



T·I·E·R
SUPPORT SERVICES



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**This Participant Handbook
belongs to:**



REVISED OCTOBER 2014



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This Handbook has been approved by and modified by:

- ❖ ***The T.I.E.R. Support Team***
- ❖ ***Participants of T.I.E.R.***
- ❖ ***Kelowna Self Advocates***
- ❖ ***Parents and Caregivers***
- ❖ ***Community Living B.C.***
- ❖ ***Various Community Partners***

Chapter One

**T.I.E.R. Support
Services Ltd.**

HISTORY OF T.I.E.R. SUPPORT SERVICES LTD.

- The concept of TIER Support Services Ltd. began by listening to ideas from individuals who wanted greater access within the community they live in. Mr. John Simmons, a gentle man who worked hard in the Human Service field, wanted to ensure that people with disabilities would not be isolated and that they would be treated equally and fairly. John, a good listener, made this idea real and founded T.I.E.R. Support Services Ltd. in 1987 as a private, "**Person**" focused agency in Kelowna. T.I.E.R. has mandated a "**Person First**" attitude and awareness with complete Community Based Support programs.
- In 2004, Mr. George Arambasich, a past T.I.E.R. employee, and good friend of John, became the Agency Executive Director bringing with him 20 years of Human Service experience and the same values and beliefs as Mr. John Simmons and the staff. To date, T.I.E.R. Support Services continues various "**Person Centered**" individualized programs in Kelowna and remains an important link for individuals who have developmental disabilities to assist in maximizing their skills, needs, abilities, personal preferences and right of choices.
- T.I.E.R. Support Services, since its founding in 1987, has maintained an excellent relationship with various Kelowna community resources and its primary funding source; Community Living British Columbia.

T.I.E.R. Support Services Today

- Today, more than **200** people with developmental disabilities receive services from T.I.E.R.



- The people who receive our services are individuals with diverse abilities and disabilities:



**Adults 19 & older
Transition Youth (16-19 years)**



- These individuals live within your community in various places.
- T.I.E.R. meets the needs of adults through varied and individualized programs - Community Support & Vocational Services
- T.I.E.R. is C.A.R.F. accredited

T.I.E.R. SUPPORT SERVICES MISSION, VISION AND PRINCIPLES



T.I.E.R. Support Services has a mission and a vision statement and a service philosophy. It is important that you know them because they guide us in the services that we provide to you.

T.I.E.R. Support Services - Mission Statement

“Teaching Independence Employment & Responsibility”

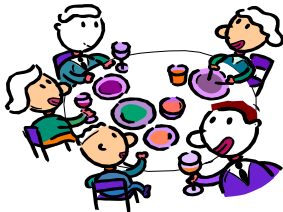
T.I.E.R. Support Services - Vision Statement

“To strengthen quality of life”

T.I.E.R Support Services and CLBC – Service Philosophy

Our service philosophy says that TIER Staff will help you to:

- Have opportunities to make everyday choices.



- Be part of a growing network of personal relationships that includes family members and close friends.

- Engage in real work for real pay.

- Have valued social roles such as “friend”, “neighbor”, “employee” and “volunteer”.

- Use regular community services and supports such as public transportation and health care, as people without a disability label routinely do.



- Share the ordinary places that are a part of your community life, such as social and special interest clubs and community sports groups.

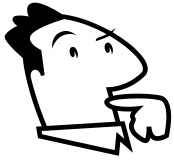
- Use supports to help you make contributions to your community and be recognized for them.



Beginning Services at TIER!

How to get involved with TIER?

To get involved with TIER, our participants need a referral from CLBC. CLBC is our funder - they decide who is eligible to be part of TIER. From there, TIER's Agency Director decides who is the right fit for our programs!



Referrals from CLBC are given to individuals who have a developmental disability, are over the age of 19 (legally adults), and live in the Kelowna area.

Who can be involved with TIER?



What if I want to leave TIER?

TIER's programs and services are voluntary. That means that participants can choose to stop their services at any time.



TIER Support Services does not operate a waiting list for participants wanting to enter our programs. TIER's funding source, Community Living BC, will only send a referral based on program availability as discussed with the Agency Director. If TIER's programs are full, the facilitator at CLBC will maintain accountability for the participant and either hold the referral until the Agency Director advises of an opening or alternative arrangements will be made with other resources within the community. TIER shall adhere to the mandate of an eligibility list, under the direction of CLBC, which determines the adequate referrals for program admission.

TIER SERVICE PROCESS

Step 1 →

CLBC sends a referral to T.I.E.R



Step 2 →

A Program Coordinator will contact you to learn about you and the goals you want to work on



Step 3 →

You will be matched with a TIER worker who will help you work on the things that are important to you

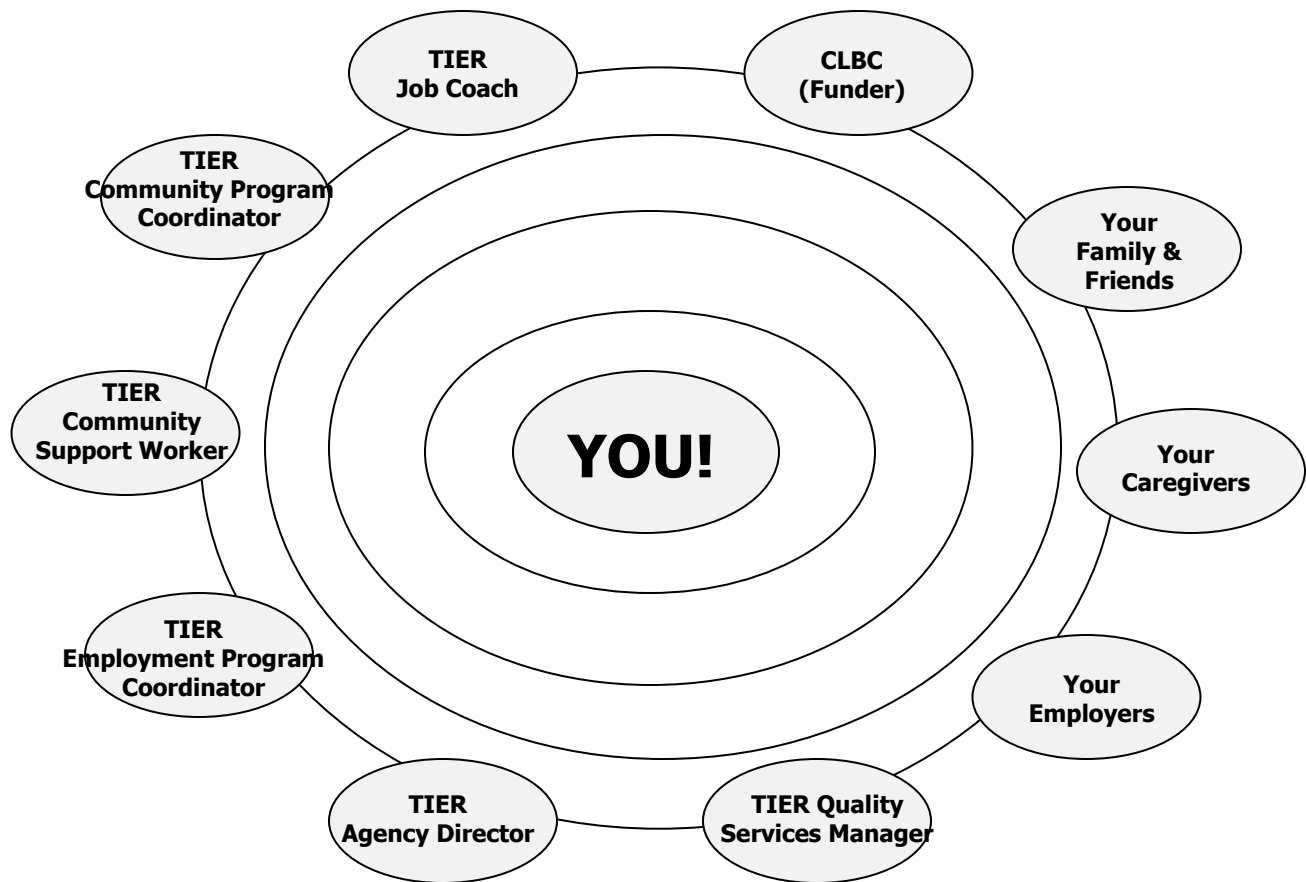
If you move away, your file will be transferred to your new area, or TIER can help you transition to a new resource



What is 'Person-Centered Service'?

At TIER, you are our main focus - everything we do is with you in mind. This is called having Person-centered service - putting you first!

Our Person-first attitude is at the core of what we do, and is reflected in how we build our agency. This is called our 'Organizational Structure' - its shows what TIER's services look like. Check it out!



TIER knows that everyone is unique and different, so we offer a wide range of Person-centered programs and services.

That means that we will customize our programs and services to fit what's right for you!



T.I.E.R'S CODE OF ETHICS

Chapter 1 Section 3

Values are the core beliefs that guide out attitudes and actions at TIER. This is called our Code of Ethics. It helps us to make good decisions and treat each other with respect and trust.

