

SERVICE ORIENTATION GUIDE

OCTOBER 1, 2017



P.O. BOX 4637
UNIT E, 5015 – 55 STREET
BARRHEAD, AB T7N 1A5

Phone: 780-674-7664
Fax: 780-674-6886
Email: admin@LifeEmpowerment.ca
Website: www.LifeEmpowerment.ca

SERVICE ORIENTATION GUIDE

Table of Contents

Core Values; Vision; Mission; Mandate; and Change	Page 2
Programming and Service Descriptions	Page 3
Admission Process	Page 4
Intake Process	Page 4
Your Responsibilities	Page 5
Fire and Safety	Page 5
Confidentiality	Page 6
Personal Records	Page 6
Your Rights and Responsibilities	Page 6
Abuse	Page 7
Complaint, Grievance and Appeal Process	Page 8
Service Completion	Page 9

Core Values:

**Enlighten, Inspire, Encourage
...while celebrating life.**

Vision:

**Empowering individuals to soar,
while reaching their greatest potential**

Mission:

- To be an industry leader in providing individualized programming and support to Individuals while focusing on quality of life, empowerment, and community inclusion.
- To be an industry leader as an employer that empowers their employees to reach their potential and beyond; an employer of choice.
- To be a community leader by enlightening the knowledge and understanding of the Communities perceptions of people experiencing disabilities.

Mandate:

Through outcome based services, ***Life Empowerment Support Services Inc.*** will provide the following:

- Individualized programming for each person that ensures quality of life, wellness, and community inclusion, in a safe and respectful approach that honors the person's gifts and interests.
- To promote self-reliance with the necessary supports.
- To promote and teach personal and community safety.

To:

- Persons living with Developmental Disabilities
- Complex Programming
- Child & Family Services

Commitment to Necessary Change

Life Empowerment Support Services Inc. is committed annually to evaluate, promote and encourage the necessary changes that will enhance and improve the quality of life and the services delivered to the Individuals they serve.

Programming and Service Descriptions:

Individualized Programming

Along with your guardian, your doctors, your funder, your Support Team and others you wish to include in your life planning; we will gather to plan yearly outcome based goals in the following three areas of your life that we will be broken into eight areas calling "Domains":

Well-Being	Independence	Community Connectedness
<ul style="list-style-type: none"> → Emotional → Material → Physical 	<ul style="list-style-type: none"> → Personal Development → Self-Determination 	<ul style="list-style-type: none"> → Rights → Interpersonal Relations → Social Inclusion

We will be encouraging you to focus on using your gifts and talents to achieve your goals and soar to reach your greatest potential.

Available Services

Transition Support	We will help you make the change from each different time in your life.	For example: from high school to working. Living with your parents to living with roommates in your own home.
Respite – Hourly or 24 and Support Homes	We will support you when you require time away from your home for a period of time. This is up to 24 hours and can be either in your home or away from your home.	For example: you will stay at your support's home for a couple of days while your family is away.
Community Living Supports – Overnight or Non-Overnight Supports	<p><u>Respite:</u> We will help you with all your home life and community activities. This is up to 24 hour supports to include 2 or 3 people, completing your life goals and plans.</p> <p><u>Support Homes:</u> We will support Individual in finding the best possible home away from home. The Support Home will provide the Individual a place to call home 24 hours a day/365 days a year. This provides you an opportunity to learn the necessary skills to build independence prior to moving into your own home; as well when it is appropriate the support home can welcome you for as long as it fits your support needs.</p>	For example: your support team will help you with daily living, personal budgeting, health and wellness, planning days, learning your rights, building relationships, etc.
Employment Supports	We will help you to look for and work as much as you wish to and to earn fair wages and treatment in the workforce	For example: your support team will help you to write resumes; learn the necessary work skills for your jobs you choose; learn your employment rights; provide you the necessary on the job support



Special Olympics
Alberta



...follow your passions...soar to your greatest potential!

Admission Process:

Application: How do I get services from Life Empowerment Support Services Inc.?

