



Dawson Creek Society
for Community Living

*Individual Receiving
Service & Family*

ORIENTATION HANDBOOK

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

Welcome To DCSCL

Dawson Creek Society for Community Living (DCSCL), supports adults with an array of diverse abilities and their families. DCSCL fosters a community where people are celebrated for their unique gifts, abilities, and contributions through advocacy, services, supports and education.

DCSCL believes that people with diverse abilities have the same rights and privileges as every other person and must be treated with dignity and respect. We teach people their rights and support them to understand the responsibilities that go hand-in-hand with exercising those rights.

We promote physical, intellectual, social, and emotional growth for all, by giving people the opportunity to develop their individual strengths without pre-established limitations. We 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.

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 a respectful, long-lasting and supportive relationship with you and your family 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.



Table Of Contents

04. Our Mission

06. DCSCL History

07. Program Descriptions

11. Things You Need to Know

12. Your Rights

14. Quality of Life/Getting to Know You/Conflict Resolution

16. Making Choices and Decisions/Privacy

18. Learning About You/Your Responsibilities

20. Your Goals/Person Centered Planning

22. Health and Safety

25. Control Your Services

27. Opportunity Centre

31. Supported Work

37. Definitions

39. Information For Family

20. Important Contact Information

Our Mission

DCSCL Employees

With over 100 employee's, we employ people from many different backgrounds and experiences. They complete a lot of training when they are hired and throughout their employment with us.

Some of what our employees are trained in, includes:

- First Aid and CPR
- Non-Violent Crisis Prevention and Intervention - so they know what to say and do if someone is 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
- Fetal Alcohol Syndrome Disorder
- Mental health challenges
- And many more important things...

A clean Criminal Record is required upon hire and will be checked periodically throughout employment.

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.

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

Introduction

Why do we give out this handbook?

- Because we respect your right to information.
- You need information to make the best choices for yourself.

Understanding the information:

- We've used plain language to make the information easy to understand.
- If you have questions about something in this handbook, an employee will happily sit down and chat with you - just ask!

How to use this handbook:

- This handbook is yours to keep.
- We can make time to go through this book with you as often as you would like.

Choosing staff:

- We understand that everyone is different and want you to be comfortable with the staff who support you.
- If you are not, we will do our best to make things better for you.
- The Program Coordinator or Director, will be happy to chat with you about your needs.

What We Care About...

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

Inclusion - Everyone belongs in their community.

Person Centered - Supports are shaped by each person's needs and choices.

Learning and growth - We help people build their skills and strengths.

Meaningful choices - People choose who they spend time with and what matters to them.

Safety and security - We listen, understand, and help keep people safe.

What's Important to Us...

Mutual Trust - Believing in each other and knowing we can count on one another.

Respect - Listening, valuing each person's voice, and treating everyone with dignity.

Honesty - Speaking and acting with truth and sincerity.

Empathy - Understanding others by seeing things from their perspective.

Recognition - Noticing and appreciating people's efforts and achievements.

What We Expect from Our Team...

Teamwork - Working together to reach shared goals.

Accountability - Taking responsibility for your actions.

Communication - Sharing clearly and listening actively.

Dependability - Being reliable and consistent.

Continuous Learning - Building knowledge through new opportunities.

Safety and Security - Understanding and protecting people's needs.

Personal Effectiveness - Getting things done well and on time

Determination - Being creative, resourceful, and persistent.

Commitment - Keeping promises and living our values.

DCSCL History

Dawson Creek Society for Community Living began in April 1958. Its first service was the Open Door School for children with disabilities, which ran until 1982 when students started attending public schools.

From 1970 to 1989, the Society operated a woodworking shop for adults with disabilities. In 1974, it added the Ribbon Room, where people made flowers and flags. This continued until 1994. A Bottle Depot was added in 1985 and ran until 1991.

Our first Supported Home (historically known as Group Homes or Residences) opened in 1980 on 106 Avenue. Canalta Home was added in 1985 to support young adults leaving an institution in Kamloops. In 1991, 106 Avenue closed, and the individuals moved into apartments or Canalta. That same year, 115th Avenue Home opened for people needing full-time care. Both homes are licensed.

In 1991, the Society started Semi-Independent Living to support people in their own homes. More independent individuals received Self Help Skills support, while others received up to 24-hour care. In 2018, the program became Supported Living, with people living in nearby homes and sharing staff. Centennial Cluster was added in 2022 for those needing a different kind of support, including lower barrier supports.

Self Help Skills began in 1985 and still helps people build life skills in the home and community. Home Support was added in 2003 to help people learn skills within their own homes.

