

# Welcome to Adult Services



# Contents

|  |    |
|--|----|
| Welcome                                  | 3  |
| Our Society                              | 4  |
| Principles of Service                    | 6  |
| Our Core Values                          | 8  |
| Cultural Diversity                       | 9  |
| Person Centered Planning                 | 10 |
| 8 Domains of Quality of Life             | 11 |
| The ILS Person Centered Planning Process | 12 |
| Personal Networks                        | 13 |
| Self-Advocate’s Bill of Rights           | 14 |
| Decision Making                          | 16 |
| Finances                                 | 18 |
| Employee Qualifications                  | 22 |
| Keeping You Safe                         | 23 |
| Organizational Commitment                | 24 |
| Conflict of Interest                     | 26 |
| Community Living British Columbia        | 27 |
| CLBC Client Support Team                 | 29 |
| Annual Events                            | 30 |
| Accreditation                            | 31 |

## Our Vision

Inspiring a community where we all belong.

## Our Mission

Inclusion Langley Society provides services that improve quality of life for children with developmental or support needs and adults with intellectual disabilities or autism spectrum disorder. We build and strengthen community through information, support and advocacy.



Inclusion Langley Society gratefully acknowledges that our work takes place on the unceded traditional territories of the q'w'a:n ƛ'ən (Kwantlen), qi c əy (Katzie), Máthxwi (Matsqui) and Semyome (Semiahmoo) First Nations where we live, learn, work and play.



# Welcome to Inclusion Langley Society

**We support adults with intellectual and developmental disabilities and their families.**

Whether you or a family member are going to be attending or already attend one of the ILS services, we welcome you. We are here to share some of your journey, and to support you and your family members as you grow, learn, struggle, and laugh together. You will meet many others on your journey—friends, employees, volunteers, other families and their sons and daughters—and we hope you will join and contribute to the community network that is ILS.

This guide is intended to let you know what we are all about, and what you can expect from us. It has general information that applies across our organization. It explains who we are, what we do, and what we believe. It outlines our policies in areas such as privacy, rights and responsibilities, advocacy, health and safety and service quality.

We believe that by giving you the information you need, you will be better informed to make good decisions and informed choices. We encourage you to read this guide and keep a copy on hand to refer to later.

# Our Society

We are a registered charitable organization governed by a dedicated Board of Directors selected from the membership of the organization. Our elected Board of Directors is comprised of family members, self-advocates, members of the local business community and other interested community members. The Society offers a broad range of internationally accredited services that are funded by various Ministries and Crown Agencies of the Province of British Columbia.

## Services offered include:

- Supported Living Services
- Home Sharing Services
- Independent Living Services
- Community Inclusion Services
- Employment Services
- Adult Respite Services
- Children's Respite Services
- Infant Development Programs
- Supported Child Development Programs
- Aboriginal Infant Development Programs
- Aboriginal Supported Child Development Programs
- Child and Youth Services
- Early Years Services

In addition, the Society is very active locally, provincially and nationally in projects and initiatives that advance the inclusion and citizenship of people with intellectual disabilities. We are fortunate to have a dedicated team of employees and volunteers who are committed to the shared vision of inspiring a community where we all belong. We welcome and encourage the participation of any community members who have an interest in supporting the people we serve and our organization to be the very best.



The Inclusion Langley Society is a vibrant and dynamic organization that supports more than 500 adults with intellectual disabilities, autism spectrum disorder and fetal alcohol syndrome disorder and their families.



The Society's activities are guided by a strong set of values and principles formed through our relationships with the people we serve along with their family and friends. We are proud to be an important asset for the communities of Langley and a voice for those who require our support assistance.

As a parent, family member, long time friend or caregiver, you play an important role in our organization. We are committed to fostering an environment where everyone is valued and family are supported and encouraged to be involved in their family member's life.

Our collective efforts have advanced the citizenship aspirations of those we support, assisted in building a more inclusive and welcoming community for people with disabilities, and improved the way we organize to accomplish a diverse range of goals.

## Proud of our past and poised for the future...

Inclusion Langley Society's history is similar to many organizations across Canada, where parents joined together to discuss, plan and create educational opportunities for their children. Inclusion Langley Society was officially registered as a non-profit society in 1959 by a group of local parents of children with disabilities. These families dreamt of opportunities to enrich the lives of their children and held the belief that all people should have access to education, employment and full citizenship.

Today, over 60 years later, Inclusion Langley Society continues to benefit from the guidance and determination of families and individuals with intellectual disabilities. Over this time, we have been witness to significant changes to inclusion and citizenship for all Canadians.

