



Welcome to 28th Avenue Homes Ltd.

Handbook



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Who We Are?

28th Avenue Homes Ltd. has been providing residential and community-based services for adults with disabilities since its incorporation in February of 2002. We are proud to say that we have been an accredited organization since 2006.

Currently, we are responsible for the operations of one day program (The D.A. Center), five staffed residential homes, as well as services offered under home share, supported living and 1:1 community inclusion.

The D.A. Center is located on 25th Avenue in Vernon. The D.A. Center focuses on community inclusion, recreation, socialization, leisure and behavioral needs. At present the D.A. Center supports fifty-four individuals on a weekly basis. The D.A. Centers hours of operation are Monday through Friday from 8:30 until 3:30.

Two of our residential homes are located on 28th Avenue (Cardinal House and Eagle's Nest Home). Steller's Jay Home is located on 17th Street. Kingfisher Place and Blackbird Home are located on Crystal Drive. Three of our staffed residential homes are fully licensed facilities and adhere to the Community Care and Assisted Living Act. All of our residential programs offer 24-hour care, 365 days a year. Services focus on daily living skills/needs, community inclusion, health care needs, recreation and Individualized Service Programs. We currently support 20 individuals in our staffed residential homes.

Our Vision

28th Avenue Homes Ltd. envisions a community that focuses on the ABILITIES of the individual and not their DISABILITIES.

Our Philosophy

28th Avenue Homes Ltd. believes in the dignity and worth of all people. We are committed to delivering quality programming for the people we serve. We support community involvement through participation and act as an advocate for social and economic improvement.

Helping persons served in achieving a quality of life means:

- Providing input to counselors, professionals, etc. with regard to the development of appropriate program plans to achieve persons served objectives; by contributing evaluation of individuals progress in either written and/or verbal reports to the program managers.



- On both an individual and group basis, the program worker facilitates and enhances the quality of life for persons served by ensuring that their emotional, spiritual, social, medical and recreational needs are met.
- Providing, on an ongoing basis, emotional support and feedback to persons served, their families and primary or secondary care givers.
- Acting as a positive/consistent role model for persons served, by providing life skills, training and behavior management. This will vary greatly depending on the needs of individual persons served. Examples may include, but are not limited to: assisting with hygiene, daily living skills, dispensing of medication, providing transportation, giving persons served assistance in attending appointments/community outings and providing for recreational and community inclusion opportunities.
- Ensuring that all reports, statistics and documentation on persons served are accurate and complete; in order to track their progress and be accountable to our funding agencies and the public.
- Seeking out any social, economic, recreational, spiritual and educational services in the community that will help us in meeting the persons served needs. As well as maintain relationships with other agencies, professionals and government officials in the community that play a role in our persons served lives.

Our Mission

The Mission of 28th Avenue Homes Ltd. is to provide a safe and healthy environment in which we may promote optimal outcomes. This is achieved by providing and developing Person Centered Services that meet the variety of needs and desires of the individuals we serve and celebrating successes along the way.

In order to fulfill our Mission, we believe that:

- The participants and their needs are the focus of all our efforts.
- Each staff member's primary responsibility is to deliver quality care and service.
- Qualified staff members are our most valuable asset and deserve our support and respect.
- Staff training and ongoing communication is vital.
- All improvements, even the smallest steps are recognized and celebrated.
- Decision making, and change must include input from all those who will be affected.
- Conflict can be managed constructively.
- Trust is essential at all levels of operation.

Our Vision, Philosophy and Mission are the foundation on which all decisions are made.



Values Statement

We believe that each person with a developmental disability:

- Is a person first; unique and to be valued.
- Greatest need is to love, be loved and feel worthwhile. These needs are only met through valued relationships.
- Has the same basic needs as any other person; therefore, similarities should be celebrated rather than differences.
- Has personal differences and interests to be safeguarded and therefore all services, support and planning must be individually focused.
- Is entitled, like everyone else, to be treated with equality and dignity, respecting his/her rights, needs and feelings.
- Is entitled to the same freedoms, rights, responsibilities and access to services accorded all citizens in our society.
- Is entitled to family (natural or alternative) for support, companionship and love; thereby acquiring the security to ensure healthy adjustments to life experiences.
- Is entitled to augmentative communication devices, speech therapy and alternate language technology as required to maximize latent ability and promote self-sufficiency in communication skills.
- Is entitled to good health, medical and dental care with provision of those auxiliary aids needed for greater independence.
- Is entitled to the right to treatment on a voluntary basis, the right to private consultation and confidentiality and the right to be informed and give consent as he/she chooses.
- Is entitled to live in an environment that is safe and stimulates curiosity, learning, opportunity and challenges for development of his/her physical, intellectual, emotional and spiritual well-being.
- Is entitled to experience a normal level of exposure to a reasonable level of risk that allows manageable failures and encourages meaningful success and brings maturity and meaning to life.
- Continues to develop throughout his/her life therefore learning opportunities and support persons and services must be seen as a lifelong commitment.



