



Consumer Handbook

***posAbilities* Association of British Columbia**

Good and Full Lives. For Everyone.

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Accessibility Notes:

This document contains important information about *posAbilities*' services and your rights as a consumer. Please have it translated, or contact us if you need additional support. A google translation tool is available online at: www.posAbilities.ca

简体中文

本文包含有关posAbility的服务和消费者权益的重要信息。请找人帮您翻译这些信息，或者如果您需要额外支持，请联系我们。网站www.posAbilities.ca上可提供谷歌翻译工具。

Français

Ce document contient des renseignements importants sur les services offerts par PosAbilities et sur vos droits en tant que consommateur. Veuillez le faire traduire ou communiquez avec nous si vous avez besoin d'une aide supplémentaire. Vous trouverez aussi l'outil de traduction en ligne de Google à l'adresse www.posAbilities.ca.

한국어

이 문서에는 *posAbilities*의 서비스와 고객의 권리에 관한 중요한 정보가 나와 있습니다. 번역을 부탁하시고 추가 지원이 필요하시면 당사에 문의하십시오. Google 번역 도구는 www.posAbilities.ca에서 온라인으로 이용하실 수 있습니다.

پارسی (فارسی)

این سند حاوی اطلاعات مهمی در مورد خدمات *posAbilities* و حقوق شما به عنوان یک مصرف کننده است. خواهشمندیم آنرا ترجمه کرده یا در صورت نیاز به پشتیبانی بیشتر با ما تماس بگیرید. یک ابزار ترجمه گوگل به صورت آنلاین به این آدرس www.posAbilities.ca در دسترس است.

ਪੰਜਾਬੀ

ਇਸ ਲਿਖਤ ਵਿਚ ਪੋਸਾਬਿਲਟੀਜ਼ (*posAbilities*) ਦੀਆਂ ਸੇਵਾਵਾਂ ਬਾਰੇ ਅਤੇ ਖਪਤਕਾਰ ਵਜੋਂ ਤੁਹਾਡੇ ਹੱਕਾਂ ਬਾਰੇ ਮਹੱਤਵਪੂਰਨ ਜਾਣਕਾਰੀ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ ਕਿਸੇ ਤੋਂ ਇਸ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਉ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਹੋਰ ਮਦਦ ਦੀ ਲੋੜ ਹੋਵੇ ਤਾਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ। ਗੂਗਲ ਟ੍ਰਾਂਸਲੇਸ਼ਨ ਟੂਲ ਔਨਲਾਈਨ www.posAbilities.ca 'ਤੇ ਉਪਲਬਧ ਹੈ।

Español

Este documento contiene información importante sobre los servicios de *posAbilities* y sus derechos como consumidor. Por favor, pídale a alguien que se la traduzca o contáctenos si necesita más apoyo. La página www.posAbilities.ca cuenta con una herramienta de traducción de google.

Tiếng Việt

Tài liệu này có tin tức quan trọng về các dịch vụ của *posAbilities* và các quyền của người tiêu thụ. Xin nhờ người dịch tài liệu này, hoặc liên lạc với chúng tôi nếu quý vị cần được giúp thêm. Có phương tiện dịch của google trên mạng tại www.posAbilities.ca.

Other ways to get this information:



Click on this icon and the text of the PDF document or web page will be read out loud.



Click on this icon to adjust the font size of the web page.

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INTRODUCTION

Welcome to **posAbilities** Association of British Columbia (**posAbilities**), a not-for-profit Association that provides a variety of community living support services to children, youth and adults who have intellectual or developmental disabilities. We receive the majority of our funding from the Province of British Columbia, specifically, the ministries of: Social Development and Poverty Reduction, Children and Family Development, and Health.

This handbook was developed for you – the consumer, and your family members. Please use it as your guide to exploring who we are, our approach to serving you, and what we can offer to assist you in living a good and full life in your community. We will introduce you to our services, funders, quality assurance partners and community resources.

Over the past 70 years, the community living sector has evolved and grown. Today, more than 400 publicly and privately funded service providers operate across this province and we appreciate your interest in partnering with **posAbilities**.

Our Association is a member of Inclusion BC, an advocacy organization that works closely with self-advocates, families, community service providers and government to advance policies and practices across BC. In addition, we collaborate with the Family Support Institute, whose volunteer resources and special initiatives add value for our consumers. We also hold memberships with a number of other community and business organizations to help us advance our mission and the community living movement.

Getting to know service delivery systems and our funders

Services for Children

The Ministry of Children and Family Development funds global behaviour support services for children with autism spectrum disorder and other intellectual disabilities. More recently, we have also been able to serve a group of children who do not have a diagnosis, and who require behaviour support as well.

When a family becomes eligible to receive service, their social worker will make a referral to our Association. The family pays no additional fees for this home-based consultation service which is typically time limited to about 100 hours, and delivered over the course of one year.

Tip: Every child who is eligible for funding through the Autism Funding Unit can request to be placed on the government's global consultation waitlist as well. Once the behaviour consultation service begins, families can spend their direct funding on other services or approved expenses (e.g. interventionist or additional therapy hours, other kinds of professional services, such as Speech/Language, or Occupational Therapy) to augment their child's program.

Many families of children on the spectrum choose to partner with us directly to purchase behaviour consultation services with their child's autism funding. This is referred to as a "fee-for-service" contract. Families can choose to have the government administer their funds through an Invoice Payment Agreement. In this case, their child's funding is set aside in an account held within government in the child's name, and payment is provided directly to service providers for eligible intervention services. The other option is to enter into a Direct Payment Agreement, where funding is provided directly to the parent/legal guardian at the beginning of their child's funding period. The parent chooses eligible autism intervention services that best suit their child's needs and the parent/legal guardian is responsible for paying service providers for those services.

Please note: The Ministry of Children and Family Development is currently implementing a new framework for service delivery. Changes to eligibility requirements and where to access supports (Family Connection Centres) are currently being developed, and will be phased in across the province from 2022-2025. For more information and updates, please visit the website: [Children and youth with support needs - Province of British Columbia \(gov.bc.ca\)](https://www2.gov.bc.ca/gov2/child_youth/index.htm)

Services for Adults

Adult services are overseen by Community Living BC (CLBC), a provincial crown corporation that manages the Ministry of Social Development and Poverty Reduction's budget for services to adults with intellectual or developmental disabilities. CLBC was established at the request of families to guide the transitioning of services from institutional care to community based service providers like **posAbilities**. To learn more about CLBC, visit their website or a local office and ask to speak with a Facilitator. Facilitators working for CLBC help families through the procurement process, and when families have chosen their preferred service provider, they will make the appropriate referral. **posAbilities** is contracted to provide globally funded services which include:

- behaviour consultation services for adults
- community inclusion day programs and community connecting services
- employment services
- explore journey facilitation
- a variety of home living arrangements

Individuals and families pay no fees for services funded by the Ministry of Social Development and Poverty Reduction. **posAbilities** also receives funding from the Ministry of Health through local Health Authorities to support individuals who are medically fragile. Licensing Officers inspect our residential care homes to ensure we meet all legislated requirements.

