



Bethesda Services

A Handbook
for
Families of People with
Diverse Abilities

Services that support your loved one to
live a full life within community



Bethesda
Faith. Service. Inclusion.

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Welcome to Bethesda!

As a newcomer to our organization, we want you to feel welcome. We are here to help you get the information you need. The purpose of this handbook is to introduce you to Bethesda and our services, assure you of our commitment to you, and show you how we can work together.



You will find the information in this handbook valuable as you get to know us. It provides an overview for most of the topics you may find yourself needing information about. Our intent is that you use this handbook as a starting point and to feel free to follow-up with us about any questions or concerns.

It is intended to be read widely, so we've written it in plain language—but be assured that we have detailed and carefully crafted documentation on policies, principles that guide our decisions, and procedures for accountability to regulatory agencies and to you. More in-depth information on any subject in this handbook is available to you. You will find references to where you can find such material throughout this handbook.

How to Reach Us

No matter how well-considered a handbook might be, we recognize that nothing replaces a human voice when we are working our way through situations, so please feel free to call or email your Bethesda contact for assistance.

Our main office in Abbotsford is open from 9 am to 4 pm Monday to Friday. You are welcome to drop by for general information, but please make an appointment if you wish to meet with one of our staff as they are often unavailable due to meetings and appointments.



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Abbotsford, BC V2T 4H8

t: 604.850.6605
toll-free: 1.866.455.2231
life@bethesdabc.com



[BethesdaBC.com](https://www.BethesdaBC.com)



For general inquiries, call the main office at 604-850-6604 or email to life@bethesdabc.com. You may also leave a voice message for your Bethesda contact outside of office hours by calling the main telephone number followed by their extension number. Extensions are listed on the telephone directory.

Who We Are

Bethesda is a non-profit registered charity that provides an array of services for people with intellectual and developmental disabilities and their families. Bethesda provides services throughout British Columbia including: Supported Independent Living, Home Share, Bethesda Homes, Intentional Community, Affordable Housing, Community Inclusion, Employment Services, Family Support Services and Summer Camps. Bethesda is known for the quality relationships we share with those we support. We recognize the God-designed necessity and value of each person and understand the reciprocal nature of service – of giving and receiving from those in our lives.



What Guides Us

Our Vision People of all abilities are flourishing in community while sharing their God-given skills and abilities, and being celebrated and embraced for who they are as leaders and decision-makers of their own lives.

Our Mission As an expression of our Christian faith, we support and empower people of all abilities and their families, to thrive and to cultivate a deep sense of belonging as we journey through the joys and challenges of life together.

Our Values

- ◆ Christ-centered, faith-based
- ◆ Sanctity of Life
- ◆ Self-Advocacy
- ◆ Trust & Integrity
- ◆ Valuing relationships & Inclusion
- ◆ Stewardship

Statement of Faith & Community Good Neighbour Commitment

Members, Board Directors, Employees, Volunteers and Direct-Care Contractors strive to implement Bethesda's vision and mission in supporting people with diverse abilities and their families with a Christian spirit of love, compassion, respect and with excellence to the glory of God. We are guided by Bethesda's **Statement of Faith** and **Community Good Neighbour Commitment**.

To read our full Statement of Faith go to our website and select About Us → Guiding Principles or click [here](#).

Guiding Principles

The focus of all services provided by Bethesda staff, volunteers, Board Directors, and leadership is upon supporting people to live within their community. The following principles guide us in accomplishing that goal:

1. A Unique and Valuable Person
2. A Relational Person
3. A Person with Rights and Freedoms
4. A Person with Choices
5. A Person Deserving Dignity and Respect
6. A Worthy, Purposeful Person
7. An Accountable Person

8. A Person Needing Caring Support
9. A Person with Family and Friends
10. A Person with Health and Safety Needs
11. The Role of the Helper
12. Effective Delivery of Services

To read further information about our Guiding Principles go to our website and select About Us → Guiding Principles or click [here](#).

Our Governance

The Board represents the society's membership in determining and representing appropriate organizational performance and to make specific contributions that lead the Society toward desired performance standards. On behalf of the people who live and/or work in Bethesda, the Board guarantees the accountability of Bethesda by ensuring that it:

- Commits to continual improvement of its Christian values and vision;
- Achieves appropriate results for the appropriate persons at an appropriate cost; and
- Avoids unacceptable activities, conditions and decisions.

