



NORTH  
SHORE  
DISABILITY  
RESOURCE  
CENTRE

# COMMUNITY BASED SERVICES PROGRAM

## PROGRAM HANDBOOK

North Shore Disability Resource Centre  
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*Working for a community for all*

June 2018

We acknowledge the ancestral, traditional and unceded Aboriginal territories of the Coast Salish Peoples, and in particular, the the x<sup>w</sup>məθkwəyəm (Musqueam), Skwxwú7mesh (Squamish), Stó:lō and səliiwətaʔ/Selilwitulh (Tseil-Waututh) Nations on whose territory we work, live and play.

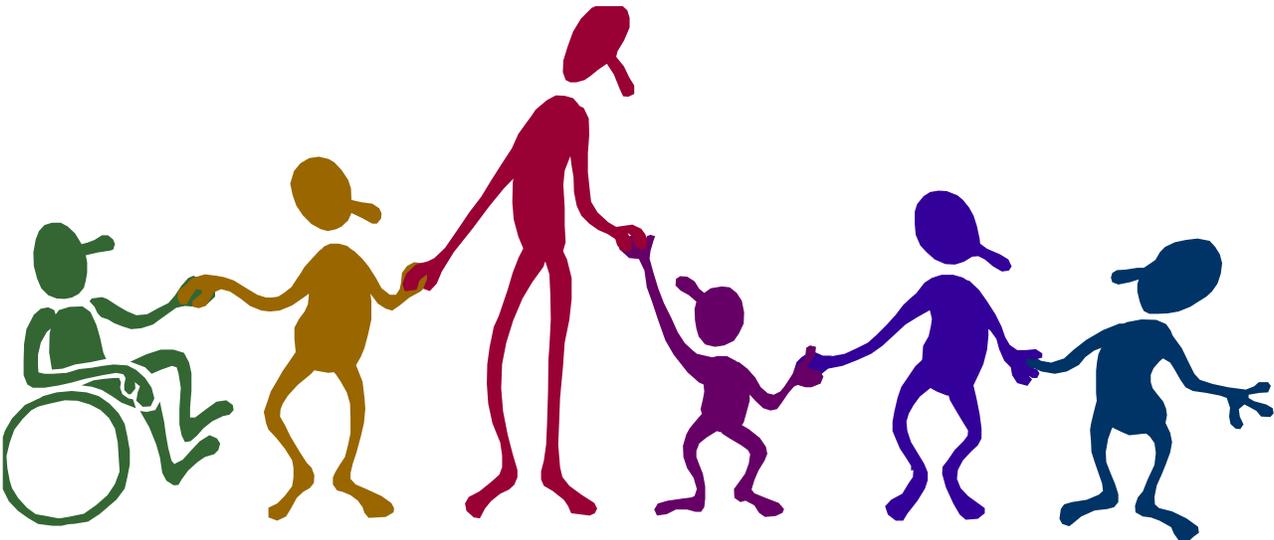
# **Table of Contents**

<b>Welcome</b>	<b>3</b>
<b>Section 1: Who We Are</b>	<b>4</b>
1. Our History	4
2. Our Mission and Values	4
3. Our Services	4-5
4. Our Employees	6
5. How to Reach Us	7
6. Accessibility	8
7. NSDRC Ethical Guidelines	8
<b>Section 2: Rights and Responsibilities</b>	<b>9</b>
1. Your Rights – An Introduction	9
2. Making Informed Choices and Decisions	9
3. Your Rights as a Person Living in Canada	10
4. Your Rights as a Person Living in British Columbia (BC)	10
5. Your Right to Assistance in BC	11
6. Your Rights at the NSDRC	12
• Your Rights and Information About You	12
• Your Right to Conflict Resolution at the NSDRC	12-13
• Your Right to Privacy at the NSDRC	14
7. Your Responsibilities at the NSDRC	15
8. Self-Advocacy	16
9. Health and Safety	17-18
10. Keeping Quality Services	19

continued on next page...

