



FRIENDSHIP • SUPPORT • COMMUNITY

WELCOME

Lifetime Networks Individual and Family Handbook

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FRIENDSHIP • SUPPORT • COMMUNITY

For more information, please contact

Lifetime Networks

2553 Quadra Street

Victoria, BC V8T 4E1

Tel: 250-477-4112



info@LNV.ca

www.lifetimenetworks.org



LifetimeNetworksVictoria



LifetimeNetworksVictoria



Lifetime Networks Victoria



Lifetime Networks

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An Introduction to this Handbook

Why do we give you this Handbook?

- ⇒ We believe people need information.
- ⇒ We believe that it is your right to have the information you need to make good decisions and to make informed choices.
- ⇒ We respect your right to have information by giving you this handbook.



- ⇒ It is important that you and your support network (family and friends) know how we will support you and what they can do to assist you at Lifetime Networks.

Understanding the Information

- ⇒ We believe that it is very important that you are able to understand the information we give you. We have tried to write this handbook in plain language.
- ⇒ A Lifetime Networks staff member will talk with you about what is in the handbook. This person will help you with anything that you might have questions about.

How to Use this Handbook

- ⇒ We will go through this handbook with you and, if you wish, with your family and/or caregiver when you start receiving our services.
- ⇒ We will also review it with you any time you would like.
- ⇒ We will give you a copy of this handbook. You can look at it anytime you want.





About Lifetime Networks





Who We Are

Lifetime Networks is a not-for-profit organization started in 1998 by a group of determined parents. These parents wanted friends and community for their children with diverse abilities. They did this by creating Personal Support Networks. Networks are made up of friends and are unpaid relationships in the lives of people with diverse abilities.

Today the primary goal of the first families has been achieved. Networks have made a big difference in the lives of people with diverse abilities. Since then our organization has grown with the addition of many other programs.

At Lifetime Networks we see a future where all people enjoy safe, happy, fulfilling lives.

The principle of community living reflects a belief that healthy communities must encourage and value the involvement of everyone.



Mission Statement

At Lifetime Networks we foster networks of friendship and support for people with diversabilities to enhance community.

Vision

We see a future where all people enjoy safe, happy, fulfilling lives.

Values

Lifetime Networks values and demonstrates:

- Person, rather than program-centred planning
- Commitment to maintaining Networks for the lifetime of the person being supported
- Accessibility to services with no eligibility restrictions
- Respectfulness through recognition and celebration of the inherent worth and autonomy of each person
- Financial responsibility by working diligently to keep services and supports cost-effective and affordable
- Belief in the importance of unpaid relationships
- Community inclusion, participation and engagement
 - Intentional and purposeful growth
- Autonomy from funding streams which could compromise our ability to advocate

Our Programs

Our supports are based upon the belief that each of us has the right and the desire to be part of our community. This includes opportunities to contribute to community life, and to be valued for our efforts. Lifetime Networks' programs are described below:

Networks are created around an individual. They include a Network Facilitator who will help you find Network members who have similar interests to you and are interested doing some activities together and achieving some goals together.

Community Engagement supports people to complete their own goals in the community with the support of a Community Support Worker. This may be done one to one or in small groups (**PODS**) of people interested in achieving the same goal.

Independent Living and Outreach provides support for people to live in their own homes successfully. A Community Support Worker supports the individual to manage their homes, their health, and their social and working lives.

L.I.F.E. Service: Support when you want it, where you need it. A flexible support model based on an individual's needs.

Continuing Education / Being A Citizen is an adult education program focusing on building skills for living successfully in the adult world.

Employment Program supports individuals to find and maintain meaningful jobs and careers in their community.

Respite Program: Overnight support for individuals and families.

Best Buddies and Niche Groups are fine arts programs, social groups and cooking programs. We are also the host organization for Best Buddies Canada in Victoria, more information can be found here: www.bestbuddies.ca

By choosing to attend any of these programs you can expect:

- ⇒ Increased community participation
- ⇒ Increased social connections
- ⇒ Increased independence through skill development
- ⇒ Increased self- determination/decision-making
- ⇒ Increased opportunities to make a valued contribution to community through volunteering, employment or other avenues

Program Admission

Program Admission Criteria

To receive services through Lifetime Networks an individual must meet the following criteria:

- ⇒ Must want to be in their chosen program
- ⇒ Must be able to pay for their service:
 - Privately
 - Through Community Living British Columbia or Autism Funding
 - Through a successful application to the Lifetime Networks bursary fund
- ⇒ Lifetime Networks must be able to provide the staffing, space and time to meet the individual's need

Program Costs

The Best Buddies program at Lifetime Networks is free to attend.

Individuals can purchase all of Lifetime Networks' other services privately for a specified fee or individuals may use Individualized Funding or Direct Funded Respite from Community Living British Columbia or Autism Funding (MCFD) to participate in the following programs:

- ⇒ Networks
- ⇒ Community Engagement (one to one or small groups)
- ⇒ Independent Living and Outreach
- ⇒ Continuing Education — Being A Citizen (group)
- ⇒ Niche programs/Social programs
- ⇒ PODS
- ⇒ Respite

Individuals must be referred by Community Living British Columbia into the following programs:

- ⇒ L.I.F.E. Service
- ⇒ Employment

Lifetime Networks Staff

Over 160 staff work in the various programs at Lifetime Networks. The people that work here were chosen to work here because they have:

- ⇒ A passion for supporting people who have diverse abilities
- ⇒ Training that assists them to support people who have diverse abilities
- ⇒ Values that promote inclusion and community participation

Staff are trained in a variety of areas, including:

- ⇒ First Aid and Cardio-Pulmonary Resuscitation (CPR) – training is regularly updated
- ⇒ Supporting Individuals through Valued Attachments – so that they know how to respond if someone is in a crisis
- ⇒ Person Centered Planning
- ⇒ Positive Behaviour Supports

It is important to us that you feel comfortable with the people who are supporting you. All individuals have a choice about the people who support them. If you don't feel comfortable, you and your family can speak to your Program Manager or Coordinator. Your Program Manager or Coordinator will work together with you to find solutions to make things better for you.



