

**INDEPENDENT LIVING
HOUSING SOCIETY
OF GREATER VICTORIA**



good living starts with home

**CLIENT
HANDBOOK**

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Any page revised prior to this document annual review date must have the revised date footnoted on that separate page.

INTRODUCTION

Welcome to our Handbook. We are happy to offer this Handbook in the hope that it will provide a convenient and comprehensive reference for any questions you may have about the services provided by the Independent Living Housing Society.

The staff members and Board of Directors of the Society are pleased to offer a variety of independent living choices to individuals in the community that reflect the needs of the people served.

We thank the staff members who put many hours of work into the compilation and design of the Handbook.

Board of Directors

Independent Living Housing Society of Greater Victoria

A BRIEF HISTORY OF ILHS

The Independent Living Housing Society (ILHS) originated in 1976 by a group of people who lived at the Gorge Road Hospital in the Extended Care Unit. They shared the desire to live a more independent lifestyle, one free of institutional constraints. The group had a meeting to discuss new and innovative options and amongst the original group members, four decided they were compatible and could live together. They each would be responsible for paying rent, looking after their home, and managing a staff of Support Attendants.

A renovated, wheelchair-modified house in the Swan Lake area was purchased and the first tenants moved in on May 25th, 1976. Funding for the purchase and related costs came from the South Vancouver Island Cerebral Palsy Association at Pearkes and from the Ministry of Social Services and Housing.

Later, when the Ministry of Health's Long Term Care Division was formed, it became responsible for providing the necessary funding and resources to support the operation of this first site.

In 1978, a second home was located and opened in the Tillicum area. The Site was constructed and designed specifically with the needs of persons with physical challenges being taken into consideration.

October 2, 1986, G.R. Pearkes, with Margaret McKay officiating, turned over the houses to the Independent Living Housing Society for the sum of \$1.00. Today, the Society is accredited through the Commission on Accreditation of Facilities (CARF), has four (4) group home style residences, one (1) floor of an apartment building, an assisted-living residence, and the Bed and Breakfast Respite Site.

The Heathers

On May 01, 1993, ILHS entered a partnership with Capital Regional Housing to provide care to seven (7) individuals on the third floor of an apartment complex. The Heathers Site includes seven one-bedroom apartments, an office, and a common room. Heathers employs two (2) staff during the day and afternoon shifts, and one (1) staff during an awake night shift. The Falmouth, Heritage House, Obed, and The Heathers clients live and travel independently in their communities. They direct staff as to their care needs.

Easter Road (The B & B)

April 01, 1993, saw the opening of the Bed & Breakfast Site (also known as the B & B or the Easter Road Site). In 1996, the Site underwent extensive renovations in order to expand services to seven days per week. The B & B currently employs two (2) staff during the day and afternoon shifts, and one (1) staff during an awake night shift, supporting three “guests” in addition to one (1) permanent client.

Feltham

On August 03, 1988, property was acquired and construction began on the Feltham Site, which officially opened on June 22, 1990. The Feltham Site employs two (2) staff during the day and afternoon shifts, and one (1) staff during an awake night shift, supporting four (4) clients.

Hawthorne

On July 15, 1993, the Hawthorne Site was purchased to provide a home for three (3) clients. Extensive renovations were done in 2001 to meet licensing regulations and a fourth client moved in. The Hawthorne Site employs two (2) staff during the day and afternoon shifts, and one (1) staff during an awake night shift, supporting four (4) clients.

The Feltham, Hawthorne, and Easter Road clients have more complex health needs, and staff are guided by care plans developed by the health care team. There is twenty-four (24) hour staffing in these homes.

QUALITY CARE STAFF

ILHS hires high quality employees that are committed to working with people who have diverse abilities and unique challenges in daily living. Employees are hired as Residential Care Workers (RCW) and work at all of the ILHS Sites. They are required to have relevant education and/or related experience. All candidates submit a resume and fill out an employment application and at least two (2) work references are checked.

