



Community Living  
VICTORIA

Hope. Help. Home.

# Child, Youth & Family Handbook

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Community Living Victoria

3861 Cedar Hill X Road  
Victoria, BC V8P 2M7

Tel: (250) 477-7231  
Fax: (250) 477-6944

[www.communitylivingvictoria.ca](http://www.communitylivingvictoria.ca)

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This handbook was created to help you understand what we do and to give you information that will help you make safe and informed choices. It is yours to read, to fill with doodles, to colour, and to make your own.



We believe everyone deserves to receive information that is clear and easy to understand.

It is important for you and your support network (family and friends) to know how we will support you and how you can get the help you need while receiving services from us.

If you have questions about this book or want to review it together, your staff or the program coordinator are happy to help. Feel free to do this as often as you'd like and share any ideas on how we can improve it.

Community Living Victoria has a set of written policies and procedures that explain how we support you and our staff to ensure safety and respect your rights. You and your family members or guardians can view these at any time. Just ask your program coordinator.

## **THIS BOOK BELONGS TO:**

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If you or your family would like more information about our philosophy, adult services, and available resources, we can provide you with our *Individual and Family Handbook*.

## **CHAPTER ONE**

### **Who are we?**

In 1955, a group of dedicated parents launched an educational and social program for their children with developmental disabilities. More than 60 years later, Community Living Victoria is a vibrant not for profit organization that provides services to people of all ages with intellectual disabilities.

Our work is guided by our values, experience and long history, and draws from strong roots in the Victoria community. We recognize how important it is for everyone to have a full range of life choices, including access to education, affordable and appropriate housing, leisure options, gainful employment and participation in community.

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

### **Our Mission**

Community Living Victoria supports people with intellectual disabilities together with their families, support networks and the community, by promoting full citizenship.

### **Our Values**

Our work is guided by our values, experience and history and draws from strong roots in the community. Community Living Victoria (CLV) recognizes the rights of everyone to have a full range of life choices, including access to education, affordable and appropriate housing, leisure options, gainful employment and participation in the community. A healthy community encourages the involvement of everyone.

## Community Living Victoria Programs and Services

At Community Living Victoria, we believe everyone should have the chance to be part of their community, to contribute, and feel appreciated.

Our activities fall into four main areas:

### Community Services

- *Community Awareness and Education:* Public speaking, media relations, seminars, and workshops to raise awareness.
- *Employment Services:* Assisting individuals to find and maintain rewarding jobs with committed employers.
- *Family Support:* Providing support, networking, referrals, advocacy, resources, workshops, and parent support groups based on family and individual needs
- *Host Agency:* Helping individuals and families with "individualized funding" to put the support they want into place, arranged at times the individual requires them.
- *Parent Support Program:* In-home assistance for parents with intellectual disabilities, supporting them to raise their children and network with community programs.
- *Supported Apartment Living Program:* Assistance for individuals living in their own apartments
- *Supported Independent Living:* Regular visits to help people manage their homes, health, social, and working lives.

### Community Inclusion

Community Living Victoria has programs for community inclusion with options like:

- *Volunteering:* They support people to volunteer in the community.
- *Work Skills:* They teach job skills to help people work.
- *Fun and Games:* They organize activities for fun and relaxation.
- *Retirement:* They help retired people stay active and involved.

### Community Housing

- *Community Homes:* 17 homes with 24-hour support to help people live on their own. Each home is unique, just like the people living there.
- *Home Sharing:* They match people with supportive housing that fits their needs and lifestyle, with 24-hour support.

### Youth Programs

- *Employment Services:* Employment services offers workshops and summer work experience programs for teens 15-19 years through the IMPACT project. Employment support is also provided for post-secondary job readiness training, job search assistance, and ongoing employment shadowing through partnerships with Community Living British Columbia (CLBC).
- *Teen Community Connections (TCC):* TCC is a program for teens aged 13-18. It offers after-school activities and camps during school breaks. Most after-school activities are in Greater

Victoria schools because of when school ends. Teens can take part in outdoor adventures, sports, community tours, art, music, dance, getting to know one another and relaxing. Programming is designed to create active community engagement in the Victoria area using local partnerships, educational programs, therapeutic recreation, and opportunities to volunteer with or contribute to community projects.

### **Admission Criteria**

Referrals to TCC can come from educational teams, family support advocates, social workers, or from the families themselves.

To participate in TCC, the following criteria must be met:

- The teen must be eligible for Children and Youth with Special Needs (CYSN) or Supported Child Development (SCD) services,
- There is current space available in the TCC program and transportation can be accommodated from their school
- Suitability to existing program participants, which is determined during the referral and intake process, and orientation to program, and
- Level of support required for the teen can be met within existing staffing levels

### **Wait times**

We are committed to communicating with you as clearly as possible throughout the admission process. TCC is a small program and there is often a waitlist for registration. The time you will be on the waitlist depends on current spaces available, staffing levels, and teen transitions out of the program.

### **Program Cost**

The TCC program is operated in partnership with Supported Child Development at Island Health. They provide funding support for staffing and administration, so that families only pay a small daily recreation fee.

### **Staff And Contractors**

Over 330 staff and contractors work at Community Living Victoria. This includes directors and managers, supervisors and coordinators, administrators, community support staff, and nurses. In Youth Services, we have three people who oversee our programs: a director, a coordinator, and a programmer. For TCC, there are usually 8-10 staff members who work in the afterschool or camp programs.

In Teen Community Connections, there is one program staff for every three participants.

The people that work with you have:

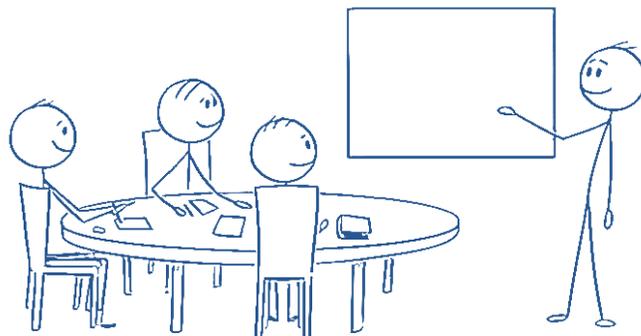
- Experience working with children, youth and adults who have intellectual disabilities
- Training that assists them to work with children, youth and adults who have intellectual disabilities, and

- Values that promote inclusion and community participation.

