

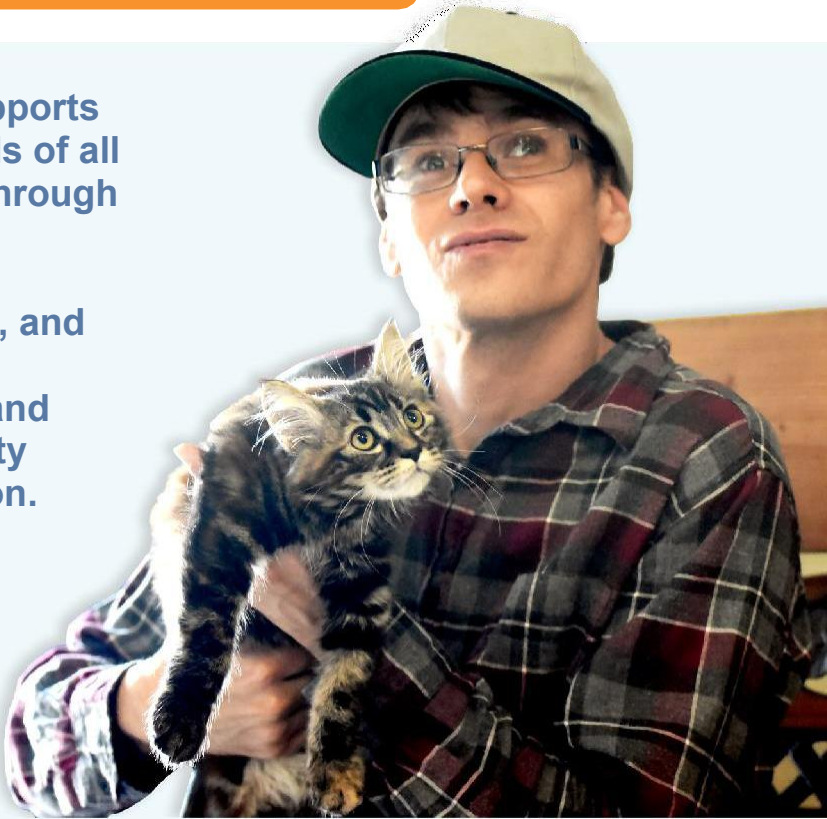


KSCL

KOOTENAY SOCIETY FOR COMMUNITY LIVING

Vision

KSCL supports individuals of all abilities through inclusive services, advocacy, and access to housing and community connection.



For more than 60 years Kootenay Society for Community Living has provided programs and services for adults and youth with diverse abilities in the West Kootenays. KSCL assists individuals to participate and contribute fully as valued members in their community. We also help families to access programs and services to ensure quality of care for their family members.



Kootenay Society for Community Living
2224 6th Avenue, Castlegar, BC V1N 2V9

P: 250-365-2624 F: 250-365-5679 W: ksclcastlegar.net



PROGRAMS AND SERVICES

KSCL provides support to individuals with diverse abilities and those eligible under the Personalized Support Initiatives. **To enquire about eligibility for these services, please contact Community Living BC or the Ministry of Children and Family Development. (See Resources)**

RESIDENTIAL SERVICES

AVAILABLE IN CASTLEGAR, NELSON AND GRAND FORKS

STAFFED LIVING: These are homes that support individuals with diverse needs. Each home is operated by the agency and support is provided by staff 24 hours a day. Individuals may receive assistance with cooking, budgeting, personal care, laundry, recreation, daily living skills and employment. The program is designed to maximize independence and enables each individual to participate according to their ability while in their home or community.

SUPPORTED LIVING (OUTREACH/CLUSTER): A residential option that provides individuals living independently in the community with assistance in daily living. The individual operates the home through ownership, lease, or rental. Supported Living services include outreach support which provides targeted hourly support by the host agency to individuals through staffing for personal care, cooking, budgeting, recreation, and connecting to their community.

SHARED LIVING – HOME SHARE (LIVE-IN SUPPORT): A residential option in which an individual shares a home with someone who is contracted to provide ongoing support. The home is the primary residence of both the individual being supported and the person offering support. The contractor operates the home through ownership, lease, or rental.



COMMUNITY INCLUSION

SKILL DEVELOPMENT: A variety of activities driven by individual preferences, which could include swimming, bowling, workshops, cooking programs, life skill development opportunities, parties, music programs etc. Some programs may have a cost which will be explained to you before the event. If you can't afford a program you can speak with the Program Coordinator who might be able to help.

COMMUNITY-BASED: A program for adults that includes learning life skills, community access, recreation and leisure at multiple sites in their community. This service can include individualized funding, where the individual can purchase their own services.

HOME-BASED: The main purpose of this program is to help individuals who are living independently with assistance in daily living. This could be cleaning, meal preparation or assistance with laundry etc.