Prior to being hired, the following documentation is submitted and confirmed:

- Tuberculosis test
- Doctor's fitness to work certificate
- Criminal Record Check
- Valid First Aid and C.P.R. certificate
- Driver's Abstract

Employees may be hired for a specific Site or as casual employees. Each Site has a regular Supervisor, and there is a Supervisor on-call twenty-four (24) hours a day.

YOUR RIGHTS AT ILHS

- The right to maintain your individuality and dignity.
- The right to privacy and confidentiality.
- The right to be free from abuse, neglect, exploitation, retaliation and discrimination.
- The right to be fully involved in your independent living decisions.
- The right to live in a manner consistent with your needs, interests and capabilities.
- The right to receive quality-managed services.

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 mental disability
- The right to choose your religion
- The right to your own thoughts and the right to talk about your thoughts
- The right to come together with other people
- The right to vote
- The right to stay in Canada or leave
- The right to learn

The Charter also tells you that if anyone denies your rights, you can ask someone to help you make sure that your rights are respected. Some of the people you may want to ask for help include: your parents or another trusted family member, one of your friends, your staff, Site Supervisor or Executive Director, a member of your church or even your local Member of the Legislative Assembly (MLA).

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 mental disability. The code says you have the right to:

- access the same services as everyone else including restaurants, malls, buses and schools
- get hired and be paid the same wages as everyone else
- be treated the same as every other tenant when you rent an apartment or house

If you think you have been treated differently because of your disability, you should tell your parents or another trusted family member, one of your friends, your staff, Site Supervisor or Executive Director, a member of your church, or even your local Member of the Legislative Assembly (MLA).

YOUR RIGHTS TO ASSISTANCE IN BRITISH COLUMBIA

Persons with disabilities who are eighteen years or older, and have no other income, have the right to benefits and services from BC Benefits. ILHS will ensure that every client has adequate and the appropriate income prior to moving into an ILHS home. You are encouraged to speak with a trusted family member or your Site Supervisor should you ever have a problem with your income or managing your budget.

SAFEGUARDS

Health Care Plans are developed for each client and all clients participate in the development of their own Care Plans. At Hawthorne, Feltham, and the B & B, a Health Services for Community Living (HSCL) Nurse also writes a care plan, and trains staff on any complex procedures.

At Hawthorne, Feltham, and the B & B, Community Living British Columbia (CLBC) provides an Analyst and a Facilitator. A Personal Goal Setting Plan is developed for each client receiving services, with input from the client, family, support network. This is reviewed and updated annually by the support team.

The B & B, Hawthorne, and Feltham Sites must be in compliance with the Community Care Facilities Act, and Adult Care Regulations. Licensing Officers conduct regular inspections of the homes to ensure the regulations are being followed. Supervisors must also be interviewed and approved by Licensing to manage a group home. If an incident occurs, an Incident Report is submitted to Licensing and ILHS' Executive Director for possible investigation. Licensing Officers may enter the home at any time and review relevant records. Recommendations are made based on the findings of the investigation or inspection. Community Care Licensing also employ a Nutritionist. The Licensing Nutritionist reviews Nutritional Care Plans, menu plans, and food service within the home.

Another requirement of Licensing is that all medication in pill form must be individually packaged and that everything about the administration procedure is properly documented. The Supervisor and Pharmacist conduct a safety inspection of medications within each licensed Site every six months.

Work Safe BC requires that monthly injury statistics be reviewed by the Joint Occupational Health and Safety Committee. This ILHS Committee provides recommendations on increasing safety and reducing workplace injury throughout ILHS. It is important that all health and safety concerns are reported to the Site Supervisor. There is a night shift call-in system as all night staff work in isolation. The Obed night staff call the other sites at specific times to ensure they are safe, and follow a specific protocol if there is not an answer.

MINISTRY SUPPORT FOR ILHS CLIENTS

COMMUNITY LIVING BRITISH COLUMBIA

All clients who live at Hawthorne, Feltham and Easter Road, or are a guest at the B & B are clients of Community Living British Columbia. This crown agency is also referred to as CLBC. Each client has access to a Facilitator who will advocate on their behalf. You may contact a Facilitator at the CLBC office.

