

**North Island Community Services Society**

## **PARTICIPANT ORIENTATION HANDBOOK**



*North Island Community Services*

### **“IT’S ALL ABOUT YOU”**

This handbook was created in 2015 by NICSS and is updated regularly.

We want to make sure that people are well informed about the services they get. This handbook is one way we make information available to you and your family.

If you have suggestions to make this handbook better, please contact us.

For more information please contact:

**North Island Community Services**

375 Shelley Crescent

Port McNeill, BC, V0N 2R0

Phone: (250) 956-3134

Fax: (250) 956-4484

Email:

[Nics-bc@telus.net](mailto:Nics-bc@telus.net)

Website:

[www.nicommunityservices.ca](http://www.nicommunityservices.ca)

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# **INTRODUCTION TO YOUR HANDBOOK**

## **Why Do We Give You This Handbook?**

People need information. If people do not get enough information they might not make the best decisions for themselves. It is your right to have the information you need to make good decisions and to make informed choices. This handbook is one way we respect your rights by making sure you have enough information about North Island Community Services. Throughout this handbook we will call the Agency – NICSS.

## **Understanding the Information**

We believe it's important that you understand the information we give you. That is why we have written this handbook in plain language. A staff person will talk with you about the handbook. They will explain anything you don't understand.

## **How to Use This Handbook**

We will give you a copy of this handbook to keep. Anytime you would like us to go through this handbook with you, let us know and we will make plans to do so.



## **Chapter One**

# **North Island Community Services**



## THE BEGINNING OF NICSS

- NICSS began in 1978
- It was started with the intent to support children with emotional and behavioural issues
- NICSS since then has expanded and continues to expand
- Since then our programs support all those in our community across the lifespan

## NICSS TODAY

- The Agency provides services to individuals and their families in the Mount Waddington Region. That includes; Port Hardy, Port McNeill, Alert Bay, Coal Harbour, Sointula, Woss, Fort Rupert and other communities in the north island area.
- There are many different programs that help support people in the community with:
- Counselling, Crisis Intervention, Resources, Getting Around, Participate, Learn, and more!
- For Adults
- For People with Disabilities
- For Children, Youth, and Families

## VISION, VALUES AND MISSION

NICSS has a Vision, and Mission and Philosophy Statement. They guide us in the services that we provide to you.

### OUR MISSION

North Island Community Services Society believes in the strength and wisdom of all people. We provide diverse and innovative programs that recognize the challenges of rural communities.

### OUR VISION

Creating Connections



### OUR PHILOSOPHY

To provide quality services to all members of the Mount Waddington Region with respect and dignity.

All people deserve opportunities to grow, learn, integrate, and live.

## NICSS STAFF

About 50 full time/part time staff and casual staff work for NICSS. These staff were chosen because they have combinations of experience and education working with people in the community.

Staff are trained in:

- ❖ Person Centered Planning (PCP) – to make sure your services are about you
- ❖ First Aid and CPR – they keep their training updated
- ❖ Non-Violent Crisis Prevention and Intervention – so that they know what to say and do if someone is very upset
- ❖ All staff also must have an approved Criminal Record Search from the Ministry of Justice for vulnerable people.

Many staff are also trained in special areas like:

- ❖ Giving medication safely
- ❖ How to help someone who has seizures
- ❖ Understanding and supporting people who have head injuries
- ❖ Cultural Understanding
- ❖ Sexual Health & Relationship training
- ❖ Conflict Resolution

### **Choosing Staff to Work with You**

We want you to feel comfortable with the staff that supports you. If you don't feel comfortable then you or your family could speak to the Coordinators, or Executive Director. They will see if there is anything that can be done to make things better for you.

## **OTHER THINGS YOU NEED TO KNOW**

### **Program Outcomes and Your Satisfaction**

Every program has goals to meet each year to prove they are providing a better service to you. We call the measure of these goals – program outcomes.

We will ask you to help us decide what the program goals should be and we will let you know every year if we meet the goals or not.

We also want to know if you are satisfied with our services. We will ask you at least once a year. This is called a satisfaction survey.

### **How to Reach Us**

The main office is open every weekday from 9:00 am to 5:00 pm.

The address is 375 Shelley Crescent. Port McNeill, BC, V0N2R0.

You can call the main office at any time.

The number is 250-956-3134.

We have a voice mail system.

This means you have to be ready to leave a message on an answering machine if you don't get to talk to someone.

