



**CANADIAN COMPANION**  
SERVICES

## **The Individual Handbook**

Revised Date: July 2024

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## **Welcome Letter**

Dear Individual,

Welcome to Canadian Companion Services!

At Canadian Companion Services, we value our Clients as part of our larger family.

We are fortunate to share a unique environment here with our dedicated, and highly skilled employees that have a solid foundation that is built on mutual respect.

Our team of compassionate staff bring unique skills and essential contributions to help you achieve your goals, and quality of life. Our team is dynamic and enthusiastic to see you grow with us; knowing that you will enjoy being our highly esteemed client.

Our strength is based on open communication, collaboration, and compassion. You are encouraged to bring matters of concern forward to be addressed by your Case Manager. Above all, as an organization, we focus on quality of service and safety in everything we do to help you realize desired better outcomes.

We trust you will experience satisfaction with our service quality standards.

Sincerely,

**President/CEO**  
**Canadian Companion Services**

## **AGENCY OVERVIEW**

### **PHILOSOPHY, MISSION, AND VALUES**

The programs of the Agency operate as community based services with a philosophy of early and timely intervention, with emphasis on promoting the Individual's wellbeing, independence, and community connections. Canadian Companion Services is committed to the provision of innovative, well organized, and Individual centered services.

#### **Vision:**

To be the preferred and trusted companion for Canadians living with disability by providing them with exceptional support services.

#### **Mission:**

To provide unique client support services that promote an individual's wellbeing, independence, social participation with sense of inclusion through integrated activities that stimulate the mind and body.

#### **Values:**

Our core values define who we are, what we stand for and how we run the Canadian Companion Services as an organization. These values are summarized with the ICEA acronym.

#### ***Inclusion***

We will promote community inclusion by encouraging social participation within the community and value everyone's uniqueness and abilities. To achieve this, we will continue to leverage the knowledge of client's interests, personal goals, and priorities regarding community life. We are committed to bridge any identified gap by providing training to develop client's skills required to successfully function in their desired lifestyle and future inclusionary activities.

## ***Client-centric***

We will foster a culture that ensures individual client's wellbeing is at the center of our service philosophy, operations, and ideas by focusing on creating a safe, and conducive environment to meet their requirements. We will constantly seek to understand the unique challenges of individual client and design customized mutually beneficial service solutions.

## ***Empathy***

We will promote healthy relationships with our clients with the mindset of building capacity to understand clients' experiences from within their individuals' unique frame of reference for positive outcomes. We will always seek to understand the clients behaviors from different perspectives and adapt our reactions and service solutions as such.

## ***Accountability***

We will always provide a high-level standard of services to clients within the care community network. We will accept the responsibility for honest and ethical conduct towards our client's, our people, and the wider community as the trusted companion.

In keeping with its philosophy and mission statement, the goals which guide Agency operations and programs include:

- 1) integrating Individuals with existing resources, and
- 2) providing the necessary supportive measures to enable the Individual to function with increasing independence within their community.

The objectives of services include, but are not limited to the following:

- To maintain Individuals in their community through the provision of practical and compassionate supports,

- To increase Individual’s daily living skills towards greater self-reliance, and,
- To increase Individual’s access to formal and informal resources within the community.

These guiding beliefs and principles are reviewed and affirmed or modified by the Agency at least once every three (3) years.



# CANADIAN COMPANION SERVICES

## WHAT IS CCS?

Canadian Companion Services (CCS) is an Agency that helps you to find places to live, learn, and have fun. It helps Individuals and families to get support when they need it. It also helps you to have a say in things that matter to you. Through our person centered services that foster personal development, and self-determination, we support your independence so you can do achieve your goals. Our staff are trained to promote positive and professional engagement with you in ways that make you feel valued at all times, and in all places. We have different programs for people based on their wants and needs.

## **HOW DO I GET HELP FROM CCS?**

You must be an individual of 12+ years, who is experiencing some form of disability, and in service with either Persons with Developmental Disabilities (PDD), or Family Support for Children with Disabilities (FSCD) to be in the program. Your PDD or FSCD Caseworker will send a Service Plan to CCS telling us what kind of support you need. CCS may want to meet with you and other people that are important to you to talk about your goals. CCS will decide if we can support you in one of our programs. PDD/FSCD will send CCS an approval form if we agree to offer you services.

In the case of Family Managed Services (FMS), your Guardian, or an Administrator of the FMS contract will send a request to CCS and submit the completed Client Intake Form to CCS. CCS will review the form to determine if we can support you in one of our programs with the appropriate matching of staff and support resources. Your guardian/Administrator will sign a service agreement if we agree to offer you services.

## **WHAT DOES CCS BELIEVE ABOUT PEOPLE WITH DISABILITIES?**

CCS 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 choose what you would like to do. We believe that you should be able to have the choice of who you want to do things with and when you want to do them.

CCS believes that people with disabilities have **ABILITIES** in some areas, and therefore deserve to be supported to build on those abilities to strengthen their opportunities to achieve their fullest potential through inclusion in the community.



## WHAT DOES CCS DO?

CCS 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 get along with others and have healthy relationships
- Help you if others do not treat you right
- Help you find the right person to support you
- Help you set goals and reach them
- Help you plan for your future
- Help you with big changes in your life including Transitional Planning.
- Help you make good choices so you will not get hurt
- Try to help you with your problems
- Help you to do new activities of interest to you
- Help you to find a new doctor or dentist
- Help you if you want to start a healthy diet



- Help you to plan and go on a holiday
- Help you to understand how to vote
- Help you understand documents / forms
- Help you to find a resource to complete your taxes

## **CCS PROGRAMS**

We have many different programs that may be good for you. You can ask your PDD/FMS Caseworker or Guardian to make a referral to the program that you want.

### **Community Support Program**

The Community Support Program is a program that helps you with skills that you use every day. This program can help you be more independent. It can also help you make goals for yourself and reach those goals. If you need support 4 to 5 hours a week, the Community Support Program can help.

