



Pacific Coast Community Resources Inc.

Supporting People in Building Community

WHO WE ARE

Pacific Coast Community Resources (PCCR) has been providing services for over 30 years across the province of British Columbia. PCCR was created from the desire to provide dynamic, relevant, person-centered programs that provide people with opportunities for personal growth, self-determination and inclusive community living.

OUR FOCUS

Pacific Coast (PCCR) strives to provide programs and services that create a healthy and vibrant culture that facilitates meaningful outcomes for the people they support.

We Achieve this through:

- Developing natural supports, strengthening relationships and expanding social networks.
- Promoting self-advocacy, independence and self-determination.
- Celebrating success and embracing change

OUR COMMITMENT

- The values and principles of inclusive community living.
- Providing person centered services that respect the person's choice and dignity.
- Ensuring culturally diverse and safe, as well as lifestyle choices are recognized and incorporated when developing supports.
- Empowering the person to achieve their goals and aspirations.

PCCR provides comprehensive and culturally safe supports for the people they support across the province of British Columbia. PCCR currently provides the following services:

- Adult Services
- Community Housing
- Community Inclusion
- Host Family/Shared Living Services
- Respite Services
- L.I.F.E. Services
- Skill Development
- Employment Services
- Outreach Services



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- Homemaker Services

Children and Youth Services

- Staffed Resources – including specialized resources
- Outreach Support Services
- Shared Living Services
- Respite Services



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VISION, MISSION AND CORE VALUES

PCCR's Vision, Mission and Core Values are what guide all agency services and processes. PCCR believe that every person should have the support and be empowered to be an active member of an inclusive community.

Vision:

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Mission:

To provide exceptional person-centered supports and advocacy that enhances people's lives.

Values:

Empower People

We collaborate with people to develop individualized supports that are accessible, ensures choice, and are driven by the persons goals and aspirations

Listen to Families

We actively listen and establish clear lines of communication to build trusting and collaborative relationships with each person and family

Deliver Quality Service

All services are proactive, inclusive, compassionate, and person-centered

Develop Flexible and Dynamic Solutions

We collaborate with people and their families to develop flexible support services that honour choice

Foster Teamwork and Creativity

We believe that teamwork and continued learning creates fun and positive work environments

Provide Transparency and Accountability

Our service development process and operations are open and honest



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QUALITY SERVICES AND ADVOCACY

Self-Advocacy Committee

This voluntary committee was formed by the people we support. The objective of the committee is to empower people to become active and involved in their own lives as well as decision making. At self-advocacy meetings, people have an opportunity to share their experiences and concerns. Group members support each other and gain confidence to stand up for themselves.

The Health and Safety Committee

The Health and Safety Committee is responsible for ensuring healthy and safe work place environments. To achieve this, the committee maintains an occupational health and safety program designed to prevent injuries and disease. Training is provided on an ongoing basis. The committee meets regularly to monitor and review all health and safety standards and issues.

Emergency Support Services Team

The emergency services team is a multidisciplinary team that responds to all types of situations. The team is comprised the agency Directors, our Quality Assurance team and Registered Nurses. This team is accessible 24/7 and when needed, they come to together to support and develop dynamic solutions as crisis arise.

PROTECTION OF RIGHTS

Pacific Coast protects and promotes the rights of every person who receives support services. This commitment is a cornerstone of the delivery of services. The vibrant cultural diversity of the people we support is always identified when developing individualized support services. PCCR is responsive to the collective needs of the people we support, their families and professionals.

Rights are shared prior to the beginning of service delivery, reviewed annually, as desired or when necessary. PCCR will communicate rights in a manner that is understandable to the person.

Pacific Coast ensures that any allegation of infringement of rights are investigated and resolved according to PCCR's policies and procedures. The PCCR Infringement of Rights Form is utilized for investigating any alleged infringements.



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MY RIGHTS

SPEAK FOR MYSELF AND TO BE LISTENED TO

- speak my mind and give my opinions
- talk about my rights
- show my feelings
- make complaints if I am not happy
- say "no"
- disagree with people
- have people listen to me when I talk
- have people try to understand me.

ACCESS

- get services in my community
- have good special (accessible) transportation, if I need it
- use seating for people with disability on regular transportation, if I need it
- get around easier if I use a wheelchair (for example, ramps, curb cuts)
- be part of and have access to the community (things like jobs and recreation)
- go to school and to get the training I need to learn new things.

