



**Dawson Creek Society**  
**for Community Living**

*Individual Receiving  
Service*

**ORIENTATION  
HANDBOOK**

**“...To support individuals in their desire to live  
an independent and dignified life.”**

# Welcome To DCSCL

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Dawson Creek Society for Community Living (DCSCL) supports adults who have developmental disabilities, and their families. Through the provision of advocacy, services, supports and education, DCSCL fosters a community where people are celebrated for their unique gifts, abilities, and contributions.

It is the philosophy of DCSCL that people with developmental disabilities have the same rights and privileges as every other citizen and must be treated with dignity and respect. We actively promote individuals rights and support people to understand the responsibilities that go hand-in-hand with exercising those rights.

We endeavor to promote physical, intellectual, social, and emotional growth for all. We foster growth and development by giving people the opportunity to develop their individual strengths without pre-established limitations. We strive to deliver services in the least restrictive and most

culturally normative setting possible. We support people to live and work in culturally valued settings and support normal physical and social integration within the community by utilizing all available resources.

Initially created in 2005 by the DCSCL Accreditation Committee, this handbook is one way in which we make sure people and their families are well-informed about the services they can expect to receive from us.

We are delighted that you are interested in our services and look forward to building a mutually respectful, long-lasting and supportive relationship with you and your family and/or caregiver.

If you require this booklet to be translated into another language, please contact us and we will do our best to accommodate you.



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# Our Mission

“To support individuals in their desire to live independent and dignified lives.”

## DCSCL Staffing

We have over 100 staff at all times that come from different backgrounds and have different experiences. They complete significant training when they begin employment with us and are given mandatory and voluntary training opportunities throughout their employment.

Some of what staff are trained in:

- First Aid and CPR - kept current.
- Non-Violent Crisis Prevention and Intervention - so they know what to say and do if someone is very upset.
- How to administer medication safely.
- How to help someone who has seizures.
- Understanding Autism.
- Understanding and supporting people with various challenges.
- Trauma informed practice.

All staff also have a Criminal Record Search done.

**Opening More Doors...**  
to meet physical needs of people served by providing safe, comfortable housing.

**Opening More Hearts...**  
to foster our community to be passionate about radical inclusiveness.

**Opening More Minds...**  
to provide education on radical inclusiveness.

## Introduction

### Why do we give out this handbook?

- People need information to make the best decisions for themselves.
- It is your right to have the information you need to make informed choices.
- This is one way we respect your rights by making sure you have enough information about DCSCL.

### Understanding the information:

- We believe it is important that you understand the information that we give you so we have written this handbook in plain language.
- A staff person will talk to you about this handbook, explain anything you do not understand and answer any questions you may have.

### How to use this handbook:

- This handbook is yours to keep.
- Anytime you would like to go through this handbook, let us know and we will make arrangements to do so.

### Choosing staff to work with you:

- We want you to be comfortable with the staff who support you. If you are not, you have the right to speak with the Program Coordinator or Director and they will see what can be done to make things better for you.

# Service Values

**Dignity and Respect** - Treat people as you would like to be treated.

**Inclusion** - All people deserve to be fully included in their community.

**Person Centered** - Supports are based on each person's needs and desires.

**Learning and Growth** - The skills, abilities, and talents of each person will be identified and developed.

**Meaningful Choices** - Building and maintaining relationships with people that are important to those we support.

**Safety and Security** - People's needs will be understood and safeguarded.

# Organizational Values

**Mutual Trust** - Having confidence in the reliability of people and things.

**Respect** - Carefully listening and considering each other's contributions and opinions. Upholding the value, worth and dignity of all.

**Honesty** - Being sincere and truthful in everything we say and do.

**Empathy** - The ability to 'walk in the shoes of another' and be understanding, patient, tolerant and accepting of each other's differences.

**Recognition** - noticing and appreciating people's achievements, contributions and efforts.

# Expectations

**Teamwork** - Working together to achieve shared goals and tasks.

**Accountability** - Being able to answer for one's actions.

**Communication** - Providing a clear message and actively listening to others.

**Dependability** - Being reliable, consistent, and able to be counted on.

**Continuous Learning** - Taking advantage of opportunities to advance one's knowledge.

**Safety and Security** - People's needs will be understood and safeguarded.

**Personal Effectiveness** - Successfully completing tasks, assignments and actions.

**Determination** - Being creative and resourceful, and 'sticking-to-it', especially when challenged.

**Commitment** - Upholding our promises and our organization's core values, vision, mission, and belief.



# DCSCL History

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## The Beginning of DCSCL

Dawson Creek Society for Community Living was incorporated in April 1958. The first service offered was for handicapped children. The Open Door School was operated for 24 years, from 1958 to 1982 at which time students with developmental disabilities were integrated into the regular public school system.

From January 1970 to August 1989 a woodwork business for adults with developmental disabilities was operated. In 1974 the workshop was expanded to include the Ribbon Room where flowers and flags were made. This program ran until 1994. In 1985, The Place, was expanded to offer an additional service - the Bottle Depot, which operated until February 1991.

The first Group Home, 106 Avenue Residence, was built in 1980, followed by the purchase of a second house, Canalta Residence, in 1985. Canalta was for the young adults leaving the Tranquille Institution in Kamloops, which was facing closure. In February 1991, 106 Ave Residence closed its doors; three individuals moved into apartments while one moved into Canalta. 115th Avenue Residence was also opened in 1991 to meet the needs of individuals requiring complete care. Canalta and 115th Residences are both licensed homes.

Semi Independent Living was established in 1991 to support individuals living in their own homes around town. Those that were more independent, received Self Help Skills supports, while the individuals transitioning from Residential programs, received supports based on their needs; up to 24 per hours per day. In 2018 this programs name was changed to Supported Living and underwent a transformation that saw individuals with similar needs moving into homes within close

proximity to each other, with shared staff, called Cluster's. The newest Cluster, Centennial Cluster, was introduced in the spring of 2022 to meet the needs of individuals that have struggled to fit within other various programs.

A Community Support service, now called Self Help Skills (SHS), was established in 1985; it offered support and life skills training to individuals living independently in their own homes, and continues to do so. Home Support services were added in 2003, and were aimed at independent individuals building home-based skills.

In 1987, a pre-vocational program called the Day Program, was established and ran until August 1993. In 1988, we expanded our focus beyond sheltered workshops and established ACCESS Supported Employment Program, which is now called Supported Work.

The much-loved Opportunity Centre was established in 1994 and continues to be a welcoming place for all CLBC eligible adults with developmental disabilities.

The Stepping Stone Rehabilitation Services program for adults with acquired brain injuries, ran from 1998 until January 2013.

Home Share, was introduced in June 2011. This program was designed to bring individuals together with community members looking to open their homes to someone with similar interests that could fit into their family.

In 2016, we built 1416 Residence, an incredible home designed specifically for aging individuals with varying complex health needs. The purpose of this home is to allow people to age-in-place so it won't become necessary for them to move to another resource as their needs increase.

