



NACL

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www.nanaimoacl.com



NACL

Nanaimo Association
for Community Living

ACTIONS DAY PROGRAM



For Persons Served and
Families/Caregivers



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

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*“Building inclusive
communities,
one bridge at a time.”*



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

If you have any questions or want to see our full Policy and Procedure Manual, please contact the Program Manager.

We encourage you to read this handbook, and keep it for future reference.

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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 serving people with developmental disabilities in Nanaimo and the surrounding area since July 22, 1986.

A detailed history of Nanaimo Association for Community Living 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 and vision guide our programs, activities, and decisions.

OUR MISSION

“A person-centered approach is the way we challenge ourselves, our communities, the people we support, and families to be innovative as we help each other live fulfilled lives.”

OUR VISION

“Building inclusive communities, one bridge at a time.”



NACL's Commitments

NACL is committed to removing the barriers faced by individuals with a developmental disability that prevent them from reaching their full potential. Only through creating a society that is inclusive of all its citizens can this goal be obtained.

Commitment to Community

Being part of our Community is essential for our Association. Community, as we define it, means all its citizens. On a broader scope, NACL extends this definition of community to include our corporate partners. As a strong, vibrant agency, NACL takes a leadership role in building an inclusive community.

Commitment to Inclusion

The concept of inclusion is the foundation of NACL's values and principles. To not be included means to stand outside the community, and this can be a very lonely place. We strive to involve people of all abilities in our efforts towards a fully-inclusive society. Only by seeing everyone as equals can we be truly inclusive.

Commitment to Service

Person Centered Planning drives the development of all new services NACL provides. As historical service delivery models evolve, person-centeredness is the engine for change.



Statement of Diversity

The 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 serve.

We commit to:

- *Services that respect individual and 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 living with developmental disabilities.

- *Services are targeted to youth age eight (8) and up, and adults who are 19 years or older;*
- *We serve approximately 215 people;*
- *NACL employs approximately 180 staff and contracts with over 90 home share providers.*

NACL's Current Programs

- **Community Inclusion** (Monday to Friday 8:30 a.m. to 3:00 p.m., and Saturday 10:00 a.m. to 2:30 p.m.)
 - ✓ *Actions Day Program*
 - ✓ *Actions Expansion – Life Long Learning*
- **Residential Services** (provided 24/7)
 - ✓ *Caspers Way Home*
 - ✓ *Hammond Bay Home*
 - ✓ *Jingle Pot Home/Carriage House*
 - ✓ *Kennedy Home*
 - ✓ *Maxey Road Home*
 - ✓ *Nottingham Home*
 - ✓ *Portsmouth Road Home*
 - ✓ *Turner Connection Home*
 - ✓ *Sherwood Home*
 - ✓ *Westwood Lake Home*
 - ✓ *Uplands Housing Development*
- **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)

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



BOARD OF DIRECTORS

As a registered non-profit society, NACL has a membership which is open to everyone by donation (except employees). You can become a member, too. NACL holds an Annual General Meeting once a year to elect a Board of Directors, plus talk about the past year and our future plans.

The Board of Directors establishes the vision, mission, 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 an Executive Director, who is responsible for implementing those 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 Persons Served and Families/Caregivers



Individual Rights

Nanaimo Association for Community Living recognizes that the individuals we serve have certain rights and responsibilities, and we strive to provide you with information about those.

Persons served have the right to freedom from:

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

In further detail, persons served have the right of:

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

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

▪ ***Accessibility.***

People with 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 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 disabilities, on an equal basis with others:

- ✓ *Enjoy the right to liberty and security of person; and*
- ✓ *Are not deprived of their liberty unlawfully or arbitrarily.*

▪ ***Respect for privacy.***

No person with a disability, regardless of place of residence or living arrangements, shall be subjected to arbitrary or unlawful interference with his or her 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 living with disabilities have the right to the enjoyment of the highest attainable standard of health without discrimination on the basis of disability.

- ***Education.***

People with 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.***

The right of persons with disabilities to work on an equal basis with others.

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

Protection and safety of persons with 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 his or her 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 persons with disabilities from all forms of exploitation (including financial), violence, and abuse, including their gender-based aspects.

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

Disabled people have the same right as everyone else to live where and with who they want.

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

The right of persons with disabilities to have 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.***

Persons with 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:

- *Provides you with information so that you make informed choices;*
- *Involves you in the planning of services and activities;*
- *Supports you to explore other options when you change your mind or make a mistake;*
- *Involves you and others who know you well to explore risks and develop plans to minimize those risks;*
- *Educates you about your rights and responsibilities; and*
- *Reviews those rights and responsibilities with you annually.*



Personal Information

When you are referred and accepted to a NACL service, we ask for basic information. However, when we begin your person-centered planning, we will ask for more detailed information to understand your strengths and needs, so we can provide the best possible services.