Fee for Service

We also offer privately funded services. Typically, this would include individuals who need additional support, who may not qualify for government funded services, or those who do not wish to wait for a government referral. See page 12 for more information.

WHO WE ARE

Our History

posAbilities was formed in 1998 with the merging of four community living agencies that had a collective experience for over 45 years in the field. In 2001, we expanded to include Laurel Behaviour Support Services.

Communities We Serve

posAbilities is a multi-regional, innovative non-profit organization that provides a broad range of services to persons served with intellectual/developmental disabilities and their families. We also offer services to those who have health-related support needs such as Acquired Brain Injury, or dual diagnosis (mental health or chronic health concerns and an intellectual/developmental disability). We also serve persons who identify as neurodivergent, and who do not qualify for Community Living BC funded support on a fee for service basis.

Our programs and services include behaviour consultation, community integration, employment, explore, and home living and are offered across the Metro Vancouver area, in the Interior and on Vancouver Island.

Based on the individual plan for the person served, service may be provide in person or through the use of technology platforms. The use of technology allows **posAbilities** staff to see, hear, and/or interact with persons served, family/support system members, and other service providers in or from remote settings

Service Location Map

posAbilities provides a variety of services in all 21 of Metro Vancouver's municipalities, including: Vancouver, North Shore, Surrey, Delta, Richmond, Burnaby, New Westminster, Tri-Cities, Langley, Maple Ridge, Pitt Meadows and Abbotsford through to Hope. We also offer local services on the Sunshine Coast, Vancouver Island and in the Interior.

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Services offered:

Behaviour Consultation

Early Intensive Behaviour Intervention
Behaviour consultation
Workshops for parents, caregivers and professionals
Connect with Peers® - social skills training
Triple P® - Positive Parenting Program
LINK! - Safety, Relationships, Sexuality - sexual health education
Family resource coordination

Community Inclusion

Visual and performing arts programs
Social and recreational day programs
Community connecting service
Youth transition service

Employment

posAbilities Employment Service
IMPACT Youth employment initiative

Explore

An opportunity to engage in a reflective discovery and to co-design one's service journey.

Home Living

Shared Living and respite
Semi-independent
and fully staffed residential homes
Supported Living Network

Philosophy & Values

MISSION

We assist persons with developmental disabilities to lead meaningful and healthy lives by partnering with the community to provide a comprehensive range of person-centred services for individuals and families who care for them.

VISION

Inclusive Communities, Enriched Lives.

VALUES

Person centred

- We are person-centred in our thinking and our actions.

Inclusion

- We embrace diversity and believe every person is an equal and valued member of community.

Learning

- We encourage innovation, learning and growth.

Excellence

- We act ethically and with integrity in all that we do. We celebrate the best in ourselves and others.

To view our Strategic Plan, please see Appendix A.

Code of Ethics & Competencies

posAbilities' Charters of Rights and Code of Ethics will guide all of our dealings with persons served. Above all, we will place the interests of the persons we serve first. The rights of persons served include: being treated with respect and dignity, being who you are, not who others may want you to be, understanding information about yourself and your world, having choices and making decisions about the things that affect you, having experiences and opportunities similar to others, receiving quality services that fit you and your needs, the right to say no to supports and services, to be in safe environments and to be treated as a full citizen. Please see Appendix C for further details. Our Code of Ethics sets out our services to persons served, our professional conduct, human resources, business and financial practices, conflict of interest, complaints and breaches to the Code of Ethics. For details, please see Appendix D.

Our Team



As we continue to grow, **posAbilities** now has about 570 team members and contracts with over 125 home share providers to serve more than 1,500 children, youth and adults across British Columbia. We seek team members who have a passion to enrich the lives of the persons whom we serve, and the communities they live in. Our team members believe in inclusion and that everyone belongs and has a contribution to make. In addition, front line employees are equipped with the following:

- Relevant experience or education in developmental disabilities, intellectual disabilities, or working with vulnerable individuals
- A clean criminal record search (children and vulnerable adults)
- Current Community Care 1st Aid and CPR level B or C
- Current negative TB test, dated within the last 12 months
- Training in Person-Centred Practices and Positive Behaviour Support
- Training in the Mandt System®
- Full vaccination against COVID-19 (as per Public Health Order)

All team members receive the Mandt System® training with courses based upon the philosophy that all people have a right to be treated with dignity and respect, the right to personal identity, the right to normalization and the right to the least restrictive and most appropriate environment. We believe that all individuals should be seen as people first and have direct input into decisions about their lives.

The Mandt System® program presents an education and training system of gradual and graded alternatives for de-escalating and supporting people, using a combination of interpersonal communication skills and physical interaction techniques designed to reduce injury to all the participants in an encounter. To learn more, please visit <http://www.mandtsystem.com/> or contact us.

WHAT WE DO

Person-Centred Thinking

posAbilities supports each individual by identifying personal wishes and desires to help them in achieving what they want. The goal is to introduce resources and supports which reinforce and promote a “Person-Centred Thinking” culture. We believe when team members and other stakeholders embrace “Person-Centred Thinking”, quality of life is improved and services become more meaningful. In order to ensure the persons we serve have a good quality of life, it is important to understand what is important for them.



Our “Person-Centred Thinking” process focuses on the individual as the primary driver of the process. We take direction from the person we serve, while offering them opportunities to achieve growth in the areas of independence, social participation and well-being. Individuals determine which stakeholders they wish to invite to the planning meeting which may include family, friends and/or service providers and also has the right to refuse to participate in the process. Once developed, person-centred plans are living documents which change and develop along with the person’s wishes and desires. Any and all successes in achieving their goals are celebrated.

Supported Decision Making

posAbilities has a responsibility to assist the people we serve in living good, full, and meaningful lives. Part of this requires that we provide persons served with genuine opportunities to make informed decisions that assist with learning and growing. We will encourage persons served to make informed decisions and express preferences in as many areas within their life as possible. Deliberate decision-making should be consistent with the ability of the person served to understand and manage the implications. To this end, team members will provide relevant information in plain language and, where appropriate, suggest likely outcomes of different decisions.

Input to Decisions

Where possible, decisions made on behalf of persons served will reflect both their wishes and their need for well-being. Persons served will be encouraged to turn to family, friends, advocates, and other trusted persons for advice and to discuss possible decisions and their implications.

Significant life decisions referring to levels of support and change of service may require **posAbilities** to solicit input from stakeholders, up to and including: the person served, a team member, family or friends who are involved in the life of the person served, a representative of the funding body, if appropriate where identified, the committee, legal guardian, representatives, micro-board, or public trustee.

Rights & Safeguards

The following information is an excerpt from Community Living British Columbia's booklet for Rights and Safeguards.

Rights

You have the right to ...