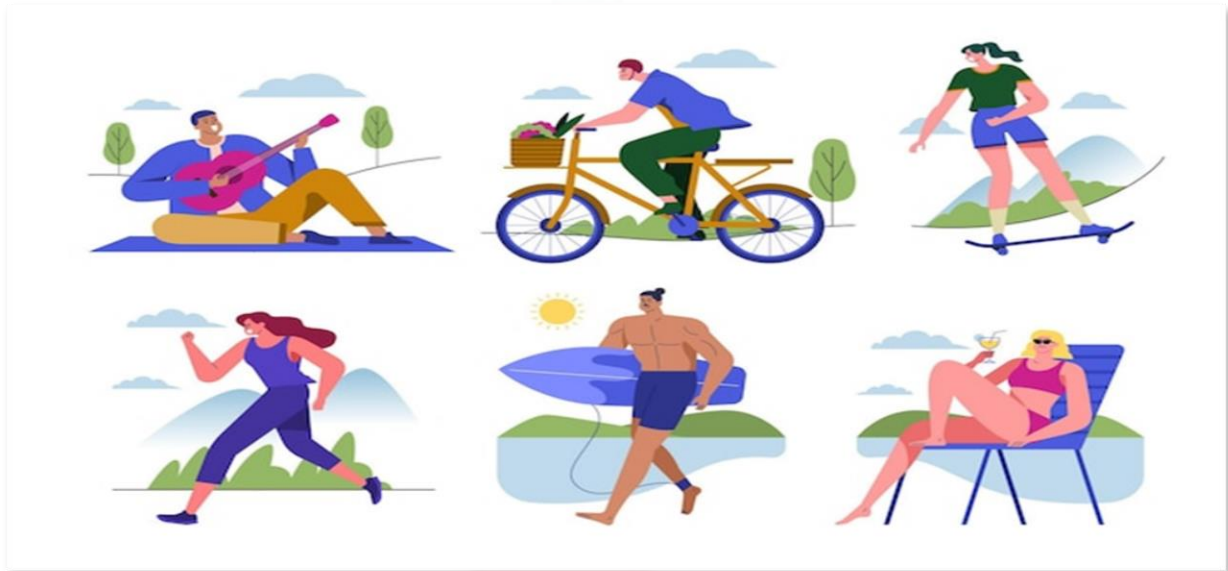
The Community Support Program can help you:

- Learn to do things on your own
- Talk about life challenges
- Find your own doctor
- Develop basic money management skills
- Learn how to buy things that you need (like a bus pass, food, clothes)
- Find a safe home
- Understand and fill out forms
- Find activities you like
- Make connections with people in your community
- Get information that is important to you

### **Day Support Program**

The Day Support Program offers you the opportunity to learn new skills and getting involved in the community. The program is divided into two different program areas:

1. **Day Alternative Program** is a program that runs out of the main CCS office. There are varieties of group activities going on each day in the day program so you can have choices in what to do. The programs are open Monday to Friday from 9 am to 3 pm. Generally, the day is set up so you can choose one or two activity/activities that are of interest to you. The activities can be recreation or leisure based, and in some instances, educational in nature. Some examples of the recreation/leisure based activities are swimming, bowling, billiards, power walking, palates, Arts and Crafts, music, or outings to the Calgary Zoo, libraries, city parks, science center, movies and so on.



The educational programs essentially focused on the nine key essential skills for success as identified by the Government of Canada which are: Communication, Collaboration, Creativity & Innovation, Problem Solving, Reading, Digital, Adaptability, Writing, and Numeracy. If there are other certain skills or goals you would like to work on, we can help



At CCS, we meet for planning meetings from time to time, to talk about what is important to you, and how we can work together to help you achieve your personal goals and improve your quality of life.

**2. Community Outreach Support** is a program that helps you to get involved in the community to do similar kinds of activities as the Day Program. The difference is that the support offered in the outreach programs is one to one (one staff for each Individual receiving services), and the hours may vary, according to your needs. Support may be for as little as 10 hours per week and may be as high as 30 hours per week. The goal of the program is to increase independence and develop social skills, through regular participation in the community.



## **Residential Support Program**

The Residential Support Program can help you find the ideal home that fits your lifestyle and if you would like, even a roommate to live with. We support adults with disabilities and whatever challenges you may have, up to 24 hours a day, 7 days a week in the locations where we offer our services. Our professionally trained and passionate staff will work with you to provide you with encouragement and help you develop the skills you need to live a happy and healthy life. You and/or your guardian are at the center of making decisions about your life. Your wellbeing and independence are important to us as they determine the support our staff provide to you.

Our staff work with you to discover your interests and preferences, and they also help you learn to do things with assistance or on your own. We can help you learn about friendships, personal relationships and how to make connections in the community. We will support you to cope with issues that make you sad or upset and assist you with building skills such as cooking, cleaning, budgeting, shopping and taking care of your health.

## **Supported Living Program**

The Supported Living Program provides residential supports to Individuals who are ready to live more independently in the community. Through this program, CCS offers a flexible range of services including Supportive Roommates, Supportive Neighbors and Respite.

A Supportive Roommate model is when you choose to move into a single person or family home. A Supportive Neighbor model is when you would prefer to live on your own but still would like daily support from your neighbor who lives in an acceptable distance from your own house. There is also the Respite model where you may not be ready to move out of your current home but would like support to come into your home or you would like to go to a single person or family home for a weekend or two for a temporary change of environment. Each model of support will equip you with basic skills that will help you keep your place clean, do your laundry, plan and prepare healthy meals, grocery shopping, budgeting, and self-care.

Each support model will also assist you with support needs such as:

- making and keeping medical/dental appointments
- monitoring and/or assisting you with your medication
- helping you to register for any recreational/leisure activities of interest to you.