Support persons have expertise in a variety of areas, including:

- Skill-Building
- Supporting Individuals through Valued Attachments (SIVA)
- Non-Violent Crisis Intervention – so that they know how to respond if someone is in a crisis
- Positive Behavioural Supports
- Conflict Resolution
- Transition Planning

It is important to us that you feel comfortable with the people who support you. They are responsible for helping you stay safe and have fun, and for keeping your records up to date. If you don't feel comfortable, then you or your family can speak to the coordinator. The coordinator will see if there is anything that can be done to make things better for you.



### **Code of Conduct and Ethics**

At Community Living Victoria, our employees must follow high standards of conduct, which means they need to behave in a trustworthy and responsible way. This ensures trust and confidence from those we support, our members, and the public. We have a detailed policy (Policy 3.13: Standards of Employee Conduct and Ethics) that guides us to be professional, respectful, and compassionate in all interactions. Discrimination of any kind is not allowed. Our services focus on individual needs, covering social, physical, spiritual, and psychological aspects. Employees get guidance on proper behavior in areas such as social media use, marketing, business practices, service delivery, and ethical issues like fraud and abuse.

If employees have a problem, they are encouraged to report it to their supervisor without fear of negative consequences. For more information, you can request a copy of our policy.

## CHAPTER TWO

### Your Rights & Responsibilities

Everyone has rights and responsibilities.

Rights belong to every person and cannot be taken away from you for a  
Responsibilities are things *you* have to do.

There are many laws that protect the rights of children, and the rights of  
disabilities. You have rights:

- As a person living in one of the United Nations
- As a Canadian and as a BC resident
- As a child or youth
- As a person with disabilities, and
- As a person participating in our programs and services



To help you to know about your rights and to help you understand them we have included  
some of them in this handbook. In this booklet we talk about your rights as a child or youth  
with disabilities as well as your rights as a person receiving services with us.

Here are some examples of the rights you have as a child or youth with a disability:

- You have the right to have important information explained to you in a way you understand
- You have the right to make your own choices
- You have the right to have your own beliefs
- You have the right to be heard
- You have the right to say no
- You have the right to play
- You have the right to rest
- You have the right to be safe
- You have the right to privacy
- You have the right to choose your friends
- You have a right to equal opportunities and access to places
- You have the right to play an active and meaningful role in the community

For more information on your rights as a person living in BC, Canada, and one of the United  
Nations, see our *Individual and Family Handbook*.

## Your Rights As A Person Receiving Services

At Community Living Victoria, we believe that everyone has the right to be included, and that it is important to show respect to everyone. We celebrate and accept the differences that make everyone unique. No one is allowed to hurt or make fun of anyone for who they are.

When you join one of our programs, you can expect to learn new skills, try new activities and explore your community. You can also expect CLV to protect your rights, like your right to say “No” to an activity if it makes you feel uncomfortable, unsafe, or if you are not interested in participating at that time.

We have written policies that explain your rights to the staff and contractors who support you. If you ever need to report that you feel someone has violated your rights, it will not be used against you.

The following list of principles guides Community Living Victoria in how we provide services to you:

- *Respect*  
This principle says that your rights and dignity must be respected. Anyone who provides you with services is required to support your unique strengths and qualities.
- *Self Determination*  
You have the right to self-determination. This means that you have the freedom to make your own decisions in life. We provide you with opportunities to act on your own behalf and wherever possible to participate in the decisions that affect you.  
  
We will give you and your family as much information as you need to make an ‘informed choice.’ For example, if you think you might like to participate in one of our programs, we will give you some information about that program’s staff, activities and the goals you could expect to achieve. If you participate in Teen Community Connections, for example, you have the responsibility to “Be safe, be friendly, and have fun.” It is part of being in a group and respecting each other and following rules for safety.  
  
Knowing your rights and responsibilities helps you make an informed choice about whether that program is right for you.
- *Maximizing Independence, Growth and Choices*  
You will be provided with opportunities to become as independent as you can. It encourages us to provide you with as much freedom as possible and at the same time to ensure that you feel safe and secure.
- *Community Inclusion*  
This principle guides us to support your inclusion into the day-to-day life of your community. We explore a variety of places in the community, learning, playing, and interacting with the opportunities available for you.
- *Community Partnerships*

This principle encourages us to help you get together with other services in the community so that you receive the best support. We will find opportunities for you to create meaningful connections and contribute to the work of community partners.

- ***Managing Risks Together***

Sometimes you might make a choice that presents a possible risk to your health or your safety. If so, we will support you to look at that risk. We will ask other people who know you well to also look at the risk, like a family member. Then you will have to make a decision about what to do. You may decide that it is too risky. If you do decide to take the risk, it is important to talk about who is going to do what so that everyone knows what they are responsible for. Sometimes when you participate in an activity that involves some risk, we ask your family member/guardian to sign a waiver, which is a form that indicates that your family member/guardian is aware of the potential dangers of participation. Some of our community partners require a waiver for activities such as rock climbing, kayaking, and other fun activities that they do jointly with us. If you do not have a signed waiver, you will not be allowed to participate in these types of activities. Instead you will be doing something else with your support staff during this time.

## **Your Right To Privacy**

When you are under 19, your parents/guardians have the right to know certain information about you. Generally, we share information with family members regarding your health and wellbeing, any unsafe or unusual behavior, and unexpected absences from program.

At Community Living Victoria, we respect your privacy by:

- Making sure your staff know about 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 locked place
- Respecting your right to privacy when we help you with personal care, and
- Supporting you to respect the privacy of others.

There may be unusual circumstances where a person has not given permission for CLV to share private information with someone such as a family member or a community professional, but it becomes very important to the person's health and safety for that information to be shared. If an incident is a Critical Incident (policy 5.08), and it would be harmful for us not to share that information with someone, we might do so with the consent of a Program Manager.

There are some things that cannot be kept confidential, even if you are an adult. For example, if you say someone is hurting or abusing you, the person you tell has to tell their supervisor or the police.

By accepting services with CLV, it is important that you understand this could happen.

## Your Rights and Information about You

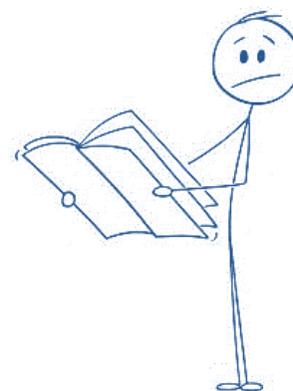
Community Living Victoria will ask you and your parents/guardians to share with us information about you. We keep that information so that people who support you know what you like and what you need.

