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Contact:
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COMMUNITY LIVING SERVICES HANDBOOK



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Clements Centre Society

Vision

We envision a community in which all individuals are included, accepted, and valued.

Mission Statement

To provide support to individuals and families, through advocacy and direct service, to develop to their fullest potential.

History

The Clements Centre Society was started in 1957, when a small group of parents opened a school for their children in order to provide an alternative to residential institutions.

The Society now delivers a wide range of community living services for adults with developmental disabilities, child development services for young children with disabilities or those at risk of developmental delay and child care resource and referral services.

***Supported Employment Program**

Supports individuals to set vocational goals and find work placements in the community. Supported Employment is best suited for individuals who:

- Have or are interested in developing vocational goals
- Demonstrate a willingness to learn job skills in order to reach vocational goal(s) through paid employment
- Are independently mobile with or without aids
- Are able to administer their own medications
- Are able to use transportation with or without the support of another person

***Semi-Independent Living Program**

Supports individuals who live or would like to live independently. SILP staff encourages individuals to use community supports. Semi-Independent Living is best

suited for Individuals who:

- Either live independently or want to live more independently
- Are able to be on their own for periods of time
- Are able to administer their own medications
- Are able to use transportation with or without the help of another person
- Are able to manage the activities of daily living with minimal assistance

DAY PROGRAMS

If you would like more information about any of our Day Programs please contact the coordinators at 746-4135 ext 233 or 229.

***Activation/Leisure, Lunch on Clements and South Cowichan Program** are community-based programs, which support adults to choose and participate in recreational and leisure activities. These programs are best suited for individuals who:

- Are independently mobile with or without aids
- Require minimal support with personal care and meals
- Are interested in pursuing recreational and leisure activities both on-site and in their community.

***Children's Family Support Program**
CFSP offers a number of services including after school groups, evening groups and special Spring Break and Summer programs. The goal of the Children's Family Support Program is to teach life skills and provide the opportunity for social interactions through recreation-based activities that also promote healthy lifestyles. Children's Family Support Program is for children who:

- Are between the ages of 6 and 18 years
- Are referred by MCFD or have independent funding

How to Enter the Programs

Referrals to our programs are accepted through Community Living British Columbia (CLBC). Individuals with independent funding may self-refer.

Individuals are accepted into CCS Community Living Services based on the date of referral, entrance criteria, urgency of placement and the ability of the program to meet the needs of the individual. The Executive Director is responsible for making final acceptance decisions.

If you are not eligible for service, CCS will explain the reason why, and will provide you with a list of other community services that may be able to serve you.

Who We Serve

Our Community Living Services support individuals who:

- Live in the Cowichan Valley (Saltair to Malahat, west to Nitinat including Thetis & Kuper Islands, Chemainus, Lake Cowichan and Mill Bay).
- Are 6-18 years for Children and Family Support Program
- Are 19 years and older for day and residential services
- Are referred from Community Living BC, Ministry for Children & Family Development or have independent funding

General Information

Once you decide to join CCS's Community Living Services you will:

- Start Planning! This means sharing your hopes and goals for the future about where you would live, work and play!
- Talk with staff about the people in your life who should be part of helping you reach your goals.
- Have a Planning Meeting! You and the people in your support circle will meet to share hopes and dreams, things that might get in the way, and supports/services that could help you reach your goals.

****Families are valued members of your team and are encouraged to participate in all parts of your plan.**

Monitoring

There are many ways our services are monitored to make sure you receive quality services:

- Through regular visits with Community Living BC
- Through a monitoring group named CARF that visits us to review our services.
- Through the Standards of VIHA's Community Care Facilities Licensing Branch (for Group Homes)
- Through you! Clients, their families and support groups tell us how we are doing by talking to our staff, filling out satisfaction surveys, concerns reports and your Individual Service Plan.

RESIDENTIAL PROGRAMS

Clements Centre operates three residential services, each with unique characteristics but having in common a caring, supportive environment to help people achieve their desired level of independence. An individual's support needs will be considered along with the goals and support needs of current residents, the home's physical layout, and available staffing.

Campbell (748-5219) and Marchmont (746-5124) Residences

are best suited for people

who:

- Are able to walk
- May require support for physical disabilities
- May be non-verbal
- May require behavioural supports

Ryall Residence 746-1691 is best suited for people who:

- Face barriers to physical accessibility
- May be non-verbal
- May require support for other physical or health concerns

Complaints

If you have a complaint, please:

- Talk to any CCS staff who will try to help or will help you file a concerns report.
- If staff are not able to help you, ask to speak to their supervisor.
- If not resolved, ask to speak to the Program Director or the Executive Director.

Residential clients or their families may also call Community Care Facilities Licensing at any time (250-739-5800).

For information about Licensing, please visit their website www.viha.ca/mho/licensing.

There is also a Patient Care Quality Review Board 0 information is posted at each licensed program and can be accessed at:

www.patientcarequalityreviewboard.ca

Exit from our Programs

You will be exited if:

- You ask to be exited
- Your needs can be better met by another service or agency
- You move out of the Cowichan Valley
- You are not making a sincere attempt to participate in your program.

Emergency Procedures

Each building has its own emergency procedures. All staff have been trained in first aid and each building is equipped with first aid and earthquake kits. We have monthly drills so that everyone is prepared and knows what to do in the event of an emergency.

***In the event of a local emergency, please tune into local radio station "89.7 SunFM" for evacuation information.**

Program Closures

In the event of a winter power outage that is expected to last an hour or longer, day programs will be cancelled for the rest of the day.

***Clements will close day programs due to weather when schools are closed. Please listen for announcements on the local radio station: 89.7 SUN FM.**

If you are away

Please let us know if you will not be coming to program so we do not wait or go looking for you. The phone numbers for each program are listed in this booklet. You can leave a message at any time.

If you are sick

When you are sick please stay home so you can get better and so other people will not get sick.

If you come to your program sick, we will call your family or caregiver and ask them to come get you or make other arrangements.

Advocacy

CCS staff support the rights of individuals and their families with three kinds of advocacy:

Personal Advocacy: We advocate on behalf of individual clients and families to get the support they need.

Self-Advocacy: We support clients and families to enhance their own advocacy skills so they can advocate for themselves

Systems Advocacy: We advocate for support and change within the systems that affect our clients.

Staffing

CCS has standardized practices for recruiting and hiring qualified staff.

- Staff in Adult Services are required to have a Community Support Worker Certificate or equivalent, first aid training, and a class IV drivers licence.
- Residential managers require Community Care Facilities Licensing approval and Management Training

Accessibility

We want our services to be accessible to everyone. If you face a barrier to our services or in the community please talk to any CCS staff.

Your Rights

Clements Centre respects the rights of all clients:

- *to privacy and confidentiality—we follow the provincial Freedom of Information and Protection of Privacy Act
- *to non-discrimination—we follow the Charter of Rights and Freedom Section 1 & 15
- *to see the information in your file that we wrote except when we have a duty to protect the privacy of another person
- *to freedom from any type of abuse, neglect or retaliation
- *to express your choice about services and your service team

We have more information about your rights that we will share with you.
We will review your rights with you at your planning meetings.