Here is TIER's Code of Ethics:

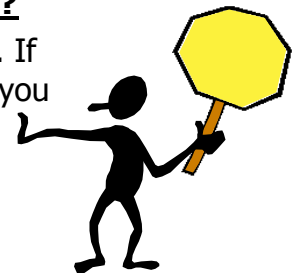
- 1. TIER will treat you with respect**
- 2. TIER will help you make sure your needs are met and your voice is heard**
- 3. TIER will encourage and support self-advocacy, to help you be more independent**
- 4. TIER will help you to be an accepted and included member of the community you live in**
- 5. TIER will treat everyone equally**
- 6. TIER will respect your privacy and keep your information confidential**
- 7. TIER will be aware of things that prevent accessibility, and make it easier for you to receive help the way you need it**

What if someone from TIER doesn't follow the Code of Ethics?

If someone doesn't follow the Code of Ethics, we take it very seriously. If you notice someone from TIER who isn't following the Code of Ethics, you have the right to tell someone. You can tell:

- Your Worker
- TIER's Agency Director
- CLBC

TIER will respond in a timely manner (within 3 days), and follow it up in a way that is helpful and that prevents it from happening again.



Now you can learn about TIER's Code of Ethics on video!

Check out www.tier.ca
or search 'TIER Code of Ethics video' on YouTube

T.I.E.R. STAFF AND PROGRAMS

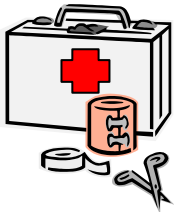
STAFF

The staff members that work with you, were chosen to work here because they have:

- The same dedication and beliefs as the founder and the Agency Director
- Experience working with adults with developmental disabilities
- Education that will assist them to work successfully with adults with developmental disabilities.



All staff are trained in



- First Aid and CPR - they keep updating their training.
- Non-Violent Crisis Intervention – so that they know how to respond if someone is in a crisis, in a positive way that is non-violent or physical.
- Ongoing workshops and courses specific to assisting your needs.

We keep offering more training to staff, you and your families

For example:

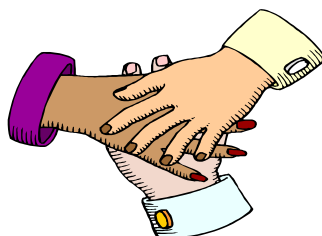
- First-Aid Courses
- Food Safe Courses
- Advocacy Training Courses
- Street Smart Awareness

And many more!



Support Workers

Everyone who attends T.I.E.R. has a Support Worker. Your Worker is the person who helps you develop your Individualized Service Plan. Your Worker will also take responsibility for keeping your file up to date and review it with their Supervisor.



Choosing Staff to Work With You

It is important to us that you feel comfortable with the staff member who works with you. If you don't feel comfortable then you or your family can speak to your worker or to the Program Coordinator. They will see if there is anything that can be done to make some changes for you.



Staff and Conflict of Interest

Let's say someone who is in your family is on staff at T.I.E.R. Support Services. That staff person might not be the best person to work with you. You would probably benefit from new ideas with a new person! If this happens, we would arrange for another staff person to work with you. That way we would avoid a possible conflict of interest.

T.I.E.R. Support Services has 2 programs

We inform you about the Programs in Chapter 8 of this handbook.

We inform you about:

- The people the program serves.
- The program's main activities.
- Who attends.



Choosing or Changing Your Program at T.I.E.R. Support Services

We will give you information about any programs either at TIER, or in the community, that you may be interested in.

We will tell you about that program's Admission Guidelines. These guidelines will help you find out if the new program is a good fit for you.



OTHER THINGS YOU NEED TO KNOW ABOUT **T.I.E.R. SUPPORT SERVICES LTD.**

What are T.I.E.R.'s Hours?

- T.I.E.R. Office is open every weekday from 8:30 am to 5:00 pm
- Our Programs are 24 hours 7 days per week, 365 days per year.

How Can You Get in Touch With Us?

- You can call T.I.E.R. anytime at 250-765-2040.
- Our receptionist will answer from **8:30 am to 5:00 pm.**
- Outside of those hours, you can leave a message. Many of our staff carry cell phones. In case of an emergency they can be reached during operating hours. You can call reception, tell them it is an emergency & they can reach them for you.
- **After office hours you can contact George, Agency Director, by phone at 250-769-4592.**



Check out TIER on **Facebook**



And our **YouTube** Channel

Wheelchair Accessibility

T.I.E.R. is wheelchair accessible.



Coffee and Tea

We have free coffee and tea at the office for you!

Let Us Know if You Are Away

If you are away because you are sick or on a holiday, please let us know. That way we can tell your Support Worker and Employer.



If you are Sick

- T.I.E.R. is not able to support people when they are sick.
- If you have flu or cold symptoms we ask that you stay home so that you can get better and others won't get sick too.
- If you come in sick, we will ask your family or caregiver to arrange for you to be at home.

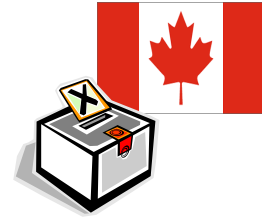
Chapter Two

Your Rights And Responsibilities

YOUR RIGHTS - AN INTRODUCTION

1.) Knowing and understanding your rights:

- As a Canadian
- As a Person Living in B.C.
- As a person with a disability
- As a person participating in T.I.E.R. programs and services



2.) Knowing that you have the right to be free from:

- **Abuse** (treatment of a person that is harmful)
- **Financial or other exploitation** (taking money or something from a person that rightfully belongs to them)
- **Retaliation** (responding unfairly or harmfully to a person's actions or words)
- **Humiliation** (shaming or embarrassing a person)
- **Neglect** (to not be cared for physically, emotionally, financially, etc.)

3.) Knowing that you have the right to your reasonable accommodation:

- **Identified** – complete the Reasonable Accommodation Request Form provided by TIER
- **Reviewed** – the best person to assist you with your reasonable accommodation request will look at the information on the form you submit
- **Decided upon** – You will be told if it is reasonable and possible to follow through on your reasonable accommodation request and how this will be settled

4.) To help you to know about your rights and to help you understand them, we have included some in this handbook.

5.) We will go through these rights with you when you start services with us. We will revisit them with you each time we do your Individual Service Plan or whenever you would like to.

6.) We give this information to the staff that works with you so that they also know about your rights.

Your Right to Have Your Voice Heard

You have the right to express your opinion and have your say, and at TIER we value your feedback. Whether it's a request, a suggestion, or a comment, we want to hear from you! As well as filling out the forms on the following pages, here are some ways to give feedback to TIER:

- Put your suggestion in the **Suggestion Box** in the TIER Office Lobby
- Fill out the suggestion form in your **TIER SGA Newsletter**
- Tell your **Worker**
- Take the **TIER Include Me Follow Up Survey!**





Chapter 2—Section 2

REASONABLE REQUEST FORM

Date of request: _____ Program: _____

Name of Client: _____ Staff Client Other : _____

Request is for (Please describe request):

Please use reverse of form if more space is needed

Request reviewed by (And position): _____ Date: _____

Referral made? Yes No If yes, to: _____

Steps taken to address need:

Request: Granted? Declined?

If declined, reason given:

(1) Accommodation unreasonable? (2) Other : Please describe:

Reviewed by Agency Director Signature: _____ Date: _____



Chapter 2—Section 3

FORMAL CONCERN OR COMPLAINT FORM

Some Important Information about Complaints:

- As a client in one of our services, you have the right to make a formal complaint and to have that complaint looked into in a fair, timely and considerate way.
- This form is provided for you to write about your complaint. You can use this form or you can write your complaint in another way if you want to.
- You can add other information with this form if you want to.
- You can also make your complaint to a staff person who will help by writing it down for you.
- You have the right to have an advocate or support person help you in making your complaint and in going through the complaint process. That advocate or support person can be someone you know and trust or you can choose to have one of our staff assist you.

Please write down your complaint in your own words:

What would you like us to do to fix the complaint?

What is the best way for us to communicate with you?

Phone:_____ Mail:_____ In Person:_____ Other:_____

What will happen next?

- The Program Coordinator of the program you have a complaint about will get back to you about this complaint within 3 working days. (Monday to Friday) This will be in writing and it will describe how we will act on your complaint.
- If you do not feel that the response is fair or appropriate, you may ask to have the matter looked into by the Agency Director. We ask that you make this request within one month (30 days) of receiving the written response from the Program Coordinator.

Date:_____ **Name:**_____



SUGGESTION FORM

Date: _____

Name: _____
Optional

Contact information: _____
Optional (E-mail or Phone Number)

What could we do better or different?

Thank You for taking the time to tell us how we can improve our services.
We value your input and will do our best to accommodate your suggestions.



Suggestion Form

Date: _____

Name: _____
Optional

Contact information: _____
Optional (E-mail or Phone Number)

What could we do better or different?

Thank You for taking the time to tell us how we can improve our services.
We value your input and will do our best to accommodate your suggestions.

INFORMED CHOICES AND DECISIONS YOU MAKE

All people have the right to make decisions and choices.

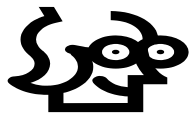
We know that people with developmental disabilities may need help and information to make choices.

We think that it is important that you get to make as many choices and decisions about your life as possible. We have come up with different ways to assist you to do that.



SOME WAYS THAT WE HELP YOU MAKE DECISIONS

We Give You Information



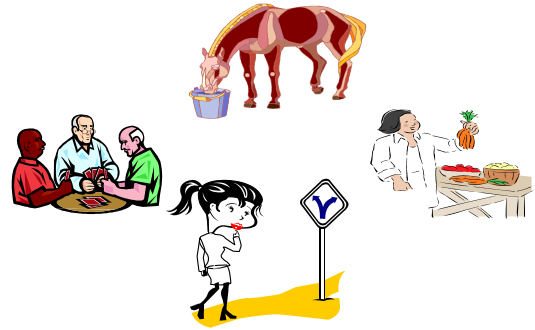
- Before you make a choice we will give you as much information as you need to make what is called an informed choice.
- For example: if you think you might like to participate in one of our programs we will give you information about that program staff, activities and the goals you could expect to achieve.
- Then you can make an informed choice about whether that program is a good fit for you.