Individual Planning

At NACL, we work with you on what is called a Person Centered Plan (PCP for short). This is a comprehensive, individualized 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 your life. It is important that the information you give us is accurate and up-to-date, so we can adjust our services to meet your changing needs.

We keep a copy of each person's plan in their individual file, and will provide copies of your plan to you and 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 a person leaves the program.



Confidentiality

NACL upholds the rights of all persons served and their families to privacy and confidentiality. To ensure you have the right to have information about you treated in confidence:

- *You or 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 (Authorization and Waiver of Confidentiality)**;
 - ✓ The use of release forms for obtaining third party information;
 - ✓ The process for accessing their personal records; and
 - ✓ Complaint procedures regarding privacy concerns.

- *Whenever possible, you must provide the information 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 (Authorization and Waiver of Confidentiality)** unless due to health or impairment, you are unable to do so.*
- *All records, files, and notes pertaining to persons served 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 you, your families/caregivers, staff, and home share providers (if applicable). Any concerns are resolved with everyone involved.

Complaint Procedure

Persons served or their family members have the right to be heard. You should not wait to tell us if you or they are having a problem or have a complaint. It's your 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 served has a complaint.

NACL encourages everyone to try to resolve a conflict.

- *First, you or your family members/caregivers should try to talk to the Program Supervisor, contractor (if applicable), or a staff member that you trust.*
- *If possible, you can 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.*
- *We will discuss the complaint with you and 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 you 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 Executive Director 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 persons served receive the highest quality of safe care and support, based on their individual health and safety needs, and employees/Home Share Providers have a healthy and safe environment in which to work.

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 persons served 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 persons served; 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 persons served 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 man-made to natural disasters.

Emergency response drills are practiced regularly, including monthly fire drills, with the participation of staff and persons served.



Abuse/Harassment Prevention

NACL recognizes that persons served shall not be subjected to any form of abuse/harassment. We are committed to eliminating and/or minimizing the risk of abuse/harassment through the following practices:

NACL's Core Values

Our vision of community inclusion for the people the agency serves guides our programs, activities, and decisions. Therefore, appropriate personnel policies, procedures, and practices are developed, maintained, and adhered to by NACL employees/Home Share Providers. Per NACL procedure, staff will not engage in any behavior detrimental to a person (person served, employee, visitor, etc.) which would be considered harassment or abusive.

Hiring Criteria

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

All NACL employees/Home Share Providers are trained and kept up-to-date on the following:

- ✓ *First aid certificate;*
- ✓ *Supporting Individuals through Valued Attachment (SIVA);*
- ✓ *Person Centered Thinking (PCT)/Person Centered Planning (PCP); and*
- ✓ *Ongoing in-service training specific to persons served's individual needs.*

Standards/Regulatory Compliance

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 Disabilities?

Abuse can happen to anyone – however, people with disabilities may be more at risk of being abused than others. People with disabilities are most often abused by people they know. This can be anyone with whom they have some contact, as a patient or client. An individual can also be harassed by another person served, 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 to 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 the Program Supervisor, and get medical attention if needed.
 - ✓ **SOMEONE HURTING OR SCARING YOU:** If you are in immediate danger, phone 911.

If a Person Served Has Been Abused...

NACL will:

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



Advocacy

NACL supports the rights of individuals and their families through three kinds of advocacy:

1. **Personal Advocacy**

We advocate on behalf of persons served and families to get the support you need.

2. Self-Advocacy

We support persons served and families to enhance their advocacy skills so they can advocate for themselves.

3. Systems Advocacy

We advocate for support and change within the systems that affect our persons served.

ADVOCACY RESOURCES FOR PERSONS SERVED

▪ Community Living BC

PHONE: 1-877-660-2522

WEBSITE: www.communitylivingbc.ca

E-MAIL: CLBCInfo@gov.bc.ca

VISIT: 7th Floor – Airport Square
1200 West 73rd Avenue, Vancouver, BC V6P 6G5

▪ Inclusion BC

CONTACT: Tina Dam, Community Inclusion Advocate

E-MAIL: advocacy@inclusionbc.org

WEBSITE: www.inclusionbc.org

PHONE: 1-844-488-4321

▪ BC Self-Advocacy Organizations

✓ Supporting Advocates in Leadership (SAL)

CONTACT: Eve Reinarz

E-MAIL: info@salnanaimo.ca

PHONE: (250) 753-1907

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

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

ADVOCACY RESOURCES FOR PERSONS SERVED

▪ **BC Office of the Ombudsperson**

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

PHONE: 1-800-567-3247

WEBSITE: www.bcombudsperson.ca

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

VISIT: 2nd 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 on 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 Program Supervisor.*
- *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 or your family member 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, talk to a NACL staff member.