Goals and Objectives

- To provide service that respect the human rights and dignity of the people we serve. To develop supports that meet the individual's needs and recognizes the unique strengths and qualities of each person.
- To support people that have a developmental disability in becoming empowered to make decisions about their own lives.
- To provide opportunities for the community to meet and learn, to accept and value their citizens that are developmentally disabled. To support the integration of people that are developmentally disabled into the mainstream of community living to the greatest extent possible.
- To support people that are developmentally disabled in using appropriate services in the community.
- To provide people that have a developmental disability with support in recognizing socially valued behavior, images and social skills to support them in enhancing their public image.
- To provide support and opportunities that will allow people that have a developmental disability to grow and develop, to have a life that is full and enjoyable that includes family and to realize their dreams.
- To ensure all services are offered in an environment that is the least restrictive and that provides for safety and security.

To support people that are developmentally disabled in living a lifestyle of their choosing.



Client's Rights

Issue Date: October 1st, 2005
Revision Date: September 9th, 2019
of pages: 1 of 2

Policy:

Managers/Supervisors, through their employees, shall ensure clients are regularly, and in a way that they can understand, be informed of their rights. This will include support to participants with specific issues that arise.

A plain language statement of Client's Rights will be reviewed and signed annually with individuals accessing services of 28th Avenue Homes Ltd.

Procedure:

1. Supervisors and staff regularly and in an understandable format inform participants of their rights. Signed documentation of the same shall be held in each client's records.
2. All clients in all programs will be apprised of their rights in written form, at the onset of their attendance and annually thereafter concurrently with their Person-Centered Plan.
3. Employees shall be aware of participant's rights and will advocate on their behalf.
4. Any violation or restriction of client's rights will be considered abuse and reported according to policies 4.2.2 and 4.2.3 titled *Reporting of Client Abuse*.
5. Failure to comply with this policy may have serious ramifications and may result in disciplinary action up to and including termination.

Impact Departments: All

Related Forms: Client's Rights



Client's Rights

As an adult with a developmental disability and a consumer of services, I have the right to:

BE TREATED AS AN ADULT HUMAN BEING

- be treated in a fair way
- be treated with respect
- not be teased, called names or hurt in other ways
- to have friends
- go out and have fun
- have someone to love
- get married have children
- take care of my own money have control in my own home
- to vote

BE PROTECTED BY THE LAWS (LIKE THE CANADIAN CHARTER OF RIGHTS AND FREEDOM)

- not be discriminated against for being female or male, the country my family comes from, my skin colour, my religious beliefs, who I choose to love or my disability
- get fair wages
- be treated as equally as anyone else doing the same job (for example coffee and lunch breaks, medical benefits, vacations and maternity leave)
- get the same medical services and care as others

MAKE INFORMED CHOICES AND DECISIONS IN MY LIFE

- I have the right to make decisions and choices based on my feelings, beliefs and what is important to me, and be told enough information to help me decide
- take chances (risks) once I know what might happen
- decide what I do on my own time
- decide what I do with my own things
- decide how I plan for my future (what goals I set and what I want to talk about when I plan)
- choose to live on my own or with others
- decide who comes into my home
- choose the services I use
- have choices when I use services, for example: where I live, who I live with, what I eat, what changes happen in my environment, what work I do, what doctor I go to
- say 'yes' or 'no' when making decisions about who works with me
- make mistakes
- change my mind
- decide to stop using a service
- choose when I need support

BE PROVIDED WITH SUPPORT

- get help, if I need it, finding a place to live, making a budget and learning what I need to know
- have staff and other supporters (like family and friends) who treat me nicely (kind, polite and with respect)
- have supporters who are helpful
- hear good things, not just bad things, about myself
- have enough money from the government to buy the services and support I need
- get help with making decisions (from my guardian and others), if I need it.
- have a say even if I need help making decisions
- have access to self-help support services and advocacy support services



Our Funding Source

28th Avenue Homes Ltd. programs and residences are funded through Community Living British Columbia. All referrals come from CLBC.

Our Employees

28th Avenue Homes Ltd. is dedicated to providing services to the individuals we serve through qualified and conscientious staff members.

Through the hiring process, 28th Avenue Homes Ltd. seeks out highly skilled staff while keeping in mind the suitability to the client's/program needs in which they are being considered for.