How to Contact Us

What Are Our Hours?

The Lifetime Networks office is at 2553 Quadra Street. The office is open every weekday from 8:30 AM- 4:00 PM.

There are also many programs, opportunities and supports offered in the evenings and on the weekends.

How Can You Get in Touch With Us?

You can call Lifetime Networks any time at 250-477-4112.

An employee will answer from 8:30 am to 4:00 pm. Outside of those hours you can leave a message.

All Program Directors, Managers and Coordinators at Lifetime Networks have voice mailboxes so you can leave messages for them directly.



Notes

(Or time for a quick break!)



Your Rights and Responsibilities

Your Rights– An Introduction

Every person on earth has rights. It is important that we all know our rights.

You have rights:

- ⇒ As a person living in one of the United Nations
- ⇒ As a Canadian and as a BC resident
- ⇒ As a person with diversabilities
- ⇒ As a person participating in Lifetime Networks programs and services

Lifetime Networks has written policies to protect your rights to ensure:

- ⇒ You are free from abuse and neglect
- ⇒ Your privacy and confidentiality is kept
- ⇒ You are treated with respect
- ⇒ You are exercising personal choice and participation

We will go through these rights with you. We will revisit them with you at least once a year or whenever you like. We also will offer you other resources that help to review your rights.

We give this information to the staff that support you so that they also know about your rights.

If you ever need to report that you feel someone has disrespected your rights, the act of reporting it will never be used against you.

Informed Choices and Decisions

Everyone has the right to make decisions and choices. We understand that people may need help to make choices at times.

We think that it is important that you make as many choices and decisions about your life as possible.

Some ways that we can assist you to make decisions:

We Give You Information

Before you make a choice we will give you as much information as you need to make what is called an 'informed choice'.

For example, you may be interested in one of our programs, we will give you information about that program's staff, activities and the goals you could expect to achieve. Then you can make an informed choice about whether that program is right for you.

Other examples of when you might make an informed decision is if you are asked to participate in research or participate in a new activity. You will be given information, a range of choices and the time to make a decision.

We Support You to Try Out Options

We know that people need to know about options before they can make an informed choice. We will support you to try out different options.

For example, let's say you want to volunteer and you have never done that before. We are available to assist you to visit different volunteer sites before you choose the site that works for you.

It's Okay if You Change Your Mind

We know that people can change their minds when they are exploring options. We also know that is part of learning to make choices and decisions. If you make a choice and it doesn't work out – that is okay. We will support you to explore another choice.

Support to Ask for Help

Some people may want someone who knows them well to help them make choices. If you need support to do this, then you can ask someone who knows you well to assist you to make choices.

We Help You to Look at Risks

Sometimes you might make a choice that presents a possible risk to your health or your safety.

If so, we will support you to look at that risk. Together we will ask other people who know you well to also look at the risk. You and others will provide input. Then you will have to make a decision about what to do about that risk. You may decide that what you wanted to do is too risky. You may decide that you and others can take some steps to make it less risky. If you do decide to take some steps to lessen the risk, it is important to talk about who is going to do what so that everyone knows what they are responsible for.

Your Support Worker and Program Manager or Coordinator will help you and others to talk about risks when you all come together during your Person Centered Planning (PCP) meeting (see page 37 for more information on PCPs).





Your Rights as a Person Living in One of the United Nations

United Nations Convention on the Rights of Persons with Disabilities

On March 11, 2010 Canada consented to this important declaration. It outlines what countries have to do to make sure that people with diversabilities have the same rights as everybody else.

This means that countries have agreed to have laws, policies, government support, and technology that ensure children and adults with diversabilities are:

- ⇒ Free to make their own choices
- ⇒ Not discriminated against
- ⇒ Included in society
- ⇒ Respected
- ⇒ Given equal opportunities and access to places
- ⇒ Given information that is understandable to them
- ⇒ Given access to housing, education, health care
- ⇒ Involved in making laws and policies



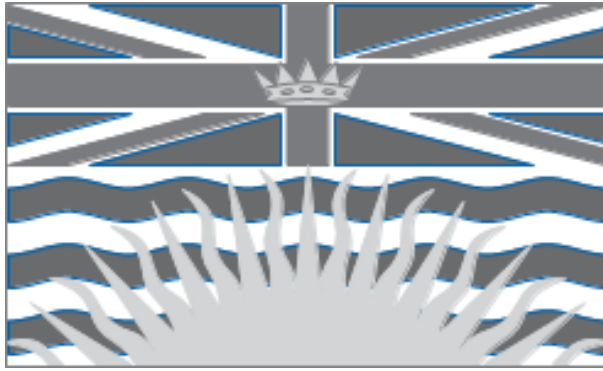
Your Rights as a Person Living in Canada

In 1982, the government of Canada told all Canadians about their rights in a document called the Canadian Charter of Rights and Freedoms.