We Support You to Try New Ideas (Options)

- We know that people need to know about options before they can make an informed choice.
- We will support you to try out different options, which match your Strengths, Needs, Abilities and Preferences. 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 before you chose a site that would work for you.

We Believe It Is Okay If You Change Your Mind

- We know that people may make mistakes or change their minds when they are trying new options.
- We know that is all part of learning to make choices and decisions.
- If you make a choice and it doesn't work out - that is okay. We will support you to explore another choice.



We Support You to Ask For Help

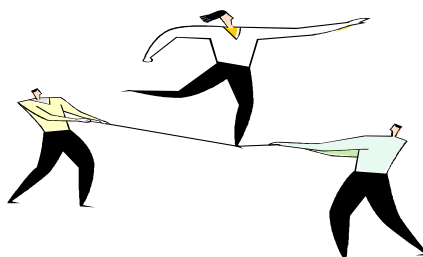
We also know that some people may want someone who knows them well to help them make choices. If you need help to make choices then you can ask someone who knows you best to assist you to make choices.

We Help You to Look at Risks

- Sometimes you might make a choice that presents a possible risk to your health or your safety.
- We will help you look at the risk.
- We will ask other people who know you well to also look at the risk.
- Then you and others who know you will have to make a decision about what to do about that risk.
- You may decide that what you wanted to do is too risky.
- You may decide that you and others can take some steps to lower the risk to your health and safety.
- If you do decide to take some steps to reduce the risk it is important to talk about who is going to do what, so that everyone knows what they are responsible for.
- We may ask for a note from your DR. to make sure it is a safe risk.

* Check out Chapter 5 - Section 9 to learn more about Reducing Physical Risks *

- Your T.I.E.R Worker will help you and others talk about risks when you get together for your Individual Service Plan (ISP) meeting.
- It is all about "Your Choice".
- We want you to be comfortable and informed.



YOUR RIGHTS AS A PERSON LIVING IN CANADA

In 1982 the government of Canada told everyone about his or her rights in a document called the ***Canadian Charter of Rights and Freedoms***.

Some of your rights included in this Charter are:



- The right to be treated fairly and equally regardless of your color, sex or age, or whether you have a physical or mental disability
- The right to choose your religion
- The right to your own thoughts and the rights to talk about your thoughts.
- The right to be together with other people

- The right to vote
- The right to stay in Canada or to leave
- The right to learn



This Charter also tells you that, if anyone denies your rights, you can ask someone to help you to make sure that your rights are respected.

YOUR RIGHTS AS A PERSON LIVING IN BC

In BC there is something called **The BC Human Rights Code**. It says that you cannot be discriminated against because you have a physical or a mental disability.

The code says you have the right to



- Use the same services as everyone else including restaurants, malls, buses, and schools.
- Get hired and get the same wages as everyone else.
- Be treated the same as all the other tenants, if you rent an apartment or a house.

What can you do if you think you have been discriminated against because of your disability?

- Talk to us – we can help you to take the next steps.
- If you are working, talk to your job coach. The two of you can find out if your employer has a complaints procedure.

YOUR RIGHTS TO ASSISTANCE HERE IN BC

Persons with disabilities who are 18 years or older in B.C. have the right to benefits and services.

B.C. Disability Benefits



Depending on your needs and your income you are likely eligible for:

- A monthly support allowance
- Medical coverage including Medical Services Plan and Pharmacare coverage as well as other medical benefits, such as glasses or dental care.



Your Worker with the Ministry Social Development and Social Innovation (MSDSI) can tell you more about your BC Disability Benefits. You can contact a worker at:

#130-1640 Dilworth Drive
Kelowna, BC, V1Y 7V3
1-866-866-0800 (3) (3)

Community Living British Columbia (CLBC)



Adults with developmental disabilities in BC can get services through Community Living British Columbia (CLBC). If you are eligible, you can get:

- Services from a CLBC Worker.
- Services, including nursing, physiotherapy and occupational therapy from Health Services for Community Living.
- Mental Health Services

If you want to know if you are eligible for services through CLBC or if you have any questions about CLBC you can contact their office at:

#140-1060 Manhattan Drive Kelowna, B.C.
Kelowna BC, V1Y9X9

Phone: 250-712-3610

YOUR RIGHTS AS A PERSON RECEIVING SERVICES FROM COMMUNITY LIVING BRITISH COLUMBIA

T.I.E.R. Support Services is contracted to provide service to you by the BC government's Community Living British Columbia (CLBC).

CLBC provides T.I.E.R. with a list of principles that guide how we are to provide service to you.

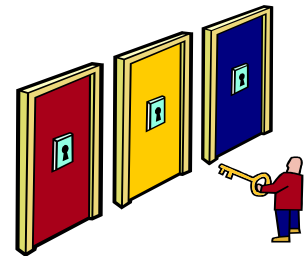
CLBC Service Principles

Empowerment

Your rights and dignity must be respected. Your workers are required to meet your individual needs and support your unique strengths and qualities.

Participation

This is your right to control your life and to take responsibility for your actions. It reminds all of us to provide you with opportunities to speak for yourself and when possible, to participate in decisions that affect you.



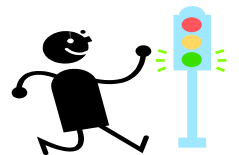
Person and Family Directed Planning

You are to be given the opportunity to be a part of the planning of your services. Your family and/or others who know you well are also to be given the opportunity to be part of planning services for you.



Maximizing Independence, Growth and Environmental Choices

You need to be given opportunities to be as independent as you can. It encourages us to provide you as much freedom as possible and at the same time ensures that you feel safe and secure.



Citizenship and Community Inclusion

Workers are to support your inclusion into the day-to-day life of your community.



Quality of Life

Workers are to enhance 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 pursue your goals



Regular Community Services

Workers are to help you use the same services in your community as everyone else.

Community Partnerships

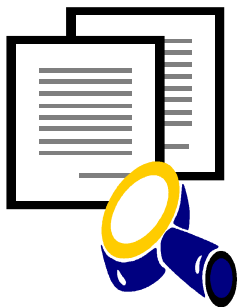
Workers are to help you link up with other services so that you get the best support.

Conflict Resolution

All of us must communicate with each other to resolve a disagreement if ever there is one between you and your family, ministry staff or Workers.

HOW ARE THE SERVICES WE PROVIDE TO YOU MONITORED?

Community Living BC monitors how T.I.E.R. provides services to you



- Through your documented Individualized Service Plan.
- A CLBC liaison worker who meets with us regularly
- Monthly service reports to CLBC
- We follow CARF standards in how to do agency reporting and documentation
- We also follow CLBC's mandate and T.I.E.R.'s Policy and Procedures

We monitor our own services by reviewing

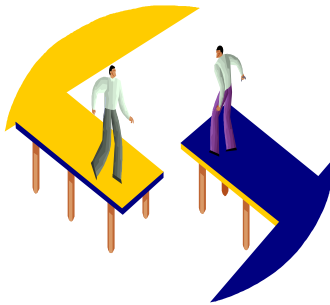
- Your satisfaction, input and suggestions
- CLBC Program Standards for both Community Support Services and Employment Services
- Surveys from Stakeholders
- Advocacy Council and Advisory Council, Suggestions and Evaluations



**YOUR RIGHT TO
CONFLICT RESOLUTION AT
T.I.E.R. SUPPORT SERVICES LTD.**



- ❖ T.I.E.R. Support Services 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 openly talk and resolve issues.



As well as having a right to make a complaint, you also have a responsibility to try to resolve a conflict when it happens. This is called the Conflict Resolution Process.

The Conflict Resolution Process

If you have a conflict with someone, TIER encourages you to talk to that person about the conflict first. This could be another TIER participant, your TIER worker, or someone else in the community.

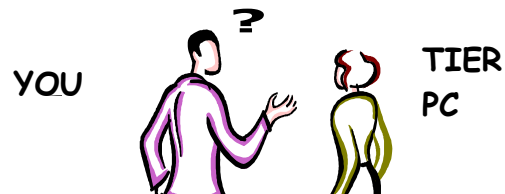
At The Beginning

If you, or your family, or your caregiver disagree with something that was said or something that happened at T.I.E.R. should they talk to staff about it?

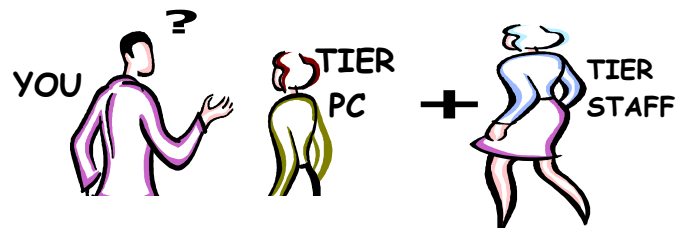
1. Yes, if you feel comfortable talking to your T.I.E.R. Worker



2. Talk to the Program Coordinator (PC) to find out what can be done.



3. The two of you might decide to meet with the staff involved so that you can talk about your concern.



4. If your concern is not resolved then you can choose to go to the Formal Process.

The Formal Process

- Arrange to meet again with the Program Coordinator
- It is important that what everyone says at this meeting is written down. We will give you a copy of what is written down.



