

# Individual Pursuits

## Client Handbook



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## Introduction to Your Handbook

### Why do we give you this handbook?

- People need information.
- Information helps us make decisions that are good for us.
- It is your right to have the information you need to make good decisions and choices.
- We respect your right to have information about Individual Pursuits.

### Understanding the information

- We want you to understand the information we give you.
- Our staff will be happy to talk to you and help you understand this handbook.
- Your family, friends and caregivers can help you understand this information as well.

## About Individual Pursuits

### Mission statement

Individual Pursuits is an organization that wants to help you achieve your hopes and dreams. We have a mission statement (an idea we all believe in) that helps describe what we do:

Our mission is to provide quality support to our client community that will allow them to communicate their needs in a constructive and positive manner, empowering them to minimize their behavioural challenges.

### Values

We also share a set of beliefs called values that help to guide us in how we provide service to you:

### Human rights

Everyone shares the same basic human rights and freedoms.

### **Dignity and Respect**

All individuals deserve to be treated with dignity and respect. At Individual Pursuits, we believe it's important to always treat each other with respect, whether it's an individual we serve, a staff member or a visitor to our program.

### **Freedom of choice**

We support your right to make choices about the activities you want to participate in. We will try hard to help you understand the information you need to make positive choices for yourself. We will ask your family, friends and caregiver to help us support your choices.

### **A valued place in society**

Individual Pursuits is proud to be a member of the community. We hope you will see that the community has lots of great things to offer and we will help you become a valued member of the community.

### **Opportunity to develop and grow**

We want to help support you in achieving your goals. Tell us the things you want to do or achieve, and we'll work together to help you meet your goals. We'll talk to your family, friends and caregivers as well so we can all help support you together.

### **Individual recognition**

Many people come to Individual Pursuits and we recognize that everyone may have different things they like or don't like, different goals for themselves and may need different kinds of help. We will work with you and your family, friends and caregivers to make sure your program is as unique as you are.

### **Continuous improvement**

When we have worked together to create a program plan for you, we will always be looking for ways to make it even better. We'll make sure to ask you, your family, friends and caregivers to help us make it better.

## **Programs**

Individual Pursuits currently operates two programs:

1. A residential care program (Rosco group home).
2. A recreation-based day program

## **Our approach to service**

At Individual Pursuits, we focus on two main aspects of service delivery:

1. Individualized program planning. Together, we will create a program of activities just for you.
2. Continuous improvement for our service delivery. We always look for ways to get better at helping you achieve your goals. You can help us get better by telling us about what you want, the things you like and the things that bother you.

## **About the Staff**

### **Training**

All of your staff were chosen because they have experience and education in working with adults who have developmental disabilities. All of the staff at Individual Pursuits:

- Are trained in First-Aid and CPR. They keep updating their training so they always know what do if someone gets hurts or has an accident.
- Are trained to prepare and serve food safely.
- Have received training in Non-violent Crisis Prevention and Intervention, so they know what to say and do if someone is very upset.
- Have a driver's licence.
- Have had a Criminal Records Check done by the police to make sure they're all law-abiding citizens.

Some of our staff also have training in special areas such as:

- Giving medication safely.
- How to help someone who has seizures.
- Understanding and supporting people with autism.
- Alternative communication like sign language and facilitated communication.

### **Your choice of staff**

At Individual Pursuits, we want you to feel comfortable with the staff that support you. If, at any time, you don't feel comfortable with the staff who support you, please let us know. There are many ways to let us know:

- Tell the staff what you like and don't like.

- Fill out a complaint form. Just ask for help if you need it.
- Talk to your friends, family or caregiver about it. They can talk to us and help us make sure you are happy with the staff who are working with you.

## Key Workers

All of the individuals we serve are assigned Key Workers. Your Key Worker is the person who works with you to help you develop your program plan. Your Key Worker will also keep your records up to date. You will not spend all of your time at Individual Pursuits with your Key Worker.

## Conflicts of Interest

At Individual Pursuits, staff will not work with family members who participate in the program. If someone in your family is on staff at Individual Pursuits we will arrange for another staff to work with you and be your Key Worker. That way we can avoid a possible conflict of interest.