Some of your rights included in this Charter are:

- ⇒ The right to be treated fairly and equally regardless of your colour, sex or age, or whether you have a physical or diversability
- ⇒ The right to choose your religion
- ⇒ The right to your own thoughts and the right to talk about your thoughts
- ⇒ The right to gather with other people
- ⇒ The right to vote
- ⇒ The right to stay in Canada or to leave
- ⇒ The right to learn

The Charter also tells you that if anyone doesn't allow you your rights, then you can ask people to help you make sure that your rights are respected.



Your Rights as a Person Living in British Columbia

In BC, there is something called the BC Human Rights Code. It says that you cannot be discriminated against because you have a physical or diversability.

The code says you have the right to

- ⇒ Access the same services as everyone else including restaurants, malls, transportation and schools
- ⇒ Work and get the same wages as everyone else
- ⇒ Be treated the same as all the other tenants if you rent an apartment or a house

What can you do if you think you have been discriminated against because of your disability?

- ⇒ Talk to us – we can help you take next steps

As a person living in British Columbia you may be eligible for:

Persons with a Disability Assistance (PWD)

Persons with diversabilities who are 18 years or older in BC have the right to benefits and services.

Depending on your needs and your income, you are likely eligible for:

- ⇒ A monthly support allowance
- ⇒ Medical coverage, including Medical Services Plan and Pharmacare coverage, as well as other medical benefits such as glasses or dental card
- ⇒ An annual bus pass for a reduced cost per month
- ⇒ A card for free camping in Provincial Campgrounds
- ⇒ A BC ferries discount card
- ⇒ A Leisure Assistant's pass through your local recreation center



Your Employment Assistance Worker (EAW) can tell you more about your Disability Assistance. The office for your EAW is listed in the back of this book under 'Resources'.

You can also check the Information for Persons with Disabilities website at <http://www.sdsi.gov.bc.ca/pwd.htm> to get disability benefits information.

Funding from Community Living British Columbia (CLBC)

As a person living in British Columbia, you may be eligible for funding from CLBC.

CLBC is supported by funding from the BC Ministry of Social Development and Poverty Reduction.

In 2001, the provincial government said they wanted to find different ways in which decisions about individuals with diversabilities, children with special needs and their families could be made. It made sense to everyone that these decisions needed to be made by those most affected.

CLBC exists to help plan, fund and monitor supports and services for adults.

CLBC has social workers called facilitators who can help you make a plan for the kinds of supports you want. It also has analysts who make decisions about funding.

For more information you can look on its website, or you can ask a support person or family member to do this with you: www.communitylivingbc.ca

Some of the services you might be eligible for include:

- ⇒ Services from a facilitator to help you make a Person Centered Plan
- ⇒ Mental Health services and/or an assessment from the Developmental Disability Mental Health Team
- ⇒ Various forms of funding, such as Individualized Funding
- ⇒ Referrals to specific programs, such as residential, employment, respite, counselling and community inclusion

What You Can Expect As a Person Receiving Services From Lifetime Networks

The following is a list of what you can expect from Lifetime Networks in how we provide services to you.

Respect for the Individual

You can expect that your rights and dignity will be respected. Anyone who provides you with services is required to meet your individual needs and support your unique strengths and qualities.

Self Determination

You can expect that Lifetime Networks will respect your right to control your life and to take responsibility for your actions. You can expect Lifetime Networks to provide you with opportunities to act on your own behalf and to participate in the decisions that affect you.

Individual Service Planning and Family Involvement

You can expect to be provided with the opportunity to participate in the planning of your services. You can also expect that, if you would like, your family and/or others who know you well will be provided the opportunity to be involved in planning services with you.

Maximizing Independence, Growth and Environmental Choices

You can expect to be provided with opportunities to become as independent as you can. This means Lifetime Networks will provide you with as much freedom as possible while at the same time ensuring that you feel safe and secure.

Community Inclusion

You can expect Lifetime Networks to support you to be included into the day-to-day life of your community.

Regular Community Services

You can expect Lifetime Networks to support you to use existing community services.



Community Partnerships

You can expect Lifetime Networks to help you get together with other services in the community so that you receive the best support.

Quality of Life

You can expect Lifetime Networks to support you to enhance your quality of life in the following areas:

- ⇒ Health and safety
- ⇒ Recognition of your value
- ⇒ Participation in your community
- ⇒ Good relationships with friends and relatives
- ⇒ Daily activities that help you pursue your goals

How We Ensure You are Getting the Services You Need from Lifetime Networks

Lifetime Networks monitors the services provided to you in a variety of ways:

- ⇒ We will talk with you about what you want from your services
- ⇒ We will ask you how you feel your services are going in regular meetings, phone calls or text messages
- ⇒ We make ourselves available to talk with you about changing or modifying your chosen services to better fit your needs
- ⇒ Through your Person Centered Plan (PCP)
- ⇒ Through annual Satisfaction surveys you can participate in
- ⇒ Through annually renewing quality improvement plans
- ⇒ Through annual review of our conflict resolution process to see if we can improve

Privacy at Lifetime Networks

Privacy Means that Information About You is Confidential.

When you turn 19 in BC you become an adult. As an adult you may give people permission to discuss things about you.

Sometimes this means that you choose for Lifetime Networks to not share information about you with your support network (family/ friends).

Before you talk to someone at Lifetime Networks you can ask if they can keep something “confidential.” This means that what you say is private, and won’t be told to anyone else.

There are some things that cannot be kept confidential; for example, if you say someone is abusing you (sexually, physically, emotionally or financially), the person you tell may have to tell a Program Manager and the Program Manager may need to tell the police.