EMPLOYMENT

Employment Services responds to adults and youth who want employment and also addresses employer's growing demand for qualified, reliable employees by providing creative employment solutions. Our services include candidate screening, job development, jobsite training, and job supports. Our employment services also helps employers identify opportunities for employee retention and matches specific needs with individuals who are willing and able to work.

YOUTH SERVICES

YOUTH PROGRAM: A recreational program that promotes life skills development, community inclusion, and one-to-one programming for youth aged 12-18. It provides opportunities during the school year for youth to plan and enjoy experiences through a variety of fun and exciting activities as well as transitional planning services.

FAMILY SUPPORT

COMMUNITY AND HOME-BASED SERVICES: The parents are the chief decision makers. The program is a family centered program with the goal to develop a support system that is based upon the strengths and needs of the families.



BIGBY PLACE - NELSON COMMUNITY INCLUSION

Bigby Place is a program that provides Person Centered services to adults who are 19 years old and older and youth ages 12 – 18 years old in Nelson. The program runs Monday to Friday from 8:30am to 3:30pm although some of the programs may run later. The following services are provided at Bigby Place:

COMMUNITY INCLUSION:

- Skill Development
- Community-Based Services
- Home-Based Services

FAMILY SUPPORT:

- Community and home-based services

EMPLOYMENT

YOUTH SERVICES:

- Youth Program

Bigby Place provides a Young Adult Program on Friday evenings. Young adults have an opportunity to do fun activities with peers including attending local community events.



HOW TO CONTACT BIGBY PLACE

Program Coordinator

509 Front Street, Nelson, BC V1L 4B4

P: 250-352-0867 E: bigby@teamkscl.ca



COMMUNITY OPTIONS-CASTLEGAR COMMUNITY INCLUSION

Community Options is a program that provides Person Centred services to adults who are 19 years and older, and youth ages 12 – 18 years in Castlegar. The program runs Monday to Friday from 8:30am to 3:30pm although some of the programs may run later. The following services are provided at Community Options:

COMMUNITY INCLUSION:

- Skill Development
- Community-Based Services
- Home-Based Services

YOUTH SERVICES:

- Youth Program

FAMILY SUPPORT:

- Community and home-based services



HOW TO CONTACT COMMUNITY OPTIONS

Program Coordinator

2224 - 6th Avenue, Castlegar, BC V1N 2V9

P: 250-365-2699 E: co@teamkscl.ca



HOME SHARE PROGRAM

WHAT IS HOME SHARE?

Home sharing is a way of providing individuals with the support they need to live in a natural home environment within their community.

Individuals must be 19 years or older, have a developmental disability, Autism or FASD, require support, and have approval from Community Living BC (CLBC). Individuals living in a home share may occupy a room or an independent suite within the care provider's home. Care is designed around the needs and wants of the individual.

HOME SHARE PROVIDERS: Home Share Providers are independent contractors who have knowledge and experience supporting adults with developmental disabilities and want to provide this type of care in their home. They must meet certain requirements prior to becoming a Share Provider. If you are interested in becoming a Home Share Provider, please visit our website or contact KSCL at the number provided.

HOME SHARE INDIVIDUALS: Individual referrals are made to the program through CLBC. Individuals are then matched with a screened Home Share Provider based on their specific needs, interests, and lifestyle preferences. If you are interested in home sharing as a supported living option for you or someone you know, please speak to your CLBC facilitator.

SAFETY INSURANCE: Home Share Providers are screened through a home study process. This includes but is not limited to:

- The Home Study interview
- First aid
- Reference checks
- Criminal Record Checks for all occupants of the home over age 18.

Once a placement is established, KSCL provides regular monitoring through home visits, progress reports and ongoing contact.

HOW TO CONTACT HOME SHARE PROGRAM

Home Share & Community Inclusion Manager

2224 – 6th Avenue, Castlegar, BC V1N 2V9

P: 250-365-2624 ext.1 F: 250-365-5679 E: c.svardfeldt@teamkscl.ca



EMPLOY ME! - CASTLEGAR

Employ Me! is an employment program that supports adults and youth to find meaningful employment within their community and matches the job seeker's skills, abilities and capabilities to the employment needs of our local businesses.

COMMUNITY EMPLOYMENT: Employ Me! provides services to persons who have been referred by CLBC or MCFD who need assistance in obtaining employment. We achieve this goal by assisting people to build on employable skills and identifying their unique contributions. At the same time, we work closely with employers to determine their needs and identify suitable candidates to match them with.

EMPLOYER SUPPORT: A job coach is made available if a business wishes to have assistance during the initial training period. As the tasks of the job are mastered, the support from the Job Coach is gradually reduced. Follow-up support is available to assist at any time.

EMPLOY ME! EMPLOYMENT SEEKERS

Employ Me! provides the following support for job seekers:

- Skills/abilities/interests assessment
- Customized career planning
- Resume & interview skills training
- Training opportunities to develop work skills and experience
- Job coaching & ongoing support as required



HOW TO CONTACT EMPLOY ME!

