consistent, person-centred support.
- We learn and improve.

How We Support You

We involve you in all activities and help you build skills, and relationships so you are in control of your life. We call this Active Support.

I did it……

Active Support helps us learn from you, so we don't take over and do things for you. We learn how to provide you with the right type of support when you need it.

Services at CLS

Staffed Homes

Located in neighbourhoods throughout the Lower Mainland, with employees always with you providing safe, secure housing so you can enjoy a good life in your home and community.

Home Share

In homes owned by carefully screened Home Share Providers. You and the Home Share Provider live together, and you become part of their home, their family and community.

Supported Living

In rental spaces owned by CLS to support you to enjoy living independently, (more than 10 hours of support/week).

Independent Living

In spaces, owned, rented, or leased by you where minimal support (less than 10 hours/week) is needed.

Individualized Supports

1:1 support focusing on learning skills, learning about and connecting to community, and increasing independence. Service can happen in your home or in community.

Community Inclusion

Opportunities to engage in community. You would plan community outings that match your goals and interests.

Employment

Focus is on helping you find a job with meaningful work in the community.

“Real Work for Real Pay”

Art Studios

PotteryWorks and Studio 73 offer opportunities for you to express yourself through art, and participate in selling your art.

L.I.F.E. Services

L.I.F.E services is a community employment and inclusion service with the focus on supporting you in:

- **L**ifelong Learning;
- **I**nclusion and Involvement in your communities;
- Developing **F**riendships and Relationships;
- Paid **E**mployment.

You can learn more about all of our services by visiting our website at:

https://www.communitylivingsociety.ca/our-services/

Accessing Our Services Using Technology

Sometimes, we may be able to provide service using technology.

We do this, when we can, to better support you with tasks/ activities you want to do independently, but may want to check in with us or talk it through as you do it.

Or, to include your family or others in a planning meeting when they can't be there in person.

At our planning meetings we will talk about this option to see if it might be a good fit, and so you can decide if this might work for you.

You get to choose!!

To choose this option, you must have your own equipment - a computer or other device, and Wi-Fi, or phone plans.

CLS does not buy or provide these for you.

We will make sure you have the information you need so you can participate successfully. We will also sign a consent form together, so we all feel comfortable with and know our responsibilities.

Making Sure You are at the Centre of Your Services

At CLS, you will hear us use the term, **Person Centred** a lot. That's because we want to be sure <u>your voice</u> and <u>choices</u> guide the services we provide.

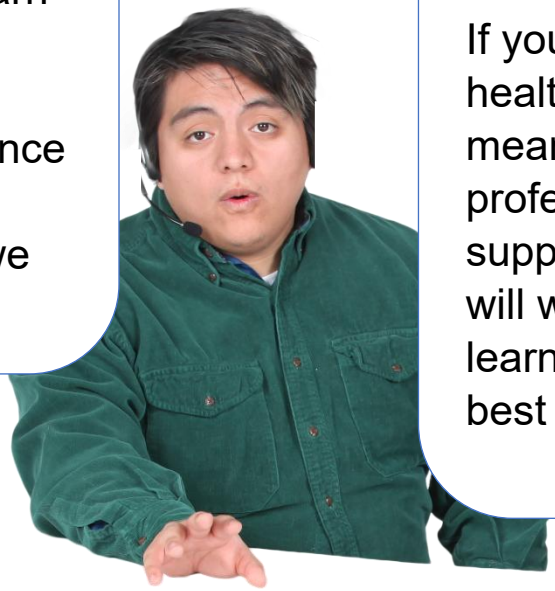
Individual Service and Quality of Life Plan
(ISQLP)

We help you think about your life and how you want it to be. Then, we help you choose goals and steps so you can start to build your life the way you have chosen. Your goals help us focus our supports on what you want.

Adding Important Planning to Your Individual Service and Quality of Life Plan (ISQLP)

Care Plan

We make sure we learn from you and your personal support network what assistance and support you may need in daily life so we can support you well.