Like all the programs at CCS, you will meet with your support team for planning meetings periodically to talk about what is important to you and how we can work together to help you achieve your personal goals.



## **HEALTH AND SAFETY**

The Health and Safety of every person involved with CCS is a priority! Protecting all employees, Individuals, and their families from potential emergencies, is something the CCS plans for with utmost importance.

Some of this planning involves:

- Developing guidelines for water temperature safety and safe bathing protocols
- Conducting regular home inspections
- Conducting Risk Assessments to make sure we are aware of potential risks and what we can do to reduce the impact of those risks
- Conducting Safety Assessments to make sure the level of support you receive is adequate to maintain your safety and the safety of others
- Assistive Technologies and Environmental Intervention planning to make sure that any aids to daily living you access are recommended by trained professionals, and are well maintained
- Practicing fire drills and other Safety Exercises (including, how do deal

with bullying, what to do if you get lost in the community, or lock yourself out of your home, cyber safety, how and when to call 911)

- Assistance with accessing a doctor, support in staying healthy, knowing what to do if you or your staff become ill
- Response planning for seizures
- Safety planning for any travel you do further away from your home
- Crisis planning for events such as floods, fire, AWOL, abusive events, medical emergencies, behavioral emergencies, and so on.)

By planning ahead of time for safety at home, in the community, and at work, CCS is able to better respond to emergencies when they come up. It is an important part of our service to you, and we want it to show you that we are very committed to your safety and wellbeing.



## HELPING WITH MEDICATIONS

CCS can help you in taking your medications. Your staff is trained in administering medications, and they know what to do in the rare case of a medication incident. We provide a medication assessment to determine how much help you may need in taking your medications in the way they were intended by your physician. Even if CCS is not involved in helping administer your medications, it is important for your staff to know the medications you are taking. This way they are able to help you in case of a medication error, or if you are experiencing side effects, or helping to determine if your medications are working in the way they were intended. Any information you give to CCS is considered confidential. That means this information will be kept in a secured and private place and will not be shared without your written consent.



## **ABUSE AWARENESS, PREVENTION & REPORTING**

### **WHAT DO I DO IF SOMEBODY HURTS ME?**

If someone hurts you, this is called **abuse**. You can talk to someone that you trust about it. It can be a staff member of CCS, or it could be someone outside of CCS (like family, your key worker, any trusted person in your life, a doctor, or a counselor). You can also call the police.

All CCS staff have been trained in the PDD Abuse Prevention and Response Protocol (APRP). Staff will work with you on ways to prevent abuse, like making sure you have a lot of people in your life that you can talk to. Our staff know how to help you if you have been abused. They will tell a Supervisor and your guardian if you have one. They will help to keep you safe.

### **WHAT ARE THE CATEGORIES OF ABUSE?**

#### Sexual

- An unwanted touch to a private part of your body
- Unwanted sexual comments and motions
- When you say NO, even if it is your boyfriend or girlfriend

#### Physical

- If they hit, slap, kick, push, burn, shake or bite you
- Or they say they will 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 support workers walk away from you or ignore you when you need them to be there



## Negligence

In some cases, it can be abusive if you do not get help with these things when you need them:

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

## Take Advantage of Me (Exploitation)

It can be abusive if someone makes you do things that you do not want to do:

- If a person steals from you or makes you pay for them against your wish
- If a person persuades you to do things that are illegal or not in your best interest

## If Your Rights are Taken Away

It can be abusive if someone takes away your rights, such as:

- A person goes into your private space, like your bedroom and you do not want them to – you are allowed to say “no”
- You do not get to decide how to spend your own money
- Others take away the telephone
- Others take away your belongings
- Others take away your medicine or they make you take medicine you do not need

There are a few things you and your supports can do to help prevent you from being abused. However, sometimes even if you do all the things right, it is still possible to be in an abusive situation. This is why it is important to tell someone you trust if you think you have been abused.

### How to Prevent Abuse:

- Have a close friend or family member that you feel like you could always talk to if something abusive happened to you.
- Get involved in community events and activities. Getting involved and making friends will be easier when you are in a group. You are less likely to be abused with lots of good friends and acquaintances nearby you.
- Understand what each type of abuse would look like in everyday life. If you think something is abusive, report it to someone you trust. Knowing the types of abuse can help you notice if abuse is happening so you can leave the situation or report it.

There are a lot of things that others do that can make you feel bad. You need to talk to a person that you trust. Abuse is a problem and does not need to be a secret. You do not have to keep it to yourself.

### How to Report Abuse:

- When you notice an incidence of abuse, you must report it immediately to the appropriate authority level within CCS such as the Case Manager.
- The CCS Manager will follow up on the reported incidence of abuse by escalating it to a higher level such as the Executive Director.
- CCS will initiate an investigation process to determine if an abuse has actually occurred.
- The Executive Director will notify the Funder (PDD, FSCD, etc.) and follow the applicable legislative guidelines such as the Criminal Code, and Protection for Persons in Care Act.
- When the person served reports a concern relating to abuse, CCS will not take action against the person for reporting, unless it is proven that the report was made maliciously.

*Canadian Companion Services - Handbook for the Individual*

- Your safety is ensured when reporting an abuse or a case of suspected abuse. CCS will contact your family and (or) guardian immediately.
- Your privacy rights and confidentiality will be respected as best as practicable, following the provisions in the Freedom of Information and Protection of Privacy Act (FOIP Act).

## **HEALTHY RELATIONSHIPS**

At CCS, we can help you understand, gain, and maintain healthy relationships. Relationships are important and can help people to be happy and self-confident, less stressed, stay active, gain independence, and cope with life's problems. CCS can support you to build strong, positive, and meaningful relationships in your life.