Phone: 250-387-1127
Mailing address: PO Box 9736
Station Provincial Government
Victoria, BC V8W 9S2
Website: www.communitylivingbc.ca

You are also eligible for services including nursing, physiotherapy and occupational therapy from Health Services for Community Living (HSCL). Speak with your Site Supervisor for assistance in accessing these supports.

VANCOUVER ISLAND HEALTH AUTHORITY

All clients who live at Falmouth, Heritage House, The Heathers, and Obed are clients of the Vancouver Island Health Authority. The Authority is also called VIHA. You have also been assessed by Long-Term Care (LTC) and have a Long-Term Care Worker. You may contact your Long-Term Care Worker.

Phone: 250-388-2300
Mailing address: 1947 Cook Street,
Victoria, BC V8T 3P1
Website: www.viha.ca

CONFLICT RESOLUTION

ILHS realizes that sometimes when people work together they may disagree. If you, your family or caregiver disagree with something that was said or something that happened at one of the ILHS sites, and you cannot resolve the situation on your own, you may go through the conflict resolution process.

Talk to your Supervisor to find out what can be done. The two of you might decide to meet with the person involved so that you can talk about your concern. If your concern is not resolved then you can choose to go to a more formal process.

FORMAL PROCESS

- ◆ Arrange to meet again with the Supervisor and/or the Executive Director. It is important that everything that was said at this meeting is written down. We can provide you with a copy of what is written down.
- ◆ The Supervisor and/or Executive Director will look into your concern.
- ◆ They will share with you what they find out within ten days of the meeting. They will give you a report that will include a decision.
- ◆ If you are not happy with the decision then you may take your complaint, in writing, to the ILHS Board of Directors.
- ◆ The Board will talk to everyone involved.
- ◆ The Board will talk to you about the decision and you will get the decision in writing.
- ◆ If you are still unhappy with the decision you can take your concern to your Facilitator or Long Term Care Worker.
- ◆ Your Facilitator or Long Term Care Worker, and maybe their Supervisor will look at your complaint. They will make a decision and will inform you and ILHS.

WHAT ELSE CAN I DO TO RESOLVE CONFLICT?

- ◆ You can also choose to take your complaint to the Advocate for Service Quality.
- ◆ This person ensures that people in BC with developmental disabilities who receive service are adequately protected.
- ◆ Your Advocate is not a VIHA or CLBC staff person so they can respond to you in a way that is independent of CLBC or VIHA.
- ◆ There will be no retaliation tolerated against someone bringing a complaint forward.

You can reach the Advocate for Service Quality:

Phone: 250-387-6121

Mailing address: 200 - 555 West 8th

Vancouver BC V5Z 1C6

Website: www.mcf.gov.bc.ca/getting_help/advocate_service_quality.htm

INFORMATION ABOUT YOU

The Independent Living Housing Society will ask you and your family or caregiver to give us information about you. We keep that information so that the staff who support you know what you like and what you need.

We keep the information about you in your Client Profile Book and Client File which are kept in a secure area. Only the people who need to know about you have access to this information. We also keep some information about you on computers. Again, only the people who need to know about you have access to the computer.

You can look at the information about you at anytime. Ask your Supervisor, and they will go through your Profile Book or file with you.

The people who support you need to look at your Profile Book to get information about you so that they can do a good job. If anyone who is not supporting you asks for information, then we will ask you to give us your permission in writing. We will ask you if we plan to use your photograph or write an article about you we will also ask for your permission in writing.

PRIVACY

Privacy means that information about you is confidential. When you turn nineteen (19) in BC you become an adult. Once you are an adult, people who need information about you need to talk to you first. Then you decide if you want them to talk to you, your parents, or your caregiver.

PRIVACY ALSO MEANS...

That you have the right to be alone, if you choose. That people should knock and ask if it is okay with you before they come in to a space where you are alone. That people should not look at or take your private things without your permission. The only time this might be different is if there is a risk to your health or safety.