PRIVACY

- spend time alone, if I want
- have people get my OK to go into my locker at work
- have people knock or get my OK before they go into my room at home
- use the telephone without someone listening to what I am saying
- have the choice of going out without telling others where I am going
- have things my doctor knows about me kept between us, unless I need help to understand.

SAFETY AND PROTECTION

- feel safe when I use services
- feel safe when I am out in the community
- not be hurt, attacked or have my things taken from me
- learn how to take care of myself

GOOD SERVICES

- have service providers I can count on
- be helped when it's my tum in line
- be given the same service as everyone else
- ask questions if I need to know more
- get a different doctor if I want



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- ask another doctor to check what my doctor said (get a second opinion)
- have doctors and dentists explain to me (not just to my parents, staff and others) why I need to have something done, what it will cost and what will happen if I get it done
- say "no" to medical care once I know what will happen if I say "no"
- be treated gently if I get medical care.

I ALSO KNOW THAT EVERYONE ELSE HAS RIGHTS, SO I SHOULD

- not do things that take away other people's rights
- treat other people the way I want to be treated
- be a responsible adult.

AS AN ADULT WITH A DEVELOPMENTAL DISABILITY AND AS 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
- 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.

LAWS THAT PROTECT ME (LIKE THE CANADIAN CHARTER OF RIGHTS AND FREEDOMS)

- not be discriminated against for things like 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
- get the same things as everyone else who does the same job (for example, coffee and lunch breaks, medical benefits, vacation time and maternity leave)
- get the same medical services and care as other people.

MAKE INFORMED CHOICES AND DECISIONS IN MY LIFE

- make decisions and choices based on my feeling, beliefs and what is important to me
- be told enough things to help me decide (make an informed choice)
- take chances (risks) once I know what might happen
- decide what I do on my own time



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- decide what I do with my own things
- decide how I plan for the 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, including where I live, who I live with, what I eat, what changes happen in my home, what work I do, when I go to the bathroom, what doctor I go to, what my doctor does to me, and many other things
- make mistakes
- change my mind
- decide to stop using a service
- choose when I need support.

SUPPORT

- get help, if need it, with things like finding a place to live, making a budget and learning what I need to learn
- have staff and other supporters (like family and friends) who treat me nice (kind, polite and with respect)
- have supporters who are helpful
- not be told off by supporters
- hear good things, not just bad things, about myself from supporters
- 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
- get help with taking care of money (from my trustee and others), if I need it
- have a say even if I need help making decisions.

This Charter of Rights was made by people with a developmental disability who use services at the 1994 Opening Doors conference put on by The Vocational and Rehabilitation Research Institute, 3304-33rd Street, N.W. Calgary, AB Canada T2L 2A6
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PRIVACY AND CONFIDENTIALITY

PCCR respects that each person, whether they are an adult, youth or child, has the right to have information concerning them to be treated in strictest confidence.

All records, files, logs pertaining to a person who is receiving supports are the property of that person and are held in the strictest confidence. Pacific Coast thoroughly respects and honors the rights of the people they support and their families.

As part of Pacific Coast's hiring practices, all employees, students and volunteers are expected to comply with PCCR's Confidentiality Policy. The obligation to maintain confidentiality continues indefinitely, after the employee has stopped contact with the person they were supporting.

At no time shall the address of a person's home be made public in any newspaper, magazine, association pamphlet, government publication, or any other publication. Informed consent and notification of the agency Directors must be obtained in writing prior to the publication of any news story, pictures, etc., relating to a person who is receiving supports.

PCCR's Directors are at all times responsible for media coverage and publicity. Therefore, the release of all news stories, advertising, etc. must be approved by the Directors in order that our community approach be consistent, and stress the same common philosophy and identity.



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PERSONAL SERVICE PLANNING

Services for each person are developed through an individualized planning process. PCCR recognizes the importance of including the involvement of families, friends, advocates and professionals in the planning process. All involved parties are made aware of their responsibilities prior to the planning.

Pacific Coast ensures that the services are designed around the identified needs and desires of each person, are responsive to the expectations and are relevant to their choices. They are supported and empowered to participate fully wherever possible in the decision making and planning that affects their life. Active participation of the supported person in setting goals and objectives is demonstrated through surveys, interviews, daily logs, progress reports, records, checklists, etc.