The Board has governed with an emphasis on fulfilling the agency's vision, on encouragement of diversity in viewpoints, on strategic leadership, on clear distinction of Board and CEO roles, and on collective decision-making that focuses on future/proactive thinking.

Our Services

What is Person-Centred Support?

A Person-Centred Support approach to planning services for each person focuses on strengths and abilities of each person, as well as their specific support needs. The planning includes the person supported and members of their Circle of Support.

Bethesda provides a broad variety of services to people with diverse abilities and their families throughout the province. Our supports include a variety of options that encourage choice and independence, while meeting the health and safety needs of each person. We work with the person, their family and their Circle of Support to address each person's unique intellectual, social, medical, emotional, spiritual, legal, recreational and leisure needs.

Bethesda takes a person-centred approach to ensure the needs and choices of the person guide all aspects of service delivery.

Bethesda also has a role in alerting the public and government officials to the needs of people with diverse abilities through advocacy and public education.

Description of Our Services

Staff-Supported Homes

Staff-supported homes offer 24/7 support from trained staff teams. Between 2 and 4 people live in a home where they receive personalized support to ensure each person's health, safety and well-being are met. Our homes are located in the Richmond/Ladner area, the south Okanagan, Abbotsford, Chilliwack, Surrey, Maple Ridge, and Langley.

[Read more](#)...or go to our website and select Services→Home Living → Staff-Supported Homes

Home Share

Home Sharing is a contracted service with people or families in the community who offer a home for someone with a diverse ability. Bethesda supports and monitors relationships between host families and people with diverse abilities. Home Share providers are screened and matched with the person to whom they are opening their home. To ensure the best success in the relationship, we look for shared values, interests, preferences and goals.

[Read more](#)...or go to our website and select Services→Home Living→Home Share

Intentional Communities

Intentional Community offers affordable, flexible and individualized housing options for people with and without disabilities. People living in intentional community may live independently in their home or receive support from Bethesda staff. We operate two intentional communities located in Smithers and in Chilliwack.

[Read more](#)...or go to our website and select Services→ Home Living →Intentional Communities

Community Inclusion

Learning and growth takes place through interactive and hands-on activities in small social groups or through one-on-one practice. We offer community-based community inclusion in centrally located spaces in the Fraser Valley as well as home-based community inclusion from some of our homes.

We support people to achieve their goals in 7 areas of life:

- life skills
- relational
- recreational
- physical
- career
- educational
- spiritual

[Read more](#)...or go to our website and select Services→Community Inclusion

Supported Independent Living

Supported Independent Living, or SIL, is a dynamic service that supports active and engaged people who live or want to live independently and benefit from some support throughout the week. People who are learning to live on their own may receive support in setting up a household schedule for tasks such as budgeting, shopping, paying their bills, cooking healthy meals,

Eligibility for Services

A referral from Community Living British Columbia (CLBC), is needed to be eligible for Home Living Services, Home Share Services, and Community Inclusion.

We are able to offer some Supported Living and Family Support services on a limited basis thanks to donations. Contact the Director of Family Support and Community Development to learn about availability of our services.

housework and laundry. Others seek help in finding a job, buying a home, going on a trip, getting married, or any of the things that come up in life.

[Read more](#)...or go to our website and select Services→Supported Independent Living

Family Support

Family Support Services respect the vulnerability of the family and strengthen and support families who experience the challenges that come from loving and raising a loved one who has a diverse ability. We can help with:

- navigating government programs and systems
- completing needs assessment
- offering summer camps, providing respite care
- problem-solving and crisis support
- short and long-term planning
- parent support get-togethers
- information workshops

[Read more](#)...or go to our website and select Services→Family Support

Employment Services

We work closely with the job seeker to discover their interests and abilities. Various employment options we might explore with a person include a traditional job, self-employment, or a volunteer role. Our service includes skills exploration, resume building, interview practice, job coaching and training, as well as arranging job shadow opportunities so people can get a feel for what a job might be like.

[Read more](#)...or go to our website and select Services→Employment Services

Summer Camps

Bethesda's Summer Day Camps provide respite care to families and a fun vacation experience for school-age campers between the ages of 8 and 18. Each year we offer a week-long overnight camp near Cultus Lake for adults 19-55 who live at home with family or with a home share provider.

