

**INDEPENDENT LIVING
HOUSING SOCIETY
OF GREATER VICTORIA**



person first



**Handbook for
Individuals Supported**

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October 2020

Welcome to the ILHS Handbook

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 (ILHS).

The employees and Board of Directors of the Society are pleased to offer a variety of independent living choices in the community that reflect the needs of the Individuals we support.

We thank the employees who put many hours of work into the compilation and design of the handbook.

A copy of this handbook is available when Individuals supported start receiving services. It is a way for Individuals supported and their family and friends to learn more about our organization. ILHS employees are available to assist Individuals supported in reading the handbook and answering any questions.

For more information please contact:

#1-3891 Douglas Street
Victoria, BC
V8X 5L3

Phone: 250-383-2524
Fax: 250-383-9431

Website: www.ilhs.ca

The Independent Living Housing Society was founded in 1976 by a group of people who lived at the Gorge Road Hospital in its Extended Care Unit. They shared the desire to live a more independent lifestyle free of institutional constraints, and had a meeting to discuss new and innovative housing options. Out of those people, four decided that they were compatible and could live together. They were also willing to take responsibility for hiring and firing care workers, looking after the physical maintenance of a house, and paying the rent, utilities, and their household expenses.

A renovated, wheelchair-modified house in the Swan Lake area was purchased and the first Individuals moved in on May 25th, 1976. In 1978, a second home was opened in the Tillicum area. It was a newly constructed home designed specifically to address the needs of persons with physical, mental, or multiple challenges.

The new Society was initially operated under the auspices of the G.R. Pearkes Clinic and funded by a cross section of government ministries and other non-profit organizations. The formal mission of the new Society was developed, "To respond to the expressed consumer need for independent living by providing and assisting with community based independent living options for persons with physical or developmental challenges." The opportunity was thereby created for any person who so desired to be in control of their environment and all decisions concerning their personal needs and care, who their roommates would be, home furnishings and décor, house maintenance, meal planning and preparation, as so on. As the organization grew, administrative work originally handled by the residents was transferred to the Society. On October 2, 1986, G.R. Pearkes Clinic turned the houses over to the ILHS for \$1.00.

The ILHS subsequently developed and constructed a house in the Gordon Head area, which was officially opened on June 22, 1990. It is a licensed home funded by the Ministry for Children and Family Development, Services for Community Living Branch. To protect the assets of the new home, a separate society was formed in 1988, called the Independent Living Housing Society Of Greater Victoria. The two societies later amalgamated, as both were serving the needs of the same group of people.

Throughout the 1990s, the Independent Living Housing Society opened three other housing resources: a home located in the Gordon Head area, a house in the Swan Lake area with two permanent Individuals supported and three respite beds, and one floor of an apartment building in the Tillicum area with seven, one-bedroom apartments. The Independent Living Housing Society continues to work to provide opportunities for individuals to develop a more independent lifestyle in a very active way, and to the extent that they are able, manage housing finances, participate in decision-making, and direct activities of daily living. In 2020, ILHS will begin operations of five barrier free units in the Westview apartment complex.

VISION STATEMENT

My home,
our community, a
world where
everyone is
welcome.

MISSION STATEMENT

To provide safe and
comfortable homes
where people with
diverse abilities are
supported to
achieve more
independent
lifestyles.

Values Statement

At the Independent Living Housing Society, we value:

- The rights of all people and strive to ensure they are understood and honoured.
- Relationships based on empowerment, respect, trust, equality and integrity.
- Homes and workplaces that create a strong sense of belonging and embrace individuality and diversity.
- Homes and workplaces that promote health, wellness and safety.
- Meaningful recognition, celebration and personal growth.
- Open communication and collaboration.
- Quality and strive for continuous growth and improvement.

Rights Statement

At the Independent Living Housing Society Individuals supported have the right to...

- maintain their individuality and dignity
- privacy and confidentiality
- be free from abuse, neglect, exploitation and discrimination
- be fully involved in independent living decisions
- live in a manner consistent with their needs, interests and capabilities
- 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, gender, sex, 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 or leave Canada
- The right to learn

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 any other tenant when you rent an apartment or house

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 Individual supported has adequate and appropriate income prior to moving into an ILHS home. You are encouraged to speak with a trusted family member or your House Manager should you ever have a problem with your income or managing your budget.

Our Homes

Individuals supported at Falmouth, Obed, The Heathers, and Westview live and travel independently in their communities. They direct staff as to their care needs.

Falmouth

On May 25, 1976, Falmouth House was opened, providing a home for four adults. Christine Flett, one of the first Individuals living at Falmouth, was appointed as the first Executive Director of the Society. The Falmouth home has one staff per shift, including an awake night staff.

Obed

Obed House was build in 1978, providing a home for four adults. The Obed House also has one staff per shift, including an awake night staff.

The Heathers

ILHS, in partnership with Capital Regional Housing, provides care to eight Individuals on two floors of an apartment complex. The Heathers has eight one-bedroom apartments, an office, and a common room. Staffing support at The Heathers includes two day staff, two evening staff and one awake night staff.

Westview

In partnership with Capital Regional Housing, in 2020, ILHS began providing care to five Individuals on the first floor of the new Westview apartment building near Uptown. There are five, one-bedroom apartments, an office, shared laundry, and a building common room. Staffing support at Westview includes one staff per shift including an awake night staff.



Individuals supported at Feltham, Hawthorne, and Easter Road have more complex health needs, and staff are guided by care plans developed by the health care team. There is twenty-four hour staffing in these homes.

Feltham

On August 03, 1988, property was acquired and construction began on the Feltham House, which officially opened on June 22, 1990. Supporting four Individuals, Feltham House employs two staff during the day and afternoon shifts, and one staff during an awake night shift.

