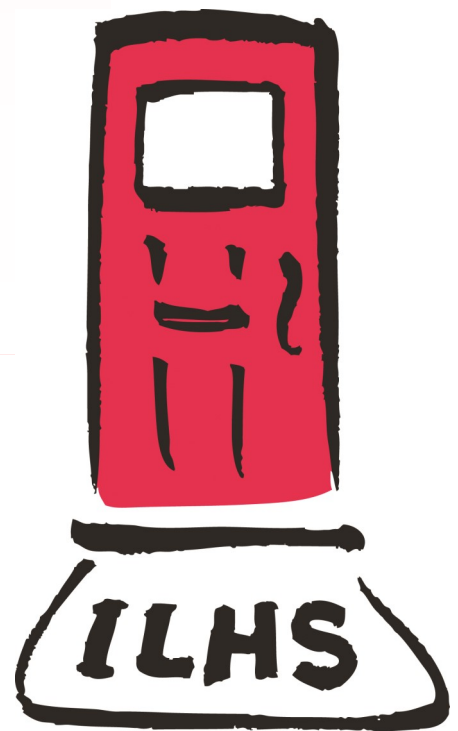


Independent Living  
Housing Society of  
Greater Victoria  
**A Handbook  
For Individuals  
Supported**



good living starts with home

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**January 2024**

## **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 of Greater Victoria (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:

723 A Vanalman Avenue  
Victoria, BC  
V8Z 3B6

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

Website: [www.ilhs.ca](http://www.ilhs.ca)

# Our History

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 they were compatible and could live together. They were also willing to take responsibility for hiring and managing 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 tenants 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 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, and 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.

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 that was 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 1990's, the Independent Living Housing Society opened three other homes: a home located in the Gordon Head area, a home 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. In 2020, ILHS began supporting five individuals in barrier free units in the newly constructed Westview apartments near Uptown. 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 they are able, manage housing finances, participate in decision-making, and direct activities of daily living.

## **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.

## **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 the Manager of your home should you ever have a problem with your income or managing your budget.

# Our Homes

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

## **Falmouth House**

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

## **Obed House**

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

## **The Heathers Apartments**

ILHS, in partnership with Capital Regional Housing, provides care to seven Individuals on one floor of an apartment complex. The Heathers Apartments has seven one-bedroom apartments, an office, and a common room. Staffing support at The Heathers Apartments includes one or two Residential Care Workers on duty during the day and afternoon, and one awake night staff.

## **Westview Apartments**

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 Apartments includes one RCW on duty including an awake night staff.



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

### **Feltham House**

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

### **Easter House (The B & B)**

April 01, 1993, saw the opening of the Bed & Breakfast House (also known as the B&B or Easter House) providing respite care to Individuals living with family or in home share in the community. In 1996, the house underwent extensive renovations in order to expand services to seven days per week. The B&B currently employs two Residential Care Workers during the day and afternoon shifts, and one RCW during an awake night shift, supporting 2 Individuals and 2 respite Guests attending on a rotating basis.

### **Hawthorne House**

On July 15, 1993, 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. Hawthorne House employs two Residential Care Workers during the day and afternoon shifts, and one RCW 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 home. The "B&B", as it's commonly known, is a unique house as it provides 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 home 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, 1987, the Bed and Breakfast was opened 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."***





**Manager:** The B&B Manager is licensed by the Vancouver Island Health Authority Community Care Facilities Licensing Program. In conjunction with the front-line Employees (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 Employees in areas of equipment use, medication administration, and correct documentation procedures. The B&B Manager also liaises with other community professionals such as doctors, community nursing, physiotherapists, pharmacists, dietitians, CLBC staff, and of course the parents or 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 Employees:** The front line 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 ensuring 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. RCWs also foster individuality, independence, familial and other social relationships for Guests, while 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, RCWs, and the Bed and Breakfast property, to be open to new experiences, and to work with the Residential Care Workers 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 Employees 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 or caregivers ensure that the Bed and Breakfast has current emergency contact numbers and addresses. Family or 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 Questions and Answers**

## ***Where do I apply to use this service?***

Community Living British Columbia (CLBC) funds the Bed and Breakfast, and all referrals go through them. To attend the Bed and Breakfast, the Guest 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 Guest must be able to get along with other individuals in a community environment. You may not be accepted if the Guest does not meet criteria, or if we cannot safely meet the Guest'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 accommodated depending on the needs of the Guest and emergency respite is subject to availability.

