

POLICY TYPE: ENDS September 2010

CLV exists to ensure that people with developmental disabilities and their families are included and valued in all aspects of community life.

- the community sees diversity as a good thing
 - people with developmental disabilities and their families have equal rights and are not discriminated against
 - people with developmental disabilities and their families have choices within each person's abilities regarding:
 - education
 - housing
 - jobs
 - leisure
 - relationships
 - health and health care
-

How we are meeting our ENDS

THE COMMUNITY SEES DIVERSITY AS A GOOD THING

This not only reflects the degree of involvement that people with developmental disabilities have in the community, but the extent that the community responds positively to their involvement, and there exists the potential for people's abilities and contributions to be recognized. People do not face barriers or limitations related to their disability.

Examples and efforts made to achieve this:

- through the efforts of over 60 day program participants, we continued to contribute significant volunteer hours, over **3700 hours per year** to the Victoria community:
 - Meals On Wheels 496 hours
 - Community newsletters & mailings 488 hours
 - James Bay kids lunch program/school grounds clean-up 520 hours
 - Community Centers (toy cleaning, toddler program, baking, YMCA outreach) 718 hours
 - Non-profit thrift stores 292 hours
 - Wishing Well coin sorting, Queen Alexandra Centre for Children's Health 150 hours
 - Seniors Centers (Priority, Mt. St. Mary's) 884 hours

- | | |
|---------------------------------------|-----------|
| ➤ Delivering library books to seniors | 104 hours |
| ➤ Reading stories to toddlers | 38 hours |
| ➤ Thrifty's Sendial program | 125 hours |
-
- self-advocates and family members from the Family Support (FS) program donated over 700 hours of volunteer office work to the FS program this year
 - continue to assist a number of people to apply and secure the \$100.00 /month volunteer incentive money through the Ministry for Housing and Social Development
 - the youth at Teen Community Connections (TCC), a summer recreation program, have been volunteering at a wide number of farms throughout the island such as Local Yokels, Boys and Girls Club Metchosin Wilderness Camp, Millstream Llama Farm, Providence Farms, and Galey Farms
 - the TCC participants refuse to stay in one place! They hang out at teen centres at Commonwealth Place and Gordon Head Recreation Centre. They feed the seals at Fisherman's Wharf and Oak Bay Marina. They hop onto the Harbour Ferry and cruise the Inner Harbour; play mini-golf at Mattick's Farm, All Fun Recreation Park, and Blenkinsop Valley Adventure Golf; shoot hoops at Beacon Hill Park or visit the petting zoo. They go everywhere - arcades, honey farms, shopping malls, lakes, lakes, and more lakes, museums and bowling alleys- and are visible throughout our community
 - VOCYL (Victoria Opportunities for Community Youth Leadership) was able to continue our program in the 2009/10 school year through the generosity of an anonymous donation. Made up of youth from diverse backgrounds and with different abilities, VOCYL's philosophy is that everyone has a right to belong. As teens, with and without disabilities, these youth have the desire to share their knowledge and advocate for change in their local high schools and communities. While learning important leadership and self-advocacy skills, the group have numerous opportunities throughout the year to put these skills into practice as they make presentations in ten local high schools
 - attendees saw how talented and diverse the VOCYL members were at their 2nd annual talent show held in May/10
 - two people we support in our Supported Apartment Program spoke at a CLV Foundation sponsor thank you breakfast, sharing how their supports have helped them to live good lives in the community
 - co-hosted a community event "One Day Together" where more than 400 people came out to a kick ball tournament with an opportunity to play, enjoy live music and food together. Given it's success, the 2nd annual event will be held on September 11, 2010
 - our TCC program provided after school care to 30 youth from 12 different middle schools and high schools. We accessed local recreation facilities and participated in numerous community activities. Churches provided our group with space to cook, dance, and play sports. Due to our high visibility and enthusiasm, we recruited ten youth volunteers who remained committed to our program for the entire school year
 - the YMCA-YWCA donated their dance studio space again to our group, so we could offer free dance movement classes to our youth. These donations illustrate our connection and importance within the greater community. In the upcoming 2010/2011 school year, the YMCA-YWCA will offer our Sunday dance program as an official part of its programming since they saw how important it is to so many youth
 - the Supported Apartment Living (SAL) program is located in a multi-cultural building demonstrating an acceptance of diversity in our community. We are well known and supported in the building and help others in the building
 - while our teen group was visiting Mary's Therapeutic Farm in Goldstream Park, one of the youth was asked to complete his work experience semester with the farm! The staff members there were impressed with his work with the horses and llamas
 - annual CLV "Making a Difference" award presented to the individual who through their efforts has a positive impact for people with disabilities
 - our Self Advocates group continued to be very active in pursuing advocacy initiatives and being present in community that included: each member preparing and presenting

