



# NACL

Nanaimo Association  
for Community Living

## OUTREACH SERVICES

# HANDBOOK

for the people we support

Revised: June 2026



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[www.nanaimoacl.com](http://www.nanaimoacl.com)



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NACL is proudly accredited by the Commission on Accreditation of Rehabilitation Facilities



Welcome to Nanaimo Association for Community Living (NACL) and our Outreach Services. This handbook has all the information on what you need to know about Outreach.

If you have any questions or want to see our full Policy and Procedure Manual, please contact the Program Supervisor. We encourage you to read this handbook and keep it for future reference.

## What's Inside?

### PART 1 – About NACL

- Our Mission, Vision, Philosophy, and Core Values
- Statement of Diversity
- Services
- Board of Directors

### PART 2 – General Information for the People We Support

- Individual Rights
- Personal Information
- Person Centered Planning
- Confidentiality
- Problem Solving
- Complaint Procedure
- Health and Safety
- Abuse/Harassment Prevention
- Advocacy
- Quality Assurance
- Suggestions and Feedback
- Accessibility

### PART 3 – Outreach Services

- What is Outreach?
- How do I access Outreach Services?  
(What is the referral process?)
- How do I pay rent?
- What does my rent cover?
- Will I have a support worker?
- Who takes care of my finances?
- How do I get around?
- Do I get support with my medications?
- What does dignity of care/right to live at risk mean?
- Leaving Outreach Services
- Questions or Comments

## PART 1: About NACL



**Nanaimo Association for Community Living (NACL) is a non-profit society** formed under the Societies Act of British Columbia. NACL has been actively supporting people with developmental disabilities in Nanaimo and the surrounding area since July 22, 1986.

A detailed history of NACL can be found on our website at: <https://www.nanaimoacl.com/our-history>

NACL has been accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) since 2005.

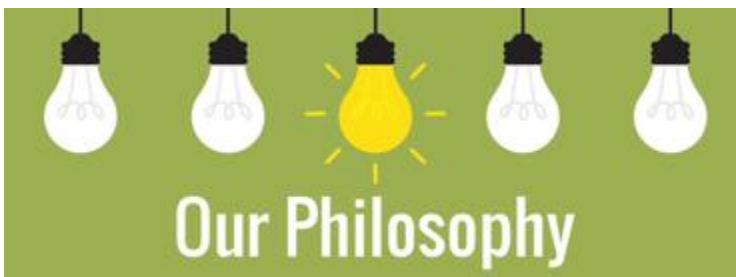
Our mission, vision, and philosophy guide our programs, activities, and decisions.

### OUR MISSION

*“To actively support as many people with developmental disabilities as possible in their journey to lead thriving lives by delivering high-quality services and supports with integrity.”*

### OUR VISION

*“All people with developmental disabilities thrive.”*



*“Embracing a person-centered culture, we create a Person Centered Plan with individuals to capture learning about what a meaningful life looks like for them, and what is needed to live that life.”*



## NACL's Core Values

NACL is dedicated to removing the barriers faced by people with developmental disabilities preventing them from reaching their full potential. NACL is committed to the following core values:

- ***Person Centered Planning.***  
We support people to pursue their goals and dreams.
- ***Respect.***  
We treat every person with dignity and respect.
- ***Safety.***  
We deliver services in ways that keep people safe and well.
- ***Equity, Diversity, Inclusion, and Accessibility.***  
We ensure every person feels valued and included.
- ***Sustainability.***  
We consider our long-term impact on the environment and future generations in all we do.
- ***Socially Entrepreneurial.***  
We grow responsibly and in ways that generate positive social impacts.



## Statement of Diversity

Nanaimo Association for Community Living (NACL) acknowledges and respects the value of a diverse community. NACL recognizes that the scope of diversity includes gender, race/ethnicity, family status, age, mental/physical abilities, sexual orientation, religious beliefs, socio-economic status, and occupational focus.

NACL will maintain an environment that is supportive of these elements. We will promote inclusion within our organization and the communities we support.

We commit to:

- *Services that respect people and their cultural differences;*
- *Promoting cultural awareness and understanding within the Association and community;*
- *Endeavoring to reflect the diversity of our community through our Board of Directors, staff, and volunteers; and*
- *Not tolerating discrimination of any kind.*



## OUR SERVICES

Nanaimo Association for Community Living (NACL) provides services for people with developmental disabilities.