## Your Rights

### Understanding your rights

Everyone has rights. You have rights. We all need to respect other people's rights and they need to respect ours. Some of your rights include:

- You have the right to be treated with respect and dignity.
- You have the right to make choices about your life. We can help you make good choices.
- You have the right to information. We will always try to help you get the information you need to make good choices. We will help you understand the information.
- You have the right to privacy. We will always respect your privacy and will only share your personal information with persons who are allowed to see it such as:
  - The staff at Individual Pursuits who will work with you.
  - Your family.
  - Your caregiver.
  - Your social worker.
  - Others who have been given consent by someone with the authority to do so (i.e. you, your family, caregiver or social worker).





- In addition, your right to privacy is respected in ways such as:
  - You have the right to be alone, if you choose.
  - 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 your personal care
- You have the right to always have access to your personal information. You or your family and caregivers can always ask to see the information we have collected on your behalf. We will never show your personal information to anyone who shouldn't see it. What types of information do we keep about you? Things like:
  - Where you live: your address and phone number.
  - People to contact in case of an emergency.
  - What medication you are on.
  - Any safety concerns that we need to know about you.
  - Support you need to keep healthy.
  - What to do if you need help with your feelings or behaviour.
  - How you communicate.
  - Your daily schedule.
  - How you are doing every day.
  - Your goals.
  - Information talked about at your Individual Program Plan meeting.
  - Information that we receive from other people who work with you.

At Individual Pursuits, we help you:

- Make informed choices about your life.
- Feel safe when you are in the community.
- Feel good about making a contribution to the program.
- Make choices that are appropriate for your age.
- Speak your mind and give your opinion about the service and support you receive.
- By keeping your personal information confidential.

- By taking care of your money if you want us to.
- By protecting you from harm.
- By honouring people's differences.
- Communicate your wants and needs to others.

## Your Responsibilities

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

### Your Responsibilities at Individual Pursuits:

As a person who chooses to participate in the Individual Pursuits program you have responsibilities. You will:

- Participate in the planning of your services.
- Let people know if and when you need support.
- If it is not easy for you to tell us then you can ask others who know you to tell us.
- Follow the rules for conduct in our program. Conduct means the way you act when you are with other people.
- Respect the rights of everyone who comes to Individual Pursuits.
- Tell us if you are going to be late or away.

### Your responsibilities and your health and safety:

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

- The medications you take.
- Medical health concerns that you have.
- Health and safety supports that you need.
- How we will help you in crisis situations.

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 at Individual Pursuits
- With someone at Individual Pursuits

- When you are out in the community
- When you are in the van or a car.

### **Your responsibilities in case of an emergency:**

If there is a fire or earthquake you have a responsibility to:

- Remain calm.
- Listen to staff.
- Follow instructions from staff.

When we have fire drills and earthquake drills, you need to practice with us. This is very important. Practicing for emergencies will help us when a real emergency happens.

## **Self-Advocacy**

### **What is self-advocacy?**

Self-advocacy is about learning how to speak up for ourselves. It is about learning ways to tell people how we feel, what we like and don't like and what we want. Self-advocacy is about:

- Speaking up for ourselves.
- Speaking up about our rights.
- Making choices about your own life.
- Supporting everyone's right to speak for themselves.

### **Support for self-advocacy**

Sometimes people need the help of others when trying to speak for themselves. If you need help speaking for yourself or getting your ideas across to others, we can help you. Your family members, friends and caregivers may be able to help you as well.

### **Self-advocacy is about having choices**

You have the right to make choices about your life. We can help you make good choices for yourself. At Individual Pursuits, there are many ways to make choices and communicate your opinions:

- Ask the staff to help you communicate your ideas
- Ask your family, friends and caregivers to help you.

- Filling out a suggestion or complaint form. Others can help you with this if you need it.
- Completing the satisfaction survey to tell us how we're doing.

## Individualized Program Planning

### What is an Individual Program Plan?

At Individual Pursuits, we make sure that everyone joins our program has a program plan that is created just for them. We call this an Individual Program Plan (or IPP for short). It is the plan for what you will do while you're here and how we can support your goals. It includes things like the activities you will participate in, the things you want to achieve and special information about you that we need to know, such as medical information or special challenges you may have.