- The Program Coordinator will look into your concern.
- They will share with you what they find out within 3 days of the meeting. They will give you a report that will include a decision.
- If you are not happy with the decision, then

you can take your complaint to TIER's Agency Director.



- The Agency Director will talk to everyone involved.
- The Agency Director will talk to you about the decision. You will get the decision in writing.
- If you are still unhappy with the decision, you can take your concern to your Social Worker. We will give you a copy of a brochure called "CLBC Complaints Process." It tells you what you can do.
- You're Social Worker and maybe their Supervisor will look at your complaint and they will make a decision and will inform you and T.I.E.R. Support Services of the outcome.

What Else Can I do to resolve Conflict?

- You can also choose to take your complaint to the Advocate for Service Quality.
- This person ensures that people in BC with developmental disabilities who receive service are well served.
- Your Advocate is not a Ministry staff person so they can respond to you in a way that is independent of the Ministry.

You and/or your advocate can reach the Advocate for Service Quality in Victoria:

Mailing address: 820 - 999 West Broadway, Vancouver, B.C., V5Z 1K5

Phone: (250) 387-6121

or

CLBC in Kelowna

Phone: 250-712-3610

Pathways in Kelowna



















Phone: 250-763-4837

TIER Support Services

Phone: 250-765-2040

See TIER's 'Formal Concern or Complaint Form' on page 16 for more information on your right to make a formal complaint.

YOUR RIGHTS AND RESPONSIBILITIES

MY RIGHTS	MY RESPONSIBILITIES
<p>You have the right to confidentiality, reasonable privacy and possession of your personal belongings...</p> 	<p>...and the responsibility to respect others confidentiality, private space and belongings.</p> 
<p>You have the right to be respected, supported and protected from harm...</p> 	<p>...and the responsibility to respect, support and care for others.</p> 
<p>You have the right to be taken seriously...</p> 	<p>...and the responsibility to listen to others.</p> 
<p>You have the right to good health...</p> 	<p>...and the responsibility to take good care of yourself.</p> 
<p>You have the right to practice and be proud of your heritage and beliefs...</p> 	<p>...and the responsibility to respect others for their differences.</p> 
<p>You have the right to make mistakes...</p> 	<p>...and the responsibility to try to learn from these mistakes.</p> 
<p>You have the right to a clean, safe environment...</p> 	<p>...and the responsibility to not pollute it.</p> 
<p>You have the right to your opinion and to file a complaint or grievance...</p> 	<p>...and the responsibility to bring those concerns forward.</p> 
<p>You have the right to participate in seasonal, social and recreational activities if available and appropriate and according to your abilities and interests...</p> 	<p>...and the responsibility to participate and attend your scheduled appointments and program expectations.</p> 

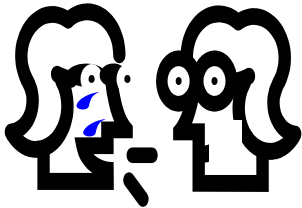
YOUR RIGHTS TO PRIVACY **At T.I.E.R. SUPPORT SERVICES LTD.**

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 from others must have your permission first. You decide if you want them to talk to you, your parents, your Doctor or your caregiver.



You can talk to a worker about things that are “confidential.” That means that what you say is **private**, and won't be told to anyone else.



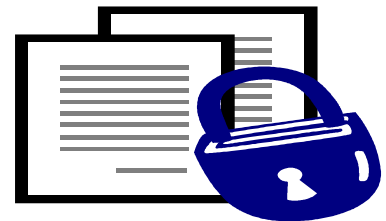
There are some things that cannot be confidential. For example, if you say someone is touching you in a bad way, the person you have to tell is your CLBC worker or the police. **This is to keep you safe.** The only other time information is not kept confidential is if it is requested by the R.C.M.P. or a Court of Law.

Privacy also means:

- That you have the right to be alone, if you choose.
- That people should knock and ask if it is okay with you before they come into a space where you are alone.
- That people should not look at or take your private things.

We respect your privacy at T.I.E.R. Support Services by:

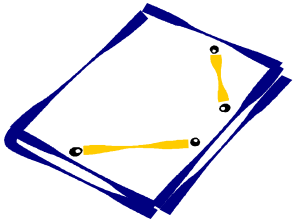
- T.I.E.R. staff being aware of your right to privacy
- Not talking about you to people who do not need to know your information
- Not sharing information about you until you, or someone you have chosen, say it is okay
- Keeping written information about you in a locked place
- Respecting your rights to privacy if we support you with personal care
- Supporting you and everyone else to respect the privacy of others.



Your Rights and Information About You

T.I.E.R. Support Services will ask you and your family or caregiver to give us information about you. We keep that information so that people who support you know what you like and what you need.

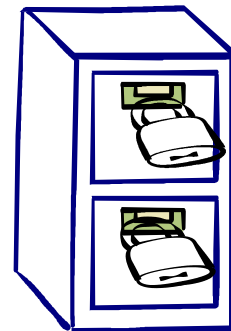
Where Do We Keep the Information?



We keep the information about you in a file on the computer. This information is on a website called ShareVision. This website is private - Only the people who need to know about you have the password to get into this website.

Can You Look at the Information?

Yes. You can look at the information about you. Ask your Worker and they will show you your ShareVision record.

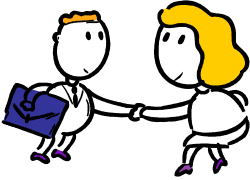


What Records do we Keep?

- **Health and Safety Information:** Describes where you live and who you want us to tell if there is an emergency. It also tells us about your health, medications that you take and about any safety concerns that we should know about to keep you safe and healthy.
- **Intake Assessment:** This tells us what you like to do, where you like to go, how you communicate and how you like to be spoken to. It also tells us about your routines and how you like to be supported. If you need help when you get angry or frustrated, this tells us how to give you the help you need to keep you safe.



- **Individualized Service Plan (ISP):** You will participate in all Planning Meetings about you. After you agree to your goal, your ISP goes into your ShareVision record, where you and your worker can look at it. You can have a copy to take home with you if you like



- **Goal Monitoring Notes:** Your Worker may talk to your family, your caregiver or your CLBC worker. They will make notes so that everyone remembers what was said about how to help you achieve your goals.

- **Critical Incident Reports:** If something serious happens to you, we have to tell your CLBC worker about it. We write a report called a Critical Incident Report. A copy of it is kept in your ShareVision record.

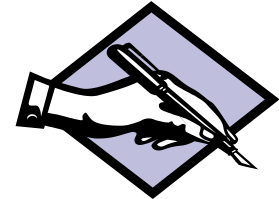
- **Other Reports:** People from College, or Mental Health or a physiotherapist may, with your permission, give us a report about what you need to succeed. We keep these reports in your ShareVision record.



- **Giving Your Consent:** Means to permit, approve, or agree to. When you sign a Consent Form, you are giving us permission to share your information.

- **Sharing Information About You:** We need to know information about you so that we can do a good job supporting you. We will look at your ShareVision record to find this information.

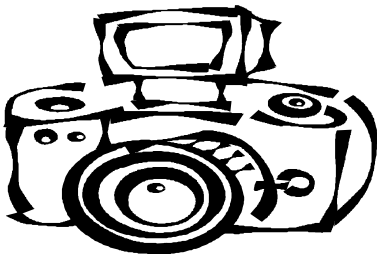
We will ask you to sign a Consent to Release Information form. This gives us your permission to share your information with other people who want to help you succeed. This might be a worker from another agency or an employer who wants to know how to help you succeed.



If this information is only needed for a short time, we will put the dates on the form for when you agree we can share your information and with whom. This might be needed if you want us to go to a meeting with another agency or with your Doctor.

SOCIAL MEDIA

- **We will also ask you to sign a Consent for Media, Photography, and Interviews.**



TIER is a dynamic agency with lots of things going on! Sometimes we might film events and activities for our TIER videos, or take pictures to post on our company Facebook page. Signing this form means you're okay with possibly being in a photo or video. We also need a picture of you in your ShareVision Record in case a new Worker wants to meet with you. If we plan to use your photograph in the T.I.E.R. newsletter, on our Web Site or Social Media (Facebook), or if we write an article about you, we will ask you first!

TIER adheres to the
Freedom of Information Act
as per the
B.C. Human Rights Code

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 T.I.E.R. Support Services:

As a person who chooses to participate in T.I.E.R. Support Services programs your responsibilities are:

- Participating in the planning of your services.
- Exploring options in your community by participating in recreation and leisure activities, community volunteering or paid work placements.
- Letting people know if and when you need support.
 - Listening to others.
 - Respecting the rights of everyone who comes to T.I.E.R. Support Services.
 - Arriving on time.
 - Letting us know if you are going to be away.



Your Responsibilities and Your Health and Safety

You have a responsibility to let T.I.E.R. Support Services know of any health or safety concerns that you have.

We need to know about things like

- ✓ Medical or health concerns that you have
- ✓ Safety concerns that you have
- ✓ Health and safety supports that you require

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 have the responsibility to tell us if you do not feel safe

- When you are in a program at T.I.E.R. Support Services
- With someone at T.I.E.R. Support Services
- 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 emergency, or if there is a fire drill you have a responsibility to:



- Follow your worker's instructions
- Remain calm
- Leave the building as directed
- Let staff know if you or anyone else is having trouble.