## **What is a Healthy Relationship?**

A relationship can range from an acquaintance like a neighbor or to someone very close to you like your mom or dad or your husband or wife. Here are some qualities to look for between people in healthy relationships:

- Someone who is a good listener
- Someone who helps out when the people are in need of help
- Someone who is honest and respectful
- Someone who celebrates each other's accomplishments
- Someone who is supportive: Cheers others on if they are happy and comfort them if they are sad.
- Someone who spends time together doing activities that everyone wants to do

Ongoing relationships often lead to natural supports. Natural supports are people in your everyday life that you can rely on to help and who are not paid to be there. Natural supports may be your family, friends, or people you see every day in your community. Natural supports are not your support workers at CCS, even though they can be very helpful and show a healthy relationship style.

## **What if you have an Unhealthy Relationship?**

An unhealthy relationship can make you feel sad, lonely, and isolated. At CCS, we can support you to try and end unhealthy relationships. Also, CCS can help you if you want to remove yourself from an unhealthy relationship. Some signs of an unhealthy relationship are:

- Any form of abuse like hitting, threatening you, or taking your things away.
- Any form of bullying like teasing, name-calling, or yelling at you.
- If the person is not being honest to you or respectful.

Ask your support worker if you need help gaining and maintaining healthy

relationships in your life. Your support worker can help you make connections in your community, support you in joining a club to meet new people, give you help and tips on how to be a good friend, or help you find a counselor.



## **THE RIGHTS OF PERSONS SERVED**

### **WHAT ARE MY RIGHTS?**

CCS believes it is important for you to have an opportunity to make your own decisions whenever possible, and that your rights as a citizen should be respected at all times. There may be times when it is necessary to develop a plan for your safety (and the safety of others), or a plan that helps to deal with behaviors that may put yourself or others at risk. Whenever plans like this are made, we first look at positive ways to help. This could mean teaching you a new skill, providing you with more staff support, or changing your environment so that challenging behaviors are less likely to happen. Sometimes plans involve procedures that limit some of your freedoms and choices. This can mean not having access to things that trigger risky

behavior, having a cosigner to access your money, having staff take something away, or hold you to stop you from harming yourself or others. A plan like this is called a *Behavior Support Plan*. It would be developed with your input, as much as possible. Other people who will help with the plan might include your support staff, your guardian, your psychologist, or psychiatrist. A committee will meet to review your plan. They want to make sure everything is being done to support you using positive strategies, and that any strategies that limit your freedoms are suitable and do not restrict you any more than is needed. Your plan would be reviewed regularly to make sure it is still the best way to help you.

### **Charter of Rights – VRRRI**

The Charter of Rights was made by people with developmental disabilities, at the 1994 Opening Doors conference put on by The Vocational and Rehabilitation Research Institute (Calgary, Alberta). As an adult with a developmental disability and as a person using services, I have the right to:

#### **Be treated as an adult human being**

- Be treated in a fair way
- Be treated with respect
- Not be teased, called names, or hurt in other ways
- Have friends go out and have fun
- Have someone to love
- Get married
- Have children
- Take care of my own money
- Have control in my home



### **Laws that protect me (like the Canadian Charter of Rights and Freedoms)**

- Not be discriminated against for things like being female or male, the country my family comes from, my skin colour, my religious beliefs, who I choose to love, or my disability
- Get fair wages
- Get the same treatment as everyone else who does the same job (for example, coffee and lunch breaks, medical benefits, vacation time and maternity leave)
- Get the same medical services and care as other people

### **Make informed choices and decisions in my life**

- Make decisions and choices based on my feelings, beliefs and what is important to me
- Be told enough information to help me decide (make an informed choice)
- Take chances (risks) once I know what might happen
- Decide what I do on my own time

- Decide what I do with my own things



- Decide how I plan for my future (what goals I set and what I want to talk about when I plan)
- Choose to live on my own or with others
- Decide who comes into my home
- Choose the services I use
- Have choices when I use services, including where I live, who I live with, what I eat, what changes happen in my home, what work I do, when I go to the bathroom, what doctor I go to, what my doctor does to me, and many other choices
- Decide to discontinue services provided within the program
- Make mistakes
- Change my mind
- Choose when I need support.

## **Support**

- Get help, if I need it, like finding a place to live, making a budget and learning what I need to learn



- Have staff and other supporters (like family and friends) who treat me nice (kind, polite and with respect)
- Have supporters who are helpful
- Not be told off by supporters
- Hear good things, not just bad things, about myself from supporters
- Have enough money from the government to buy the services and support I need
- Get help with making decisions (from my guardian and others), if I need it
- Get help with taking care of money (from my trustee and others), if I need it
- Have a say even if I need help making decisions

### **Speak for myself and to be listened to**

- Speak my mind and give my opinions
- Talk about my rights
- Show my feelings
- Make complaints if I am not happy
- Say "no"
- Disagree with people
- Have people listen to me when I talk
- Have people try to understand me



### **Access**

- Have access to an advocate if I need one
- Be provided with information on internal and external advocates available to me, including understanding their role in supporting me
- Get services in my community
- Have good and accessible transportation if I need it
- Use seating for people with a disability on regular transportation if I need it
- Get around easier if I use a wheelchair (for example: ramps, curb cuts)
- Be part of and have access to the community (for jobs and recreation)
- Go to school and to get the training I need to learn new things



### **Privacy and Confidentiality**

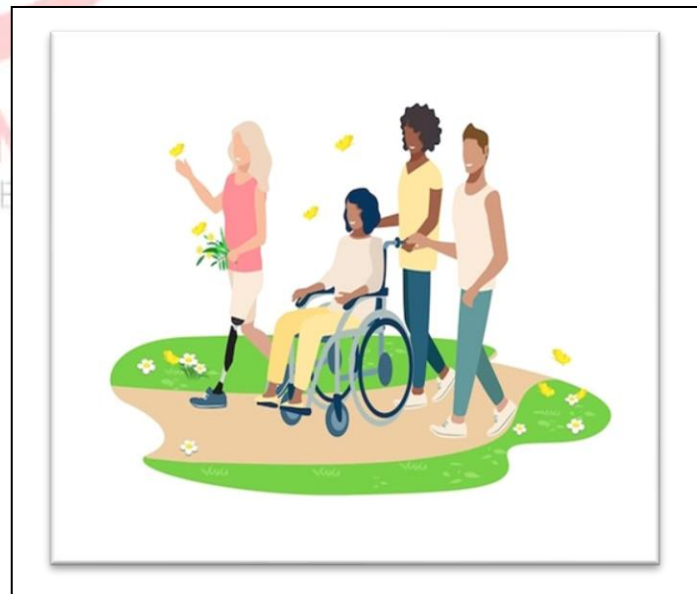
- Spend time alone if I want
- Have people get my O.K. to go into my locker at work
- Have people knock or get my O.K. before they go into my room at home
- Use the telephone without someone listening to what I am saying
- Have information my doctor knows about me be kept between us, unless I need help to understand