- | | |
|---|---|
| ✓ Understand important information | ✓ Be heard |
| ✓ Speak up for yourself | ✓ Say no |
| ✓ Be married | ✓ Be a mom or dad |
| ✓ Choose your own friends | ✓ Love |
| ✓ Have private space | ✓ Have a say in where you live and who you live with |
| ✓ Full citizenship | ✓ Volunteer and contribute your skills |
| ✓ Vote | ✓ Have a job |
| ✓ Have your own beliefs | ✓ Have access to community (community centres, city hall, libraries, churches, parks) |
| ✓ Have a say in what you eat and when you eat | |

For the full Charter of Rights, Children and Youth, please see Appendix B.

For the full Charter of Rights, Adults, please see Appendix C.

Safeguards

The best way to keep safe is to have family, friends or people in your life who know you.

Things you can do to protect yourself:

- Physical safety – protect your body
- Emotional safety – protect your feelings
- Financial safety – protect your money and personal belongings

To keep yourself safe ...

- | | |
|--|--|
| ✓ Wear safety equipment | ✓ Lock doors |
| ✓ Carry contact and emergency information | ✓ Have an escape plan |
| ✓ Don't touch or eat dangerous things | ✓ Yell for HELP |
| ✓ Take your medicine | ✓ Walk safely in public |
| ✓ Know when something is wrong | ✓ Know who to tell when something is wrong |
| ✓ Take part in decisions made about you | ✓ When you are told NO, ask why |
| ✓ Have control over how you spend your money | ✓ Don't give people your: bank account number or passwords, house keys, cheques, purse or wallet |

Our Services

Getting Started

posAbilities offers a wide range of government funded support services for persons who have intellectual/developmental disabilities. Knowing what services are available, who to contact and how to begin services can be quite a journey. Contact us if you need more information or a hand with the steps involved. We're here to help.

How to Receive Services

Government Funded & Fee for Service

Government Funded – Children, ages 0-18 years

posAbilities-Laurel Behaviour Support Services is funded directly by the government to serve children who have an autism spectrum disorder or other developmental disabilities that qualify for support.

To start the process, seek a referral for Behaviour Consultation from a Social Worker with the Ministry of Children and Family Development - Children and Youth with Special Needs (CYSN) team. You may request this service in addition to any other government funding that may be allocated to your child (e.g., Autism Unit Funding, At Home services, or respite).

If you do not have a Social Worker, you can request one by checking this [online database](#) or calling Enquiry BC and asking for the CYSN office closest to you:

Vancouver: 604-660-2421

Victoria: 250-387-6121

Elsewhere in BC: 1-800-663-7867

Outside BC: 604-660-2421

E-mail address: enquiryBC@gov.bc.ca

If you already have funding for your child through the Autism Funding Unit, we can help you direct it to **posAbilities** to pay for services.

Please note that there are no additional charges to families for our government funded services. **posAbilities** is a not-for-profit service provider.

Government Funded – Adults, age 19+

Funding for adults with developmental disabilities, Autism and/or Fetal Alcohol Spectrum Disorders, is provided by the Ministry of Social Development and Poverty Reduction, and administered through Community Living BC (CLBC). CLBC Facilitators work with individuals and families to help identify, plan and organize the services they request to address a person's disability related support needs. The services that we offer include: behaviour consultation, community inclusion, employment services, Explore journey facilitation and residential support.

If an individual or family chooses one or more services offered by **posAbilities**, we can begin as soon as we receive a referral(s) from CLBC.

Please note that CLBC maintains a request for service list (waitlist), and makes decisions which referrals to issue based on the person's eligibility, the urgency of the need, and their current operating budget. Working with a Facilitator throughout the process of transitioning from youth to adulthood is highly recommended.

Visit Community Living BC's website for more information, including how to contact a Facilitator at one of their regional offices: www.communitylivingbc.ca

Once you are eligible for CLBC services, you are eligible to work with a Navigator. Once you are connected with a Navigator, they will work with you and your family to develop a team to make a plan that is all about you. To learn more, visit this [web page](#).

You may also call Enquiry BC to be connected to any provincial ministry or government agency:
Victoria: 250-387-6121
Vancouver: 604-660-2421
Elsewhere in BC: 1-800-663-7867
Outside BC: 604-660-2421
E-mail address: enquiryBC@gov.bc.ca

There is no charge to individuals or families for our government funded services.

Fee for Service (Self-Referral)

posAbilities also offers privately funded services. Typically, this would include individuals who need additional support and may identify as neurodivergent, those who may not qualify for government funded services, or those who do not wish to wait for a government referral. Contact us to learn more about this service delivery option.

Services most frequently requested include:

- **posAbilities** Employment Service
- Laurel Behaviour Support Services

Services We Offer

Behaviour Consultation Laurel Behavior Support Services

Laurel Behaviour Support Services provides Early Intensive Behaviour Intervention (EIBI), and behaviour consultation to children, youth and adults diagnosed with autism and/or an intellectual disability. Our focus is to help individuals to reach their full potential while empowering families and support teams who care for them. We use the framework of Positive Behaviour Support to create meaningful, and durable changes that will lead to a better quality of life.

We also offer workshops for parents, caregivers and professionals and other specialized programs which include PEERS® – a social skills training for Youth and Young Adults, Triple P – Positive Parenting Program and Link! Safety, Relationships, Sexuality – an adapted sexual health curriculum for children, youth, adults with diverse abilities. Our services are offered across Metro Vancouver, Sunshine Coast, Okanagan and many communities on Vancouver Island.

For more information, please visit www.laurelbc.ca

Community Inclusion

Explore the arts, learn new skills, become a volunteer, try out a hobby or play a new sport with us. Working with a variety of community partners, we aim to make contributions to our neighbourhoods by hosting special events, clubs, or drop-in classes.

We offer day support and skill development programs in various communities in Metro Vancouver. These programs also draw participants from adjacent communities. Ask us about the programs and services offered in your area.

Vancouver – Visual and Performing Arts Programs

Alternative Creations Gallery and Studio (Alternatives) and **Stage Door Theatre Troupe**, are two East Vancouver programs that specialize in the visual and performing arts.

At Alternatives, artists participate in local events like the Eastside Culture Crawl, Annual INCLUSION Art Show, local festivals like Bright Lights in Stanley Park, and community art projects with post-secondary students, independent artists, and other organizations.

To learn more, visit www.alternativesart.ca

Stage Door Theatre Troupe is skilled at improv and passionate about comedy! The troupe writes and performs an annual live production, and creates video vignettes and other special projects with partners throughout the year.

To learn more, visit their Facebook page: www.facebook.com/StageDoorTroupe

Vancouver – Social and Recreational Day Programs

Can-Do and Roots, Community Inclusion Services

Social, recreational and volunteer opportunities unfold daily across the city, adding meaning and joy to the lives of the persons we serve, and the teams who support them. Activities and community integration initiatives are centered on the shared interests of participating adults and program staff.

In a typical week, individuals may check out our Rock Band, play a game of Pickle-Ball or deliver meals to seniors.