PART 3: Actions Day Program

Nanaimo Association for Community Living (NACL) provides quality day program services. Our goal is to ensure equal opportunities for each person with respect to human dignity and cultural diversity. We empower the people we serve to make informed choices and decisions that build on self-determination.



What does Actions Day Program provide?

- A safe, secure, and healthy environment – persons served receive a high standard of care by trained staff;
- Promoted opportunities for social and interpersonal relationships;
- Access to community resources;
- Vocational training;
- Recreation and leisure activities;
- Life skill development;
- Communication skill development; and
- Creative expression.



What is the address, and what are Actions Day Program's hours?

- Actions Day Program is located at **83 Victoria Crescent, Nanaimo, BC (V9R 5B9)**.
 - ✓ *NACL's mailing address is #201 – 96 Cavan Street, Nanaimo, BC (V9R 2V1).*
- We are open from **8:30 a.m. to 3:00 p.m. Monday to Friday**, and from **10:00 a.m. to 2:30 p.m. on Saturdays**. We're closed on statutory holidays.
- **Arrival time** is between **8:30 a.m. to 9:30 a.m. Monday to Friday**, and **9:30 a.m. to 10:00 a.m. on Saturdays**.
 - ✓ *If you cannot be here by the start time, please phone us at (250) 741-0224, ext. 230.*
 - ✓ *You are welcome to arrive between 12:00 noon and 1:00 p.m. Monday to Friday in time for the afternoon activities.*
 - ✓ *This also applies if your family member/person you care for needs to arrive late or leave early due to appointments – we may be able to arrange for you to meet us in the community so the person served does not miss their activity.*
- We have 24/7 voicemail, and it is checked every morning.
- For your safety, if you can come independently, please specify that you can come and go on your own.
- For the safety of all persons served, we require a list of people authorized to pick you up. If someone comes to pick you up that is not on the list, we will be unable to let you go with them.



How do I access the program?

Upon receipt of a referral from Community Living British Columbia (CLBC), or an individual's request for NACL to become a direct service provider the following process will be followed by the appropriate/designated NACL management staff:

- *Your referral form will be reviewed, and management staff will determine NACL's ability to meet your needs.*
- *If you are accepted for Actions Day Program, we'll contact you to arrange the next steps to get you started.*
- *Should you be deemed as ineligible to attend a NACL program, a written confirmation will be forwarded to the referring body, outlining the rationale for the decision.*
- *If you choose not to accept our service, we will provide information on potential alternate resources.*

We are committed to supporting all eligible adults; however, if the program is full, CLBC holds the waitlist – and they will determine who will be referred when there's a vacancy.



Who pays for the services offered?

Community Living BC (CLBC) funds the services in the program. There are no fees to access Actions Day Program.



What needs to be done before coming to Actions?

Once you have been accepted to Actions Day Program, we will ask you to come to a planning meeting. Your family members/caregivers/supporters, CLBC Representative, and other health care professionals (as appropriate) are welcome to attend also. At this meeting, we'll discuss:

- *What your interests, skills, activity interests, dreams, and goals are.*
 - ✓ Goals could be things like volunteering, joining a music program, exploring the community, learning more about staying safe in the community, managing conflict, etc.
- *Creating a Person Centered Plan (PCP) – this is a living document that will change over time.*
 - ✓ It will include who is in your support circle, as well as things that may be barriers and what supports/services can help overcome these barriers.
 - ✓ The most important part of this process is that you (the person served) will be making decisions on what your goals will be.

We'll also review the Program Handbook, and we'll discuss NACL's procedures regarding confidentiality, privacy, and access to personal records.

Also, we'll provide an information portfolio which includes:

- ✓ *A brochure describing the program;*
- ✓ *This program handbook;*
- ✓ *Information/application form;*
- ✓ *Consent forms; and*
- ✓ *Representation Agreement information.*

Note: Any necessary accommodation for alternative communication styles will be made.

You may receive a tour and/or an orientation before deciding to commence at the program(s).

You will start at the program(s) in a way that meets your individual needs (i.e. gradually or immediately).

The appropriate manager will process your information, including demographics, care and support needs, risk assessments, medication information, your goals, and other relevant information to ensure quality and safe care and support. This information will be entered in your details page in a computer program called ShareVision, and we'll assign your programs(s) under the Program/Residence History.