- Step 1** Call for an application at 780-305-9342 or 780-305-9295; or fill out a downloadable application form from www.LifeEmpowerment.ca.
- Step 2** Return completed application by calling the above numbers, by mail to Box 4233, Barrhead, Alberta T7N 1A2 or e-mailed to admin@LifeEmpowerment.ca.
- Step 3** You will be contacted for an interview to review your application, get to know you better, and to help decide what type of supports you need.
- Step 4** Your application and interview information will then be reviewed by the approval committee. The committee will decide how we may help you. If we are unable to provide the necessary supports, we will try to find someone who can.
- Step 5** We will call you to let you know the outcome. We will also send you a letter to confirm.
- Step 6** We then prepare a proposal for funding to the appropriate funder on your behalf for approval. This can take several days up to several weeks.
- Step 7** Once your funding is approved you will be contacted by our office to begin the intake process.

Intake Process:

- Step 1** We then will meet to complete all the informed consent forms and service agreement and confirm your start date.
- Step 2** Meet your support team and if you are receiving residential services, meet your new roommate(s) and see your new home.
- Step 3** Plan your move in date.
- Step 4** Planning Meeting!!! **Individual Support Plan**...meeting:
 - We will do this by helping you look at what life is like now and what you would like to do in the future. You can make a plan that can help you achieve your goals.
 - Your plan will show:
 - ↳ what your goals are
 - ↳ who is going to help you with each goal
 - ↳ what your responsibilities will be
 - ↳ what the responsibilities of others will be
 - You will have the opportunity to review your achievements every three months. You may also have opportunity to set new goals at any time.
 - Your Individual Support Plan is a part of your individualized support plan which will include all aspects of your support with Life Empowerment Support Services Inc.

Your Responsibilities:

What you bring:

- Bedroom furniture
- Personal electronics (optional); for example, T.V. gaming systems, music systems, etc. – **for your bedroom**
- Personal effects – for example your pictures, decorating your bedroom, etc.
- Clothing
- Bedding
- Personal hygiene products
- Personal recreation and leisure equipment and expenses
- Transportation costs

Monthly Budget:

- To be set once your lifestyle and rental property is determined – this covers your rent and living expenses. (This also depends on the current rental market and number of roommates)
- The home will have a T.V. with a satellite package in the common area (if you wish to have a receiver in your room, this is your expense)
- The home will have a telephone with a long distance package also available in the common area
- Reasonable repairs and damage to property, intentional damage or theft of roommate's property

Personal Belongings:

- You are responsible for your own belongings
- Support team may be able to assist you in obtaining items you need, however, Life Empowerment Support Services Inc. does not provide personal items, and all costs for such items are your responsibility

Participation:

- You are responsible to follow the housemate agreements
- You are responsible to actively participate in your Support Plan
- You are to attend your scheduled activities and appointments
- You are responsible for your personal expenses
- You must pay your monthly living bills by the first day of each month
- You must enjoy your life, so you must speak up if you have any concerns

Fire and Safety:

- Your Support Team will review fire and safety procedures with you at your home and at any of the places you work. This will include evacuation procedures, emergency exits and any possible hazards or risks.
- It is very important that you immediately report all accidents and injuries to your support team, and employer if you are working.

Confidentiality:

- We recognize that you have a right to your personal information to be kept private. Every support staff is required to follow the policy on confidentiality. Should someone ask for information about you, we must have written consent from you or your guardian before any information can be released.
- There may be times, however, when information may be released to other significant people as part of your involvement with us. These people may include:
 - ↪ someone from your funding source(s), for example PDD
 - ↪ your guardian, if you have one, or a family member of your choice
 - ↪ or other people on your support team, for example Doctors, employers, and other people you request us to share your information with
- Information shared with these people will only be done on an “as needed” basis and does not require a consent form to be signed.

Personal Records:

- You will have one main electronic file kept for you. This is your main Master File.
- You will have one main paper file kept for you. This is called the Paper Master File.
- Each program you receive support from will also keep an Individual Support Plan Working Binder and/or a log/contact notebook for you.
- Your file will contain information such as: your individual service agreement, assessments, reports, your individual goals, etc.
- You may review your file by making arrangements with the program supervisor. If you notice mistakes in any information, inform a member of your Support Team.
- Also please notify your Support Team of any changes in the following:
 - ↪ your contact person to notify in case of an emergency
 - ↪ your guardian or trustee information

Your Rights and Responsibilities:

What are my rights?

