



NACL

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www.nanaimoacl.com



NACL

Nanaimo Association
for Community Living

CHILD AND YOUTH RESIDENTIAL SERVICES

HANDBOOK

For the People and
Families/Caregivers We Support



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

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Envisioning “A world
where all people with
diversabilities thrive.”



Welcome to Nanaimo Association for Community Living (NACL) and our Residential Services for children and youth. This handbook has all the information on what you need to know about living in our NACL residences.

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 actively supporting people with diversabilities 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

“Through an unwavering commitment to delivering high quality services with integrity, to actively support as many people with diversabilities as possible in their journey to lead thriving lives.”

OUR VISION

“A world where all people with diversabilities thrive.”



NACL's Core Values

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

- ***Person-Centered Planning***

We use person-centered planning to ensure the services we design and the supports we deliver are, at every stage driven by the individual needs and aspirations of people we support.

- ***Equity, Diversity and Inclusion***

Through active support and inclusive engagements, NACL is keen to build strong and lasting relationships with all people with diversabilities. We recognize that developing meaningful connections with individuals of varying ages, cultures, races, ethnicities and genders requires authentic conversation, active listening and a dedication to self-education.

- ***Respect***

In all our interactions, we treat people with respect and kindness.

- ***Safety***

In all our work, we prioritize the safety and security of the people we support, their families and our NACL staff members.

- ***Sustainability***

We are unwavering in our commitment to sustainable practices that benefit local communities, the environment and future generations.

- ***A Socially Entrepreneurial Ethos***

We are innovative. We try new things. We approach our work with an entrepreneurial spirit that ensures we best serve the people and families we support.

- ***Accessible Communication***

Great communication is accessible communication. We are designing our communications efforts to be inclusive and accessible to all people.



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. We also recognize the norms, customs, and holiday of various culture and groups.

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;*
- *Not tolerating discrimination of any kind;*
- *Not restricting self-expression in choices of clothing; and*
- *Not restricting participation in community activities.*

OUR SERVICES

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

- *Services are targeted to youth age six (6) and up, and adults who are 19 years or older;*
- *We support 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*
- **Residential Services** (provided 24/7)
 - ✓ *Caspers Way Home*
 - ✓ *Jingle Pot Home*
 - ✓ *Jingle Pot Carriage House*
 - ✓ *Kennedy Home*
 - ✓ *Maxey Road Home*
 - ✓ *Nottingham Home*
 - ✓ *Portsmouth Road Home*
 - ✓ *Prideaux Outreach*
 - ✓ *Sherwood Home*
 - ✓ *Turner Connection Home*
 - ✓ *Westwood Lake Home*
 - ✓ *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)

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

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 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 the People and Families/Caregivers we support



Individual Rights

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

People NACL supports have the right to be free from:

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

People NACL supports also have the right to:

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

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

- ***Accessibility.***

People with diversabilities 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 diversabilities 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 diversabilities 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 diversabilities, regardless of place of residence or living arrangements, shall not 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 with diversabilities have the right to enjoy the highest standard of health without discrimination
- ***Education.***
People with diversabilities 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 diversabilities 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 diversabilities 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 people with diversabilities 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 diversabilities have the same right as everyone else to live where and with whom they want.
- ***Adequate standard of living and social protection.***
People with diversabilities 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 diversabilities 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 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 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 you and others involved in developing it, 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 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 (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 about yourself.*
- *When shared by employees/Home Share Providers, only information that 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 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 an issue 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 Program Supervisor, contractor (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 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 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 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 have 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 man-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 diversabilities 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

NACL employees working in our Youth programs must have:

- ✓ *Two clear criminal record checks: one through the PSSG (Ministry of Public Safety and Solicitor General) and one through the Ministry of Children and Family Development (MCFD)'s Centralized Services Hub;*
- ✓ *A Class 4 Unrestricted driver's license (to drive wheelchair-accessible vans) within three months of hire (requirement temporarily suspended in May 2022); 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 Attachments (SIVA);*
- ✓ *Person Centered Thinking (PCT)/Person Centered Planning (PCP);*
- ✓ *Ongoing in-service training specific to people's individual needs;*
- ✓ *Competency-based training via ShareVision;*
- ✓ *Youth-specific training (through Eclipse HR Solutions), based on best practice; and*
- ✓ *Positive Behavioral Supports (by the Behavioral Consultant referred by MCFD)*

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 Diversabilities?