# Program Descriptions



## Canalta Residence

### Residential Program

This fully wheelchair accessible, two-story home with a stair-chair lift, provides a safe and supportive atmosphere geared towards helping each individual participate fully in their lives through the development of daily life skills, communication skills, and enhanced independence. Supports are also provided to ensure they have access to the various recreational activities each of them enjoys and to keep them actively involved and participating within their community.

## 115th Residence

### Residential Program

Fully wheelchair accessible, this home is specifically for individuals with high-needs. There is ample space for everyone to gather and each individual also has personal space. A sensory room has been created within the home, and continues to be a work in progress. Each person's preferences have been considered in the decorating of their personal bedrooms, as well as the home itself. A beautiful outdoor space is accessible for activities and day-to-day relaxation, and a wheelchair van is available to ensure community access to the individuals.



## 1416 Residence

### Residential Program

With the realities of dementia and fading mobility in mind, this home was designed with an open concept, extra wide hallways and doorways, dementia friendly colors and flooring, lots of natural light and even different colored bedroom doors based on each person's favorite color! Individuals are given as much independence as possible while ensuring that all the aspects of daily living are provided. The residence is staffed 24 hours per day.

# Program Descriptions



## Home Share

### Residential Program

Home Sharing provides people in the community an opportunity to enrich their lives by welcoming an adult with a disability into their home and family. It provides an ideal balance of support and independence for individuals. Its focus is person-centered, allowing individuals the opportunity to choose a home share environment that meets their unique preferences and goals while also ensuring both parties really connect prior to committing to the living arrangement. For some, this offers lifelong companionship while for others, it is a stepping-stone to greater independence.

## 1408 Cluster

### Supported Living Program

Currently known as the Women's Cluster, this program creates a safe, supportive atmosphere for people with basic life skills that are significantly independent. Individuals participate fully in their own lives, to the extent which they are able and staff time is divided between the individuals within the cluster. The level of support offered by staff depends on the level of support needed by each person.



## 1328 Cluster

### Supported Living Program

Currently providing supports to a group of men, this Men's Cluster, is very similar to the 1408 Cluster, in that supports provided are tailored to the needs of the individuals. The staffing model ensures that each man's needs can be supported so they participate fully in their own lives. Night's are overseen by a shared staff.



# Program Descriptions



## Centennial Cluster

### Supported Living Program

The intention of this Cluster, is to promote as much independence as possible, while having a central place for supported individuals to go during the day if they need assistance with any number of things. Having peers nearby and having meals together, prevents the individuals from becoming lonely. Individuals live in their own apartments and staff support them with various life skills such as maintaining their homes, making and attending medical appointments, being safe within the community, etc.

## Self Help Skills

### Community Inclusion Program

In order to successfully meet the needs of everyone, this program is designed to be highly personalized and flexible with supports being available seven days a week, from morning through evening. The ultimate goal for this program is to support people in becoming fully independent, self-sufficient members of their community that contribute in meaningful ways.



## Home Support

### Community Inclusion Program

This program focuses on skill building within the home. Individuals are supported to learn and/or maintain the life skills necessary to be successful in their independence. The program is highly personalized to ensure everyone's specific needs are met. The goal for this program is to get and/or keep people living independently in their own homes.

# Program Descriptions

## Opportunity Centre

### Community Inclusion Program



Often seen as the 'hub' of activities, the Centre provides a safe, fun and inclusive atmosphere for CLBC eligible adults. The Centre is a great place to make new friends, hang out with peers, learn some new skills and participate in an assortment of activities. Programming is created with the regularly attending individuals in mind. Information provided by the newly formed Peer Committee, during the annual Individuals Satisfaction Survey, as well as through Suggestion and Solution forms, is used to create the scheduling. We are always eager to improve upon the activities offered, so suggestions are not only encouraged, but welcomed!

## Supported Work

### Community Inclusion Program

Supported Work has underwent many changes over the years but continues to create, develop, and implement exciting new idea's to help CLBC eligible individuals find meaningful employment. DCSC and the Job Coaches work hard to build community partnerships, as well as determine where job market shortages are through networking with local businesses. By providing on-the-job supports, Job Coaches also ensure continued successful employment.



## Confidential Shredding

### Community Inclusion Program

Confidential Shredding was established as an alternative source of employment for CLBC eligible individuals seeking a meaningful way to earn an income and increase employability skills while providing a valuable service to the community. It continues to meet the growing and varied needs of much of the Peace River Region. Other organizational employment opportunities include the Recycling Program, Scanning Program, and Janitorial.

# Things You Need To Know

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## Your Satisfaction and Program Outcomes

It is very important to us that you feel satisfied with the supports you receive, and feel that your thoughts and concerns are heard and respected. At least once a year, you will be asked to complete a Satisfaction Survey. We use this information to make changes and/or improvements to be sure that we are meeting your needs, as well as meeting the program goals we set for ourselves each year, based on providing good and relevant services to you. Each year in September, we hold our Annual General Meeting, at which we will inform you if we accomplished our goals and if not, why and what we plan to change or improve upon going forward.



### Medication Administration

Some people need help with taking their medication. We will ask you to sign a Consent for Service form indicating you agree to accept support. There are specific options for you to choose from, as well as space to add any other support you may require.



### Conflict of Interest

This means when someone puts their wants or needs ahead of yours or DCSC's. This is wrong and we will put a stop to such things as soon as they are reported.



### How to Reach Us

Dawson Creek Society for Community Living Administration Office is open Monday through Friday from 8:00am - 4:00 pm. We are closed Statutory Holidays. Our phone number is (250)782-2611. You can leave a voicemail if there is no answer.



### Wheelchair Accessible

All buildings owned by DCSC are wheelchair accessible.

# Rights and Responsibilities...

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## Introduction to Your Rights

It is important that you understand your rights as a Canadian, a person with disabilities in British Columbia, and as a person participating in our programs and services. To help you learn about your rights and understand them better, we have included information on some of them in this handbook.

When you start receiving services from us, staff will go through your rights with you. Staff will go through them with you anytime you ask and there are workshops on your rights offered regularly at the Opportunity Centre.



## As a Canadian

The Canadian Charter of Rights and Freedoms was created in 1982; some of your rights, as included in the Charter are:

- The right to choose your religion.
- The right to your own thoughts and to talk about your thoughts.
- The right to come together with other people.
- The right to vote.
- The right to learn.
- The right to stay in, or leave, Canada.

You have the right to be treated fairly and equally regardless of your colour, gender, sexual preference, age, or whether you have a physical or mental disability.





# Rights and Responsibilities...

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## Quality of Life Factors & Domains

Community Living British Columbia contracts with Dawson Creek Society for Community Living, to provide a wide variety of services to you.

To ensure these services are wholesome and that you are supported to be involved in all aspects of your life, as well as, the day-to-day life of your community, DCSCL must support you in three different areas, in eight domains.



## Independence

### Personal Development:

This includes your education, learning about things you are interested in, and being given the chance to demonstrate the skills you've learned.

### Self-Determination

This deals with your personal goals, decision making, making your own choices, and expressing your own opinions.