Vancouver – Community Connecting Service

Building Caring Communities – Community Connecting Service

- Also offered in Burnaby, New Westminster, Tri Cities, Powell River.

Building Caring Communities (BCC) is one of the newer community inclusion services funded by Community Living BC, and is part of our [Explore](#) menu of services. For more information, see page 14. This service supports people to bring about growth and change, focusing on their relationships and the community. Community Connectors work in our neighbourhoods and communities to strengthen inclusive and welcoming spaces for everyone.

Over the course of about a year, a Community Connector will work with you to imagine possibilities for your future. You will be invited to explore new places, try out new experiences, and to meet new people. Some ways to do this include volunteering, checking out groups, events and activities in your neighbourhood, and finding new places and ways to share your interests with others. Community Connectors can also support you with building and nurturing your friendships, or exploring the world of dating.

You can expect to make plans and take steps towards engaging with the community around you by:

- identifying and sharing your wants, needs and gifts with others
- strengthening your voice
- building on your skills and maybe learning some new ones
- reflecting on learnings

Each person's connecting journey is different and you will be supported in making your own choices about the kinds of connections that matter to you!

To learn more, visit www.buildingcaringcommunities.ca

Vancouver – Youth Transition Service

#Limitless is a youth transition service designed in collaboration with the Vancouver School Board. Participation is time-framed, with a focus on experiential learning to support personal growth and independence in the community.

New Westminster – Social and Recreational Day Program

Aegis West

Our focus is on daily social, recreational, and skill development activities. Our signature initiatives include teaching Sign and Sign Language to elementary school students, hosting a summer carnival, and working with the Salvation Army to co-host community events, such as free clothing markets. We also visit PotteryWorks studio, to create art on a regular basis.

Richmond – Social and Recreational Day Program

Richmond Social Network

Our focus is on daily social, recreational, and skill development activities. Our signature initiatives include laughter yoga and a knitting club, which both lead to rich community connections. We also host an annual event in Minoru park.

Maple Ridge – Social and Recreational Day Program

Selkirk Centre for Community Engagement

Located in downtown Maple Ridge, our store front location makes community connecting a breeze. For example, we regularly participate in seasonal festivals and parades. We also make a significant contribution to the Salvation Army Caring Place. We assist with delivering meals to seniors, as well as to elementary school students, and many other endeavours. You will also see us at community garden work parties, harvesting food for sharing, and volunteering at the equestrian centre.

Employment

posAbilities Employment Service

posAbilities Employment Service assists job seekers with diverse abilities to prepare for, secure and maintain competitive employment.

In addition, the team offers:

- Free workshops to employers that assists with enhancing workplace Diversity and Inclusion;
- Peer to Peer mentored Job Club for Youth and Young Adults who are envisioning their futures and obtaining employment;
- Certification in Emergency First Aid and CPR that has been modified to assist with the preferred learning style of an individual;
- Modified Food Safe Certification; and
- Facilitated Digital Literacy Training to encourage safety on the internet.

We have three offices to serve you: Vancouver, New Westminster and Maple Ridge. We also offer Fee-for-Service supports in the North Delta, North Surrey and Langley areas.

For more information, please visit: www.pesworks.ca

Explore

Newer to **posAbilities**, Explore offers a single point of intake to connect to multiple services, providing individuals with a larger platform of support to action their personal goals. Individuals work alongside Journey Facilitators to discover more about their identity, to recognize skills, to embrace strengths and to envision their futures. Explore recognizes the breadth of goals and their time to achieve, supporting individuals for up to three years.

Working collaboratively, individuals can choose to engage with one or more of the following services through Explore:

- [Building Caring Communities](#) – building welcoming communities that value participation, diversity and social inclusion
- [Curiko](#) – a platform that is creating and connecting people to meaningful experiences
- [Laurel Behaviour Support Services](#) – assisting individuals with reaching their full potential and empowering their families and support teams
- [posAbilities Employment Service](#) – assisting career seekers with securing and maintaining competitive employment

For more information, please visit: www.posabilities.ca/explore/

Home Living

We offer a variety of home living supports throughout Metro Vancouver. We assist people to continue to live independently in their own homes, in semi-independent or 24-hour care staffed residential homes, or other shared living arrangements in their community.

Shared Living

Shared Living is a residential option in which an adult with a developmental disability shares a home with someone who is contracted to provide ongoing support. In this arrangement, they live with a family, couple, or roommate in the community. Sharing lives can offer richer opportunities for developing natural relationships and social circles. It also increases the likelihood of having a more genuine and meaningful experience of community life.

Supported Living Network

The Supported Living Network provides a sliding scale of support, assisting the persons we serve to maintain as much independence as possible at home and in the community.

Staffed Residential Homes

Our staffed residential homes are geared towards the needs of individuals who require a high level of personalized care. We have licensed homes in Vancouver, Burnaby, Coquitlam and Maple Ridge. A referral from CLBC is required.

For more information, please visit: www.posabilities.ca/services/

Facilitating Social Networks

Learning Skills

We want you to learn as many skills as possible. Although we won't force you to learn, the more skills you learn, the more control over your life you get. For example, once you learn the bus routes you can go where you want without needing staff. The more control you get over your life, the happier you will be. There are many opportunities to learn skills – if there is something you would like to learn, please let us know!

The Roles of Family, Friends & Advocates

The purpose of this policy is to encourage the ongoing involvement of family, friends, and advocates.

The Association values the essential roles that family, friends, and advocates play in the lives of persons served, including: providing support, love, unconditional acceptance, a shared history and a sense of belonging acting as monitoring agents to help ensure ongoing service quality.



Encouraging Relationships

With the knowledge and consent of persons served, where possible, the Association and its team members will encourage and foster the involvement of family members, friends, and advocates, including: inviting them to visit the person served in the home or program (provided that the rights and routines of roommates or program participants are also respected); fostering their relationships with the person served – informing them of any events, issues and concerns; and ensuring that they are involved in planning processes and aware of plans concerning the person served.

The Association respects the right of persons served to choose whether or not to inform their personal support network of any developing friendships.

Relationship Support Guidelines

Whenever persons served need help in maintaining friendships, support guidelines will be identified in their care plan.

Concerns about Relationships

The Association and its team members will support persons served to develop friendships that are safe, appropriate, meaningful, and that promote their well-being. If employees have concerns that a relationship is not in the best interest of a person served, they will bring their concerns to their immediate supervisor.

The Association will respect the diversity of family models and relationships that exist or may develop among them.

Team members will inform their immediate supervisor of any involvement with friends, family, or advocates that expose persons' served to undue risk, or adversely affects their quality of life.

Conflict within Support Networks

Should persons served and individuals within their personal support network come into conflict about an issue, the Association will strive to find a solution that is agreeable to everyone involved. This may include developing protocols to minimize risk, or seeking the assistance of a facilitator to help resolve the issue.

Ultimately, however, the Association will honour the desires and preferences of persons served. Exceptions may include the involvement of legal guardians or designates, or where serious health and safety risks are a factor.