- an oral presentation, role playing advocacy scenarios and helping to organize a local day long conference for people
- hosted a Registered Disability Savings Plan workshop for families with PLAN to help them secure a better financial future for their sons and daughters

PEOPLE WITH DEVELOPMENTAL DISABILITIES AND THEIR FAMILIES HAVE EQUAL RIGHTS AND ARE NOT DISCRIMINATED AGAINST

People with developmental disabilities should have access to the same range of options that are available to the typical population.

Examples and efforts made to achieve this:

- through Host Agency we are now supporting 20 individuals to guide their respite and one to one supports
- received a grant from United Way that will help fund our Family Support position. This position is critical to helping families have a voice in advocating for services
- advocated for one of our dads with a disability to have increased access to his daughter
- participated in a newspaper feature that provided parents with ways they could address differences and diversity with their young children when they met someone in the community who had a disability
- supported someone to file a report with the police after a community incident involving harassment
- VOCYL youth developed and delivered over 25 inclusion awareness presentations to over 10 high schools in districts # 61 and #63 reaching over 500 students. These presentations allow our youth to share their personal stories of both inclusion and discrimination in order to educate students around issues of diversity and acceptance
- supported self advocates and families to speak out against the amendment to the Community Living Authority Act which removed legislation stating that there must be family and self advocate representation on the CLBC board
- hosted numerous workshops and information sessions for families such as the Peninsula families coming together, support of the Second Wave Parent group (youth transitioning into adulthood) the annual resource fair and the Registered Disability Savings Plan session
- wrote a letter of concern to MCFD regarding the process applied to a parent with a disability
- supported the establishment of *Inclusion Works!*, a group that has pooled their individualized funding together to create individualized day options for their family members through our host agency program
- through our Supported Independent Living program, Family Support, Supported Employment and Parent Support, assisted a number of people to become eligible for support through CLBC, secure additional supports to address critical health issues or access funding through PWD Benefits
- our VOCYL youth group was presented with the United Way Youth Now Award and the CLBC WOW award this year for their work in promoting the right to inclusion for all people
- wrote or responded to articles in the paper on issues such as the rights of woman with disabilities to not be sterilized, inclusive and welcoming responses people in the community can extend to those with disabilities and showcasing the wonderful life of a man we supported who overcame many barriers
- part of a network of social services agencies that headed a media response to the cuts in social services
- the Parent Support program (PSP) participated in a series of interdisciplinary meetings between MCFD, elementary school counselors, school district behavioral specialists and