## ***How do I arrange bookings at the Bed and Breakfast?***

Once you have received approval from a CLBC facilitator for the Guest to stay at the Bed and Breakfast, 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 are Friday before 10:00 am. For the purpose of scheduling, statutory holidays that are recognized on a Friday or Monday are considered part of the weekend. These times are guidelines only, and we are happy to try 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?***

Guests should bring any items they 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 a Guest arrives and is verified upon departure, however all items should be clearly labeled with the Guest'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 Guest wants to bring money, please limit the amount to \$10 or less.

### ***How do the Employees try to create a holiday atmosphere to suit all Individuals supported and Guests at the B & B?***

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

## Questions and Answers Continued

### ***What can Guests 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! Guests are always welcome and encouraged to participate in local community events such as One Day 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 enjoyed as often as possible 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 partakes in a day program with a private contract. Are Guests supported at the Bed and Breakfast still eligible to attend day programs?***

Definitely! Guests can attend their own program(s) without having our RCWs present. Prior to the Guest's visit, we ask that you make us aware of any commitment(s), date and time, location, transportation plans, and whether the Guest will require a packed lunch.

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

### ***Where do I go if I have a concern?***

First, take any concerns and/or requests to the Easter House 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 calling 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  
723 A Vanalman Avenue  
Victoria, BC V8Z 3B6  
or  
board@ilhs.ca

***How do the B&B Employees ensure parents/caregivers feel comfortable leaving their Guest 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/Guest supported for the first time.

All ILHS Employees 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 completed for each Guest prior to their first stay. Training is usually done in-house at the Bed and Breakfast, and may involve video recording care procedures, for future reference.

Both the Manager and RCW monitor any special needs or health concerns of the Guest on an ongoing basis.

The Bed and Breakfast uses bedrails and wheelchair lap belts when required for safety.

***Can I have gender-specific care for my family member/Guest supported?***

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

***Will the Residential Care Workers at the B&B be able to accommodate?***

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

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

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

# **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 Employees are trained in CPR and First Aid, and receive orientation during their first shift on the evacuation plan and procedures, as well as annual training.

## **EMERGENCIES**

ILHS Employees are well trained in handling a wide variety of emergency situations. If an emergency occurs at the Bed and Breakfast, Residential Care Workers have back-up support in place twenty-four hours a day. The Manager is able to assist with any issues that RCWs 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 tanks in-place.

## **STAFFING**

The ratio of Individuals supported to RCWs at the Bed and Breakfast is maintained at no more than 3:1 during the day and afternoon shifts; most of the time, the ratio is 2:1. Sometimes the ratio is altered to 1:1 to assist with a special activity. One (1) RCW 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 take place, RCWs do not venture outside of the city limits without prior approval from the Manager and Executive Director. A Trip Plan is created for all adventures out of the Capital Region which includes considerations around transportation, personal care needs, medications, accessibility, and contingency plans in case of emergencies.

## **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. Residential Care Workers may also do hourly checks if needed as per Individual needs, 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, CARF Accreditation and Community Living BC, as well as the policies outlined by ILHS. The Bed and Breakfast safety measures are also maintained when RCWs take Individuals supported on outings into the community. All ILHS Employees are dedicated to ensuring the highest possible level of safety for all Individuals supported and Guests 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 and Guests are 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 Guest 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 Guest's file at the Bed and Breakfast and provides a starting point for Residential Care Worker training. The parents/caregivers usually come to the Bed and Breakfast and demonstrate the care procedures, which may be recorded and will be documented in the Guest's care plan. A Profile Binder will be created for each Guest, and will include all relevant care plans, contact information, care checklists, and Progress Notes.