Responsibilities

Life comes with responsibilities. Life in the community means that we are responsible for how our actions affect other people. Our programs are small communities. When you enter them, you will be asked to be responsible for things like respecting other people (including their privacy and belongings). If you live in a house, you may be asked to do your fair share of household chores.

These responsibilities will be explained to you when you start a program or service.

Problem Solving

Life is complicated. Services are complicated. We are here to help. If you want any information, or if you want help with a problem, please ask us!

INFORMATION ABOUT YOU

Protecting Your Privacy

Confidentiality

We are very serious about keeping your information private. We will only share information with others when the law tells us we have to. In all other situations, we will ask for your permission before we share any information. Sometimes, depending on the situation, we need to get permission from someone else (e.g. a family member or social worker).

The information we keep on you will be carefully protected so that no one can see it unless they are supposed to.

Access to Your Records

You can see/access your information whenever you want it. And, if the information we have is not correct, we will change it.

If you would like to see the information kept at the program, tell your Team Leader or Program Manager. If you would like to see the information we keep at head office, tell our Privacy Officer. If you don't know how to reach the Privacy Officer, ask a team member to help or call our head office.

HOW ARE WE DOING?



Quality Assurance

Our Association's framework for ongoing quality assurance.

The impact on our service to individuals, as a person-centred Association is deeply impacted by continuing quality assurance. The role of this department is to audit all **posAbilities** programs and services to ensure that:

- vulnerable individuals we support learn that they can be empowered, contribute to their communities, experience a higher degree of personal control in their lives and generally participate in change and improving the quality of their lives.
- isolation often experienced by persons with disabilities are lessened by opportunities for networking and developing friendships.
- the uniqueness and creativity of individuals is respected and nurtured.
- the personal values and vision of **posAbilities'** leadership remain person-centred and
- support and training of staff at all levels in the Association remains a constant process.

The role of Continuing Quality Assurance (CQA) is "paying attention" to five levels of involvement:

1. individuals
2. service response
3. programs
4. family, friends and community
5. policy

The assumption of quality is not sufficient. Quality which is continuous and incremental is the result of asking questions, responding to change and knowing when and how to build quality into change, policy and the culture of an agency.

The Continuing Quality Improvement (CQI) Officer/Designate works in conjunction with programs, Human Resources, and Administration, to assure consistent quality of service and continuing improvement in all areas.

posAbilities has been awarded the highest level of accreditation by CARF International for:

- Behavioural Consultation Services
- Community Employment Services (Job Development)
- Community Housing
- Host Family/Shared Living Services
- Supported Living

CARF accreditation is a public seal of trust and commitment to quality based on internationally accepted standards. Achieving this accreditation demonstrates posAbilities' commitment to exceptional, personalized care. An organization receiving the highest level of CARF accreditation has undergone a detailed peer review process and has demonstrated to a team of surveyors, during an on-site visit, its commitment to providing programs and services of the highest quality. For more information on CARF, visit www.carf.org.

The CQI Officer/Designate appraises CARF regularly of our operational and administrative conformance to those standards and further develops and implements plans for improvement.

Key elements of CQA responsibilities include, but are not limited to:

- Accreditation and our relationship with CARF
- Developing and refining Outcomes Management and Quality Assurance systems
- Developing, implementing and analyzing employee training programs
- Facilitating the [Complaints Resolution Process](#)

Should you have any questions regarding **posAbilities'** relationship with CARF, or our commitment to Continuing Quality Assurance, please do not hesitate to contact us:

Continuing Quality Improvement Officer/Designate – **posAbilities** (604) 299-4001 ext. 243 or email complaintsresolutionofficer@posAbilities.ca

Read the [CARF Accreditation Report](#) for **posAbilities** here!

Satisfaction Surveys

Once a year, we will ask you and your family, stakeholders and others to complete a satisfaction survey. The survey is anonymous – which means we won't know who fills out the surveys.

We will take this information and write a report that tells everyone what you think of our services. This is important because it tells us areas where we can improve. It also lets us know what our persons served are happy with. We will use this information to continually improve our services.

Complaints Resolution

Our Commitment

posAbilities is committed to providing quality services to the persons we support, and to their families, friends and advocates. We welcome and encourage any feedback that will help us to improve our services, and we pledge to respond to all feedback in a courteous, respectful and timely manner. We will not retaliate, harass, or create barriers to service as a result of a complaint.

Asking Questions

Please do not hesitate to raise any questions about the service you or a family member/friend is receiving. You can ask questions of any employee working in the applicable program. You have a right to know what we do and why we do it.

Raising Concerns

If you disagree/are dissatisfied with any part of our service, we want to hear from you. By letting us know your concerns, we are given an opportunity to improve our services and to strengthen the working relationship we have with you. Concern(s) about our services should be directed to the applicable Team Leader. If you are uncomfortable talking with the Program Supervisor, or if you are not satisfied with the response you receive, please approach the Team Manager followed by the Program Director. You can also ask a friend or family member to join you.

Making a Complaint

What is a complaint?

A "complaint" is a formal allegation of wrongdoing against our Association.

Who can make a complaint? Complaints can be made by persons receiving services, applicants requesting services and stakeholders (families, friends, advocates, community members, funders, etc.). Employees or members of the Board of Directors may not use this process to make complaints.

How do I make a complaint?

You can make a complaint verbally or in writing. Please direct your complaints to:

Complaints Resolution Designate

Suite 240, 4664 Lougheed Highway

Burnaby, BC V5C 5T5

Phone (604) 299-4001 or

Fax (604) 299-0329

(Please write "CONFIDENTIAL" on the letter or fax)

What will happen next?

Within 5 days of making a complaint, we will send you a letter to confirm that we received it. We will also contact you by phone. We will then begin an investigation that should be completed within 3 weeks. Upon completion, you will be informed of the results.

Is there a time-limit to making a complaint?

While there is no time-limit to making a complaint, the more time that passes between the incident and the complaint, the more difficult it may be to investigate it. Therefore, please bring your complaints forward as soon as possible.

What about privacy?

You will need to give us your name when you make a complaint. However, we will do everything we can to keep your name and any supporting information confidential.

What if I want help/support with this process?

You are encouraged to ask a friend, family member, social worker or other advocate to help you through this process. If you don't know who to ask, we can help you to find someone. Once you have found an advocate, we will ensure this person is present during any discussions and that all copies of correspondence are forwarded to both you and your advocate.

What if I'm not happy with the results?

You have a number of choices. You can appeal the decision directly to the Chief Executive Officer (CEO). The CEO will contact you and review the complaint, the investigation, and your appeal, and will likely make a decision within 3 weeks. You can also take your complaint to someone outside **posAbilities**. Here are some choices:

Ministry for Children and Family Development (MCFD)

Questions about how to navigate MCFD Services can be directed to the Client Relations Branch:

Phone: 1-877-387-7027

Email: ComplaintsProgram@gov.bc.ca

Web: <https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/children-and-family-development>

Information about the Ministry's Complaints Resolution Process is available at [Make A Complaint about Child or Family Service](#).