- the PSP, to examine how best to support the short and long term needs of a mother and her children
- wrote a letter to the press requesting them to include "disability" in their outline to be in line with the Human Rights Code
 - assisted a mom to access legal assistance in her role as parent when a "child in care" order was put forth. As well, supported her request to have a new social worker and connected her son with the Children's Representative
 - provision of resources, conflict resolution and mediation to more than 500 families per year
 - a parent in the PSP spoke again this year to a UVIC social work class on the topic of parenting with a developmental disability
 - continued partnering with other community agencies including many of the Victoria area Neighborhood Houses and their 'in-house' programs (Best Babies, mom & tot drop ins), schools, community counselors, public health nurses, daycare facilities, Arbutus Society, CLBC, MCFD, food banks, etc.
 - distributed information about the new Personalized Supports Initiative (PSI) funding through CLBC to potential applicants. Supported 3 individuals to apply who were successful in receiving this funding
 - continued to present information to consumers in a format that is understandable to them by utilizing resources such as a DVD on individual rights, our consumer handbook and the plain language Outcomes Results summary
 - supported a number of Supported Independent Living (SIL) participants in dealing with ICBC, the Ministry of Housing and Social Development, financial reviews, and medical professionals
 - supporting members of the Self Advocacy group to participate on the CLV Board, the Community Council and join other advocacy groups
 - continued to conduct our annual Consumer Satisfaction surveys to enhance our ability to learn from self advocates, get their feedback on issues; involved individuals on an advisory committee to look at the inclusion of Quality of Life standards
 - ongoing advocacy work with families to secure funding for their family member including assistance in writing plans, funding requests and advocacy and support at meetings
 - continued to have a staff member on the Community Council and Family Sub-Committee for CLBC. This year the committee hosted meetings in 4 regions of Victoria for families and individuals to learn about the council and act as a communication avenue to CLBC about what is working, what is not, and suggestions for improvements
 - one of our staff can act as an 'assessor' for PWD applications; supported 6 people to apply for Person With Disability (PWD) benefits ; supported families to apply for Giving in Action funding and wrote letters of support for requests of funds from Variety " The Children's Charity"
 - 2 individuals were supported to establish Trusts through the Public Guardian and Trustee after a family member passed away

EDUCATION

Promoting and supporting the inclusion of children with disabilities in their neighborhood schools.

Examples and efforts made to achieve this:

- requested that BCACL lodge a complaint about a "disclaimer" some teachers were sending out to families saying they might not be able to meet the needs of their son/daughter with a disability as there were more than three children with special needs in their classroom

- made 2 presentations to a total of 57 teaching assistants in the School District 61 Teaching Assistant course
- made a presentation with parents to the PDP (teacher qualification course) at UVIC for 40 future elementary and high school teachers
- CLV, CLBC, Garth Homer, the Community Council and Integra hosted the 2010 Resource Fair this spring. 30 agencies were represented with over 100 people in attendance
- followed up on numerous referrals from school district personnel to help families access out of school supports
- facilitated and participated in 10 MAPS, PATHs, Individual Education Plans (IEPs) and transition meetings
- regularly sent out information to families and educators regarding upcoming workshops or related information
- through our Employment program supported 12 people to attain their Food Safe certificate
- facilitated a workshop on Wills and Estates planning as well as representation agreements for the parents in our PSP
- facilitated parent-to-parent matches; the most valuable source of support and information for parents is another parent with similar experiences who has already gone through what they are facing
- through the PSP, ongoing skill development and implementation of daily routines, good nutrition & health care, child safety, positive parenting strategies and community inclusion—via home visits and practical skill building
- supported an individual to attend UVic by assisting her in getting to and from the campus
- continued providing emergency information and supplies (i.e. earthquake and first aid kits) for all PSP families; practiced in-home fire safety, earth quake drills, and home safety education
- through our TCC program we support 30 youth from 12 schools throughout the Greater Victoria region. We have an open dialogue with many teachers, support staff and education assistants from every school. We are strong advocates for the youth in the classroom, and we follow-up whenever we believe a teen is experiencing difficulty or discrimination during school hours
- the TCC provides a trusting space where the youth can relax, grow, and meet new people. It also creates an atmosphere where the youth are comfortable and accepted
- supported 3 families to fill out applications for childcare subsidies for full time attendance in “before and after school care” programs in an effort to give children continued structure
- we recognize the Educator of the Year annually, to acknowledge teachers and educators who support inclusive education in our community
- a staff member continues to sit on the South Island Education Committee which presents workshops for front-line workers in community living. This year’s training was on providing positive behavioral supports

HOUSING

People we support have access to a range of housing options that are affordable, appropriate and timely.