**Section 3: Community Based Services Programs----- 20**

- 1. Mission Statement -----20
- 2. Values Statement -----20
- 3. Program Outcomes -----20
- 4. What are the Community Based Services Programs? -----21
  - Children Services -----21
  - Adult Services -----23
- 5. Becoming a Part of One of the Programs -----24
- 6. How the Programs Work-----24
  - 1:1 Children and Adult Services -----24
  - Children Group Programs -----25
  - Youth Zone-----26
  - STAGE Program-----26
  - Summer Bursary Program -----26
- 7. Important Phone Numbers -----28
- 8. Important Resources -----28
  - For Children-----28
  - For Adults -----28
- 9. Other Information and Resources -----29



# **Welcome**

## **Why do We Give You this Handbook?**

We believe people need information so that they can make the right decisions for themselves. They need to know about important things like their rights and responsibilities, how to make a complaint, and how they can see the information we have about them on file. They need to know about the services they receive and what to expect.

This Handbook has general information about the agency and then specific information about your program.

## **Understanding the Information:**

We believe that it is very important that you are able to understand the information we give you. We have written this Handbook in plain language. Someone can talk with you about what's in it, they can read it to you or you can ask to listen to it on tape. You can also ask to receive it in another language or in sign language.

## **How to Use this Handbook:**

Someone will go through this Handbook with you and your family and/or caregiver when you start receiving our services. We will give you a copy which you can look at whenever you want. Keep this Handbook in case you have any questions later. You can ask for help if you want to look at it again.

## Section 1: Who We Are

### 1. Our History

The North Shore Disability Resource Centre (NSDRC) was established in 1975 by a group of concerned parents, professionals, and advocates who wanted to create services for people with disabilities so they could live in their community. Formerly it was called the North Shore Association for the Physically Handicapped.

### 2. Our Mission and Values

Our Mission is “Working for a Community for All.”

We believe that:

- People with disabilities have the same rights and responsibilities as any other community member
- We must all participate in decisions that affect us
- The role of family and friends must be valued and respected
- Volunteers are a valuable resource

### 3. Our Services

#### ➤ Programs

The North Shore Disability Resource Centre provides a range of services for children and adults with disabilities:

The **Supported Living Program** provides 24-hour care in 6 homes in the community, one of which is for children. The people who live in the homes have physical and/or developmental disabilities. The homes for adults also provide Community Based Day Programs.

The **Independent Living Program** provides help with personal care and daily routines in 5 homes in the community. The people who live in the homes have disabilities or health concerns.

The **Community Based Services Program** provides one-to-one or small group support in a variety of programs for children, youth and adults.

The **Infant Development Program** provides home-based support to families whose children under the age of 3 are experiencing delays in their development or who are at risk for developmental delay.

The **Information and Advocacy Services Program** provides information and referrals, advocacy, and public education through telephone contact.

### ➤ **Choosing or Changing Your Program**

We will give you information about any program in which you are interested. We will tell you about that program's admission criteria and will help you find out if the new program is a good fit for you.

### ➤ **Program Outcomes**

Each program has a mission statement and program outcomes. This information is provided in the section about your program in this Handbook. The outcomes are designed to tell you how we can make a difference in the lives of the participants. If you would like to know more about outcomes and how we use them to improve our services, please ask.

## 4. Our Employees

About 250 employees work at the North Shore Disability Resource Centre. The people who work for us were chosen because they have:

- Experience working with people with disabilities
- Schooling that assists them in working with people with disabilities

### ➤ Requirements and Training

- Criminal Record Checks
- First Aid and CPR – which must be current
- Nonviolent Crisis Intervention – so that they know how to respond in a crisis
- Employees who drive the agency vans must have a Class 4 Driver's License
- Employees who administer medication take special training
- All employees complete criminal record checks and are tested for tuberculosis

### ➤ Conflict of Interest

At the NSDRC, employees are not permitted to work directly with family members. If a family member is an employee in the program that you or your child is in, we will find a different person to provide support.