Privacy Also Means:

- ⇒ That you have the right to be alone, if you choose
- ⇒ That people should ask if it is okay with you before they come into your private space
- ⇒ That people should not look at, touch or take your things without your permission



We Respect your Privacy at Lifetime Networks by:

- ⇒ Making Lifetime Networks staff aware of your right to privacy
- ⇒ Not talking about you to people who do not need to know about you
- ⇒ Not sharing information about you until you, or someone you have chosen, say it is okay to do so
- ⇒ Keeping written information about you in a locked place
- ⇒ Respecting your right to privacy when we help you with personal care
- ⇒ Supporting you to respect the privacy of others

There may be unusual circumstances where you have not given permission for Lifetime Networks to share private information with someone such as a family member or community professional; if it is very important to your health and safety for that information to be shared Lifetime Networks will need to share it. If an incident is a Critical Incident, and it would be harmful for us not to share that information with someone, we might do so with the consent of a Program Manager. By accepting services with Lifetime Networks, it is important that you understand this could happen.

Information About You at Lifetime Networks

Lifetime Networks will ask you to share with us information about you. We keep that information so that people who support you know what you like and what you need.

Where Do We Keep the Information?

Some of our programs keep the information about you in your personal file in a locked storage place or office. Only the people who need to know about you can get into those places.

We also keep some information about you in our locked file folder on the computer called “Network Shares”. Again, only the people who need to know this information have access to it.

Can You Look at the Information?

Yes. You can look at the information about you at any time. Ask a support worker and they or your Program Manager will go through your file or folder with you within a week of you making the request.

What Information Might We Keep About You?

- ⇒ **Registration Information:** This form describes where you live and who you want us to call if there is an emergency. It also tells us about your allergies, medications that you take, your doctor's name and care card number in case we need to help you seek medical attention.
- ⇒ **Health Care Plan:** This plan tells us your personal health needs if you require special supports.
- ⇒ **'At a Glance' Documents:** This document has information about who you are and your likes and dislikes; it helps new people get to know you so that they know how best to build a relationship with you and how to help you feel safe.
- ⇒ **Behaviour Support Plans and Safety Plans:** If you need help when you get angry, anxious or frustrated, this tells us and other people how to give you the help you need to keep you and other people safe.
- ⇒ **Person Centered Planning (PCP):** Once every two years you can ask family, friends and support people to plan certain aspects of your life with you. A copy of your plan goes into your file in "Network Shares". Copies can also be given to family members, if you wish.
- ⇒ **Communication Reports:** Your support worker and Coordinator may write communication reports that describe how things are going in achieving the goals you made during your PCP or other important information.
- ⇒ **Program notes:** In your folder in Network Shares there may be notes or documents from each program you attend. These may be lesson activities or communication logs.
- ⇒ **Critical Incident Report:** If something serious happens that involves you, we might have to tell someone like a CLBC worker. We write a report called a Critical Incident Report. A copy of it is kept in your file and is sent to others as necessary.
- ⇒ **Other Reports:** With your permission, people from other agencies, mental health professionals or physiotherapists may give us a report about what you need. We may also need to make an Internal Incident Report if you ever need first aid from us, or if something unusual happens. We keep copies of these reports in your file.



Sharing Information and Consent

Some of your choices, decisions or agreements might require you to sign a consent form. For example, if you agree to be involved in certain programs, activities or communications we will ask you to sign a consent form.

The people who support you need to know information about you so that they can do a good job. They will read the items in your personal file and in your folder in Network Shares.

We will ask you to sign a consent form to share information about you to people outside of Lifetime Networks.

We will ask you to sign a Photograph Consent Form to confirm whether or not you give Lifetime Networks permission to put photographs or videos of you on our social media or printed materials.

YOUR RIGHTS



Conflict of Interest at Lifetime Networks

A conflict of interest is when someone finds themselves in a situation where they may be personally involved or have a special interest that makes it hard for them to do their job. For example, if someone joined one of Lifetime Networks' programs that was managed by one of their family members.

If this were to happen in a Lifetime Networks program, we would look at each situation individually and try to make a plan that meets with everyone's approval.

Our goal would be to ensure that people don't think someone is getting special treatment and that the needs of each individual we are supporting are being met.

We would listen to the person who will be getting support and the person who might be in a "conflict of interest". We would make sure we follow the rules outlined in the British Columbia Employment Act and ensure there is someone available to review the plan of support who is not in a conflict of interest.



Conflict Resolution at Lifetime Networks

Lifetime Networks realizes that sometimes when people spend time together, they may disagree. For example, you and your family might disagree with a decision that affects you. If you or the people in your life disagree with a decision that affects you, there is a way to help everyone involved to openly talk and resolve issues.

If you have a concern, Lifetime Networks makes every effort to treat the people we support, family members and community members fairly and respectfully. There may still be times when you feel you need to raise a concern in a more formal way.

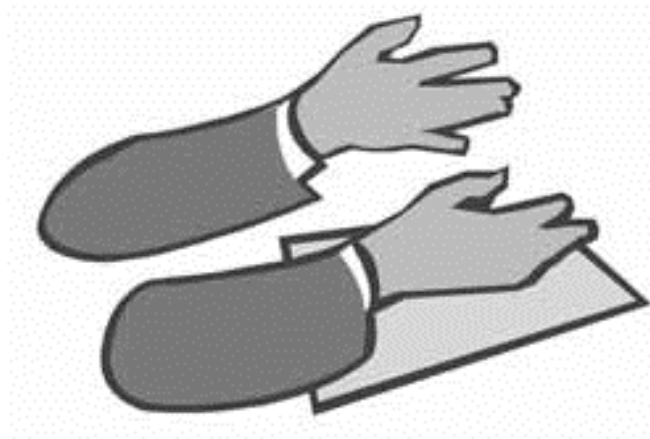
Process for Solving Problems/Conflicts

- ⇒ Talk to the person you are having a problem with
- ⇒ Talk to the Program Manager or Coordinator to find out what can be done, they may use a “Problem Solving Form”
- ⇒ If it is about another person, the two of you might decide to meet with the person involved so that you can talk about your concern

OR

You may ask a friend, family member, or other advocate for help to deal with this concern. If you wish, you can make a complaint in writing. To do this:

- ⇒ Ask for a Complaint Resolution Form from your support worker or Program Manager. If you would like, this person can help you fill it out



What You Can Expect When You Make a Complaint In Writing

This is what you do if you are unhappy with something or someone at Lifetime Networks and would like to make a formal complaint.