A Day Program ran from 1987 to 1993

to help people prepare for work. In 1988, the Society launched ACCESS Supported Employment, now called Supported Work.

Our Opportunity Centre opened in 1993 (known as The Place, until it's relocation in 2006) and continues to welcome adults who qualify for CLBC services.

From 1998 to 2013, our Stepping Stone Rehabilitation Services supported adults with brain injuries.

We began offering Home Share in 2011, matching individuals with families willing to share their homes.

In 2016, the Society built 1416 Supported Home, a home for aging adults with complex health needs. It allows people to stay age-in-place as their needs change.

Our newest program that we've began providing supports in, is Personalized Supports Initiative (PSI) for the Opportunity Centre, Self Help Skills, and through Supported Work.

Services that are separate from CLBC programs but are still a key part of the Society's work, include Aurora Housing (2001), Southview Housing (2002) Assisted Living (2003), and Rotary Village (2011). More recently, the Society added additional senior-focused programs including Seniors Aging in Place (2020) for rural seniors, urban programs, such as Senior Meal Call (2020), for seniors in town, and most recently we've began offering services to Pouse Coupe seniors. The Society also operates Bulterys House (2023), which offers affordable short- or long-term stays for people coming to Dawson Creek for medical care.

Program Descriptions



Canalta

Supported Home

This is a two-story home that is fully wheelchair accessible and has a stair-chair lift. It's a safe and supportive place where people can build daily living and communication skills, grow their independence, and enjoy activities they like. Staff also help each person stay connected to their community.

115th Avenue

Supported Home

This fully wheelchair accessible and built for people with high needs. It has shared spaces for spending time together and private areas for each person. A sensory room is being added to support comfort and wellbeing. Bedrooms and common areas are decorated based on each person's likes. Outside, there's space for activities and relaxing. A wheelchair van helps everyone stay connected to their community.



1416

Supported Home

This home is designed for people with dementia and mobility challenges. It has wide hallways, safe flooring, calming colors, and lots of natural light. Each bedroom door is painted a favorite color to help with recognition. Staff are available 24/7 to support daily needs and help each person stay as independent as possible.

Program Descriptions



Home Share

Supported Home

Home Sharing gives people with disabilities a chance to live with someone in the community. Each match is based on the person's needs and goals. It offers both support and independence. People take time to get to know each other before deciding to live together. For some, it's a long-term home; for others, it's a step toward living on their own.

1408 Cluster

Supported Living Program

This Cluster is a safe and supportive place to live for people who are mostly independent and have basic life skills. Staff are available 24/7 and support is shared across the group. Each person is encouraged to do as much as they can, with help based on what they need.



1328 Cluster

Supported Living Program

Similar to the 1408 Cluster, supports are tailored to each person's needs, with staff available 24/7. The goal is to help each man take part in his own life in ways that matter to him.

Program Descriptions



Centennial Cluster

Supported Living Program

This Cluster is designed to support independence. Each person has their own apartment and can visit a shared space during staffed hours if they need help. Living near peers and sharing meals helps reduce loneliness. Staff are available to support with life skills like keeping your home clean, going to appointments, and staying safe in the community.

Self Help Skills (SHS) & PSI SHS

Community Inclusion Program

This program is flexible and built around each person's needs. Support is personalized to help individuals grow in ways that matter to them—like becoming more independent, building confidence, and being active in their community.

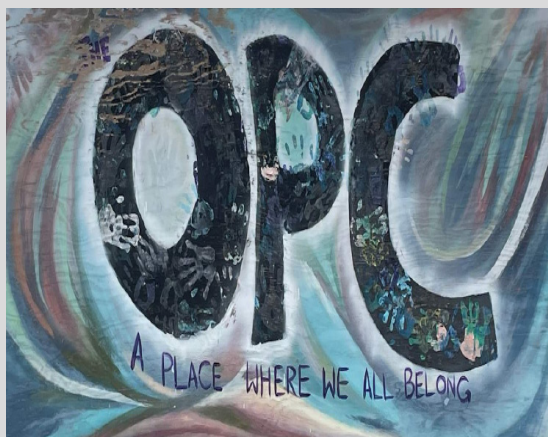


Home Support

Community Inclusion Program

This program helps people learn and keep the skills they need to live on their own. Support is based on each person's needs and focuses on life skills at home. The goal is to help people move into their own homes or stay living independently.