### Where Do We Keep the Information?

We keep information about you on our computers in a program called 'ShareVision.' Only the people who need to know about you have access to the ShareVision site and they need a password to access the information. We may also keep information about you in a Personal File which is stored in a locked place or office. Only the people who need to know about you can get into those places.

### Can You Look at the Information?

You and your parents/guardians can look at the information about you at any time. Ask the program coordinator and they will go through your information with you.



### What Information Might We Keep About You?

- *Emergency Information and Photo:* This describes where you live and who you want us to call if there is an emergency. It also tells us about your health, medications that you take and about any safety concerns that we should know about.
- *Health Care:* This plan tells us your personal health needs if you require special supports. For example, if you need help with eating, moving or personal care.
- *Behaviour Interventions and Support:* If you need help when you get angry, anxious or frustrated, this tells us and other people how to give you the help you need to keep you and other people safe.
- *Critical Incident Report:* If something serious happens that involves you, we might have to tell someone like a MCFD worker or licensing worker. We write a report called a Critical Incident Report. A copy of it is kept in your file or on Sharevision and is sent to others as necessary.
- *Other Reports:* If we need to learn more about you and how to best support you, we may ask your parent/guardian to provide us with reports from your school or other professionals.

### Sharing Information & Consent

Because you are under 19, your family members or guardians have to give us permission for many things, like taking your picture, sharing information with other members of your team, or having someone new pick you up from the program. We will also respect your wishes as much as possible, such as whether you want to be included or excluded from photos.



## Your Rights

r	x	h	b	e	l	i	e	f	s	r	f
i	n	v	o	l	v	e	m	e	n	t	r
r	e	s	t	s	a	f	e	t	y	p	i
q	d	p	r	i	v	a	c	y	j	b	e
e	m	e	a	n	i	n	g	m	x	d	n
v	o	i	c	e	s	a	y	n	o	r	d
i	n	f	o	r	m	a	t	i	o	n	s
p	l	a	y	c	h	o	i	c	e	s	e

Find the following words in the puzzle.  
Words are hidden → and ↓ .

information  
involvement  
choices  
beliefs  
privacy

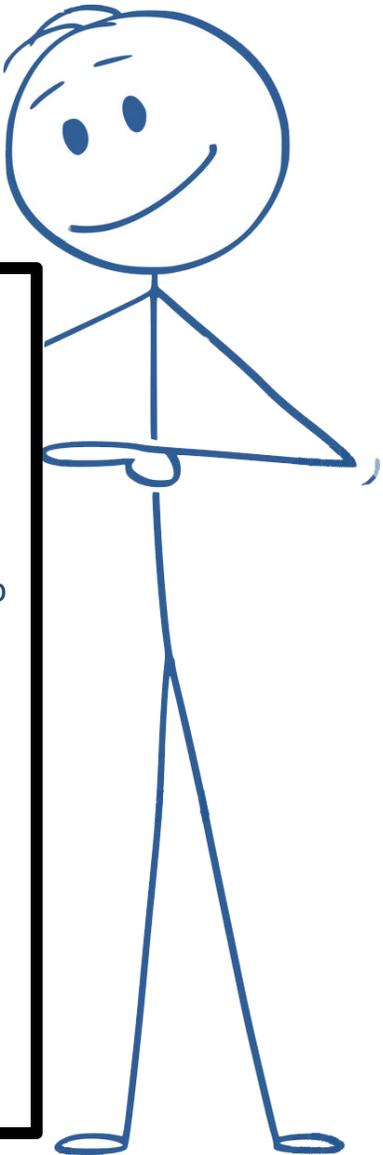
friends  
meaning  
safety  
voice  
say no

play  
rest

## Your Responsibilities

Along with rights you have responsibilities. When you make a choice, you are responsible for that choice. You also have a responsibility to respect the rights of other people in your program, people who work with you, and people you meet when you are out in the community.

If you decide to join one of our groups, we expect you to:

- 
- Be safe
  - Have fun
  - Include everyone
  - Listen to others
  - Tell staff about activities you'd like to do
  - Try new things and explore
  - Ask for help when needed
  - Let staff know if you need a break or don't want to join an activity
  - Stay with the group
  - Respect others' feelings, space, and property

Our support staff are here to coach and encourage you as you take on your responsibilities. In our programs, we treat each other with respect and provide help without judgment when you face challenges. We understand that everyone makes mistakes, and we see these moments as opportunities to learn and grow.

Together, we'll work through any obstacles and celebrate your successes along the way.

# FILL IN THE BLANKS

What are **Your** Responsibilities?

1. B  SA  E

2. L  STE

3. TAKE A B

4.  WITH THE

5. R  S  E  T

## Your Parents' Or Guardian's Responsibilities

### Setting Expectations

We also have expectations of your family/guardians. That means they have responsibilities too. The most important responsibility they have involves communicating with us on a regular basis. It is important for us to know as much as we can about you when you first join our program, so we can fully support you.

While you are in the program, we need to know things such as:

- Medical health concerns that you have
- The personal care supports you require
- Health and/or safety supports that you require
- When you will not be attending the program, when you are going to be late, or leave early
- Your transportation needs (such as how you are travelling, who you are allowed to travel with, changes to drop off or pick up times or locations) and
- Any changes in your life that might affect you in the program (like changes to your health or medications you take, who you live with or where you live).

### The Importance of Communication



Communication with you and your family/guardian is an important part of keeping you safe and making sure you are happy with the program. It is important to let us know when you are feeling uncomfortable, unsafe, or are not having fun. Sometimes it is hard to tell us what is wrong. Sometimes we use pictures to help us communicate with each other. Sometimes we talk to your parents or other people who spend lots of time with you, like your Educational Assistant, to learn more about you, what you like, and what you don't like.

Sometimes when you are having a rough day, you might need extra help to stay safe and have fun. During these times, it is important to let the support persons know, even if it is only for the day. Telling us helps us shift our plans or put extra support in place so that you and the rest of the group stay safe. At times we modify the activity in order to reduce any potential stress that you might be experiencing. Other times, we change the location of our activity. When we can, we bring in an extra support person to assist for the day. Sometimes, we might need to request that you stay home for the day.