Pacific Coast has developed an 'About Me' booklet for each of the people they support. The 'About Me' booklet is a fillable book that the person fills out at the commencement of services that allows for basic information regarding likes, dislikes etc. to be shared and highlight when developing services.

The Personal Service Plan (PSP) is developed with the supported persons. It identifies their overall goals and specific measurable objectives. It also identifies methods and techniques to be used to achieve the objectives and who is responsible for what.

Pacific Coast, in addition to PSP planning, ensures that each person they support has a comprehensive Care Plan (CP) in place. Pacific Coast ensures that all plans are developed from a culturally safe and trauma informed lens. The CP is comprised of all plans that are needed to safely and effectively support each person. This means, each person will have plans in place to holistically and safely, address their specific support needs. The Care Plan of each person is reviewed annually or as needed.

A supported person will likely have some or all of the following individualized plans:

Health Care Plan: Guidelines and Protocols that are put in place by a person's doctor and or members of the multidisciplinary care team.

Positive Behavioural Support Plan: Guidelines and Protocol put in place by Pacific Coast's Clinical Director or a Behavioural Consultant.

Safety Plan: Guidelines and Protocols put in Place by Pacific Coast's Clinical



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CULTURAL DIVERSITY AND INCLUSION

PCCR believes a strong commitment to diversity & inclusion enables us to truly make services better for everyone. PCCR provides services that are culturally sensitive and are provided from a trauma informed lens. People are supported and empowered to practice and attend all cultural, religious and LGBTQIA2+ groups as they choose too.

Every person that PCCR supports who wish to follow special cultural practices and celebrate holidays are assisted to be in contact with members of their cultural group. All cultural considerations, religious preferences and specific abilities are identified as part of the personal service planning process.

People are assisted in practicing their choice of religion by attending churches of different denominations or place of worship and religious concerts, purchasing personal religious items, and watching and listening to religious programs.

Employees must not attempt to convert or alter a person's religious and cultural beliefs.

Employees are provided diversity training during on-boarding, annually and as needed to ensure the principles of inclusion and diversity remain at the forefront of our services.

People with visual impairments or other specific needs and wishes are part of the goals and objectives outlined on their PSPs. Pacific Coast assists in connecting with the blind community through activities such as obtaining memberships to the Canadian National Institute for the Blind, attending camps and community functions and, participating in recreational and social functions. The supported persons are assisted in acquiring communication devices as needed such as Braille typewriter, cards, etc.

Persons who use sign language to communicate are supported by employees who can also sign.

The diverse cultural background of Pacific Coast's employees can assist to interpret in the following languages for the supported individuals and their families if needed: Arabic, Chinese, Farsi, French, German, Hindi, Hungarian, Japanese, Korean, Nepali, Panjabi, Polish, Russian, Spanish, Swazi, Tagalog and Ukrainian.

As cultural and religious wishes change, Pacific Coast ensures that new plans are developed and implemented according to the identified needs.



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WORKING WITH FAMILIES

Pacific Coast respects the history of each family and seeks to build on its strengths. Families are the experts in understanding their family members. PCCR strives to develop a healthy working partnership with family members and to promote lifelong relationships between the loved one and their families.

PCCR is committed to providing safe, and inclusive services that are developed through a collaborative process that ensures the satisfaction of the person and their families. Information is collected from the person receiving support and their families for service improvement.

To measure service satisfaction, information is gathered, analyzed and utilized with the following:

- Regular family surveys
- Regular supported persons surveys
- Self-advocacy Committee meetings
- Steering Committee meetings
- Personal Service Planning meetings and review meetings
- Family contacts – meetings, survey updates, information letters, telephone calls, emails, etc.

Based on PCCR's annual analysis which includes family input, a quality improvement system is designed to measure the effectiveness, efficiency, service access, safety and satisfaction of the people they support.

The survey process is an effective tool to measure the families' satisfaction with the services provided by PCCR to their supported family member. Based on the information and feedback from families, PCCR regularly assesses and implements changes identified by families.

Ensuring Positive Family Involvement

PCCR has healthy working partnerships with family members and promotes life long relationships between family members and their loved ones being supported.