Examples and efforts made to achieve this:

- provided direct home and personal support to 108 individuals: 64 people who live in CLV homes; 31 who live on their own and receive regular or as needed support through the SIL program; and 13 people in our Supported Apartment Living (SAL) program

- in January 2009, CLV became a qualified home share service provider and we currently have 30 people being supported in this model
- supported 5 families to apply to the Vancouver Foundation for funding to enable them to make their houses more accessible for their son/daughter
- continued our successful partnership with other affordable housing providers to operate a BCHMC housing complex that provides subsidized apartments for 6 people we support
- our Executive Director, a parent and an individual will be presenting their experiences with the Queens Avenue housing project at the upcoming 2010 National Family Conference
- assisted one of the men in our SIL program with his goal of moving to Alberta
- ongoing management of 30 subsidized housing units for BC Housing
- arranged for an employer to pay the rent directly for someone we support who had difficulty paying their rent regularly
- continued to ensure people's homes reflect their needs and desires, upgrading homes as required (i.e. painting, flooring, etc.); involving individuals in making choices and purchases for their home
- continued to work with BC Housing and CLBC to improve accessibility of homes in order for people to age safely in place. This year, renovations were completed at the Brock home including kitchen improvements and a wheelchair accessible bathroom. Cedar Hill home was extensively renovated to include a wheelchair accessible suite and bathroom with access to a side deck. This home replaced the Shelbourne apartment location which was no longer meeting the needs of one of the individuals living there. Lindsay home also had a complete bathroom renovation
- Other major renovations included putting in an accessible bathroom at the Redfern home and an extensive renovation to the Maplewood lower hall, laundry room and bathroom as well
- provided emergency temporary housing for a person in crisis using an existing vacancy within one of our homes
- assisted a person to move from the Supported Apartment Living program to a more supportive housing option due to increased health needs
- continued to advocate for support options for families (i.e. direct funding, individualized funding, home ownership); assisted many families with written proposals for specific supports
- facilitated needed furniture donations
- successfully advocated for a woman we support with health needs who required a ground floor apartment to switch apartments within the same complex, without going through the usual lengthy process of transferring a housing subsidy
- played a supportive role in a variety of independent living situations that involved debt management, avoidance of eviction, and conflict resolution for landlord/tenant disputes
- facilitated a person centered planning session with accompanying goals for each person who receives residential support from CLV as well as tracked the accomplishment of their goals

JOBS

Employment is an important option for many people with disabilities in order to contribute, participate and earn additional money to fund their lifestyle choices and to be seen as an equal in the work force.

In addition to increased income, having a job brings increased self esteem, social value and social networks.

Examples and efforts made to achieve this:

- there are 57 people currently being supported in paid employment positions through our Supported Employment Program (SEP) – all of these people earn minimum wage or better
- utilized a grant from the Victoria Foundation to help fully fund our employment program
- we supported 16 new job placements this year
- each year, CLV recognizes an employer as “Employer of the Year”. This year’s recipient was Thrifty Foods, Hillside
- a large component to our overall marketing and public awareness campaign this year was to feature employment in TV ads, bus ads, newspaper ads and to develop a video that is featured on our website
- one of our employment participants was featured in CLBC’s Employment booklet
- participated in a resource fair to provide individuals and families with more information about supported employment
- a person we support in SEP was chosen as one of 12 employees from across Canada representing Canada Safeway to be in the Olympic Torch Relay
- we are part of a team of employment specialists from various agencies that meet monthly to better coordinate employment supports for people with disabilities; we also have a representative on the Camosun College Advisory Committee
- attended employment workshops such as : the Learning Tour on Employment, Customized Employment, The Facts, Incomes Supports and Employment, and Successful Transitions
- 5 VOCYL youth are participating in media training so that they can video important events for CanAssist and are paid for their work
- provided support to employees to change jobs to meet their employment goals
- supported most of our day program staff to attend a series of workshop related to transforming services to include more employment options
- developed a goal for our employment team of supporting more people who attend our day programs to find competitive paid employment; two people are being supported through the job development process by day program staff

LEISURE

The opportunity to play, recreate and pursue individual interests within one’s community is paramount in the development of healthy, well-rounded and involved citizens. Access includes knowing what leisure opportunities exist and having the funds to take advantage of these opportunities.