To resolve complaints about disability or health related services to adults, you may contact:

Community Living BC

7th Floor, Airport Square

1200 – West 73rd Avenue

Vancouver, BC V6P 6G5

Phone: (604) 664-0101

Toll Free: 1-877-660-2522

Fax: (604) 664-0765

Email: CLBCInfo@gov.bc.ca

www.communitylivingbc.ca

For Licensed Facilities:

Vancouver Coastal Health Authority | Residential Care & Community Care Facility Licensing

1200-601 West Broadway

Vancouver, BC V6Z 4G2

Phone: 604-675-3800

Fax: 604-736-3851

Fraser Health Authority | Residential Care & Community Care Facility Licensing

300 - 205 Newport Drive

Port Moody, BC V3H 5C9

Phone: 604-949-7701

Fax: 604-949-7706

If you are not satisfied with your response from Vancouver Coastal Health or Fraser Health Authority, contact:

Patient Quality Care Review Board

PO Box 9643

Victoria, BC V8W 9V1

Toll Free: 1-866-952-2448

<https://www.patientcarequalityreviewboard.ca/>

Review request forms may be submitted to the Patient Care Quality Review Board by mail, fax or email. If you are unable to submit a written review request or need help with translation, you may submit your complaint verbally by calling 1-866-952-2448.

Other options for making Complaints about any service funded by the Provincial Government:

Office of the Ombudsperson

2nd floor, 947 Fort Street

Victoria, BC

Phone: 250-387-5855 (Victoria)

Toll Free: 1-800-855-0511

Voice to TTY: 1-800-855-0511

TTY to TTY: 1-800-855-1155

Fax: 250-387-0198

Email: info@bcombudsperson.ca

Mailing Address: PO Box 9039, STN PROV GOVT, Victoria, BC V8W 9A5

Other helpful resources:

Representative for Children and Youth

Serving youth with disabilities up to the age of 24 years.

Victoria: (250) 356-6710

Burnaby: (604) 775-3213

North: (250) 561-4626

Toll Free: 1 (800) 476-3933

Web: www.rcybc.ca

Service Quality Advocate for Persons with Developmental Disabilities

Vancouver: (604) 775-1238

Victoria (Enquiry BC): (250) 387-6121

Everywhere else in BC (Enquiry BC): 1 (800) 663-7867

Inclusion BC

Advocacy program serves individuals and families of all ages, all abilities:

Toll Free 1 (844) 488-4321

Email advocacy@inclusionbc.org

Web: www.inclusionbc.org

APPENDICES

APPENDIX A	Vision, Mission & Values Graphic Recording Summarizing posAbilities ' Strategic Plan
APPENDIX B	Charter of Rights, Children and Youth
APPENDIX C	Charter of Rights, Adults
APPENDIX D	Code of Ethics
APPENDIX E	Privacy Statement

APPENDIX A: VISION, MISSION & VALUES

VISION

Inclusive Communities, Enriched Lives.

MISSION

We assist persons with developmental disabilities to lead meaningful and healthy lives by partnering with the community to provide a comprehensive range of person-centred services for individuals and the families who care for them.

VALUES

Person-Centred

- We are person-centred in our thinking and our actions.

Inclusion

- We embrace diversity and believe every person is an equal and valued member of community.

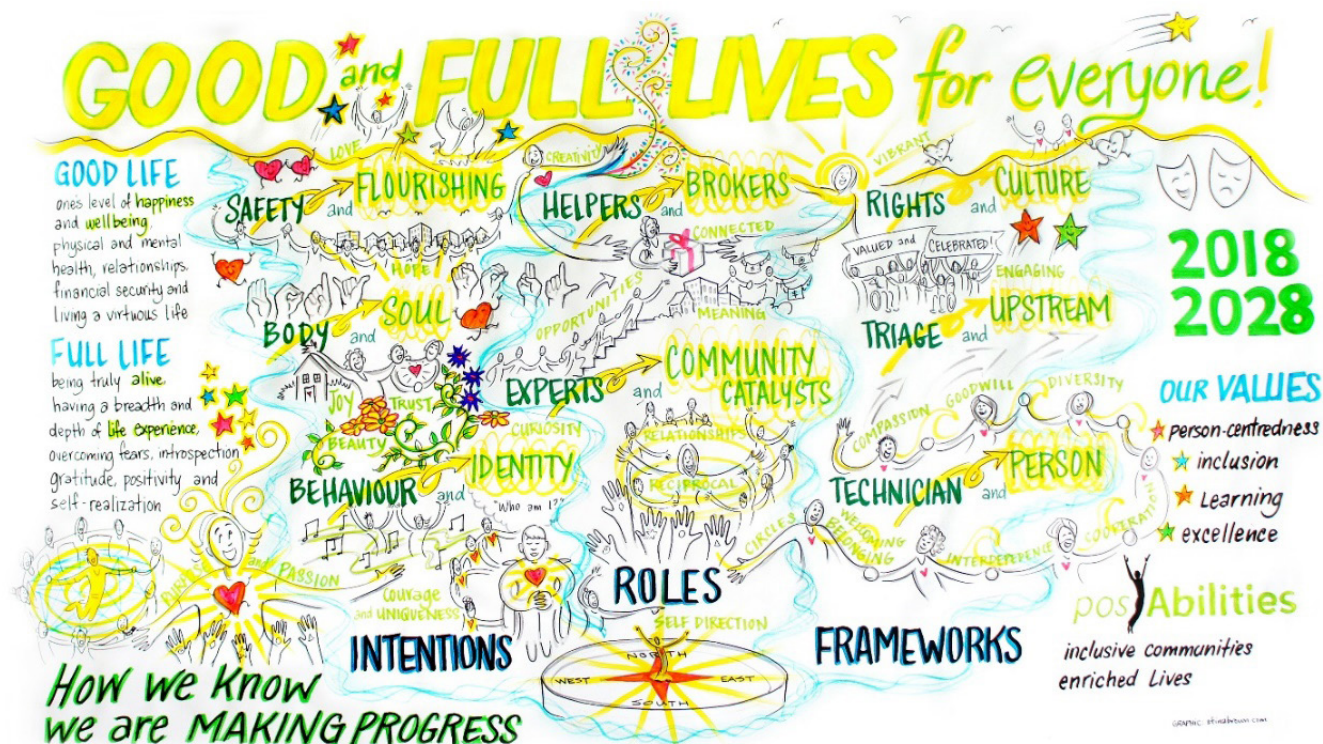
Learning

- We encourage innovation, learning and growth.

Excellence

- We act ethically and with integrity in all that we do. We celebrate the best in ourselves and others.