### **Well-being, Safety and protection**

- Feel safe when I use services
- Feel safe when I am out in the community
- Not be hurt, attacked, or have my things taken from me
- Learn how to take care of myself.

### **Good services**

- Have service providers I can count on
- Be helped when it is my turn in line
- Be given the same service as everyone else
- Ask questions if I need to know more
- Get a different doctor if I want
- Ask another doctor to check what my doctor said (get a second opinion)



- Have doctors and dentists explain to me (not just to my parents, staff and others) why I need to have something done, what it will cost and what will happen if I get it done
- Say "no" to medical care once I know what will happen if I say "no"
- Be treated gently if I get medical care

**Some other places to learn your rights are:**

- Canadian Charter of Rights and Freedoms
- Canadian Human Rights Act
- Alberta Human Rights Act
- Freedom of Information and Protection of Privacy (FOIP) Act
- Rights of Aboriginal people (which are protected in the constitution)

**Rights and your information:**

- You have the right to access your information in your personal file at any time.
- You can also ask that information be changed if it is wrong.

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

**Inclusion Alberta** (formerly known as Alberta Association of Community Living):  
**1-800-252-7556**

**Disability Action Hall: 403-717-7630**

**WHAT ARE MY RESPONSIBILITIES?**

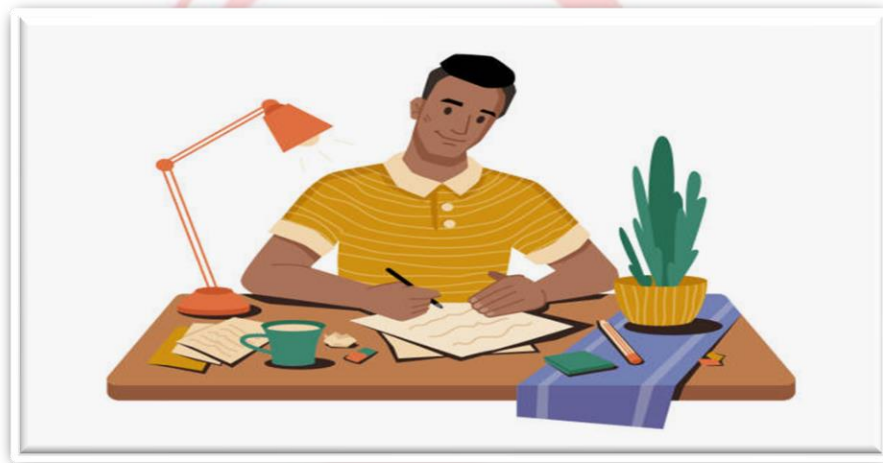
When you are in a CCS program, there are things that you are responsible for, such as:

- You come to your program and meetings
- You have goals that you are working on
- You treat others in your program with respect and the way you want to be treated
- 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.
- You cannot take away the rights of other people, including your support staff

## HOW DO YOU ACCESS YOUR INFORMATION

The Agency keeps a file of all Individuals receiving services at CCS. These files are kept private, and confidential. You can look at the parts of your file that CCS writes by making request through a letter to see the file. You, your guardian, or your advocate can do this. The information in 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.



CCS uses a computer to store your information and to write the Support Plan for the funding body. This computer is at the CCS office in Calgary. Your personal information is kept very safe. Only your staff and managers from CCS 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 be in these reports. The reports only have numbers and symbols to tell CCS if we are doing a good job, not your names or personal information.

- You have a right to request a correction of any inaccurate/mistaken information in your personal file. You can do this by submitting a letter that states the

inaccuracies (mistakes),

- A program Director will review your request and inform you in writing of the outcome to your request.
- Your support worker can help you write a letter if you need some help.

## **CONFLICT AND COMPLAINT RESOLUTION PROCESS**

If you are receiving services at CCS, there may be a time when a conflict comes up about your services. We encourage you to talk about what is bothering you, and work things out with your staff, and/or the supervisor.

If you have concern about the services you are receiving and have not been able to work it out by talking to your staff, or the supervisor, there is still someone you can talk to. Here is the process of how you will be supported, if you have an official complaint you would like to talk about:

- You can ask for a meeting to talk about the problem you are having with your services.
- A meeting led by a Program Coordinator will take place within 10 days.
- You can invite someone you trust to help support you at the meeting.
- You will receive a copy of all the notes taken at the meeting, the notes will also be kept in your CCS file.
- If the meeting does not give the results you were hoping for, a second meeting will be held with a Program Director at CCS.
- The Program Director will meet with you and talk about the problem you are having with your services and a decision will be made about your complaint.



- If you are not satisfied with the outcome after meeting with a Program Director, the Executive Director will meet with you to talk about the concerns you are having. A final decision will be made about your complaint.
- During this whole process, your worker can assist you in working through these steps.
- You will not be prohibited from services as a result of your decision to raise a concern or voice out your frustration.
- You will receive the results and notes from all of these meetings in writing.
- If you feel like the problem is not solved, you can meet with your PDD case worker.