- We are committed to respecting and advocating for every Individual's human rights and their rights as a Canadian citizen. You will be asked to make choices and decisions that will best suit you, and assist you in following your Individual Support Plan. We promote independence, positive self-worth, as well as protect your basic rights as listed below:
 - ↪ The rights ensured by The Canadian Charter of Rights and Freedoms, The Canadian Human Rights Act, The Alberta Bill of Rights Act and The Alberta Individual Rights Protection Act.
 - ↪ The right to liberty and security.
 - ↪ The right to support being provided without discrimination on the basis of disability, race, religious belief, color, gender, ancestry, place of origin, or any other personal quality.
 - ↪ The right to consent or withhold consent to participate in services, or programs.
 - ↪ The right to access personal information on file.
 - ↪ The right to have personal information held in confidence.

RIGHTS OF INDIVIDUALS RECEIVING SERVICE

Charter of Rights: Vecova

The charter of rights was drawn up by Individuals with developmental disabilities at the 1994 Opening Doors conference put on by Vecova, Calgary, Alberta.

As an adult with developmental disability and as a consumer of services, I have the right to

1. To be treated as an adult human being

- To be treated in a fair way
- Be treated with respect
- Not to be teased, called names or hurt in other ways
- Have friends, go out and have fun
- Have someone to love
- Get married
- Have children
- Take care of my own money
- Have control in my home

2. The laws that protect me (e.g., Canadian Charter of Rights and Freedom)

- Not be discriminated against for things like being female or male, the Country my family came from, my skin colour, my religious beliefs, whom I choose to love, or my disability
- Get fair wages
- Get the same things everyone else does for the same job (e.g., coffee and lunch breaks, medical benefits, vacation time, maternity leave)
- Get the same medical care services and care as other people

3. Make informed choices and decisions in my life

- Decide what I want to do with my own time
- Decide what I do with on own things
- Decide who comes into my home
- Choose the services I use
- Choose to live on my own or with others
- Take chances (risks) once I know what might happen
- Make mistakes
- Change my mind
- Decide to stop using a service
- Choose when I need support
- Be told enough thing to help me decide (i.e., make an informed choice)
- Decide how I plan for my future (e.g., what goals I set and what I want to talk about when I plan)
- Have choices when I use services, including where I live, with whom I live, what I eat, what changes happen in my home, what work I do, when I go to the bathroom, what doctor I go to, what my doctor does to me and many other things

4. Safety and Protection

- Feel safe when I use services
- Feel safe when I am out in the community

- Not be hurt, attacked or have my things taken from me
- Learn how to take care of myself

5. Support

- Get help, if I need it, when things like finding a place to live, making a budget and learning what I need to learn
- Have staff and other supporters (e.g., family and friends) who treat me nice (e.g., kind, polite and with respect)
- Have supporters who are helpful
- Not be told off by supporters
- Hear good things, not just bad things, about myself from supporters
- Have enough money from the government to buy the services and support I need
- Get help with making decisions (e.g., from my guardians and others) if I need it
- Get help with taking of my money (e.g., from my trustee and others) if I need it
- Have a say even if I need help making decisions

6. Speak for myself and be listened to

- Speak my mind and give my opinions
- Talk about my rights
- Show my feelings
- Make complaints if I am not happy
- Say “no”
- Disagree with people
- Have people listen to me when I talk
- Have people try to understand me

7. Access to my community and community services

- Get services in my community
- Have good special (accessible) transportation if I need it
- Use seating for individuals with disabilities on regular transportation if I need it
- Get around easier if I use a wheelchair (e.g., ramps, curb cuts)
- Be part of and have access to the community (e.g., jobs, recreation)

8. Privacy

- Spend time alone if I want
- Have people get my OK to get into my locker at work
- Have people knock or get my OK before they go into my room at home
- Use the telephone without someone listening to what I am saying
- Have the choice of going out without telling others when I am going
- Have things my doctor knows about me be kept between us, unless I need help to understand

9. Good services

- Have service providers I can count on
- Be helped when it's my turn in line
- Be given the same service as everyone else
- Ask another doctor to check what my doctor said (i.e., get a second opinion)
- Ask questions if I need to know more
- Get a different doctor if I want
- Be treated gently if I get medical care

- Say “no” to medical care once I know what will happen if I say “no”
- Have doctors and dentists explain to me (not just to my parents, staff and others) why I need to have something done, what it will cost and what will happen if I get it done

I also know that everyone else has rights, so I should

- Treat other people the way I want to be treated
- Be a responsible adult
- Not do things that take away other people’s rights

Abuse:

We will not tolerate any action or behavior on the part of any support staff or any other individual, which is considered to be abusive.