Easter Road (The B & B)

April 01, 1993, saw the opening of the Bed & Breakfast House (also known as the B&B or Easter Road). In 1996, the house underwent extensive renovations in order to expand services to seven days per week. The B&B currently employs two staff during the day and afternoon shifts, and one staff during an awake night shift, supporting 2 Individuals and 2 guests attending on a rotating basis.

Hawthorne

On July 15, 1993, the Hawthorne House was purchased to provide a home for three Individuals requiring support. Extensive renovations were done in 2001 to meet licensing regulations and a fourth Individual requiring supports moved in. Supporting four Individuals, the Hawthorne House employs two staff during the day and afternoon shifts, and one staff during an awake night shift.



The Bed and Breakfast

The Bed & Breakfast, located in Saanich, first opened on April 1, 1993 as a respite care facility. The "B&B", as it's commonly known, is a unique house as it enables families, friends, and caregivers of Individuals supported who have high-level care needs to enjoy some respite while their adult guest spends time in a home-away-from-home atmosphere. The house itself is tastefully decorated, and provides a cheerful, comfortable place to stay.

Back in 1993, the Bed and Breakfast was funded to provide care on the weekends. However, as the need grew, negotiations began between ILHS, the Ministry for Children and Family Development, Community Living Services (now Community Living British Columbia), and Island Health Community Care Facilities Licensing to have the Bed and Breakfast available to families and guests 365 days per year.

On April 1, 1997, after a great deal of effort and support from all parties, the Bed and Breakfast was available to Individuals supported seven days a week. This was a very exciting move and allowed ILHS to offer an improved, and more flexible service.

Parent Testimonial

"My daughter has been going to the Easter Road B&B for a number of years and greatly enjoys every visit. She told us several weeks ago that she is treated like royalty when she is there (which we agree). The staff are always very friendly, make you feel comfortable and at home anytime you pop in. Everyone is very considerate of my daughters needs and try very hard to keep her comfortable and happy."



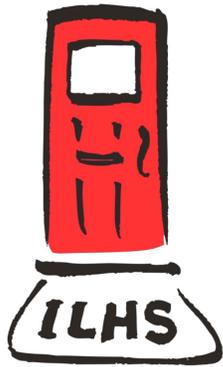
House Manager: The B&B Manager is licensed by the Vancouver Island Health Authority Community Care Facilities Licensing Program. In conjunction with the front-line staff (Residential Care Workers), it is the Manager's responsibility to ensure the safety, comfort, and health needs of all guests are met. The Manager provides direction to staff in areas of equipment usage, medication administration, and correct documentation procedures. The B&B Manager also liaises with other community professionals such as doctors, community nursing, physiotherapists, dietitians, CLBC staff, and of course parents/caregivers of our guests. The B&B Manager is responsible for the overall day-to-day operation of the house, and reports directly to the Executive Director of the Society.

Front Line Staff: The front line staff consists of Residential Care Workers (RCW) who are trained in all aspects of personal care, and are required to possess current First Aid and CPR certification. The first priority of the RCW is to ensure the safety and well-being of Bed and Breakfast guests, while still making sure everyone is having fun. Their role includes, but is not limited to, personal care, meal preparation, and operation of household equipment such as lifts and the wheelchair accessible van. RCW's also foster individuality, independence, familial and other social relationships for guests, and maintaining a home-like environment.

Respite Guests: The primary role of the guests at the B&B is to enjoy themselves. Guests who visit the Bed and Breakfast have the opportunity to make new friends, as well as meet Individuals supported from other ILHS houses, who often stop by for a barbeque or birthday party. Bed and Breakfast guests have very few responsibilities other than to be respectful of other guests, staff, and Bed and Breakfast property, to be open to new experiences, and to work with the staff to maintain the highest level of health.

Families and Caregivers of Respite Guests: Family and caregivers ensure that guests arrive at the appointed time and with all necessary items for their stay (other than medications). Family members or caregivers must also ensure that the Bed and Breakfast staff are made aware of any changes to the guest's state of health, medications, or other areas of concern prior to the guest's arrival. Family /caregivers ensure that the Bed and Breakfast has current emergency contact numbers and addresses. Family/caregivers are welcome to visit the Bed and Breakfast, but are primarily encouraged to relax and feel secure that they have left the guest in capable, caring hands.

Bed and Breakfast Question and Answers



good living starts with home

Where do I apply to use this service?

Community Living British Columbia (CLBC) currently funds the Bed and Breakfast, and all referrals go through them. To attend the Bed and Breakfast, the Individual supported must be nineteen (19) years of age or older, and receive CLBC-funded residential services. Preference may be given to guests who use a wheelchair or who have significant mobility issues. The Individual supported must be able to get along with other Individuals in a community environment. You may not be accepted if the Individual does not meet criteria, or if we cannot safely meet the Individual's health needs. Documentation of TB testing will be required prior to using the service.

How often can guests visit?

The standard number of days per year is forty-four (44). This equates to once a month for three (3) or four (4) days plus a two (2) week vacation period, booked one (1) year in advance. Different schedules can sometimes be arranged depending on the needs of the Individual supported and emergency respite is subject to availability.

How do I arrange bookings at the Bed and Breakfast?

Once you have received approval for the Individual supported to stay at the Bed and Breakfast, from a CLBC Facilitator, you may contact the Manager at the Bed and Breakfast directly to start making plans for a first stay.

What time should guests arrive and be picked-up?

Generally, a weekend visit check-in time would be after 3:00 pm on Friday, and pick-up would be prior to 10:00 am on Monday morning. Weekday check-ins are Mondays after 3:00 pm, and pick-up is Friday before 10:00 am. These times are guidelines only, and we are happy to accommodate times that better fit your schedule - although we do request such arrangements to be made in advance.