## Social Participation

### Interpersonal Relations

Includes the contacts you have, the time spent with your family and friends, and the support you receive from your social network.

### Social Inclusion

Deals with your community integration and the community roles you participate in. This also includes interaction with natural supports, social media, and the

## Well-Being

### Emotional Well-Being

Ensures your safety and security, reduces your anxiety and fear, and uses positive behavioural supports to increase motivation and satisfaction.

### Physical Well-Being

Includes supporting you to maintain proper nutrition and maintain or improve your mental and physical condition.

### Material Well-Being

You will be supported to build job-related skills, gain employment and increase your economic self-sufficiency so you can have the things you need/want.

use of sensory or motor devices aimed at increasing your community involvement.

### Rights

Ensures you are involved in self-advocacy, that you have equal opportunities, are treated with respect and that your Legal and Human Rights are being upheld.

# Meeting Standards

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## What We Will Do...



- We will work with you to create and regularly update, a Person Centered Plan called My Booklet.
- If you would like, your family member, caregiver or friend, can help with your plan and support you to tell us what you think we are doing well and what we could do better.



- At least once a year, we will ask you to fill out a Satisfaction Survey.
- On a monthly basis at Committee meetings, we will meet to review our own services and the standards we must meet, as set out by a group called CARE.
- All DCSCSL Residential Programs follow BC Residential Care Regulations and Standards of Practice (Regulations are laws that tell us what services we are expected to provide).



### Conflict Resolution

Sometimes when people work together they may disagree on certain decisions that affect you. If you or a family member/caregiver disagree with something, it is VERY important that you know the steps that are in place to help everyone involved talk openly and resolve issues. If this is not possible, DCSCSL has a formal complaint process.



### Talk to Director

The second step you will take, but only after you have done the first step, is to make an appointment to speak with the appropriate Program Director. You will be asked for the details of the problem, they will write down what you say, and within 5 days, will send you a letter explaining what was done to fix the problem. They will follow-up with you later to see if things are better.



### Talk to Program Coordinator

This is your first step to see if the problem can be fixed. You will report to the Coordinator what the disagreement is about and they will write down what you say. Tell them what you have done to try and fix the problem and what you think needs to happen to make things better. If you are not satisfied after talking to the Program Coordinator, contact the appropriate Director.



### If There is Still a Problem

If you have followed all the appropriate steps and your problem is still unresolved, you can make an appointment with the Executive Director, and explain your concern to them.

**You will never get in trouble for making a complaint.**

# Making Choices & Decisions

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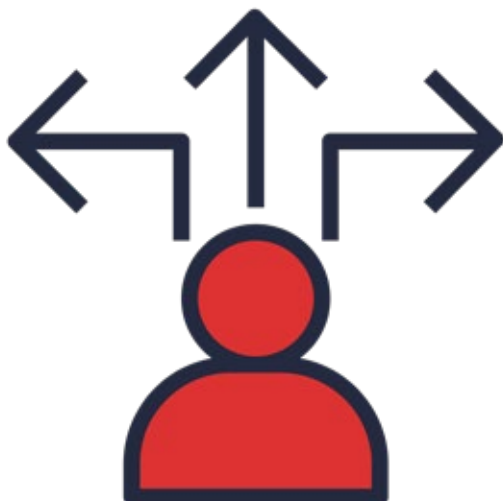
## It's Your Right

To make a choice, means to choose what you want from more than one option; while a decision is the final selection you make. You have the right to both. We think it is very important that you make as many choices and decisions as possible, so staff will support you to get as much information as you need to make what is called an informed choice. They will support you to make informed choices about many things so you can make your final decision knowing it is what is best for you.



## We Provide Information & Options

If you think you would like to participate in one of our programs, we will give you information about the staff, the activities, discuss possible goals you'd like to achieve, and review any rules there are to get into the program of your choice and/or if there is a wait-list. Staff will also support you to try out different options so you will be more likely to make an informed choice about the option that's best for you. For example, if you thought you would like to volunteer, but had never done it before, staff would assist you to visit different sites so you could make an informed choice about the type of volunteer work you would prefer.



## Once You've Made Your Choice...

We understand that sometimes people change their minds when they are exploring options. This is all a part of learning to make choices and decisions. If you make a choice that does not work out or you change your mind - that's okay. We will support you to explore other options. We will also support you to ask for help from someone you know well, if you need assistance to make a choice. Some choices have "Risks and Benefits" and should be talked about first. If your health and safety is at risk, we will ask you to consider another activity that has the benefits you want, with less risk.



# Information About Your Right To Privacy

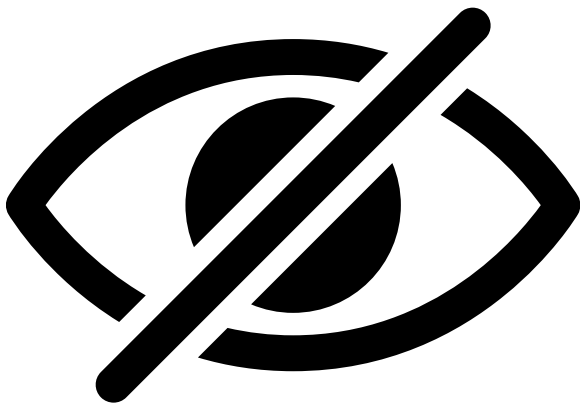
Privacy means that information about you is confidential (private). In BC, when you turn 19 you become an adult so people that want information about you must talk to you first and you can decide if you want to share your information. If you would like to be part of DCSCL, we will ask you to sign a Consent for Service form, and also ask you and your family to share information about you that we can share with staff so they can understand you better and support you well.

## Consent to Release & Receive Information Form

This form gives DCSCL staff permission to share:

1. Information about you with each other when needed, so you get good care and support.
2. Information about you with other people involved in providing you care and support, such as your family or caregiver.
3. Information with professionals, such as doctors, the Hospital or 911, and others you choose on the list.
4. Information about your skills, talents, abilities and dreams to help you reach your goals.

We will also ask for your consent to use your photograph, video, or audio on our website or in our Newsletters.



## More Information on Your Right to Privacy at DCSCL

You have the right to:

- Be alone, if you choose.
- Visit your friends and family in private.
- Have people knock and ask if it's okay to enter before they come into a space where you are alone.
- Not have your private things looked at or taken without your permission.
- Privacy while being helped with personal care.

We will support you to respect other people's privacy.

## The Law Says...

There is certain information we must share without your consent. This includes any information about:

- Abuse (hurting yourself or others)
- Neglect (not taking care of yourself or others)
- Suicide Threats (saying you are going to hurt or kill yourself)
- Breaking the Law (saying you plan to or telling us you have)
- Subpoenaed Information (a Judge has given us a court order to share information).

These laws are meant to protect you and others.



# Where is Your Information Kept?

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Your information is kept on our secure data base called Sharevision, as well as, in secure file cabinets. You are welcome to see the information at any time.

## Emergency Medical Information Form

Tells us where you live, who you want us to call in case of an emergency, and other important information that helps us support you.

