



Bethesda Services

A Handbook
for
People with Diverse
Abilities

We are only capable of thriving when we
all thrive together



Bethesda
Faith. Service. Inclusion.

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To Bethesda

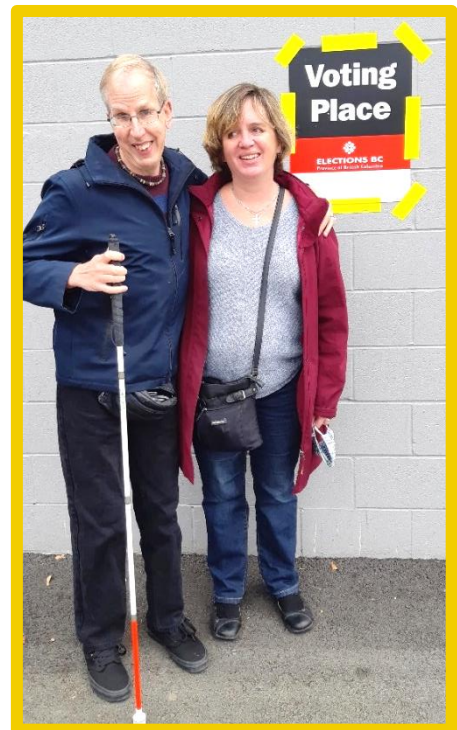
What Do We Do at Bethesda?

- We provide support for people with diverse abilities
- We help to build communities where you can feel safe and welcomed
- We support you to live self-directed lives
- We provide a safe and comfortable place to live, help with activities in the community, and support you to make new friends
- We support your meaningful relationships
- We recognise that each person is special in God's eyes and has a place in community
- We are a non-profit agency



How Can I Get Help from Bethesda?

- If you get support from CLBC (Community Living British Columbia) to pay for services, you can ask CLBC for Bethesda to support you.
- If you get support from MCFD (Ministry of Children's and Family Development) to pay for services, you can ask MCFD for Bethesda to support you.
- You can apply for services from our Family Support Services.



Bethesda's 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.

Bethesda's 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.

Statement of Faith



In
Faith

Bethesda embraces Jesus' example of how to love and serve others in serving people with disabilities and their families. Jesus said, *"Love the Lord your God with all your heart and with all your soul and with all your mind. This is the first and greatest commandment. And the second is like it: Love your neighbor as yourself"* (Matthew 22: 37-38).

→ If you wish to read the complete Statement of Faith, you can find it on our website: select **About Us** and then **Guiding Principles** or [click here](#).

Your Rights and Freedom

1. I have access to mail, email, text messages and phone calls and I have privacy when I am speaking to friends and family. If I need help from someone, I am able to ask for support.
2. I fully participate in my own planning and I am free to choose who is part of my Circle of Support Team
3. When I receive training and support, I only receive the amount of support I need so I can be as independent as possible.
4. I have privacy with my personal care, belongings, and personal matters.
5. I am free to choose my belongings and wear my own clothes.
6. I have my own personal property in my room
7. I don't experience abuse and neglect.
8. I only take the medications I need. I receive support from others only if I need it
9. I can make, or participate in making, decisions about buying and owning my personal property.
10. I can vote in elections for my city, province and country.

11.	I am free to practice my own religion/faith.
12.	I receive information in a way I can understand about my personal and health care on a regular basis.
13.	I am free to make choices about where I go and what I want or don't want to do. I have the right to refuse service.
14.	I am free to act for myself, but I may choose someone to support me as an advocate, representative or guardian.
15.	I am able to have contracts with others.
16.	I am free to express my thoughts and ideas openly without restriction
17.	I am free to responsibly express my sexuality.
18.	I have the right to be treated with respect by the staff and other people within Bethesda. I am treated like other people my age.
19.	I am able to move without any objects, people, or medications stopping me, unless I need them to keep me and others safe.
20.	I and my family are able to tell Bethesda staff if we have a concern or complaint about the service I am getting. They take my concerns seriously and get back to me quickly without making me feel bad.

What is Expected of Me?