What should guests bring for a visit?

Individual's supported should bring any items he or she would normally take on a vacation; examples include:

- Clothing suited to the weather (shoes, rainwear, hats, sweaters, etc.)
- Personal care items (brush, comb, toothbrush, razor, Attends/Depends, etc.)
- Personal toiletries (general supplies are available in house, but you may have a preferred shampoo, soap, etc.)
- Personal aids (orthotics, eating aids, communication aids, personal care aids, mobility aids, etc.)
- Entertainment items (games, music, books etc)

Please note that an inventory list is completed when an Individual supported arrives and is verified upon departure, however all items should be clearly labeled with the Individual's name or initials. Laundry is done daily, so two or three outfits for a short stay is sufficient.

What sort of items should guests NOT bring?

Any medications including "over-the-counter" items (such as Tylenol, Gravol, sunscreen, vitamins, etc.), since all medications will be provided at the B&B through doctor's orders. This is a requirement through Licensing. There is no need to bring money, as the Bed and Breakfast will pay for outings and meals. However, if the Individual supported wants to bring money, please limit the amount to \$10 or less.

How do the staff members try to create a holiday atmosphere to suit all Individuals supported at the B & B?

Front line staff spend time to research new ideas and keep up on local current events that may be of interest to all Individuals supported. The Bed and Breakfast also has bedrooms decorated in themes. After all, holidays are meant to be fun!

Question and Answers Continued...

What can Individuals supported expect during a visit to the Bed and Breakfast?

The Bed and Breakfast's primary mandate is to provide a holiday atmosphere. There is always plenty going on such as arts and crafts, games, parties, barbeques, special event nights, and outings.

The neighboring community provides an idyllic setting for walks and adventures. Swan Lake Nature Sanctuary and the Galloping Goose Trail are minutes away! Individuals supported are always welcome and encouraged to participate in local community events such as One Day, Operation Track Shoes, and parades. Picnics and other excursions are planned to explore the many natural hot spots in Victoria and the surrounding area.

Victoria has many attractions to offer and these are utilized to their fullest by Bed and Breakfast guests: IMAX theatre, Inner Harbour, Butchart Gardens, Butterfly World, Clover Point, Beacon Hill Park, and Francis King Park to name just a few!

My family member /Individual supported partakes in a day program with a private contract. Are Individuals supported at the Bed and Breakfast still eligible to attend day programs?

Definitely! Individuals supported can attend their own program(s) without having our staff present. Prior to the Individual's visit we ask that you make us aware of the Individual's commitment(s), date and time, location, as well as whether the Individual supported will require a packed lunch.

The Bed and Breakfast's policies regarding Individuals supported to attend outings without our staff present stipulate that the Parent or Guardian must detail, in-writing, who has prior approval to take the Individual off-site and authorize that person to do so.

Where do I go if I have a concern (s)?

First take any concerns and/or requests to the Easter Road Manager. If the Manager is unable to address your concern(s) they will direct you to another internal or external professional who could. If you still feel your concern(s) were not adequately addressed you should then approach the Executive Director of the Independent Living Housing Society by phoning the Administration Office at 250-383-2524. If after this you were still dissatisfied, you should contact the ILHS Board of Directors with your concern by writing to:

Independent Living Housing Society
Attention: Board of Directors
#1—3891 Douglas Street
Victoria, BC V8X 5L3

How do the staff ensure parents/caregivers feel comfortable leaving their Individual supported at the Bed and Breakfast?

This is an important question, and we certainly understand that any parent or caregiver may have concerns, especially when leaving their family member/Individual supported for the first time.

All ILHS staff are thoroughly trained in all aspects of personal support for persons with diverse abilities, including, but not limited to, personal care, medication administration, equipment operation, and safety practices. Individual-specific training is done for each Individual supported prior to his or her first stay. Training is usually done in-house at the Bed and Breakfast, and usually involves video recording care procedures, for future reference.

The Bed and Breakfast can accommodate a wide variety of health needs including gastronomy tube feeding, oxygen, colostomy/ileostomy care, and all types of personal care. The Bed and Breakfast owns a large selection of mechanical lifts, eating and bathing aids, a wheel-in shower, and a specialized bath tub with Jacuzzi jets.

Both the Manager and staff monitor any special needs or health concerns of the Individual supported on an ongoing basis.

The Bed and Breakfast uses bed rails and lap belts when required for safety.

Professional support from the community in the form of Registered Dietitians, Physiotherapists, and Home and Community Care (HCC) Nursing support is utilized on a regular basis to supplement support provided by house staff.

Can I have gender specific care for my family member/Individual supported?

Unfortunately the Bed and Breakfast is not able to provide male or female staff exclusively. All of our staff are trained to work with both male and female Individuals, and the logistics of twenty-four hour staffing does not permit assigning specific staff to specific Individuals. We have many Individuals who, prior to their stay, never had care provided by a staff person of the opposite sex who are now comfortable, confident, and very satisfied with the gender neutral care provided.

My Individual supported has very specific and complex health needs.

Family/caregiver's special instructions and/or requests regarding the care of their Individual supported are one of our top priorities.

Emergency Procedures and Safety Standards

FIRE SAFETY

Every room at the Bed and Breakfast contains a fire alarm, smoke detector, and/or sprinkler system. The house is also equipped with two fire extinguishers. All ILHS staff members are trained in CPR and First Aid, and required to be fully versed in the fire related technical information.