Your safety, as well as the safety of the other youth participants, the people who support you and the public, comes first. Having all of these safeguards in place reduces the likelihood of having an incident where you and other people are not safe. Having all these safeguards in place ensures that everyone will have a great time in our programs!

## Clothing and Personal Belongings

We are often out and about in the community. Please make sure you are dressed for the weather, the activity and the location of the activity.

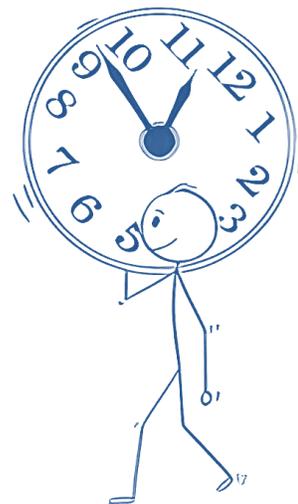
We recommend that:

- You ask your parent/guardian for assistance if you need help deciding what to wear or to bring for the day
- You leave precious items and valuables such as electronics at home
- You label your belongings if you have trouble keeping track of things

## Late Pick Up

If your parent/guardian is going to be late picking you up, it is important that they let the program leader or coordinator know as soon as possible. If your parent/guardian has not picked you up or called within 30 minutes of program end, the staff will notify the Program Coordinator. The coordinator will attempt to contact your parent/guardian and emergency contacts. If no contact is made within 30 minutes, the Ministry of Children and Family Development may be called.

If late pick up becomes a problem and reasonable effort has not been made to solve it, CLV may choose to terminate services. Please note that there may also be a fee charged for late pick up.



## Payments & Fees



If you are enrolled in a program that has fees associated with it, your parent/guardian is responsible to make sure that CLV is paid for the services they provide in a timely manner. Failure to keep payments up to date may result in disruption or termination of services. If you are experiencing financial difficulties, your parents can contact the Program Coordinator in advance of the services being provided to see if accommodation can be made for you.

To avoid unnecessary fees, please review the specific details regarding withdrawal, late pick up, or program absences with your Program Coordinator, as these vary depending on the program and service you are accessing.

## How We Ensure You are Getting the Services You Need?

Community Living Victoria guides the services provided to you in a variety of ways:

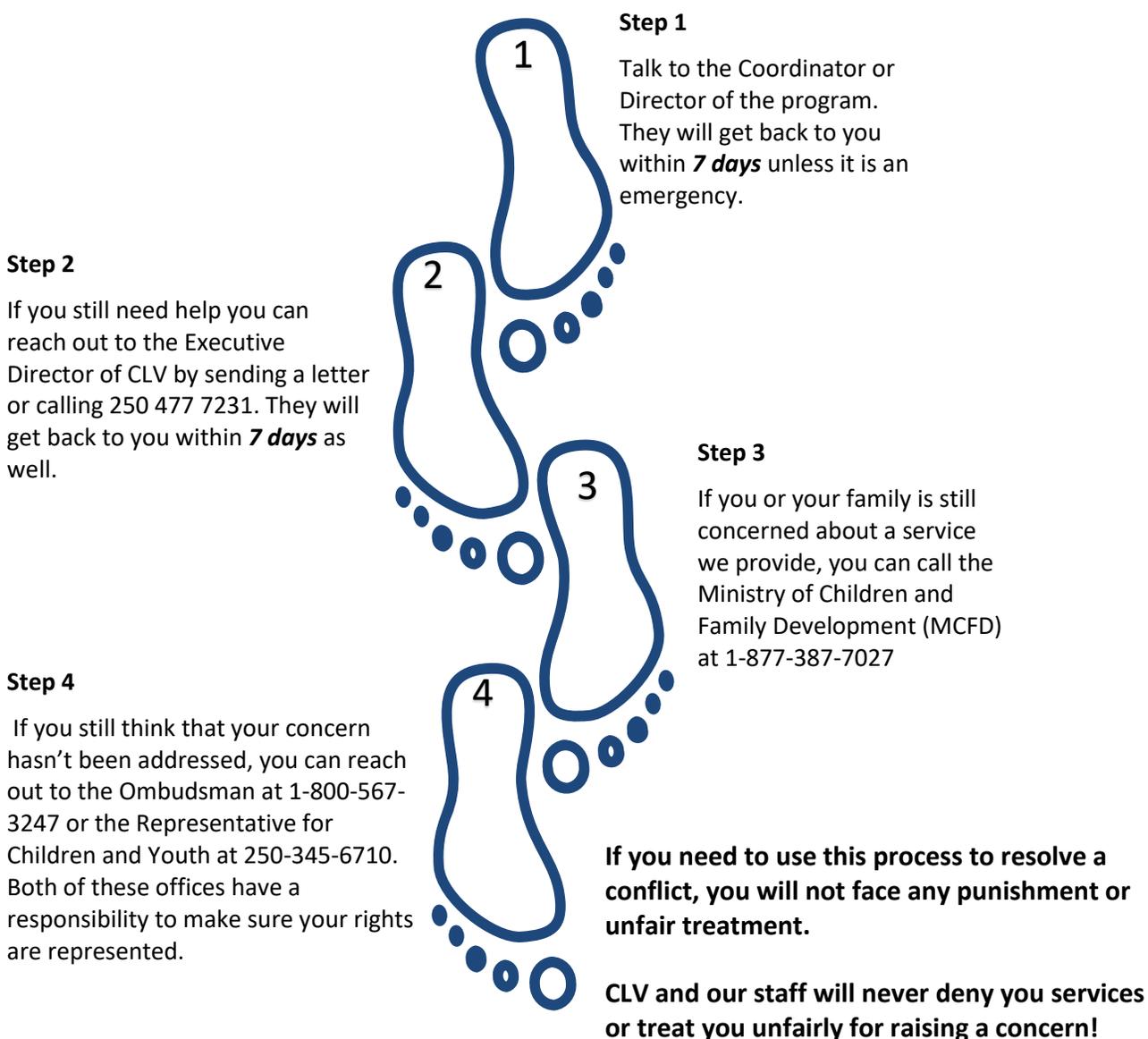
- Through the information you provide on your annual intake and registration
- Regular contact between you, your family/guardian and the program coordinator

- Annual satisfaction surveys you can participate in
- Annually renewing our quality improvement plans, and
- Annual review of the use of our conflict resolution process to see where we can improve.