## Behavioural Plans and Protocols

Some people find it hard to tell us what they need and become angry or frustrated. If you need help when you get angry or frustrated, this plan tells staff how to assist you to feel better and stay safe.

## Person Centered Plans and Person Centered Employment Plans

These are plans that you help to create that tell people about you and/or your employment goals. You can also ask people you trust to help. Staff can print you a copy if you would like one.

## Reportable & Critical Incident Reports

These are serious events that must be reported to CLBC and/or the Licensing Officer, such as if you get hurt badly or are sick and have to go to the Hospital, or if you have money stolen from you.

## Daily Notes

After spending time with you, staff enter information about the activities you did together throughout the day.

## Health Records

Visits to your doctor, test results, assessments, etc., are all kept on Sharevision.

## WE VALUE DIVERSITY

DCSCL supports and employs people of all cultures, religions and family backgrounds. We support people who communicate in a variety of different ways like sign language, pictures, and body movements.

We believe everyone has talents and gifts and that everyone belongs in, and contributes, to our community.

## DCSCL DOES NOT TOLERATE PREJUDICE

# It's Your Responsibility...

## With Rights, Comes Responsibilities...

As a Canadian you have many rights, but when you make a choice, you are responsible for the consequences of that choice. A consequence is what happens because of a choice you make. They can be good or bad depending on your decision and the situation.

You have a responsibility to respect the rights of other people by treating them fairly and equally.

## Your Responsibilities at DCSCCL...

- Participate in the planning of your services.
- Respect the rights of everyone that comes to DCSCCL.
- Be respectful to your staff.
- Tell us if you are going to be late or away.
- Let people know when and if you need support (if it isn't easy for you to tell us, you can ask others who know you to tell us).
- Follow the rules for conduct in our programs (conduct means the way you act when you are with other people).

## Your Responsibilities for Your Health and Safety

You have a responsibility to let us know of any health and safety concerns you have, such as:

- The medication(s) you take.
- Medical health concerns you have.
- Safety concerns you have.
- Health and safety supports that you need.

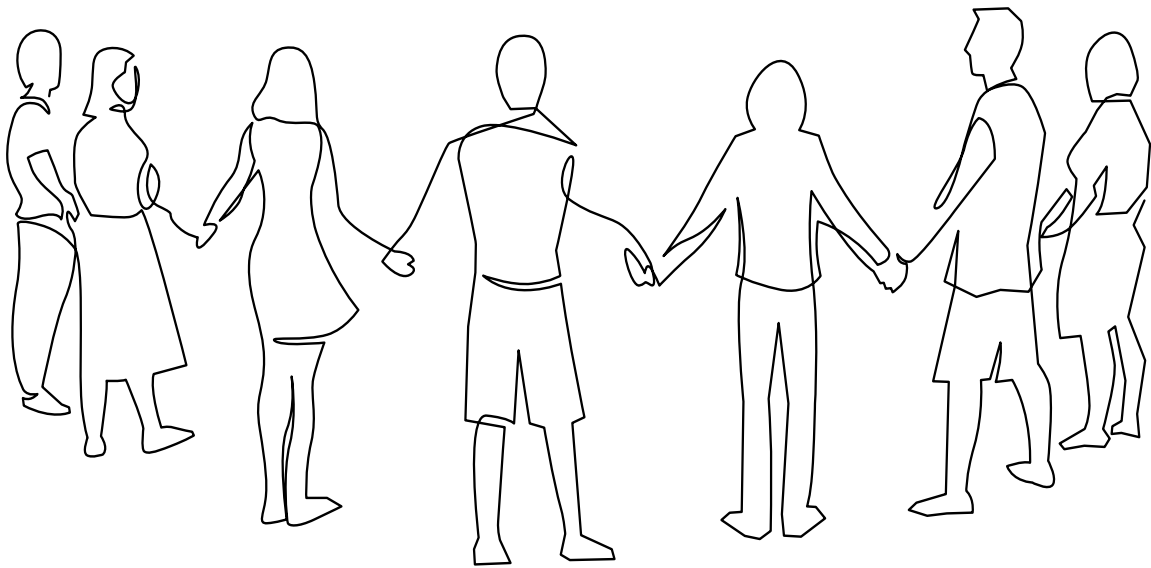
If it is hard for you to tell us about these things, you can ask someone you know well to tell us.

If you are in a program, with someone, out in community, or in a vehicle, and feel unsafe, you need to tell us right away. Tell staff anytime you do not feel safe.

You are responsible for participating in all emergency drills. Practice makes perfect and will help you stay calm and follow instructions or know what to do if there is ever a real emergency.

# Helping You Reach Your Goals

Our goal is to help you reach your goals. Here at DCSCCL we provide you opportunities to develop your independence and skills, participate in your community, meet people and make friends.



## Your Comfort & Safety

You being comfortable in your surroundings and feeling safe while in your home or at one of our programs, is very important to us.

## Developing Skills

We will support you to develop the skills you need to become as independent as possible. This might include:

- Taking care of yourself (hygiene, healthy eating).
- Taking care of and having pride in your home.
- How to manage your money.
- How to communicate well and advocate for yourself.
- Going to school or doing some training that is important to you
- Becoming employed and keeping your job.

## Making Friends

Friends are an important part of many peoples lives, but sometimes it can be hard to make new friends. We will support you to do this and to strengthen any friendships you already have by:

- Encouraging you to access the community or the Opportunity Centre.
- Help you learn how to get along or interact with others.
- Teaching the importance of respecting each other even when you feel differently about things.

## Community Participation

Staff will give you the support you need to explore and participate in community activities and events, use community resources (library, Art Gallery, etc), use public transportation, volunteer, or even attend College. You tell us what you want and we'll do our best to help you!



# Person Centered Planning



## My Booklet

These booklets are created when you begin services with us and are reviewed and updated regularly (at least once a year). They are about celebrating your skills and abilities and creating opportunities to lead a full and meaningful life in your community.

Our hope is that this plan will create opportunities for every person we support to have a rich life, actively participate in their community, have a strong sense of belonging, be contributing members of the community, and have social lives free from isolation.

## What You Can Expect

A staff member will meet with you to create your very own account. There are different booklets to choose from depending on who you want to show it to. We will help you choose the best one(s) for you. You can make changes or create a new one any time you would like. There are many templates (different designs and colours) available to choose from and you can add pictures, to personalize it.

## What Will Be In The Booklet

Sometimes telling your story over and over again each time you get a new staff or start a new service, can be tiresome. This booklet is meant to tell your story for you. There are somethings you must include in it, but you can choose most of the information that will be added. Required information includes how you communicate, health concerns and medical information, emergency contact, phone number and photo, but it's great if you also include your goals, routines, likes/dislikes and so much more. We can't wait to work with you on creating yours!

## Then What?

Once you have told your story and included everything you feel is important for people to know about you to help them understand your strengths and needs while you are getting to know each other, a copy of your plan will be saved on Sharevision and a copy (or copies) will be printed for you to keep and/or share with others.