Health Care Plan

If you have critical health care needs that mean other health professionals are supporting you too, we will work with them to learn about how we can best support you.

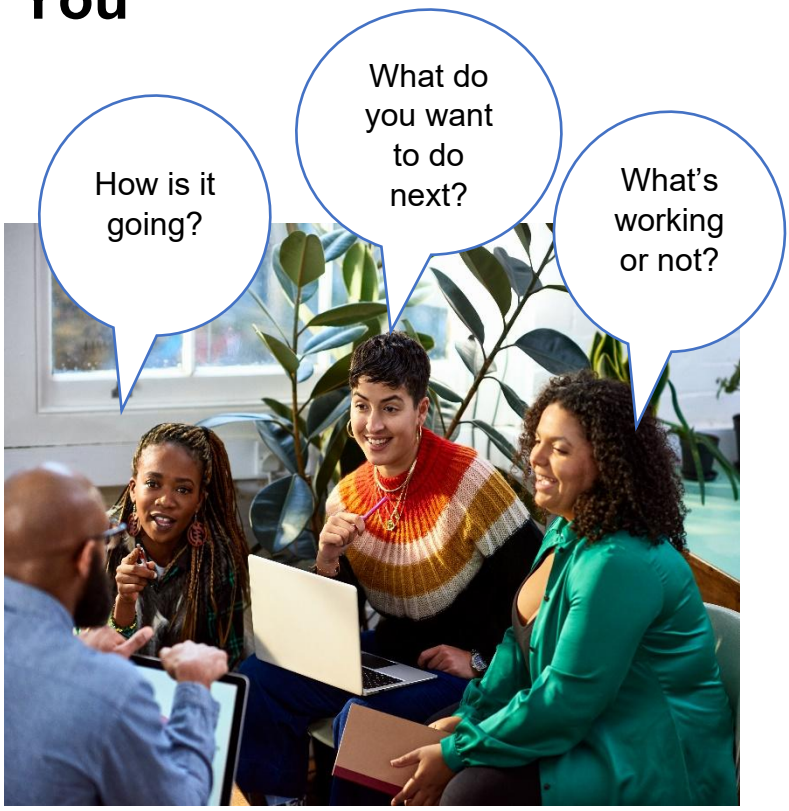
Behavioural Support / Safety Plan

Sometimes a behaviour support plan will be put in place to help you with any behaviours you may have that make it hard for you to have the life you want or may be unsafe for others in your life. We work with special consultants to help develop a plan with you so you can learn to find better ways to meet your needs.

We make sure to review each of these plans every year as part of your annual Individual Service and Quality of Life Plan review.

Making Sure your Individual Service and Quality of Life Plan (ISQLP) is Working for You

Each year we help you plan a time to meet with everyone on your support team including CLS employees, other people providing supports or services to you, and members of your personal support network.



At this meeting we talk about your plans and make sure our support is helping you to achieve the quality of life you want. We also review how others in your life can support your plan.

Your Rights and Responsibilities at CLS

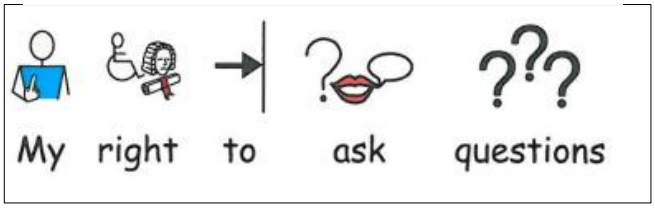
We want you to feel safe and comfortable and will make sure we review your rights with you and the ways you can get the most from our services by meeting your responsibilities.

We have many ways to help you learn about your rights and responsibilities.