## Conflict Resolution

Community Living Victoria understands that disagreements can happen when people spend time together. If you have a concern or disagree with something, there is a way to talk openly and resolve issues. This principle encourages all of us to communicate with each other and to resolve a disagreement if ever there is conflict between you and your family, MCFD, or us.

Community Living Victoria makes every effort to treat everyone fairly and respectfully. There may be times when you need to raise a concern in a more formal way and those steps are detailed below:



## CHAPTER THREE

### Self-Advocacy: Your Voice Matters!

#### What is self-advocacy?

##### It...

- Is about *speaking up* for yourself
- Is about *asking for what you need*
- Is about *negotiating* (working with others to reach an agreement that will meet your needs)
- Is about *knowing your rights and responsibilities*
- Is about *finding and using resources to help you*
- Is about *having a say about your life*

Some people are unable to talk or communicate as easily as others. We pay close attention to your behavior, facial expressions, and tone of voice to understand you better.

#### How we support and encourage self-advocacy

Community Living Victoria has lots of ways you can be an advocate. You and your family member can access Family Support if you need help speaking up for yourself. You and your family can also become a member of Community Living Victoria or participate on the Board.

All of our youth programs focus on becoming a self-advocate.

When we work with you, we respect:

- Your interests and preferences,
- Your needs and wishes,
- Your culture and traditions, and
- Your family values.

#### Knowing Yourself

We help you discover your strengths and interests through fun activities. Knowing yourself helps you make good choices.

Ask yourself:

- What do I do well?
- What is important to me?
- What do I enjoy?
- What do I want to know more about?
- What are my goals?
- What kind of help do I need to reach my goals?

Knowing yourself is an important step toward self-determination. Self-determination means Self-determination means making choices about your life and taking responsibility for your

goals. It also means being active in your community. We will help you become a strong self-advocate and get ready for adult responsibilities.

### **Learning by Doing**

Most people learn best by DOING – and this is a fun way for people to learn and practice together. We spend time out in different parts of the community, having fun, trying new activities, and meeting new people. As we get to know our neighbourhood and people in our community, we learn the skills we need to become more independent, confident, and safe.

### **Communicating**

Communication is sharing your needs, ideas, and feelings with people around you. How you communicate affects the way other people see you and how you work together. When you speak, people around you learn a lot of information from what you say. They also get information from your body language, that is, what you do. How you say something can be just as important as what you say. Communication is also about listening. Listening means hearing and understanding what someone is saying to you, or by paying attention to how people act.

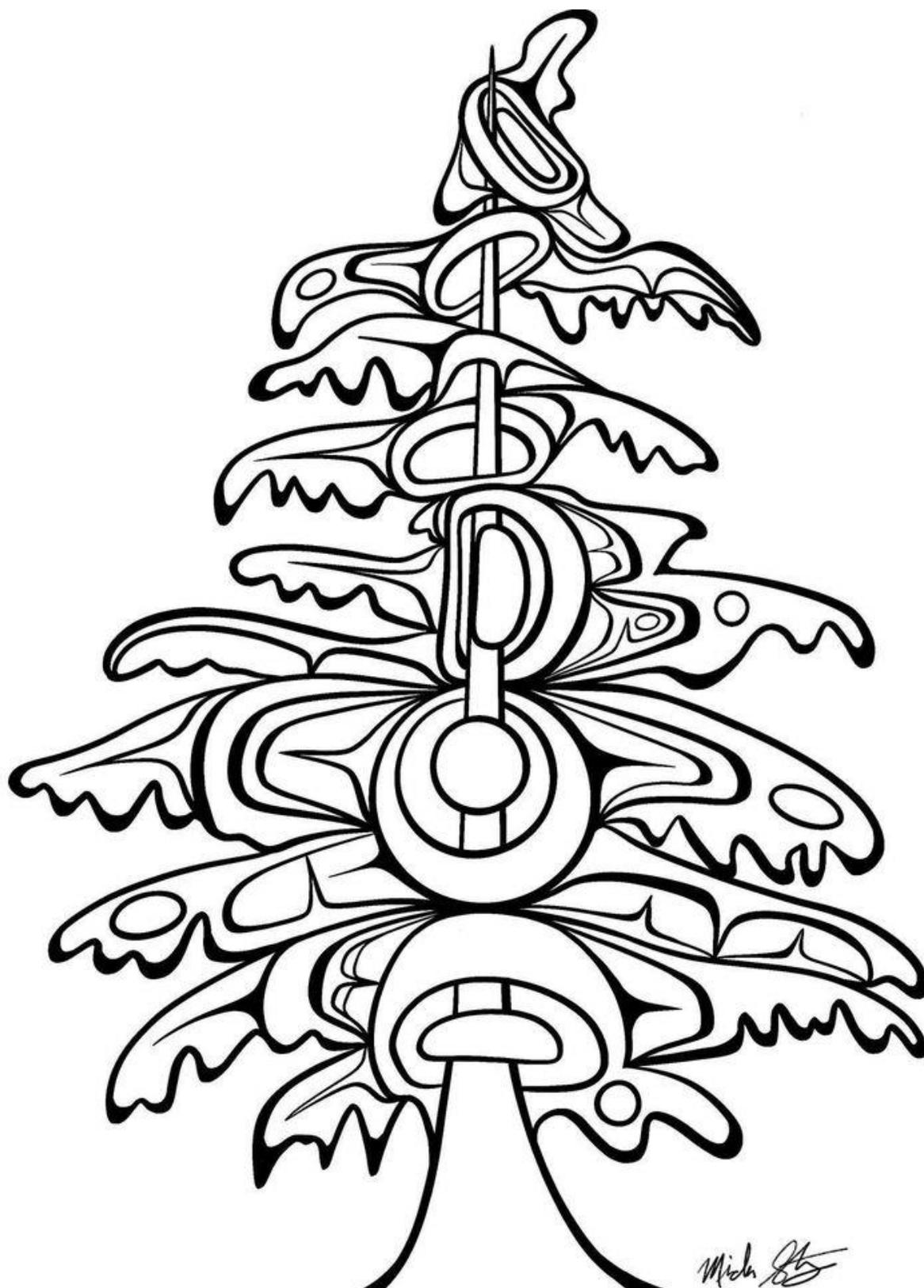
### **Problem-Solving & Self-Reflection**

Everyone has a problem at one time or another. Maybe we are told “no” when we ask for something we want, or we are uncomfortable with how someone else is acting. In our programs we work together as a team to solve problems. We learn the skills we need to know to:

- Be in control of what happens to us
- Make good decisions
- Reach goals even when there are problems
- Make friends
- Cope with difficult situations.