[Read more](#)...or go to our website and select Services→Family Support Services→Summer Camps

How Are Services Paid For?

Services are funded primarily through Community Living BC (CLBC), the Ministry of Children & Family Development (MCFD), and the Ministry of Health (MOH). Bethesda also offers some supports on a Fee-for-Service basis.

Community Living British Columbia (CLBC)

CLBC is the provincial agency in BC that manages and funds supports and services to help adults with intellectual disabilities and their families achieve their goals. CLBC is overseen by the Ministry of Social Development and Poverty Reduction. Contact info for CLBC is on page 16.

CLBC services and supports are delivered through service agencies such as Bethesda. In some cases, you may have the option to pay for services directly using money you receive from CLBC.

ROLE OF CLBC	
CLBC Facilitator	<ul style="list-style-type: none"> Works directly with an adult with disabilities or his/her family ⇒ Provides information & advice about accessing CLBC services ⇒ Helps create support plans ⇒ Helps with accessing resources and networking
CLBC Analyst	<ul style="list-style-type: none"> Responsible for managing contracts, making contract decisions & monitoring service quality ⇒ Reviews individual support plans ⇒ Makes decisions about funding levels ⇒ Monitors service quality & contracts ⇒ Arranges for supports & services

CLBC will assign a level of support based on the information you've provided in your application to CLBC. We will work with you and CLBC to find the level of support your family member needs.

In addition, through the generosity of our membership and private donors, we are able to provide, on a limited basis, services that are needed by

families that may not be covered by application criteria set by provincial agencies.

How Do I Access Services Through Bethesda?

People with diverse abilities and/or families interested in services with Bethesda should contact the Director of Family Support and Community Development, who will assist them with the planning process. For people with CLBC funding, the steps below should also be taken.

Accessing CLBC-Funded Services

You've met with a CLBC Facilitator, received a referral from CLBC, and have researched different service agencies. You've decided Bethesda is your choice of a service provider. What comes next?

Step 1

Communicate your choice to have Bethesda as your service provider in writing to the CLBC office in your region and to Bethesda. CLBC makes the decision on which services will be funded and then Bethesda (or another service agency) is contracted to deliver the services. You will work with your CLBC Facilitator to get a referral.

Step 2

Once you have received a referral by CLBC, we will do an initial intake assessment with you to determine if we have the capacity to support your loved one and what services would be most suited. Considerations include the nature of disability, availability of professional supports, adequate funding, suitability, and space.

Step 3

If Bethesda is a good fit for your family member, we negotiate with CLBC representatives to secure the appropriate level of support. We will work with you to create a transition plan to bring your family member into our services as smoothly as possible.

How We Provide Support

Circle of Support

We can support a person best by involving the people who are closest to the person receiving the service, as well as skilled experts. This collection of people is a “Circle of Support”. It brings together expertise and knowledge of who the person is and how to best support them.

The Circle of Support may consist of:

- the person receiving services (to the extent they choose to be involved)
- the person’s significant others (parents/family, guardian, representative, committee, friends)
- the CLBC Facilitator/MCFD Worker
- consultant Professionals and other persons whose participation is relevant and necessary to the development of an effective evaluation and plan
- anyone else the person chooses to include



Person-Centred Planning

With input from the person supported and the Circle of Support, we create a Person-Centred Plan (PCP).

The Person-Centred Plan provides the direction of services for each person in identified areas of support. It seeks to assist persons with diverse abilities to live in their community by identifying appropriate goals and strategies to maximize their strengths, develop to their potential and facilitate connections that will enhance their personal growth and quality of life. The Person-Centred Plan will also ensure that service reflects each person’s unique cultural, spiritual, and personal preferences.



The Person-Centred Plan guides persons receiving services and Bethesda staff/caregivers throughout the duration of service. It identifies their support needs, personal goals and preferences and provides opportunity for family members, representatives or others involved in their lives to provide input. It includes goals, care plans and strategies to ensure person-centred support and promotion of quality of life.

Health & Safety

At Bethesda, our priority is the health, safety and well-being of the people we support in five areas:

1. Healthcare
2. Positive Behaviour Supports
3. Safety of the environment
4. Emergency and disaster preparedness
5. Risk management

Health Care

Where people have significant health issues, they may require a Health Care Plan to support their health and safety. The Health Care Plan is written by health professionals and contains specific instructions to caregivers for providing the best care for each person.