Program Descriptions



Opportunity Centre (OPC) & PSI OPC

Community Inclusion Program

The Centre is a safe and welcoming place for CLBC-eligible adults. People come here to make friends, learn new skills, and enjoy activities with others. Programs are planned based on feedback from participants, and new ideas are always welcome. Everyone is encouraged to share what they'd like to see offered.

Supported Work (SW) & PSI SW

Employment Program

Supported Work helps CLBC-eligible individuals find and keep meaningful jobs—based on what each person wants. Job Coaches work with local businesses to find good job matches and provide support at the workplace to help people succeed and stay employed.



Confidential Shredding

Organizational Social Enterprise

Confidential Shredding gives CLBC-eligible individuals a chance to earn money and learn job skills while helping the community. The program serves many people across the Peace River Region. Other work options include Recycling, Janitorial, and Self-Employment.

Things You Need To Know



Your Satisfaction and Program Outcomes

We want you to feel satisfied with the support you receive and know that your voice matters. Each year, you'll be asked to fill out a Satisfaction Survey. Your feedback helps us improve and make sure we're meeting your needs and program goals. At our Annual General Meeting in September, we share what we've achieved, what we haven't, and what we plan to do better.

Medication Administration

Some people need help with taking their medication. If you do, we'll ask you to sign a Consent for Service form to show you agree to receive support. The form lets you choose the kind of help you want and add any other support you might need.

Conflict of Interest

This means someone is putting their own wants or needs ahead of yours or the goals of DCSCCL. That's not okay. If this happens, we will take action as soon as it's reported to make sure it stops.

How to Reach Us

DCSCCL Administration Office is open Monday to Friday, 8:00 am to 4:00 pm. We are closed on Statutory Holidays. If no one answers the phone at (250) 782-2611, you can leave a voicemail.

Wheelchair Accessible

All buildings owned by DCSCCL are wheelchair accessible.

Your Rights...

Introduction to Your Rights

It's important to know your rights—as a Canadian, as a person with a disability in B.C., and as someone using our services. This handbook explains your rights in plain language. Staff will go over your rights when you start services and at least once a year. You can ask to review them anytime. Workshops at the Opportunity Centre also help you learn more.



As a Canadian

The Canadian Charter of Rights and Freedoms was created in 1982. It protects many important rights, including the right to:

- Choose your religion
- Think freely and speak your mind
- Gather with others
- Vote
- Learn
- Stay in or leave Canada.

These rights belong to everyone and help ensure fairness, freedom, and respect.

You have the right to be treated fairly and equally—no matter your age, gender, skin colour, sexual preference, or disability. Everyone deserves respect. If you feel you've been treated unfairly because of your disability, talk to your staff. They can help you speak up, speak up with you, or help you find someone who can support you



As a British Columbian

The BC Human Rights Code says you cannot be treated unfairly because of a physical or mental disability. You have the right to:

- Use the same places as others, like restaurants, malls, buses, and schools
- Get a job if you are the best person for it
- Be paid the same as others doing the same work
- Be treated fairly if you rent a home

These rights help make sure everyone is treated equally.



To Financial Assistance

In B.C., if you are 18 or older and have a disability, you can apply for help through the Persons with Disabilities (PWD) program. This can include monthly money to help with living costs and medical coverage like MSP, Pharmacare, eye care, and dental care. Staff can help you apply, and you can use a computer at the Opportunity Centre. If you are over 65, you may also get Old Age Security, Old Age Supplement, and Canada Pension if you worked and paid into it. You can learn more at www2.gov.bc.ca.



To Receiving Government Services

If you are an adult with developmental disabilities and receive CLBC-funded services, you can get help in different ways:

- Health Services for Community Living (HSCL) can support you with nursing, physiotherapy, and occupational therapy
- The Mental Health Support Team can help with mental health and assessments
- A Planner can help you set goals and find the right services

These supports are here to help you stay healthy, feel supported, and be part of your community.

Quality of Life

Community Living BC works with DCSCCL to offer services that support your life and your goals.

To help you live well and be part of your community, we focus on three main areas.

These areas include eight important parts

called Quality of Life Indicators.

These indicators help us:

- Support you in ways that matter to you
- Make sure your needs are being met
- Provide services that are respectful, meaningful, and person-centered.

PERSONAL DEVELOPMENT

Learning new things
and growing your
skills

SELF DETERMINATION

Making your own
choices and having
control over your life

INTERPERSONAL RELATIONSHIPS

Building friendships
and healthy
connections with
others

SOCIAL INCLUSION

Being part of your
community and
feeling welcome

RIGHTS

Knowing your rights
and being treated
fairly

EMOTIONAL WELL-BEING

Feeling safe,
respected, and
supported

PHYSICAL WELL-BEING

Staying healthy and
getting the care you
need

MATERIAL WELL-BEING

Having what you
need to live com-
fortably, like housing
and income

Getting to Know you



We will help you make a plan using My Booklet. It's all about your goals, your needs, and what matters most to you. We'll keep it up to date so it continues to fit your life. You can ask a family member, caregiver, or friend to help with your plan and to share what's going well or what could be better.