- *Services are targeted to youth ages six (6) and up, and adults who are 19 years or older;*
- *We support approximately 350 people; and*
- *NACL employs approximately 300 staff and contracts with over 100 home share providers.*

### ***NACL's Current Programs***

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- **Community Inclusion** (Monday to Friday 8:30 a.m. to 3:00 p.m.)
  - ✓ *Actions Day Program*
- **Adult Staffed Homes** (provided 24/7)
  - ✓ *Caspers Way Home*
  - ✓ *Evanmorr Acres Home*
  - ✓ *Foxglove Home*
  - ✓ *Jingle Pot Home*
  - ✓ *Jingle Pot Carriage House*
  - ✓ *Kennedy Home*
  - ✓ *Maxey Road Home*
  - ✓ *Portsmouth Road Home*
  - ✓ *Turner Connection Home*
- **Youth Staffed Homes** (provided 24/7)
  - ✓ *Cathers Lake Respite Home*
  - ✓ *Cottle Lake Home*
  - ✓ *Long Lake Home*
  - ✓ *Mallard Lake Home*
  - ✓ *Westwood Lake Home*
- **Outreach Services** (hours vary by program)
  - ✓ *Parksville Outreach*
  - ✓ *Prideaux Outreach*
  - ✓ *Seafield Outreach*
  - ✓ *Uplands Outreach*
- **Home Share** (a program where a person is matched with contractors to live with)
- **NACL Employment Services** (a program that helps people find jobs)
- **Snoezelen Room** (a multi-sensory room, booked by appointment – ask for details if you're interested)
- **Farms** (Evanmorr Acres Farm and Empress Acres Farm)

Referrals for these services, except for the Snoezelen Room and Child and Youth care, are accepted through Community Living British Columbia (CLBC). Child and Youth services are referred to by the Ministry of Children and Family Development (MCFD). Waitlists for services are maintained by either CLBC or MCFD, as applicable.



## **BOARD OF DIRECTORS**

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As a registered non-profit society, NACL's membership is open to everyone (except employees) by donation. NACL holds an Annual General Meeting once a year to elect a Board of Directors, plus talk about the past year and future planning.

You can learn more about NACL membership NACL here:

[www.nanaimoacl.com/membership](http://www.nanaimoacl.com/membership)

The Board of Directors establishes the vision, mission, core values, principles, and Code of Ethics to guide the employees, Home Share Providers, and contractors who support the people we serve. They also set the policies NACL uses to manage the organization.

The Board hires and oversees a Chief Executive Officer (CEO), who is responsible for implementing these policies and overseeing NACL employees and Home Share Providers, as well as making day-to-day decisions about NACL operations.

## PART 2: General Information for the People and Families/Caregivers We Support



### Individual Rights

NACL recognizes the people we support have certain rights and responsibilities, and we strive to provide you with information about those.

People with developmental disabilities have the right to be free from:

1. *Abuse;*
2. *Financial or other exploitation;*
3. *Retaliation;*
4. *Humiliation; and*
5. *Neglect.*

People with developmental disabilities also have the right to:

- ***Equality and non-discrimination.***

People with developmental disabilities have an equal and effective legal protection against discrimination on all grounds.

- ***Accessibility.***

People with developmental disabilities have access to buildings and homes, to transportation, to information and communications technology, and to other facilities and services so they can participate fully in all aspects of life.

- ***Freedom of expression and opinion, and access to information.***

People with developmental disabilities can exercise the right to freedom of expression and opinion, including the freedom to seek, receive, and impart information and ideas on an equal basis with others and through all forms of communication of their choice. Further, children/youth in care can be consulted and express their views, according to their abilities, about significant decisions affecting them. They have the right to be informed about and to be assisted in contacting the representative under the *Representative for Children and Youth Act* or the *Ombudsperson*.

- ***Liberty and security of the person.***

People with developmental disabilities should:

- ✓ *Enjoy an equal right to liberty and security of person; and*
- ✓ *Not be deprived of their liberty unlawfully or arbitrarily.*

- ***Respect for privacy.***

People with developmental disabilities, regardless of living arrangements, shall not be subjected to arbitrary or unlawful interference with their privacy. Further, children/youth in care have the right to privacy during discussions with members of their families, subject to any court order made after the court has had an opportunity to consider the questions of access to the child/youth and during discussions with a lawyer.