# Principles of Service

Inclusion Langley Society is committed to assisting people receiving services to be active and contributing members of their community. We adhere to the following principles to guide us in this effort.



## Child Centred Services

Services provided to children are based on the philosophy that children have the right to quality services which facilitate their optimum development and that early recognition and prompt intervention can enhance a child's ability.

We recognize that families are the centre of their children's life and that each family is unique with individual strengths and competencies.



## Person Centred Services

Planning and delivering of services will be centered on the person with the disability, their family and personal network.

We must not fit a person we support into a service we provide, but create a service based on what the person wants and needs.



## Supporting Families and Personal Networks

We believe that people are safest when family and friends surround them. We will assist all people receiving our services to develop and maintain personal support networks.

The development of friendships and meaningful participation in community life will enhance the quality of life of the people we support.



## Using Local Community Supports

Where possible and appropriate, the Society will utilize community supports to ensure that individuals' needs are met.

We will partner with other community agencies and services to assist individuals to achieve their goals and build community.



## Reliance on Individual and Family Satisfaction

The Society will rely on measures of individual and family satisfaction in monitoring and evaluating our efforts.

We will be held accountable for desired outcomes.



## Lifelong Learning

We believe that individuals learn and grow through participation and experience.

All individuals will be supported to live dynamic and interesting lives.

# Our Core Values

Our Core Values are shared across the organization. We rely on these values to influence and guide our day to day decision-making as well as our advocacy efforts to promote full inclusion and belonging in our community.



# Cultural Diversity

**Inclusion Langley  
Society acknowledges  
that we all live, work and play  
in a diverse community.**

This recognition of diversity includes gender, race/ethnicity, family status, age, mental/physical abilities, sexual orientation, religious beliefs, socio-economic status and occupational focus. Our mandate is to maintain an environment that is supportive of these elements by promoting inclusion within the organization and the communities we serve.



# Person Centered Planning



## Personal planning

Assists the individual to articulate their vision for the future.

---

Helps the individual to describe their personal interest and to make choices in various areas of their life.

---

Assists the individuals to experience and celebrate their independence and success.



# 8 Domains of Quality of Life

It is important to understand that changing the quality of life requires us to begin by listening to the person and having a clear understanding of what is important to them in all areas of life.



*Based on Dr. Robert Schalock's framework of the Quality of Life Supports Model.*

# The ILS Person Centered Planning Process:



# Personal Networks

At Inclusion Langley we believe that:



# Self-Advocate's Bill of Rights

Everyone has  
the right to:

- ✓ be included
- ✓ live in a safe place
- ✓ be treated respectfully
- ✓ communicate in their own way
- ✓ choose what they do in their day
- ✓ protection of their personal information
- ✓ have time to think and respond
- ✓ good medical and dental care
- ✓ employment
- ✓ speak up
- ✓ have fun
- ✓ privacy
- ✓ support



## Canadian Human Rights

Visit [canada.gc.ca](http://canada.gc.ca) for more information on the Charter and Act



# Decision Making

There are four Adult Guardianship laws in British Columbia that describe the right of an individual to make decisions for themselves:

Adult  
Guardianship  
Act

Health Care  
Consent and  
Care Facility  
Admission Act

Representation  
Agreement  
Act

Public Guardian  
and  
Trustee Act

All citizens of BC are entitled to and are presumed capable which is called the “presumption of capability”.

This means that all individuals are presumed capable until legally proven otherwise. The way in which a person communicates is not a factor in determining capability. This means that all modes of communication are recognized when ascertaining an individual’s choices and preferences, and when determining capability.

There are two laws (Acts) in British Columbia, the Health Care Act and the Representation Agreement Act, that are most relevant to the individuals we support:



## The Health Care Consent Act

The Health Care Consent Act helps ensure that the individual’s rights are respected when making health care decisions. It also safeguards the individual’s rights if they are unable to make decisions on their own.



## The Representation Agreement Act

A Representation Agreement allows the individual to plan ahead and choose someone they trust, as their representative, to help them make decisions. It is a legal planning document. An individual can give authority to their representative to assist them to make decisions in regards to:

- Health Care
- Personal Care
- Financial Care
- Property
- Legal affairs, such as retaining a lawyer on their own behalf

Should you require information or assistance in completing a Representation Agreement, please feel free to contact the Society.