Once a year, we'll ask you to fill out a short survey to tell us how we're doing. Each month, our team reviews our services to make sure we're doing things the right way. We follow rules from a group called CARF and follow B.C. laws about care and support in all DCSCL programs.

Conflict Resolution

If you, your family, or your caregiver don't agree with a decision, it's okay to speak up.

There are ways to talk about the problem and try to fix it together.

If that doesn't work, DCSCL has a formal complaint process to help you get support.

Steps to Take...

STEP 1- Talk to the Program Coordinator

Tell them what's wrong, what you've already tried, and what you think should happen.

They will write it down and work with you to find a solution.

STEP 2 - Meet with the Program Director

If the problem isn't fixed, make an

appointment with the Program Director.

They will write down your concern and send you a letter within 5 days to explain what they did to help. They will check in with you later to see how things are going.

STEP 3 - Talk to the Executive Director

If the problem is still not fixed, you can meet with the Executive Director.

If needed, a neutral person can help with your complaint. We take your concerns seriously and will do our best to fix the problem quickly. If DCSCL cannot meet your needs, you can contact other groups for help:

- CLBC, Inclusion BC
- Assisted Living Registrar
- Local Licensing Officer
- Ombudsman
- Information and Privacy Commission.

You will never get in trouble for making a complaint.

Making Choices & Decisions

Your Right to Choose

A *choice* means picking what you want from different options. A *decision* is the final choice you make. You have the right to make both. We believe it's important for you to choose what's best for you. Staff will help you get the information you need to decide



We Provide Information & Options

If you want to join a program, we'll tell you about the staff, activities, rules, and waitlists. We'll talk about your goals and what you'd like to do.

Staff can help you try different options so you can choose what feels right.

For example, if you want to try volunteering, staff can take you to visit places so you can see what kind of work you like best.

Once You've Made Your Choice...

It's okay to change your mind when trying something new.

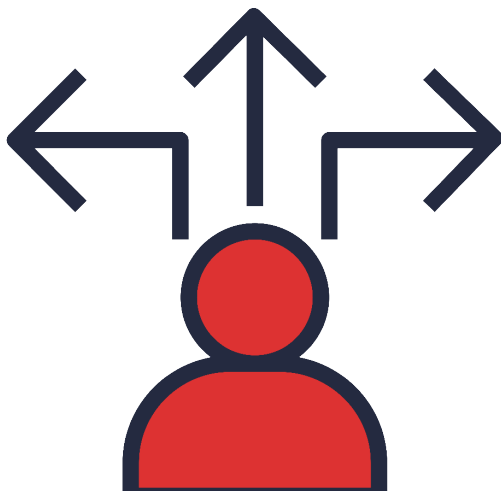
This helps you learn how to make choices and decisions.

If something doesn't work out, we'll help you look at other options.

If you're not sure what to do, we can help you talk to someone you trust.

Some choices have risks and benefits, and we'll talk about them with you.

If a choice could affect your health or safety, we'll help you find a safer option that still works for you.



Your Privacy

Privacy means your personal information is kept private. In B.C., when you turn 19, you are an adult. This means people must ask you before sharing your information. If you want to join DCSCCL, we'll ask you to

sign a Consent for Service form. We may also ask you and your family to share some information so staff can understand you better and give you the right support.

Consent to Share Information

This form gives DCSCCL staff permission to share your information with:

- Each other, to give you good care and support
- Your family or caregiver, unless you say no
- Professionals like doctors, hospitals, or 911 in emergencies
- People who can help you reach your goals by knowing your skills and talents
- We will also ask if it's okay to use your photo, video, or voice on our website, social media, or newsletters.

Your Right to Privacy

You have the right to privacy. This means:

- You can be alone if you want
- You can visit with friends and family in private
- People must knock and ask before coming into your space

- No one can look at or take your things without your permission
- You have privacy when getting help with personal care

You also need to respect other people's privacy.



The Law Says...

Sometimes we must share information, even without your permission. This includes:

- Abuse – hurting yourself or someone else
- Neglect – not taking care of yourself or others
- Suicide threats – saying you want to hurt or end your life
- Breaking the law – saying you plan

to or already have

- Court orders – when a judge tells us we must share information
- These rules help keep you and others safe.