Sometimes there are lots of different solutions to the same problem. When we are working through problems, we think about how to prevent people from getting hurt. When we are thinking about how to solve our problems, we also have to consider how to respect other people’s feelings, belongings, and personal space. This is part of learning about our rights and our responsibilities.

After we have solved our problem, we talk about how different choices we make affect people, and how we could do things differently in the future to avoid the problem. This is called self-reflection.



*Mich*

Colour me in!

## CHAPTER FOUR

### Helping You Achieve Your Goals

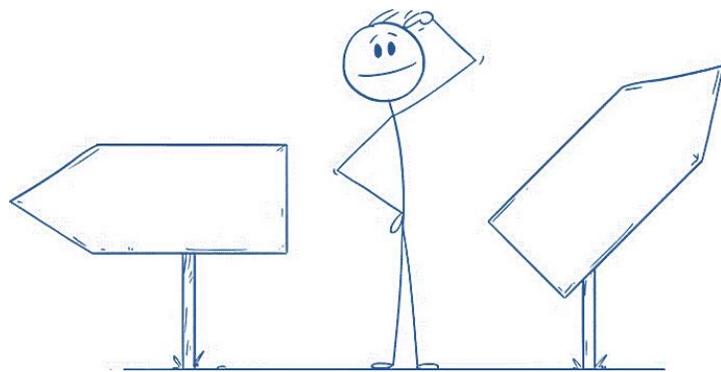
At Community Living Victoria, we will help you to achieve your goals.

We help by giving you:

- Information about our programs and support persons
- Experiences so that you can make informed choices, and
- Opportunities to:
  - Develop your independence and skills
  - Participate in your community and
  - Make friends.



### Planning Your Activities With You



It is important to us that you are involved in the planning of your activities.

We always think about what you and other members of the group like to do, how you like to do it, and who you like to spend time with.

When we are planning our activities in programs, we look at information you and other people in your group have

provided during your Intake and Registration process. We also pay close attention to when you show extra interest and excitement or are bored with an activity.

Sometimes it is difficult to always have activities that everyone is really excited about. Sometimes we have to take turns doing things that other people like to do, just like we do when we are with our friends. We know that it can be difficult to participate in activities that are not our favorite. When this happens, we ask you to try your best and let staff know if you need some extra help and attention.

### Developing Your Skills

We will support you in developing skills at your own pace to help you become more independent. Everyone has different skills they want to learn, and we will ensure you get the chance to practice the skills you choose.

### Community Participation

We will support you to learn skills and to do what you want to do in your community.

For example you might want to:

- Explore activities offered at community recreation centres/parks

- Attend community events
- Use community resources, such as the library, or public transportation, or
- Learn about different jobs, volunteering, and ways to contribute to others
- Support community organizations and projects

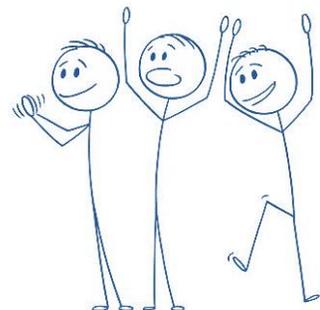
We will give you the support you need to explore and participate in these community-based activities.

## Making Friends



It might be important to you to make friends or to make the friendships you have stronger.

At Community Living Victoria you can have opportunities to involve the friends you already have and to make new friends.



For example, you might:

- Meet new friends in the program
- Invite some of your friends to an event
- Meet new people at a place in the community
- Develop your social skills or
- Become the best friend you can be.

We might encourage you to:

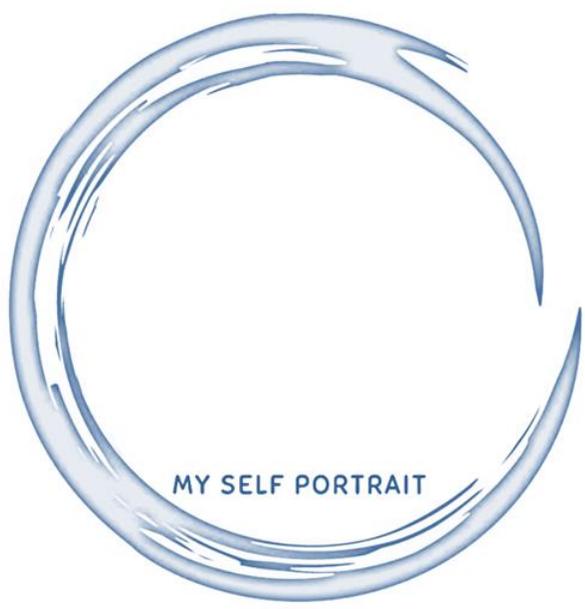
- Talk to others in the community
- Get the assistance you need from others in the community
- Join a group of people in the community who are interested in the same things you are

# All About Me

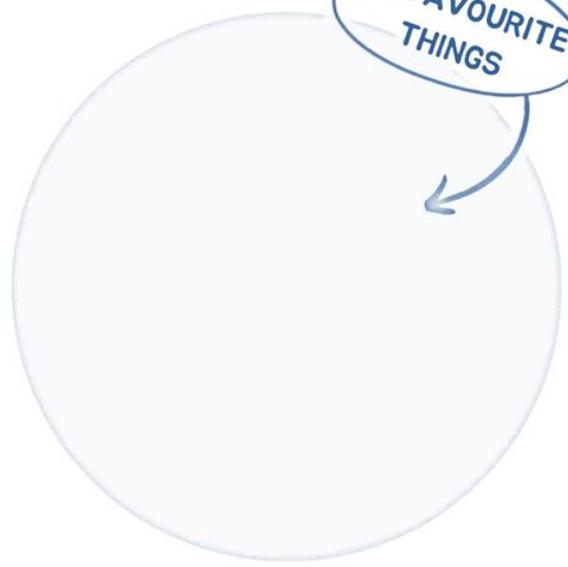
MY NAME IS: ✨



I'm from:



MY SELF PORTRAIT



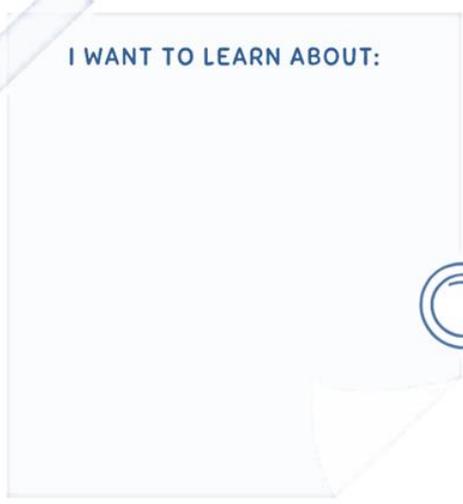
## FUN FACTS:

- 1.
- 2.
- 3.
- 4.