In addition you can contact the following organizations for further information and/or assistance:

### Nidus

1440 West 12th Avenue  
Vancouver, BC V6H 1M8

[nidus.ca](http://nidus.ca)  
[info@nidus.ca](mailto:info@nidus.ca)

Phone: (604) 408-7414  
Toll Free: 1 (877) 267-5552



### Public Guardian and Trustee of British Columbia

700-808 West Hastings Street  
Vancouver, BC V6C 3L3

[trustee.bc.ca](http://trustee.bc.ca)  
[clientservice@trustee.bc.ca](mailto:clientservice@trustee.bc.ca)

Phone: (604) 660-4444  
Fax: (604) 660-0374



# Finances

Community Living British Columbia (CLBC) provides funding to ILS to operate the adult programs and services the Society offers.

In addition, Inclusion Langley Society receives financial support and assistance from the following organizations:

Ministry of Children and Family Development (MCFD)

---

Ministry of Social Development and Poverty Reduction

---

Ministry of Education

---

BC Housing Management Commission

---

The Township of Langley

---

The City of Langley

---

BC Lottery Corporation and Gaming Policy and Enforcement Branch

---

Private Donors



## Persons with Disabilities (PWD) Benefits:

As an adult with an intellectual disability, your family member may be eligible to receive Persons with Disabilities (PWD) Benefits through the pro-vincial Ministry of Social Development and Poverty Reduction.

### Disability benefits are available for those who:

- Are at least 18 years of age
- Need help or supervision with daily living
- Need special food, transportation, treatments or activities
- Cannot maintain full time work due to a mental or physical disability



**A person with the PWD designation may be eligible for:**

- Monthly support and shelter assistance
- Medical coverage which includes premium free Medical Services Plan and no-deductible PharmaCare coverage, and other medical benefits such as dental and optical coverage
- Exemptions from time limits and employment obligations for receiving assistance

For up to date information on eligibility and PWD rates visit the following link:



[gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities/disability-assistance/on-disability-assistance](https://gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities/disability-assistance/on-disability-assistance)

Persons with disabilities who leave assistance for employment keep their Persons with Disabilities (PWD) designation and maintain their medical assistance. They are not required to reapply for the designation, if they reapply for assistance in the future.

If your family member is or is going to receive Supported Living Services or Home Sharing support and they receive PWD Benefits they are required to pay a user fee (room and board) to the Society.

For complete Persons with Disabilities benefit information go to:



[gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities/disability-assistance/on-disability-assistance](https://gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities/disability-assistance/on-disability-assistance)



## Old Age Security (OAS) Pension:

OAS Pension is a monthly benefit available to most Canadians 65 years of age who meet the Canadian legal status and residence requirements. You must apply to receive benefits. Three factors are used to determine if your family member can receive the Old Age Security Pension: their age, their legal status, and the number of years they have lived in Canada.

### For people living in Canada:

- You must be 65 years of age or older
- You must live in Canada and be a Canadian citizen or a legal resident at the time your pension application is approved
- You must have lived in Canada for at least 10 years after turning 18



**For further information please contact by telephone:**

Toll free (Canada and the United States)

For service in English: 1-800-277-9914

---

For service in French: 1-800-277-9915

---

TTY: 1-800-255-4786

If your family is or is going to receive Supported Living Services or Home Sharing support and they receive Old Age Security Pension they are required to pay a user fee (room and board) to the Society.

## The Registered Disability Savings Plan (RDSP):

RDSP is a long-term savings plan to help Canadians with disabilities and their families save for the future. If you have an RDSP, you may also be eligible for grants and bonds to help with your long-term savings. Contributions to an RDSP are not tax deductible and can be made until the end of the year in which the beneficiary turns 59. Contributions that are withdrawn are not included as income to the beneficiary when they are paid out of an RDSP. However, the Canada disability savings grant (grant), the Canada disability savings bond (bond), investment income earned in the plan, and the proceeds from rollovers are included in the beneficiary's income for tax purposes when they are paid out of the RDSP.

**You should consider opening an RDSP if you have a long-term disability and are:**

- eligible for the Disability Tax Credit
- under the age of 60 (if you are 59, you must apply before the end of the calendar year in which you turned 59)
- a Canadian resident with a Social Insurance Number (SIN)
- looking for a long-term savings plan



### **Additional Costs:**

Depending on the service your family member is receiving they may also require funds on a monthly basis to cover incidentals and/or recreational costs. The Supervisor or Coordinator will inform you at the time of intake as to what the costs will be and what they will cover.

ILS will provide financial assistance, if necessary, in the event of an individual's inability to cover their costs. Financial hardship will not be a barrier to full participation in ILS services.

