

POLICY TYPE: ENDS

September 2011

Community Living Victoria (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 and people with developmental disabilities and their families have equal rights and are not discriminated against.

Accordingly, people with developmental disabilities and their families have choices within each person's abilities regarding:

- **education**
 - **housing**
 - **jobs**
 - **leisure**
 - **relationships**
 - **health and health care**
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How we are meeting our ENDS

EDUCATION

Promoting and supporting the inclusion of children with disabilities in their neighborhood schools; providing learning opportunities for self-advocates, families, staff, and community partners.

Examples and efforts made to achieve this:

- presentations to 105 Education students in UVIC's Professional Year program; "Sharing Parent Perspective" with 59 Educational Assistant students; 45 CSEA Community Support Worker and family studies students and 30 CYC students.
- CLV, Community Living BC (CLBC), Garth Homer, the Community Council and Integra hosted the 2011 Resource Fair this spring. 39 agencies were represented with over 200 people in attendance
- planned and hosted 3 Registered Disability Savings Plans (RDSP) workshops; presentation of the Role of Family Support and access/eligibility for CLBC services to Fetal Alcohol Spectrum Disorder (FASD) Parent group; hosted 2 "Aging Conversation" workshops; hosted Road to Inclusion with BC Association of Community Living (BCACL) event; Organized "Transition to Work" networking sessions; facilitated "Family Mentorship" session at Building Bridges Conference; presented at the Transition Night at South Island Distance Education School (SIDES)
- CLV co-hosted with the University of Victoria the moving documentary entitled "the R Word" with approximately 100 people in attendance including UVic students, CLV staff and self-advocates.

- followed up on numerous referrals from school district personnel to help families receive out- of -school supports
- facilitated 7 MAPS/PATH planning sessions and 10 Individual Education Plan school based meetings
- regularly sent out information to families and educators regarding upcoming workshops or related information
- through our Employment program and Supported Apartment Living program assisted 37 self-advocates to attain their Food Safe certificate
- through the Parent Support program (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
- through our Teen Community Connections (TCC) program we support 32 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
- Victoria Opportunities for Community Youth Leadership (VOCYL) developed and delivered 44 presentations in the Greater Victoria area. Presentations included youth from 10 high schools in all three school districts, 1 middle school, 1 elementary, 1 community youth program and 1 college program. Over 900 youth in our community heard the message of inclusion and belonging from VOCYL members. 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. Student survey results indicated that:
 - 82% of students said that since the VOCYL presentation they have been friendlier, more accepting and inclusive of other students, even those that seem different than them
 - 58% of students said that since the VOCYL presentation they feel more accepted by kids at their school
 - 67% of students said they feel less nervous and awkward around people with disabilities since the VOCYL presentations
 - 94% of students said they were committed to not bullying and being kinder to other students in their school, even those that look and act differently than they do
- through our Family Support program, attended planning meetings with CLBC, DDMHT (mental health teams) and doctor visits with 34 different families/individuals and facilitated connections for 21 families with their facilitator or social worker with CLBC Assisted 5 individuals to apply for PWD or CPP benefits
- continued providing emergency information and supplies for all of our homes and programs and practiced in-home safety drills, and home safety education
- continued to present information to consumers in a format that is understandable to them by utilizing resources such as group discussions, a DVD on individual rights, and our consumer handbook
- received a grant from United Way and Community Gaming that will fund our Family Support position through next year. This position is critical to educating the community and helping families have a voice in advocating for services; this

program provides resources, conflict resolution and mediation to more than 450 families per year