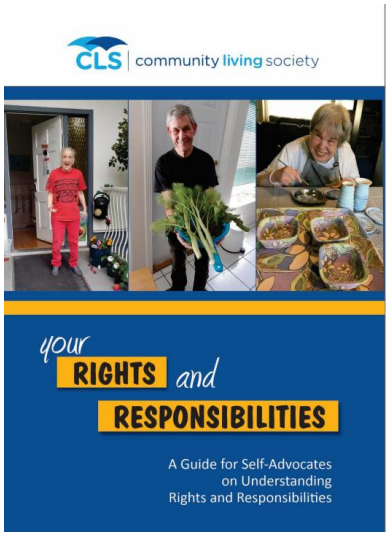
These are all available on our website at

https://www.communitylivingsociety.ca/portfolio-items/my-rights-and-responsibilities/

Watch our video



Read Our Picture Language Booklet



Read our Booklet

Health and Safety at CLS

Planning for Emergencies

In all of our locations, we make plans and make sure we have emergency supplies and first aid kits in case there is an emergency.

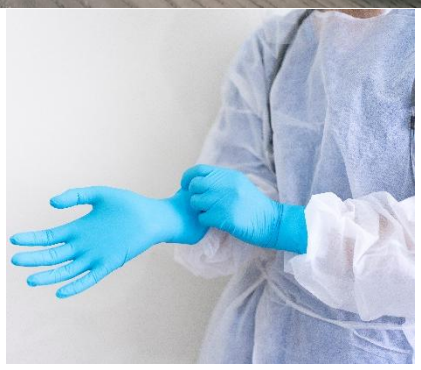
We also practice emergency drills, so everyone knows what to do in a real emergency.

First Aid Certification

All employees are trained in first aid.

Medications

If you are involved in a CLS service where we help you with medications, we make sure our employees are trained and follow safety rules.



Preventing Infection

We make sure our employees follow *universal precautions*. This means they make sure to wear gloves and other protection if they will be providing personal care. They also make sure to follow guidelines if there is a pandemic.

Inspections

We have **Fire and Safety Inspections** by professionals who make sure we are keeping our locations safe.

Staffed homes have **licensing inspections.**

Home Share Providers have annual **health and safety inspections**.

CARF surveyors visit to make sure we are meeting important quality services and health and safety standards.

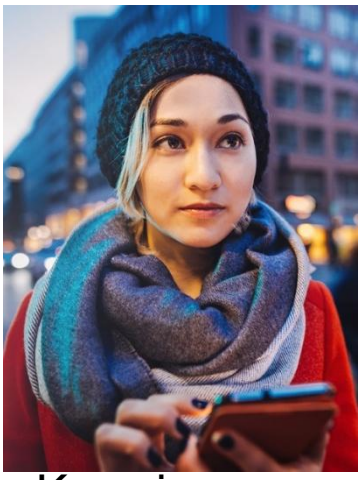
Risk and Safety Planning

We help you and your personal support network manage any risks that stop you from doing things or cause you to be unsafe when you are doing things you want to do.

Learning new skills like learning how to get to a new job safely.

We work with you to help you plan **safeguards** so you can enjoy chosen activities safely and comfortably.

Adding to your support circle to have more people who care and look out for you.



Knowing your community so you know people to go to if you need help.

Decision Making and Legal Authority

We respect your decisions and will help you get the facts you need to make good choices. You might also talk with your personal support network.

If you have **someone else who is the decision maker for you, or has to be involved in decisions with you**, CLS will need to have a copy of the legal agreement that states who this is, and what decisions they must be involved in. This might be:

Representation Agreement Form 7	A specific person is named who will help or make personal care, health care, routine financial, and legal decisions with or for you.
Representation Agreement Form 9	A specific person is named who will help or make personal care and health care decisions only.
Power of Attorney	A specific person is named who will help or make financial and legal decisions only.
Public Guardian and Trustee (PGT)	A corporation granted legal authority to protect the legal, financial, personal and health care interests of adults who require assistance in decision making.
Private Trustee	A committee decided by a legal court to make legal, financial, personal and health care decisions for an adult who can't make these decisions themselves.

If you have questions about these agreements and how they might apply to you, please be sure to consult a legal professional or Nidus at https://nidus.ca/ for assistance.