## **Chapter 2**

### **Rights and Responsibilities**



## **Your Rights – An Introduction**

**It is important that you know and understand your rights:**

- ❖ As a Canadian
- ❖ As a person living in the BC
- ❖ As a person participating in our programs and services

To help you learn about your rights and to help you understand them better, we have included information about some of them in this handbook. We will go through these rights with you when you start receiving services from us. We will go over them again with you when we meet with you every year. We give this information to the staff that work with you so that they will also know about your rights.

### **YOUR RIGHTS AS A PERSON LIVING IN CANADA**

In 1982 the government of Canada told all Canadians about their rights in a document called The Canadian Charter of Rights and Freedoms. Some of your rights included in this chapter are:

- ❖ The right to be treated fairly and equally regardless of your colour, sex, age, or whether you have a physical or developmental disability.
- ❖ The right to choose your religion
- ❖ The right to your own thoughts and the right to talk about your thoughts
- ❖ The right to come together with other people
- ❖ The right to vote
- ❖ The right to stay in Canada or to leave
- ❖ The right to learn

### **YOUR RIGHTS AS A PERSON LIVING IN BC**

#### **BC Human Rights Act:**

In BC there is something called the BC Human Rights Act. It says that you cannot be discriminated against because of any differences you might have. Discrimination means that you are treated differently than other people. The code says that you have the right to:

- ❖ Use the same services as everyone else including restaurants, malls, buses and schools

- ❖ Get a job when you have the best qualifications
- ❖ Get the same wages as everyone else
- ❖ Be treated the same as all other tenants, if you rent an apartment or a house.

**If you think you have been discriminated against because of your differences then you can ask NICSS staff to help you take steps to make things right. They will:**

- ❖ Teach you how to advocate for yourself, or
- ❖ Advocate with you, or
- ❖ Refer you to a person or an agency that can help you.

## **YOUR RIGHTS TO FINANCIAL ASSISTANCE IN BC**

There are many programs and ways to get help in BC. There are programs for youth, for people with disabilities, for seniors, and many other programs. NICSS staff can help you to find out who to contact that can help you get the assistance you need.

If you have any questions or can't find the answers to your questions, call the office and we will do our best to help you.

## **YOUR RIGHTS AS A PERSON RECEIVING SERVICES FROM THE GOVERNMENT**

NICSS is funded by many different sources depending on the program. To understand your rights contact the funder for your program or talk to one of the staff.

Here are a list of our main funders:

**Ministry of Child and Family Development (MCFD)**

**Community Living British Columbia (CLBC)**

**Public Health Agency of Canada**

**School District 85**

**BC Transit**

**Mount Waddington Regional District**

From time to time we also get generous funding and grants from other places too like; The **United Way, Gaming Grant, Success by Six**, and others.

## **Respect for the Individual**

This principle says that your rights and dignity must be respected. Those of us who provide you service are required to meet your individual needs and support your unique strengths and qualities.

## **Self Determination**

This principle talks about your right to control your life and to take responsibility for your actions. It reminds all of us to provide you with opportunities to act on your own behalf and, to participate in the decisions that affect you.

## **Person Centered Planning and Family Involvement**

This principle says that you will be provided the opportunity to participate in the planning of your services. It also says that your family, and/or others who know you well and that you want involved, will be provided the same opportunity.

## **Maximizing Independence, Growth and Environmental Choices**

This principle says that you will be provided with opportunities to become as independent as you can. It encourages us to provide you with as much freedom as possible and at the same time ensure that you and others feel safe and secure.

## **Community Inclusion**

This principle guides us to support your involvement in the day-to-day life of your community.

## **Quality of Life**

This principle guides us to help improve your quality of life in the following areas:

- ❖ Health and safety
- ❖ Making choices
- ❖ Recognition of your value by you and others
- ❖ Participation in your community
- ❖ Good relationships with friends and relatives
- ❖ Daily activities that help you get to your goals.
- ❖ To work or volunteer

## **Regular Community Services**

This principle guides us to assist you to access the same services in your community as everyone else.

## **Community Partnerships**

This principle encourages us to help you link up with other services so that you get the best support.