A formal complaint is one that is written down. Please ask for a Complaints resolution form to make a formal complaint. Your CSW or Coordinator will help you fill out the form.

POLICY STATEMENT

We promise to deal with all concerns and complaints quickly and fairly.

We promise that anything you tell us will be private.

We will only involve those that can help solve the concern/complaint.

We promise that what you tell us will not affect your supports.

We promise that you will be treated fairly, kindly and respectfully.

ACTIONS

Step 1

Try to solve your concern or complaint with the other person involved. Your CSW or Coordinator will help you with this if you ask. The CSW will write down your concerns and what happened to resolve your concern.

We promise to support you within 7 working days to resolve your complaint at Step 1.

If that does not work, go to Step 2.

Step 2

Meet with the Manager, Director or delegate. The Director, Manager or delegate will listen to you, gather information, and help you find a solution. The Director, Manager or delegate will write down your concerns and what happened to resolve your concern. You are welcome to have a support person with you.

We promise to support you within 7 working days to help solve your complaint at Step 2.

If that does not work, go to Step 3.

Step 3

Meet with the Executive Director. The Director, Manager or delegate will help you set up that meeting. You are welcome to have a support person with you.

The Executive Director will listen to you and gather information.

The Executive Director will meet with you and the other people involved.

The Executive Director will work with you to find a solution and will write down what happened at the meeting.

We promise to support you within 7 working days to help solve your complaint at Step 3.

If that does not work, go to Step 4.

Step 4

Meet with your Facilitator at Community Living British Columbia Quality Assurance Office. The Executive Director will help you set up that meeting.

We promise to support you within 7 working days to help solve your complaint at Step 4.

Your Responsibilities

Along with rights, you have responsibilities. For example, when you make a choice you are responsible for that choice.

As a Canadian, you have rights. You also have a responsibility to respect the rights of other Canadians by treating people fairly and equally.

As a person who chooses to participate in programs, you have responsibilities like the following:

- ⇒ Participating in the planning of your services
- ⇒ Exploring the options available to you in the services you chose by participating in program activities, volunteering opportunities and employment opportunities
- ⇒ Letting people know if and when you need support (if it isn't easy for you to tell us, you can also ask others who know you to tell us)
- ⇒ Listening to others
- ⇒ Respecting the rights of everyone, including program participants, caregivers and support staff
- ⇒ Honouring your commitments, appointments and schedules

Cancelling Shifts

If you cancel a shift with more than 24 hours, your hours may be able to be rearranged to a different time.

If you cancel within 24 hours of the shift occurring, the staff member will be paid 2 hours. These hours will not be available for you later. You may be able to rearrange to have the rest of your supports another day.

If you are not available when a staff person arrives for their shift with you, they will be paid for the whole shift length. These hours will not be available for you later.

If you ask the staff person to leave early from the shift, they will be paid the rest of the shift. These hours will not be available for you later.

Your Responsibilities for Your Health and Safety

It is your job to let the staff know, to the best of your ability, of any health or safety concerns that you have.

We May Need to Know Things About Your Health, such as:

- ⇒ Medications you take
- ⇒ Medical health concerns that you have
- ⇒ Safety concerns that you have
- ⇒ Health and/or safety supports that you require

If it is hard for you to tell us about these things, someone who knows you well can tell us.

You Have a Responsibility to Tell Us if You Do Not Feel Safe:

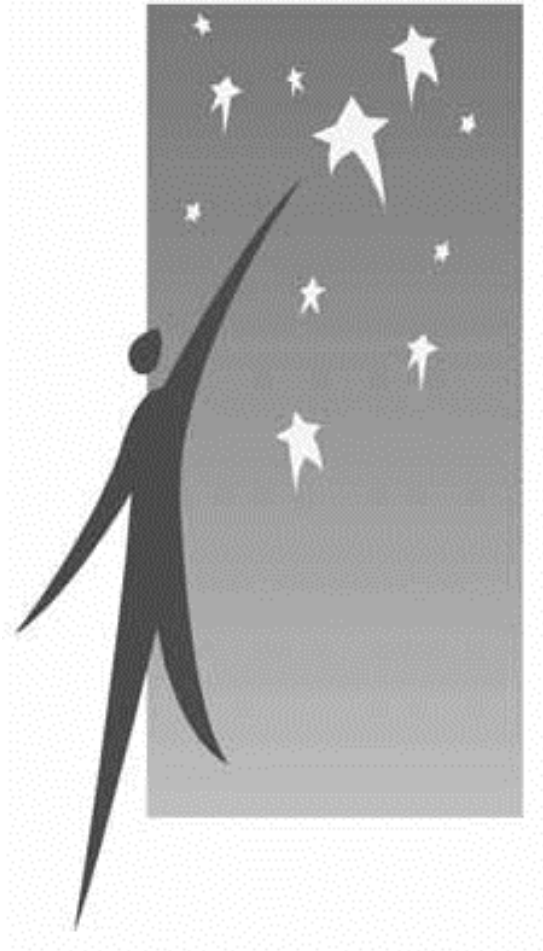
- ⇒ When you are at one of Lifetime Networks' sites
- ⇒ When you are with someone at Lifetime Networks
- ⇒ When you are out in the community (including volunteer and employment sites)
- ⇒ When you are in a vehicle

Your Responsibilities in Case of an Emergency

If there is a fire or an earthquake, or if there is a fire drill, you have a responsibility to:

- ⇒ Try to remain calm
- ⇒ Leave the building if directed to do so
- ⇒ Let staff know if you or anyone else is having trouble
- ⇒ Follow the safety instructions of staff or emergency personnel

For further information, please see our chapter on Health and Safety on page 41.