Positive Behaviour Supports

Where a person exhibits behaviour that seriously interferes with learning, daily activities, and participation in community activities, or is unsafe to themselves or others, a Behaviour Support Plan may be required. Behaviour support planning focuses on positive strategies for preventing or reducing challenging behaviours.

A Safety Plan may also be developed by a Behavioural Consultant and used to address situations where unsafe behaviour has the potential to harm the person or those around them. The Safety Plan outlines the strategies and behaviour support procedures staff/caregivers are to use to de-escalate the behaviours and reduce risk.

Safety of the Environment

We regularly monitor the safety all Bethesda locations to ensure the safety of people receiving support and staff. Things we look for include:

- current emergency and fire safety plans
- functioning safety equipment
- safe conditions and property
- proper hazardous materials storage
- vehicle safety
- medication safety



All inspections are written up as a report and stored on-site. Licensing regulations also require us to have inspections made of our licensed homes by regional health authorities, the local fire department, and pharmacy.

We follow the same inspection standards for our unlicensed homes and service locations.

Emergency and Disaster Preparedness

All our staff are trained to conduct regular emergency response drills in all day service and home settings and review what to do in the event of a medical or other emergency.

Drills include earthquake, fire, home invasion, evacuation and emergency response.

Risk Management

We recognize there are many potential risks inherent in the services we provide. Our approach at Bethesda is to promote an organizational culture that ensures safety of the people supported and everyone involved in their support.

Risk management is essential for ensuring the health and safety of the people supported, staff, volunteers, and family members access our services. We have developed a set of policy practices that enable us to identify potential risks, assess the severity of the risks, and develop plans for attending to them in a cost-effective and efficient manner. It calls for the active involvement of the whole Bethesda team: senior leaders, resource managers, and staff all play a role in identifying risks, assessing, planning, and overseeing that risk management procedures are being carried out.

All Health and Safety activities are reviewed regularly by our Risk Management Committee. We look for trends and include these in a Quality Improvement Plan that helps us provide the best protection for the people we serve.

Risk of Abuse

Abuse can be physical, financial, emotional or sexual. All abuse involves the misuse of power that takes place when people take advantage of vulnerable people. At Bethesda, we have staff training and procedures in place to guide staff in minimizing the risk of abuse, what to do if abuse is observed, suspected or disclosed, and how to restore or remedy damages.

A few of our everyday practical steps for minimizing the risk of abuse include:

- Respecting a person's right to privacy when bathing, dressing, or changing.
- Respecting a person's gender preference when a staff is helping him or her with personal hygiene or personal care routines.
- Sending a staff with a person to appointments if there are safety concerns.
- Talking about potentially compromising situations with the people supported and their family.
- Supporting community connections to ensure that people have natural safeguards in their lives.

If abuse is observed, suspected, or disclosed, we follow a reporting protocol to ensure the proper authorities are informed. Appropriate action taken is decided upon in consultation with the Bethesda management team.

Where necessary, Bethesda will advocate on behalf of the victim for attaining the services of a trained counselor. The caregiver will also receive appropriate training and information to support the person through the process.

Rights & Responsibilities of People with Diverse Abilities

Bethesda recognizes that people receiving support have the same fundamental rights and freedoms as all Canadian citizens including freedom from unlawful discrimination based on race, color, creed, citizenship, national origin, sex, age, religion, illness or disability. We are committed to assisting each person exercise these rights and accompanying responsibilities. Our policy about Rights and Freedoms of Persons Supported is available on our website under [Services](#) or at: <https://bethesdabc.com/wp-content/uploads/PolicyandProcedureManual/PolicyA/A-3-Rights-and-Freedoms-of-Persons-Supported.pdf>

Self-Advocacy

Self-Advocacy is learning how to speak up for yourself, making your own decisions about your own life, learning how to get information so that you can understand things that are of interest to you, finding out who will support you in your journey, knowing your rights and responsibilities, problem solving, listening and learning, and reaching out to others when you need help and friendship.

There are various ways people can participate in self-advocacy, such as making wishes known during person-centred planning, yearly satisfaction surveys, participating in a self-advocacy group, informal conversations about areas of concern and formal complaints.