In order to keep up with the ever-changing needs/wants of the individuals we serve, 28th Avenue Homes Ltd. is continuing to broaden the skills of our staff members through workshops, in-services and upgrading/renewal of present qualifications.

Employees receive regular training in supporting people with developmental disabilities. Some of the courses staff have access to, but are not limited to, are:

- First Aid (with CPR)
- Health and Safety
- FoodSafe
- Non-Violent Crisis Intervention
- Aging Population Issues
- WHIMIS
- Lifting and Transferring
- Diabetes Information Workshops
- Dysphagia Workshops
- Online Modules through *Open Futures Learning*

28th Avenue Homes Ltd. is proud to be supported by a dedicated and loyal body of staff that strives to uphold the quality of service that is expected in all of the programs we offer.



Confidentiality

28th Avenue Homes Ltd. is dedicated to respecting all participants and employees' rights, privacy and confidentiality. Our policies and procedures on securing private information is strictly adhered to.

Information concerning a participant is privileged and confidential. 28th Avenue Homes Ltd. will act professionally and appropriately in requesting or receiving confidential information and will use confidential information only in the best interests of the participant, resident and/or the community. The CLBC Privacy of Personal Information Policy shall be adhered to and all employees and contractors have completed CLBC's *Service Provider Privacy and Information Management* course.

Participants shall be provided with the opportunity to provide their informed consent before personal information is shared. The individual's right to privacy shall be observed in any sharing of information. Information will be shared only on a need-to-know basis.

Employees and volunteers shall sign the 28th Avenue Homes Ltd.'s *Declaration of Confidentiality* and management will strictly enforce matters of confidentiality.

Accessing Records

Participants, parents/caregivers and employees shall have access to their records maintained at 28th Avenue Homes Ltd. A period of 2 days is required to allow for the arrangement of an appointment time suitable for all parties.

Participation in our Programs

Community Living British Columbia (CLBC) is the local referral and funding agency for our organization. To receive services from us, an individual must be screened by CLBC to meet their eligibility criteria for services to persons with a developmental disability. CLBC will provide support in making referrals to accessing services. There is no cost for this service.



Required Documentation

To better assist us in providing quality supports and services, 28th Avenue Homes Ltd. requires the completion of the following documents before, or in some cases shortly after, commencing services.

- *Medical Profile or Health Care Plan*—to be updated annually or as required. HSCL (Health Services for Community Living) can assist with a personalized Health Care Plan.
- *Person Centered Plan (PCP)*— To determine the participants desired outcomes, we encourage participants, family members and other stakeholders to be involved with the PCP development and ongoing implementation of the PCP. The PCP is reviewed regularly.
- *Participant Consent to Services, Consent to Medical Treatment, Risk Acknowledgement* as well as *Consent to Release Information* forms are explained, reviewed and signed by the participant or legal guardian. These forms are updated on an annual basis.
- *Participant's Rights* – Are updated and reviewed annually.
- Any additional forms as required.

In addition, provision of exiting information from previous programs would be beneficial in determining individualized person-centered service delivery. This may include, but is not limited to, work and/or education history and restrictive practices in place.

28th Avenue Homes Ltd. requires that relevant information pertaining to the Health and Safety of participants is current. We request that parents/guardians and caregivers inform us immediately of any significant changes in the participants lives which may alter his/her support needs.

Medication and Medical Records

In order for us to maintain accurate records it is imperative that 28th Avenue Homes Ltd. is informed and regularly updated regarding participant medical records. 28th Avenue Homes Ltd. requests that we are immediately informed of any medication changes that may affect their participation in any of our programs.

28th Avenue Homes Ltd. adheres to strict Medication Policies and Procedures and is governed by the *Medication Safety and Advisory Committee Manual*.

At no time will a participant provide/give medication to others.



Smoking/Vaping

28th Avenue Homes Ltd. is committed to the well-being of the participants and employees. We are committed to a smoke free facilities and vehicles. The use of vapor products is also not permitted. Designated areas for smoking/vaping are provided at each department site.

Grievances and Dispute Resolution

Any grievance or complaint will not result in retaliation or a barrier to service.

Participants/Parents/Caregivers/Stakeholders/Employees/Members of the Public:

It is the intent of 28th Avenue Homes Ltd. to ensure any concerns people may have with any of our programs are dealt with in a fare and timely manner.

Participants, parents, caregivers, stakeholders, employees or members of the public may, if they chose, have internal or external representation to support them during the grievance process.