FAVORITE COLORS:



I WANT TO LEARN ABOUT:



## CHAPTER FIVE

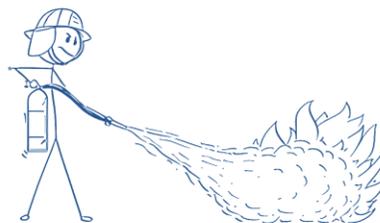
### Health & Safety

At Community Living Victoria, we have written procedures to help you if there is an emergency when you are out in the community, or here at our main location.

#### Fire and Earthquake

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

- Leave the building
- Follow the safety plan, and
- Have practice drills and discussions as appropriate.



#### Medical Emergencies



If you have a medical emergency:

- The first support person on the scene will give you first aid.
- A support person will go to get information about you so that we can give you the best support.
- A support person will assist you to go to a medical clinic, if necessary.
- A support person will call 911, if necessary.
- your parent or guardian will be told about your emergency

#### First Aid

All Community Living Victoria staff have First Aid training. There are First Aid kits at all of our sites and in all of our vehicles.

#### Universal Precautions

Community Living Victoria support persons are trained in *Universal Health Precautions*. If someone comes in contact with blood or other body fluids they will follow safety steps. By following these steps they are less likely to come in contact with a communicable disease. That way the people who support you stay safe and so do you.

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

- Wear gloves when appropriate
- Follow proper hand washing procedures, and
- Follow proper clean up procedures.

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

## **Community Safety**

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

We will help you by:

- Making Sure You Have Adequate Supports To Access The Community
- Providing Education About Strangers
- Accessing Emergency Personnel (Fire/Police/Ambulance)
- Paying Attention To Potential Hazards And Risks In The Community, And
- Keeping Your Information Private.

## **Your Own Health and Safety**

When you first come to Community Living Victoria, we meet with you, and your family member/guardian to find out what you need to keep you safe.

We ask questions about:

- The medications you take
- Health concerns you have
- Safety concerns you have
- The personal care supports you require, and
- The support you require during snack time or mealtime.

We keep the information in your individual file. We will need to share this information so that staff that support you know how to address your health and safety needs.

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

## **Positive Behavioral Support Plans**

When you or other people in the program have lots of tough days, or have difficulty being in the group, we may ask your family/guardian to provide a Positive Behavioral Support Plan (Plan) for you. This helps us better understand how to support you. In order to keep you and everyone around you safe, the Plan gives your support persons ideas on what they need to do. Sometimes it helps us make decisions in an emergency situation, but more often it helps us prevent an emergency from happening.

You are an important part of the group. Keeping you safe and entertained is important to us. The safety and happiness of other people in the group is equally important. So is keeping the people who support you and other people in the community safe. If you are still having troubles being with the group, and we have difficulty keeping you or the people around you safe, we will have to talk to your family/guardian, since maybe the program is not a good fit for you right now.

## Enhanced Support

In Teen Community Connections, there is one program staff for every three participants (1:3 ratio)

When you or other people in our programs need extra help to stay safe and have fun on a regular basis, we might need to talk to your parents about the need for enhanced support. This may impact how often you attend the program while we work to provide additional staffing for you.

An Enhanced Support Person has specific responsibilities to you, but they may also provide support to other people in the program. Other support persons will also help you out, even if you do have enhanced support. Our goal in providing “Enhanced Support” is to keep you safe while we work towards strengthening your skills and confidence so that you can participate more independently in community activities.

## Vehicle Transportation

Sometimes you will ride with a Community Living Victoria support person, either in a Community Living Victoria vehicle or in the vehicle owned by the person supporting you.

All the Community Living Victoria vehicles are insured, in case there is an accident. People who use their personal vehicles to drive you must also have insurance which protects you in case of an accident.

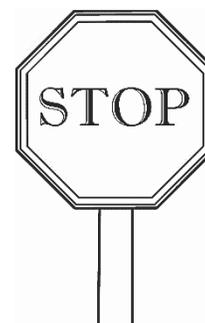
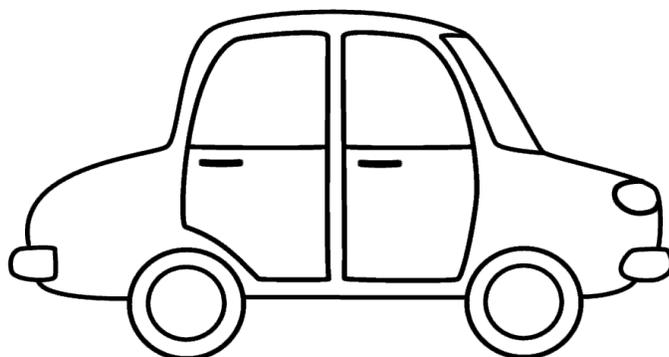
We check the vehicles owned by Community Living Victoria regularly to make sure that they are safe to drive.

Everyone must wear a seatbelt in the vehicles.

We make sure our vehicles have the necessary safety equipment and ensure people follow policies such as no smoking in vehicles or using cell phones while driving.