EMERGENCIES

ILHS staff are well trained in handling a wide variety of emergency situations. If an emergency occurs at the Bed and Breakfast, staff have back-up support in place twenty-four hours a day. The Manager is able to assist with any medical concerns that staff may encounter, and after regular "office hours" the ILHS On-Call Manager can be contacted to provide assistance in any type of emergency. When more assistance is required than is available on-site, Health Services Community Living (HSCL) Nursing can be contacted, and of course 911 can be called in a major emergency situation.

EARTHQUAKE SAFETY

The Bed and Breakfast has a fully stocked earthquake kit for eight people, with up to three days of supplies. In addition, the house has been earthquake-proofed by fastening all framed pictures to the walls, bolting down all large pieces of furniture or shelving, and strapping the hot water tank in-place.

STAFFING

The ratio of Individuals supported to staff at the Bed and Breakfast is maintained at 2:1 during the day and afternoon shifts. Sometimes the ratio is altered to 1:1 to assist with a special activity. One (1) staff member is on duty for an awake overnight shift. The staffing ratios are set to ensure the level of care, safety, and social interaction remains consistent when guests with high-needs are staying at the house.

SAFETY STANDARDS ON EXCURSIONS

Before any Individual supported goes out of the house on an excursion, the destination is investigated for safety and appropriateness. While out-of-town excursions such as picnics do take place, staff do not venture outside of the city limits without prior approval from the Manager and/or Executive Director.

NIGHT TIME MONITORING

All bedrooms at the Bed and Breakfast are equipped with an emergency call bell that has a pressure switch on a wire which can be located anywhere on a bed. The call bells are pressure activated, so even the smallest amount of pressure will activate the buzzer, which sounds in the kitchen. Staff also do hourly checks , or more frequently when a particular medical concern exists.

SAFETY AND EMERGENCY STANDARDS

The standards of safety at the Bed and Breakfast are set according to the Saanich Fire Department, Community Care Facilities Licensing, as well as the policies outlined by ILHS. The Bed and Breakfast safety measures are also maintained when staff take Individuals supported on outings into the community. All ILHS staff are dedicated to ensuring the highest possible level of safety for all Individuals supported whether at the house, on a fishing trip, out shopping, at the movies, or any other activity. The comfort, health, and safety of all Individuals supported is always top priority.

COMMUNICATION

Communication is the glue that holds the Bed and Breakfast team together, and there are many channels working together to keep things moving smoothly.

The process starts some time before the Individual supported arrives for the first stay at the Bed and Breakfast, with the B&B Manager requesting the parents/caregivers fill out an intake package. Their intake package becomes part of each Individual's file at the Bed and Breakfast and provide a starting point for staff training. The parents/caregivers usually come to the Bed and Breakfast and demonstrate the care procedures, which are then videotaped and documented in the Individual's care plan. This forms the basis for staff training, and the main source of information about the individual supported.

When the Individual supported first arrives at the B&B there is usually a verbal exchange of current information. When the Individual supported arrives via handyDART, the current information is relayed via the Guest Information Update Form, which is completed by parents/caregivers and includes such things as last bath, most recent bowel movement, any changes in diet or routine, etc. This form also contains a reminder of requirement for a doctor's order to administer any medication, including non-prescription medications, vitamins, and other such items.

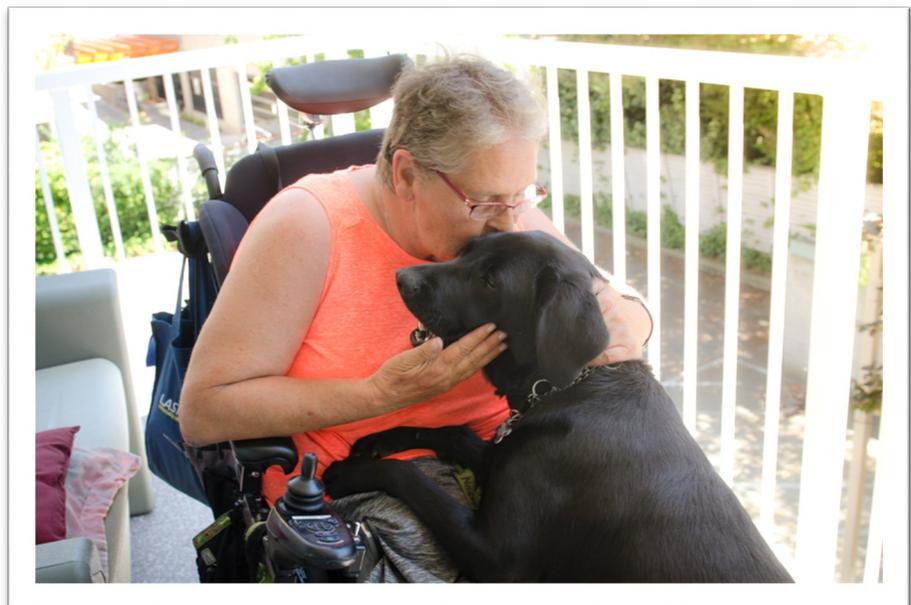
When the Individual supported departs, a Guest Activity Update is filled out and sent home with them. This form documents activities, health concerns, and time of last bath and bowel movement.

The Heathers

On May 1, 1993, the Independent Living Housing Society of Greater Victoria (ILHS) entered into a partnership with Capital Regional Housing (CRH) to provide care to seven Individuals on the third floor of this apartment building. The third floor of The Heathers consists of seven one-bedroom wheelchair accessible suites. In 2018, ILHS in partnership with Capital Regional Housing (CRH) opened another wheelchair accessible one-bedroom suite on the fourth floor. The Heathers now provides homes and support to eight individuals. There is a large wheelchair accessible elevator and remote front door access. There is one wheelchair accessible parking spot available and three visitor parking spots.