All communication must be courteous and respectful. Any time this condition does not exist, communication can be discontinued on either side and resumed at a time when this can be achieved. If either side believes that this will not be possible, the matter can be taken to the Executive Director of 28th Avenue Homes Ltd.

Grievances/complaints will be addressed by employees of 28th Avenue Homes Ltd. as soon as practical. Employees shall adhere to the following steps to ensure that the manner is dealt with in a timely and professional manner.

1. Talk with the concerned party/parties to try to come to an agreement/solution. If this does not resolve the problem within (2) working days, continue to step two.
2. Staff members are to encourage complainant to fill out a Feedback Form on our website at www.28thavenuehomes.ca . This form can be filled in anonymously, and will be sent directly to the Executive Director and Human Resources Manager

Or



2. Staff members are to document in writing any complaint from the clients, stakeholders or the public using the Conflict Resolution Recording Form, available on Sharevision at Policies and Forms > Printable Forms > Section 3. This form is also available in the Employee Handbook.
3. These will be forwarded to the appropriate [Program Manager/Manager/Supervisor](#) immediately.
4. Manager will discuss with the Executive Director.
5. Manager will discuss and investigate with appropriate members.
6. Resolution will be documented.

Additional Options

If you're dissatisfied with the outcome, assistance is available to connect you with appropriate advocacy resources, including but not limited to:

- Community Living BC (CLBC)
- BC Ombudsman

28th Avenue Homes Ltd.'s management team will review complaints annually or sooner if needed.

Please reference the form on the following page if you would like to submit a formal complaint, concern, or address a conflict.



Conflict Resolution Recording Form

This form is to be used to help resolve conflict reported by individuals served, parents, guardians, stakeholders, employees or members of the public.

Name of person filing report:
Name of employee recording:
Date and Time:

Names of other people involved in conflict (if applicable):

Statement of conflict from the individual’s perspective:

(Please be specific and only record what the person reports to you.)

Please use the back of this form if more room is required for recording.

Does the individual suggest any resolutions to the conflict?

(Please be specific.)

Please read this report back to the person filing the report to ensure they agree with what is written.

Signatures on this form indicate that they are in agreement.

Printed name of person filing report:	Signature of person filing report:	Date:
Printed name of recording staff:	Signature of recording staff:	Date:
Manager/Supervisor printed name:	Manager/Supervisor signature:	Date:

September 28, 2020



Cultural Competency & Diversity

Created: June 2015

Revised: ~~July 2018~~

~~August 2019~~

~~April 2020~~

~~September 2021~~

~~September 2023~~

August 2024

28th Avenue Homes Ltd. recognizes the growing diversity within our community and is dedicated to creating and maintaining a culturally responsive and supportive environment.

We are committed not only to making our services accessible to everyone but also to affirming our dedication to cultural inclusivity through our policies and actions. We strive to cultivate an inclusive environment that values diverse experiences, perspectives, and interests. We ensure that all individuals are treated fairly, with dignity and respect, and are free from discrimination or harassment.

Our respect for diversity extends across race, language, culture, ethnicity, gender, age, abilities, disabilities, religion, spiritual beliefs, sexual orientation, and socioeconomic status. By fostering an atmosphere of inclusion and respect, we continue to value and appreciate the strengths brought by each person's unique style, ideas, and contributions.

Diversity is central to our values of teamwork, leadership, empowerment, and service equality, and enhances our organizational environment, service quality, and respect for all people.

How 28th Avenue Homes Ltd. demonstrates a commitment to diversity within our organization:

- **Culturally Inclusive Intake Process:** During intake, we engage individuals, families, and caregivers in a manner that recognizes and respects their cultural context, inviting input on values, traditions, and identity.
- **Person-Centered Plans:** Our plans recognize diversity by incorporating identity, cultural, and religious considerations. Individuals and their support networks are encouraged to share any specific needs or preferences in these areas.
- **Training on Gender Identity and Cultural Competency:** We offer training to support inclusive practices, including how to address individuals who do not identify within a traditional gender binary. This training fosters a safe environment for self-expression.