What to bring?

- Any **adaptive equipment required for eating** – for example, a special scoop, plate, cup, or eating utensils.
- Any **adaptive equipment used daily** – if you use a wheelchair, walker, cane, braces, splints, transfer belts, or trays, please make sure they are in safe working order.
- **Personal hygiene products** – for example, feminine hygiene products, briefs, and Attends if needed.
- **Weather-appropriate clothing and shoes** – rain or shine, we are out and about. Items like sunscreen, swimsuits, and towels can be left at the program. We will wash your swimsuits and towels. Please label your things.
- **Lunch** – lunches need to be brought to the program every day. We have a fully-equipped kitchen, so if something needs to be refrigerated or heated up, that is fine. Please make sure your name is on your lunch container(s) and all accompanying Tupperware.
 - ✓ *June through August is picnic season – during that period, please send lunches that do not need to be heated, as we are often out for the day.*



What not to bring?

- **Expensive items** – for example, iPods, iPads, cameras, and video games. We encourage people not to bring these types of items. We are not responsible for lost, lent, stolen, or broken items (including money).



Who takes care of transportation?

It is your responsibility to arrange your own transportation to and from the Day Program. You can have your family/caregiver help if you need it. You may use public transportation, including HandyDart if you use a wheelchair or require assistance.

Where transportation is provided by NACL staff or Home Share Providers in their own vehicles, they are expected to drive with due care and attention, and adhere to all requirements of the Motor Vehicle Act. They are responsible for maintaining their vehicle and carrying adequate insurance.



What is a Communication Book?

We have found that a Communication Book is a very effective way to communicate with families and caregivers. It comes back and forth with you daily, and staff will write information and send notices home in it. Families and caregivers are asked to please initial all entries and write back any information our staff need to know.



What if I have any medical issues?

Any medical issues you may have (new issues or changes to existing ones) must be reported to the Program Supervisor or the designated staff. For example:

- *Seizures, allergies, dysphagia, etc.;*
- *Communicable disease(s) such as HIV, Hepatitis B/C, Tuberculosis, etc.; and/or*
- *Safety concerns such as self-injury, ingesting foreign objects, violent outbursts.*

What needs to be done in case of the following medical conditions?

Medications

It is the responsibility of your or your family/caregiver to provide all medications to the Actions Day Program staff in the appropriate blister packs (accompanied by a Medication Administration Record from a pharmacy). Should you be going from Actions to respite, it is your or your family's/caregiver's responsibility to get all medications to the respite contractor – Actions staff will not take responsibility for this.

- Notes:**
- ✓ *All medications will be locked up and dispensed by the Actions staff.*
 - ✓ *When you require medication for whatever reason, your support needs and procedures for medication administration will be outlined in your Person Centered Plan.*

PRN Medications

All PRN medications must be accompanied by a Health Care Plan or Protocol from the Health Services for Community Living Nurse (HSCL) under the Vancouver Island Health Authority (VIHA).

- Notes:** ✓ *All medications will be locked up and dispensed by the Actions staff.*
✓ *When you require medication for whatever reason, your support needs and procedures for medication administration will be outlined in your Person Centered Plan.*

Seizures

- If you have seizures, a protocol will need to be in place as deemed necessary by Health Services for Community Living (HSCL).
- If you take a PRN seizure medication, staff will keep your protocol and medication with them.
- For your safety, you may need to wear a lifejacket when participating in the swimming program.

Wheelchairs/Walkers/Special Equipment

If you use a wheelchair, walker, cane, braces, splints, transfer belts, or trays, please ensure your name is on them and they are all in safe working order.

Personal Care

Day Program staff will assist you if you require personal care or assistance in the bathroom. You will need to provide your own personal supplies if required – for example, briefs, Attends, wet wipes, sanitary napkins, etc.

In the event of a serious injury, operation, or time away from the program...

Prior to returning, protocols may need to be in place regarding adaptive equipment, lifts, and transfers.

EXIT Leaving Actions Day Program

People enrolled in the Actions Day Program may have to leave the program because:

- *Your needs can be better met by another service or agency;*
- *You move out of our service area; and/or*
- *Continuous unsuitable conduct is happening that can be harmful to you or others.*



Questions or Comments?

If you have any questions or comments about Actions Day Program, please contact our Community Services Manager at any time:

Jennifer Carano
(250) 327-3462

jennifer.carano@nanaimoacl.com

We want you to feel welcome, and to have the most positive experience possible with us!

We look forward to working with you!



NACL

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