The ILHS staff office is also situated on the third floor as well as a large common room, which is used by the Individuals supported for meetings and group activities. It also provides the Individuals supported with an area for exercising, socializing with one another or visiting with guests. All common room activities are to be scheduled through ILHS staff.

The common room includes a television/video player, books, tables, chairs, a fully operational kitchen area, and a coffee pot. A free washer and dryer are provided by ILHS for the use of Individuals supported. The Heathers is located across from Tillicum Mall which has a medical clinic, postal outlet, grocery store and other amenities. Parkes Recreation Center is also close by for recreational and leisure activities, and is a recognized emergency relocation center.



The Heathers Eligibility Requirements

ILHS serves people regardless of race, colour, ancestry, place of origin, political belief, gender, religion, sex, physical and /or mental ability, with the primary consideration being the ability to meet the needs of the Individual and compatibility with the other Individuals supported within the services.

Individuals interested in this type of support must contact the Residential Access Case manager at Home and Community Care, Island Health.

ELIGIBILITY CRITERIA:

- Minimum 19 years of age
- Knowledge and understanding of their own care needs and responsibility to ensure they are met
- Self determination and ability to make decisions
- Ability to manage own finances or willing to learn
- Medically stable and not requiring constant nursing care or monitoring
- No substance abuse
- Adhere to Tenancy Agreement
- Compatible with the group of Individuals currently supported
- Mandatory telephone service in order to page for staff assistance as required
- Access to their own means of transportation such as HandyDART, taxi or other forms of transportation
- Proof of TB Testing within one year
- Must provide information regarding any Representation Agreements or Advance Directives, if in existence.



The Heathers Staff

FRONT-LINE STAFF

The Heathers employs two staff during the day and afternoon shifts, and one staff during the awake night shift. Employees support Individuals to live as independently as possible through life-skills, decision-making and goal setting. Employees encourage Individuals supported to maintain a healthy and independent life style.

Employee schedules are posted outside the office for Individuals supported to view and are updated on a bi-weekly basis.

MANAGER

The role of the Manager, along with the front-line staff, is to ensure the safety, comfort, and health needs of the Individuals supported are met. The Manager provides direction to staff in areas of, medication management, care of the Individuals supported, and correct documentation procedures. The Manager liaises with other community professionals such as doctors, community nursing, physicians, other therapists and nutritionists, as required. The Manager is responsible for the overall day -to-day operation of the apartments, and reports directly to the Executive Director of the Society.



The Heathers House

The Heathers Manager meets with all new Individuals to collaboratively create a Profile Book that provides information for ILHS staff. Profile Books contain information such as: personal care plan, medical information, medication chart, protocol and procedures, personal care/household tasks, life skills and goals.

Individuals supported have the right to view their Profile Books; however, may be requested to arrange a time in advance. Any concerns, or interpretation matters are to be brought forward to the Manager.

Individuals supported participate in all household chores as much as they are able. Due to confidentiality, Individuals supported are not to be in the staff room. Individuals supported may sign an authorization form to allow staff entry into their apartments, to complete homemaking tasks in their absence.

Group meetings with Individuals supported are held approximately three times a year or as requested by the Manager or Individuals supported. A wide variety of topics are discussed such as rights and accessibility or maintenance issues.



Safety at The Heathers

FIRE SAFETY PROTECTION SYSTEM

On both the third and fourth floors, there are two fire alarm pull stations in the hallway located next to each stairwell.

There are four fire extinguishers mounted in glass cases and are found in the hallway:

- ✓ Between apartments #305 and #306, as well as #405 and #406
- ✓ Next to apartments #301 and #401
- ✓ In the common room
- ✓ In the staff room #308 on the right hand side next to the bathroom door

Smoke detectors are located in each apartment and in the third and fourth floor hallways. Smoke detectors in an apartment will only sound in the respective area, but if the alarm sounds in the hallway or staircase it will sound the general building alarm.

There is also a heat sensor in each apartment. All heat sensors are connected to the general alarm and if the room temperature rises or falls rapidly, it will activate.

In the case of power failure, the emergency lights will come on for thirty minutes. The lights are located in the hallway and each stairwell.

EMERGENCY PROCEDURES

For safety reasons, Individuals supported are requested to make staff aware when they are out of the building or have an overnight guest.