Examples and efforts made to achieve this:

- efforts were made to facilitate and support the expressed individual interests of each person we support
- supported 12 children and their families with “summer camperships” enabling them to hire a caregiver of their choice to provide the necessary supports to ensure a successful summer experience. The funds were generously donated by the McAdam Foundation, and the Royal Brides Chapter of the IODE
- supported some of the people who have moved into our Queens building to get together socially
- VOCYL youth interacted, and planned over 20 social and fundraising events throughout the year including an annual VOCYL Talent Show, an outdoor mural project with another youth organization called ‘Youth Combating Intolerance’, two youth conferences, outreach to a local street shelter, 4 fundraising events, Christmas and Halloween parties and much more...

- the TCC was trying out a scavenger hunt which turned out not to be accessible but the other teens helped one of the girls who uses a wheelchair complete the entire course by taking turns pushing her, and moving any logs and debris out of her way – they refused to leave any member of our team behind!
- during the summer, our TCC program offered a nine week daytime camp at two recreation centers. We have 37 participants who access our program
- obtained “life passes” for many people in our programs to enjoy the recreation center activities at a reduced cost
- The ladies group of the SIL program took a trip to Saltspring island together and also enjoyed an overnight trip to Vancouver
- with Power To Be Adventure Therapy Society, many of the youth enjoyed kayaking and rock-climbing
- continued to assist over 200 individuals in our homes, independent living programs and day services to access a wide variety of recreation options ranging from organized activities (i.e. Special Olympics, Operation Trackshoes), to use of generic community services (recreation centers, churches, summer camps, daycares) and special events (i.e. Music in the Park, movies, concerts, community festivals). Highlights included people being supported to try some new activities in our day services such as horseback riding and sailing through Integrated Recreation and using the accessible water-slide at the Panorama pool
- used donation money (winter/summer campaigns) and 50/50 employee payroll lottery funds to finance leisure opportunities and needed items for people we support: December 2009 – \$12,000 was distributed to over 100 individuals and families; summer 2010 - over \$10,000 was distributed to 121 people
- the SAL program provides ongoing leisure activities that are chosen by the group themselves. The activities include community based and program based activities such as: festivals, movie nights, museums, pub nights etc.
- a youth was assisted to attend a spring break camp at a local recreation centre
- facilitated summer vacations for the people in our homes based on their individual needs and desires (i.e. cottages in Parksville and Saltspring Island, camping trips, trips to Vancouver, BC Lions Games, etc.)
- annual gatherings and celebrations such as CAP’s Halloween bonfire, Christmas parties, summer BBQ’s, etc.
- continued to distribute over 140 free tickets each year to people we support for a variety of community events and fundraisers including 17 tickets to the Canada vs. USA Women’s Olympic hockey exhibition game
- participated in updating the annual booklet for 2010 outlining summer options for children and families
- the people in our community homes have many interests and were supported to participate in a variety of activities such as: art classes, swimming, concerts, theatre, movies, sailing, vacations, camping, church, shopping, parties, dinners, social dances, music bingo and pub nights to name a few

RELATIONSHIPS

People with disabilities are often lonely and lack friends in their lives. The ability to make friends and expand their social connections is essential to their safety, well-being and self-esteem.

Examples and efforts made to achieve this:

- identified and set goals in this area through the Person Centered Planning (PCP) process for CLV consumers
- one focus area this year is to increase the number of unpaid people in the lives of some individuals who have no involved family or friends

