



2015

INDIVIDUAL HANDBOOK

COMMUNITY LIVING ALTERNATIVE
SERVICES LTD
(C.L.A.S.)

Revised: October-16, 2015

**# 110, 112 - 28 Street SE
Calgary, Alberta, Canada
T2N 6J9
Phone: (403) 283-4410
Fax: (403) 283-7318**

What is C.L.A.S.?

C.L.A.S. is an agency that helps you to find places to live, learn and have fun. It helps families to get support when they need it. It can also help you to have a say in things that matter to you.

How do I get help from C.L.A.S.?

You must be an adult and a client of Calgary Persons with Developmental Disabilities (PDD) to be in the program. Your PDD Worker will send a Service Plan to C.L.A.S. telling us what kind of supports and personal outcomes that you want or need. C.L.A.S. will look at your wants and needs and decide if one of our programs would work for you. C.L.A.S. may want to meet with you and other people that are important to you to talk about your wants and needs. C.L.A.S. will decide if we can support you in one of our programs. C.L.A.S. will let your PDD Worker know what the decision is. PDD will send C.L.A.S. a referral form if we agree to offer you services.

What does C.L.A.S. believe about people with disabilities?

C.L.A.S. believes that people with disabilities should be treated the same as anybody else. We believe that you should be treated fairly and with respect and be able to plan what you would like to do. We think that you should pick who you want to do things with and when you want to do them.

What does C.L.A.S. do?

CLAS will help you and your family to make choices in your life such as:

- Help you find a place to live or someone to live with
- Help you make new friends
- Help you to do new things such as cook, shop, clean your house and look after your own money and buy your own clothes
- We can also help you find the right person to assist you
- Help you make good choices so you won't get hurt
- Help you if others don't treat you right
- Help you to find a new doctor or dentist
- Help you to learn about or take your medicine
- Help you with your problems
- Help you to plan and go on a holiday
- Help you to understand how to vote
- Help you to make good plans about your life
- Help you set goals and reach them

What to do if somebody hurts me?

If someone hurts you, this is called **ABUSE**.

You can talk to someone that you trust. It can be a staff member of C.L.A.S., or it could be someone outside of C.L.A.S. You can also call the police.

All Staff and Supportive Roommates have been trained in the PDD Abuse Prevention and Reporting Protocols. Staff and Roommates will work with you on ways to prevent abuse like making sure you have lots of people in your life that you can talk to. Staff and Roommates know how to help you if you have been abused. They will tell the boss of the program and your guardian if you have one. They will help to keep you safe.

What kinds of abuse are there?

Sexual

- an unwanted touch to a private part of your body
- unwanted sexual comments and motions

Physical

- if they hit, slap, kick, push, burn, shake or bite you
- or they threaten to hit, slap, push, burn, shake or bite you

Emotional

- when a person calls you a name or picks on you
- If a person says mean things to you or about you
- If a person yells at you when they are mad
- If staff walk away from you or ignore you when you need them to be there

Health and Safety

If you do not get help with these things:

- Have proper food
- Get your medicine
- Dress for the weather
- Go to a Doctor when you are sick or hurt
- Stay in good health or keep you safe

Take Advantage of Me

If someone asks you to take things from a store that have not been paid for

- If a person steals from you
- Make you do things you do not want to do
- If a person makes you eat food you do not like

If your rights are taken away

These are some of the ways your rights can be taken away, if:

- a person goes into your private space, like your bedroom and you do not want them to
- you do not get to pick how to spend your own money
- others take away the telephone
- others take away your belongings
- others keep your medicine when you do not want them to have it or make you take it when you do not need it

There are lots of things that others do that can make you feel bad. You need to talk to a person that you trust.

Some times your support staff may have to take away some of your rights. This would happen if you were going to hurt yourself or some one else. For example, the staff may hold you back to stop you from being hit by a car or stop you if you were going to hit someone or take things that are not yours. Staff could also stop you from doing things that are not good for your health. For example, if you are diabetic, staff may not let you eat sugar.

If this happens 3 or 4 times a month, the staff will talk to you about a Support Plan. This plan will try to teach you better ways to fix your problems or change things so you have less problems. This kind of Support Plan needs to be O.K. with you and your guardian and a psychologist. You or your guardian can stop the Support Plan at any time.

The Right to Your Information we have

The Agency keeps a file on all clients at CLAS. These files are private. You can look at the parts of your file that CLAS writes after you ask in a letter to see the file. You, your guardian, or your advocate can do this.

The information on your file is only used to help staff to plan services with you and your family.

If you find the information in your file is not correct, you have the right to ask staff to correct it. You also need to put this in a letter.

CLAS uses a computer to store your information and to write the Support Plan for PDD. This computer is at the CLAS office in Calgary. Your personal information is kept very safe. Only your staff and managers from CLAS can see your personal information after using two different passwords. The computer will be able to put information about your goals and our services into reports that will tell us if we are doing a good job or not. None of your personal information will ever be on these reports.

You have the right to appeal decisions

If you have a concern or a problem with services being given to you at C.L.A.S., there is someone to talk to. Here is the list and how to do it in the proper order.

1. Support Worker (CRF, Outreach, Key-worker, Roommate)
2. Supervisor
3. Program Coordinator
4. Executive Director of CLAS
5. PDD Client Services Coordinator

Each person will try to fix the problem. If they cannot, the next person will help out. This is done in a meeting. The meeting will be held within 10 days after the complaint has been made. You and your guardian can have a support person attend the meeting. You and your guardian will get a letter that will tell them what the final answer is.