# Health & Safety

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## Company Safety Culture

Here at DCSCCL, we prepare for and practice many types of emergency drills so we can ensure the safety of the people we support and our staff. Each program has a Situation Response Plan that is specific to them. Staff will support you to learn the steps you will need to take in the case of an emergency and they will help you to practice every month. We will practice fire drills, medical emergencies, natural disasters, violent or threatening situations, severe weather and many more. We will do our best to make you as knowledgeable as possible so you can actively participate in keeping yourself safe! We will teach you about what supplies you should keep in your home at all times in case you ever need to shelter-in-place, as well as the importance of having a bag packed with things you would need if you had to suddenly leave your home due to an emergency. You will learn these things in a variety of ways - Opportunity Centre workshops, one-on-one drills, and more. We even get to practice using fire extinguishers!

# Health & Safety



## Personal Assessment Information

When you start services with DCSCCL, we will meet with you and your family to learn all about you. We will collect this information and use it to create different documents such as an Emergency Information Sheet that will help staff to provide you with the supports you need.

We will ask you about:

- Medications you take
- Health and Safety concerns you have
- Any personal care, mealtime or mobility supports you need

We require your current phone number and a picture. We also require everyone to have their own bank account and understand their right to make their own decisions, or to be supported to make decisions, by the person(s) specified in their Representation Agreement.

Staff will review the information with you every year to make sure the information is kept up-to-date.

## First Aid

All DCSCCL staff have First Aid training and are required to keep it up-to-date, meaning they must retake the class regularly to maintain a valid certificate. We also keep First Aid kits in all our programs and at all our sites, as well as, in all Society vehicles.



## Medical Emergencies

We all get hurt or sick at some point and sometimes we may have a medical emergency. If that happens to you, we will:

- Provide you with first aid, if needed.
- Collect your Emergency Information sheet and other information about you to be sure we provide you with the best support. We will have this available for any health care professional that may need it.
- Support you to go a medical clinic or hospital, if needed.
- Call 911, if needed.
- Inform your family/caregiver or Emergency Contact.

# Health & Safety

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## Safety First



## Transportation Safety

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We encourage the use of public transportation as much as possible, but sometimes it is necessary for staff to drive you in either a Society vehicle or occasionally, their own vehicle. All staff have a valid Driver's License and we require a Driver's Abstract every year to be sure they are safe drivers.

All vehicles, including staff's, have the proper insurance in case of an accident, and are regularly maintained to ensure they are safe to drive.

Seatbelts are mandatory for everyone in any vehicle.

## Illness

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It is everyone's responsibility to stop the spread of germs. If you are sick, we ask that you stay home so that you don't spread it to others.

It is also important that everyone wash their hands several times a day, especially after using the washroom and before eating.

If you need to sneeze or cough, please bury your nose and mouth into the crook of your arm (inside of your elbow) to contain the spray of bodily fluids. After sneezing or coughing, wait a few seconds to see if another is on its way.



## Universal Precautions

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These are precautions people take to stop the spread of communicable diseases (germs that are easily spread from person to person). All DCSCL staff are trained in Universal Health Precautions and will use them anytime they assist you with personal care, or come into contact with blood or any other bodily fluid. This means they will:

- Follow proper handwashing procedures
- Wear gloves
- Follow proper clean up and disposal procedures



# Control Your Services

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## Self-Advocacy

Self-advocacy is about speaking up for yourself about your right to make choices, and teaching others to do so as well. If you cannot speak, or struggle to communicate with others, you may need a friend, family member or someone else that knows you well to help you advocate for yourself. No matter what your disability is, you have the right to make your own choices.

The best way to have a say about your services is to:

- Participate in Person Centered Planning.
- Tell staff when you are happy or unhappy with something.
- Sit on the Peer Committee.
- Become a member of DCSC.
- Tell staff if you are interested in becoming a Board member.

## Satisfaction & Experience Survey

Every year, we will ask you how you are feeling about the supports you are receiving, including:

- If you are happy or not with our services.
- If you feel that you are heard when you voice your preferences.
- If you feel you are treated with respect and dignity.
- If you are included in planning your goals.
- If staff address your questions or concerns.

You will also be asked to comment on how you think we can do better and if there are activities you would like to see, or see more of, in the programs and at the Opportunity Centre.



**“Today I choose life. Every morning when I wake up I can choose joy, happiness, negativity, pain...To feel the freedom that comes from being able to continue to make mistakes and choices – today I choose to feel life, not to deny my humanity but embrace it.**

**~ Kevin Aucoin**



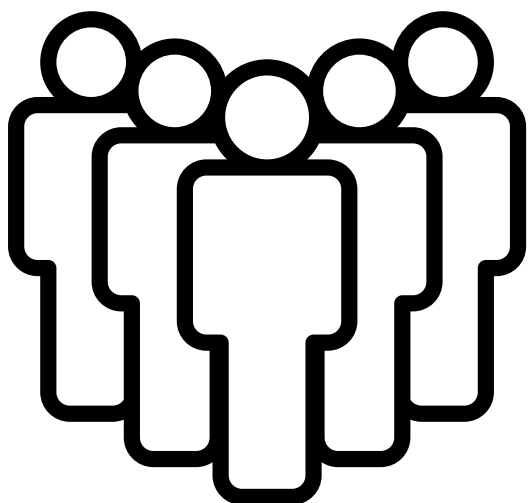
## Representation Agreement

This is a legal alternative to adult guardianship that has a different definition of capability than other documents. It states that until the contrary is demonstrated:

- *Everyone is capable of making their own decisions and of making a Representation Agreement.*
- The way an adult communicates does not prevent them from making a Representation Agreement.

This means if you can express feelings of approval or disapproval and have a relationship with someone that's based on trust and is not paid to support you, they can be named as your representative and have the legal authority to help you to make decisions or act on your behalf.

*Staff can help you with getting more information on this.*



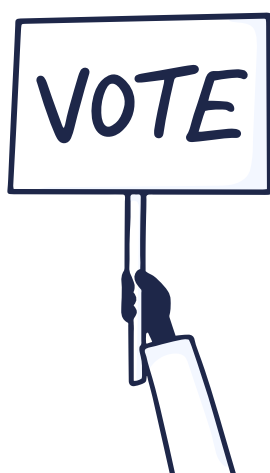
## Become a Member

DCSCL is a non-profit Society which means that we are ran by our members. To find out more or apply for a membership, stop by the Administration Office.

The benefits of membership are:

- You have information sent to you.
- You are invited to the Annual General Meeting (AGM).
- You get to vote to approve the Board of Directors at the AGM.

Board members are interested in your point of view, so become a member and have your say.



## DCSCL Board of Directors

All non-profit societies must be ran by a Board of Directors.

- They are elected from members of DCSCL, at the AGM, every September
- They are volunteers
- At least one board member is a self-advocate and attends all Board meetings and reports on issues that are important to those receiving services.

Board members can participate on various committee's and make decisions about how DCSCL will be ran.

