



**Community  
Integration Services  
Society**

# **HANDBOOK FOR COMMUNITY INTEGRATION SERVICES SOCIETY**

NAME \_\_\_\_\_

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## **Mission**

**Community Integration Services Society  
is committed to enabling individuals with  
disabilities to become active members of their  
own communities.**

**We are successful when:**

- People are not isolated
- People are gainfully employed - receive fair wages
- Role model respectful relationships conducted with dignity treated
- People are included
- Opportunities are available to everyone
- The community steps forward without being asked. Example: job offerings
- Individuals are independently seeking their place in the community having learned through CISS programs
- The community sees our individuals in service as an integral part of the community, not just as helpers
- Individuals of all ages find opportunities to participate meaningfully
- Shifts in health have a lifetime of support

## Beliefs

- ✓ The right to life
- ✓ Equal rights for all people
- ✓ The right to make one's own decisions
- ✓ Respect
- ✓ Personal growth
- ✓ Diversity
- ✓ The right for everyone to have equal opportunity
- ✓ The right for everybody to live and participate in their community





# Community Integration Services Society

## Client Charter of Rights

As an adult and as a person in services, I have the right to:

### Personal Development

I have a right to take chances, make mistakes and learn from them

I have a right to make independent choices with or without support

### Self-Determination

I have a right to access my records and information explained in ways I can understand

I have a right to educate people on the rights and challenges of people with disabilities

I have a right to choose where I live and who I live with

I have a right to develop new skills

### Interpersonal Relationships

I have a right to choose my friends

I have control in my relationships with family, friends and supports

### Social Inclusion

I have a right to choose to participate with family, friends, co-workers

I have a right to choose how I access the community, by volunteering, joining a club, finding employment

I have a right to access services that I need

## **Rights**

I have a right to ask questions and make complaints without retaliation, and to talk about my feelings and be heard

I have a right to feel safe, to shelter, to food, to the law and to vote

I have the right to have all personal information protected (Confidentiality)

I have the right to privacy

I have the right to receive services regardless of race, religious beliefs, marital status, national origin, disability, age, or sexual orientation

## **Emotional Well-Being**

I have a right to be treated equally as an adult, with respect and dignity at all times

I have a right to talk to someone I trust when I want information

I have a right not to be bullied and to do things I find relaxing when I'm stressed

## **Physical Well-Being**

I have a right to receive medical care, practice good hygiene and eat a healthy diet

I have a right to participate in physical activity for fun and to keep my body healthy

## **Material Well-Being**

I have a right to get the job that suits my abilities and interests

I have a right to earn and spend money to buy things that I need and want

I have a right to access services available to all citizens



## Who Can I Call?



### **PORT COQUITLAM OFFICE**

Melissa Park -2175 Mary Hill Road, Port Coquitlam, B.C. V3C 2A3

Main Number: 604-461-2131

Shari Mahar  
604-568-4753

Executive Director

Lee Weisgarber  
604-800-0613

Director of Community Inclusion Services

### **Individualized Day Services 1**

Program Manager  
604-685-2267

### **Individualized Day Services 2**

Program Manager  
604-461-7518

### **Inlet Enterprises**

Program Manager  
604-685-2852

### **NORTH VANCOUVER OFFICE**

Suite 104-277 Mountain Highway, North Vancouver, B.C. V7J 3T6

Main number: 604-986-1511

### **Leisure Services/Individualized Day Services**

Program Manager  
604-986-1511

## **When should I call?**



When I cannot come to Community Integration Services Society.  
When I am lost.  
When I need help.

## **What should I do?**



Call the Program Manager that supports you at Community Integration Services Society and if no one answers, wait for the answering machine. Leave your name, and tell us how long you will be away, or if you need help.



## **Emergency Services**

- You might need help if you are alone.
- You might need help if you are lost.
- You might need short term emergency shelter.
- You might need help if you are afraid.
- You might need help for emergency funding.
- You might need help if you are hurt.
- You might need help if someone makes you feel bad.