### ➤ Concerns

If you or your family have a concern regarding the employee supporting you please talk to the Program Manger as soon as possible.

## 5. How to Reach Us

Different Ways to Contact Us:

➤ **By Telephone ----- 604-985-5371**

You can call any time at 604-985-5371. If our receptionist does not answer please leave a message. You can call Program Managers on their direct lines, or on their mobile number.

➤ **By Fax----- 604-985-7594**

You can also reach us by fax at 604-985-7594.

➤ **By E-mail ----- [nsdrc@nsdrc.org](mailto:nsdrc@nsdrc.org)**

You can also reach us by e-mail at [nsdrc@nsdrc.org](mailto:nsdrc@nsdrc.org). Each Program Director and Program Manager also has an individualized e-mail address.

➤ **Visit our Website ----- [www.nsdrc.org](http://www.nsdrc.org)**

Our website address is [www.nsdrc.org/](http://www.nsdrc.org/).

➤ **Drop in to Visit**

You may also drop in to the main office at any time during office hours (9:00am to 3:00pm Monday to Thursday and from 9:00am to 1:00pm on Friday). We are at 3158 Mountain Highway – on the corner of Mountain Highway and Lynn Valley Road.

➤ **Social Media**

Follow us on Twitter @nsdrc Instagram @nsdrcprograms and like us on Facebook!

## 6. Accessibility

All NSDRC program locations are accessible to people who use wheelchairs or other forms of mobility assistance – e.g. scooters, walkers etc. We also provide other ways of communicating for those who may need it. This may be a language or sign language interpreter, audio you can listen to, or other communication systems. Important information is written in plain language that everyone can understand. All program locations have speaker phones. All the participants are asked what special things they need help with in order to do the things they want to do.

## 7. NSDRC Ethical Guidelines

1. We will respect the right of individuals to make decisions affecting their life, e.g. health, finances, lifestyles, and friendships.
2. We will treat all people with respect, and value each person for their capacities and contributions.
3. We will treat all personal information acquired in the course of our duties as confidential.
4. We will provide support and services to the best of our ability, adhering to professional standards.
5. We will respect the dignity and privacy of the participants while carrying out our duties.
6. We will not engage in, or support, the exploitation of individuals or families for private or personal gain.
7. We will not discriminate against any individual on the basis of race, religion, gender, sexual orientation, political belief, ancestry, age, ability or marital status.
8. In cases of conflict, we will work openly with all parties to make decisions as part of a team.
9. We will promote awareness of issues affecting people with disabilities within the community.

## Section 2: Rights and Responsibilities

### 1. Your Rights – An Introduction

You have many different rights which are important to know and understand

- As a Canadian
- As a person with a disability
- As a person participating in our programs and services

We will go through these rights with you when you start receiving services from us. We will revisit them with you whenever you like.

### 2. Making Informed Choices and Decisions

All people have the right to make decisions and choices.

We know that people with disabilities may need help to make some choices. We think it is important that you make as many choices and decisions as possible, so we have come up with some different ways to assist you.

- **We give you information** so you can make the best choice or decision for yourself
- **We support you to try out options** so you have a chance to try out your choice and see if it is a good one
- **We know it is okay for you to change your mind** because we know it is part of learning to make choices
- We support you in asking for help from someone you know and trust
- **We help you to look at risks** to your health and safety. If there are any risks to the choices you make we will ask other people who know you to help us all decide if the activity is dangerous for you.

## 3. Your Rights as a Person Living in Canada

Your rights as a Canadian are explained in the ***Canadian Charter of Rights and Freedoms***. Some of the rights in this Charter are:

- The right to be treated fairly and equally regardless of your colour, sex, or age, or whether you have a physical or developmental disability
- The right to choose your religion
- The right to your own thoughts and the right to communicate your thoughts
- The right to come together with other people
- The right to vote
- The right to stay in Canada or to leave
- The right to learn

The Charter also tells you that if anyone denies your rights then you can ask people to help you make sure that your rights are respected.