**“It is a question of rights. It is the difference between making decisions for people, and allowing them to make their own choices. My son can't talk, but he is still able to make decisions about his life. It's especially important for seniors, and people like my son who can't speak for themselves, that they be represented by someone who has knowledge of them, and who they can trust. That's what a Representation Agreement is - a support system.”**

*~Jo Dickey, Mother of man with IDD*

# Opportunity Centre

## History

Founded in 1990 by a group of parents, self-advocates and staff, as an alternative to the sheltered workshops that were being closed throughout the province. The Opportunity Centre (OPC) was originally designed to meet the needs of a specific group of people, but over the years has evolved to offer programming to all CLBC eligible adults looking for a safe and fun place to hang out with peers, learn some new skills and participate in great activities.

Equipped with a ramp, automatic doors, spacious wheelchair accessible bathrooms, and iPads with communication software installed, we pride ourselves in taking every effort to ensure the space is accessible to all individuals that wish to take part in the many activities and programs we host.

Support

Independence

Self-Advocacy

## General Information

Once DCSCL receives your referral from CLBC, you and your family or caregiver (if applicable), will be asked to come to the Centre for a tour and to complete an intake. Some of the things you will be asked about will include:

- Your specific needs and abilities within the home, community and social settings.
- What activities would be best suited to you as your confidence grows and you become comfortable with your peers and staff.
- The skills you currently have and want to maintain, as well the ones you would like to work on.
- Any goals you have in mind.
- Any need for assistive technology and if required, the appropriate measures to get it for you.

You will also be provided with information on:

- How you came into our services.
- How many hours of support you will receive, if applicable.
- If you are able to attend the Centre independently or require support.
- Who is funding your services.
- Any questions you may have.

The Opportunity Centre has two Activity Workers and two Program Coordinators that work hard to create programming that includes a variety of activities meant to teach you:

- Social skills and safety skills.
- To live a healthier life through better food choices, exercise, and stress management including Horse Therapy!
- To be safe in the community and in your home.
- To make and keep friends.
- How to teach your peers a skill that you have mastered (with support, if you would like).

And many, many more.....

Your ideas are welcomed and you are encouraged to bring them forward. We are always looking for fun things to try!

# OPC Activities

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The OPC provides many types of activities ensuring there is something of interest for everyone. To increase peoples independence, there are many skill building opportunities provided.

You are welcome to arrive a half hour before the activity you are signed up for begins, and remain for a half hour after it is over. If you are participating in both morning and afternoon programming, you are welcome to bring a bagged lunch and remain at the Centre.

Occasionally there are 'Drop-In' days, in which case, you are welcome to just hang out.



## Day or Field Trips

These include extended trips out into the local or neighboring communities, including Chetwynd's Chainsaw Carving event, Bonanza's Mud Bog and many other equally fun activities!



## Community Activities

These are activities in the community where you are engaged not only with your peers, but the public as well. These could include bowling, hockey, concerts, Pub Night, the gym and more.



## Advocate Led Workshops

Everyone has a special talent or skill that other's would like to learn. This is your chance to step into the role of teacher and share your knowledge. Staff will provide you with the support needed to ensure you are successful.

These workshops have included Gold Panning, Bingo, Crafts, Nerf Wars, cooking, and more.



## OPC Workshops

These are generally taught by the Activity Workers, or occasionally Self Help Skills workers, and usually take place in the Centre. Included is Math Class, Navigator, Master Chef, Master Baker, Computer Skills, Dances, Elections and How to Vote, Rights and Responsibilities...the list is very long!



## Safety Workshops

There are many safety concerns while participating in your home, as well as in the community. These workshops help you to build the skills necessary to keep you safe, including Food Safe, Winter Safety, Road Safety, Dating Safety, Stranger Danger, Handwashing and more.



## Volunteerism

It is important that everyone 'give back' to their community by helping out where needed without the expectation of payment. You may be asked to volunteer as part of a group, or independently. Helping to make someone else's life a little better or easier will have you feeling great too!

# OPC Guidelines

## Where Learning and Fun Come Together to Create Great Opportunities

The Centre has so many great activities to offer, you are sure to find plenty you like and may even have trouble fitting them all into your schedule!

Sometimes this might lead you to being signed-up for an activity you REALLY wanted to do on sign-up day, but when the time comes, you find yourself not interested after all, too tired, or too full of energy to pay attention. It is absolutely okay to let the staff know and they will help you make other arrangements.

After all, we're here to learn - and recognizing your limits and advocating for yourself, is learning!

### Participate ~ Engage ~ Enjoy

It's more fun when everyone participates! To ensure the experience is positive for everyone, all people attending the OPC are expected to participate in the scheduled program or activity you are there for, including your support staff. We believe in being as independent as possible, so if you would prefer your staff not hover, they can certainly assist someone else that needs assistance or help out the teacher.

### Personal Care & Support

If you require support or assistance with personal care, you will need to have a staff in attendance at the Centre with you while participating in activities. 'Invisible Supports' should be practiced by staff whenever possible, but they are expected to participate in the activity, where appropriate. If it's not, the Activity Worker will provide them guidance on what to do while you are busy.



### Kindness ~ Respect ~ Connection

Do...return kind gestures, acknowledge others, share items and space, and help others.

Do...participate in activities, be as independent as possible, and clean-up after yourself.

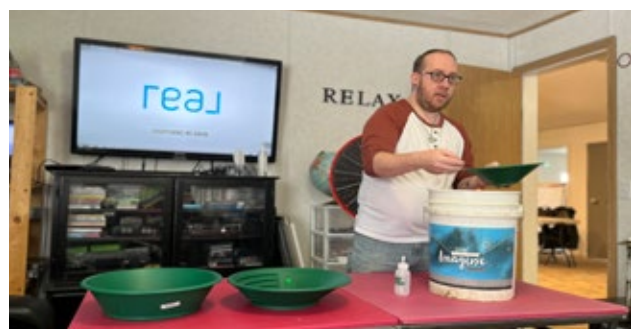
Do...take a break if you are angry or upset, talk about your feelings, and treat others as you'd like to be treated.

**Don't...**touch others possessions without their permission, steal, swear, or refuse to participate.

**Don't...**sleep at the Centre. If you are tired, please go home.

**Don't...**display aggressive or disturbing behaviours such as pushing, fighting, hitting, yelling or throwing things.

**You WILL be asked to leave.**





## Attendance & Sign-Up Guidelines

The OPC staff DO NOT answer the phone during lunch or activities. Sign-ups are done on the last Wednesday of every month. Please note, the staff offices are OFF LIMITS unless a staff takes you back with them.

The OPC reserves the right to cancel activities if there is not enough interest or too few participants have signed up. We will attempt to notify the individuals that had been signed up, prior to the activity.

A refund will be issued when the OPC cancels an activity. If you are unwell or must cancel, you will be given a credit IF you call and notify OPC staff before the activity starts. Refunds will not be given for no-shows. The OPC phone number is (250)782-8377.

Please be advised that if you are not signed up for an activity but show-up unannounced, efforts will be made to accommodate you, however it may not be possible, especially if transportation is involved or supplies are limited.