PCCR involves families in the development of services by:

- Working creatively with the families to develop a shared vision for the future.
- Determining a realistic and economically viable plan for services, based on the vision and needs of the supported person and families.
- Working with the families to ensure that the implementation of plans generate individualized services responsive to their loved ones' changing needs and quality of life.



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PCCR supports family members in the community by:

- Welcoming on-going family input and involvement in fine-tuning and monitoring services.
- Assisting parents to liaise and work with professional and other related services.

PCCR supports families by providing:

- On-going family support services through family liaison.
- Clear direction on procedures and policies if problems arise within PCCR's services
- Information on training workshops and opportunities to enhance advocacy skills



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DISPUTE RESOLUTION / COMPLAINT / APPEAL PROCESS POLICY

Pacific Coast Community Resources (PCCR) acknowledges and recognizes that all supported persons and their families or advocates have the right to express a concern or make a complaint. Open communication shall be established between supported persons and their families, advocates or substitute decision-makers.

PCCR define formal complaints as dissatisfaction or discontent with service delivery.

Complaints that are determined to be reportable incidents shall continue to be handled through established procedures (Critical Incident Report). A complaint involving a reportable incident shall be reported to the Licensing Officer and Funding Agency. Other formal complaints shall be addressed in writing and resolved according to policy.

NO RETALIATION or HUMILIATION shall occur following concerns or complaints from supported persons, their families or advocates. Complaint resolution information shall be provided and explained in an understandable manner.

This policy and complaint form are included in Pacific Coast's Family Information Package.

GUIDELINES: Refer to Serious Incident Reporting in the Policy and Procedures Manual to determine whether the complaint is a reportable incident or can be addressed through an internal dispute resolution process.

- All concerns, complaints and disputes shall be acknowledged, responded to promptly and treated confidentially.
- All concerns, complaints and disputes can be addressed on PCCR's Complaint Form.
- All concerns, complaints and disputes can be brought to the attention of staff members, managers, coordinators or directly to the Director(s) (Chris or Barb Thomas) @ 942-6939 (office).
- A staff member who receives any concern, complaint and dispute from an individual, family member or advocate shall immediately report to the manager of the specific program.
- The manager shall respond promptly by arranging a meeting with the complainant to resolve the matter within 48 hours.
- If no resolution is reached or the resolution is unsatisfactory to the complainant, the manager shall inform the Director(s) (Chris or Barb Thomas) immediately.
- The Director(s) shall arrange to meet with the complainant to address the unresolved dispute.
- If the complaint is not resolved internally within 7 working days of meeting with the Director(s), the complainant shall be advised to contact Licensing and or the Funding Agency



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A record of all complaints and concerns, and the responses to them shall be maintained on site and a copy forwarded to the agency Director(s).

- Upon request, a copy shall be made available to the Licensing Officer and Funding Agency.

COMPLAINTS CONCERNING MANAGEMENT

GUIDELINES:

- All concerns, complaints and disputes shall be acknowledged, responded to promptly and treated confidentially.
- All concerns, complaints and disputes shall be brought to the attention of the manager if applicable.
- The staff member and manager shall try to resolve the matter within 48 hours.
- If no resolution is reached or the resolution is unsatisfactory to the complainant, the manager shall inform the Director(s).
- The Director(s) shall arrange to meet with the complainant to address the unresolved dispute.
- If the staff member feels uncomfortable dealing with the manager directly, he/she may contact the Directors Barb or Chris Thomas.

HOME SHARE PROVIDERS / HOST FAMILIES

GUIDELINES:

- All concerns, complaints and disputes shall be acknowledged, responded to promptly and treated confidentially.
- The Home Share Provider/Host Family and Home Share Coordinator shall try to resolve the matter within 48 hours.
- If no resolution is reached or the resolution is unsatisfactory to the complainant, the Home Share Coordinator shall inform the Director(s).
- The Director(s) shall arrange to meet with the complainant to address the unresolved disputes.
- If the Home Share Provider/Host Family feels uncomfortable dealing with the Home Share Coordinator, they may contact the Directors, Barb or Chris Thomas. Community Living BC (CLBC) may also be contacted regarding any complaint.



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COMPLAINT FORM

Name of Complainant:	Date:
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Program Site:

Incident (Complaint):

Steps Taken:

Manager's Signature:	Date:
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Director's Signature:	Date:
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