## **SERVICES WE PROVIDE MEET STANDARDS**

### **We make this happen:**

- ❖ Through your Service Plan
- ❖ We talk with your family and other people who care about you. We give you information about the program and then ask your opinion about what we are doing and how we can make services better for you. We want you to have the best life possible
- ❖ We will also ask you to fill out a satisfaction survey every year and when you leave a NICSS program. You can ask someone to show you an example and explain it to you if you want.
- ❖ We report to our funders a few times a year to make sure they know how we are doing
- ❖ We monitor our own services by reviewing standards for all programs on an ongoing basis

## **YOUR RIGHTS AS A PERSON PARTICIPATING IN OUR PROGRAMS AND SERVICES**

### **Information about Your Right to Conflict Resolution at NICSS**

NICSS realizes that sometimes when people work together they may disagree. For example: you and your family or caregiver might disagree with a decision that has been made that affects you. If you, or others important to you, disagree with something, there is a way to help everyone involved to talk openly and resolve issues.

### **Conflict of Interest**

A conflict of interest means that staff or volunteers have put their needs or best interests ahead of yours or the Agency's. This is wrong. NICSS will stop conflicts of interest when they are reported.

### **The Conflict Resolution & Complaint Process**

If you or your family or your caregivers disagree with something that was said or something that happened at NICSS:

1. Talk to your family, your caregiver, or worker (if you have one) to find out what can be done.
2. If your concern is not resolved then you can choose to go to a more formal process.

**It's ok to make a complaint! Your services will not be affected and no one will retaliate**

### **Formalizing Your Concerns:**

NICSS has a formal complaint process. You make a report to a Coordinator or to the Executive Director. You explain the problem. You tell them what you have done to try to fix the problem. You tell them what you think needs to happen to make things better. The person you talk to will write down what you say. They will give you a copy. They will tell you what they are going to do to fix the problem. They will follow up with you later to see if things are better. Then you can make an informed choice. There is also a Complaint Form that you can fill out and give to us. You can ask for it, or find it on our website. This will go to the Executive Director who must answer your concerns very quickly. If you feel your concerns are still not heard after you follow this process you can then speak with funding representative to have the issue resolved.

### **INFORMATION ABOUT YOUR RIGHT TO MAKE CHOICES AND DECISIONS**

- ❖ All people have the right to make decisions and choices
- ❖ We know that many people might need help to make choices
- ❖ We think that it is important that you make as many choices and decisions as possible. We have come up with some different ways to assist you to do that.

### **Here are Some Ways that We Help You to Make Decisions**

Before you make a choice we will give you as much information as you need to make what is called an informed choice. For example, if you think you might like to participate in one of our programs we will give you some information about the staff, the activities, possible risks and the goals you could expect to achieve. We will also tell you about any rules to get into the program or if there is a wait list.

### **We Support You to Try Out Options**

We know that people need to know about options before they can make an informed choice. An option is any one of the possible choices you could make. As much as we can, we will support you to try our different options. This way you are more likely to make an informed choice about the option that you prefer. For example, let's say you want to volunteer and you have never done that before. We would assist you to visit different volunteer sites. This may make it easier to choose the site that works for you.

### **It's Okay If You Change Your Mind.**

We know that sometimes people change their minds when they are exploring options. We know that this is all part of learning how to make choices and decisions. If you make a choice and it doesn't work out – That's okay. We will support you to explore another choice.

### **We Support You to Ask for Help**

If you need help to make choices you can ask someone who knows you well to assist you. We help you to look at the “risks and benefits” of your choices. When you or someone who cares about you believes that an activity you are choosing has a lot of risks as well as benefits, they will ask you to talk about it. We have a form to help you do this. When your health and safety is at risk, we ask you to consider choosing activities that have the benefits you want with less risk.

## **INFORMATION ABOUT YOUR RIGHT TO PRIVACY**

Privacy means that information about you is confidential. When you turn 19 in BC you become an adult. Once you are an adult, people who need information about you need to talk to you first. You can decide who you want to share information with. You write this down on a consent to exchange information form provided by NICSS. If you are not 19 yet, then your guardian or legal representative can help you with all this. You should know that there are still privacy rights if you are under 19 sometimes that may not need to include others like some health decisions or maybe choosing birth control. We can help you to find out what these are.

### **This form will remind you of the following information:**

1. Sometimes NICSS employees need to share information about you with each other. We do this so that you get good care and support.