What does abuse mean?

- Abuse is considered any activity that physically, mentally, or emotionally hurts you, makes you feel uncomfortable, or makes you feel scared or taken advantage of.

This means:

NO ONE is allowed to:

- Verbally or physically assault you—like yelling at you to try and hurt you or hitting you
- You are not to yell or hit anyone either
- Use restrictive procedures on you without proper permission – like hold you, or ground you, or tell you, you can’t have something that you have a right to, like your own property.
- Restrict your rights
- Use harsh language like screaming, name calling or humiliating you
- Threaten use of force, threaten to take away your rights or privileges
- Threaten to kick you out of the program
- Let or encourage someone else to abuse you
- Get back at you for reporting any incident of abuse
- Intentionally put you in a situation where you are at risk of physical or emotional harm
- Ignore you or not listen to your requests or your concerns
- Say or do things that make you feel insulted, humiliated, intimidated, afraid or anxious

If these things happen to you:

1. Tell the person to quit what they are doing or saying and tell them that it makes you uncomfortable.
2. Write down what happened, or have someone you trust help you write down the details. You do not need to have a record of the accidents or incidents, but it can be helpful.
3. Tell someone! File a complaint. Report the incident to any of the following:

- ↪ Your Support Team
- ↪ Program Supervisor

- ↪ A Director
- ↪ Someone you trust

- You also have the right to tell the Alberta Human Rights Commission or the Police and to file a complaint of assault.
- The person you tell will help you deal with the situation.
- If you want to learn more about abuse and how to prevent it from happening to you, let your Support Staff know and together you can plan how to learn more.
- We have a written policy regarding abuse. You may request it from your Support Team, who will review it in detail with you and help you understand what it means.

Please sign the review of abuse policy form at this time if you feel you understand the policy regarding abuse. (Appendix A-1.8-Record of Reviews)

Four times a year, the Support Team will review this abuse policy information with you so that you don't forget it. You will be asked to sign the review form after each time you review it.

Complaint, Grievance and Appeal Process:

What should I do if I don't agree with a decision or have a problem with someone or something?

It is your right to make a complaint if you are having a problem with someone or are unhappy with a decision that has been made. If someone made a decision or did something that took away your personal rights or hurt you in any way, you should file a complaint.

The way to do that is to:

Complaint:

1. Meet with the person that you have the problem with. You can ask someone you trust to help you do this.

Grievance:

2. If the complaint cannot be worked out after talking to the person, you should meet with the supervisor of the program and try to work it out that way.

Appeal:

3. If the problem still isn't solved, you may take the concern to the Director. You need to describe the problem and how you tried to solve it. You can do this in writing, you can tell someone so they can help you write it, or record by video or tape recording or any way that can be formally recorded. You must hand it in within 5 days from the time you tried to work it out with the Program Supervisor.
4. The Director will investigate the complaint and meet with the people involved. The Director will do this within 5 working days of receiving your complaint.

5. The Director will make a decision and communicate it back in a way you will understand within 5 working days and forward it to all parties. A formal record will be kept.

You may have someone help you with any of these steps if you wish. You may also have someone speak on your behalf if you require it or feel more comfortable. If you have a guardian you must let your guardian know what has happened and that you are doing this.

You should sign (Appendix A-1.8-Record of Reviews) now if you understand the grievance and appeal process that was just reviewed with you.

Service Completion:

Completion of service can be determined through the following:

- ↪ You choose to withdraw from service
- ↪ You no longer require support from Life Empowerment
- ↪ Your situation has changed
- ↪ Life Empowerment can no longer provide the support you require

If you are withdrawing from service you should give one month's notice of your withdrawal date, which is thirty (30) days before you leave.

If we intend to discharge you from service, you will be notified in writing and invite you to attend meetings to discuss the possible discharge.

If you withdraw or are discharged, you will be given the opportunity to be interviewed so that you may give any comments you may have. A summary report will be completed and you will receive a copy of it. Your file will be kept and confidentiality will be maintained.

Initial Approval: January 2013
Latest Review: October 2017