**If you need help outside of Community Integration Services  
Society hours call: Community Living BC**

Port Moody Office (Tri-Cities area)  
Burnaby Office  
North Vancouver

604-933-2000  
604-660-8124  
604-981-0321

**If you cannot get the help you need, there is a help and  
information phone number for 24 hours a day for Victims of  
Family and Sexual Violence and All Other Crimes.**

VictimLINK

1-800-563-0808

**Police, Fire, Ambulance: 911**

## **What is an Individualized Service Plan (ISP)?**



Community Integration Services Society wants you to have a good life while you are at our day program.

- Do you want more friends?
- How is your health?
- What are your hobbies, interests?
- Who are your friends?
- Who is in your family?
- What did you like about last year?
- What do you want to do differently this year?
- What do you like to do?
- What do you like?
- What don't you like?
- Do you want a job?
- Do you want to volunteer?
- Is there anything else you need?
- Do you need more help?
- Who can you call for help?
- Do you feel safe?
- Are you happy?
- What will you do over the next 5 years?

Community Integration Services Society will meet with you once a year and make a plan to help you answer these questions. You may invite your family or someone who could help you.

## What if I have a complaint?



### **Ask for help!**

Community Integration Services Society wants to know if you need help.

It is important to respect all people.

It is important to be clear and honest.

It is important to be fair to all people.

It is important that people get to pick the kind of help they want.



## What if I want a Change?

If you feel that you need a change in service, talk to your Program Manager. You have the right to change and direct our services so they reflect your needs.

## My Rights and Responsibilities

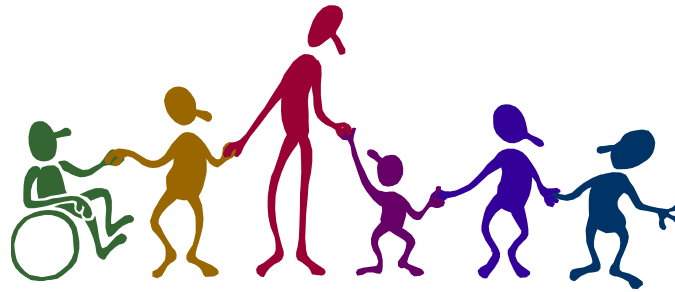
A **right** is something that all people should be able to do or have.

A **responsibility** is something that all people must do to be a good citizen.



CISS wants people with developmental disabilities to have lives like other people in British Columbia.

- They have the same rights and responsibilities as other people.
- They have jobs.
- They have friends.
- They have homes in the community.
- They take part in the community.
- They pick the kind of help they want.
- Staff help people with developmental disabilities make their dreams come true.



## **Self-Advocacy Defined...**

Self-advocacy is having the opportunity to know your rights and responsibilities, stand up for them, and make choices about your own life.

Self-advocacy allows people with disabilities to *speak out for themselves*.