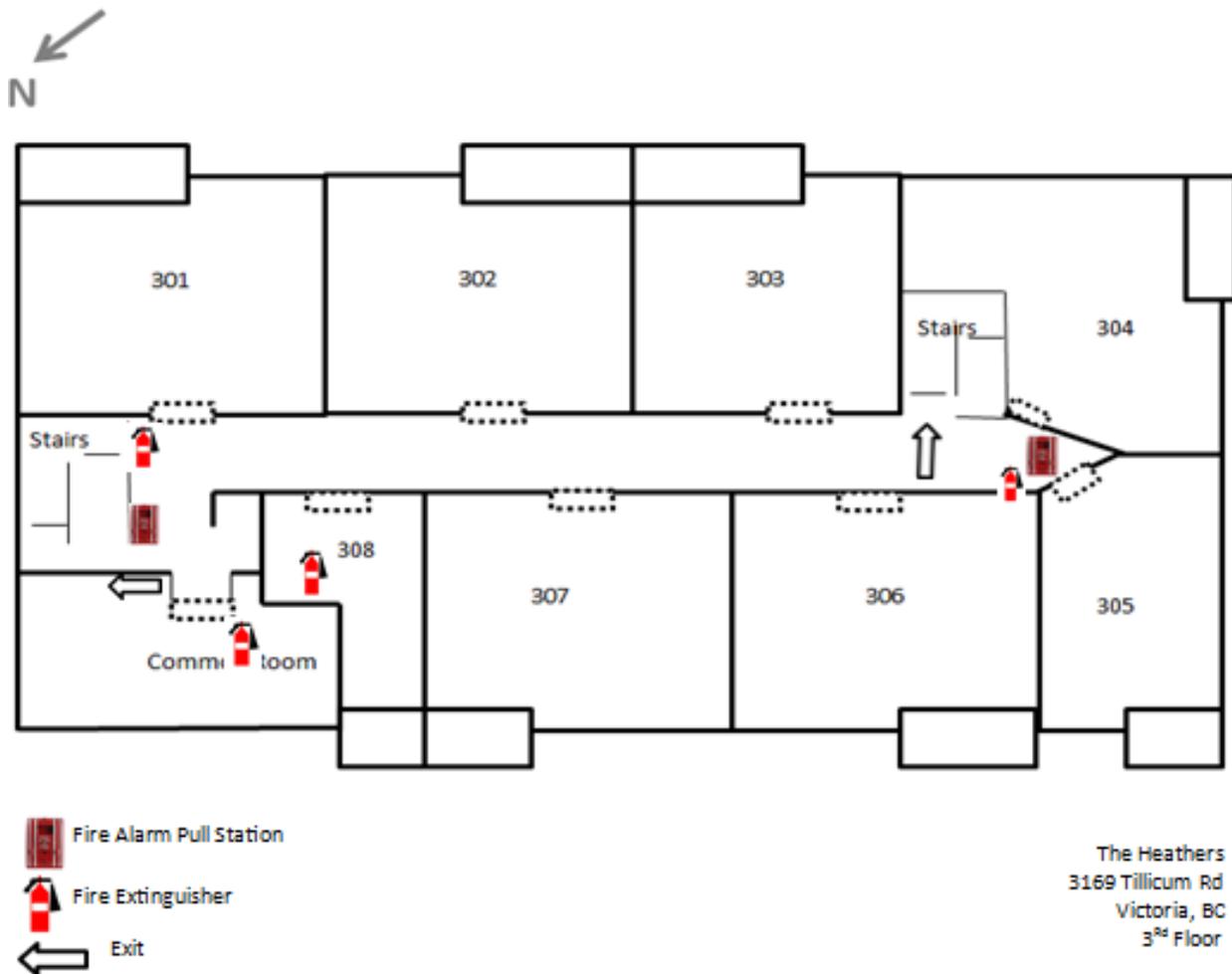
ILHS conducts emergency and evacuation reviews on an annual basis and all Individuals supported are required to attend. Capital Regional Housing (CRH) also conducts an annual fire inspection.



Contacting Your Staff

All suites are equipped with an emergency call bell system that is located in the bedroom and bathroom, and are to be used for emergencies only. Staff carry a cell phone which the Individuals supported can call for assistance through the use of their personal telephone. Individuals can access support staff by simply calling the staff cell phones. If staff does not answer, leave a message and the staff will respond with in 5 minutes. If they don't, try the other cell number.

All individuals supported must have a personal phone (landline or cell) in good working order.



Quality Care Staff

Residential Care Workers

ILHS hires high quality employees who 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 ILHS Homes. 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 work references are checked.

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

- Tuberculosis test
- Criminal Record Check
- Character Reference Check
- Valid First Aid and C.P.R. certificate
- Driver's Abstract

Employees may be hired for a specific home or as a casual employee. Each house has a Manager, and there is a Manager that is on-call twenty-four hours a day.



In 2012, ILHS expanded its array of residential options to Include Home Share.

ILHS is committed to finding the best match possible. Some Individuals supported have specific care providers in mind, while others require assistance to find a suitable match. The Individual supported is able to choose a care provider who best suits their support needs and lifestyle preferences.

What is Home Share?

Home Share is a residential option that supports adults with diverse abilities to live as fully and independently as possible in the community. It enables adults to chose an environment that caters to their specific lifestyle preferences and unique needs. Home Share is a very broad and flexible option that includes a wide variety of arrangements. An Individual supported might live with a family, roommate(s), a couple, in a suite, or in a family home.

Why Choose Home Share?

Individuals supported tend to choose Home Share because it provides an ideal balance of support and independence. It is entirely person-centered as it allows Individuals supported to select a Home Share Provider and home environment that supports their unique needs. Support is flexible and evolves according to the Individual's needs.

Who are Home Share Providers?

Home Share Providers are people who have opened their homes to an Individual and share the commitment of community living. They come from a range of ethnic and cultural backgrounds and represent a variety of family structures. All Home Share providers undergo an extensive home study process, and only those who are committed to fostering a true home environment and are focused on an



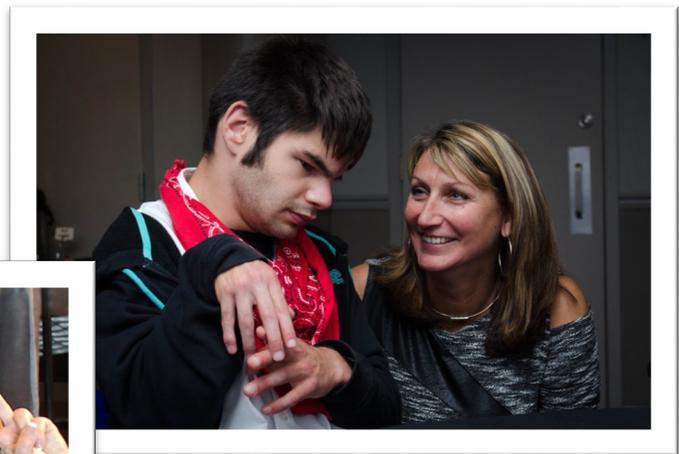
Information About You

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 Profile Book and 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 Manager, 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 also ask for your permission in writing if we plan to use your photograph or write an article about you.