2. Sometimes NICSS employees need to share information about you with other people.
3. Consent means that you give us permission to share information with the people you choose on the list. The list is on the back of the Consent to Exchange Information Form.
4. This consent form is good for one year but if something changes in your life, you can do a new form. You can change your mind about giving consent. If you change your mind you need to let us know.
5. There is some information the law says we must share without your consent. This includes any information about:
  - ❖ Abuse (this means hurting someone else or hurting yourself)
  - ❖ Neglect (this means not taking care of yourself or someone else)
  - ❖ Suicide threats (this means saying you will hurt yourself or take your own life)
  - ❖ Breaking the law (this means saying that you plan to break the law or telling us you did break the law)
  - ❖ Subpoenaed information (this means a judge has given us a court order to share information)
6. NICSS only shares information written by NICSS staff. We cannot share documents that are written by other people.
7. NICSS also shares information about your skills, talents, abilities and dreams when we think it will help you get what you want out of life.

If we plan to use your photograph or video in the NICSS newsletter or Website or if we write an article about you we will ask for your permission on a Media Consent Form.

### **More Information about Your right to Privacy at NICSS:**

- ❖ You have the right to be alone if you choose to and it is safe.
- ❖ You have the right to visit your friends and family in private
- ❖ People should knock and ask if it is okay with you before they come into a space where you are alone
- ❖ People should not look at or take your private things without your permission
- ❖ People should respect your right to privacy when we help you with personal care
- ❖ We will support you to respect other people's privacy

### **YOUR RIGHTS AND INFORMATION ABOUT YOU**

NICSS will ask you and your family or caregiver to give us information about you. If you want to participate in a NICSS program, we will share this information with the staff there. They need

this information so they can understand you and support you well. All staff have to sign an oath of confidentiality, which means they have promised not to share information about you with anyone outside of NICSS or funders unless you have agreed to this as per the consent to share information form.

## **Where do we keep the information?**

We keep the information about you in your participant files in a locked space. We also keep a duplicate of the main information of your file in our central filing system in the Main office. Only the people who need to know about you have a key to get into these storage places. We also keep some of the information about you on computers. Again, only the people who need to know about you have access to the computer generated files.

## **Can You Look at the Information?**

Yes. You can look at the information about you at any time. Ask the Coordinator and she/he will set up a time to go through your binder with you.

### **Some records we might keep include:**

- ❖ Personal Information Form – This form tells us where you live and who you want us to tell if there is an emergency. It also tells us about your health, medication and any other things about you that will help us to support you in our programs.
- ❖ Behaviour Plans and Protocols – Some people we support get angry or frustrated. Some people find it hard to tell us what they need. If you need help when you get angry or frustrated we will write a Behaviour Plan or Protocol. This tells us how to give you the help you need to feel better and to stay safe.
- ❖ Plans – You will participate in planning meetings about you. A copy of each plan goes into your binder.
- ❖ Daily Notes – When workers spend time with you they will write notes about the activities that you did together.
- ❖ Critical and Internal Incident/Injury Reports – Some serious events must be reported to your social worker or our funders. We report these serious events on a form called a Critical Incident Report. A copy of this is kept in your binder. Other events not as serious are kept in your binder but not given to the social worker, these are Internal Incident/Injury Reports. Here are some examples of serious events; you get hurt badly, we give you the wrong medication, or your money is stolen from you.
- ❖ Health Records – All health care records are kept in your binder.

## **WE VALUE DIVERSITY**

NICSS supports people of all cultures, religions and family backgrounds. We support people who speak in a variety of different ways like sign language, pictures and acting out what they mean. We believe that everyone has talents and gifts and that everyone belongs in our community and contributes to our community. NICSS does not tolerate prejudice. NICSS supports many activities that strengthen community diversity.

## **ABOUT YOUR RESPONSIBILITIES**

Along with rights you have responsibilities. For example, when you make a choice you are responsible for that choice. As a Canadian you have rights. You also have a responsibility to respect the rights of other Canadians by treating people fairly and treating everyone equally.

### **Your Responsibilities at NICSS**

As a person who chooses to participate in NICSS programs you have responsibilities. We will invite you to:

- ❖ Participate in the planning of your services
- ❖ Let people know if and when you need support (if it isn't easy for you to tell us then you can ask others who know you to tell us)
- ❖ Follow the rules for conduct in our programs (conduct means the way that you act when you are with other people)
- ❖ Respect the rights of everyone who comes to NICSS
- ❖ Tell us if you are going to be late or away.