- ***Health.***

People with developmental disabilities have the right to enjoy the highest standard of health without discrimination.

- ***Education.***

People with developmental disabilities can access general tertiary education, vocational training, adult education, and lifelong learning without discrimination and on an equal basis with others.

- ***Work and employment.***

People with developmental disabilities have the right to work on an equal basis with others.

- ***Protection and safety in situations of risk and humanitarian emergencies.***

Protection and safety of people with developmental disabilities will be preserved in situations of risk and humanitarian emergency.

- ***Freedom from torture or cruel, inhuman, or degrading treatment or punishment.***

No-one shall be subjected to torture or to cruel, inhuman, or degrading treatment or punishment. No-one shall be subjected without their free consent to medical or scientific experimentation.

- ***Freedom from exploitation, violence, and abuse.***

All appropriate legislative, administrative, social, educational, and other measures need to be taken to protect people with developmental disabilities from all forms of exploitation (including financial), violence, and abuse, including their gender-based aspects.

- ***Living independently and being included in the community.***

People with developmental disabilities have the same right as everyone else to live where and with whom they want.

- ***Adequate standard of living and social protection.***

People with developmental disabilities have the right to an adequate standard of living for themselves and their families. Further, children/youth in care have the right to be fed, clothed, and nurtured according to the community standards, and to be given the same quality of care as other children.

- ***Participation in cultural life, recreation, leisure, and sport.***

People with developmental disabilities have access to services from those involved in the organization of recreational, tourism, leisure, and sporting activities. Further, children/youth in care have the right to participate in and receive the religious instruction of their choice, and to receive guidance and encouragement to maintain their cultural heritage. In addition, Indigenous children have the right to receive guidance, encouragement, and support to learn about and practice their Indigenous traditions, customs, language, and belong to their Indigenous communities.

NACL therefore ensures the following for the people and families/caregivers we support:

- *The information to make informed choices;*
- *Involvement in planning services and activities;*
- *Support to explore other options when someone changes their mind or makes a mistake;*
- *Involvement in exploring risks and developing plans to minimize those risks;*



- *Education regarding rights and responsibilities; and*
- *An annual review of those rights and responsibilities.*



## Personal Information

When you're referred and accepted to a NACL service, we ask for basic information. However, when we begin the process of Person Centered Planning with you, we ask for more detailed information to understand your strengths and needs, so we can provide the best possible services.



## Person Centered Planning

At NACL, we work with people on what is called a Person Centered Plan (PCP for short). This is a comprehensive document that ensures services and supports reflect your needs, preferences, and dreams. You will be able to fully participate in the planning process. NACL also encourages your family members and support network to participate.

The plan covers many different areas of one's life. It is important the information you provide is accurate and up-to-date, so we can adjust our services to meet changing needs.

We keep a copy of your plan on file and will provide plan copies to others involved in developing your plan, with your consent. Once you leave the program, we archive your file – but it is still available any time you want to look at it. Our commitment is to always keep the information secure and confidential, even after you leave the program.



## Confidentiality

NACL upholds the rights of all people we support and their families/caregivers to privacy and confidentiality. To ensure you have the right to have information about you treated in confidence:

- *You, your family members, guardians, committees, or representatives will participate in intake meetings and be fully informed of your privacy rights and access to personal records, including:*
  - ✓ The use of **Form SD003-P (Consents and Waiver of Confidentiality)**;
  - ✓ The use of release forms for obtaining third party information;
  - ✓ The process for accessing personal records; and
  - ✓ Complaint procedures regarding privacy concerns.
- *Whenever possible, you must provide the information about yourself.*
- *When shared by employees/Home Share Providers, only information which is deemed essential is to be given.*
- *Where employees, Home Share Providers, or volunteers provide the information, it is to be done with your consent, utilizing **Form SD003-P (Consents and Waiver of Confidentiality)** unless due to health or impairment, you are unable to do so.*



- *All records, files, and notes pertaining to the people we support are the property of NACL and are subject to its control. Furthermore, all records (electronic and paper) are securely stored and retained and/or disposed of in accordance with applicable laws.*

If you have any concerns, speak to any NACL staff or the Program Supervisor.

## Problem Solving

Person Centered Planning at NACL ensures a proactive approach in preventing and dealing with concerns or problems. Throughout the planning process we communicate directly with the people we support, their families/caregivers, staff, and home share providers. Any concerns are resolved with everyone involved.