Helping You to Achieve Your Goals

Helping You Achieve Your Goals

Measurable Outcomes

Every program at Lifetime Networks has program goals. These program goals are in addition to the personal goals of the people we support. These goals must be things we can clearly measure to see how we are doing.

One example of a program goal is, 'Everyone in a Lifetime Networks program will have a current Person Centered Plan (PCP) on file.'

You will also set personal goals with Lifetime Networks. These goals will be written in your PCP. These PCPs have your goals written in them along with our plan to help you achieve your goal. These Plans are reviewed throughout the year.

At Lifetime Networks, we will help you to achieve your personal goals.

We help by giving you

- ⇒ Information about our programs and staff
- ⇒ Experiences so that you can make informed choices
- ⇒ Opportunities to:
 - Develop your independence and skills
 - Participate in your community
 - Make and keep friends
 - Increase your self- determination/decision-making
 - Increase your opportunities to make a contribution to community through volunteering, employment and other avenues

Here is some of what you will experience as we work with you to achieve your goals.

Planning Your Services With You

It is important to us that you are involved in the planning of your services. We involve you in the planning of your services by working with you to create something called a Person Centered Plan (PCP). Your PCP is very important because it is developed by:

- ⇒ Listening to what you want, where you want to go, and with whom
- ⇒ Asking what you need to get there
- ⇒ Deciding how we can best help you get there

Sometimes it is difficult telling others what you want and where you want to go. You might choose to have someone come to your PCP meeting to help.

Once you have met and talked about your plan, the staff will enter all the information into your personal folder in “Network Shares”. This plan will include:

- ⇒ Your strengths and needs
- ⇒ Your goals (the things you want to do)
- ⇒ What everyone will do to help you achieve those goals
- ⇒ How long it might take to achieve those goals

A copy of your PCP is given to you and to the people you have chosen to include.

A copy is also kept in your folder in “Network Shares” You can look at it any time. The staff that support you will look at this because it will help them to know about the goals that you are working on. It will also help them to know what to do to help you achieve your goals.

Your PCP is reviewed with you every year. When it is reviewed, you can decide what new goals you want to set and celebrate the goals you have met.

Virtual Supports:

Sometimes, you may choose to use virtual supports like Facebook Messenger or Zoom to help you achieve your goals. These times may include:

- Extended hospital stays
- You want to receive supports this way
- Bad weather or other reasons you can't come to the site.

When virtual supports are chosen

1. You will fill out a Virtual Support Consent form and sign it
2. You and your staff will decide which virtual support option you will use (ie. Facebook Messenger or Zoom)
3. A staff member will help you learn how to use the support option if you don't know how
4. If you can't use the virtual support option at any time during your services at Lifetime Networks, a staff person will help you.

At no time during your virtual supports will you be filmed or recorded in any way without your consent.

Planning Your Activities With You

You will be involved in planning activities that will help you to achieve your goals.

You will be asked:

- ⇒ To participate in your PCP meeting
- ⇒ To choose some activities that will assist you to learn new skills or help you to keep your skills
- ⇒ To plan which staff, which activities and which place will help you achieve your goals

Developing Your Skills

We will support you to develop skills at a pace that is right for you, so that you become more independent.

Different people choose to develop different skills – we will do what we can to make sure that you get to develop the skills you want to develop.

Here is a list of skills you might choose:

- ⇒ Communication
- ⇒ Self-advocacy
- ⇒ Choices and decision making
- ⇒ Daily living – life skills
- ⇒ Creativity
- ⇒ Managing emotions
- ⇒ Using computers
- ⇒ Upgrading your education

Community Participation

We will support you to learn skills and to do what you want to do in your community. For example you might want to:

- ⇒ Explore activities offered at community recreation centers/ parks
- ⇒ Attend community events
- ⇒ Use community resources, such as the library, art gallery or museum
- ⇒ Attend a course at a college
- ⇒ Learn to use public transportation
- ⇒ Join a hobby group, an advocacy group or participate on a committee
- ⇒ Plan a trip

We will give you the support you need to explore and participate in these community-based options.



Making Friends

It might be important to you to make friends or to strengthen the friendships you have. At Lifetime Networks you can have opportunities to involve the friends you already have and to make new friends.