Please find our Strategic Plan below:



APPENDIX B: CHARTER OF RIGHTS, CHILDREN/YOUTH

As a child/youth, you have the right to¹:

- live in a caring, secure and nurturing environment where you are fed, clothed and looked after.
- be told what is in your plan of care.
- be consulted and to express your views, according to your abilities, about important decisions that affect you.
- reasonable privacy and to have your own personal belongings.
- not to be punished physically or in any other abusive way.
- be told how your caregivers expect you to behave, and what will happen if you do not meet their expectations.
- receive medical and dental care when you need it.
- take part in social and recreational activities if they are available in the community and suited to your interests and abilities.
- receive religious instruction and to take part in the religious activities of your choice.
- receive guidance and encouragement to keep your cultural heritage.
- have an interpreter, if needed, for important decisions around where you live or your care.
- privacy during discussions with family members, if the law allows it.
- privacy during discussions with legal representatives.
- be informed about and to be assisted in contacting a legal representative, including the Ombudsperson.
- be informed of your rights and the ways to ensure we respect your rights.

Indigenous children have the right to:

- receive guidance, encouragement and support to learn about and practice your Indigenous traditions, customs and languages, and
- belong to your Indigenous communities.

¹From the Ministry for Children and Family Development; available on their website at:

http://www.bclaws.ca/Recon/document/ID/freeside/00_96046_01#section70

APPENDIX C: CHARTER OF RIGHTS, ADULTS

Adult consumers of our services have the following rights:

1. To be respected and to have dignity

- to be valued and treated as a person
- to have my spiritual, cultural, and personal beliefs honoured
- to be involved in the conversations and activities around me
- to have privacy

2. To be who I am and not who you want me to be

- to have no labels put on me—if you ask me who I am, I will tell you
- to express myself and my feelings
- to dream and to follow my dreams
- to be proud of who I am and what I do

3. To understand information that is about me and my world

- to be involved in meetings about me and my services
- to get information in a way I can understand it
- to get a person of my choice to represent me

4. To have choices and to make decisions about things that affect me

- to have the information I need for making decisions ~ to decide who will be involved in supporting me with planning and decision making ~
- to have choices and involvement in all areas of my life—what I eat, where I live, who I live with, where I go, who will work with me, and the community services I get
- to be as independent as I can and want to be
- to change my mind
- to take risks and to learn from my mistakes

5. To have experiences and opportunities similar to others

- to experience the same world as everyone else
- to live in a home that is truly my home
- to have an education
- to work and earn the same pay for the same work
- to have a variety of relationships, including intimate and/or sexual ones (agreed upon by participants)
- to lead a life that is the way I want it to be

6. To receive quality services that fit me and my needs

- to have my needs come before the service provider's needs
- to be heard, to be understood, and to get a meaningful answer to my questions or concerns
- to have you follow through on your commitments to me
- to get supports that will change with me

7. To say “no” to supports and services

- to refuse supports
- to be offered other services

8. To be in a safe environment

- to be safe
- to feel safe
- to learn how to be safe

9. To be treated as a full citizen

- to be a participating member of my community
- to understand my rights and to put my rights into practice
- to understand my responsibilities and to be able to fulfill them

APPENDIX D: CODE OF ETHICS

I. SERVICES TO PERSONS SERVED

posAbilities' Charter of Rights will guide all our dealings with persons served. Above all, we will place their interests first. Our services to persons served will be characterized by the following:

a) Respect

The individuals we support are persons of inherent value and fully worthy of our respect.

We will respect each person's rights and freedoms, and assist them to fulfill their responsibilities. We will treat them as persons with dignity, and we will do our best to make sure others see them and treat them the same way. We will not stigmatize persons served. We will never disparage, demean or humiliate persons served.

b) Choices

We will see in persons served their capacity and competence before limitation. Therefore, we will seek to expand their choices and opportunities, and to provide them with the information they want and need. We will also assist them to understand information to the best of our abilities. In all that we do, we will promote choice, decision-making and personal empowerment.

c) Advocacy

Persons served are entitled to all the rights and privileges that are accorded to them as citizens of Canada. We will assist and encourage persons served to lead meaningful lives as full citizens of their community. This includes helping them achieve their right to belong, to be valued, to participate, to assume responsibilities and to make meaningful contributions. We will never conduct ourselves in a way that undermines this effort. We will advocate for the rights and interests of persons served within the Association, within external systems and within the community at large.

d) Personal service

We will seek to understand and accommodate the complex person we are supporting; this includes considering such things as language, culture, ethnicity, sexuality, religion, values and beliefs. We will be sensitive to differences and celebrate diversity. We will treat each individual as an individual and, as far as possible, we will tailor our services to meet their needs and expectations.

e) Safety

We will take reasonable measures to protect the health, safety and emotional well-being of persons served; at the same time, we will recognize their right to take measured risks and to make mistakes.

II. PROFESSIONAL CONDUCT

Our Association will be accountable for maintaining the highest possible standards of professional practice. This will include all undertakings by the Association as well as undertakings by individuals working for or on behalf of the Association (including the board of directors, managers, employees and contracted support services).

a) Interpersonal relationships

We will treat all persons with whom we interact with dignity and respect. We will honour the important role of families, friends and advocates in the lives of persons served. We will be honest and straightforward, and genuine in all our dealings with people. We will be sensitive to diversity and difference; we will resolve interpersonal conflicts in a timely and respectful manner.

b) Criticism and mutual support

We will accept constructive criticism from one another. We will welcome complaints from stakeholders and respond in a respectful, timely, and effective manner. We will accept credit only for the work we have done and acknowledge the work and contributions of others. We will support one another to perform to the best of all our abilities, and to avoid conduct that diminishes quality of service or that erodes morale.

c) Collaboration

We will promote and contribute to professional collaborations. In the interest of maximizing our service, we will consult with stakeholders, with outside expertise, and with one another, as often as needed. We will work with other service providers, organizations, and caregivers in a spirit of mutual and collegial respect. We will invite their feedback and contribution, even as we offer our own. Our influence will be a positive one, characterized by cooperation and encouragement. We will not act with malice, discourtesy, or enmity.

d) Stewardship

We will respectfully maintain, safeguard, and preserve the property, assets and resources made available to us for the performance of our duties and commitments. Safeguarding of personal property (of persons served, employees and visitors) is a shared responsibility.

e) Excellence

We will be earnest in all our efforts, thoughtful in all our undertakings. We will strive to find more efficient and more effective ways of conducting business. We will provide the individuals we support with the highest possible standards of service.

f) Integrity

We will accept responsibility for our actions. We will not operate beyond the scope of our competencies, nor misrepresent our qualifications, experience and/or expertise. We will act quickly to correct any misinformation or misrepresentation concerning our services, activities, outcomes, or credentials. We will not withhold evidence that might disconfirm our findings or views, and will acknowledge alternative positions, explanations, or hypotheses.

g) Community citizenship

We are a member of the communities in which we work and serve. This comes with responsibilities such as being a good neighbour, a good employer, and an overall positive influence. We will be mindful of our communities' needs and interests, and we will be supportive of its charitable, cultural, and educational institutions. We will not be politically complacent, but will maintain a presence that befits our responsibility.

h) Duty under law

We will understand and comply with the letter and spirit of all laws, regulations, agreements, or requirements that govern us. Where such requirements negatively impact operations or those we serve, we will seek immediate remedy; where the requirements do not go far enough to advance the interests of persons served or best professional practices, we will exceed them.