## 4. Your Rights as a Person Living in British Columbia (BC)

Your rights as a person living in BC are explained in **The BC Human Rights Code**. It says that you cannot be discriminated against because you have a physical or developmental disability. The code says you have the right to:

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

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

- Talk to us – we can help you take the next steps
- If you are working, find out if your employer has a complaints procedure

## 5. Your Right to Assistance in BC

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

### BC Disability Benefits

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

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

Your Employment Assistant Worker (EAW) can tell you more about your BC Disability Benefits. The office for your EAW is listed at the back of this Handbook under “Resources” on page 27. You can also check the website of “Office for Disability Issues” at <http://www.eia.gov.bc.ca/pwd.htm> to get Disability Benefits information.



## 6. Your Rights at the NSDRC

### ➤ **Your Rights and Information About You**

The NSDRC will ask you and your family or caregiver to give us information about you. We keep the information so that people who support you know what you like and what you need.

### ➤ **Where Do We Keep the Information?**

We keep the information about you or your child in a confidential file in a locked storage place. Only the people who need to know about you or your family have a key to get into those storage places.

We also keep some information about you or your child on ShareVision, a secure web based program. Again, only those people who need to know about you have access to ShareVision.

### ➤ **Can You Look at the Information?**

Yes. You can look at the information about you or your child at any time. You will be shown how to access ShareVision on intake.

You also have the right to request information in a language or communication system that you understand. You have the right to information about community resources that might be available to you. Check the “Resources” section at the back of this Handbook.

### ➤ **Your Right to Conflict Resolution at the NSDRC**

The NSDRC realizes that sometimes when people work together they may disagree.

For example: you or your family might disagree with a decision that has been made that affects you or them.

If you, or others important to you, disagree with something, there is a way to help everyone involved to openly talk and resolve issues.

If you complain about the NSDRC service you will not get in trouble and the NSDRC will continue to support you.

### ➤ **The Complaints Procedure**

At the Beginning:

If you or your family disagree with something that was said or something that happened at the NSDRC, as soon as you can;

- Talk to the Program Manager
- You might decide to meet with the staff and the Program Manager involved so that you can voice your concern
- If your concern is not resolved then you can choose to go to the Formal Process

The Formal Process

- Arrange to meet again with your Program Manager or with their superior (boss).
- It is important that what everyone says at this meeting is written down. We will give you a copy of anything written down.
- The Program Manager and/or their superior (boss) will look into your concern.
- They will share with you what they find out within 5 business days of the meeting. They will give you a report that will include a decision.
- If you are not happy with the decision then you can take your complaint to the NSDRC Executive Director(s).
- The Executive Director(s) will talk to everyone involved.
- The Executive Director(s) will talk to you about the decision.
- You will get the decision in writing within 10 business days.
- If you are still not happy with the decision, you can go to the government Advocate for Service Quality to tell them about your concerns. They can be reached at 604-775-1238

### ➤ **Your Right to Privacy at the NSDRC**

Privacy means that Information About You is Confidential.

When you turn 19 in BC you become an adult. Once you are an adult, people who need information about you must talk to you first. Then you decide if you want them to talk to you, your parent or your caregiver.

Before you talk to anyone you can ask if you can talk about things that are “confidential.” That means that what you say is private and won’t be told to anyone else.

There are some things that cannot be confidential. For example if you say someone is touching you in a bad way, the person you tell has to tell your social worker or the police.

Privacy Also Means:

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

We Respect Your Privacy at NSDRC by:

- Making NSDRC staff aware of your right to privacy
- Not talking about you to people who do not need to know about you
- Not sharing information about you until you, or someone you have chosen, gives us permission
- Keeping written information about you in a locked place
- Respecting your right to privacy when we help with personal care
- Supporting you and everyone else to respect the privacy of others

## 7. Your Responsibilities at the NSDRC

Along with rights you also have responsibilities, or things we expect of you.