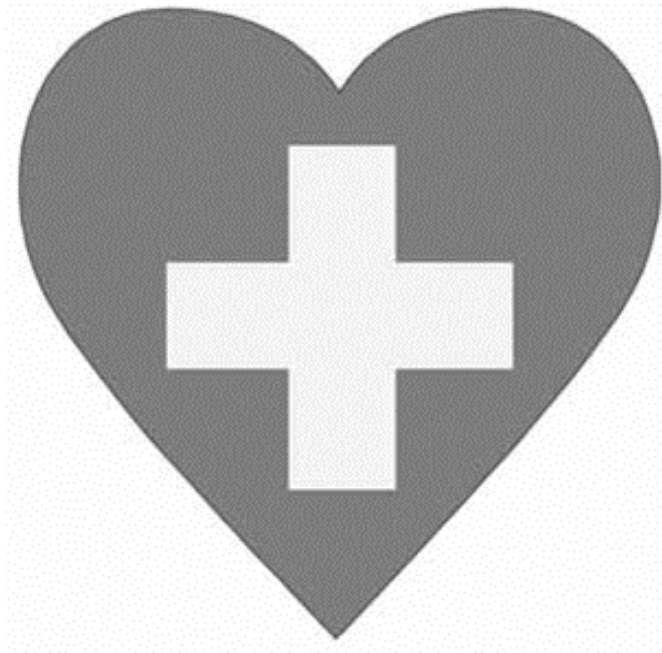
For example, you might:

- ⇒ Involve your friends in planning your services
- ⇒ Meet new people at a place in the community
- ⇒ Develop your social skills
- ⇒ Become the best friend you can be

We might encourage you:

- ⇒ To talk to others in the community
- ⇒ To get the assistance you need from others in the community or
- ⇒ To join a group of people in the community who are interested in the same things you are





Health and Safety

Health and Safety at Lifetime Networks

At Lifetime Networks, we have procedures to help you if there is an emergency.

Fire and Earthquake

If there is a fire, earthquake or other emergency, we will help you to:

- ⇒ Leave the building if we need to
- ⇒ Get out of the building if you have trouble walking
- ⇒ Follow the safety plan
- ⇒ Have practice drills and discussions as appropriate



Medical Emergencies

If you have a medical emergency:

- ⇒ The first staff person on the scene will give you first aid
- ⇒ Staff will go to get information about you so that we can give you the best support
- ⇒ The staff will assist you to go to a medical clinic, if necessary
- ⇒ The staff will call 911, if necessary
- ⇒ Caregivers and family will be informed, if necessary

First Aid

All Lifetime Networks staff have First Aid training.

There are First Aid kits at all of our sites and in all of our vehicles.



Community Safety

We encourage people to participate in their community as much as possible. Victoria has wonderful activities and places to explore and be a part of what is going on. Although our community is considered safe, it is important to be as prepared as possible for any risk factors. We will offer to:

- ⇒ Provide access to bus safety training
- ⇒ Make sure you have adequate supports to access the community
- ⇒ Provide education about strangers, accessing emergency personnel (fire/police/ambulance)
- ⇒ Coach you about keeping your information private (debit cards)

Universal Precautions

Lifetime Networks staff are trained in Universal Health Precautions. If someone comes in contact with blood or other body fluids they will follow safety steps. By following these steps they are less likely to come in contact with a communicable disease. Staff will stay safe and so will you.

To prevent staff from coming in contact with blood or other body fluids they will:

- ⇒ Wear gloves when appropriate
- ⇒ Follow proper hand washing procedures
- ⇒ Follow proper clean up procedures

If you come in contact with blood or other body fluids, we will help you to make sure you are safe.

Your Own Health and Safety

When you first come to Lifetime Networks, we meet with you, and, if you choose, your family and/or caregiver to find out what you need to keep you safe. We ask questions about:

- ⇒ The medications you take
- ⇒ Health concerns you have
- ⇒ Safety concerns you have

We write the information down in your Registration form and your “At-A-Glance Safety document” We will need to share this information so that staff that support you know how to address your health and safety needs.

It is important that you tell us about important changes when they occur, such as changes in the medications you take.

Positive Behaviour Supports

At all times, Lifetime Networks staff members will treat you with respect. However, sometimes people need help to remain safe and to help keep people around them safe. Lifetime Networks staff members are trained in Supporting Individuals through Valued Attachments which helps Lifetime Networks staff respond safely if an individual’s actions become dangerous to themselves or others. If the situation becomes very unsafe we will call 9-1-1.

Vehicle Transportation

Sometimes you will ride with a Lifetime Networks staff member, either in a Lifetime Networks vehicle or in a vehicle owned by staff.

All vehicles used by Lifetime Networks staff are insured, in case there is an accident.

We check the vehicles owned by Lifetime Networks regularly to make sure that they are safe to drive.

Everyone must wear a seatbelt in the vehicles.

We make sure the vehicles we own have the necessary safety equipment and ensure people follow policies such as no smoking or eating food in vehicles or using hand held devices like cell phones while driving.



Notes

(Or time for a quick break!)



Self-Advocacy

About Self-Advocacy

Self-Advocacy is about

- ⇒ Speaking for yourself
- ⇒ Speaking out for your rights
- ⇒ Having input into the decisions about your life

Some People Need Help to Advocate for Themselves

- ⇒ Some people are unable to talk or communicate easily with others
- ⇒ They may need a friend, family member or someone else who knows them really well to speak for them

Self-Advocacy is About Having Choices

- ⇒ People with diversabilities have the right to make choices
- ⇒ Sometimes people with diversabilities need help to make choices
- ⇒ Family and friends can help people learn about choosing

Self-Advocacy Means Having a Say About Your Life.

You can have a say by:

- ⇒ Participating in the Person Centered Plan
- ⇒ Letting people know if you are happy or unhappy with your services
- ⇒ Participating in a self-advocacy group
- ⇒ Sitting on the board of a service agency and if necessary getting support so that your voice can be heard
- ⇒ Filling in a satisfaction survey
- ⇒ Making choices about what you want to do and with whom

Learning About Self-Advocacy

- ⇒ Everyone has the right to learn to speak for themselves
- ⇒ It may be easier to speak out for yourself by forming a group with other Self Advocates who feel the same

At Lifetime Networks we support and encourage people to advocate for themselves and to do so in a way that works for them. It is important that people are included in decision-making that affects their lives.