### **Your Responsibilities and Your Health and Safety**

You have a responsibility to let NICSS know of any health or safety concerns you have. We need to know about things like:

- ❖ The medications you take if you need help taking them
- ❖ Medical health concerns that you have
- ❖ Safety concerns that you have
- ❖ Health and safety supports that you need.

If it is hard for you to tell us about these things you can ask someone who knows you well to tell us. You also need to tell us if you do not feel safe:

- ❖ When you are in a program at NICSS
- ❖ With someone at NICSS
- ❖ When you are out in the community
- ❖ When you are in a vehicle

### **Your Responsibilities in Case of an Emergency**

If there is a fire or an earthquake or another type of emergency you have a responsibility to:

- ❖ Stay calm
- ❖ Follow instructions from your worker
- ❖ Be safe

**Every NICSS program has fire drills and earthquake drills. When we have drills, you must practice with us.**

**Practicing for emergencies is not a choice if you wish to attend our programs.**

## **Chapter 3**

**HELPING YOU REACH YOUR GOALS**



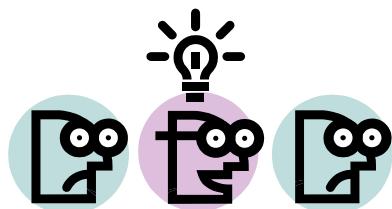
## INTRODUCTION

At NICSS we will help you to achieve your goals. We help you by giving you opportunities to:

- ❖ Develop your independence and skills
- ❖ Participate in your community
- ❖ Meet people and make friends

We also want to ensure that you feel happy, comfortable and safe in your home or at one of our programs. Here are some of the things you will experience at NICSS as we assist you to achieve your goals.

## Person Centered Planning



Person Centered Planning is a set of ways of planning your life. It is called 'Person Centered' because:

- ❖ It puts you in charge of planning your life
- ❖ Finds out what matters to you
- ❖ Thinks about your gifts, and what people like and admire about you
- ❖ Listens to you and the people who care about you
- ❖ Finds ways to move toward your dreams
- ❖ You and the people around you learn and grow together

"Person Centered Planning is a process of learning how a person wants to live and then

describing what needs to be done to help the person move toward that life”

Who said this? (Michael Smull and Helen Sanderson in 2005)

## **Using Person Centered Thinking Tools to build a Person Centered Plan for You**

Most of all, we try to use person centered approaches because we believe it is right to respect all people as human beings, with rights and choices.

If people who use services are to have positive control over their lives, if they are to lead self directed lives within their own communities then those who are around the person, especially those who do the day-to-day work need to have person centered thinking skills”

Who said this? (Sanderson and Smull)

Person Centered Planning is also part of the responsibility of services that supports people with learning disabilities.

Members of staff have had training in Person Centered Planning and are able to use Person Centered Thinking Tools.

## **DEVELOPING YOUR SKILLS**

At NICSS we will support you to develop skills that are right for you, so that you become more independent. Here is a list of some of the skill areas you might choose from:

- ❖ Take care of myself
- ❖ Take care of my home
- ❖ Manage my money
- ❖ Communicate well
- ❖ Advocate for myself
- ❖ Improve in academics; such as Computer, Basic Literacy, Practical Mathematics
- ❖ Seek personal and emotional growth
- ❖ Develop employment related skills

## COMMUNITY PARTICIPATION

At NICSS we will support you to learn skills and to do what you want to do in your community. For example you might want to:

- ❖ Explore activities offered at the community recreation centre
- ❖ Try volunteer activities
- ❖ Attend community events
- ❖ Use community resources such as a library, art gallery or museum
- ❖ Learn to use public transportation
- ❖ Get a job

We will give you the support you need to explore and participate in these community-based options.

## MAKING FRIENDS



It might be important to you to make friends or to make the friendships you have stronger. At NICSS we can give you opportunities to be more involved with the friends you already have and help you to make new friends. For example we might:

- ❖ Ask you if you want to involve some of your close friends in planning your services
- ❖ Help you to meet new people at a place in the community
- ❖ Help you to get along well with other people

We might also encourage you:

- ❖ To talk to others when you are in the community
- ❖ To get the assistance you need from others in the community
- ❖ To join a group of people in the community who are interested in the same things you are.

## **Chapter 4**

# **HEALTH AND SAFETY AT NICSS**



## **INTRODUCTION**

At NICSS we have plans and steps to take to help you if there is an emergency. The steps are written down. Each program has its own plan for fires or earthquakes. Staff will show you what to do and will go over this with you.