When the Guest first arrives at the B&B there is usually a verbal exchange of current information. When the Guest 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, 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 Guest 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 Apartments

On May 1, 1993, the Independent Living Housing Society of Greater Victoria (ILHS) entered into a partnership with Capital Regional Housing Corporation (CRHC) 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. There is a large wheelchair accessible elevator and remote front door access. There is one wheelchair accessible and three visitor parking spots available.

The ILHS Employee 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 Apartments are located across from Tillicum Mall which has a medical clinic, postal outlet, grocery store and other amenities. Pearkes Recreation Center is also close by for recreational and leisure activities, and is a recognized emergency relocation center.





## The Heathers Apartments Eligibility Requirements

ILHS supports 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/illegal drug use or possession.
- Adherence to Tenant Agreement.
- Compatible with the group of Individuals currently supported.
- Mandatory telephone service in order to call for Residential Care Worker assistance as required.
- Access to their own means of transportation such as HandyDART, taxi or other forms of transportation.
- Proof of TB Testing within the last year.
- Must provide information regarding any Representation Agreements or Advance Directives, if in existence.



# The Heathers Apartments

## RESIDENTIAL CARE WORKERS

The Heathers Apartments employ two Residential Care Workers during the day and afternoon shifts, and one RCW 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.

## MANAGER

The role of the Manager, along with the RCWs, is to ensure the safety, comfort, and health needs of the Individuals supported are met. The Manager provides direction to Residential Care Workers 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, and 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 Apartments

The Heathers Manager meets with all new Individuals to collaboratively create a Profile Binder that provides information for ILHS Employees. Profile Binders 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 Binders; however, will 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 ILHS office. Individuals supported may sign an authorization form to allow Residential Care Workers 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 Apartments

## 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
- 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 Residential Care Workers aware when they are out of the building or have an overnight guest.

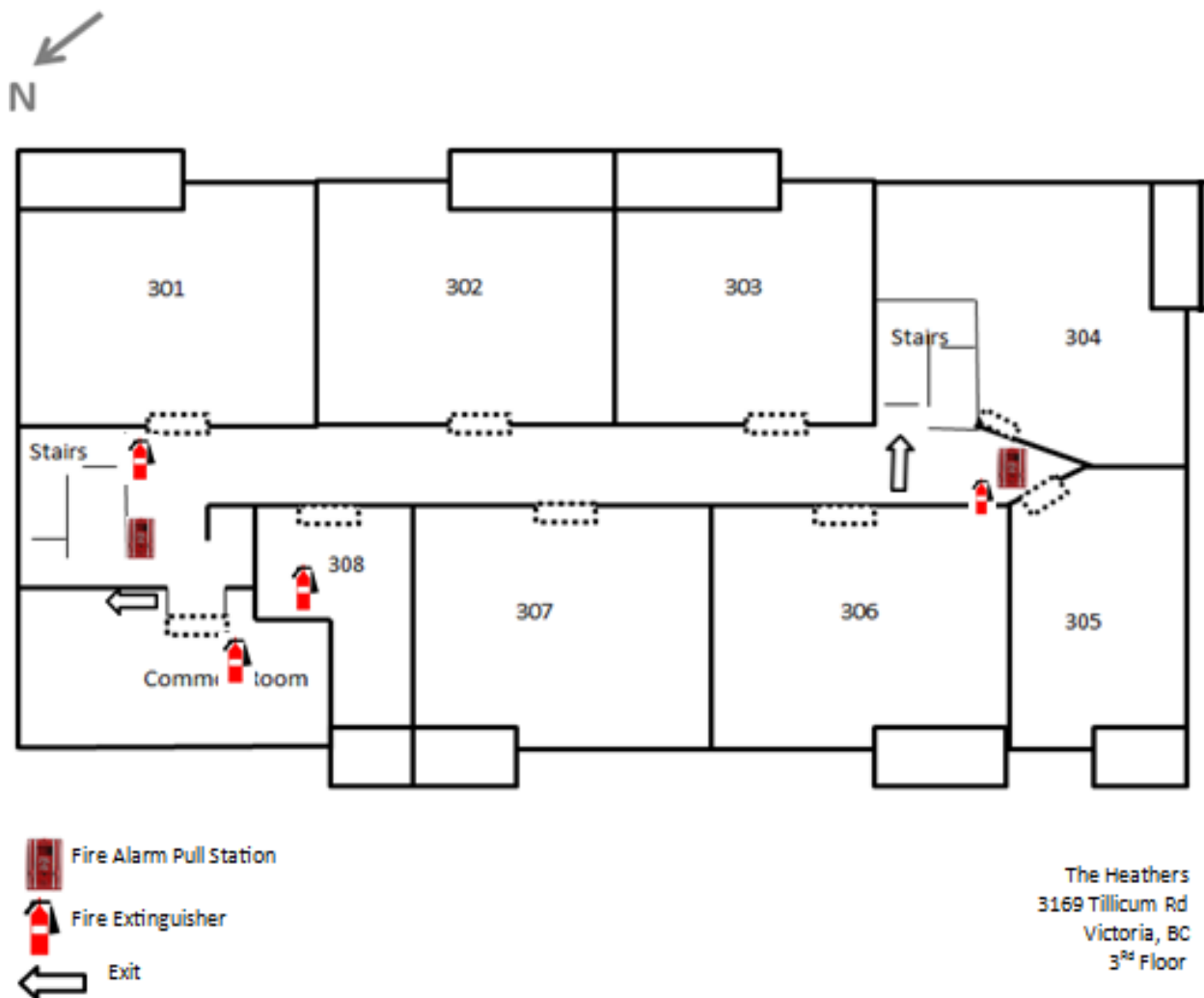
ILHS conducts emergency and evacuation reviews on an annual basis and all Individuals supported are required to attend. The Capital Regional Housing Corporation (CRHC) also conducts an annual fire inspection.