## **PROCEDURES FOR INFECTION CONTROL AND PREVENTION OF ILLNESS**

Canadian Companion Services acknowledges that sickness and diseases do occur. When these happen, CCS requires full disclosure during the intake process as well as ongoing throughout services to informed guardians and persons served.

This will support the decision to provide or deny services to a client with an infectious disease based upon:

- The ability of the program to make reasonable accommodations for the individual in question.
- The risk of the disease's transmission.
- The ability of the client to exercise precautions against transmission of the disease.
- The ability of other client(s) to protect themselves from infection.
- The risk of the infected person becoming infected with another disease
- Working with clients who require precaution for infections and diseases, an individualized care plan will be developed with a doctor, pharmacist, etc.
- Care plans will consist of specific care instruction, dates, follow-up, medications, and charting/documentation.
- Communications and care plans will be documented continuously until otherwise directed.
- Information will be filed under client's medical information in the client file for review and reference.

## *Control of Communicable Diseases and Infections*

CCS will work with you and your legal guardians to develop the Individualized Care Plan for specific concerns which will include:

- Protocols for outbreak detection and response, including required reporting and control strategies.
- The establishment of protocols for early and rapid identification of exposed employees and clients.
- Up-to-date information on contagious and infectious diseases, addressed as part the orientation process and ongoing training.
- Promotion of and access to immunization programs for you and CCS employees (Ex, influenza, tuberculosis (TB), etc.).
- Protocols in place to eliminate cross-contamination (Ex, food, and linen storage, etc.)
- Containment and decontamination of items that have been in contact with blood and other bodily fluids.
- The use of routine practices when handling bodily fluids or materials contaminated by bodily fluids.
- Easily accessible and appropriate hand washing which may include sanitizing products and towel dispensers.
- Your CCS staff will be trained in and aware of their specific roles and responsibilities in preventing, controlling, disease and infection.



## POSITIVE BEHAVIOUR SUPPORT (PBS)

Some individuals may have ‘behaviours of concern,’ meaning that their behaviour may be considered harmful in some way to themselves, staff, or the community.

Your family or legal guardian may choose to seek professional help to identify prevention and intervention strategies when behaviours are interfering with your safety and quality of life.

To support you effectively in this situation, CCS staff have the appropriate trainings such as Nonviolent Crisis Intervention – Crisis Prevention (CPI) and Positive Behaviour Support (PBS). This enables us to be able to implement a Behaviour Support strategy including positive and restrictive procedures in accordance with the best practices.

In the development, and implementation of positive behaviour support plan/ restrictive procedure, Canadian Companion Services will do the following:

Follow the process of risk assessment, crises intervention, and functional assessment prior to developing a behavior support plan.



Work closely with appropriate trained professionals (behaviour experts/psychologist with relevant training and experience in behavioural management, or a person with

relevant training that includes behavioural supports with 2 to 3 years of practical experience) to develop a behavior support plan for you.

The exception to this is on occasions when the situation is simple and straightforward. In this instance, a trained staff within CCS will develop a PBS plan with your or guardian's input.

A qualified person would also be responsible for supervising interventions that use planned positive approaches and restrictive procedures.

PBS plan developed will be PERSON CENTERED and focus on key ethical values/principles which are:

***Respect for your Dignity of Person*** - Your basic rights and choices are upheld and maintained.

***Responsible Caring*** - All approaches taken towards you will maximize the potential benefits, minimize potential harm, and will focus on your welfare.

***Integrity in Relationships*** - All the interactions and relationships will be in your best interests. CCS staff will always act professionally and discuss any perceived complicated relationships.

***Social Responsibility*** - CCS acknowledges that our responsibilities to you extend to other members of your family, especially on matters that concern you.

## **Restrictive Procedure**

- When required, Canadian Companion Services will follow the use of restrictive alternative in the use of behavioural support.
- Restrictive procedures will only be considered where less intrusive options have proven ineffective or inadvisable on their own.

- The use of restrictive procedure will primarily focus on your safety, and security; and that of your staff and the community in general.
- CCS prohibits inappropriate use of restrictive procedure, such as physical acts that cause pain, or other actions that constitute abuse to you.

## **WHEN THERE IS A NEED TO CONDUCT A SEARCH**

Canadian Companion Services wants your safety and that of our personnel. There are situations that could warrant that a search be conducted to keep everyone safe.

Searches can be conducted at any time where a member of staff has reasonable cause that a person served may have possession of any item that may be used to cause harm to themselves, others, and to property. On the other hand, the person served may be believed to be in possession of illegal drugs, firearms, or items belonging to other people.

Depending on the circumstance, CCS staff may conduct any of the following searches:

a room search, clothing search, bags and backpacks; or personal search of hands and mouth only for medication administration purposes.

Prior to searches, CCS staff will discuss the reason for the search and have approval of the manager. This excludes a search for medication administration purpose.



In most cases, staff will conduct room searches with your verbal consent. Conducting searches with or without consent will always be completed sensitively to your dignity and right to privacy and avoid undue or unnecessary force or embarrassment while conducting a search..

Staff will conduct the search with a second employee and one of the employees being of the same gender as you. Staff will conduct the search with confidentiality and least disruptive to you.

Staff will not use prohibited practices such as stripe searches, pat downs, or the use of detection systems.

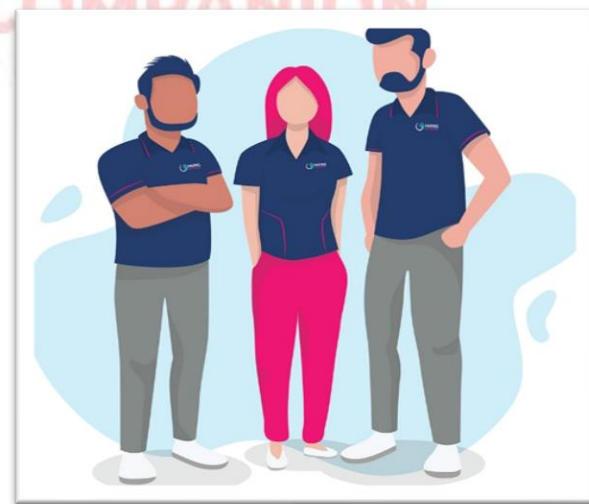
Staff must notify you of your rights and conflict resolution process before conducting a search and also discuss the outcome of the search with you when it has been completed.