WE RESPECT PRIVACY AT ILHS BY:

- Making staff and roommates 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, says it is okay to do so
- Keeping written information about you in a secure place
- Respecting your right to privacy and dignity when we help you with personal care
- Supporting you and everyone else to respect the privacy of others
- Making all employees sign a confidentiality statement

RESPONSIBILITIES

Along with rights you also 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 people by treating people fairly and equally.

Your responsibilities at ILHS include:

- Participating in the planning of your services
- Exploring options in your community by participating in recreation and leisure activities, community volunteering or paid work
- Letting people know if and when you need more or less support
- Listening to others
- Respecting the rights of everyone at ILHS
- Letting us know if you are going to be away from the Site, and when you expect to return

You have a responsibility to let us know of any health or safety concerns that you have. We need to know about things like:

- The medications you take, and any changes
- Medical health concerns that you have
- Safety concerns that you have
- Health and safety supports that you require

You have a responsibility to tell us when you do not feel safe:

- When you are at an ILHS home
- With someone at ILHS
- When you are out in the community
- When you are in an ILHS van, or other vehicle

You have responsibilities when there is an emergency. As a client of ILHS you are required to attend one live evacuation drill annually as well as participate in other emergency evacuation drills.

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

- Remain calm
- Leave the building
- Follow the instructions of ILHS employees and other emergency response personnel
 - Let staff know if you or anyone else is having trouble

HEALTH & SAFETY

At ILHS, we have procedures written down that will help you if there is an emergency. If there is an emergency we will help you to:

- Leave the building.
- Follow the procedures in the Emergency Manual.
- Meet everyone in the designated assembly area.

Staff and are required to do regular written emergency and evacuation drills as well as attend annual emergency review and training sessions.

MEDICAL EMERGENCIES

If you have a medical emergency:

- The first staff person on the scene will give you first aid
- Other staff will go to get information about you so that we can give you the best support
- We will assist you to go to a medical clinic if necessary
- We will call 911, if necessary
- Your caregiver, family, Supervisor and Executive Director will be informed

FIRST AID

All ILHS employees have current First Aid and CPR training. There are First Aid kits in all ILHS Sites and vans.

YOUR OWN HEALTH AND SAFETY

Before you first come to ILHS, we meet with you, 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
- The personal care supports you require
- The meal time supports you require
- Representation Agreements
- Advance Directives

This information goes in to a Care Plan in your Profile Book. We will share this information so that everyone who will support you knows how to address your health and safety needs. Every year (or sooner) we have a team meeting to update the information. It is important that you tell us about important changes when they happen.

UNIVERSAL PRECAUTIONS

ILHS staff are trained in Universal Precautions. If they come in contact with blood or other body fluids they will follow certain steps. By following these steps staff stay safe and so do you. To prevent staff from coming in contact with blood or other body fluids they will:

- Wear gloves
- Follow approved hand washing procedures
- Follow proper clean up procedures

If you come in contact with blood or other body fluids you must tell us so we can help make sure you are safe.

VEHICLE SAFETY

Sometimes you will be transported by ILHS staff in a van owned by ILHS. Many ILHS staff have a valid Class 4 Driver's license, which means they are licensed to professionally carry passengers. All the vehicles are insured, in case there is an accident.

We inspect our vans regularly to make sure that they are safe to drive. Everyone must wear a seat belt in our vans.

Not all ILHS houses have a van. The Hawthorne, B & B, and Feltham Sites have vans.

HOW TO OBTAIN SERVICES AT CLBC SITES

All clients living at Hawthorne, Feltham and the B & B are referred by Community Living British Columbia and meet their criteria for service. In addition, because Hawthorne, Feltham, and the B & B are set up for wheelchair access, preference is given to clients with significant mobility issues.

ILHS serves people regardless of race, colour, ancestry, place of origin, political belief, religion, physical or mental disability, or gender, with the primary consideration being the ability to meet the needs of the client and the best fit with the other clients within the services. Services presently provided by ILHS are designed for adults, age nineteen (19) years and older.

All ILHS clients must provide documentation of TB testing within one (1) year before being accepted for service.