When you participate in Bethesda services, you are responsible for things like:

- Respecting the rights and freedom of others
- Participating in planning for what you need
- Talking to us about health or safety concerns
- Telling us when you have a complaint or are unhappy about something
- Canceling appointments with us or professionals



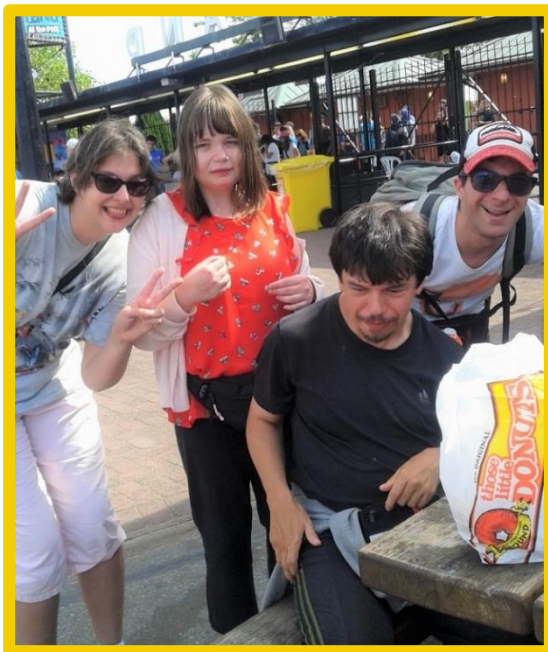
Representation Agreements & Committeeship

If you feel you need additional support with making decisions, you have the right to have a Representation Agreement or Committee.

Representation Agreement gives someone you trust permission to **help you make decisions**, but not make decisions for you. This person can be a parent, spouse, relative or trusted friend. They may help you with financial, legal, personal care or health decisions.

Committeeship is where a court chooses someone to **make decisions for you**.

You can learn more at www.nidus.ca.



What Is Self-Advocacy

- Speaking up for yourself
- Knowing your rights and responsibilities
- Problem-solving
- Listening and learning
- Making your own decisions about your own life
- Finding out about what supports are available to you
- Helping to make your community more inclusive and accessible
- Getting information about things that interest you
- Reaching out to others when you need help and friendship



At Bethesda, we support your goals of self-advocacy through the services we provide and through self-advocacy groups. For information, contact life@bethesdabc.com.

Information About Self-Advocacy






selfadvocatenet.com This website is made by Self-Advocates to help other Self-Advocates along their journey.

Working Through Differences

Talk to Us

You have the right to express concerns or complaints.

Just follow these steps:

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 an Advocate for Service Quality to get help you with your complaint (see link below).
5		You have the right to ask a friend or family member to help you out at any time.

You can find more about how to make a complaint by speaking with your Manager or another Bethesda leader, or by emailing life@BethesdaBC.com.

You also have the following options for making complaints:

- If CLBC helps pay for your services, you can find information about their complaints process [here](#).
- If you live in a licensed home, you can find information on how to contact someone from licensing [here](#).

Confidentiality

The information you provide about yourself is very personal. Every 3 years we ask your permission to collect, use and share information about you. We tell you what information is required and what it is used for.



To protect your confidentiality, all Bethesda staff must agree not to share your information except when it is necessary to someone involved in your support.

We hope we have answered some of your questions about Bethesda and our services.

To learn more, contact us at:

Bethesda

2775 Emerson St. Abbotsford B.C. V5T 4H8

Phone: 604-850-6604 Toll Free: 1-866-455-2231

Email: life@bethesdabc.com

Website at www.Bethesdabc.com

Facebook [@BethesdaChristianAssociation](https://www.facebook.com/BethesdaChristianAssociation)

Instagram [@Bethesda.Christian](https://www.instagram.com/Bethesda.Christian)

We look forward to hearing from you!



Important Contacts

Bethesda Provincial Office

To contact a Director or Resource Manager:

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

Website.....www.BethesdaBC.com

Address.....2775 Emerson Street, Abbotsford BC, V2T 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)

Information about your MSP account or 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

Website<https://www.bcferries.com/accessibility>

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/

Advocate for Service Quality

Websitewww2.gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities/supports-services/advocate-for-service-quality

Disability Alliance BC

To access expert advocacy services:

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

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

Inclusion BC

To learn about rights and opportunities:

Telephone.....604-777-9100 or toll free 1-844-488-4321

Website..... <https://inclusionbc.org/>