## Complaint Procedure

People NACL supports or their family members have the right to be heard. You should not wait to tell us if you are having a problem or have a complaint. It's every person's responsibility to tell us about it as soon as possible, and we will help in any way we can to solve the problem.

**NOTE: There will be no retaliation or barrier to service if a person NACL supports has a complaint.**

NACL encourages everyone to try to resolve a conflict in the following ways:

- *First, you or your family members/caregivers should try to talk to the Director of Community Services, Home Share Provider (if applicable), or a staff member you trust.*
- *If possible, use our special form (**SD015-P – Complaint Resolution Form**) to write out the complaint. If you can't write it, you can come to the front desk at NACL's Administration Office, and we'll make sure to find someone who can help.*
- *NACL will discuss the complaint with everyone involved within three (3) days (72 hours).*
- *Within 14 days of the complaint being filed, the staff heading the investigation will prepare a report about the incident, including the actions taken to resolve the complaint, and we'll book a meeting with the person submitting the complaint to talk about it.*
- *If you don't like the results, you can tell us why, we'll look at it again, and we'll meet with you to discuss any possible changes to the decision about the complaint.*
- *If you still aren't happy with the results, the Chief Executive Officer (CEO) and/or the Board of Directors will give a decision in writing and meet with you within 14 days to discuss that decision.*
- *The Board of Directors is the highest level for complaint resolution at NACL.*
- *If you are still not satisfied with the Board of Directors' decision (if it goes to them), you or your family member/caregiver can contact Community Living BC (CLBC) or the Ministry of Children and Family Development (MCFD) – whichever one applies to you. We will give the contact information needed.*
- *If you are not satisfied with CLBC's decision, you or your family member/caregiver can contact the BC Government's Advocate for Service Quality. We will give the contact information needed.*



## Health and Safety

Nanaimo Association for Community Living (NACL) is committed to promoting health and safety agency-wide. NACL ensures all people we support receive the highest quality of care, based on individual health and safety needs. NACL is also committed to a healthy and safe work environment for all employees and Home Share Providers.

In its effort to maintain this environment, NACL will:

- *Actively promote health and safety in the organization;*
- *Ensure the health and safety needs of all people NACL supports are addressed in Person Centered Plans;*
- *Endeavour to maintain safe working conditions;*
- *Develop safe service delivery and work procedures, providing the necessary training to staff or Home Share Provider/caregivers to successfully meet the health and safety needs of people NACL supports; and,*
- *Enforce compliance with safety procedures, directives, and relevant legislation by all employees/Home Share Providers, including:*
  - ✓ Federal and provincial legislation;
  - ✓ WorkSafeBC regulations;
  - ✓ Community Living BC (CLBC)/Ministry of Children and Family Development (MCFD) standards of care;
  - ✓ The Commission on Accreditation of Rehabilitation Facilities (CARF) health and safety standards; and/or
  - ✓ The Collective Agreement (wherever NACL staff is involved).



## Emergency Procedures

Each program and building has emergency procedures for the safety and well-being of people supported by NACL and employees/Home Share Providers in the event of a disaster (i.e. medical emergencies, bomb threat, fire, earthquake, explosion).

Staff have been trained in first aid, and each building is equipped with first aid and earthquake kits.

There is a Safety Manual on site to help staff effectively manage all types of emergency situations, from human-made to natural disasters.

Emergency response drills are practiced regularly, including monthly fire drills, with the participation of staff and people NACL supports.



## Abuse/Harassment Prevention

NACL strongly recognizes that people with developmental disabilities shall not be subjected to abuse or harassment. To ensure this, appropriate personnel policies, procedures, and practices have been developed, maintained, and adhered to by NACL employees/Home Share Providers.

NACL staff will not engage in any behavior detrimental to a person (people NACL supports, employees, visitors, etc.) which would be considered harassment or abusive.