### How do we create your Individual Program Plan?

Your plan is made by:

- Us listening to what you want in your life.
- Asking what you need to get there.
- Deciding how we can best help you get there.

Your Key Worker will help you get ready for your Individual Program Plan meeting. You can choose who you want to have input to your Individual Program Plan. Some people have difficulty telling other what they want. Others at the IPP meeting can help them communicate.

Your IPP is written down. It contains information about:

- The things you like do.
- Things you do well.
- What you need help with.
- Your goals.
- What we will do to help you achieve those goals.

When planning your IPP, we will talk about what your goals are and how we can assist you to reach your goals. We will help you plan the activities you wish to participate in.

## **Developing your skills**

At Individual Pursuits we will support you to develop skills that are right for you, so that you may become more independent.

Here are some skills that you might want to choose to from:

- Taking care of yourself
- Taking care of your home
- Manage your money
- Communicate better
- Manage your feelings and behaviour
- Advocate for yourself
- Make new friends

## **Community Participation**

At Individual Pursuits 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 community recreation centres.
- Try volunteer activities.
- Attend community events.
- Use community resources such as the library, art gallery or museum.
- Learn to use the bus.

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

## **Risk vs. Benefits**

At your Individual Program plan meeting we talk about your dreams and goals. Some dreams and goals involve some kind of risk. We need to balance your need for independence with your need for safety and security. You, your staff and caregivers decide what is safe for you and what benefits you might achieve from doing an activity. This is what risks and benefits are:

### **Risks**

- Risks are chances we take.
- When people take risks they are taking a chance that they might get hurt.

- People can get hurt physically, like getting sick or falling down.
- People can get hurt emotionally, like feeling upset or being put down by others.
- People might lose things when they take a risk. For example they may lose money, things that are important to them or friends.
- Risks can be scary.

#### **Benefits**

- Benefits are choices that we make that can have a good result.
- Benefits make people's lives better.
- Benefits might include making new friends, feeling better about ourselves or learning to be more independent.

## **Health and Safety**

At Individual Pursuits, the health and safety of everyone we deal with is important to us: you, the staff, visitors to our program and members of the public when we go out in the community. All of the staff are trained in:

- First-aid and CPR, so we can assist someone if they get hurt.
- Identification of health and safety risks, so we can fix things before they become a problem.
- Evacuation procedures, so we can make sure everyone gets out of the building safely if there's a fire or an earthquake.
- Food safety.
- Non-violent Crisis Prevention and Intervention, so they know what to say and do if someone is very upset.

### **Your personal health and safety**

When you first come to Individual Pursuits, we will meet with you, your caregivers and your social worker to find out what you need to keep safe. We will ask questions about:

- The medications you take
- Health concerns you have
- Safety concerns you have
- The personal care supports you need.
- If you need help at mealtime.

The answers to these questions are written down. We will share this information with the staff that works with you so that we can best support you and address your health and safety needs.

## Resources

### Contact numbers at Individual Pursuits

Individual Pursuits – Main Office	250-480-0815
Sean Downey (cell)	250-744-0158
Individual Pursuits Day Program	250-995-9351
Rosco Group Home	250-381-7732

### Contact numbers outside of our organization

Emergency (Fire, Police, Ambulance)	911
Nisika Crisis Team	250-360-2111
Community Living Services (There is a social worker on call 24x7. You can also talk to your social worker between 8:am and 4:pm Mon – Fri)	250-387-1127
BC Human Rights Commission	250-387-3710
Action Committee for Persons with Disabilities	250-383-4105
Office for Disability Issues	250-383-3813
Advocate for Service Quality	250-387-6121

### Other resources

Individual Pursuits keeps a large selection of resource material such as reports, books, pamphlets, contact numbers for other organizations and web links to resource sites. Our resource centre is located in the office at 400 Craigflower Rd. We will be happy to go over the selection of resources we have with you, your family and caregiver or any other interested stakeholder. Just ask any of the staff members, we'd love to share the information with you.