Safeguards



Health Care Plans are developed for each Individual supported and every Individual participates in the development of their own Care Plans. At Hawthorne, Feltham, and the B & B (as well as Westview, if required), a Health Services Community Living (HSCL) Nurse also writes a care plan, and trains staff on any complex procedures.

At Westview, 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 Individual receiving services, with input from the Individual supported, family, and support network. This is reviewed and updated annually by the support team.

The B&B, Hawthorne, and Feltham Houses 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. Manager must also be interviewed and approved by Licensing to manage a staffed residential resource. 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. The Licensing Officer 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 the administration procedure is properly documented. The Manager and Pharmacist conduct a safety inspection of medications within each licensed House every six months.

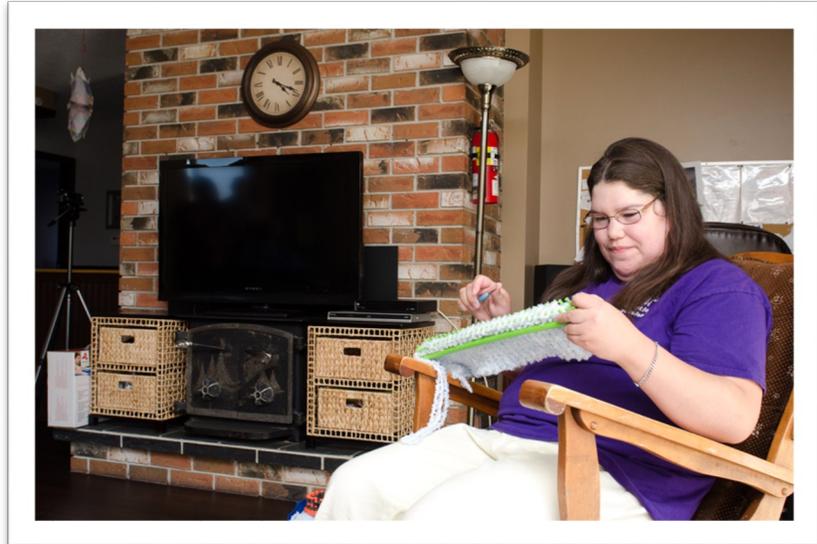
Work Safe BC requires that monthly injury statistics be reviewed by the Joint Occupational Health and Safety Committee (JOHSC). This ILHS Committee provides recommendations on increasing safety and reducing workplace injury throughout ILHS. It is important that all health and safety concerns are reported to the House Manager or member of the JOHSC. As all night staff work in isolation, there is a night shift call-in system.

Privacy

Privacy means that information about you is confidential. When you turn nineteen 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
- Making all Individuals supported complete an Authorization for a Release of Information form annually

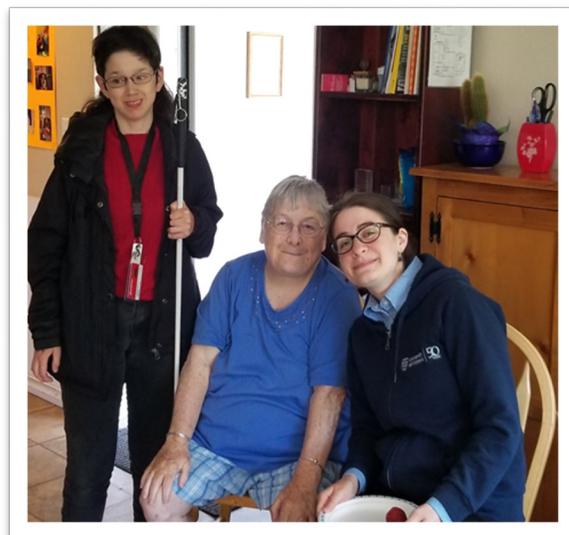
Ethical Code of Conduct

It is important that Independent Living Housing Society (ILHS) employees and contractors conduct themselves in a way that the Individuals supported, our Society membership, stakeholders and the general public feel confident in our work. ILHS' employees and contractors are expected to act professional and polite at all times.

No person should ever experience discrimination on the basis of disability, race, colour, ancestry, place of origin, religion, family status, marital status, sex, age, sexual orientation, political belief or conviction of a criminal or summary conviction offence unrelated to their employment. Services and supports will center on the Individual's needs and include social, physical, spiritual and psychological aspects of each Individual supported.

Employees and contractors must not behave in a manner that contravenes ILHS' Ethical Code of Conduct. ILHS provides guidance regarding the proper use of social media, marketing, business and contractual relationships, service delivery, fundraising, use of personal property, setting boundaries, human resources and issues related to waste, fraud, abuse and other wrong doings.

If you would like more information, please ask for a copy of ILHS' Ethical Code of Conduct.



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
- Informing us if you are going to be away from the house 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:

- Medications you take, and any changes
- Medical health concerns that you have
- Safety concerns
- 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 an Individual supported at 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 if appropriate
- Follow the instructions of ILHS employees and other emergency response personnel
- Let staff know if you or anyone else is having trouble



Conflict and Concern 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 homes, and you cannot resolve the situation on your own, you may go through the conflict resolution process.

Talk to your Manager 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 Manager and/or the Executive Director. It is important that everything that was said at this meeting be written down. We can provide you with a copy of what is written down.
- The Executive Director will look into your concern.
- The Executive Director will share with you what they find out within ten days of the meeting and 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 President of the ILHS Board of Directors.
- The Board President will talk to everyone involved. The Board President will also 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 Case Manager.
- Your Facilitator or Case Manager, 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. Leanne Dospital is B.C.'s Advocate for Service Quality. Leanne reports directly to the Minister of Social Development and Poverty Reduction.

The Office of the Advocate for Service Quality (OASQ) may act as a neutral third party with you, your family and service providers and help solve problems and find solutions to concerns and complaints.