Respecting Your Privacy and Confidentiality

We respect your right to have information about you kept private and shared only with people who are authorized to see it.

We keep the information you share with us in your confidential record. This record includes all information we gather to support you and our notes and other reports about your service with us.

Who Can See Your Information?

Only our employees and contracted caregivers who are working directly with you or who manage your services or oversee the quality of your services, have access to your information and only for the job they are assigned to do.

Your funders (CLBC) and authorities such as Licensing (if you live in a staffed home) or CARF, who monitors our services for quality, also have access to your records to help make sure your services are up to standard and meeting your needs.

When you choose to accept CLS services, you agree to sharing your information in this way.

Access to Your Record

You may review any information that we have written about you that is in your file by asking any member of your CLS team. If you feel that anything in the file is incorrect, you can ask us

Consent

Consent to Services

Before you start services with us, we make sure you know enough about the services to feel comfortable agreeing to receive supports from the CLS.

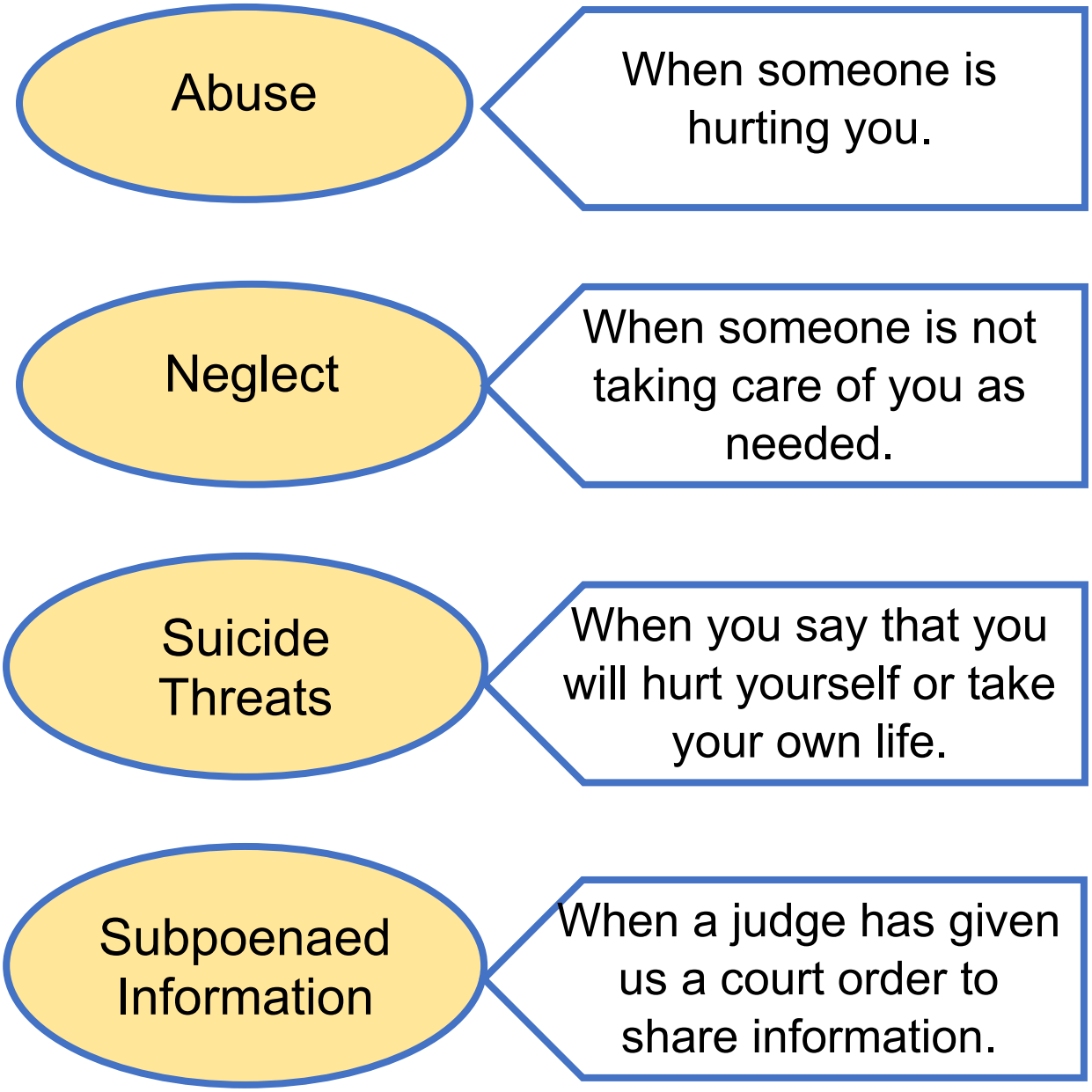
“I want my new employer to have information about how I learn best so they know how to help me be successful at my new job.”