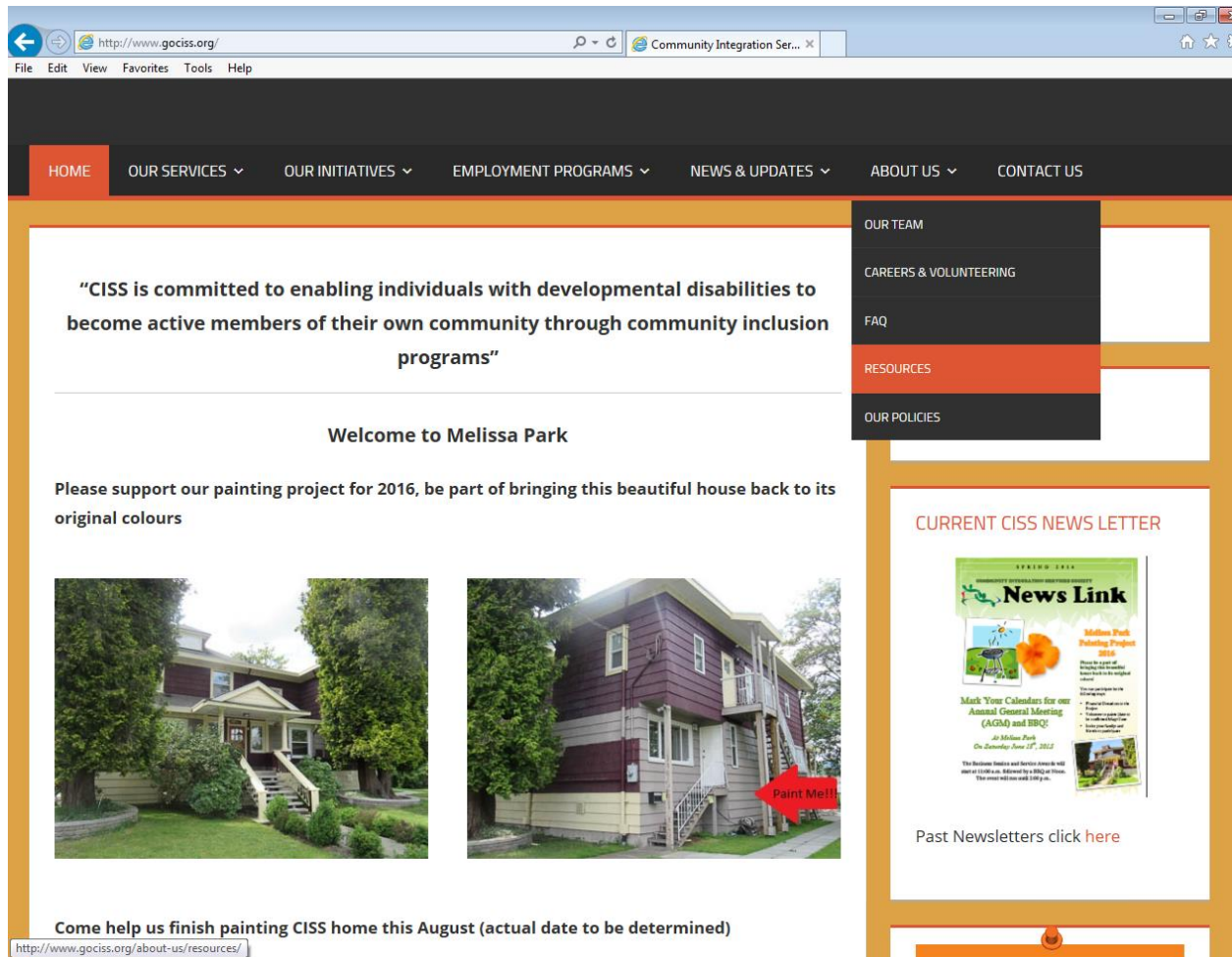
By doing these things, the quality of life for people with disabilities is vastly improved.

CISS has a self-advocacy group called Go Getters. As original creators of the Charter of Rights, they recently held meetings in order to update the Charter. Their process included creating a Quality of Life Framework, as well as discussions about defining their rights, such as:

- 1. The Right to Social Inclusion**
- 2. The Right to be Heard**
- 3. The Right to Self Determination, to Schedule my Own Time, to be Alone**
- 4. The Right to Personal Development, to Do Something Meaningful in my Day**
- 5. The Right to Interpersonal Relationships, Love and Friendship**
- 6. The Right to Help Select the Best Support Staff**
- 7. The Right to Self-Advocacy**
- 8. The Right to Emotional, Physical and Material Well Being**
- 9. The Right to the Extra Five Minutes We Need to THINK**

## I May Need Information

\*\*For direct access to these links, an online copy of this handbook can be found at <http://gociss.org/about-us/resources>



### **Inclusion BC**

<http://www.inclusionbc.org/>

Inclusion BC is a federation that advocates for children, youth and adults with developmental disabilities and their families to ensure justice, rights and opportunities in all areas of their lives. 604-777-9100

### **Family Support Institute of BC**

<http://www.familysupportbc.com/>

The Family Support Institute is a province-wide organization whose purpose is to support and strengthen families faced with the extraordinary circumstances that come with having a family member who has a disability. 604-540-8374

### **Accessible Services**

<http://www.translink.ca/en/Rider-Guide/Accessible-Transit.aspx>

TransLink is committed to providing 100% accessible service. Provides fully accessible services such as: SeaBus, SkyTrain, West Coast Express or Community Shuttle.