### **Medical Emergencies**

If you have a medical emergency:

- ❖ The first staff person on the scene will give you first aid
- ❖ Other staff will go to get information about you so that we can give you the best support
- ❖ If it is necessary, we will assist you to go to a medical clinic
- ❖ Sometimes we will call 911
- ❖ Your caregiver and family will be informed

### **First Aid**

All NICSS staff have up-to-date First Aid training. There are First Aid kits at every NICSS building. There are First Aid kits in all of our vehicles. The staff that go out in the community with you carry First Aid Emergency Kits.

### **Your Own Health and Safety**

When you first come to NICSS we meet with you, your family and or caregiver to find out what you need to keep you safe. We ask questions about:

- ❖ The medications you take
- ❖ Health concerns you have
- ❖ Safety concerns you have
- ❖ Your personal care supports (i.e. tooth brushing, hand-washing, etc.)
- ❖ The meal time supports you need

We write your answers down. We will share this information with those who will work with you so they will know how to address your health and safety needs. Every year we look at what was written the year before and update the information. It is important that you tell us about important changes when they happen – like changes in the medication you take.

## **VEHICLE TRANSPORTATION**

Sometimes you will be transported by NICSS staff, whether in a NICSS vehicle or in a vehicle owned by staff. NICSS staff who drive have a valid class 5 driver's license. All vehicles are insured, in case there is an accident. If you are riding in one of the staff's cars, this vehicle also has updated liability insurance to make sure you are safe. We check the vehicles owned by NICSS regularly to make sure that they are safe to drive. Everyone must wear a seat belt in our vehicles and in staff vehicles.

## **ILLNESS**

If a person attending a day program looks like they have a fever or have a cold we will try to make arrangements for the person to stay at home. This way the illness is not spread to others.

## **STANDARD PRECAUTIONS**

NICSS staff are trained in Standard Universal Health Precautions. These precautions include the following steps:

- ❖ Wear gloves
- ❖ Follow hand washing procedures
- ❖ Follow proper clean up procedures

Staff will follow these steps when they help you with personal care if they come into contact with blood or other body fluids. By following these steps everyone is less likely to be exposed to a communicable disease. Communicable diseases are ones that spread from one person to another very easily. If you come in contact with blood or other body fluids it is important to tell your staff as soon as possible.



## **Chapter 5**

### **How You Can Control Your Own Services**



## **Self Advocacy**

- ❖ Is about speaking for yourself
- ❖ Is about speaking out for your rights
- ❖ Is about teaching others to speak out for their rights

## **Some People Need Help to Advocate for Themselves**

Some people can't talk or communicate easily with others. They may need a friend, family or someone else who knows them really well to speak for them.

## **Self Advocacy is about having Choices**

- ❖ Just like everyone else, you have the right to make choices
- ❖ Sometimes you may need help to make choices
- ❖ Family and friends can support you in making certain choices

## **Self Advocacy means having a say about Your Services**

At NICSS we believe that you will be in control of your own services. You will have a say by:

- ❖ Participating in the Person Centered Planning of your own service
- ❖ Telling staff when you are happy with a program and when you are not happy
- ❖ Participating in an advocacy group
- ❖ Becoming a member of NICSS
- ❖ Running for election as a Self Advocate on the Board of Directors

## **Satisfaction Surveys**

Every year we ask you to tell us how we are doing. We will ask you questions about your services. It is your chance to let us know how happy or unhappy you are with the services you receive from NICSS so we can keep improving them. We follow up on your comments and concerns.

## **Membership in NICSS**

NICSS is a not-for-profit society. This means that we are run by our members. You can become a member by paying 1 dollar to us and filling out a form at the office.

- ❖ Members get information sent to them
- ❖ They are invited to our Annual General Meetings
- ❖ They get help to attend training events and workshops
- ❖ They also get to elect the Board of Directors. Some decisions may be voted on at the Annual General Meeting. Board Members are interested in your point of view. Please talk to them at our regular meetings or in between. To find out about membership go to the main office.

## **The NICSS Board of Directors**

- ❖ All not-for-profit societies must be run by a Board of Directors
- ❖ Board of Directors are elected from members of NICSS once a year at the Annual General Meeting
- ❖ There are several volunteer positions on the Board of Directors.
- ❖ At every meeting each director reports to the Board.
- ❖ Board members participate on various committees and make decisions about how NICSS will run.
- ❖ Contact us if you are interested in being a Board Director!