- ⇒ People have the right to know and exercise their rights
- ⇒ People have the right to have access to information
- ⇒ People have the right to represent themselves
- ⇒ People have the right to be included in their communities and in activities of their choosing



How Lifetime Networks supports and encourages Self-Advocacy

The Person Centered Plan (PCP) Process

Everyone is encouraged and supported to participate in their PCP process. You can also choose to invite your family and friends.

Lifetime Networks Survey

About once a year Lifetime Networks will be asking you questions about how happy you are about services and the support we provide. This helps us know how to improve and what is working well.

Handbook and Other Tools

Upon entry into Lifetime Networks and then once a year, a Lifetime Networks staff person will review your rights with you. In addition to this handbook, staff may use videos, group discussions, picture symbols or workshop sessions to review this topic.

Conferences/Workshops

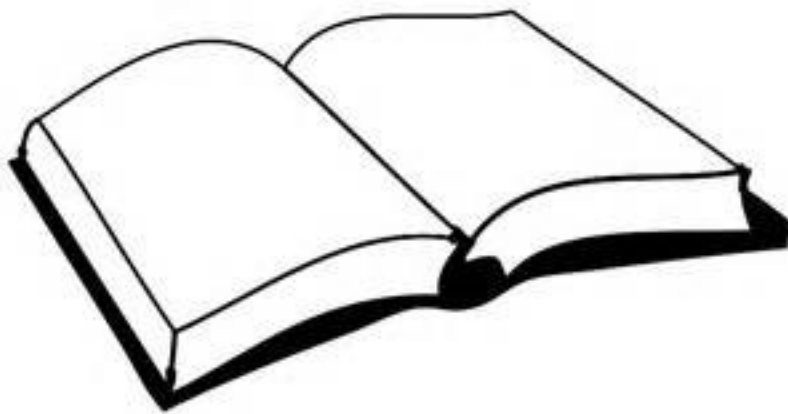
Various speakers provide information and opportunity for self advocates to learn more about self-advocacy, explore current issues and practice using self-advocacy skills. Lifetime Networks can support you to attend these conferences and workshops.

Self Expression

Lifetime Networks provides many fine arts programs and a Theatre Troupe program to provide opportunities for the individuals we support to tell their stories in a variety of ways.

Representation on Lifetime Networks' Board

One or more persons who identify as having a diversability is elected as a member of the Lifetime Networks Board of Directors. These individuals help provide representation and a voice for other self advocates supported by Lifetime Networks.



Resources

Resources

Lifetime Networks Policy Manual

For a complete list of Lifetime Networks Policies please visit our website at

www.LifetimeNetworks.org/about-us/resources/

Community Living British Columbia (CLBC)

Toll Free: 1-877-660-2522

Ministry of Social Development and Poverty Reduction

Income Assistance , Persons with a Disability Pension, Employment Assistance Worker (EAW):

1-866-866-0800

Annual Bus Pass

Call 1-866-866-0800 and choose the appropriate option:

Option 1: If you are receiving Ministry services, input your Personal Identification Number and PIN, or your Social Insurance Number, then press option 3 then press option 1.

Option 2: If you are receiving Ministry services and do not have a Personal Identification Number or Social Insurance Number, or, for all general inquiries, enter your 10 digit phone number, then press option 3, then press option 1.

Action Committee of People with Disabilities

If you have any questions about or if you need help with Persons with a Disability Pension, Employment Insurance (EI), Medical Services Premium (MSP), or getting your annual bus pass, call the Action Committee and ask to speak to an advocate.

Address: 948 View Street, Victoria, British Columbia

Phone number: 250-383-4105

Advocate for Service Quality

Call Enquiry BC at 250-387-6121 and ask them to transfer you to the Office of the Advocate for Service Quality's office at 604-775-1238.

Address: Office of the Advocate for Service Quality, Suite 1800—1050 West Pender, Vancouver, British Columbia, V6E 3S7.

InclusionBC

Toll Free: 1-800-618-1119

Website: www.inclusionbc.org

WorkBC Victoria Office

Address: 1483 Douglas Street, Victoria, British Columbia, V8W 3K4

Phone Number: 250-388-0858

WorkBC Saanich Office

Address: Suite 201-3962 Borden Street, Victoria, British Columbia, V8P 3H8

Phone Number: 250-479-9675

BC Housing

Address: 2505 Blanshard Street, Victoria, British Columbia, V8T 4J5

Phone Number: 250-380-1127



Thank you for reading our
Individual and Family
Handbook!

If you have questions,
please ask!



Lifetime Networks Contact Information

Address: 2553 Quadra Street Victoria, BC V8T 4E5

Email: info@Lnv.ca

Phone: 250-477-4112

At Lifetime Networks we are fortunate to employ over 160 staff members. Together, our staff contribute their hard work and dedication to support Lifetime Networks' mission to foster networks of friendship and support for people with diversabilities to enhance community.

If you are looking for specific staff contact information, please contact

our office

info@Lnv.ca or 250-477-4112

our website

<http://www.lifetimenetworks.org/about-us/staff/>

or

our Executive Director, Wendy-Sue Andrew

wendy-sue@Lnv.ca or 250-477-4112 ext 102



FRIENDSHIP • SUPPORT • COMMUNITY


For more information, please contact

Lifetime Networks

2553 Quadra Street

Victoria, BC V8T 4E5

Tel: 250-477-4112

 info@LNV.ca

www.lifetimenetworks.org

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 [Lifetime Networks](https://www.youtube.com/LifetimeNetworks)