Consent to Share Your Information

We do not share any information about you outside CLS without your consent. We will ask you to sign a consent form for each person or organization you agree can have information about you and for what purposes.

Situations Where We are Required by Law to Share Your Information

It is important to know that CLS must share certain information, even if you don't consent. This is required by law.



Consent to Release – Photograph/Video:

We will also ask you to provide consent in order to use your photo, video, or any other images of you. Like all consents, you have the right to say ‘no’ and to choose when and how your image and/or name might be used if you do provide consent.

We review your consents with you and your personal support network as needed, or at least once a year during the ISQLP meeting. You also have the right to withdraw consent at any time.

Working to Make Sure We Provide Quality Services

Learning From You

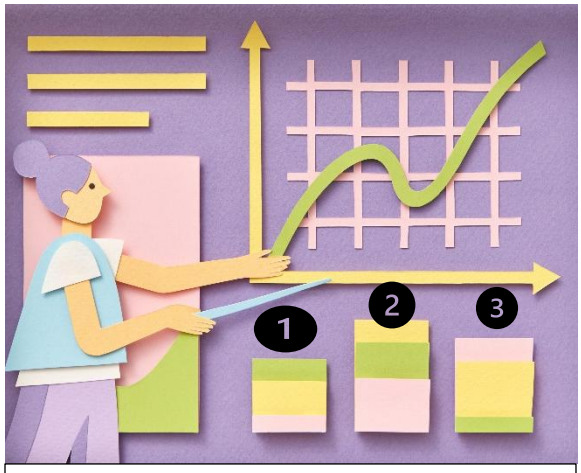
We make sure to listen to you so we can learn about ways to improve our services and/or keep things the same because they work for you. We do this by:

Talking with you about your ideas and suggestions. Writing down any concerns you raise and ideas we worked on together to fix them.

Inviting you, members of your personal support network, and other people working with us, to tell us about your experiences in our annual survey.

Setting and Measuring Performance Goals

We set goals that help us measure how well we are doing in helping you achieve your expectations from our services. Then we gather information to help us learn how we are doing and how we can improve to help us meet our goals.



1. Jobs 2.Friends 3. Independence

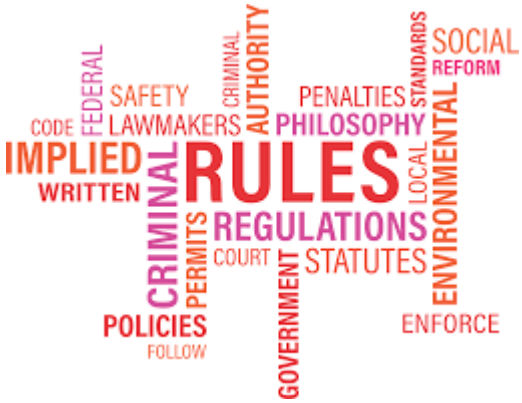
Meeting Quality Standards

We work hard to make sure our services meet high quality standards that help the people we serve to meet their goals and dreams of a good life.