III. HUMAN RESOURCES

We will clearly and effectively communicate the qualifications, roles and responsibilities relating to all positions within the Association.

a) Treatment of our employees

We commit to treating our employees with dignity and respect and to ensuring that they are not subjected to any form of discrimination, nor to sexual or personal harassment. Our evaluative processes will be just and fair. We will encourage them in their professional development and assist them to learn and apply best practices. We will strive to create a place of work where employees feel welcomed, appreciated, and comfortable. To this end, we will promote safe and healthy working conditions, positive working relationships, and a spirit of collegiality. We will endeavour to foster in our employees a sense of personal satisfaction, purpose, and accomplishment. We will represent our employees' interests within the larger political and professional spheres within which we operate.

b) Recruiting Practices

We will utilize recruitment practices that are consistent with Association needs and objectives, and that are fair, effective, and free from all forms of discrimination.

IV. BUSINESS & FINANCIAL PRACTICES

All of our business and financial practices will be in accordance with applicable legislation, requirements, and standards, and will be subjected to annual independent review by external auditors, including accrediting bodies. We will be transparent in our undertakings, exercise integrity in all our financial practices, and be held accountable to our membership, funding bodies, and other stakeholders.

a) Financial Practices

All our financial practices will comply with generally accepted Canadian accounting principles and practices. Financial matters that fall within the purview of our financial management policies will conform with these policies; financial matters covered by the Association's bylaws will be handled in accordance with those bylaws.

b) Fund Development & Communications

We will represent those receiving services in a respectful manner. We will never use representations of persons served that are demeaning or that are designed to elicit pity or sympathy. Our solicitation of funds and our promotional practices will be ethical, legal and respectful. All corrupt practices, such as inducing "guilt" or obligation, personal gain, bribery or collusive transactions, are prohibited. We will abide by all applicable laws, regulations, standards, and ethical practices. We will ensure all written communication meets or exceeds current professional standards. We will provide the financial community and, where possible, the community at large, with information regarding the needs and achievements of the Association. We will accurately represent the Association and its stakeholders.

c) Other

Accepting or exchanging gifts with persons served or their families is discouraged and employees will not accept gifts where it might be inferred that the gift was intended to influence or possibly would influence employees in the performance of their duties. All gifts given or received must be of nominal value. Employees will not accept money or gratuities from person served or their families. Employees will not solicit funds on behalf of a personal cause and will not have persons served sell items on behalf of the Association, or allow persons served to raise funds by appeals to other employees or persons served. Employees will consult with their manager when asked to witness documents on behalf of person served.

V. INFORMATION MANAGEMENT

We will collect personal information by lawful and ethical means. We will limit the collection and use of personal information to that which is necessary to establish and manage the employment relationship and to fulfill our obligations to persons served and funders. We will maintain information that is accurate, current and managed (i.e. organized, secured, archived and destroyed) in accordance with applicable regulations and contractual obligations. We will exercise discretion in sharing personal information and will only share information on a need-to-know basis. We will protect personal and proprietary information from improper or inadvertent disclosure. This includes information about stakeholders (including, but not limited to individuals, families, employees, donors and members). Especially, we will keep in confidence information about persons served. We will not use or disclose personal information to third parties without the individual's prior consent, except in circumstances where our contractual and legal obligations require or permit it. When we are presented with a legitimate request for information, and/or when we are required to make disclosures, we will provide accurate and complete information in a timely manner.

VI. CONFLICT OF INTEREST

A conflict of interest arises when direct or indirect personal gain is a factor in a decision that impacts the people we serve and/or the Association. We will strive to avoid conflicts of interest. Should any instance of real, potential, or apparent conflict exist, we will disclose it so that a remedy might be sought.

VII. COMPLAINTS

posAbilities welcomes complaints from persons served and other stakeholders. We will not retaliate, harass, or create barriers to service as a result of a complaint.

VIII. REPORTING BREACHES TO THE CODE OF ETHICS

Any person may report an alleged breach to the Code of Ethics to the Conflict Resolution Officer, 604 299-4001 or complaintsresolutionofficer@posabilities.ca

APPENDIX E: PRIVACY STATEMENT

posAbilities respects all people's right to privacy.

This paper tells you how we get, use and share personal information about the people we support.

What is personal information?

Personal information includes things like one's:

- name
- address
- phone number
- identification, like your Care Card number or BC ID, and
- reports where you are identified.

Why does **posAbilities** ask for personal information?

posAbilities is paid by the Government and other groups to help people. **posAbilities** uses your information to understand what you need. We also use the information to plan how best to support you. We ask for the name and phone number of a family member or advocate in case there is an emergency. Also, sometimes **posAbilities** sends newsletters or other mail to you, a family member or advocate.

posAbilities will tell you why we need your information. We will not use it for any other reason without asking you, unless your health and safety is at risk or if the police or a judge tells us to do so.

Where does the information come from?

posAbilities collects personal information using forms or by talking to people. We collect information from:

- you and your family
- the Government or other people who pay **posAbilities** to help you
- doctors or other people who have information about you.

What is consent? Who can give consent?

Consent means that you agree to let **posAbilities** get, use and share information about you.

You can give consent in three ways:

- in writing
- by telling one of **posAbilities'** staff that you agree or
- by being part of a program run by **posAbilities**.

What rights do you have?

- Adults can make decisions about how their information is used and shared with others.
- Sometimes a family member or advocate has the power to make decisions for adults.
- If **posAbilities** can't help you understand what we are asking, we will look for other people to help us, like a relative or your social worker.
- Parents or guardians of children have the power to make decisions for them.
- You have the right to see the information **posAbilities** has collected about you. In some cases, **posAbilities** cannot share all the information we have in our files. If that happens, we will show you as much as possible. We can also help you fill out a form to send to the Government so that you can see more information.
- You have the right to ask **posAbilities** to change information when it is wrong.
- You can take back your consent.

How does **posAbilities** protect your information?

- **posAbilities** has rules for staff about how they get, use or share information.
- Staff must agree to follow the rules when they are hired.
- We do not make copies of your information for other people without consent.
- We keep your information safe by using locked cabinets, locked offices and passwords on all computers
- **posAbilities** has a Privacy Officer who helps staff follow the laws about personal information.

You can ask the Program Supervisor if you want to see the information the program has about you. Also, if you have questions, please talk to your staff or the Program Supervisor.

If you want to see the information kept in your main office files or if you want to take back your consent, please contact **posAbilities'** Privacy Officer at:

posAbilities

240 – 4664 Lougheed Highway
Burnaby, BC V5C 5T5

Phone: 604 299-4001

Fax: 604 299-0329