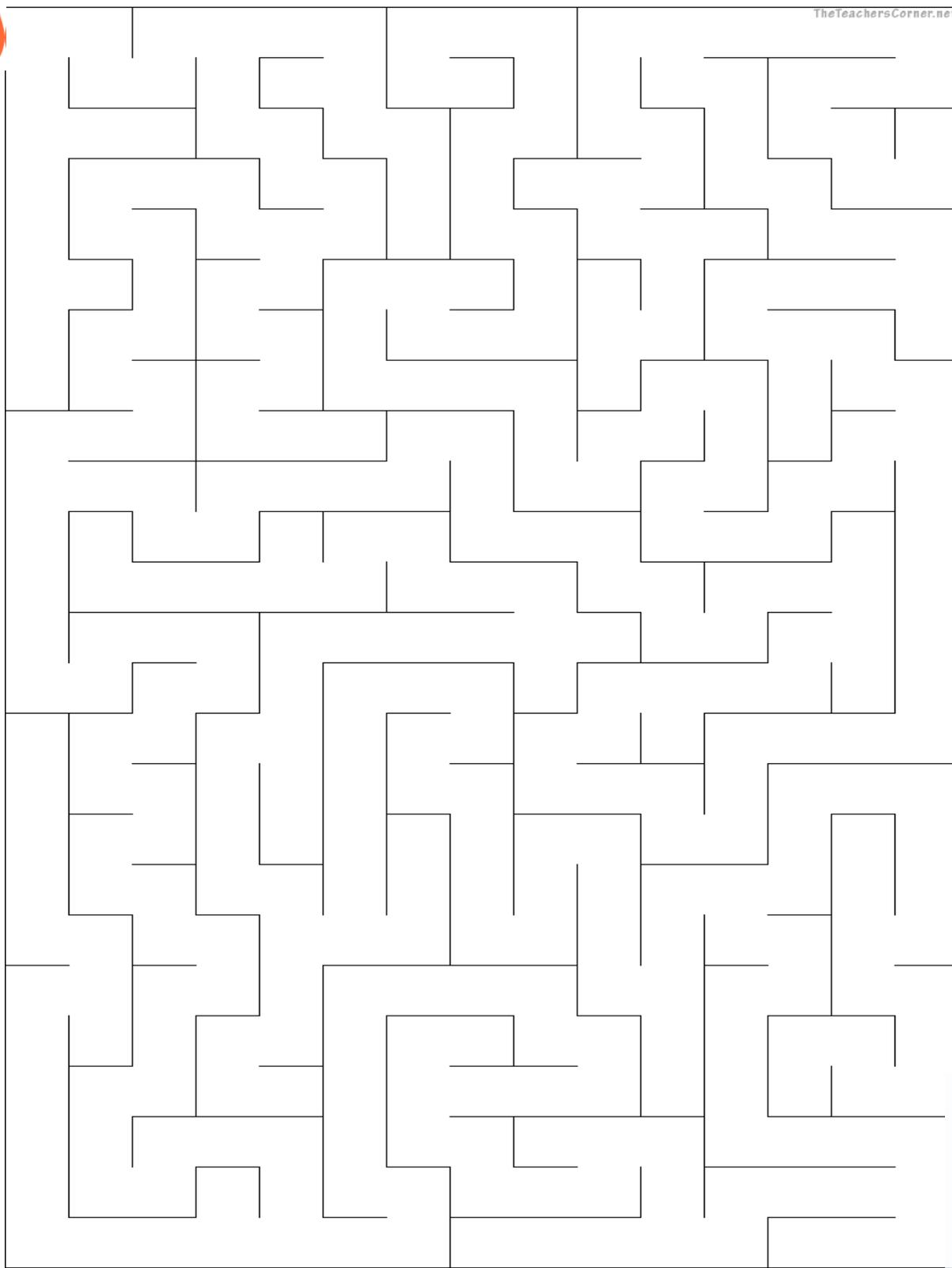


**Colour me in!**





TheTeachersCorner.net



**Get me away from the fire and out the door!**

## CHAPTER SIX

### Contact Information



#### How To Contact Us

The main administration building is at **3861 Cedar Hill Cross Road**. We're open every weekday from 8:30 am to 4:30 pm.

#### How Can You Get in Touch With Us?

You can text or call Youth Services cell phone at 250-686-2892. A CLV representative is usually available from 12:00 pm to 5:00 pm. During winter, spring and summer camps Youth services cell phone will be monitored between 8:30 – 5:00



If no one answers, please leave a message; voicemails and texts are checked regularly. For emergencies during program hours, call the Youth Emergency Cell Phone.

#### Administration Office

CLV Reception	250-477-7231
E-mail	<a href="mailto:info@communitylivingvictoria.ca">info@communitylivingvictoria.ca</a>
Website	<a href="http://www.communitylivingvictoria.ca">www.communitylivingvictoria.ca</a>
<b>Youth Emergency Cell Phone</b>	<b>250-686-2892</b>
Executive Director: Mike Jensen	250-477-7231 (226)

#### Management Team

Human Resources	250 477-7231 (224)
Finance	250-477-7231 (225)
Community Services/Youth Services	250 477-7231 (233)

#### Child, Youth & Family Programs

Family Support and Advocacy	250-477-7231 (250)
Teen Community Connections	250-477-7231 (237)
Employment Services	250-477-7231 (248)
Accounts Receivable – Bill Payments	250-477-7231 (243)

# The United Nations Convention on the Rights of the Child:

## An overview for CHILDREN and TEENAGERS

### What is the United Nations Convention on the Rights of the Child (UNCRC)?

- > The UNCRC is a human rights treaty created by the United Nations that provides a full list of rights for all children up to the age of 18.
- > Almost every country in the world has signed the Convention. Signing the Convention means these countries promise to protect and promote these rights. Canada signed the convention in 1991.
- > The Convention says that governments are in charge of making sure that children's rights are respected and that children know about their rights.

### What are the Convention's basic principles?

**1 Non-discrimination**  
The rights of all children must be respected without discrimination of any kind. It does not matter their gender; if they are rich or poor; what their religion, ethnicity, or language is; or whether they have special needs.

**2 The best interests of the child**  
When decisions are made that affect the lives of children, the Convention says that it is very important to think about what is best for the child.

**3 The right to life and development**  
The Convention says that governments should do their best to help children live and grow to be the best they can be.

**4 Participation**  
Children have the right to give their opinions in all matters that affect them and to have their voices heard. Children's views should always be taken seriously, no matter their age.

### Why is it important for me to learn about my rights?

- > It can help you understand what rights are, that rights come with responsibilities, and how you can help others practice their rights.
- > It can help you know if others have gone against your rights and know how to react.
- > It can help you respect the rights of other children because you know they all share the same rights.
- > It can help you feel important knowing you have rights!

To learn more about child rights check out [Canada.ca/national-child-day](https://Canada.ca/national-child-day)



Community Living  
VICTORIA

Hope. Help. Home.

3861 Cedar Hill X Road  
Victoria, B.C. V8P 2M7

Tel: 250-477-7231  
Fax: 250-477-6944

[www.communitylivingvictoria.ca](http://www.communitylivingvictoria.ca)