## **Chapter 6**

### **PROGRAM DESCRIPTIONS**



## **NICSS Support Services**

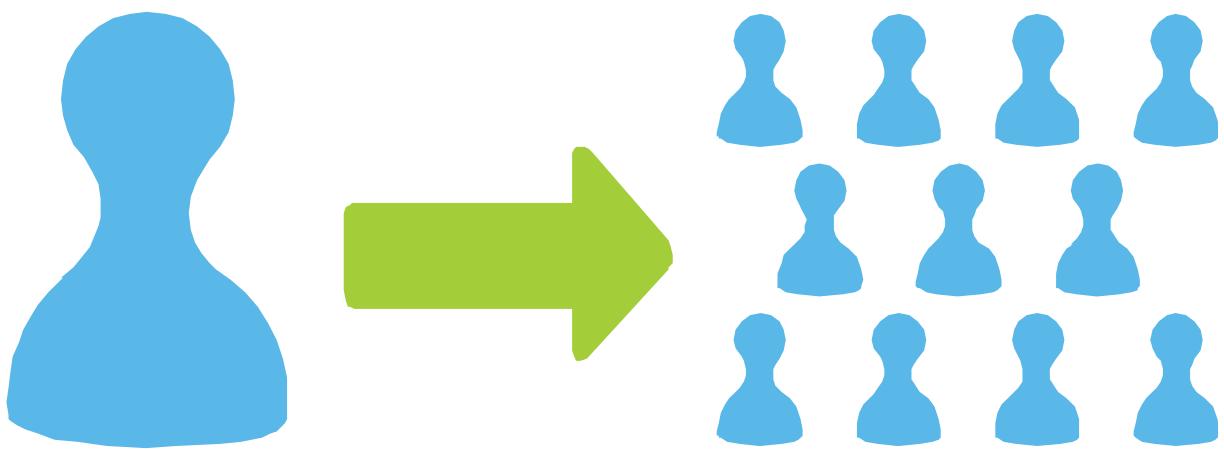
NICSS offers many different programs. These programs support counselling, travelling, skill development, recreation, community involvement, integration, and volunteer work and employment opportunities. These programs also focus on supporting the development of personal relationships in the community.

### **Programs include:**

- ❖ **Community Links**
  - has 3 programs for adults with developmental disabilities, a day program, employment program and semi-independent living program.
- ❖ **CAPC**
  - is the Community Action Plan for Children
- ❖ **Family Life**
  - offers supports of all kinds to families in need
- ❖ **CYMH**
  - offers Child & Youth Mental Health Counselling
- ❖ **Huckleberry House Children's Centre**
  - offers daycare, preschool, after-school, StrongStart and infant/toddler care
- ❖ **Transit/VTN**
  - includes both BC Transit and the VTN or Volunteer Transportation Network
- ❖ **Promising Babies**
  - provides support for new or about to be new parents
- ❖ **Foster Families**
  - provides support and resources to foster parents
- ❖ **Toddler Time**
  - opportunities for parents and toddlers to learn and connect
- ❖ **Teen Centre**
  - get together and resources for area teens
- ❖ **2<sup>nd</sup> Look Thrift Store**
  - selling gently used resellable items

## **Chapter 7**

## **RESOURCES**



## Local Resources

NICSS Programs – 250-956-3134

‘Namgis First Nation.....	250-974-5356
Community Living BC.....	1-877-660-2522
Autism B.C.....	1-888-715-1914
Autism Society of BC.....	1-888-437-0880
FASD Society for BC.....	1-866-327-7107
Gwa’Sala-‘Nakwaxda’xw Council.....	250-949-8343
Inclusion B.C.....	1-800-618-1119
Kids Help Phone.....	1-800-668-6868
Kwakuitl Band Office.....	250-949-6012
Learning Disabilities Association of B.C.....	1-250-370-9513
Ministry of Children and Family Development.....	250-949-8011
Mount Waddington Transit (Local Bus Service).....	250-956-3151
North Island College.....	1-800-715-0914
North Island Crisis and Counselling Centre.....	250-949-6033
Port Hardy Harvest Food Bank.....	250-902-0332
Port Hardy Health Centre .....	250-902-6071
Port McNeill Health Centre.....	250-956-4711
School District 85.....	250-949-6618
Service Canada.....	1-800-622-6232
Victim Services.....	1-800-563-0808
WorkBC.....	1-877-952-6914