- our Self Advocates group continued to be very active in pursuing advocacy initiatives
- we recognize an Educator of the Year at our General meeting in May, to acknowledge teachers and educators who support inclusive education in our community
- ongoing skill development and implementation of daily routines with parents in the Parent Support program (PSP) including: good nutrition & health care, child safety, positive parenting strategies and community inclusion—via home visits and practical skill building
- a parent of the PSP and staff made a presentation to a social work class at UVic regarding the needs of parents with disabilities
- attend the bi-monthly Victoria Parent Group coalition meetings—composed of service providers for families for the purposes of updating each other on our program status, challenges and resources in the community
- A PSP parent presented as part of a panel to summer counselors at Esquimalt Recreation regarding the needs of pre-teens with disabilities.
- 6 members of the Supported Apartment Living (SAL) program attended a community based Earthquake Preparedness workshop
- SAL's monthly group meetings continued to provide a great opportunity to discuss topics such as: communication skills, being a good listener, what is gossiping?, basic first aid instruction (i.e. how to deal with burns, when to call 911)
- provided student training for 37 practicum students including community support workers, residential care aides, nursing students and Child and Youth Care, and Social Work students in our homes, day services, employment services, family support and host agency
- transition to work presentation for the Saanich School District
- refreshed our "I am Community Living " campaign
- *Inclusionworks!* – a family governed program supported through CLV's host agency program assists 7 young adults to access continuing education through South Island Distance Education (SIDES) and University of Victoria's CORE (Centre for Outreach Education) .

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 104 individuals: 60 people who live in CLV homes; 29 who live on their own and receive regular or as needed support through the Supported Independent Living program (SIL); and 13 people in our Supported Apartment Living (SAL) program
- we currently have 52 people being supported in home share arrangements
- continued our successful partnership with other affordable housing providers to operate a BCHMC housing complex that provides subsidized apartments for 6 people we support

- 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; some results included moving into a co-op housing unit, moving from independent living to home share, finding more suitable support matches, and assisting a person to move out of a neglectful living situation to a subsidized apartment.
- through Supported Independent Living (SIL) assisted a person through the process of estate and trust settlement and resulting home ownership
- ongoing management of 30 subsidized housing units for BC Housing
- continued to ensure people's homes reflect their needs and desires, upgrading homes as required (i.e. painting, flooring); involving individuals in making choices and purchases for their home
- supported a previous PSP parent to request our short term involvement to resolve an apartment maintenance issue
- liaison with BC Housing contacts regarding priority needs for housing for 3 families and referred one mother to a transition house
- connected two mothers to the Boys and Girls Club "Community Care Parenting Program" which is temporary housing that offers in-home support
- continued to work with BC Housing and CLBC to improve accessibility of homes in order for people to age safely in place
- kitchen renovations were completed at the Helgesen, Lindsay, Wilcox and Burnside homes. Burnside also had the doorways widened and an accessible breakfast bar installed which improved accessibility.
- continued to advocate for support options for families (i.e. direct funding, individualized funding, home ownership)
- 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
- 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
- the staff of SAL assisted an individual in moving from his apartment which contained high levels of mold to another unit within the same building.
- the staff of SAL have assisted participants to request upgrades to their units
- temporary respite housing for an individual was made permanent in one of our homes.
- staff in our day services have assisted 2 consumers who had to move to new home share arrangements by assisting with the transition
- hired a 2nd Home Share coordinator to meet the increasing demand, enabling us to add 23 new people to our Home Share Network
- assisted a couple in our independent living program to find alternative housing when their condo flooded

JOBS

Employment Services helps people find and maintain jobs.

Examples and efforts made to achieve this:

- there are 50 people currently being supported in paid employment positions through our Employment Services – all of these people earn minimum wage or better
- we have supported the development and securing of 12 new jobs this past year
- the 2010 Employer of the Year recognition award was presented to “R N R Diner” at our General meeting in May
- we are part of a team of employment specialists from various agencies that meet monthly to better coordinate employment supports
- supported people working at Thrifty Foods to get their Food Wise certificate and to do on-line computer training
- completed Employment Plans for everyone in our program
- received letters of support from new employers
- created an electronic marketing package
- revamped our Employment Services brochure
- through our fundraising money assisted in the purchasing of new clothes, work boots, etc as people started new jobs with limited income to acquire these items
- started using new tools (skills assessment, work inventory, values inventory)
- an Employment Services job site (Saanich Police) was featured on A Channel
- utilized a grant from the Victoria Foundation to help people in our day programs explore customized employment options
- employment staff attended a 2 day marketing webinar held at UVic in October
- CLV is a member of the BC Employment Development Strategy Network (BCESN). This group comprised of 10 agencies from across the province has been instrumental in advancing the employment agenda. The work has been focused on retraining, rethinking and restructuring day options to options such as customized employment. The group has developed post secondary curriculum that is now offered through Continuing Education at Douglas College.
- our after-school teen program works with youth to develop everyday skills that will help them in their future workplaces. The youth volunteer in the community to foster inclusion and self confidence as well as demonstrate the importance of giving-back
- attended a CLV Sponsorship Breakfast featuring one of our employers and employees supported through our Employment Services
- utilized a grant from the Victoria Foundation to assist 6 day program participants (CAP and Satellite) to work toward meeting their goal of getting employment using a customized employment specialist
- our Host Agency assisted a woman to receive support through Steps Forward, a UVic program to obtain and maintain employment in a CRD office.

LEISURE

We assist people to access a wide variety of recreational activities and pursue their individual interests. 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
- Teen Community Connections (TCC) provided over 30 youth the opportunity to participate in after school activities and day camps all summer. Our participants were given the opportunity to try out a variety of activities which included outdoor exploration, sports, music, dance, crafts, gardening, local tours and more
- partnering with Power to Be Adventure Therapy Society, our TCC youth were given a chance to try kayaking and canoeing, rock climbing, farming and nature therapy
- obtained life passes for many people in our programs to enjoy the recreation center activities at a reduced cost as well as Y memberships and swimming lessons
- 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 golfing and sailing
- we continue to use donation money (winter/summer campaigns) and 50/50 employee payroll lottery funds to finance leisure opportunities including vacations and needed items for people we support: December 2010 – \$8,700 was distributed to 92 individuals and families; summer 2011 - \$8,300 was distributed to 96 people.
- facilitated vacations for the people in our homes based on their individual needs and desires (i.e. cottages in Parksville, Salt Spring Island and Whistler, camping trips, trips to Vancouver, music festivals, BC Lions Games, etc.),
- annual gatherings and celebrations such as a 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 tickets to the Michael Kaeshammer concert
- participated in updating the annual booklet for 2011 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
- co-hosted the 3rd 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

- CLV has been working throughout the summer to transition a new program into our agency. We will offer Autism Services to youth 6-19 starting in September including 1:1 supports, social groups and summer camps
- 14 youth and their families enjoyed a summer experience of their choosing through the McAdam Foundation campership funds including an overnight camp with the support of a caregiver, day camps or their own family summer activities
- VOCYL youth interacted, and planned over 20 social and fundraising events throughout the year including an annual VOCYL talent show, a leadership building retreat, a teambuilding day, and outreach to a local street shelter
- the Parent Support Program (PSP) supported 7 children to attend summer 2011 programs with summer fundraising dollars
- 6 consumers now attend the Cedar Hill Recreation Centre indoor gym
- Four ladies from Supported Apartment Living program (SAL) were supported to have a weekend in Parksville
- SAL activities included: visiting local parks, festivals, IMAX, movie nights, ladies pub nights, hosted dinner parties, Wii nights, guy's pub nights, community events such as: jazz fest, art in the park, craft nights.
- one person, who is an avid Bocce player, was supported to attend a tournament in Toronto
- through the efforts of over 55 people supported through our day programs, we continued to contribute significant volunteer hours; over **2900 hours per year** to the Victoria community:
 - Meals on Wheels 156 hours
 - Community newsletters & mailings 410 hours
 - James Bay kids lunch program/school grounds clean-up 530 hours
 - Community Centers (toy cleaning, toddler program, baking, YMCA outreach) 558 hours
 - Non-profit thrift stores 180 hours
 - Elementary Schools – sorting library books, reading stories 212 hours
 - Seniors Centers (Priory, Mt. St. Mary's, Selkirk House) 882 hours
 - Delivering library books to seniors 48 hours