Your Responsibilities at the NSDRC are:

- To participate in the planning of your services
- To let us know if you're not happy with something
- To let us know of any important changes in your life
- To let us know if you would like to be contacted after your service ends.
- To cancel appointments you might have with us or a worker if you can't attend
- To treat our employees respectfully if you have a complaint or concern

Your Responsibilities and Your Health and Safety

- You have a responsibility to let the NSDRC know of any health or safety concerns you have.

We Need to Know Things Like:

- The medications you take
- Medical/health concerns you have
- Safety concerns you have
- Health and safety supports that you require

You Also have a Responsibility to Tell Us if You Do Not Feel Safe:

- When you are in a program at the NSDRC
- With someone at the NSDRC
- When you are in the community
- When you are in a vehicle while being supported by an NSDRC employee

## 8. Self-Advocacy

- Is about speaking for yourself
- Is about speaking out for your rights
- Is about teaching others to speak out for their rights

### Some People Need Help to Advocate for Themselves

- Some people can't talk or communicate easily with others
- They may need a friend, family member or someone else who knows them really well to speak for them

### Self-Advocacy Means Having a Say About Your Services

People with disabilities should have a say about their services by:

- Participating in planning
- Letting people know if they are satisfied or not with their service
- Participating in an advocacy group
- Sitting on the board of a service agency and if necessary getting support so they can be heard

### Self-Advocacy at the NSDRC

Ways in which the NSDRC supports people to advocate for themselves:

- The NSDRC Information and Advocacy Services Program – we will advocate for you or will help you to advocate for yourself
- Most people in this program are encouraged and supported to participate in a Person Focused Plan
- Annual Satisfaction Surveys will be given to you every year so you can tell us if you are satisfied or not



## 9. Health and Safety

At the NSDRC we have procedures written down to help you if there is an emergency.

### ➤ Fire and Earthquake

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

- Leave the building or be moved to a safe place until help arrives
- Follow a route that is drawn on a map for your building
- Meet in a chosen place outside the building
- Practice emergency drills on a regular basis

### ➤ Medical Emergencies

If you have a medical emergency:

- The first person on the scene will give you first aid
- Other staff will go to get information about you so that we can give you the best support
- If necessary, we will assist you to go to a medical clinic
- Sometimes we will call 911
- Your caregiver and family will be called

### ➤ First Aid

All NSDRC staff have up-to-date First Aid training. There are First Aid kits at every site and in all our vehicles.



## ➤ **Universal Precautions**

NSDRC staff are trained in Universal Health Precautions. If they come in contact with blood or other body fluids they will follow proper steps so they are less likely to catch a disease. That way staff stay safe and so do you.

In order to prevent themselves from coming into contact with blood or other body fluids, staff will:

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

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



## ➤ **A Healthy Workplace**

No smoking is allowed at any worksite by employees or participants. Smoking includes tobacco, cannabis, vaporizers or e-cigarettes. If you smoke in your home, your worker will let you know that the shift will be worked in the community and will wait outside for you. Your worker should not smoke while you are together on shift. You have the right to a smoke free space as well.

## 10. Keeping Quality Services

Your suggestions and feedback are the most important ways we make sure our services are the best. We ask for your input in many different ways and we always take what you say seriously. Here are some of the ways we ask for your opinions:

### ➤ **Direct Comments**

When you, or people who care about you, tell us things you need or want we write it in your file and then we do our best to make sure you get it. If you tell us you're unhappy about something we make sure we listen and we try to sort it out. If you feel we haven't listened, you can always talk to someone else.

### ➤ **Satisfaction Surveys**

Every year we will send you a form, or meet with you, so we can ask you questions about your program and workers. We use this information to make your program even better.

### ➤ **Advisory/Resident Committees**

You or a family member or advocate can be a part of one of these committees. It gives you a chance to give us feedback on specific things we might need your help with. It is also a time to talk about what's going well and what might need to be changed.

### ➤ **Focus Groups**

Sometimes we have special meetings so we can hear from a big group of people. Sometimes we need their help, or we need to tell them about things we are doing and see what they think.