Community events can be scheduled suddenly or discovered last minute. The OPC reserves the right to cancel planned activities at a moments notice, in order to support people to participate in such community functions.

**IF SICK, please help us to stop the spread of germs by staying home. If you arrive at the Centre sick or become sick while there, your family member or caregiver will be contacted and arrangements will be made for you to go home.**

## The SCOOP

Every month the OPC Program Coordinators, create a newsletter that highlights all the great stuff that is planned for the Centre and the Society for the following month. It's full of stories and descriptions of upcoming activities and workshops, and best of all, it's loaded with great pictures! Staff will ensure you receive a copy of THE SCOOP, preferably by email as we try to reduce our impact on the environment, but a paper copy can be provided upon request.

## Activity Calendar

Included with THE SCOOP, this calendar is what you fill-in with all the activities you would like to do and return to the Centre. You will see the activities are colour-coded, don't worry about that, it's for staff use.

It's important that once you've had the opportunity to see all the fun and exciting upcoming activities, that you sign-up before the deadline. If there is not enough interest shown or too few people are signed up, the activity could be canceled.

Some activities also have limited space due to transportation or supply needs, so you want to act quickly to ensure you aren't disappointed and miss out.

You will be notified, if an activity you have signed up for is canceled.

# Supported Work

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## General Information

DCSCL's Supported Work Program includes Confidential Shredding, which was created as an alternative source of employment. The program is designed to provide assistance to individuals who are seeking employment. Referrals are made through CLBC for eligible adults wanting to be contributing members of society while providing valuable services to their community and earning a fair income. We continue to create, develop and implement innovative services to enhance people's employability skills and help them to fulfill their desire for increased independence.

We network with businesses within the community, provide on the job supports, and provide the community job-ready individuals eager to fill the job market shortages. We are always looking for additional services to offer to continue filling the gaps in the labor market while enhancing employment opportunities, so we welcome discussions with community members about their particular needs.



## Supported Work

This program assists individuals to create, develop, and implement services to benefit our community and help 'fill the gaps'. In the past, among other things, woodworking projects were built and sold, and a greenhouse was successfully operated. We also publish a monthly advertising flyer, train janitors that fill many contracts throughout the community, offer scanning services, delivery services, laundry services, lawn and yard maintenance, snow shoveling, and if desired, support people to run their own small businesses.



## Confidential Shredding

We are proud to offer professional, reliable and confidential shredding services to our community and surrounding area. As the only not-for-profit company providing this service in the Dawson Creek area, we strive to provide personalized service aimed at meeting the growing and varied needs of our community while providing meaningful employment opportunities to the people we support. Our newest addition to this program, is our Recycling Pick-up, offered as a stand alone service or in combination with our Shredding Pick-up service.

## Once Referred by CLBC...



Once the program receives your referral from CLBC, a Job Coach will be in contact to set a time with you and your staff or caregiver (if applicable), to meet and discuss the program and complete an intake. During the intake, also called the Discovery Process, you will be asked questions and information to assess how we can support your needs. This is done to determine if you are job ready and if this is the right program for you. If more time is needed, an additional meeting will be arranged. If there is room in the program, your intake will proceed, however if there is a wait-list (program is already full), you will be contacted as soon as an opening becomes available.

## What's Next?



Once accepted into the program, a Job Coach will work with you to create a Person Centered Employment Plan (PCEP). This plan is based on your needs and how Supported Work can help you achieve your employment goals. There will be some forms you will need to fill out and sign; staff will explain these forms to you so you understand what they are for. You and your Job Coach will then work together to create an action plan to help you meet the goals you've set for yourself. Once this is completed, you will sign your PCEP; this contract shows you understand what the expectations are for you and Supported Work Staff.

## A Little More Paperwork...



We mentioned that there will be some forms for you to fill out. The number of forms needed will depend on if Supported Work is the only program you participate in, or if you are in others. The Consent to Release and Obtain Information gives us permission to contact specific people on your behalf, while the Consent for Services, gives us permission to support you. Emergency Medical Information includes your medical information that might be needed in an emergency. These three forms only need to be completed once no matter how many programs you are in (and are reviewed yearly). Specific to Supported Work, is the Worker Profile which highlights your strengths and areas of weakness you need to work on improving, and Career Interest Survey which is used to give you some ideas about various job opportunities that might interest you.

# How Do I Know If I Am Job Ready?

1

I am independent and take good care of my personal hygiene like brushing my teeth, wearing clean clothes and bathing/showering regularly or already have supports in place to help me with these things.



I have good home skills and can cook, make healthy choices, and do laundry, etc., myself or already have a staff or caregiver that supports me to do these things.

2

3

I am able to get to and from work, on-time, independently or already have someone available to assist me with transportation and time management.



I am healthy and able to work. I understand the importance of taking care of myself to remain healthy and able to fulfill my responsibilities to my employer.

4

5

I am able to follow instructions, ask questions when needed, learn new things, and can stay on task for at least one hour.



I am committed to doing my best and working for the length of the job, or at least 6 months. I will also give appropriate notice if needing time off, or before resigning.

6

# What Are My Responsibilities and Rights

## I Am Responsible To...

1. Always know my schedule.
2. Always be on time for work, workshops and job training.
3. Get myself to and from work.
4. Dress and speak appropriately for my job.
5. Always be safe at work.
6. Phone my boss if I am sick and cannot go to work.
7. Attend any training programs that will help me get or maintain work.

## You Have a Right To...

1. Be treated fairly, as per employment standards.
2. Have a Job Coach meet with you on a regular basis to:
  - Help you plan what you need to do to find a job.
  - Meet with you and support you to apply for jobs.
  - Help you to prepare for your first day of work.
  - Let you know how you are doing at your job.
  - Inform you of appropriate training or educational workshops that are available.

If you feel you are being treated unfairly, you have the right to file a complaint. See page 15.

## What Happens if I'm Not Responsible?

Everyone makes mistakes, especially while we are learning! That being said, we need to learn from our mistakes.

**Strike 1** - Your boss or Job Coach will talk to you and remind you of your responsibilities.

**Strike 2** - Problem-solving time...your boss or Job Coach will work with you to see what can be done so you can meet expectations and maintain your job.

**Strike 3** - It's time to review your PCEP and re-evaluate your job-readiness. Seems there are some skills you may still be missing or need to improve upon to increase your success with future employment opportunities.

## Other Employers Rules & Workplace Issues

Different employers will have different sets of rules. Their rules and consequences for not meeting job expectations could include disciplinary action and dismissal. They will explain this to you when you are hired.

Conflict and communication problems can happen anywhere. People with different personalities and opinions tend to work together and these differences can sometimes lead to tension among co-workers. Although everyone has the right to be treated with respect, sometimes that doesn't happen. Talk to your Job Coach if you experience problems at work and they can help you advocate for yourself.