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 past year was to try 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 out of town family connections
- 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
- assisted Host Agency families in arranging supports that are based on relationships
- continued social groups through the Supported Independent Living program and provided some funds through donation money for special events (i.e. a concert or a dinner outing)
- 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
- Teen Community Connections provides a trusting space where youth can relax and meet new people. It also creates an atmosphere where the youth are comfortable and accepted and can form natural and long-lasting friendships. Several events held over the year also give families an opportunity to network
- 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
- connecting with 93 individuals from 45 different agencies/ groups and all 3 school districts to share information and resources
- referred two Parent Support Program (PSP) fathers to Legal Aid so that they could apply for custody of their toddlers
- PSP staff worked to maintain family bonds after the children go into care
- the Supported Apartment Living program (SAL) encouraged individuals to think of a friend they know from work and invite them over for a social evening or dinner
- assisting a Supported Independent Living participant to make contact with his birth mother
- the Supported Apartment Living program continues to hold "coffee club" events once per month; consumers are encouraged to invite a friend to join them
- communication topics such as "friendship rules" are reviewed with the group which reinforce relationships topics such as: trust, respect, & kindness to others
- the 2011 Making A Difference recognition award was presented to Lisa Trotter, Store Manager Thrifty Foods Saanich Centre in recognition of her strong relationship development focus with employees
- developing mentors at every job site through our Employment Services
- VOCYL continued to develop their community relationships with 10 high schools in 3 school districts, Power To Be and Beatboard Education and Training
- a lady in one of our homes volunteers as a Sunday school assistant and is a member of the church ladies group
- day program staff help in the facilitation of visits between consumers and former room-mates
- use of email, Skype, web-cams to support individuals to keep in touch with family members and friends

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
- continue to support a man with complex health issues to provide a flexible plan and protocol to ensure his health needs are addressed
- continued to assist the people we support to enhance their health by maintaining regular appointments with health practitioners
- assisted a SIL participant to obtain funding to purchase sleep apnea equipment
- supported families through an advocacy initiative to change an existing practice that denied them adequate health care funding to meet the health related needs of their sons and daughters. This resulted in a significant increase in support funding for some of them
- through our Supported Independent Living program, Family Support, 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
- supported people living independently through numerous health issues including diabetes, kidney management, declining mobility, heart issues
- supported 2 individuals through significant and lengthy hospitalizations requiring additional staff supports both in hospital and at home
- supported 2 people through palliative care
- the Teen Community Connections program promoted healthy choices by encouraging nutritious snacks and meals and providing opportunities for physical activity after school and throughout the summer
- 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
- continued to support a number of individuals at CLV to maintain a healthy weight
- Parent Support program (PSP) continued to assist parents to get infant and toddlers' vaccinations /dentist appointments as well as maintaining health record booklets
- 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

- filled out childcare subsidy applications for 4 children whose moms are supported in the PSP to obtain full time before and after school care
- 2 consumers were supported in finding female physicians
- assisted a woman living in a home share arrangement to move into a long – term care facility in order to meet her decreasing mobility and increased health care needs
- 2 individuals continue to be supported to meet with community nurses each day to receive insulin injections to manage their diabetes
- staff in residential and day services continues to receive Task II training by health care nurses as required to deal with complex medical conditions such as diabetes, ileostomy care, gastric tube feeding, etc.
- continued to ensure special equipment such as wheelchairs, lifts, are maintained in good order
- supported an individual who requires expensive orthotic supports and shoes to obtain funding
- revised our policies on medication administration, including the medication shadowing process, and audits to enhance our medication safety