**For more information ask your worker to review
T.I.E.R.'S Health and Safety Policy with you.**

Chapter Three

Helping You Achieve Your Goals

HELPING YOU TO ACHIEVE YOUR GOALS

At T.I.E.R. Support Services we will help you to achieve your goals. We help you by giving you:

- Information about our programs and staff
- Experiences so that you can make informed choices
- Opportunities to:
 - Develop your independence and your skills
 - Participate in your community
 - Make friends

All TIER Programs are designed to address and enhance your personal Strengths, Needs, Abilities, and Preferences.

Here is some of what you might expect to experience at T.I.E.R. Support Services as we help you achieve your goals.

1. PLANNING YOUR ACTIVITIES WITH YOU

At T.I.E.R. Support Services you will be part of planning activities that will help you to achieve your goals.

You will be part of your Individualized Service Plan meeting.

You will choose the activities that will best help you learn new skills or maintain your current skills.

You may help to choose the Worker, plan the activities and the places that will help you achieve your goals.



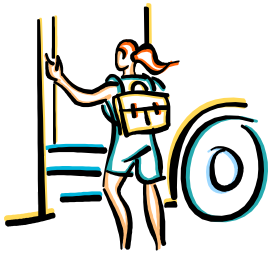
2. DEVELOPING YOUR SKILLS

At T.I.E.R. Support Services we will help you develop skills at a pace that is right for you, working towards your independence.

Different people choose to develop different skills – we will do what we can to make sure that you get to work on the skills you want to develop.



Here is a list of some of the skill areas you might choose from:



- Communication
- Advocacy
- Choice making
- Daily Living
- Transportation
- Anger management
- Computers
- Literacy



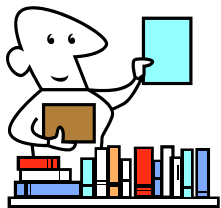
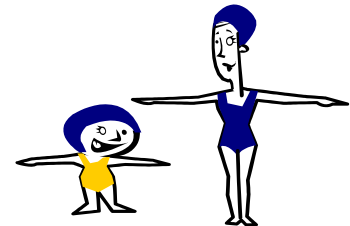
Just to name a few!

3. COMMUNITY PARTICIPATION

At T.I.E.R. Support Services we will support you to learn skills and to do what you want to do in your community.

For example you might want to:

- Try activities offered at community recreation centres
- Try different volunteer placements
- Try different work experience placements



- Work in a paid position
- Attend community events
- Use community resources such as a library, art gallery or a museum
- Attend a course at a College or University
- Learn to use public transportation

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

4. MAKING FRIENDS

It might be important to you to make friends or to make the friendships you have stronger. At T.I.E.R. Support Services we can give you opportunities to do things with the friends you already have and to make new friends.

For example we might:

- Ask you if you want to involve your friends in planning your services
- Assist you to meet new people in the community
- Assist you to work on your people skills.

We might also encourage you:

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



Chapter Four

Planning Your Services With You

PLANNING YOUR SERVICES WITH YOU

YOUR INDIVIDUAL SERVICE PLAN

It is important to us that you are involved in the planning of your services.

We involve you by doing an **Individual Service Plan** or **ISP**. This is like an action plan we will follow to help you achieve your goals!

Your ISP is very important, because it is created by:

- listening to what you want and where you want to go
- asking what you need to get there
- deciding how we can best help you to get there



You choose who you want to have involved in your ISP.

Some people have difficulty telling others what they want and where they want to go. They might choose to have someone come to their ISP to help them with that part.

We will all meet for your ISP. Once we have all met and talked about your plan then we write it all down. This written plan will include.

- your **strengths**
- your **needs**
- your **abilities**
- your **preferences**
- what we will do to help you achieve those goals through your abilities
- how long it will take to achieve those goals with your preferences



We can give you a copy of the ISP if you like, as well as anyone else you wish to give a copy.




A copy is also put in your ShareVision record. You can see it any time. Workers supporting you will look at this ISP because it will help them to know the goals that you are working on. It will also help them to know what to do to help you achieve your goals.



Your ISP is reviewed with you every six months, or when you achieve your goal and a new ISP and goals are planned. When it is reviewed, you can decide to set new goals or to keep working on goals set in your last ISP.

CHANGING YOUR SERVICES AT T.I.E.R

At TIER, our services are based on what you need. We are here to listen. You may have a time when you temporarily do not need services. This may be because you:

- are ill 
- are on vacation 
- want to see if you can manage on your own, etc. 



If there is a time like this when you need to take a break from TIER, let us know. We will continue to support you the way that you need.

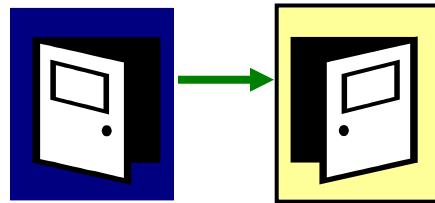
TIER is flexible. If you need to change something about your services, let your worker know and we can help you to connect with CLBC. They can talk to you directly to find out what you need.

If you decide to '**Close**' your file with T.I.E.R., we will help you to complete an **Exit Plan**.
(see next page)

EXITING YOUR T.I.E.R. SERVICES

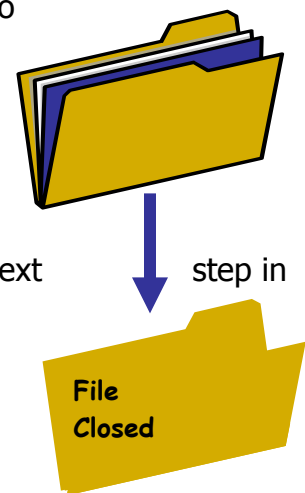
You may decide that you no longer want to receive services from T.I.E.R. This may happen because you:

- want to work with another agency
- are moving to another community
- do not need support any longer



When this happens we will help you with a Transition Plan if you want to complete one. This would include:

- a T.I.E.R. staff meeting with you and whoever you want to attend
- listing your Strengths, Needs, Abilities and Preferences
- creating a step-by-step plan for you to follow to succeed in the next your life (another program or independence)
- completing an Exit Form, which will give you a chance to tell us why you are leaving our services and to tell us if you have any suggestions for improving our services



We wish you success with your new plans!

Chapter Five

Health And Safety

HEALTH & SAFETY AT T.I.E.R. SUPPORT SERVICES

At **T.I.E.R. Support Services** we have guidelines written down that will help you if there is an emergency while you are in our office.

Section 1 - Fire & Emergencies

If there is a fire or an emergency we will help you to:

- leave the building.
- get out of the building if you have trouble walking.
- meet everyone in the parking lot.



If you or anyone else did not get out of the building, we will tell the firefighters. They will go into the building to help you and others who need help to get out.

Four times a year we have practice fire drills, so we know what to do.

There are Evacuation Plans posted in the TIER Office that you can look at, so you know how to get out of the building safely.

See pg 46 for our Emergency Evacuation Plan

Section 2 - 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 from your ShareVision record, so that we can give you the best help.
- And 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 called.

Section 3 - First Aid

- All T.I.E.R. Support Services staff have up-to-date First Aid training, and can help you if you need it.
- There are several First Aid kits at the T.I.E.R. Office
- There are First Aid kits in all of T.I.E.R staff members vehicles.



Section 4 – Your Own Health and Safety

When you first come to T.I.E.R. Support Services we will meet with you, your family and/or caregiver to find out what you need to keep you healthy and safe.

We ask questions about:

- Health concerns you have
- Safety concerns you have
- The personal care supports you require
- The meal time supports you require



We write the answers down. We will share this information so that everyone who will support you knows how to help you with your health and safety needs.

Every year we revisit what was written to update the information in your ShareVision record. It is important that you tell us about important changes when they happen – like new health concerns and ways we can support you to be safe.

MEDICATION

It is not part of TIER's role to handle medication. TIER is not allowed to:



- | | | |
|--|---|--|
| 1. Prescribe medication | - | when a doctors tells you to take a medication |
| 2. Dispense medication | - | when a pharmacist gives you medication |
| 3. Administer medication | - | when you take your medication or someone helps you |
| 4. Physically control self-administered medication | - | when someone keeps your medication until you take it |

If there is ever a problem with your medication, we will help you call your caregiver, your doctor, or 9-1-1 if it is an emergency.



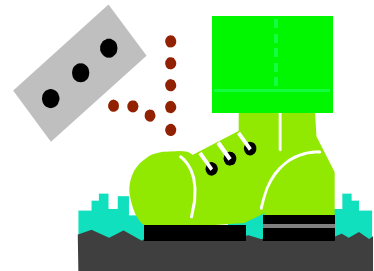
Remember:

- It's not safe to share your medication with others
- It's not safe to take someone else's medication
- If you need help with your medication ask the right person, like your caregiver or doctor, to help you



ON THE JOB

Your Employment Support Worker will help you prepare for any physical safety risk on a job site, by training you to follow the safety guidelines listed in your Employment Log and your Jobsite Health and Safety Checklist. This will include any required safety clothing or equipment (such as steel toed boots or safety goggles). Your Employment Support Worker will review these with you until you know them well, and will rewrite the safety guidelines yearly or if they change.



Section 5 – Vehicle Transportation

Sometimes you may be driven by T.I.E.R. Support Services staff in the staff member's vehicle.

All T.I.E.R. Support Services staff have valid driver's licenses. All the vehicles are insured, in case there is an accident.



