



NORTH SHORE
CONNEXIONS
SOCIETY

SUPPORTING PEOPLE WITH INTELLECTUAL DISABILITIES

CLIENT HANDBOOK



About this Handbook

You can get someone to help you read this or ask us for a copy of this handbook on tape (voice recording).

Contact Information

Head Office is located at



1070 Roosevelt Crescent
North Vancouver, BC
V7P 1M3

Phone: 604 984 - 9321

Fax: 604 984 - 9882

We are open: Monday to Friday 8:30 a.m. – 4:30 p.m.

Emergency cell: Monday to Friday 4:30 p.m. to 8:30 am
24 hours on weekends and holidays

604 418 - 5792

Website: www.nsconnexions.org

Email: info@nsconnexions.org

For other contact information for each program see pages 14 and 15

About the North Shore ConneXions Society

The Society started in 1956 when a group of parents came together because they wanted to make things better for their children.

How we want things to be (our vision)

- A community where all people have the same opportunities that everyone else has and where everyone is recognized for what they add to the community.

We believe and feel it is important to

- Have a community where everyone belongs
- Work together to make the future better
- Talk openly with respect and trust
- Think about and look at new ideas
- Have people who like you and care about you
- Value each person for who they are
- Teach understanding and acceptance through participation in the community

Our actions and goals

- Advocate, or speak up, for improved services
- Find the supports you and your family need
- Work with you and your family
- Focus on quality of working life
- Make sure we get the money we need to provide services



Membership

Every spring people join the Society by signing up as a member. To become a member you need to fill out a membership form. The cost for Self Advocates is \$2. If you need help to fill out the form just ask. As a member you get:

- To vote for the Board of Directors or other important things at the Annual General Meeting (AGM)
- The Community ConneXtor newsletter every month



Board of Directors

The members of the Society vote for the Board of Directors at the Annual General Meeting. Some positions on the Board last for one year and other positions last for three years. Board members are members of the community who have an interest in the Society. Board members are:

- Parents
- Self Advocates
- People from the community

Board members volunteer their time to help make sure the Society is running well. The Executive Director of the Society meets with the board regularly to let them know what is happening.

Executive Director

The Executive Director is the head staff member responsible for the Society. The Executive Director works with a team of staff who run the programs and support individuals and their families.

Directors

There are four Directors at the Society.

- Director of Finance (money)
- Three program Directors

Director of Finance



The Director of Finance is in charge of all the money that we get and the money that we spend.

Program Directors

The program Directors work together with the Managers of all the different programs. If you want to talk to the Director of your program, you can call head office or come by head office.

Society Staff

The Society hires lots of staff into different jobs. Each staff member has experience and education in the program area he/she is hired into. We will let you and your family know when a new staff is hired into one of your programs.

Society Programs funded by Community Living British Columbia (CLBC)

Most of our programs are funded (paid for) by CLBC. You need a referral to get into a program that is funded by CLBC. This means CLBC has to tell us that you can come into this program. If you want to come to programs that CLBC pays for, you need to tell them that this is what you want. If the program is full you may be put on a CLBC waitlist. Please call CLBC at 604 981-0321 to ask about a program or to get on a waitlist. A CLBC staff member, called a facilitator, can help you and your family to write a plan asking for programs and services.

Society Programs funded the Ministry of Children and Family Development (MCFD)

Some of our programs are for people who are under the age of nineteen. These programs receive funding from MCFD. You also need a referral to get in to these programs. Call your Social Worker with MCFD at 604 904-4300 to find out more.



Group Homes

A place where a few people live together in one house they call their home. Staff come into the home to help.

Home Sharing

A place where one or two people live with another family or adult in a home in the community.

Lifeskills

A lifeskills worker will help you to learn things so you can become more independent. This can be done in groups or just with you and the lifeskills worker (1 on 1). A lifeskills worker might spend a few hours a week to help you if you live on your own.

Respite

This is a service for families. A respite worker will spend time with you so that your family can have some time by themselves.

Employment ConneXions

In this programs someone can help you learn about work, look for a job, and help you to learn how to do your job.

Other Programs

The Society also has number of other programs in the daytime from Monday to Friday. Participants of these programs may do a variety of small jobs, newspaper delivery, recycling, or recreational activities in the community.