## **ROLES AND RESPONSIBILITIES OF YOUR SUPPORT STAFF AND OTHER TEAM MEMBERS**

CCS believes that Support Worker occupies a highly accountable role, as persons served have many needs, and knowing what is expected is essential.

***Your Support Worker has the responsibilities of:***

- Providing you with assistance and support so you can live independently
- Assisting you with tasks of daily living, including cooking, shopping, managing finance, etc.
- Monitoring your physical and mental wellbeing
- Collaborating with other support network to coordinate your care plans



- Providing you with emotional and social support
- Providing you a safe environment by monitoring your surroundings for potential dangers
- Identifying your needs and developing plans for improving your quality of life



***Your Case Manager has the responsibilities of:***

- Supporting you to set SMART goals that will improve your quality of life, revising when necessary, and monitoring progress to ensure desired outcomes
- Developing your care plan and ensuring they are followed through
- Providing you a safe space to voice your complaints and concerns when you have any
- Coordinating your broader support networks to achieving improved wellbeing
- Advocating for you on issues that matter to you
- Ensuring that your Support Worker is doing their job effectively and efficiently

## **INFORMED CONSENT**

There are times when the staff will ask you to give your Consent for something. Like when you sign the “Individual Service Agreement” or the “Consent to Provide and Receive Information.” Giving your Consent means that you agree with what is going to happen. You have a right to know all about the services being provided to you and you have a right to understand the forms you are signing. 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 can say “NO”
- You understand what you are giving Consent for
- You know how long the Consent is good for
- You know what will happen if you choose not to give Consent
- Your legal guardian can give Consent on your behalf

## **WHAT IS CULTURE?**

Culture can include what people eat, how they dress, and how people talk to each other. There can be many similarities as well as differences between different cultures. Culture is the specific attitudes, values, beliefs, customs, language, ceremonies, celebrations that a group of people do.

### **Everyone’s Cultural/Religious Rights:**

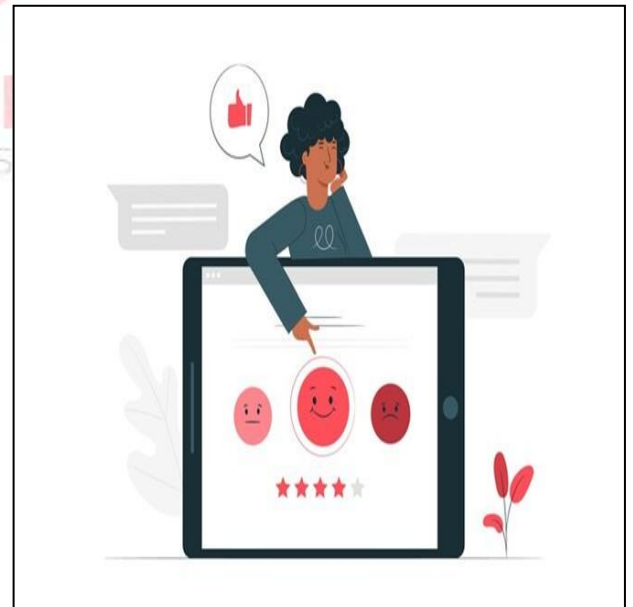
- You have the right to practice your own culture and religion.
- You have the right to dress in your cultural/religious clothing.
- You have the right to eat foods from your culture/religion.
- You have a right to practice traditions from your culture/religion.
- You have a right to grieve the death of someone you love with the traditions of your own culture/religion.
- You have the right to practice your culture or religion in your home and have items from your culture/religion in your home.



At CCS, you have the right to be supported in a way that fits your cultural traditions. We want to help you practice your traditions and we can help you find cultural activities in your community. You can ask your support worker to help you practice your Culture or tell them how you like to practice your culture.

## **SATISFACTION SURVEY**

CCS 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 CCS program and then once a year after that. We think that these questions will tell us how you feel about the activities 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. Participating in this survey is your choice.



## CHANGES OR STOPPING SERVICES

You can talk to the staff about changing your goals or moving programs at any time. You can also leave the program if you want. CCS may stop services if you do not show up for meetings or you do not want to work on any goals. Your support team will meet with you to talk about any difficulties you may experience in your program and try to help resolve them. CCS will give you 30 days' notice if we are going to stop services. You and your family need to give CCS 30 days' notice if you want to stop services. CCS will let your PDD Worker know if you leave our service so they can help you find a different service to meet your needs.

## RESOURCES

<b>Advocate for Persons with Disabilities</b>	
<b>What the organization can do for you</b>	<ul style="list-style-type: none"><li>• The Office of the Advocate for Persons with Disabilities can provide assistance with questions about disability programs and services.</li><li>• Connect with the office or make an appointment to meet with an Advocate representative.</li></ul>
<b>Contact information</b>	<ul style="list-style-type: none"><li>• Office of the Advocate for Persons with Disabilities Suite 1110, 10055 106 Street, Edmonton, Alberta T5J 2Y2</li><li>• Hours: 8:15 am to 4:30 pm (open Monday to Friday, closed statutory holidays)</li><li>• Phone: <u>780-422-1095</u></li><li>• Toll free: <u>1-800-272-8841</u></li><li>• Fax : 780-415-0097</li><li>• Email : <u>advocate.disability@gov.ab.ca</u></li><li>• <u>Web page : www.alberta.ca/advocate-persons-disabilities</u></li></ul>