- continued to support individuals to maintain family connections (i.e. a person was supported to attend an out-of-town family wedding)
- the PSP received funding from 50/50 funds to hire a childcare worker for a family to allow time for the mother to go out with a friend to a movie without her children and spend time organizing the children's clothes for school
- supported a successful United Way application by Community Options for Children and Families to establish a database outside of VIHA -FOI regulations that supports remote access by 3 agencies to record and track parent to parent matches
- the PSP organized a family day at the new water park in Langford in an effort to bring together moms from different communities
- provided a night at a hotel for a couple from the PSP who have been experiencing a lot of stress due to family issues
- last year, as a result of participating in the VOCYL program, members reported an average 35% increase in their sense of belonging in their social networks and communities
- SAL provided group counseling throughout the year to discuss relationship topics such as: conflict resolution strategies, communication skills, personal boundaries and women's health topics
- arranged for a "bike riding buddy" through Recreation Integration Victoria for one of our participants
- open door policy in our homes and programs for families and friends (Consumer Rights policy) welcoming their involvement in people's lives
- ongoing facilitation of friendships between the people who live in our homes and who attend our day services through visits, barbeques, parties and other special events
- facilitated a friendship connection between two men in the independent living program who were both seeking increased social networks
- supported, advocated and assisted in the arranging of support that meets families' needs and is based on relationships through Host Agency
- regular social get-togethers for the people in the SAL program with rotating hosts including: survivor night, family parties, popcorn and video nights, community kitchen night, crafts night, puzzle making etc. and group sessions on subjects such as getting along and communication skills. SAL has made efforts to invite individuals on our waitlist to join our social groups and support friendship building among the participants
- continued a social ladies' and men's group through the SIL program and provided some funds through donation money for special events (i.e. a concert or a dinner outing)
- involved families in the Person Centered Planning process
- utilizing students at our homes and programs provided an opportunity for relationship building with the people we support
- Host Agency participants choose their own support people – this has enabled people to spend time with people who share similar interests
- an individual was supported in having his girlfriend participate in his Person Centered Planning session via Skype from Calgary

HEALTH AND HEALTH CARE

People with disabilities have access to appropriate health care, in a timely manner and close to home. People are not denied health care based on their IQ or disability.

Examples and efforts made to achieve this:

- continued to maintain and update Health Care plans for the people we support residentially who have complex health needs

- supported 3 individuals to move within existing vacancies in our homes to accessible locations to accommodate their increasing health/mobility needs
- supported a man with complex health issues to move to a vacancy in an emergency. This man's health management has improved dramatically in the past year. Although he was in a temporary placement he is now in a permanent spot, increasing a home from 2 to 3 persons and moving the location from an apartment to a BC Housing home
- continued to assist the people we support to enhance their health by maintaining regular appointments with health practitioners
- supported SIL participants with numerous health aids such as home care supports, electric wheelchair, leg brace, orthotics, bath bars, bath seats, walkers etc.
- found a new doctor for an individual who was not feeling supported by their current physician
- obtained a bursary for an individual to help them pay for exercise classes
- advocated strongly for increased health supports to allow someone to continue to live independently for as long as possible while supported in the SIL program
- supported an individual to attend AA meetings
- the PSP applied to Variety Children's Charity to fund a 9 year old child to receive weekly speech therapy for 5 months
- supported 5 individuals through significant and lengthy hospitalizations requiring additional staff supports both in hospital and at home
- supported 2 people through palliative care and death
- ongoing review of all risk assessments for people we support who have challenging behaviours
- appealed ministry decisions not to provide necessary services to individuals
- continued to access generic community services (physicians, dentists, psychiatrists) specialized resources such as Developmental Disabilities Mental Health Support Team, Health Services for Community Living (nursing support, physical and occupational therapy, nutritionist, dental hygienist), behavioral support services, counselors, as required for the people we support in our homes and Community Services programs
- developed a comprehensive H1N1 policy and protocol and held numerous training sessions for staff and consumers
- conducted an all day training session for staff at a home regarding behavioral issues
- continued to support a number of individuals at CLV to maintain a healthy weight
- Parent Support Program continued to assist parents to get infant and toddlers' vaccinations /dentist appointments as well as maintaining health record booklets
- continued our participation with several other agencies in a project to develop training DVD's for front-line staff on basic job requirements including: medication administration, lifting and transferring, personal care, epilepsy, values and ethics
- supported staff to attend health and wellness related workshops such as : Health and Well-Being for People with Developmental Disabilities (4 staff); Grief and Loss (18 staff); Making it Work- Positive Behavioral Supports (19 staff)
- ongoing PT/OT assessments for individuals in our homes with changing mobility needs
- worked closely with the specialized mental health team to support individuals with medication reviews and changes