REFERRAL PROCESS: RESIDENTIAL AND RESPITE SERVICES

Community Living British Columbia Facilitators refer all potential clients for service. Decisions about acceptance into the programs operated by ILHS are joint decisions between CLBC and ILHS. The Supervisors of each Site are most aware of the needs of the existing clients being served and best able to determine the fit of a potential new client.

Within group homes, placements may remain in place for the remainder of the life of the client, hence, spaces are rarely available. Clients with the most urgent need for placement, as determined by Community Living British Columbia, may be considered first.

Only after the client with the greatest need was deemed to be an unsuitable match would the next person be considered. If all candidates on the short list have the same degree of urgency, consideration would be given to the best fit based on personality, temperament, and match with the other clients in the home.

A guiding principle is that only clients who can be accommodated in a safe and secure fashion with the resources available will be considered.

When a potential candidate is selected, a visit is arranged to see the house and meet everyone involved. This may occur over one or several visits, depending on the needs. At the Respite program, CLBC may have the Supervisor contact the client and family/caregiver directly. The Supervisor would be the primary contact and address any questions that arose.

CARE AND TENANCY AGREEMENT

FELTHAM SITE, HAWTHORNE SITE, AND EASTER ROAD (THE B & B)

As a tenant of Feltham Site, Hawthorne Site, or Easter Road (B & B) Site I understand that I am expected to:

- Treat the staff and other clients with dignity and respect, which includes no lying, swearing, teasing, bullying, racial, harassing, or sexual remarks or actions.
- Respect the personal space and privacy of the other clients and the staff.
- Act in a manner that does not compromise the health and safety of other clients and staff, which includes refraining from verbal and physical aggression.
- Act lawfully both in and out of the home, meaning that I will not engage in or participate in illegal activities.
- Consume alcohol responsibly, meaning that I will not overuse or abuse alcohol, consume alcohol against the advice of my doctor or pharmacist, and follow all public laws pertaining to the consumption of alcoholic beverages.
- Take medications as prescribed by my doctor or medical specialist, which includes no overuse or abuse of prescription or non-prescription drugs.
- Follow the directions of health care professionals with regards to maintaining my health and safety.
- Maintain a diet that promotes overall good health, as recommended by my dietician, nurse, and/or doctor, and as agreed to in my Nutrition Care Plan.
- Be considered medically stable, and not require constant nursing support outside the scope of the regular services provided by ILHS and Health Services for Community Living Home Nursing Care.
- Maintain a tidy bedroom in order to create a safe environment for myself and the staff.
- Participate in the shared maintenance of the household as my abilities permit.
- Inform ILHS staff of all overnight stays away from home, for reasons of safety.
- Inform ILHS staff of all overnight guests, for reasons of safety.
- Inform ILHS staff when I leave the house without an on-duty ILHS staff member, and again upon my return.
- Meet eligibility requirements for tenancy at these sites as defined by the Community Living Services governing authority.

HOW TO OBTAIN SERVICES AT VIHA SITES

Clients living at Obed, Falmouth, and The Heathers are referred to ILHS by VIHA, and meet their criteria, although some clients self-refer. Clients living at Heritage House are referred to ILHS by the Seniors Outreach Team (SORT). Clients must also be eligible for a British Columbia Housing Management Commission (BCHMC) rent subsidy.

ILHS serves people regardless of race, colour, ancestry, place of origin, political belief, religion, physical or mental disability, or sex, with the primary consideration being the ability to meet the needs of the client and the goodness of fit with the other clients within the services.

Services provided by ILHS are designed for adults, age nineteen (19) years and older. All ILHS clients must provide documentation of TB testing within one year before being accepted for service.

REFERRAL PROCESS

Vancouver Island Health Authority has a waitlist of possible tenants. To be considered as a prospective client you must have a physical and/or cognitive disability, be medically stable, and not require on-going nursing care.

In addition to the above, prospective clients must be receiving BC Benefits, or other income subsidy, be in need of a rent supplement, and meet criteria for a British Columbia Housing Management Commission rent subsidy.

Other criteria that must be met before potential clients would be considered are:

- Ability to manage their own medications (except at Heritage House)
- Ability to direct all personal care and household duties
- Ability to manage their own finances
- Agreement to conduct themselves in accordance with the ILHS Tenancy Agreement

In addition, the client must also be compatible with the current clients of the home.