<b>Ombudsman</b>													
<b>What the organization can do for you</b>	<ul style="list-style-type: none"> <li>• The Alberta Ombudsman works to ensure fair treatment through independent investigations, recommendations and education for all Albertans.</li> <li>• They listen to your complaint and investigate decisions made by organizations and authorities identified in the <i>Ombudsman Act</i>.</li> </ul>												
<b>Contact information</b>	<table border="0"> <tr> <td><b>In Edmonton</b></td> <td><b>In Calgary</b></td> </tr> <tr> <td>Phone: 780.427.2756</td> <td>Phone: 403.297.6185</td> </tr> <tr> <td>Fax: 780.427.2759</td> <td>Fax: 403.297.5121</td> </tr> <tr> <td><a href="http://www.ombudsman.ab.ca">www.ombudsman.ab.ca</a></td> <td><a href="http://www.ombudsman.ab.ca">www.ombudsman.ab.ca</a></td> </tr> <tr> <td><b>Edmonton Mailing Address</b></td> <td><b>Calgary Mailing Address</b></td> </tr> <tr> <td>Alberta Ombudsman 9925 – 109 Street, Suite 700</td> <td>Alberta Ombudsman 801 – 6 Avenue SW, Suite 2560</td> </tr> </table>	<b>In Edmonton</b>	<b>In Calgary</b>	Phone: 780.427.2756	Phone: 403.297.6185	Fax: 780.427.2759	Fax: 403.297.5121	<a href="http://www.ombudsman.ab.ca">www.ombudsman.ab.ca</a>	<a href="http://www.ombudsman.ab.ca">www.ombudsman.ab.ca</a>	<b>Edmonton Mailing Address</b>	<b>Calgary Mailing Address</b>	Alberta Ombudsman 9925 – 109 Street, Suite 700	Alberta Ombudsman 801 – 6 Avenue SW, Suite 2560
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<b>Office of the Child and Youth Advocate (OCYA)</b>													
<b>What the organization can do for you</b>	<ul style="list-style-type: none"> <li>• OCYA is an independent office of the Legislative Assembly of Alberta, mandated to work with vulnerable young people.</li> <li>• The OCYA provides individual and systemic advocacy for children and youth receiving “designated services” as defined under the <i>Child and Youth Advocate Act</i>. This includes young people receiving or attempting to access services under the <i>Child, Youth and Family Enhancement Act</i> and the <i>Protection of Sexually Exploited Children Act</i>; or who are involved with the youth justice system.</li> <li>• The OCYA also provides access to legal representation for young people receiving child intervention services, offers public education, and conduct investigations in serious injuries and deaths of young people receiving designated services</li> </ul>												
<b>Contact information</b>	<ul style="list-style-type: none"> <li>• <b>South Office</b></li> <li>• #2420, 801 6 Avenue SW, Calgary. AB. T2P 3W3</li> <li>• Call: 403. 297. 8435. Toll Free: 800. 661. 3446</li> <li>• Fax: 403-297-4456</li> <li>• Website: <a href="http://www.ocya.alberta.ca">www.ocya.alberta.ca</a></li> </ul>												

<b>Distress Centre Calgary</b>	
<b>What the organization can do for you</b>	<ul style="list-style-type: none"> <li>• Distress Centre Calgary provides you with confidential support when you need someone to talk to. No problem is too small for them.</li> <li>• They offer 24 Hour Crisis Support services, crisis counselling, and suicide crisis. You can contact them 24/7 by phone, text or chat.</li> </ul>
<b>Contact information</b>	<ul style="list-style-type: none"> <li>• Tel: 403. 266. 4357 (Text or phone call)</li> <li>• Website: <a href="http://www.distresscentre.com">www.distresscentre.com</a></li> </ul>
<b>Other Resources, and Help Lines</b>	
<b>Helplines</b>	<ul style="list-style-type: none"> <li>• <b>Family Violence Information Helpline:</b> Toll Free 310-1818</li> <li>• <b>Mental Health Helpline:</b> 1-877-303-2642</li> <li>• <b>Suicide Prevention Hotline:</b> 1-833-456-4566</li> <li>• <b>Abuse Helpline:</b> 1-855-443-5722</li> <li>• <b>Helpline</b> Toll Free 310-1818</li> </ul>
<b>Bullying</b>	<ul style="list-style-type: none"> <li>• Call 911 if you or someone you know is in immediate danger.</li> <li>• Bullying Helpline – Call or text 310-1818 or chat online for support, information or referrals.</li> <li>• 24-hour help is available</li> <li>• Website: <a href="https://www.alberta.ca/abuse-bullying">https://www.alberta.ca/abuse-bullying</a></li> </ul>
<b>Others</b>	<p><b>Quality of Life</b>  <a href="https://www.youtube.com/watch?v=CmcMR4FLY5c">https://www.youtube.com/watch?v=CmcMR4FLY5c</a></p> <p><b>City of Calgary Fair Entry</b>  <a href="http://www.fairentry.ca">Fair Entry - Programs and services for low income Calgarians (calgary.ca)</a></p> <p><b>Access 2 Card</b>  <a href="http://access2card.ca/">http://access2card.ca/</a></p> <p><b>Calgary Transit Access</b>  <a href="https://www.calgarytransit.com/calgary-transit-access">https://www.calgarytransit.com/calgary-transit-access</a></p> <p><b>Vulnerable Persons Registry Calgary</b>  <a href="http://www.vulnerablepersonsregistry.ca">Vulnerable person self-registry (calgary.ca)</a></p>

## CONTACT INFORMATION AND SOCIAL MEDIA ACCOUNTS



**Contact Information**

	<a href="http://www.canadiancompanion.org">www.canadiancompanion.org</a>
	<a href="mailto:talkto@canadiancompanion.org">talkto@canadiancompanion.org</a>
	587 429 2605
	canadiancompanionservices
	canadiancompanionservices

**We  
respond  
within 24  
hours**

**Canadian Companion Services**  
*...your trusted companion*



CANADIAN COMPANION  
SERVICES