The OASQ is the who ensures that people in BC with developmental disabilities receiving service are adequately protected. influence.

You may contact the Advocate for Service Quality in at:

Mailing Address: 18th Floor, 1050 West Pender Street
Vancouver, BC V6E 3S7
Phone: 604-775-1238 (Vancouver)
250-387-6121 (Victoria—through Service BC)
Email: ASQ@gov.bc.ca
Website: <http://tiny.cc/OASQ>

Independent Living Housing Society must abide by the Community Care and Assisted Living Act. You may contact Licensing at:

Mailing Address: 201 - 771 Vernon Avenue
Victoria, BC V8X 5A7
Phone: 250-519-3401
Fax: 250-519-3402
Website: <https://bit.ly/3ofDGIZ>

If your concern took place while in a Vancouver Island hospital, you can forward your concerns to the Patient Care Quality Office for Island Health. You may contact the PCQO at:

Mailing Address: Royal Jubilee Hospital
Memorial Pavilion
Watson Wing, Room #315
1952 Bay Street
Victoria, BC V8R 1J8
Phone: 250-370-8323
Fax: 250-370-8137
Email: patientcarequalityoffice@viha.ca
Website: <https://www.islandhealth.ca/compliments-complaints>

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 and healthy. We ask questions about:

- Medications you take
- Health concerns you have
- Safety concerns you have
- Personal care supports you require
- 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.

First Aid

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

Emergencies

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 are required to do regular written emergency and evacuation drills as well as attend annual emergency review and training sessions to ensure their skills remain fresh.



Medical Emergencies

If you have a medical emergency:

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

Universal Precautions

ILHS staff are trained in universal precautions, also known as routine practices. 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 and other protective clothing or gear, such as masks and goggles
- 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.

There is an emergency response plan for disease outbreak, epidemics, and pandemics; annual training and education for staff; as well as an outbreak kit in each home with extra protective supplies for use if necessary.

Vehicle Safety

Sometimes you may 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 and everyone must wear a seat belt in our vans. We inspect our vans regularly to make sure they are safe to drive.

How to Obtain Services at Westview, Hawthorne, Feltham and the B&B

All Individuals supported at Westview, Hawthorne, Feltham and the B & B are referred by Community Living British Columbia and meet their criteria for service. In addition, because Westview, Hawthorne, Feltham, and the B&B are wheelchair accessible, preference is given to Individuals with significant mobility issues.

Services presently provided by ILHS are designed for adults, age nineteen years and older. The primary consideration is the ability to meet the needs of the Individual requiring support.

All Individuals supported by ILHS must provide documentation of TB testing before being accepted for service.

How to Obtain Services at Obed, Falmouth and The Heathers

All Individuals supported at Obed, Falmouth and The Heathers are referred by Island Health. However, some Individuals needing support self refer. To be considered as a prospective Individual supported, you must have a physical and/or cognitive disability, be medically stable, and not require in-house nursing care.

In addition to the above, prospective Individuals supported must be in need of a rent supplement, and meet criteria for a BC Housing rent subsidy.

Other criteria that must be include:

- Ability to manage own medications
- Ability to direct all personal care and household duties
- Ability to manage own finances
- Agreement to conduct self in accordance with the ILHS Tenancy Agreement
- Provision of TB Test document

COMMUNITY LIVING BRITISH COLUMBIA (CLBC)

Individuals supported who live at Hawthorne, Feltham, or the B&B or who are a guest at the B&B are eligible for CLBC-funded residential services.

Community Living British Columbia is crown corporation and is also referred to as CLBC.

Individuals supported have access to a Facilitator who will advocate on their behalf.

You may contact a Facilitator at the CLBC office, located in Eagle Creek Village:

29 Helmcken Rd.
Victoria, BC V8Z 5G7

Ph: 250-952-4203
www.communitylivingbc.ca

ISLAND HEALTH

Individuals supported who live at Falmouth, The Heathers, and Obed are funded by Island Health and have been assessed for Long-Term Care (LTC) and have a LTC worker.

You may contact your Long-Term Care Worker:

1947 Cook St.
Victoria, BC V8T 3P1

Phone: 250-388-2300

Action Committee of People with Disabilities

948 View St.
Victoria, BC V8V 3L5
Ph: 250-383-4105
<https://actioncommittee.ca/>

BC MSDPR BC Bus Pass Program

908 Pandora Ave.
Victoria, BC V8V 3P3

Ph: 1-866-866-0800

Persons with Disability Benefits (PWD)

403 - 771 Vernon Ave.
Victoria, BC V8X 5A7

Ph: 1-866-866-0800
<http://tiny.cc/MSDPR>

Victoria Disability Resource Centre

817 A Fort St.
Victoria, BC V8W 1H6

Ph: 250-595-0044
Fax: 250-595-1512
www.drcvictoria.com

Advocate for Service Quality

999 West Broadway
Suite #820
Vancouver, BC V8Z 1K5

Ph: 250-387-6121
Fax: 1-604-660-1505
<http://tiny.cc/OASQ>

Getting in Touch With Us

MANAGER OFFICE PHONE NUMBERS

EASTER ROAD (B&B):	250-475-2182
FALMOUTH:	788-433-9339
FELTHAM:	250-477-6648
HAWTHORNE:	250-721-4065
THE HEATHERS:	250-383-9940
OBED:	250-383-2659
WESTVIEW:	778-265-6053

To Contact our Administration Office:

Independent Living Housing Society of Greater Victoria

#1-3891 Douglas Street
Victoria, BC V8X 5L3

Phone: 250-383-2524
Fax: 250-383-9431

Email: info@ilhs.ca
Website: www.ilhs.ca



good living starts with home