### ➤ **Exit Interviews/Follow-up Interviews**

When you leave our service you will be asked if you would like to be contacted about 6 weeks after you leave. You will receive a final report on the goals you were working on. We like to hear from you as to how you felt about the service you received.

## Section 3: Community Based Services Program

### 1. Mission Statement

Enhancing opportunities to increase skills by responding to individual goals and aspirations.

This means you will have chances to learn and practice skills you have chosen, to help you reach your goals.

### 2. Values Statement

Empowering choice and independence while building inclusive community.

### 3. Program Outcomes

- Participants will maintain or increase their level of independence
- Participants will maintain or enhance their skill development
- Participants will develop or maintain personal relationships and increase their opportunities to socialize
- Participants will maintain or increase opportunities for community involvement
- Participants who choose to work are working in the community at a variety of paying jobs



## 4. What are Community Based Services Programs?

### *Children Services*

#### ➤ **Special Services to Children Program (1:1 or 3:1)**

This program is based in the community and is for children and youth (ages 5 to 18) with disabilities. There are 2 options: Either they are matched with a one to one support worker who helps them learn and practice skills in the community OR they participate in a group weekday club with other participants who have common goals.

- Community Based Support Services 1:1 ratio (7 days/week)  
Days of service available: Monday-Sunday.

Monday-Friday, 3-6pm;

Saturday-Sunday, 9:30am-1:30pm OR 1:30-5:30pm

Referrals are for either 3hrs or 6hrs/week Monday – Friday. This provides service for 1 or 2 sessions per week from 3-6pm. The day(s) of the week is dependent on space availability.

OR

Referrals are for 4hrs/week on either a Saturday or Sunday. The weekend sessions are from 9:30am-1:30pm OR 1:30-5:30pm.

All referrals must have a completed Support Ratio Assessment Rubric attached.

Children receiving 1:1 have the opportunity to join a club with their worker as appropriate.

1:1 Community Based Support continues year round.

Families are responsible for dropping off and picking up at a centralized location for every session.

- WEEKDAY CLUBS 3:1 ratio (Monday-Friday afternoons)  
Each club has 2 employees and up to 6 participants.

Clubs are offered Monday-Friday from 3:00-5:30pm and 5:30-7:30pm

Clubs are geared towards 'tweens (8-12yrs) and teens (13-19yrs) ensuring age appropriateness.

Families sign up for clubs every three (3) months (via the on-line registration system).

Goals & outcomes for each participant are club specific and reported on after every three (3) month term.

Clubs generally operate out of Mountainside Secondary School. There are clubs that meet in different locations on the North Shore from time to time.

Families are responsible for dropping off and picking up at the clubs

NB: Clubs are not offered during the following school breaks: summer, winter (Christmas) and spring break – DAY CAMPS are offered during these times.

All referrals must have a completed Support Ratio Assessment Rubric attached.

- YOUTH ZONE 5:1 ratio (Monday afternoons)  
Youth Zone is for youth (ages 13-19) who have Asperger's Syndrome. This group meets once a week at John Braithwaite Community Centre. They are supported by a facilitator who helps guide the group through decision making skills, program planning and social interactions.

Each of the youth who attend have the ability to arrive and leave independently, and have good self-regulation skills regarding their behaviour.

All referrals must have a completed Support Ratio Assessment Rubric attached.

- IGNITE-LEADERS IN TRAINING 2:6 ratio (Friday evenings)  
This group is for youth ages 13+ with invisible disabilities or do not identify as having a disability. Ignite offers activities, skills training and educational workshop that foster social, financial, educational and employment independence for participants. More importantly, Ignite offers a social environment where participants can connect with others and experience a sense of community.

Families are responsible for dropping off and picking up at a centralized location for every session.

All referrals must have a completed Support Ratio Assessment Rubric attached.