All staff check their vehicles regularly to make sure that they are safe to drive and meet Department of Transportation and ICBC regulations.

Everyone must wear a seat belt in our vehicles



Section 6 - Illness

At T.I.E.R. Support Services we are not able to work with someone who is ill.

If anyone looks like they have a fever or a heavy cold, we will try to make arrangements for that person to go home. This way the illness is not spread to you or others.



Sometimes T.I.E.R. Support Services staff might ask the person who has been away sick to bring a note from the doctor telling us that it is okay for them to return.

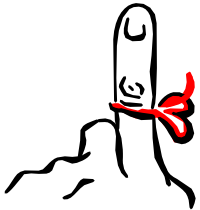
Section 7 - Universal Precautions and Infection Control/Communicable Diseases

T.I.E.R. Support Services staff are trained in Universal Health Precautions. If they come in contact with blood or other body fluids they will follow steps that will keep you safe and staff safe.

By following these steps, they are less likely to come in contact with a communicable disease.

To prevent staff from coming in contact with blood or other body fluids they will:

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



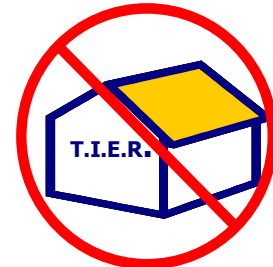
If you come in contact with blood or other body fluids we will help make sure you are safe.



Proper hand washing is a very important Universal Precaution to help stop the spread of germs.

Section 8 - Scabies and Head Lice

If someone who attends T.I.E.R. Support Services has scabies or head lice, that person must be treated for the scabies or head lice at home.



Once a doctor sends us a note telling us that the person has received treatment, he/she can return to T.I.E.R. Support Services.



Section 9 - Health & Safety in the T.I.E.R Office

At TIER, make sure that our office is a clean and safe environment for everyone that uses it. We do this in many ways, including keeping anything that could hurt you, like cleaning supplies, stored properly.

Section 10 - Reducing Physical Risks



At TIER, your safety is our number one priority. When you are getting services from TIER you can be sure that we are doing everything we can to prevent you from getting hurt. It is also important to us that you know about any risks there may be. We will help you to have the information you need so you can be safe wherever you are!

Here are some main areas that TIER can help you to be safe in:

In the ENVIRONMENT

(Wherever you are, the things that are around you are called your environment!)

HANDWASHING

helps stop the spread of germs. Remember Universal Precautions?!



FALLS

We'll help you be aware of things that could make you trip and fall



SAFEGUARDS

If you use something like a cane or a walker, we'll encourage you to use it



HOME SAFETY

We can help you learn how to be safe at home (like in the kitchen!)



COMMUNITY SAFETY

What to be aware of and how to be safe when you are in a public place



Working on your GOAL

When you choose to work on a goal, TIER will help you learn about risks that may go along with that goal, and help you learn ways you can prevent yourself from getting hurt. (Like how to lift something properly, or how to be safe at work!)

Protection from VIOLENCE

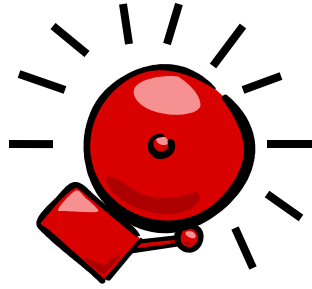
TIER will help you learn about how to keep yourself safe when you are alone, and what you can do if you, or someone you know, is being hurt.

EMERGENCY EVACUATION PLAN

Section 11 - Emergency Evacuation Plan

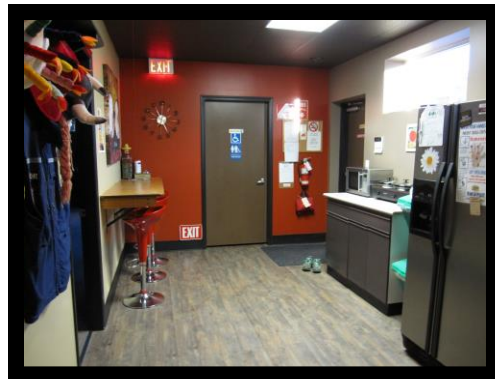
#1

DON'T PANIC
STAY CALM



#2

LEAVE THE BUILDING
THROUGH SAFEST DOOR

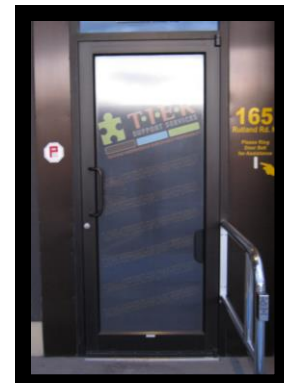


#3

MEET OUTSIDE
AWAY FROM
BUILDING



DO NOT GO
BACK IN
BUILDING



Chapter Six

Self-Advocacy

ABOUT SELF ADVOCACY

SELF-ADVOCACY

- Is speaking for yourself
- Is speaking about your rights
- Is teaching others to speak about 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 member or someone else who knows them really well to speak for them.

Self-Advocacy is About Having Choices

- People with disabilities have the right to make choices.
- Sometimes people with disabilities need help to make choices.
- Family and friends can help people learn about making choices.

Self-Advocacy Means You Choose your Services

People with disabilities should have a say about services.

They can have a say by:

- participating in their Individualized Service Plan
- letting people know if they are satisfied or not satisfied with service
- participating in an advocacy group
- sitting on the board of a service agency and, if necessary, getting support so that their voice can be heard.

Learning About Self Advocacy

- Everyone has the right and the responsibility to learn to speak for themselves.
- People with disabilities can teach each other to speak for themselves.
- It can be easier to speak out for yourself by joining the Advocacy group.

***To become involved with Self Advocacy in Kelowna,
Contact George Arambasich at T.I.E.R. at 1-250-765-2040***

**Please feel free to come in and read the
Self Advocacy information in the T.I.E.R.
Library during office hours**

SELF ADVOCACY AT T.I.E.R. SUPPORT SERVICES

T.I.E.R. Support Services helps people advocate for themselves in the following ways:

The ISP Process

- Everyone is encouraged and supported to participate in their Individualized Service Plan.
- If it is hard for you to speak for yourself you can choose someone else to speak on your behalf – perhaps a friend or family member.

T.I.E.R. Support Services Satisfaction Surveys

- T.I.E.R. asks you and your family if you are satisfied or not satisfied with our services.



The Kelowna Advocates Council

- T.I.E.R. Support Services is involved with a group of self-advocates in Kelowna. This group is called the Kelowna Self Advocates.
- Self Advocacy - The Advocates Council learns about self-advocacy by attending workshops and doing role-plays. The Advocates Council teaches other people with disabilities about self-advocacy.
- Advocacy - The Advocates Council may represent others in advocating for change.

*To become involved with Self Advocacy in Kelowna,
Contact George Arambasich at T.I.E.R. at
250-765-2040*



T.A.G
TIER ACTION GROUP

T.A.G is a TIER mentorship program that gives self-advocates the opportunity to meet in a fun atmosphere and talk about issues that matter to you! It's a group where you can meet new people, make connections, learn new things, and have your voice heard!



**Call TIER to get involved with T.A.G!
250-765-2040**

Chapter Seven

T.I.E.R. Programs

T.I.E.R. SUPPORT SERVICES PROGRAMS

COMMUNITY SUPPORT PROGRAM

Who Does the Program Serve?

The Community Support program serves adults who are interested in:

- developing their Life Skills.
- learning about themselves and their community.
 - choosing to become more independent in community settings.
 - developing skills by going to the same places, using the same resources and getting the same services as everyone else in the Kelowna community.



What Can the Program help you work on?

Community Support can help you work on a variety of different areas of your life:

- Get support to do weight training exercises
- Practice life skills that lead to independence
- Life skills training in your community
- Communication skills
- Budgeting and managing money
- How to use bus transportation
- Social opportunities of your interest
- Anger management
- And others - it's all about you and your goals!



Who Attends This Program?

People who attend

- Show an interest in exploring their community



- Have goals that can be achieved with participation in activities provided by community services.
- Can participate in small group activities semi-independently with a little support staff
- Explore their community at their own

pace

- Explore community in a supportive and flexible environment.
- Want to meet new people
- Like routine and a quiet place to do activities
- Have emotional and behavioural needs
- Have goals to become more independent



from

Small Group Activities - SGA's

The Community Support Program offers a bunch of different Small Group Activities every week! These groups are a great way to learn about your community, meet and hang out with new people, and try new things!

These activities include:



- **Cooking Classes**
- **Movie Nights**
- **Karaoke**
- **Walking and Exercise Clubs**
- **Bowling**
- **Coffee get-togethers**
- **Dinner groups**
- **Pizza Parties**
- **And so much more!**



Every three months, T.I.E.R issues a Newsletter that has a Small Group Activities Calendar, so you can know what's happening and when it's happening!

EMPLOYMENT SUPPORT PROGRAM

Who Does the Program Serve?

TIER's Employment services help adults who are interested in learning new skills that will help them work in their community. People in this program explore different work places in the community. When they find a place that is right for them, they will go there to learn skills or to work independently.

What will I Learn in the Employment Support Program?

Learning may be in a group or one-on-one with a Job Coach

Learn more about:

- Job search skills - learn how to write a resume - how to look for jobs
- how to apply for positions - how to prepare for an interview
- Social skills - how to talk to employers
- how to interact with your co-workers
- Computers skills - how to use a computer to write a resume
- how to look for jobs online
- how to fill out an online application



What Kind of Work Might I Be Doing?

