



WAVE Participant Handbook

WORKING - ADVENTURING - VISIONING - EXPLORING

VANCOUVER ISLAND COMMUNITY CONNECTIONS

#4 - 1351 McPhee Avenue Courtenay, BC V9N 3A3

Tel: 250-338-7201

Fax: 250-338-7134

Email: vanislcc@yahoo.ca

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Welcome

Welcome to Vancouver Island Community Connection's *WAVE* program. *WAVE* stands for *Working - Adventuring - Visioning - Exploring* and our team is looking forward to doing these things with you!

This handbook will tell you about the program and your responsibilities as a participant. We want you to be involved with the progress of your services - whenever you have questions or suggestions, please ask any *WAVE* staff.

Vancouver Island Community Connections (VICC) is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). Accreditation with CARF signals a service provider's commitment to continually improving services and encouraging feedback. VICC's goal is to help you discover more about yourself and your community.

Enjoy working with *WAVE*!

IMPORTANT NOTE:

If any of the information in this handbook is hard to understand, have someone you trust help you read it and answer questions. *WAVE* staff will also help you to use the handbook and answer questions. This handbook belongs to YOU so feel free to write and take notes in it.

Personal Page

My Name

WAVE Coordinator

WAVE Staff

WAVE Staff

WAVE Staff

Days and Times I go to WAVE

Introduction

WAVE is designed to help you with your personal growth and job development. Together we build an active learning environment that delivers creative, recreational and employment opportunities

WAVE strives to create a sense of empowerment - allowing people to achieve their goals and dreams. Services are designed to promote independence and enhance lives.

Services include:

- Pre-Employment and Vocational Training
- Employment Development
- Job Coaching
- Life Skills
- Social Skills
- Communication Skills
- Technology Skills
- Physical Fitness / Recreation
- Health / Nutritional Awareness
- Cultural / Ecological Awareness
- Community Involvement
- Volunteer Opportunities
- Self-Advocacy Training

WAVE Location

WAVE is located at the VICC offices: #4 - 1351 McPhee Ave in Courtenay.

The building has two entrance / exit doors, both with wheelchair access. There is an accessible change room, two accessible washrooms and a small kitchen space.

WAVE also makes use of community recreation facilities and offsite industrial kitchens (for instructional purposes).

WAVE and VICC offices are a designated Safe Harbour.

WAVE Times

WAVE attendance varies between participants.

WAVE staff will be available between 8:15am and 4:15pm - but not all staff will be working these hours.

WAVE runs Monday to Friday (exceptions include statutory holidays and days with extreme weather - staff will contact participants if these occur).

WAVE activities may occasionally happen on evenings or weekends.

WAVE will be closed two weekdays per year for staff training.

Community Living BC (CLBC) will designate a specific number of service hours for each participant. Service hours include the following:

Staff time spent on documentation and planning.

Staff time spent in meetings with CLBC, other professionals, businesses, support networks, and team meetings - including travel time to attend meetings.

Staff time spent in educational activities required of VICC staff.

IMPORTANT NOTE:

Service hours for each participant will be determined during initial planning meetings. Participants and support networks must be aware that designated CLBC service hours DO NOT EQUAL participant program time (Example: CLBC has designated 20 service hours for Tom. These include 18 hours of program time for Tom and 2 staff hours spent on planning, documentation and meetings).

In addition, service hours include program closures for holidays, training and events beyond VICC's control (such as 'snow days'). If a participant is away due to illness or personal holidays, hours missed are considered delivered hours.

Program Cost

WAVE is funded by Community Living BC (CLBC). This means you must have a facilitator refer you to *WAVE* and then the program costs will be paid by CLBC.

There may be additional costs for outings or activities not identified in the participant's service plan (Example: *WAVE* participants are going to a dance and the entrance cost is paid by the participant).

Intake & Admission Procedures

Following a referral to the *WAVE* program, intake procedures begin with a mailed information package - including an invitation to an information session.

Intake includes:

1. Introduction to VICC Directors and *WAVE* staff
2. Tour of *WAVE* and VICC offices
3. Introduction to the *WAVE* program
4. Introduction and explanation of forms in the VICC Intake Package
5. Explanation of the Individual Service Plan (ISP)
6. Review of Participant Handbook
7. Explanation and signing of 'Your Rights of a Person Receiving Service'
8. Explanation and signing of the *WAVE* Participant Agreement
9. General fire, safety and emergency evacuation responsibilities
10. Appointments for individual meetings

Intake includes completion of forms that are required to deliver high quality service. These forms will be held in your personal file along with a picture of you. You can request to review your file and most of the information in your file will be completed by you and *WAVE* staff. The information in your file is confidential and VICC will only release it with your permission or if there is a legal reason to do so.