## Contacting the Residential Care Workers

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. There are two cell phones which the Residential Care Workers always carry with them on shift and Individuals can access care and support by simply calling the cell phones. If a RCW does not answer, leave a message and the RCW will respond within 5 minutes. If they don't, they may be assisting another Individuals; try the other cell number.

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



## 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 (TB) test
- Criminal Record Check
- Character Reference Check
- Valid First Aid and C.P.R. certificate
- Driver's Abstract
- Proof of COVID-19 vaccination

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, seven days a week.



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

ILHS is committed to finding the best match possible when arranging a Home Share. 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 choose 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 inclusive community for everyone will be considered.



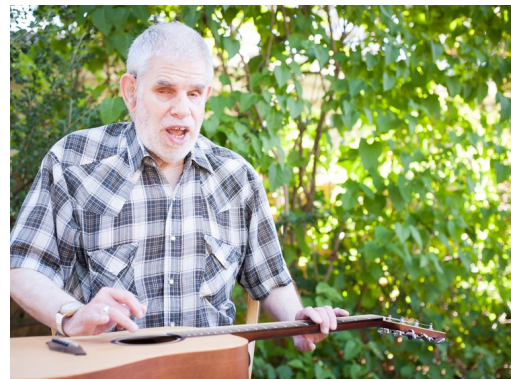
## Information About You

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

We keep the information about you in your Profile Binder 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 any time. Ask your Manager, and they will go through your Profile Binder or file with you.

The people who support you need to look at your Profile Binder 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 as needed for Individuals supported and every Individual participates in the development of their own Personal Care Plan. At Hawthorne House, Feltham House, and the B & B (as well as Westview Apartments, if required), a Home and Community Care (HCC) Nurse also writes a care plan, and trains Employees on any complex procedures.

At Westview Apartments, Hawthorne House, Feltham House, 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 Residential 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 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 packaged and the administration procedure properly documented. The Manager and Pharmacist conduct a safety inspection of medications within each licensed House annually. Employees are also trained on how to administer Naloxone kits and kits are available at all ILHS locations.