You can be involved in different types of positions to learn new skills:

- Volunteering - to get work skills
- Work experience – work at a job site getting the skills you need for paid work
- Paid work – use your new skills to get paid work!

Who Attends This Program?

People who attend Vocational Services

- made an informed choice to participate in this program
- want to and like to learn with others
- Are willing to go and try out different work places
- Have the support of the people who they live with to be successful in employment
- Show they are able to be independent on a work site



T.I.E.R. EMPLOYMENT SUPPORT PARTICIPANTS ARE PART OF COMPETITIVE, COMMUNITY BASED EMPLOYMENT/WORK EXPERIENCE POSITIONS

REAL WORK FOR REAL PAY

Here are some of the areas TIER participants are working in:

Office Work



Janitorial



Cleaning



Laundry



Store Assistant



Production



Car Lot Attendant



Customer Service



Stocking

Chapter Eight

T.I.E.R Action Plan



ACTION PLAN 2014-2017

TIER's Strategic Plan is a tool that we use to show what we've been working on and the direction that we're going in the future! We call it our **ACTION PLAN**



TIER SUPPORT SERVICES VALUES

What we're always working towards in our services

- ✓ PERSON FIRST
- ✓ FEEDBACK
- ✓ INDEPENDENCE
- ✓ CHOICES
- ✓ RELATIONSHIPS
- ✓ EMPLOYMENT
- ✓ INCLUSION
- ✓ ACCESSIBILITY
- ✓ EQUALITY



WHAT TIER'S BEEN WORKING ON



INCLUDE ME! SURVEY



TIER HAS GONE PAPERLESS!



MORE CONTRACTS (participants) FROM OUR FUNDER



WE'VE ADDED MANY NEW SMALL GROUP ACTIVITIES

TIER SUPPORT SERVICES UPDATE



TIER is an active part of the Kelowna Community Council through CLBC!



TIER keeps our finances in order by having an accountant look everything over. TIER to accounting rules and are accountable to CLBC.

ACTION PLAN

OUR GOAL

STEPS TO GET THERE

THE EFFECT IT WILL HAVE

#1

TIER Include Me!
Follow Up Survey



Make sure every TIER participant has the opportunity to take the survey and have their voice heard



The TIER Include Me Follow Up Survey will give all of our participants the opportunity to share their feedback on TIER



#2

More Group Activities!



Pump up the groups we already have and add new ones, based on your feedback!



Our groups are all about learning new things, meeting new people, and being included in your community!



#3

100% Paperless!



Keep using our ShareVision site to put all of our paperwork on the computer!



This will help us do our work better, so you get the best service you can! (and it's good for the environment!)



#4

TIER Housing



Develop affordable housing and home share options for TIER participants



Provide a positive home life for participants that need it



#5

New T.A.G Topics



Beef up our T.A.G. topics to focus on self-advocacy, diversity, and learning new things!



T.A.G will help empower self-advocates to live independent lives



#6

Make the TIER ACTION PLAN available to everyone

Include the TIER Action Plan in the SGA Newsletter, on our website, and on Facebook



This will allow our participants to be 'in-the-know' about what TIER's working on so they can have a say!



Chapter Nine

Resources

RESOURCES

#1 COMMUNITY LIVING BRITISH COLUMBIA SERVICES

#140-1060 Manhattan Drive
Kelowna, BC V1Y9X9

Tel: 250-712-3610



BC MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

#130-1640 Dilworth Drive
Kelowna, BC, V1Y 7V3

Tel: 1-866-866-0800



- ❖ If you have any questions about your BC Disability Benefits. Drop by or call and ask to speak to The CLBC Liaison Worker

ANNUAL BUS PASS Tel: 250-860-8121
BC DISABILITY BENEFITS Toll free: 1-866-866-0800



BC HUMAN RIGHTS COMMISSION The B.C. Human Rights Coalition

#1202 510 West Hastings St.
Vancouver, B.C.
V6B 1L8
Fax: 604.689.7511

Tel: 1-604-689-8474 1-877-689-8474
Website: www.bchrcoalition.org

ACTION COMMITTEE OF PEOPLE WITH DISABILITIES

948 View Street,
Victoria, BC, V8V 3L5

Tel: 250-383-4105

- ❖ If you have any questions or if you need help with BC Disability Benefits, EI, Medical Services, or bus passes, call the Action Committee and ask to speak to an advocate.

#2 ADVOCACY

Kelowna Self Advocates

Contact is through T.I.E.R. Support Services Ltd.
George Arambasich

Tel: 1-250-765-2040

Families In Touch (FIT)

939 Mount Royal Drive
Kelowna, BC V1Y 3M3

Tel: 250-868-8789 Email: Familiesintouch@shaw.ca
Website: www.familiesintouch.ca

BC Association for Community Living

Provides advocacy, referral services, workshops, & parent support
Telephone: (Vancouver) (604) 875-1119
Email: info@bcacl.org Website: www.bcacl.org



BC Coalition of People with Disabilities

The coalition 'Help Sheets' provide information on applying for Persons with Disability benefits & other benefits.
Telephone: (Vancouver) (604) 875-0188 TTY: (604) 875-8835
Email: feedback@bccpd.bc.ca Website: www.bccpd.bc.ca



Family Support Institute

Provides information, referrals, training, and province wide parent networking.
Telephone: (Vancouver) (604) 875-1119
Email: fsi@bcacl.org Website: <http://www.gov.bc.ca/cyo/>

Office of the Ombudsman

The office investigates any questions or complaints to determine if the public body is being fair to the people it serves.
Telephone: 1 (800) 567-3247 Website: www.ombudsman.bc.ca



Philia – A Dialogue on Citizenship

Provides a voice for the full inclusion of Canada's citizens
Website: www.philia.ca

Planned Lifetime Advocacy Network (PLAN)

Provides advocacy, & information on planning for housing, support networks, wills, trusts, financial & estate planning.
Tel: (604) 439-9566
Email: inquiries@plan.ca Website: www.plan.ca

Public Guardian and Trustee of British Columbia (Public Trustee)

Protects the legal rights and financial interests of children and vulnerable adults.
Telephone: (604) 439-9566 Tel (toll free): 1 800-663-7867
Email: mail@trustee.bc.ca Website: <http://www.trustee.bc.ca/>



*Rights, Choices
and Security for
All British Columbians*

#3 EDUCATION

Okanagan College Kelowna

(250) 762-5445 Ex.4459
(250) 862-5432

Email: mraymond@ouc.bc.ca

Assistive Technology – BC

This office can provide adults with disabilities special technology support services including technology assessment, consultation, access to assistive technology, and training on the use of technology, repair and trouble shooting.

Assistive Technology - BC
#108 - 1750 W. 75th Avenue
Vancouver, BC
Canada, V6P 6G2

CONTACT INFORMATION

Phone: (604) 264-8295
Fax/TTY: (604) 263-2267
Email: info@at-bc.ca
Website: <http://www.at-bc.ca/>

Learning Disabilities

Okanagan College Kelowna
Telephone: 250-762-5445

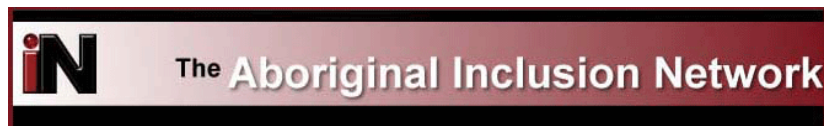
Learning Disabilities Assoc. of BC
604-873-8139

#4 EMPLOYMENT

Aboriginal Human Resource Development Council of Canada

This council works toward improving Aboriginal People's access to jobs & operates Canada's employment system.

www.inclusionnetwork.ca www.17.hrhc-drhc.gc.ca/ARO-BRA/ARO.cfm



Employment Program for Persons with Disabilities

MSDSI provides vocational services & supports to persons with disabilities.

#130-1640 Dilworth Drive
Kelowna, BC, V1Y 7V3
Telephone: 1-866-866-0800

Telephone (toll free): 1-800-663--7867
TTY: 1-800-661-8773
Website: www.mhr.gov.bc.ca

- CLBC Liaison Worker : 250-861-7530

#5 FINANCIAL ASSISTANCE

Income Assistance for Persons with Disabilities Designation

#130-1640 Dilworth Drive

Kelowna, BC

Phone: 1-866-866--0800

Fax: 1-855-771-8792

Disability Tax Credit and Benefit

This is a non-refundable tax credit that reduces the amount of income tax that may be owed by you or the people who support you.

Telephone (toll free): 1-800-959-8281

Website: www.cra-arc.gc.ca/tax/individuals/segments/disabilities/menu-e.html

Fuel Tax Rebate

Telephone (toll free): 1-877-388-4440

Website: www.rev.gov.bc.ca/ctb/



Canada Revenue Agency
Agence du revenu
du Canada

#6 FUNDING AND SUPPORTS

Autism Community Training British Columbia ACT BC

Provides information, training and vital support services to parents across BC who have children with an autism spectrum disorder.

Telephone (toll free): 1-866-939-5188

Email: actbc@shaw.ca



Website: www.actbc.ca

Autism Society of British Columbia

Promotes inclusion and acceptance of people with autism by their community, and provides support to people with autism spectrum disorder and their families.

Telephone (toll free): 1-888-437-0880

Website: www.autismbc.ca/

BC Paraplegic Association

Helps persons with physical disabilities access medical equipment, supplies, treatments, physical training, counseling services, job placement, accommodation, education, vocational training, sport and recreation.