- **Supportive Environment:** Our commitment to cultural sensitivity and respect ensures that individuals feel welcome in our day programs. Staff and clients are encouraged to show respect for everyone's preferences and identities.
- **Values and Rights:** Our Values Statement and Client Rights policy reflect our respect for individuality and cultural diversity.
- **Diversity Policies:** Our organization maintains policies and procedures that support our commitment to diversity, covering areas such as hiring practices, anti-harassment, and client protection.
- **Culturally Diverse Activities:** Our programs offer culturally diverse activities and engage in community events. We track relevant events and encourage client participation based on individual interest.
- **Personalized Residential Settings:** Clients are welcome to personalize their bedrooms and common spaces with photos, artwork, and other items that reflect their individuality and culture.
- **Celebrations and Milestones:** We celebrate significant holidays and milestones relevant to our clients and their families.
- **Cultural Celebrations in Day Programs:** Our day program incorporates cultural celebrations and decor to honor our clients' diverse backgrounds. This includes traditional cultural foods and themed activities.
- **Special Cultural Days:** We recognize days of cultural importance, such as Orange Shirt Day for residential school awareness and Pink Shirt Day for anti-bullying.
- **Interpreter Services:** We use interpreter services as needed to facilitate effective communication with clients and families.
- **Continuous Feedback:** We gather and review feedback consistently to ensure that all individuals associated with 28th Avenue Homes Ltd. are treated respectfully and feel valued.
- **Unblemished Record:** Since our inception, 28th Avenue Homes Ltd. has maintained a record free from complaints, concerns, or grievances related to cultural diversity, demonstrating our commitment to inclusivity and respect.



Person-Centered Plans

In order to provide for the unique needs and desires of the individuals we serve, 28th Avenue Homes Ltd. participates in Person-Centered Planning for all of our clients.

Person-Centered Plan meetings are conducted to ensure that all aspects of our client's lives are being considered and understood, so that goals and outcomes will reflect the true needs/desires of the individuals. These Person-Centered Plan meetings include the individuals we serve, family members and any other stakeholders that the clients deem important in their lives.

Person-Centered Plans are updated on an annual basis, or more frequently if needed, to ensure their validity, and the desired outcomes of our clients are being met and celebrated.

We also have individualized Care Plans, written by the Health Services for Community Living (HSCL) nurse for those in our care with complex needs. They are reviewed annually, or more frequently if needs have changed, by the Residential Supervisor and the HSCL Nurse.

Individual/Stakeholder/Employee Input

28th Avenue Homes Ltd. welcomes input from all our clients/stakeholders and employees. We use many different forms of input to ensure that we are doing the best job possible for all that are involved without organization.

We gather input/feedback through conducting satisfaction surveys from the individuals we serve, stakeholders and employees as well as promoting open communication between clients, stakeholders, management, and staff.

General Health and Safety

28th Avenue Homes Ltd. adheres to a strict guideline of Health and Safety policies and procedures as set out in our *Policy and Procedure Manual* and *Health and Safety Manual*.

Each of our program sites is equipped with a copy of our *Policy and Procedure Manual* and *Health and Safety Manual*. Each of our employees must familiarize themselves with both manuals as part of their orientation and annually thereafter.



General Health and Safety continued:

All of our staff are certified in First Aid and CPR. These certificates are kept current and renewed on a regular basis.

28th Avenue Homes Ltd. has a Health and Safety Committee consisting of one member from each program site, to perform regular safety checks of each site and to deal with or bring to the attention of management any safety issues that arise.

Three of our Residential Programs are licensed facilities and are monitored by Interior Health Authority Licensing Officer. All the programs adhere to the Community Care and Assisted Living Act and Residential Care Regulations.

Fire evacuation plans are reviewed by the Vernon fire department. Emergency drills and reviews are performed at each program site.

Tours

28th Avenue Homes Ltd.'s Management Team will be happy to arrange a tour of our program areas of interest to you. Please inquire at the office to be directed to the appropriate Manager.

How to Reach Us:

28th Avenue Homes Ltd.
4214 25th Avenue
Vernon B.C
V1T 1P4

Head Office (for general inquires) – 778-475-4880
Email: info@28thavehomes.ca

For additional information about our Organization, go to our website at:
www.28thavenuehomes.ca



Resources

COMMUNITY LIVING BC

Suite 201, 2802 – 30th Street

Vernon, BC V1T 8G7

Phone: 250-549-5490

General Inquiries: vernon@communitylivingbc.ca

BC HUMAN RIGHTS COMMISSION

Victoria Office:

2nd Floor -844 Courtney Street,

Victoria, BC V8W 9J1

Phone: (250)387-3710

www.bchumanrights.org

DISABILITY RESOURCE CENTRE

3402 27th Avenue, Suite 107

Vernon, BC V1T 1S1

Phone (250)545-9292

Email - info@ilvernon.ca

HEALTH SERVICES FOR COMMUNITY LIVING (HSCL)

4505 25th Street

Vernon, BC V1T 4S8

Phone (250)541-2210

DEVELOPMENTAL DISABILITY MENTAL HEALTH SERVICES (DDMHS)

1440 14th Avenue

Vernon, BC V1B 2T1

Phone (250)549-6346