At Bethesda, we support the goals of self-advocacy and full citizenship through services we provide as well as through self-advocacy groups. We work with the people we serve to help them meet their goals of love, life, home, freedom, community, purpose, and money. It is a shift in thinking from doing 'for', to doing 'with' and talking about what full citizenship looks like for each person we work with.

Self-Advocates at Bethesda have developed a webpage at bethesdabc.com/self-advocates/ where they share information about self-advocacy and the topics that are important to them.

Contacts or resources:

Self Advocate Net: <http://selfadvocatenet.com> A website made and maintained by Self Advocates to help Self Advocates to learn about their rights to equality, opportunities and inclusion in our own communities and around the world. Contains stories by Self Advocates, information about local Self-Advocacy groups, upcoming events, and more.

Inclusion BC: What is Self Advocacy? [Advocacy - Programs & Services - Inclusion BC](#) A webpage with information about self-advocacy, the BC Self Advocacy Foundation, and resources to help Self Advocates (such as Disability Benefits help sheets, Guidelines for Self Advocacy Involvement, tips and booklets on employment, plain language explanations of human rights codes, and more).

Representation Agreement

Sometimes a person may not be fully capable of making decisions or providing input on important issues. Under provincial legislation, a person may appoint someone to assist them with decision-making today or in the future through a Representation Agreement. This is a different arrangement than a guardianship or Committeeship, where a person gives up their rights. With a



Representation Agreement, the representative *helps* the person make decisions; but does not *make* decisions for the person. A representative can be a parent, spouse, relative, or trusted friend.

Another adult is not allowed to automatically act on behalf of someone else, so the Representation Agreement is a relatively straightforward way to ensure a trusted person has the legal permission to assist a person with decision-making. In addition, a person can specify area(s) in which they need help: health care, personal care, legal affairs, and routine financial management. Separating the areas makes it possible to clarify and limit the areas where assistance is needed.

You can find out more about Representation Agreements by contacting the Nidus Personal Planning Resource Centre. Website: www.nidus.ca

Advocate for Service Quality

When you're looking for information about services and supports, CLBC is a great place to go. But there's another government office that is designed to be there for people with disabilities. The less well-known 'Advocate for Service Quality' is a BC government office that encourages people with intellectual disabilities to take a key role in making decisions about the supports and services they receive. The Advocate's purpose is to:

- champion the rights of people with intellectual disabilities within government so that their interests are central to decisions that affect them
- support people and their families within their communities.



The Advocate offers many services free of charge, such as assistance with accessing Provincial government services, CLBC services, Health Services, and services and supports of many community agencies. The Advocate also provides information, consultation and advice, explanation of how funding decisions are made, eligibility criteria, and how to make a complaint.

Advocate for Service Quality Contacts

Vancouver: 604-775-1238
Toll-free: 1-250-387-6121
Email: ASQ@gov.bc.ca
Website: www2.gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities/supports-services/advocate-for-service-quality

Legal Aid

Legal aid is available to all residents in BC, offering a range of free services, but with a priority to people with low incomes, through the Legal Services Society. This Society is a non-profit organization that provides information about law and rights, advice from lawyers, and legal representation for those who qualify. More information about them and how to contact them is on their website: www.lss.bc.ca/legal_aid

Confidentiality

A person coming into one of our services must provide a lot of personal information. Bethesda takes collection and responsibility of this personal information very seriously. We obtain consent to collect information from people receiving our services every three years and inform people supported and their families what information is required and what it is used for.

To ensure confidentiality, we handle and keep personal information secure and limit access to staff who directly work with the information. Staff, including administration, management, or caregivers, must maintain confidentiality about personal information, except in situations where information must be shared with a senior Bethesda leader, CLBC worker, Licensing authority, or other person legally entitled to this information.




Working Through Differences

Talk to Us

As a recipient of our services, you have the right to express concerns or complaints. We will help you through the complaint process and will make every effort to address your complaint quickly.

All complaints – written or verbal – will be addressed within 30 days.

If you have a complaint, here are the steps to follow:

1	Tell the Manager of the service you are receiving about your complaint.	
2	 If you aren't happy with the answer the Manager gives you, tell the Director of the service you are receiving. If required, you will also get a letter from the Director that gives you an answer.	
3	If you are not happy with the answer the Director gives you, tell the Chief Operations Officer and/or the CEO.	
4	 If you are not happy with the answer the Chief Operations Officer or CEO gives, you can ask the community to help. You may talk to the Advocate for Service Quality to get help you with your complaint (see below for details)	
5	You have the right to ask a friend or family member to help you out at any time.	