Individual Service Plan Process

An Individual Service Plan (ISP) is completed after twenty (20) attendance days and a team meeting is held to develop the ISP.

An ISP is completed, reviewed, and updated every year or when changes to the ISP are required. In addition, a team meeting may be called by any team member at any time when revisions need to be made or when a significant problem arises which needs to be discussed. The ISP follows the philosophy of Self-Determination - you are always helping to create your ISP.

Program Area Descriptions

WAVE programming will be based on CLBC's description for Skill Development, Employment and Community Based services:

Employment

Employment is a first priority for people served by CLBC.

Services use a variety of methods to ensure employment in an integrated setting.

May include Supported Employment, Customized Employment or Self-Employment.

Skill Development

Services are goal-based and time limited.

Community inclusion supports independent living skills.

Support may be provided one-on-one or in groups.

Community Based

Designed for people who require ongoing support in community life.

Services operate outside the home and allow for part-time or full-time participation.

Staff create activities for groups and individuals.

Participants will have designated hours in one or more service areas.
Services might include:

Vocational and Employment

Learning the basic skills and concepts of employment - *WAVE* uses the Customized Employment (CE) system.

Activities of Daily Living

Engaging in tasks and activities that help to achieve independence and improve self-awareness. These focus on mobility, personal hygiene, independent living, self-care and community living skills.

Social Skills

Training is provided on interpersonal relations, anger management, cooperation and job readiness. Participants learn acceptable social behaviours through instruction and community involvement.

Leisure / Physical Fitness / Recreation

Activities aim to enhance motor skills, coordination, recreational play, social development and fun!

Community Participation

Participants engage in community activities for cultural enrichment, to enhance self-esteem and to develop a sense of belonging. Volunteering may be part of these activities.

Nutrition / Health

Participants learn health and nutrition skills. Group activities focus on menu planning, shopping and food preparation. Personal hygiene skills are also taught.

Cultural / Ecological

Participants learn through involvement in community events and hands-on projects.

Safety Awareness

Safety awareness skills including using the Safe Harbour program, public transit, pedestrian safety and personal safety. Other training may include First Aid, Food Safe, WHMIS and emergency preparation.

Volunteering

WAVE participants are encouraged to volunteer in the community. Partnerships may include work with Habitat for Humanity, LUSH Valley Food Action Society, local farms and senior's centres.

Self-Advocacy

Participants learn about Self-Advocacy through VICC's Self Advocate Liaison Project.

General Health Policy

Vancouver Island Community Connections is very diligent in ensuring the health and wellbeing of an extended network of workers, community members and people accessing services.

It is VICC's General Health Policy that program participants stay home if they are ill. People who are not feeling well should recover at home, not at an active program like *WAVE*.

Participants should stay home, or will be sent home, if any of the following are observed: vomiting, diarrhea, excessive lethargy, fever or cold symptoms.

Symptoms may not be limited to these and a participant may be sent home if they are feeling generally unwell. A participant who has a contagious or infectious condition must remain home a minimum of 24 hours after starting an antibiotic. They may also require further recuperation time at home following a contagious period.

A participant who contracts a communicable disease requires a written statement from a physician before returning to the program. This written statement must contain the diagnosis, any physical limitations and precautions that must be taken in order to prevent spread of the disease.

Fire and Safety Policies & Procedures

WAVE participants will be instructed about fire safety, evacuation procedures, designated meeting places and their responsibilities during emergencies.

Participants and staff are also required to take part in safety drills. If a person we support is medically or functionally unable to participate in safety drills, VICC will keep documentation specifying why the person could not participate. A staff person will be assigned to ensure that the person exits the building during emergencies.

Holiday Policy

WAVE will be closed on the following holidays (reminder notices will be given out with exact dates):

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- BC Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Eve (early closure at 12 Noon)
- Christmas Day
- Boxing Day

Equal Opportunity Service Delivery

VICC services will not be denied on the basis of race, culture, ancestry, national origin, disability, age, gender, sexual orientation, religious creed, financial status, communication abilities or the ability to speak English.

Grievance and Problem Solving Policy

VICC has policies and procedures for resolving conflict. Staff will explain VICC policies and procedures for complaints during your intake.

Our overall policy is to maintain positive relationships between persons served, support networks, family members, staff, co-workers, the Directors, support personnel and other stakeholders by managing conflict in a timely and fair manner.

Using conflict resolution procedures will not result in retaliation or barriers to service.

Know Your Rights

VICC is contracted to provide a variety of supports. The following list of principles serves to guide VICC in how we provide services to you:

Respect for the Individual

Your rights and dignity must 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 have the right to control your life and take responsibility for your actions. VICC provides you with opportunities to act on your own behalf and, wherever possible, participate in the decisions that affect you.