- DAY CAMPS various ratios (seasonal)  
The NSDRC offers Day Camps for children and youth during school break times (summer, winter & spring).  
MCFD referred participants are welcomed by the Program Manager to register for Day Camps via the NSDRC on-line registration system.

### ➤ **Teen and Pre-Teen Social Programs (small group)**

These programs are for children and youth (ages 9 to 18) with disabilities to attend a program with their peers on Saturday afternoons. Support workers help them learn and practice skills in small groups within the community. These programs are best suited to those who work well in a 4:1 ratio do not require one to one assistance.

### ➤ **Summer Bursary**

Bursaries are available to provide financial support for children and youth with disabilities (ages 3 to 18) so they can attend a recreation program and/or summer camp of their choice during July and August. Open to North Shore residents.

### **Adult Services**

### ➤ **Adult Life Skills Program (1:1)**

This program is for adults (ages 19 and older) with a developmental disability. They are matched with a one to one support worker who helps them learn and practice skills in the community or sometimes at home.

### ➤ **STAGE (Supportive Transition Adult Group Education) Program (small group)**

This program is a transition service for young adults (ages 19 to 26) with disabilities who have completed high school. This program is designed for individuals who want to improve their academic, vocational and life skills and transition out within 1-4 years to access further services or employment opportunities. This service is best suited to those who wish to further their independence through

community-based activities and do not require one to one assistance.

### 5. Becoming a Part of One of the Programs:

**Children Services:** To join any of the **Children Services Programs** you must first call The Ministry of Children and Family Development (MCFD) and speak to an Intake Worker, please see page 28 for phone number. The Intake Worker will assist you and should make a referral to programs on your behalf.

To access a **Summer Bursary** please visit our website [www.nsdrc.org](http://www.nsdrc.org) or call our office at 604-985-5371 and ask to speak to the Program Director.

**Adult Services:** To join the **Adult Life Skills Program** or **STAGE Program** you must first call Community Living British Columbia (CLBC) and speak to an Intake Worker, please see page 28 for phone number. The Intake Worker will assist you and should make a referral to programs on your behalf.

MCFD & CLBC decide the order of acceptance and hold waitlists (as appropriate) and they will let you know if you are eligible for one of the services. We will then support you in that program.

We also take referrals from individuals and other agencies.

### 6. How the Programs Work

#### ➤ 1:1 Children and Adult Services

- Once we receive your referral we will talk with you to find out more about your needs and your availability for a support worker.
- When a program space is available we will introduce a worker to you and/or your child.
- We will then review this booklet with you and have you sign some important forms.
- Soon after you meet, the worker will help you to complete a Person Focused Plan (PFP). This is when you decide the

goals you will have and the activities that will help you reach them. You will do a Person Focused Plan every year.

- The worker will meet you at a designated location in the community for the start and end of each shift. Designated locations may include North and West Vancouver schools (the school you attend or Mountainside), public libraries, community centres or recreation centres. You and the worker will identify the best place to start and end your time together when you are first introduced.
- You and your worker will take public transportation during your shift unless other arrangements have been made.
- You are responsible for the cost of activities when out with your worker. If you require financial assistance please speak with us.
- The worker completes an electronic timesheet after every shift which tells us that they have worked.
- The worker completes shift notes after every shift on our web based data system ShareVision. You will have access to these notes.
- We will ask you for specific feedback about the program and the worker, but remember to call us if you are ever unhappy about something.
- The worker cannot give any medication unless you fill in the “Authorization to Administer Medication” forms.
- If for some reason you or your child cannot go on a planned activity be sure to give the worker at least 24 hours’ notice.

### ➤ **Group Children Services (Clubs, Ignite, Day Camps, Teen and Preteen Social Programs)**

- When we receive a referral for this program, we will meet to find out more about your youth’s needs. We will review this booklet with you and have you sign some important forms.
- Your youth will be invited to visit for up to four (4) sessions to see if the program is right for him/her.