Programs not funded by CLBC

The Summit



This program has lots of social and recreational activities. For example you can sign up for sports, fitness, cooking, movies, and dances. The Summit also plans some trips away for a weekend or during the week in the summer. To sign up for The Summit programs you must be a member of The Summit. This is a different membership from the Society membership. This membership last for one year (May - April) and costs \$40. Your Summit membership allows you to:

- Get a Leisure Guide mailed to you 3 times a year
- Sign up for programs
- Rent space for private events like birthday parties

You have to pay and register (sign up) to come to most of these programs. Please see The Summit Leisure Guide for more information or call 604 904-0842. The Summit Leisure Guide is available on their website at www.nsconnexions.org/summit

Intake

Before you can come into any programs we will have an intake meeting. This is a chance for you to see the program(s), for you to get to know us, and for us to get to know you. We will collect some information about you and put it in ShareVision. Share Vision is a program we use store information on the computer. We may ask that you sign a Release of Information Form. This form says it is okay for us to get some information about you from other people (for example school reports).

If you are already in a Society program and want to find out about becoming part of another Society program, you will be given that Program Manager's name. The manager of that program will set up a time to meet with you and talk to you about the program.



Your Information

Most of the information in ShareVision will be information you have given us. For example forms that you have filled out telling us about yourself. Some of the other things will be reports from planning meetings that we have done with you. If you want to see the information in ShareVision just ask the Program Manager.

Your Information will not be shared with anyone outside of the Society (except our funders) unless you say it is okay for us to share your information. To do this, you must sign a consent form which says what information we can share and who we can share it with. If you are in a program that is funded by the government, we have to give them information about how you are doing.

Program Planning

Individuals who get support from the Society are asked if they want to participate in setting goals. This may be program goals or a full Person Centred Plan. A meeting is held at least once a year with you and other people that you want to be in the meeting such as:

- Family
- Friends or advocates
- Key staff members
- Staff from other programs or agencies



Information Sharing

The Society has different ways we share information about what we are doing. Some of these are:

- The Community ConneXtor is a monthly newsletter that is emailed to our members and posted on our website
- ShareVision is a program our staff use to get and share information
- A number of times a year we put information about ConneXions in the North Shore News
- Annual Report, is a report about the events of the last year
- There is also lots of information on the internet.
 - Our website: www.nsconnexions.org
 - Facebook: www.facebook.com/nsconnexions
 - Twitter: www.twitter.com/NSConnexions
 - Instagram: www.instagram.com/northshoreconnexions



Annual Events



- Family and friends picnic (spring/summer)
- Annual General Meeting (September)
- Apple Awards / Special Recognition Awards (September)
- Client and Family party (December)

If you are not happy with the service



If you are not happy with the service you are getting, you might want to ask someone to help you talk to us about it. The steps listed below list what you should do:

1. Talk to the person you are having a problem with and tell them what you are unhappy about.
2. If that does not solve the problem, then next you can speak to the Program Manager. The Program Manager will set a time to meet with you within fourteen (14) days and help you fill out a Complaint Record Form. Or you can ask someone else to help you fill out this form.
3. If after thirty (30) days, you are still not happy, you should ask to speak with the Program Director. The Program Director will meet with you to hear your concerns.
4. If after twenty (20) days you are still not happy, next you would speak to the Executive Director. The Executive Director will meet with you within ten (10) days. The Executive Director may ask someone outside the Society to help solve the problem.

The decision of this person or the Executive Director's decision is the final decision within the Society.

5. If you are still not happy you can contact the Advocate for Service Quality and they can help you to try to solve the problem. The Advocate for Service Quality can be reached at :

Advocate for Service Quality
820- 999 West Broadway
Vancouver, B.C. V5Z 1K5

604 775-1238

www.hsd.gov.bc.ca/advocate/#how

You should feel comfortable to tell us when you are not happy. We will not be upset, punish you (retaliate) or treat you differently if you tell us you are not happy. We want you to be happy and to offer the best service to you we can.

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Email: info@nsconnexions.org

Web: www.nsconnexions.org

The following staff or programs can be reached by contacting our head office at 604 984-9321:

- Executive Director
- Director of Finance
- Director(s) of programs
- Administration staff
- Accounting/payroll staff
- Program Managers of:
 - Amity Options
 - Employment ConneXions
 - Respite, Lifeskills, Home Sharing, Family Support
 - Staff Services and Volunteers

Barlynn House	Phone: 604 988 - 2685
Capilano House	Phone: 604 980 - 5117
Carnation House	Phone: 604 929 - 0636
Edgemont House	Phone: 604 986 - 8840
Kilmer House	Phone: 604 985 - 4599
Larson House	Phone: 604 988 - 1295
Lynn Valley House	Phone: 604 990 - 0635
Padwick House	Phone: 604 984 - 2238
Peters Road	Phone: 604 987 - 2221
Silke's Program	Phone: 604 987 - 0034

The Summit

Phone: 604 904 - 0842

Walpole House

Phone: 604 929 - 1457