Furthermore, NACL is committed to eliminating and/or minimizing the risk of abuse or harassment through the following practices:

### ***Hiring Criteria***

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NACL employees working in our programs must have:

- ✓ *A criminal record check;*
- ✓ *A Class 4 Unrestricted driver's license (to drive wheelchair-accessible vans) within three months of hire; and*
- ✓ *A minimum qualification of Community Support Worker or equivalent.*

### ***Training***

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NACL employees are trained and kept up-to-date on the following:

- ✓ *First aid certificate;*
- ✓ *Supporting Individuals through Valued Attachments (SIVA);*
- ✓ *Person Centered Thinking (PCT)/Person Centered Planning (PCP);*
- ✓ *Ongoing in-service training specific to people's individual needs;*
- ✓ *Safe Care BC, Safer Handling – training for lifts and transfers; and*
- ✓ *Competency-based training via ShareVision.*

### ***Standards/Regulatory Compliance***

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NACL must remain in compliance with the various standards and regulations of providing community social services, including:

- ✓ *Community Living BC (CLBC)/Ministry of Children and Family Development (MCFD) standards of care;*
- ✓ *The Commission on Accreditation of Rehabilitation Facilities (CARF); and*
- ✓ *Community Care Licensing.*

### **Who Abuses People with Developmental Disabilities?**

Abuse can happen to anyone – however, people with developmental disabilities may be more at risk of being abused than others. People with developmental disabilities are most often abused by people they know. This can be anyone with whom they have some contact, as a patient or client. People with developmental disabilities can also be harassed by another person NACL supports, or anywhere outside in the community such as restaurants, markets, hospitals, sports facilities, etc.



### Identifying Abuse/Harassment

The following chart will help you determine whether you are being abused or not.

RELATIONSHIP FACTORS	HEALTHY RELATIONSHIP	UNHEALTHY RELATIONSHIP	ABUSIVE RELATIONSHIP
Sharing feelings	You feel safe and strong enough to tell the caregiver how you really feel.	You feel awkward telling the caregiver how you really feel.	You are afraid to tell the caregiver how you really feel because you fear being put down or threatened.
Disagreements	You can have disagreements and still talk respectfully to each other. You resolve your disagreements.	Your disagreements often turn into fights.	You are afraid to disagree because you do not want the caregiver to get angry and violent. The disagreement is an excuse for abuse.
Dealing with changes in circumstances (for example, if your condition changes or if there is something new in your life)	As circumstances change, you and the caregiver talk about the changes and agree on any changes that may be needed with your care.	The caregiver does not want to talk about how things are changing or is slow to change when your circumstances change.	The caregiver refuses to adapt to changes, even if the care is no longer appropriate. Or, the caregiver makes changes without consulting or telling you in advance.
Medication and adaptive devices (for example, canes, hearing aids, or other equipment to help with a disability)	You and the caregiver understand and follow your medication requirements. Your assistive aids are in good repair, and available to you when you need them.	Sometimes medications are missed or late. Sometimes adaptive devices are not kept in good condition or are not available to you when needed.	The caregiver uses medication to try to control you, or the caregiver steals your medication. The caregiver threatens to deprive you of your medication or assistive aids.

RELATIONSHIP FACTORS	HEALTHY RELATIONSHIP	UNHEALTHY RELATIONSHIP	ABUSIVE RELATIONSHIP
Verbal abuse and violence	You and your caregiver do not say mean things to each other. There is no physical violence.	There have been a few incidents of putdowns and mean or controlling behavior in your relationship. There is no pattern of violence.	The caregiver hurts you and does not stop even if you say it is hurting. The caregiver has injured you. The physical or sexual abuse and/or intimidation are increasing.

**SOURCE:** *humanservices.alberta.ca, 2018*

If you suspect that someone (including you) may have been abused or neglected, you must follow these steps:

- *Watch for the signs of abuse listed above.*
- *Tell someone about what is happening.*
  - ✓ If the person you tell does not seem to take you seriously, tell someone else, and keep telling people until you find a person who is helpful. The more people that know about the abuse, the more likely it is that someone will be able to help stop it.
- *Protect yourself from:*
  - ✓ **MEDICATION ABUSE:** In this case, notify your Integrated Services Manager or a trusted member of your support team, and get medical attention if needed.
  - ✓ **SOMEONE HURTING OR SCARING YOU:** Contact your Integrated Services Manager and if you are in immediate danger, phone 911.

### If a Person NACL Supports Has Been Abused...

NACL will:

- *Ensure the individual's immediate safety and well-being;*
- *Call the police if the individual's safety is at immediate risk;*
- *Complete a Critical Incident Report and contact CLBC within 24 hours;*
- *Explain the options available to the person; and*
- *Cooperate fully with any investigation by the police and/or CLBC, the Office of the Public Trustee, or the Regional Health Authority.*



## Advocacy

NACL supports the rights of people with developmental disabilities and their families through three kinds of advocacy:

### 1. Personal Advocacy

We advocate on behalf of people with developmental disabilities and their families/caregivers to ensure they receive support.