- Soon after they start, one of workers will help you do a Person Focused Plan (PFP). This will be done once per year after that.
- The youth in the program provide input on the monthly activities. The monthly schedule of activities for Teen/ Pre-Teen Program is on ShareVision, our web based data system, for your convenience.
- The workers complete shift notes after every session on ShareVision. You will have access to these notes.
- Activities take place in the community and include sports, community activities and the learning of life skills.
- It is very important that you let us know if your youth cannot attend a program.. If they cannot attend please call and let us know.
- We will ask you for specific feedback about the program and the workers, but if you are ever unhappy about something please let us know.

### ➤ **Youth Zone**

- Youth Zone is a program specifically for individuals who identify as having Asperger's Syndrome. This small group of youth meet with a facilitator on Monday afternoons at John Braithwaite Community Centre in the Youth Lounge.
- Once we receive your referral we will talk with you and invite you to check out the group.
- It is very important that you let us know if you cannot attend a session.

### ➤ **STAGE Program**

- When we receive a referral to this program, we will meet with you to find out more about your or your young adult's needs.
- For more information about STAGE please talk to your Program Manager or ask for a copy of the STAGE Handbook.

### ➤ Summer Bursary

- Any North Shore resident who has a child between the ages of 3 and 18 who requires extra support to attend a summer camp program or activity can apply for a bursary.
- Starting February 1 each year, applications are made available on our website: [www.nsdrc.org](http://www.nsdrc.org). Applications close April 1.
- There are two options for Summer Bursaries
  - The NSDRC provides a bursary to help pay for camp fees.
  - The NSDRC provides a bursary for you to hire a worker of your choice to support your child/youth at summer camp.
- We are usually able to let families know how much financial support we can give them by the middle to the end of June.
- We will ask you for specific feedback about the program, but if you are ever unhappy about something please let us know.
- Bursaries are funded from many different sources. In addition to agency fundraised dollars, service club donations, grant writing and personal donations, a large contribution is made by the Ministry of Children and Family Development. We gratefully acknowledge the support of the District of West Vancouver, District of North Vancouver and City of North Vancouver through their Community Grants programs.



**7. Important Phone Numbers**

➤ **Program Director & Program Managers**

Please call the NSDRC main office and ask for either the Program Director or a Program Manager in the Community Based Services Program.



NSDRC Office ----- **604-985-5371**

**8. Important Resources**

➤ **For Children**



The Ministry of Children and Family Development ----- 604-904-4300  
301– 224 West Esplanade ----- Fax: 604-987-9258  
North Vancouver, BC V7M 1A5

North Vancouver School District ----- 604-903-4625

West Vancouver School District----- 604-981-1095

Vancouver Coastal Health Authority ----- 604-903-6814

➤ **For Adults**

Community Living British Columbia ----- 604-981-0321  
210 – 1200 Lynn Valley Road ----- Fax - 604-987-9337  
North Vancouver BC, V7J 2A2

Ministry of Human Resources ----- Phone: 1-866-866-0800  
1050 Churchill St. ----- Fax: 604-987-5481  
North Vancouver, BC, V7P 3M7

Advocate for Service Quality----- 604-775-1238  
(for adults with disabilities)  
Suite 820 - 999 West Broadway -----Fax: 604-660-1505  
Vancouver, BC, V5Z 1K5  
Website: <http://www.eia.gov.bc.ca/advocate/>

Vancouver Coastal Health Authority ----- 604-903-6814

### 9. Other Information and Resources

The NSDRC also has information that may be useful to you or your family. We can provide information on the following topics:

- Representation Agreements
- Advocacy Organizations
- Government Services
- Disability and Tax Credits
- HandyDART
- Educational Programs/Institutions
- Recreational Programs
- Respite Options
- Support Groups
- Housing Options
- Public Transit Passes
- Volunteerism/Employment

If you are looking for information and resources for you, your child, or adult please talk to your Program Manager or Worker(s). We will make every effort to assist you to find the information or services you need. You can also check our website at [www.nsdrc.org](http://www.nsdrc.org) for the latest information about disability issues.