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

### We Respect Privacy at ILHS by:

- Making Employees 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 respectful 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, gender identity, age, sexual orientation, political belief, conviction 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 as desired.
- 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
- When you are 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 Residential Care Workers know if you or anyone else is having trouble



# Complaint Resolution

ILHS recognizes that sometimes people 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 complaint 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 a Complaint?

You can also choose to take your complaint to the Advocate for Service Quality.

This 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 and complaints.

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

You may contact the Advocate for Service Quality 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:** <https://www2.gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities>

The 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://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/02075\\_01](https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/02075_01)

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 Binder. 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 and directions from your Residential Care Workers
- Meet everyone in the designated assembly area

Employees are required to do regular written emergency and evacuation drills as well as attend annual emergency education and competency-based training to ensure their skills remain current.



## Medical Emergencies

If you have a medical emergency:

- The first Employee on the scene will provide first aid
- We will assist you to go to a medical clinic, if necessary
- We will call 911, if necessary
- Your family or emergency contact, Manager, and Executive Director will be informed

## Universal Precautions

ILHS Employees 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, Employees stay safe and so do you. To prevent Residential Care Workers 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 and sanitizing 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. All Employees participate in annual training and education. There is an outbreak kit in each home with extra protective supplies for use if necessary.

## Vehicle Safety

Sometimes you may be transported by ILHS Employees in a van owned by ILHS. Many ILHS Employees have a valid Class 4 Driver's license, which means they are licensed to professionally transport 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 Apartments, Hawthorne House, Feltham House and the B&B**

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

Services presently provided by ILHS are designed for adults, aged 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 House, Falmouth House and The Heathers Apartments**

All Individuals supported at Obed House, Falmouth House and The Heathers Apartments are referred by Island Health. However, some Individuals needing support self refer. To be considered as a prospective Individual supported, you must live with 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 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)**

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 Road  
Victoria, BC V8Z 5G7

Ph: 250-952-4203  
[www.communitylivingbc.ca](http://www.communitylivingbc.ca)

## **ISLAND HEALTH**

You may contact your Long-Term Care Worker:

1947 Cook Street  
Victoria, BC V8T 3P1

Phone: 250-388-2300

## **Action Committee of People with Disabilities**

948 View Street  
Victoria, BC V8V 3L5

Phone: 250-383-4105  
<https://actioncommittee.ca/>

## **BC MSDPR BC Bus Pass Program**

908 Pandora Avenue  
Victoria, BC V8V 3P3

Ph: 1-866-866-0800

## **Persons with Disability Benefits (PWD)**

403-771 Vernon Avenue  
Victoria, BC V8X 5A7

Ph: 1-866-866-0800  
<https://www.bcdisability.com/pwd-benefits>

## **Victoria Disability Resource Centre**

817 A Fort Street  
Victoria, BC V8W 1H6

Ph: 250-595-0044  
Fax: 250-595-1512

[www.drcvictoria.com](http://www.drcvictoria.com)

## **Advocate for Service Quality**

1050 West Pender Street  
18th Floor  
Vancouver, BC V6E 3S7

Ph: 250-387-6721  
Email: [ASQ@gov.bc.ca](mailto:ASQ@gov.bc.ca)

<https://www2.gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities/supports-services/advocate-for-service-quality>

## **Getting In Touch With Us**

### **MANAGER CONTACT NUMBERS**

EASTER HOUSE (B&B):	778-433-9339
FALMOUTH HOUSE:	788-678-5521
FELTHAM HOUSE:	250-477-6648
HAWTHORNE HOUSE:	250-721-4065
THE HEATHERS APARTMENTS:	250-383-2659
OBED HOUSE:	250-383-2659
WESTVIEW APARTMENTS:	250-475-2182
HOME SHARE:	250-818-4035

### **To Contact our Administration Office:**

Independent Living Housing Society of Greater Victoria

723 A Vanalman Avenue  
Victoria, BC  
V8Z 3B6

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

Email: [info@ilhs.ca](mailto:info@ilhs.ca)  
Website: [www.ilhs.ca](http://www.ilhs.ca)