Informed Consent

There are times when the staff will ask you to give your Consent for something. Like when you sign the "Consent for Service" or the "Permission to help with Medications". Giving your Consent means that you agree with what is going to happen. Informed Consent means that:

- You know that you have the right to refuse to give your Consent
- You can change your mind and add or remove your Consent if you want
- You understand what you are giving Consent for
- You know how long the Consent is good for
- You know what will happen if you chose not to give Consent
- Your legal guardian can give Consent for you

What other rights do I have?

People with disabilities are also protected by laws made by the government.

Some of the laws are:

- Alberta Individual Rights Protection Act
- Canada Charter of Rights and Freedoms

There are other papers that talk about your rights like the:

- V.R.R.I Bill of Rights
- Credo for Support

There are other services that will help you with your rights like:

- Alberta Association of Community Living
- Disability Action Hall

Your support staff can help you to learn more about your rights and these services.

What are my responsibilities?

When you are in a C.L.A.S program there are things that you are responsible for such as

- You come to your program and meetings
- You have goals that you are working on
- You treat others in your program and staff with respect.
- If you have anger problems, you let staff help you find better ways of coping rather than hurting others.
- If you damage another person's property you will need to pay for the repairs.

Satisfaction Survey

CLAS wants to know how you feel about your life and what is important to you. We ask you to answer questions in our Satisfaction Survey when you first start in a CLAS program and then once a year after that. We think that these questions will tell us how you feel about the things you do each day, how you feel about your home and how good your life is. This will help us to find out where you want or need support so we can do a good job for you.

C.L.A.S. Programs

We have many different programs that may be good for you. You can ask your PDD Client Services Coordinator to make a referral to the program that you want.

Cochrane Community Program

We believe that you will have a better quality of life if you are with other people learning and staying active. In this program you will work on goals that you chose and learn new things through participating in activities.

The Cochrane Community Program is open Monday to Friday from 8:30 a.m. to 3:30 p.m. Just about everyone comes every day to the program. Activities are held in the community and in our building. You spend most of the time with other people in a group with a support staff. You choose one or more activities each day. Some activities happen once a week or more and others only once in a while. You get to community activities by walking or by a car driven by support staff.

The kinds of activities include:

Recreational and Leisure: Activities like swimming, bowling and going for walks in parks. We also do fun things at the Spray Lakes Recreation Center, go to the Cochrane Library and going to different coffee shops.

Volunteer and Working: Some people in the program are interested in doing volunteer work or having a job and the support staff will help you if this is one of your goals. The program has a number of paper routes that can help you learn work skills.

Community Support Program

The Community Support Program is a program that helps you with skills that you use every day.

It can help you:

- Learn to do things on your own
- Talk about life problems
- Find your own doctor
- Understand your money
- Learn how to buy things that you need (like a bus pass, food, clothes, medicine)
- Find a safe home
- Understand and fill out forms

If you need support 3-5 hours a week, the Community Support Program can help.

Day Alternative Program (D.A.P.)

We believe that you will have a better quality of life if you are with other people learning and staying active. In this program you will work on goals that you chose and learn new things through participating in activities.

The Day Alternative Program is open Monday to Friday from 9 a.m. to 3 p.m. Just about everyone comes every day to the program. Activities are held in the community and in our building. You spend most of the time with other people in a group with a support staff. You choose one or more activities each day. Some activities happen once a week or more and others only once in a while. You get to community activities by walking, taking the Calgary Transit or by a car driven by support staff.

The kinds of activities include:

Educational and General Interest: math, American Sign Language, reading, computers, world geography, current events, Spanish, beauty club, and tours to places like City Hall, radio stations, The SPCA, The Calgary Zoo, police & fire stations, libraries, city parks and some places outside of Calgary.

Recreational and Leisure: swimming, camping, bowling, darts, billiards, power walking, palates, Wii, Arts and Crafts, Karaoke and more.

Specialized Funding Program

The staff of this program will help you and your team to write a Support Plan and find the supports you need to meet your goals in the plan.

Some of the services could be:

Supported Living Arrangements – roommates that help you learn how to:

- buy groceries
- save and spend your money
- plan and cook meals
- keep your home safe and clean
- support you to be healthy like taking medications
- learn how to get along with others

Community Outreach Supports – staff help you to learn new skills such as

- Help you live on the money you have
- Volunteer

- Go to school and classes
- Find places and people to have fun with

Residential Support Program

The Residential Support Program is located in the City and in the country around Cochrane. This program offers Group Living Arrangements – staff work with the clients in the home 24 hours a day, 7 days a week. This program is for people who need a lot of help with their problems. Staff teaches people how to get along with others.

Changes or Stopping Services

You can talk to the staff about changing your goals or moving at any time. You can leave the program if you want. CLAS may stop services if you do not show up for meetings or you do not want to work on any goals. CLAS will give you 30 days notice if we are going to stop services. You and your family need to give CLAS 30 days notice if you want to stop services. CLAS will let your PDD Worker know if you leave our service so they can help you find a different service to meet your needs.

Website

C.L.A.S. has a website that has information for you and your family.

The website is **www.c-l-a-s.ca**