2230 6th Avenue, Castlegar, BC V1N 2V9

P: 250-304-5867 or 250-304-9011 E: employme@teamkscl.ca



REGISTERING A COMPLAINT OR ADVOCATING

WHO CAN MAKE A COMPLAINT?

Anyone can file a complaint or advocate on a person's behalf who's receiving services from KSCL. This includes the person receiving services, their family, caregivers, friends, employer, community members, or any other stakeholder.

WHAT CAN THE COMPLAINT BE ABOUT?

- Being treated with respect and dignity;
- Fairness;
- Sensitivity to a culture;
- In your dealings with the society;
- Quality of services;
- A breach of the rights of a person in care; or any other concern.



OUR COMPLAINT AND ADVOCACY POLICY

Before filing a complaint you should first try to work out your concerns directly with the individual. If this doesn't work and you still have concerns, contact (by phone, letter, fax, or in person) the Program Manager or Executive Director and say you want to make a formal complaint.

It is our intent at KSCL that all complaints, whether they be from the community, an employee, a client, family or any other stakeholder, be dealt with in a fair and equitable manner.

Our goal at KSCL is to work cooperatively wherever possible toward acceptable resolution of all complaints. As service providers, we are required to meet standards for Interior Health Licensing, Community Living BC, Ministry of Children and Family Development, CARF, and WorkSafe BC. These external bodies may have requirements that KSCL is mandated to meet. Where these dictate the course of our actions, the details of the information will be provided to the complainant in writing.

KSCL welcomes outside investigations and recommendations pertaining to issues of quality within services. Depending on the nature of the complaint, clients, staff, families, caregivers, or community members may request an external investigation.



AFTER YOU FILE A COMPLAINT OR ADVOCATE FOR SOMEONE

- The Program Manager or Executive Director will meet with the individual who the complaint has been received about.
- The individual will be offered support (for example: union support).
- The Program Manager or Executive Director will also meet or speak with the complainant.
- Your complaint will be investigated within 7-10 days of KSCL receiving the complaint.
- You will not be punished or criticized for making a complaint and there will be no retaliation.
- Everyone involved has a responsibility to be truthful and show respect for each other. we will work together to find a fair solution.



ONCE A DECISION IS MADE

Once the investigation is completed and a decision is made, you will receive a letter from KSCL letting you know your concerns were heard and what decisions were made and the reasons for it.

There may be changes made in areas such as policy, practice, staff training, or supervision.

If the situation is not resolved in 30 working days or if you are not satisfied with the outcome, you may ask for an independent review.

**TO MAKE A COMPLAINT, PLEASE CONTACT:
OFFICE: 250-365-2624 EXT. 3 • EMERGENCY: 250-365-9861**

FOR EXTERNAL INVESTIGATIONS, CONTACT:

COMMUNITY LIVING BC: 250-365-8558

INTERIOR HEALTH LICENSING DIRECT: 1-877-980-5118

SERVICE QUALITY ADVOCATE (CLBC): 604-775-1238

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT: 250-310-1234

BC HUMAN RIGHTS COMMISSION: 604-689-8474

OMBUDSMAN'S OFFICE: 1-800-567-3247

PUBLIC GUARDIAN AND TRUSTEE: 1-800-663-7867



RESOURCES

COMMUNITY LIVING BC

Working to ensure that some of our most vulnerable individuals have the best chances possible to succeed and thrive.

www.communitylivingbc.ca • 250-365-8558

FAMILY SUPPORT INSTITUTE

An advocacy and lobby group comprised of parents of individuals who live with a developmental disability.

www.familysupportbc.com • 604-875-1119

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

Working to ensure that some of our most vulnerable individuals have the best chances possible to succeed and thrive.

www.gov.bc.ca/mcf • 1-800-663-7867

INCLUSION BC

The provincial organization that represents individuals who live with a developmental disability, their families and non-profit community living organizations.

www.inclusionbc.org • 1-800-618-1119



CONTACT INFORMATION

ADMINISTRATION OFFICE: Monday to Friday 8 am to 4 pm, Phone: 250-365-2624 • Fax: 250-365-5679

- EXECUTIVE DIRECTOR: Ext. 3 keliias@teamkscl.ca
- HR – RECRUITMENT MANAGER: Ext.7 hr-recruit@teamkscl.ca
- HR – TRAINING MANAGER Ext .4 hr-training@teamkscl.ca
- FINANCE MANAGER: Ext. 5 finance@teamkscl.ca
- PROGRAM MANAGER: Ext. 2 sjunker@teamkscl.ca
- C.I. & HOME SHARE MANAGER: Ext. 1 c.svardfeldt@teamkscl.ca
- PAYROLL MANAGER: Ext 8 paymanager@teamkscl.ca
- PAYROLL Ext 6 payroll@teamkscl.ca

MISSION:

A Future where everyone belongs through inclusion, partnership, and housing solutions.

<http://www.ksclcastlegar.net/>



KOOTENAY SOCIETY FOR COMMUNITY LIVING