CARE AND TENANCY AGREEMENT

FALMOUTH SITE, THE HEATHERS, AND OBED

As a tenant of Falmouth, Obed, or The Heathers I understand that I am expected to:

- I agree to treat staff and other clients with dignity, which includes no racial or harassing remarks.
- I agree to maintain a tidy apartment so that staff may safely provide my care.
- I agree to maintain good hygiene and health by directing my own care.
- I agree to self-direct my medications including the ordering of my own medication(s), taking my medication(s) as prescribed and attending required medical appointments.
- I agree to eat a diet that promotes overall good health.
- I agree that my sexual behaviour will be conducted in a responsible and appropriate manner.
- I understand illegal activity will not be tolerated.
- I agree to self-manage my finances.
- I agree to purchase my own household and medical supplies.
- I agree to participate in all household tasks to the best of my ability.
- I agree that alcohol and/or substance abuse, which includes prescription and non-prescription medications, will not be tolerated.
- I agree, for safety reasons, to inform a staff member of any and all overnight guests.
- I agree, for reasons of safety, to inform a staff member when I leave and subsequently return to my home.
- I agree that I must not intentionally jeopardize the health and safety of the other clients or staff.
- I agree to adhere to the Capital Regional Housing Tenancy Agreement when I reside at The Heathers.
- I agree to have a telephone in working order while residing at The Heathers.
- I agree that I must be medically stable and not require constant nursing care and/or monitoring that may result in a change of ILHS staffing requirements.
- I agree that when my care needs exceed what ILHS can provide I will seek alternate care arrangements outside of ILHS.

GETTING IN TOUCH WITH US

Independent Living Housing Society
of Greater Victoria

813 Darwin Avenue

Victoria, BC V8X 2X7

Phone: 250-383-2524

Fax: 250-383-9431

Email: ilhs@shaw.ca

Website: www.ilhs.ca

SUPERVISOR OFFICE PHONE NUMBERS

EASTER ROAD (B & B): 250-475-2182

FALMOUTH: 250-361-1593

FELTHAM: 250-477-6648

HAWTHORNE: 250-721-4065

THE HEATHERS: 250-383-9940

HERITAGE HOUSE: 250-360-4006

OBED: 250-383-2659

RESOURCES

- **ACTION COMMITTEE OF PEOPLE WITH DISABILITIES**

948 View Street

Victoria, BC V8V 3L5

Phone: 250-383-4105

Website: www.actioncommittee.ca

- **BC MINISTRY OF SOCIAL DEVELOPMENT**

BC BUS Pass Program

Phone: 1-866-866-0800 (*Choose Option four (4), then Option three (3)*)

Disability Benefits

403 - 771 Vernon Avenue

Victoria, BC V8X 5A7

Phone: 1-866-866-0800

(*Choose Option three (3), then Option four (4)*)

Website: http://www.hsd.gov.bc.ca/disability_strategy.htm

- **COMMUNITY LIVING BRITISH COLUMBIA**

#220 - 174 Wilson Street

Victoria, BC V9A 7N6

Phone: 250-952-4203

Email: victoria@communitylivingbc.ca

Website: www.communitylivingbc.ca

Quality Service Office

Suite #200 - 645 Tyee Road

Victoria, BC V9A 6X5

Phone: 250-387-6099

- **SENIORS OUTREACH TEAM (SORT)**

2828 Nanaimo Street

Victoria, BC V8T 4W9

Phone: 250-519-3566

- **VANCOUVER ISLAND HEALTH AUTHORITY**

1952 Bay Street

Victoria, BC V8R 1J8

Phone: 250-370-8699

Fax: 250-370-8750

Email: info@viha.ca

Website: www.viha.ca

- **VICTORIA DISABILITY RESOURCE CENTER**

817 A Fort Street

Victoria, BC V8W 1H6

Phone: 250-595-0044

Fax: 250-595-1512

Email: reception@drcvictoria.com

Website: www.drcvictoria.com