CARF Surveyors visit and review our services

CARF Surveyors help us by giving us suggestions and recommendations about ways to improve what we do. During their review, they might meet with you or your personal support network, visit our locations, and review our files.

We also make sure we meet all the government and other regulations and standards that are required in order to receive funding for our services.



Being Part of CLS

You and your personal support network have many ways you can be involved help guide our services and to learn about what is happening.

Join our Society as a member for free.

Members vote at our AGM for the board and for decisions about CLS.

Participate in a focus group to help us learn from you about important issues.

Read our newsletters – we will send them to you by email or you can read them on our website https://www.communitylivingsociety.ca/

Get regular updates on your favourite social media platform.

Other Ways We Keep You Informed

We will send emails to let you know about anything new happening at CLS or any topics of interest or issues that may have a direct impact on your service and/or other supports in your life.

Getting the Most from Your Services

Keep us Informed

Make sure we have the information we need to give you the best service possible.

Things that change in your life -new job, new home, loss of a family member, new health concern

Changes to contact information for you or your personal support network members.

Questions or concerns you have. Other feedback.

Take an active part in your service.

- ✓ Learn about the service, what it can and can't offer you and how to get the most from it.
- ✓ Speak out and engage in your planning so your goals are yours.
- ✓ Help our employees learn how to support you well.
- ✓ Ask questions and let us know if something is bothering you.

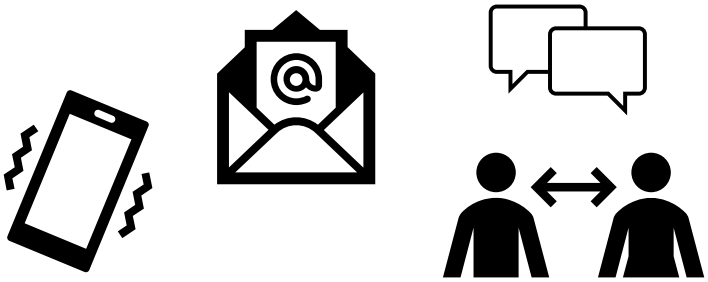
Addressing Your Problems, Concerns or Complaints

We want you to tell us if something isn't working. That way we can learn how to do better!

Informal Complaints

Make sure to tell your support worker if something isn't working so they can sort it out with you.

You can talk in person, text, phone, or email.



You can bring someone with you to help talk about the problem if that is 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**.

If It Doesn’t Get Solved

If your support worker can’t help you sort out the problem, you can make a **Formal Complaint** to try to solve it.

Making a Formal Complaint

CLS has a Formal Complaint Procedure to make sure your problem gets heard. Follow the steps below.

Remember, CLS wants to hear what isn’t working so we can make our services work well for you.

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

Program Leader

Step 2: First, the Program Leader 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, BC Advocate for Service Quality, or the licensing health authority. We can supply you with contact information for them.

You can watch the video we created on how to make a complaint. It is on our website at

https://www.communitylivingsociety.ca/portfolio-items/i-have-a-complaint/

I Have a Complaint

Supporting you when you leave our services

There may be reasons you decide to end your services with CLS.

You are successful in meeting your goals.

Your needs have changed, and you need a different kind of service CLS cannot

You are moving somewhere new where CLS does not offer services.

New Service Provider

You decide to go with another service provider.

We respect your choices and are happy to support you as you get ready to leave our services.

Planning Next Steps

No matter what the reason is for this change, we are here to help plan next steps with you if you choose. This might mean:

Planning Your Transition

Working with your personal support network, funder, and other agencies to find, and/or map out a smooth transition to a new service.

Wishing you the best!!

Reviewing Your Experience

Writing an ‘Exit Summary’ that celebrates the outcomes you achieved and your next steps.

Getting your permission to contact you after you leave to get your feedback on your transition and find out how you are doing.

7th Floor – 713 Columbia Street
New Westminster, BC, V3M 1B2

Important

This Handbook was updated on October 1, 2026

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/