Abuse can happen to anyone – however, people with diversabilities may be more at risk of being abused than others. People with diversabilities 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 diversabilities 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 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 NACL Supports 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 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 diversabilities and their families through three kinds of advocacy:

1. **Personal Advocacy**

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

2. Self-Advocacy

We support people with diversabilities 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 diversabilities.

ADVOCACY RESOURCES FOR PEOPLE NACL SUPPORTS

▪ 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

▪ 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 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 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: Child and Youth Residential Services

Residential Services is another way of saying “home.” Nanaimo Association for Community Living (NACL) currently has several residential group homes, both for youth and adults. Our staff work with you to determine which home is best based on one’s needs, likes, and personality – as well as the needs, likes, and personalities of your soon-to-be roommates.

Most of the residential homes are licensed through Community Care Licensing.



How do I access NACL’s Residential Services?

Upon receipt of a referral from the Ministry of Children and Family Development (MCFD), 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.*
- *We are committed to supporting all eligible individuals; and work hard to ensure our residential services are the best option for you.*
- *If NACL is unable to assist you, a written confirmation will be forwarded to the referring body, outlining the rationale for the decision.*
- *If you decide our services are not the right fit, we will provide information on alternate resources.*

Note: MCFD holds the waitlist for child and youth residential services – they determine who will be referred based on vacancy.

Once an eligible service is available, you will be informed. We advise that if you are interested in our residential services to spend a night or join our staff for a meal before committing. This allows you to know the NACL staff better and for them to also spend time with you to support you according to your needs, we will need you, your family/caregiver to complete our **Intake Form**. This form has important information for our staff to ensure you are provided exceptional care.



What needs to be done before I move in?

Once you have been accepted to our Residential Services, we will invite you to a planning meeting. Your family members/caregivers, MCFD Representative, and other health care professionals (as appropriate) are welcome to also attend. At this meeting, we’ll discuss:

- *What your interests, skills, and goals are.*
 - ✓ Goals could be volunteering, joining a music program, exploring 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, potential barriers and what supports/services can help overcome these barriers.

- ✓ The most important part of this process is that you will actively be making decisions on what your goals will be.
- ✓ As part of the Person Centered Planning process, NACL uses Trust-Based Relational Intervention (TBRI) and Positive Behavioural Supports (PBS) as service modalities to support achieving program objectives.
 - TBRI is an attachment-based, trauma-informed intervention that is designed to meet the complex needs of vulnerable people. TBRI uses Empowering Principles to address physical needs, Connecting Principles for attachment needs, and Correcting Principles to disarm fear-based behaviours.
 - PBS provides a process to understand and resolve the problem behavior of individuals or children that is based on values and empirical research. It offers an approach to develop an understanding of why a person engages in challenging behaviour and strategies for prevention while teaching new skills. Positive Behaviour Support offers a holistic approach that considers all factors that have an impact on a person and their behaviour. It can be used to address problem behaviors that range from aggression and property destruction to social withdrawal.

We will also review this Handbook, and discuss NACL's procedures regarding confidentiality, privacy, and access to personal records.

An Information Portfolio will be provided to you and include:

- ✓ *This program handbook;*
- ✓ *An intake form;*
- ✓ *Consent forms;*
- ✓ *Agreement information; and*
- ✓ *A brochure describing the program.*

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

You may receive a tour and/or an orientation before deciding to move in.

You will move into our residence in a way that meets your 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, safe care and support. This information will then be entered in your profile via ShareVision and we will assign your programs(s) under the Program/Residence History.