## 2. Self-Advocacy

We support people with developmental disabilities and their families to enhance their own advocacy skills.

## 3. Systems Advocacy

We advocate for support and change within the systems that affect people with developmental disabilities.

### ADVOCACY RESOURCES FOR PEOPLE NACL SUPPORTS

#### ▪ Community Living BC

**PHONE:** 1-877-660-2522

**E-MAIL:** [CLBCInfo@gov.bc.ca](mailto:CLBCInfo@gov.bc.ca)

**WEBSITE:** [www.communitylivingbc.ca](http://www.communitylivingbc.ca)

**VISIT:** 7<sup>th</sup> Floor – Airport Square  
1200 West 73<sup>rd</sup> Avenue, Vancouver, BC V6P 6G5

#### ▪ Inclusion BC

**CONTACT:** Community Inclusion Advocates

**PHONE:** 1-844-488-4321

**E-MAIL:** [advocacy@inclusionbc.org](mailto:advocacy@inclusionbc.org)

**WEBSITE:** [www.inclusionbc.org](http://www.inclusionbc.org)

#### ▪ BC Self-Advocacy Organizations

✓ Supporting Advocates in Leadership (SAL)

**PHONE:** (250) 753-1907

**E-MAIL:** [info@salnanaimo.ca](mailto:info@salnanaimo.ca)

**VISIT:** 271 Pine Street, Nanaimo, BC V9R 2B7

#### ▪ Representative for Children and Youth (RCY)

**PHONE:** 310-1234 (24-Hour Helpline – no area code is required)

To connect with one of the RCY's advocates, call (toll-free): 1-800-476-3933

**WEBSITE:** [www.rcybc.ca](http://www.rcybc.ca)

**VISIT:** Suite 400 – 1019 Wharf Street, Victoria, BC V8W 2Y9

#### ▪ BC Office of the Ombudsperson

**PURPOSE:** The Office of the Ombudsperson impartially investigates individual complaints about unfair administrative actions.

**PHONE:** 1-800-567-3247 (1-800-567-FAIR)

**WEBSITE:** [www.bcombudsperson.ca](http://www.bcombudsperson.ca)

**MAIL:** PO Box 9039, STN PROV GOVT, Victoria, BC, V8W 9A5

**VISIT:** 2<sup>nd</sup> Floor - 947 Fort Street, Victoria, BC



## Quality Assurance

We at NACL ensure quality services by maintaining conformance to the following standards:

- *CARF's Aspire to Excellence, Quality Individualized Services and Supports, and Employment and Community Services standards;*
- *CLBC's and MCFD's standards of care; and*
- *Licensed group homes meet the standards of the Community Care Facilities Licensing.*

This includes a commitment to continuous quality improvement, which is reported annually in our Performance Review on NACL's website. This report outlines the achievements of the year and the plans for improvement in the coming year.



## Suggestions and Feedback

We welcome your suggestions and feedback about the services we provide. You can give this in many ways:

- *Tell the staff about it.*
- *Contact the Director of Housing and Outreach.*
- *As part of our overall commitment to improving our services, we ask you to complete a survey once a year about how satisfied you are with the services you are accessing. There is a different survey for each program, so you may receive more than one.*



## Accessibility

NACL promotes accessibility and works to remove barriers. If you face a barrier to accessing our services or the community, please contact the Director of Housing and Outreach.

## PART 3: Outreach Services



### What is Outreach?

NACL's Outreach Services support people to live independently, based on their individual needs, in their own home. Our staff team is available to provide you support in areas such as:

- *Recreational, educational, and vocational support;*
- *Accessing community resources;*
- *Supporting genuine connection and belonging in community;*
- *Money management, budgeting, etc.;*
- *Life and home skill development;*
- *Support maintaining tenancy; and/or*
- *Personal or health care and development.*

CLBC determines the amount of direct support you receive weekly. Direct support happens during the day/evening, and is provided by NACL support staff or other agencies. All people living in Outreach will receive direct support. By signing a tenancy agreement with NACL Outreach/Housing, you agree to receive support from support workers each week. How and what that support will look like is determined through Person Centered Planning.

Outreach services are provided in your apartment, common areas in the building, and out in community. We have specific support hours for direct support, as well as hours when staff are available if needed. Outside of this we have an on-call after-hours emergency number for tenants to phone.