### **HandyDART**

<http://www.translink.ca/en/Rider-Guide/Accessible-Transit/HandyDART.aspx>

604-524-3655

HandyDART is a door-to-door, shared ride service for passengers with physical or cognitive disabilities who are unable to use conventional public transit without assistance. The driver will come to your home, help you board on the vehicle, and get you to the door of your destination safely.

### **Supports and Services for People with Disabilities**

<http://www2.gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities/supports-services>

Programs and services for persons with disabilities offered by the Ministry of Social Development – including Disability Assistance – Supports to Employment – Bus Pass Program – Camp Fees – Community Volunteer Program – Guide Dog Allowance – Health Care and Dental Services – Vocational Rehabilitation Services.

### **Disability Assistance & Rates**

<http://www2.gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities/disability-assistance>

<http://www2.gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities/disability-assistance/on-disability-assistance>

Includes current eligibility, Disability Assistance Rates, and information on applying

### **Health Forms**

<http://www2.gov.bc.ca/gov/content/health/health-forms>

Links to electronic forms for the Medical Services Plan, PharmaCare and Community Assisted Living.

### **Home Owner Grant Program**

<http://www2.gov.bc.ca/gov/content/taxes/property-taxes/annual-property-tax/reduce/home-owner-grant>

The program provides property tax relief to British Columbia residents who own and occupy their own homes. Persons with disabilities may be entitled to receive an additional grant through the program. More information on eligibility is available on the Home Owner Grant Program website



**Respite Benefits**

[http://www.mcf.gov.bc.ca/at\\_home/respites/benefits.htm](http://www.mcf.gov.bc.ca/at_home/respites/benefits.htm)

Families may choose the type of respite services that best suit their needs. The program does not cover respite services provided by any person who is a dependent of the family and lives in the same household, or who is a parent of the child.

**Advocate for Service Quality**

<http://www.eia.gov.bc.ca/advocate/>

The Advocate is a person working for Adults with Developmental Disabilities. There is no cost to you for the Advocate's services.

**Tax Benefit Programs for Persons with a Disability.**

[http://www.rev.gov.bc.ca/individuals/Information\\_Groups/persons\\_with\\_disabilities/index.htm](http://www.rev.gov.bc.ca/individuals/Information_Groups/persons_with_disabilities/index.htm)

This section is designed to assist individuals in finding tax information related to persons with disabilities, including: Home Owner Grant, Motor Fuel Tax Refund , Property Tax Deferment Program, Personal Income Tax , Provincial Sales Tax

**Parking Permits for People with Disabilities**

<http://www.sparc.bc.ca/parking-permit>

Information and application form for Parking Permits for persons with disabilities

**Planned Lifetime Advocacy Network (PLAN)**

<http://www.plan.ca>

PLAN is a non-profit organization, established in 1989 by and for families committed to future planning and securing a good life for their relative with a disability. 604-439-9566



# **Policies & Procedures Manual**

In this book we have a section that directly concerns you.

This is Section 6: Individualized Services.

In this part of the book you will find information about your day service.

This is how the people from CISS support you.

If you want to learn more about this, we can help you.

In this book we have information about:

1. Individual Service Plan
2. Rights of Individuals Served
3. Behavioural Techniques
4. Abuse – Client
5. Client Absent Without Leave
6. Same Sex Personal Care
7. Client Profile Cards
8. Informed Consent
9. Removal of Client & Society Information
10. Confidentiality
11. Complaint Resolution – Services
12. Complaint Resolution – Contractual
13. Surveys
14. Acceptance Into Service
15. Program History and Exit Summary - Client
16. Home Share/External Employment & Volunteering



**For the most up to date version of this Handbook, please visit the About Us page on our website:**

**[www.gociss.org](http://www.gociss.org)**

**\*Note – Managers: Please add the Alternate Location plan from the Health and Safety Manual to the back of each handbook.**