Telephone (toll free): 1-877-324-3611 Website: www.canparaplegic.org/bc



Canadian National Institute for the Blind (BC-Yukon Division)

Provides service and support for people who are blind or visually impaired.

Services include counselling and referral, rehabilitation, orientation and mobility training, sight enhancement and technical aids.



Telephone: 1-800-563-2642

Website: www.cnib.ca

Cerebral Palsy Association of BC

Supports individuals and families affected by cerebral palsy and provides information on such things as special education, Botox, hyper baric chamber therapy, advocacy, representation agreements, equipment funding, and bursaries.
Telephone (toll free): 1-800-663-0004 Website: www.bccerebralpalsy.com

Community Living Restructuring Fund

This fund provides a one-time grant during the transition to the new authority Community Living British Columbia. The grants will cover one-time costs to: renovate homes, move to an alternate accommodation in the community, purchase special equipment, & training or assistance moving towards an individualized funding model.

Telephone (toll free): 1-877-433-7654
Website: www.clrestructuringfund.ca Email: committee@clrestructuringfund.ca

MCF Provincial Deaf & Hard of Hearing Services

Assists persons who are deaf and hard of hearing to access government services. For further information contact the Community Relations Coordinator:

Telephone: 604-660-1807 TTY: 604-660-1807 Fax: 604-660-1859
Email: pdhhs@gov.bc.ca Website: www.mcf.gov.ca/pdhhs/index.htm

Muscular Dystrophy Association of Canada

Supports individuals living with over 40 different neuromuscular disorders and provides advocacy and funding for research.

Telephone (toll free): 1-866-687-2538 (1-866-MUSCLE-8) Website: www.mdac.ca



CORD – Canadian Organization for Rare Disorders

CORD is committed to the education, advocacy, research and services for all rare disorders in Canada.

Telephone (toll free): 1-877-302-7273
Website: www.raredisorders.ca



Spina Bifida and Hydrocephalus Association of BC

Supports people with spina bifida and or hydrocephalus and offers assistance with equipment, transportation, family support, resource material, information kits and education assistance awards.

Telephone: 604-878-7000 Website: www.sbhabc.org

Tetra Society of North America

Volunteer engineers and technicians work with the person to create assistive devices or modifications to their environment so that a person with a disability can gain greater independence.

Telephone (toll free): 1-877-688-8762 Email: info@tetrasociety.org

Website: www.tetrasociety.org/our-chapters.htm#bc



Vela Microboard Association

Committed family and friends join together with a person with challenges to create a board to address the person's planning and support needs.

Telephone (toll free): 604-575-2588

Website: www.microboard.org

#7 HEALTH

BC Aboriginal Network on Disability Society

BCANDS operate a Health Resource Centre. The Centre provides information, including kits, charts, books, manuals, reports, videos and audiocassettes, through a lending program and a complimentary health promotion and prevention program.

Telephone: 1-888-815-5511

Website: <http://www.bcands.bc.ca/about.html>



B.C. First Nations Health Handbook

This Handbook comes with the BC Health Guide and provides information on unique health services for First Nations, as well as advice for health professionals serving aboriginal individuals and communities.

Telephone (toll-free): 1-800-465-4911 Email: HLTH.Health@gems1.gov.bc.ca

Website: <http://www.bchealthguide.org/aboriginal.stm>

BC MEDICAL SERVICES PLAN

The provincial medical insurance program pays for medically required services. MSP Premium Assistance is available for low-income families on a pro-rated basis. Short-term temporary premium assistance is also available based on unexpected current financial hardship.

Telephone (toll-free): 1-800-663-7100 Website: www.health.gov.bc.ca/msp

Choice in Supports for Independent Living (CSIL)

Provides Home & Community Care eligible clients with funds to purchase home support services. The client assumes full responsibility for the management, co-ordination and financial accountability of their services; including recruiting, hiring, training, scheduling and supervising home support workers. Contact your local Health Authority for further information.

Website: <http://www.healthservices.gov.bc.ca/hcc/homesupport.html>

Crisis Line

The Crisis Line provides confidential telephone crisis intervention through active listening and support. Trained, caring volunteers listen to caller's concerns, empowering the individual to meet their own needs and find their own solutions.

1.888.353.2273 (1.888.353.CARE)

Home and Community Care

In-home services include home care nursing, rehabilitation, home support, and palliative care. Individuals must be 19 years of age or older, enrolled with BC Medical Services Plan, and be unable to function independently because of chronic health-related problems of at least 3 months duration or have been diagnosed by a doctor with an end-stage illness.

Telephone toll free: 1-800-663-7867

TTY: 1-800-661-8773

Health Services for Community Living (HSCL)

This program provides specialized nursing and rehabilitation services for adults with developmental disabilities. In addition to nursing, occupational therapy and physiotherapy services, individuals may qualify for nutrition, dysphasia (swallowing difficulties), dental hygiene, or specialized seating and mobility services. Contact the local Health Authority or local Community Living Services office for further information.

Telephone: 250-861-7255

Mental Health Support Team

The Support team provides specialized services to individuals who have a developmental disability and a mental illness, or serious behavioral challenges. Contact CLBC for a referral

Telephone: 250-861-7255

Non-Insured Health Benefits

This Health Canada program provides, to registered Indians and recognized Inuit and Innu peoples, a range of medically necessary goods and services, which supplement benefits provided through other private or provincial/territorial programs.

Website: www.hc-sc.gc.ca/fnihb/nihn/

PharmaCare

PharmaCare subsidizes eligible prescription drugs and designated medical supplies and provides financial assistance to British Columbians under the Fair PharmaCare and other specialty plans.

Telephone (toll-free): 1-800-663-7100

Website: www.healthservices.gov.bc.ca/pharme/

#8 HOUSING

BC Housing

A provincial crown agency that develops, manages and administers a wide range of subsidized housing options across the province.

Telephone (toll-free): 1-800-257-7756



BC Housing

Website: www.bchousing.org

Canada Mortgage and Housing Corporation

RRAP is for persons with disabilities and offers financial assistance to homeowners and landlords to modify dwellings intended for occupancy by persons with disabilities and on a low-income.

Telephone (toll-free) 1-800-639-3938
3388

TTY: 1-800-309-

Website: www.cmhc-schl.gc.ca



#9 LEGAL

Community Legal Assistance Society

Provides free legal advice and representation on issues affecting people with disabilities.

Telephone (toll-free): 1-888-685-6222

#10 RECREATION

BC Parks Disabled Access Pass

The BC Parks Disabled Access Pass is no longer valid. The Ministry of Water, Land and Air Protection still provides persons with disabilities the opportunity to camp for free in road accessible provincial park campgrounds.

Telephone: 1-800-663-7867

Website: <http://wlapwww.gov.bc.ca/bcparks/fees/fees.htm#disabilities>

BC Special Olympics

Provides sports training and competitive opportunities for people with a mental disability.

Telephone (toll free): 1-888-854-2276

Website: <http://www.bcsso.bc.ca/>



Parkinson Recreation Centre

Community Pools and Recreation Centres

Telephone: 250-469-8800

Operation Trackshoes

This is an annual sports festival for the citizens of British Columbia who have mental disabilities.

Telephone: 250-721-2233

Website: www.trackshoes.bc.ca/



#11 REHABILITATION

Brain Trust Canada Coordinated Brain Injury Support

#11 – 368 Industrial Ave. Kelowna BC

Phone: 250-762-3233

Fax: 250.861.3008

Email: mkapp@braintrustcanada.com

Website: <http://www.braintrustcanada.com/>

#12 TRANSPORTATION

BC Ferries

BC Ferries Disability Status ID card ensures that a person with a disability and their required escort receive a reduced rate on the ferry.

Telephone (toll-free): 1-888-223-3779 Website: <http://www.bcferries.com/>

handyDART

Independent organizations are contracted by BC Transit to provide transportation for anyone unable to use regular public transit.

Telephone: 250-762-3278

Website: <http://www.busonline.ca/regions/kel/contactus/>



Parking Permit Programs

To obtain a parking permit/decal that enable persons with disabilities to utilize designated parking spaces. Contact the social Planning and Research Council of BC (SPARC BC)

Telephone: 604-718-7733

Email: info@sparc.bc.ca

Greyhound Bus

Works directly with customers with a disability to provide accessibility and accommodate their disabilities.

2366 Leckie Road

Kelowna BC

Telephone: 250-860-2364

TTY: 1-800-345-3109

Telephone (toll-free): 1-800-752-4841

Website: www.greyhound.com/





TIER Community Based Programs



Frequently Asked Questions

1. QUESTION:

Who can apply for TIER Support Services Programs?

ANSWER:

Adults who have a Developmental Disability and are BC Residents and part of Community Living British Columbia (CLBC).

2. QUESTION:

Why get involved with TIER?

ANSWER:

To have the best community and/or employment skills you can. Then you can make informed choices about your life, based on your own needs and goals.

3. QUESTION:

How much does it cost to participate in TIER Support Services Programs?

ANSWER:

There is no cost with a referral from CLBC (TIER is funded by CLBC for administering its programs and services.)

4. QUESTION:

How do I get involved with TIER's Programs?

ANSWER:

Tell CLBC that you are interested in attending TIER's Community/Vocational Programs. Services are voluntary and begin with a referral from CLBC Services. Phone: 250-712-3610

5. QUESTION:

How long can I be involved with TIER?

ANSWER:

For as long as you are happy with your progress towards your goals of independence.