You can find our policy on Dispute Resolution by clicking [here](#) or on click on the link at the bottom of our homepage in the Information and Resources section.

You also have the following options for making complaints:

- If your family member is receiving CLBC funded services, you can find information about CLBC's complaints process [here](#).
- If your family member is a child in a service funded by MCFD, you can find information about MCFD's complaints process [here](#).
- If your family member lives in a licensed home, you can find information on how to register a complaint with your local licensing office [here](#).

Our Commitment to Quality

Bethesda was established in 1971 by families of children with intellectual disabilities. This first-hand connection to people with disabilities motivates us to provide the best services we can for you and your family. We constantly monitor the quality of our services in four main ways by:

1. Following up on feedback from you, our staff, volunteers, and other partners (Direct Feedback)

2. Measuring how well we do (Outcomes Monitoring)
3. Knowing and following Provincial Care Standards
4. Receiving approval by an external auditing organization (External Accreditation)



Direct Feedback

Bethesda welcomes feedback from you. We send out a satisfaction survey, but you can talk to the supervisor you regularly work with at any time. Our regular staff satisfaction survey is another way that we identify areas for improvement. The information from these surveys and informal feedback may indicate systemic issues that are brought to the executive leadership team who decide how best to address them. Alternately, specific local problems may simply need to be identified so they can be handled directly.



Our Outcomes Monitoring

Our resources are required to submit information about the results or outcomes of the services they provide. Examples include progress on personal goals, completion of care plans, type and frequency of incidents/occurrences and new initiatives in each service. This type of information is recorded, compared year to year, and summarized in what we call an Outcomes Management Report.

You can ask for this year's Outcomes Management Report through our office or your Bethesda contact, or you can find it on our website under About → Accreditation or at bethesdabc.com/about-us/#Accreditation

Provincial Care Standards

As an organization providing support in homes where more than two people live, we are expected to meet provincial government standards set out in the *BC Community Care Facilities and Assisted Living Act* as well as the *BC Residential Care Regulations*. Our homes are regularly inspected for their adherence to these standards. Locations that are not licensed also receive 3rd party inspections to ensure they meet standards of safety and quality of care.

Our services are also reviewed by our funding agencies, CLBC and MCFD, and we are required to submit regular reports to them. They inform us if there are any areas we need to change or improve.

External Accreditation

CLBC and MCFD also require us to have our practices reviewed by an external accreditation agency. This external review determines whether an organization meets international standards of quality in areas such as care giving, financial accountability, and record-keeping. Bethesda currently holds a 3-year certificate from CARF (The Commission on Accreditation of Rehabilitative Facilities) for employment and community services.

Bethesda's Staff and Caregivers

Staff Qualifications

- Criminal Record Check
- Medical Certification
- Class 5 Driver's Licence
 - First Aid
- Bethesda Orientation
- Immunization Record

All Bethesda staff and contracted caregivers undergo screening for health and safety risks and support Bethesda's Vision, Mission, Values and faith perspective. Some have specializations which allow them to support people in areas such as nutrition, health, positive behaviour supports or medication. Staff receive guidelines and support to ensure individual care plans and protocols are followed. Bethesda also offers a general orientation to all new staff as well as specialized training in such areas as person-centred support, preventing abuse and neglect, the Mandt System, autism, Food Safe, medical supports, positive behaviour supports, and respectful workplace.

Membership:

- Inclusion BC
- Canadian Council of Christian Charities (CCCC)
- Christian Stewardship Services (CSS)
- Community Social Services Employers Association (CSSEA)
- BCCEO Network



Important Contacts

- **Bethesda Provincial Office**

To contact a Director or Program Manager:

Telephone.....604-850-6604 or toll-free 1-866-455-2231

Website.....www.BethesdaBC.com

Address.....2775 Emerson St Abbotsford BC V5T 4H8

- **Government of British Columbia**

To find out about any services and contact information for any provincial agency:

Telephone.....1-800-663-7867

Website.....www.gov.bc.ca

- **Government of Canada**

To find out about any services and contact information for any federal agency:

Contacts..... www.canada.ca/en/contact

Website..... www.canada.gc.ca

- **BC Ministry of Social Development and Poverty Reduction**

To find out about services or ask questions about your Persons with Disabilities (PWD) income:

Telephone.....1 800 663-7867

Website..... www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/social-development-poverty-reduction

- **Community Living British Columbia (CLBC)**

To find out about support services that may be available to you:

Telephone.....1-877-660-2522

Website..... www.communitylivingbc.ca

- **Medical Services Plan (MSP)**

To find out about your MSP account or general information about benefits and services:

Telephone.....1-800-683-7151 or toll-free 1-800-663-7100

Website..... www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp

- **British Columbia Bus Pass Program**

To apply for a discount BC Transit Yearly Bus Pass card:

Telephone.....1-866-866-0800

Website...www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass

- **British Columbia Ferry Pass**

To apply for a discount BC Ferry Pass card

Telephone.....1-888-223-3779

Websitewww.bcferries.com/fares/fareinfo.html#disabled

- **Social Planning and Research Council of BC (SPARC BC)**

To apply for a Disabled Parking Permit:

Telephone.604-718-7733

Website.....www.sparc.bc.ca/parking-permits/

- **Disability Alliance BC**

To access expert advocacy services:

Contacts: disabilityalliancebc.org/contact-us-new-looking/

Website..... disabilityalliancebc.org/direct-service/apply-for-disability-benefits/

- **Advocate for Service Quality**

Website www2.gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities/supports-services/advocate-for-service-quality

Appendix Rights and Freedoms of Persons Supported

Bethesda is committed to assist each person receiving services in exercising their rights and responsibilities. Bethesda recognizes the fact that people receiving support have the same basic fundamental rights as all community citizens. These rights include but are not limited to the right to freedom from unlawful discrimination based on culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, or language. Bethesda recognizes that with each right there are generally accepted responsibilities. The person's Circle of Support Team has the responsibility to regularly review the issue of individual rights to determine if any modifications are necessary. The review will be documented on the person's Rights and Freedoms Checklist. Any modifications of the person's rights must be approved by the Circle of Support and must have informed consent from the person receiving services or their legal representative. Where a restrictive practice is required, a Safety Plan must also be developed by a qualified Behavioural Consultant. Restoration of a right must be documented in the person's Person-Centred Plan (PCP).

Individual Rights

1. "I have the right to send and receive mail, email, texts and messages to receive and place private telephone calls, to visit privately with my family and friends, and to communicate with legal counsel and my referring worker. "
2. "I have the right to full participation on my Circle of Support Team, to be actively involved in my plan development and to select one or more individuals as support team members."
3. "I have the right to receive training and support in the least restrictive environment/most facilitative environment. "
4. "I have the right to privacy. "
5. "I have the right to choose and wear my own clothing."
6. "I have the right to have my own personal property."
7. "I have the right to be free of all abuse and neglect."
8. "I have the right to be free of all unnecessary prescribed drugs and I also have the right to administer my own medications."
9. "I have the right to manage my own money and to make decisions regarding the purchase and possession of my personal property."
10. "I have the right as a citizen to participate in the electoral process including the right to vote, at the municipal, provincial and federal levels."
11. "I have the right to practice my own religion/faith."
12. "I have the right to receive information regarding my personal health care and medical procedures in a way that I can understand."

13. "I have the right to freedom of choice that shall include movement, self-determination in activities of daily living, and the right to refuse services. (A part of freedom of choice is the responsibility to adhere to training guidelines and rules that are part of my living environment)."
14. "I have the right to receive assistance in the form of an advocate, representative or guardian." (representation and guardianship must be determined through a legal process)."
15. "I have the right to enter into contracts."
16. "I have the right to express my thoughts and ideas openly."
17. "I have the right to responsibly express my sexuality."
18. "I have the right to be treated with the utmost respect by the staff and other individuals. This includes being treated in a chronological, age-appropriate manner."
19. "I have the right to be free of unnecessary mechanical, physical, or chemical (medication) restraints."
20. "I have the right to express dissatisfaction with the service being provided and that my concern/complaint is addressed seriously without delay or reprisal. I have the right to confirm that the staff addresses my concern/complaint seriously, fairly and in a timely manner."