Individual Service Planning and Family Involvement

You participate in the planning of your services. Your family and personal supporters can also be involved in service planning.

Independence, Growth and Personal Choices

You will be provided with opportunities to become as independent as you can. You should have as much freedom as possible while ensuring safety and security.

Community Inclusion

You should have options for inclusion in your community, including access to community partnerships and services outside VICC.

Informed Consent

You have the right to have things explained to you before you decide if you agree to them (Example: if you are asked to sign a form, you have the right to have the form explained to you by someone you trust before you decide to sign it).

Complaints

VICC and *WAVE* staff want your *WAVE* experience be positive, productive and fun.

If you are unhappy with *WAVE* services, please follow these steps:

- 1) Speak with the nearest *WAVE* staff member.
- 2) If you are not comfortable doing this, or have tried and it didn't change the situation, then make an appointment to speak with the *WAVE* Program Coordinator.
- 3) If you are not comfortable doing this, or have tried and it didn't change the situation, then make an appointment to speak with a VICC Director (Carol Gjesdal or Lesley Gibson at 250-338-7201).
- 4) You may also want to speak with your family, caregivers, support worker or CLBC facilitator and ask for their advice or assistance.

VICC PARTICIPATION AGREEMENT - WAVE PROGRAM

VICC's mandated objective is to help participants find and retain employment.

VICC's *WAVE* services provide an individualized approach to meeting the needs of eligible adults (who are referred to *WAVE* by CLBC) by coordinating supports to help participants maintain or increase their independence.

VICC's Participation Agreement describes the expectations and responsibilities of VICC staff and participants. The agreement also describes expectations of service.

Each *WAVE* participant will have an Individual Service Plan (ISP) that will list the type of service provided, with clear defined goals and objectives.

VICC Staff will:

Be supportive and respectful of people served and those in their support network.

Assist people served with understanding their individual rights.

Complete a participation agreement and update the agreement as needed. This agreement outlines expectations and responsibilities for persons served as well as VICC staff.

Assist participants in understanding service delivery and service hours. Service hours include:

Staff time spent on documentation and planning.

Staff time spent in meetings with CLBC, professionals, businesses, support networks and team meetings, including travel time to attend meetings.

Staff time spent in educational activities required of VICC staff.

VICC closures due to unforeseen circumstances beyond VICC's control.

Hours participants are away from programmed services due to illness or other reasons determined by the participant.

PSA 4.01C

Work to assess the participant's likes, dislikes, strengths, weaknesses, skills and abilities in order to facilitate greater independence in the community.

Work with people served to reach their goals as set in their ISP.

Have a scheduled time for service - cancelation of service hours only occurs if that is the only recourse.

An exception to the above is when VICC staff arrive on time for a scheduled service or meeting and the participant has not. VICC staff will attempt to contact the participant and, if possible, wait up to fifteen minutes before leaving. An event such as this counts as missed scheduled time.

Assist the participant to advocate for themselves or advocate on behalf of the participant with the participant's permission.

Assist participants to access community services.

Check with a VICC Director before changing activities as outlined in the ISP.

VICC Staff will not:

Cancel or rearrange scheduled service days and times without first contacting a VICC Director. Scheduled service will only be cancelled by VICC if that is the only recourse (an exception to this is noted below).

Enter or stay at a residence, service, business or any other building if they recognize and acknowledge a health or safety risk. If this occurs the staff member will notify a VICC Director (or designate) immediately.

Purchase goods or services for a participant unless there is specific mention in their ISP that describes the goods or services as legitimate expenses.

Lend money or goods to a participant or others in the participant's support network.

Provide transportation to or from a destination other than to meet ISP objectives.

Arrange another time or day for service if the participant missed a scheduled service.

Work before or past the scheduled time for service - this includes travel time.

Not perform a participant's volunteer or employment duties (however, scheduled job coaching may include demonstrations of job tasks).

Participants are expected to:

Actively contribute to their ISP and work toward goals set in their ISP.

Be as honest and truthful as possible in providing information and feedback (the more accurate our information is, the more likely we will be able to achieve goals).

Behave in a respectful manner, be willing to learn and to try new activities.

Show up on time for scheduled services.

Call ahead of time to cancel services (if there is a valid reason, such as illness).

Inform staff ahead of time regarding personal holidays.

Be actively involved in all services and activities.

Agree and adhere to the terms and conditions of the participation agreement.

I _____ agree to the responsibilities and expectations as described in the VICC Participation Agreement for the *WAVE* program.

Participant Signature

WAVE Staff Signature

Date Signed