What to expect when living in a NACL home

- *A safe, secure, and healthy environment – people NACL supports receive an exceptional standard of care by trained staff;*
- *You will have your own private bedroom;*
- *Nutritious meals and snacks are provided in each home, according to the Menu Plan through Community Care Facilities Licensing;*
- *You will receive regular medications and treatments as prescribed by your doctor; and*

- *You will be supported by staff to attend community activities and activities in your home – depending on the appropriateness of the activity and staff availability.*

Remember – this is **your home**. To respect each other’s right to privacy, other people who live in your home will not be allowed to go into your private bedroom, and you will be asked to respect their privacy.



Who pays for the services offered?

MCFD pays for the services you receive from NACL when you are referred to us.



What do I need while living in a group home?

- Any **adaptive equipment required for eating** – for example, a special scoop, plate, cup, or eating utensils. Please bring them with you.
- 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** – briefs and Attends are provided, but other personal products such as feminine hygiene products, special soaps, shampoos or creams, shaver(s), deodorant, toothpaste, toothbrush, and comb/hairbrush will be purchased from your own money with support from the staff.
 - ✓ **PLEASE NOTE:** *NACL is not responsible for lost, lent, broken, or stolen items (including money).*



Who takes care of transportation?

At NACL, we support you in using public transportation, including HandyDart. Our staff are trained to transport you in our own vehicles, with due care and attention. NACL ensures all staff adheres to the requirements of the Motor Vehicle Act, including maintaining the vehicles and carrying adequate insurance.



What if I have any medical issues?

On admission, you or your caregiver are responsible for ensuring staff are informed of any medical issues/concerns you may have as outlined in the **Intake Form**, such as:

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

We will consult with your doctor, dentist, or a medical professional from the Health Services for Community Living (HSCL) team (Registered Nurse, Occupational Therapist, Physiotherapist, Speech Therapist, Dietician, or Dental Hygienist) to help you stay healthy.

Medications

Staff cannot give medications that are not ordered by a doctor and labeled by a pharmacy. We will arrange with the pharmacist to have all medications, prescribed to you by your doctor, blister-packed with a label attached which includes your name, medication name, and times to be given.

The pharmacy NACL uses is:



Central Drugs

ADDRESS: 495-A Dunsmuir Street
Nanaimo, BC, V9R 6B9
PHONE: (250) 753-6401

Each NACL home has a **Pharmacy Policy and Procedure Manual** from Central Drugs to be followed.

- Notes:**
- ✓ All medications will be locked up and dispensed by staff at the times prescribed.
 - ✓ Staff will also administer any other medications prescribed by your doctor (such as creams, eye drops, etc.), as long as they have been blister-packed by a pharmacist with a pharmaceutical label attached.
 - ✓ All medications required will be clearly outlined in one's 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 staff.
 - ✓ All medications required will be clearly outlined in one's Person Centered Plan.

Seizures

- If you have seizures, a protocol will need to be in place by Health Services for Community Living (HSCL).
- If you take a PRN seizure medication, that medication, along with your protocol, will be in your fanny pack – which you will wear on outings.
- For your safety, you may need to wear a lifejacket when swimming.

Wheelchairs/Walkers/Special Equipment

If you use a wheelchair, walker, cane, braces, splints, transfer belts, or trays, we will help ensure they are in safe working order.

Personal Care

Staff will assist you if you require personal care or assistance in the bathroom.

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

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

EXIT Leaving Residential Services

Sometimes you might want to change your group home arrangement if:

- *It hasn't worked out and you are looking for a different caregiver/group home;*
- *Your needs can be better met by another service or agency;*
- *You move out of our service area;*
- *Continuous unsuitable conduct is happening that can be harmful to you or others; 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 the new service provider, and work with you, other agencies and programs to plan for the transition.



Questions or Comments?

If you have any questions or comments about our Child and Youth Residential Services, please contact our Senior Program Manager at any time:

Angela Trimble

**Senior Program Manager
(250) 741-0224, ext. 248**

angela.trimble@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!



Suite 201 – 96 Cavan Street

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