**For more information about disability assistance visit the following link:**



[gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities/disability-assistance](https://gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities/disability-assistance)

# Employee Qualifications

Inclusion Langley has high expectations of the employees that are hired to provide support and training to your family member.

**Prior to hiring, each potential new employee must meet the following qualifications:**

Clear criminal record check

---

Certificate of good health

---

Tuberculosis screening

---

Certified in Standard First Aid and C.P.R.

---

Valid driver's license

---

Food Safe certificate

---

Driver's Abstract

---

Be in compliance with the immunization program of the Ministry of Health

ILS provides ongoing training and yearly recertification training for all employees. In addition, ILS supports employees to attend conferences and workshops external to our Society in order that our employees keep abreast of new developments in the field of community living. ILS believes in continuous learning and is supportive of employees who wish to further their education and training.



# Keeping You Safe

Everyone who receives services from ILS has the right to a safe environment that supports their physical health, mental and environmental well-being. The following are some of the ways ILS ensures that your family member and the employees who support them remain safe:

## **Emergency Preparedness**

Each service has an Emergency Preparedness Manual that outlines what the employees are to do in an emergency.

## **First Aid & CPR**

All employees and contracted care providers are trained in First Aid and CPR.

## **Routine Practices**

Employees and care providers are trained and equipped to protect themselves and your family member from undue risks.

## **Monthly Site Inspections, Annual Site Inspections and External Site Inspections**

Reports are completed and any potential hazards will be addressed.

## **Vehicle Inspections**

Pre-trip inspections, annual safety inspections, and random employee vehicle inspections are completed.

## **Policies and Procedures**

ILS has a comprehensive set of policies and procedures that govern the actions of the employees and the practices of the Society.

## **Financial Audits**

Annually, the Society is audited by an external accounting agency to ensure the Society is in compliance with all agreed upon accounting principles. The audited financial statements are available at the Annual General Meeting held every year. Inclusion Langley's fiscal year runs from April 1st – March 31st. The Director of Finance also audits the accounts of the individuals in Supported Living Services to ensure all monies are accounted for.

# Organizational Commitment



## Protecting Your Privacy

Inclusion Langley Society (ILS) has a responsibility to protect the personal information of the people we serve and our employees. As a result, ILS has policies and procedures for the collection, storage and disposal of personal information. ILS uses appropriate security and password protected safeguards for all information collected

In accordance with the Personal Information Protection Act, Inclusion Langley Society will protect any information supplied to the Society by any individual(s) and will not disclose by any means the information received without the written consent of the individual(s).

**If you have a concern or complaint regarding your personal information, please contact our Privacy Officer at 604-534-8611.**



## Complaint Resolution

ILS makes every effort to treat you and your family member fairly and respectfully, but there may be a time when you feel that the service did not meet your expectations. ILS encourages you to come forward and discuss your concern with the Employees and/or the Supervisor/Coordinator. The employees and Supervisor/Coordinators will make every effort to resolve your concern; however, if you are not satisfied with the outcome you are encouraged to bring your concern to the attention of the Director. The Director will assist you and the team to come to a resolution in regards to your concerns. If this is not successful you are encouraged to discuss your concern with the Chief Executive Officer who will make a final determination of the outcome. If you are not satisfied with the resolution you may make a formal complaint.



# Inclusion Langley Society Formal Complaint Process

## STEP 1

Upon receipt of a formal complaint, the Director will respond within 14 days. ILS encourages and supports the Director to resolve the complaint at step 1. If resolution is not possible, the complaint moves to step 2.

## STEP 2

The Chief Executive Officer reviews the complaint and facilitates a resolution within 20 days. If a resolution cannot be reached at step 2, the complaint moves to step 3.

The complaint is reviewed by the Board of Directors for a final decision within 60 days.

## STEP 3

When a complaint is still not resolved families and individuals can contact Community Living BC and request to speak with an Analyst.

*Under no circumstance will filing a complaint result in retaliation or barriers of service.*

---

## Filing a complaint?

You can make a complaint either verbally or in writing.

Address written complaints in confidence to:

Inclusion Langley Society  
23535 – 44th Avenue,  
Langley, BC V2Z 2V2

**If you want to make your complaint to someone outside of ILS, you can also contact the Advocate for Service Quality at: 604-775-1238**

# Conflict of Interest

Our employees often develop close working relationships with the individuals they support and their families. While this is a positive thing, sometimes it can present conflicts of interest.