# Shop Safety Rules

## **ALL EMPLOYEE'S MUST FOLLOW**

1. Jackets, purses, bags and backpacks are not allowed in the shredding area. Please hang your items on the hooks provided.
- 2 Closed toe shoes must be worn at all times. Inside shoes are required to be left at shop.
3. Safety boots or shoes, goggles, and ear plugs as deemed necessary by the Job Coach, must be worn while using power equipment.
4. Long hair must be tied back.
5. No excessively loose clothing or scarves are to be worn.
6. Boxes of shredding are to be stacked no higher than the whiteboard on the walls.
7. Every employee must participate in keeping the shop clean.

## **Shredding Rules**

1. **NO** loose clothing, including sweatshirts with hoods.
2. Close toe indoor shoes required in the shop.
3. If there is any problem while shredding:
  1. Turn off the machine
  2. Remove the key
  3. Unplug the machine and WAIT for staff

### **DO NOT TRY TO CORRECT THE PROBLEM YOURSELF!**

4. The machine needs a 10 minute break after every two hour shift.
5. **DO NOT** sweep under or around the machine while it's running. Stay behind the red tape on the floor.
6. Shredding workers will attend tailgate safety meeting prior to their shift.
7. **DO NOT OPERATE THE TAILGATE LIFT ON SHREDDING VAN**, unless told to do so and closely supervised by the Job Coach.

# What Does A Job Coach Do?

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When you become part of the program, a Job Coach will help you to create your Person Centered Employment Plan. They will teach you the job skills needed to successfully get and maintain employment and will support you until you are comfortable with your skills and able to work independently. Once you have a job, they will continue to support you on-the-job until you are comfortable and will remain available to help you and your employer, if needed, throughout your employment.

We will work with you and employers to ensure you receive a fair wage and that all labor standards are met.

We will encourage you to do your best and to keep trying to improve your skills until you are as independent as you can be.

We will support you to do your job well and will not put your independence at risk by doing it for you.

We will support you and your employer to work through any challenges that may arise.

## **Job Coaches Commitment to You**

We will teach you the skills you need to do your job well and will support you to make a Resume or Job Seeker Profile.

We will help you to learn your work schedule and will then expect you to know your schedule and get to work on time.

We will teach (or can go with you to) workshops and classes to help you learn various job skills you will need to be successful.

We will ensure you have the equipment you need to do the job you've been hired to do. For instance, a vacuum or lawn mower.

**“A coach is someone that see’s beyond your limits and guides you to greatness!”**

~ Michael Jordan

# Definitions

## Employment Insurance -

This is a government program that all employee's pay into. Your employer will deduct money from each of your pay cheques for your contribution to this program. If you have worked for a long time and you become temporarily unemployed because there is no work for you at your job, or if you are sick or caring for a child, this can help you. If you need help from Employment Insurance, applications are available at Service Canada and your staff or Job Coach can help you fill out the forms.

If you do contract work, you are considered self-employed and money for this insurance is not taken off your cheque, meaning your cheques will be bigger but you will not receive these benefits if you become unemployed.

## Employment Standards -

Every worker in BC has rights and these rights are listed in the Employment Standards Act. Some of your basic rights include: minimum wage, being paid on time, and an unpaid meal break after five hours of work. More information about your rights can be found at [www.labour.gov.bc.ca/esb/esaguide/welcome.htm](http://www.labour.gov.bc.ca/esb/esaguide/welcome.htm)

## Income Reporting -

When you get a job, you will be paid by your employer. If you are receiving Person with Disability Benefits (PWD) from the government, you will need to report the money you receive from your job. If you do not report the money you have earned, you could be charged with fraud and your PWD could be discontinued. If you need help, ask your Job Coach.

## Income Tax -

This is deducted off each pay cheque, from the money you earned. This money goes to the government to help fund programs for all the people that live in Canada. Every year, you will be required to do your income taxes by April 30th. There are people that can help you with this; ask a staff or your Job Coach, if needed.

## Payroll Deductions -

If you are hired as a regular employee, some of the money you earn will be taken off each of your cheques; these are called deductions and include Income Tax, Employment insurance, Canada Pension Plan, etc. Depending on where you work, you may also have deductions for Union Dues or Benefits.

## Resume or Job Seeker Profile -

These contain information about you that you want employer's to know about you, including your skills and interests. The more skills you have, the more likely it is that you will get the job you want. Your job Coach will assist you to build a Resume or Job Seeker Profile, and workshops on how to do so will also be offered.

## Social Insurance Number (SIN) -

The Government uses this number to keep track of personal information for Income Tax purposes and many other government programs. It is law in Canada, that every person that works for wages, must have a SIN. If you don't have one, you will need to apply for one. If needed, you can ask a staff or Job Coach to assist you.

## Union -

This is an organized group of employees that work together to make sure people have good working conditions, fair wages, safe work environments and other benefits. Your employer will tell you if theirs is a union worksite and if applicable, explain union dues to you.

## Work Safe BC -

This Board sets out safety rules at each job site. These rules are to help protect employees from getting hurt on the job and must be followed. You are covered by Work Safe BC through your employer in case you get hurt. If you contract through Supported Work, you are covered by DCSCCL.

## OTHER RESOURCES IN DAWSON CREEK

Salvation Army Food Bank (250) 782-8669  
1019-103 Ave

Health Services for Community Living / Public Health Unit (250) 719-6500  
1001-110 Ave

Legal Aid 1-888-577-2525 No Charge

Mental Health Clinic (250) 719-6525  
1001-110 Ave

Ministry of Children and Family Development (250) 784-2342  
10103-13 St

Ministry of Social Development and Poverty Reduction 1-866-866-0800

Special Olympics (250) 782-3726

Tenant's Rights Information Line 1-800-665-1185 No Charge

Good Food Box Program / Network Ministries (250) 784-0166  
10500-13 St

St. Mark's Anglican Church (250) 782-2939  
1029-103 Ave

Community Living British Columbia (CLBC) (250) 784-2262  
[www.communityliving.bc.ca](http://www.communityliving.bc.ca)

Nawican Friendship Centre (250) 782-5202  
1320-102 Ave

# Important Contact Information

## **EMERGENCY NUMBERS**

Community Emergency Contact    **911**

RCMP Non - Emergency    (250) 784-3700

Poison Control Non-Emergencies    1-800-567-8911

## **HOTLINES**

Mental Health Hotline (BC Crisis Line)    310-6789

Suicide Prevention    1-800-784-2433

Alcohol and Drug Information and Referral Service    1-800-663-1441

## **OTHER CONTACT INFORMATION**

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**DAWSON CREEK SOCIETY FOR COMMUNITY LIVING**  
**1334 - 102 AVE**  
**Dawson Creek, BC, V1G 2C6**

**PHONE: (250) 782-2611**  
**FAX: (250) 782-2662**

**OPPORTUNITY CENTRE    (250) 782-8377**  
**10108 - 14 ST**  
**Dawson Creek, BC, V1G 3Y3**





## Contact Us

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### PHONE/FAX

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(250) 782-2611 (p)  
(250) 782-2662 (f)

### EMAIL

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[info@dcscl.org](mailto:info@dcscl.org)

### WEBSITE

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