There are no support staff on site after hours.



### How do I access NACL's Outreach Services? (What is the referral process?)

Referrals to all Outreach programs are accepted through Community Living British Columbia (CLBC). Individuals with independent funding may self-refer. Upon receipt of a referral from CLBC, the following process will be followed by the Outreach Management Team:

- *Once CLBC provides your referral, management will review the information and assess NACL's ability to meet your needs.*
- *Eligibility is determined based on a successful interview, suitability for the program or dwelling, and unit availability.*



- *We are committed to supporting all eligible individuals; however, there may be times when we are unable to offer a suitable placement.*

Once you have been deemed eligible for NACL outreach services you will be offered an apartment (if at the time of referral, a unit is available.)

**Note:** CLBC and NACL hold the waitlist for our Outreach services – together they will determine who will be referred.

If you have been offered an apartment, we will then begin the Person Centered Planning process. This includes:

- *Meeting with you and your family to explain our services and policies;*
- *Providing an orientation to our Outreach Program;*
- *Completing relevant consent forms;*
- *Gathering information about your wishes and various support needs; and*
- *Identifying personal goals.*



## What do I need to do before I move in?

You will:

- *Need a BC Housing Registry number;*
- *Fill out a tenancy agreement;*
- *Pay the first month's rent, damage deposit, and pet deposit (if required);*
- *Purchase tenant insurance prior to moving in;*
- *In some locations need to sign up for BC Hydro; and*
- *Need to provide copies of your latest Notice of Assessment from CRA, three (3) months of bank statements, and proof that you receive PWD.*



## How do I pay for rent?

Most individuals in Outreach receive disability benefits from the Ministry of Social Development and Poverty Reduction (MSDPR).

The base amount from them includes:

- *Amount allotted for 'rent.'*

You will fill out a direct deposit form, so that your rent goes directly to NACL each month.

When moving in, you are required to have the first month's rent, damage deposit (½ month's rent), and if you have a pet, a pet deposit (½ month's rent).



## What does rent cover?

It covers your **rental suite**. In some cases, basic internet and heat/hot water are included – but not at all locations. We'll discuss this with you.



## Will I have a support worker?

Persons served receive direct support from staff, based on support needs as determined by CLBC. Hours may vary.



## Who takes care of my finances?

If you require any support with your finances, budgeting, MSDPR support, etc., staff can assist during direct support hours. This will be outlined in your Person Centered Plan.



## How do I get around?

During direct support hours, staff can support you to take public transportation.

Whether you are confident taking the bus alone, or need support navigating the bus system, support staff can assist. This will be outlined in your Person Centered Plan.



## Do I get support with my medications?

**Persons Served are responsible for storing and administering their own medication.** Staff do not administer medications.

When living in Outreach Services, we encourage individuals to arrange with the pharmacist to have all the medications prescribed to you by your doctor blister-packed with a label attached that has your name, medication name, and times to be taken.

## ***Wheelchairs/Walkers/Special Equipment***

If you use any adaptive equipment, we will support you to ensure it is all maintained as needed.



## What does dignity of care/right to live at risk mean?

At NACL, **dignity of care** means we treat people with respect, kindness, and privacy while supporting them to be as independent as possible.

The **right to live at risk** means people can make their own choices, even if there is some risk.

NACL supports both by helping people make informed choices, providing safe support when needed, and always respecting each person's rights and autonomy.

### **EXIT**

## Leaving Outreach Services

Sometimes you might want to change your living arrangement, because:

- *It hasn't worked out and you are looking for a different place to live;*
- *You move out of our service area;*
- *Continuous unsuitable conduct is happening that can be harmful to you or others;*
- *You have been evicted; and/or*
- *You need or want a different service.*

Whatever the reason, we are here to help support your transition to a new living arrangement. We prepare a detailed **Exit Summary** and document your experience. We will share this with your new service provider as requested, and work with you and CLBC to plan your transition.



## Questions or Comments?

If you have any questions or comments about our Outreach services, please e-mail our Outreach Management Team at:

[housing@nanaimoacl.com](mailto:housing@nanaimoacl.com)

At NACL, our goal is to support you to live a meaningful, autonomous, and thriving life. We will work alongside you, respect your choices, and provide assistance that helps you reach your goals in a way that is supportive, inclusive, and person-centered.



We look forward to working with you!



**NACL**

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for Community Living

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