Conflict of Interest is an ethical issue that occurs when an employee's interest or opportunity for personal gain could/may influence the manner in which the employee fulfills their job responsibilities for example; receiving gifts or other incentives, becoming involved in the personal affairs of an individual and/or family relating to financial, legal or property matters, taking individuals to their private home, etc.

Conflict of Interest situations are to be avoided therefore if you have a concern that a situation may present as a Conflict of Interest please inform a Director so that a review of the situation may occur.



# Community Living British Columbia



Community Living BC (CLBC), is the provincial crown corporation that funds supports and services to adults with intellectual disabilities, as well as individuals who have a diagnosis of Autism Spectrum Disorder (ASD) or Fetal Alcohol Spectrum Disorder. CLBC provides a range of supports and services to eligible adults to live as fully and independently as possible in community. ILS receives funding from CLBC to operate the following Adult Services; Supported Living Services, Community Inclusion Services and Employment Services.



For more information:  
[communitylivingbc.ca](http://communitylivingbc.ca)



# CLBC Eligibility for Services

Adults seeking potential placement in Inclusion Langley Society, must be deemed eligible for services by Community Living British Columbia (CLBC).

## To be considered eligible for CLBC funded services the adult with a developmental disability has:

- significantly impaired intellectual functioning
- significantly impaired adaptive functioning
- these limitations must have started before age 18

## To be considered eligible for CLBC funded services through the Personalized Supports Initiative (PSI) the adult does not have a developmental disability but has:

- significant limitation in adaptive functioning **and either**
- a diagnosis of Fetal Alcohol Spectrum Disorder (FASD) **or**
- a diagnosis of Autism Spectrum Disorder (ASD)

## Once deemed eligible for services by CLBC your family member is referred to ILS and must meet the following criteria:

- Must benefit from the service requested
- The program must be able to provide the appropriate supports
- Be 19 years or older

## If your family member is requiring Supported Living Services they must also meet the following additional criteria:

- Experience reasonably stable health; not requiring intra-muscular injections or treatments/procedures that cannot be transferred to non-medical care employees
- Have a T.B. test (for Licensed facilities)
- Be in compliance with the immunization program of the Ministry of Health;
- Be compatible with other residents in the home

# CLBC Client Support Team

Community Living BC and the provincial government are also committed to ensuring that individuals and their families are provided with the appropriate supports to help people with developmental disabilities live good lives in welcoming communities.



In order to make sure individuals and their families are receiving the best supports possible, a Client Support Team has been set up to work with CLBC in cases where individuals and their families have expressed dissatisfaction about current services or feel they no longer address their circumstances.



**If you would like to have a representative of the Client Support Team contact you:**

Email [info@communitylivingbc.ca](mailto:info@communitylivingbc.ca)

Call toll free 1-877-660-2522  
Monday to Friday, 8:30am to 4:30pm

# Annual Events



Summerfest BBQ

**Join Us**  
for the  
World's Largest  
Earthquake Drill.

**Shake Out**

[www.ShakeOut.org](http://www.ShakeOut.org)

Annual BC Shakeout  
Earthquake Drill



Food Drive

Inclusion Langley Society provides opportunities for the individuals served and their families and our employees, volunteers and community partners to enjoy a variety of annual celebratory events throughout the year.



Breakfast with Santa



Children's  
Family Picnic



Toy Drive

# Accreditation



All Inclusion Langley services are internationally accredited by CARF, the Commission for the Accreditation of Rehabilitation Services (CARF). CARF is a private, non-profit international organization dedicated to the ongoing development and maintenance of standards for quality assurance in the social service sector. Accreditation is mandatory for all community social service agencies who receive funding of \$500,000 or more annually from MCFD and/or CLBC.

CARF is committed to continuous improvement of its standards, which must be reflected in every organization that receives their accreditation through CARF.

Conformance to quality standards is a way to identify areas for improvement and growth and help our organization focus on improved service outcomes, satisfaction of the persons served and quality service delivery.



To view CARF reports go to our website:  
[inclusionlangley.com](http://inclusionlangley.com)

To learn more about CARF  
go to their website: [carf.org](http://carf.org)





Inclusion Langley Society is proud to work collaboratively with a network of community partners and leaders. A complete listing and links to our partners can be found on the Inclusion Langley website.

**Inclusion Langley**

23535 – 44th Avenue  
Langley, BC V2Z 2V2

Tel 604.534.8611  
Fax 604.534.4763

[reception@inclusionlangley.com](mailto:reception@inclusionlangley.com)

 **Inclusion Langley Society**

 **@ils\_connect**