Learning More About You

Your information is safely stored in our secure computer system called Sharevision and in locked file cabinets. You can ask to see your information anytime.

Information we collect includes:

Emergency Medical Information

This information includes:

- Where you live
- Who to call in case of an emergency
- Other important details that help us understand your needs and keep you safe.

Behavioural Plans

Sometimes it's hard to say what you need, and that can make you feel upset or frustrated. If that happens, your support plan helps staff understand how to support you. They will work with you to help you feel better and stay safe.

Person Centered Plans

This is a plan you help make to share information about you and your work goals. You can ask someone you trust to help you with it. If you want a copy, staff can print one for you

Reportable & Critical Incidents

Some events are very serious and must be reported. This includes:

- If you are badly hurt
- If you need to go to the hospital
- If someone steals money from you

These reports help keep you safe.

Health Records

Information like your doctor visits, test results, and assessments is safely stored on Sharevision.

This helps staff keep track of your care and support you in the best way.

Daily Notes

After spending time with you, staff write down what you did together.

This helps keep track of your activities and support.

Everyone Is Welcome

DCSCL welcomes people of all cultures, religions, and family backgrounds.

We support different ways of communicating, like sign language, pictures, and body movements.

We believe everyone has talents and belongs in the community.

Everyone has something to share.

DCSCL does not allow prejudice of any kind.

It's Your Responsibility...

With Rights, Comes Responsibilities...

As a Canadian, you have many rights. When you make a choice, you are responsible for what happens next. This is called a consequence. Consequences can be good or bad, depending on your choice and the situation.

Here are some of the things you are responsible for when you are part of DCSCL:

- Help plan your services
- Respect everyone's rights
- Be respectful to your staff
- Let us know if you will be late or not coming
- Ask for help when you need it — or ask someone you trust to tell us
- Follow the rules for how to act in programs (this is called “conduct”).

Your Health and Safety

You are responsible for sharing any health or safety concerns you have. This includes:

- The medication(s) you take
- Any medical conditions or health concerns you have
- Safety concerns you notice
- Supports you need to stay healthy and safe.

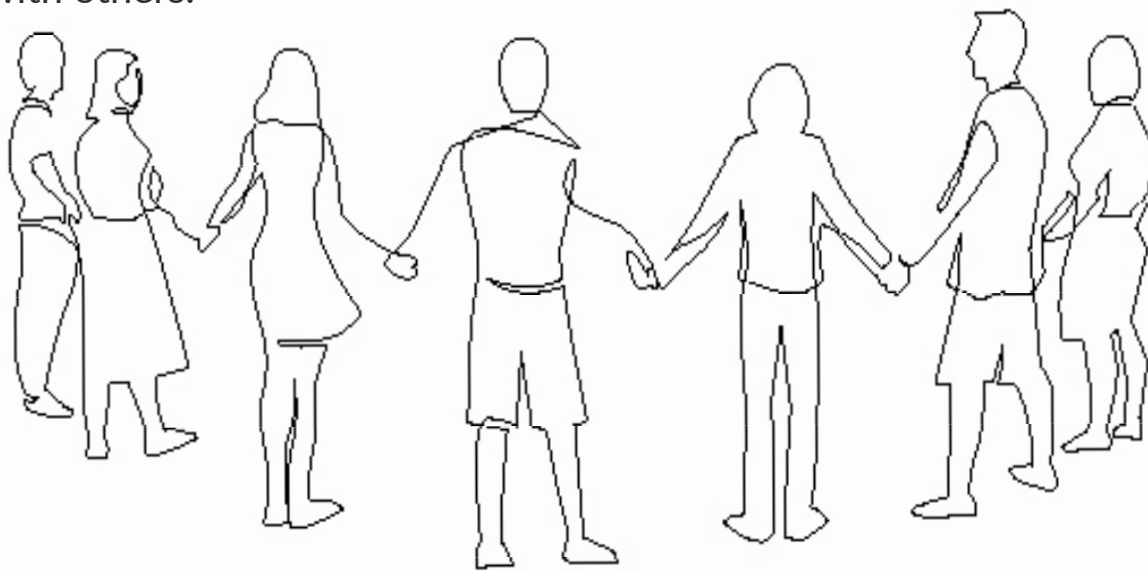
If it's hard to tell us something, you can ask someone you trust to help.

If you ever feel unsafe—in a program, with someone, in the community, or in a vehicle—tell staff right away.

You need to take part in emergency drills so you know what to do, and can stay calm, if there's ever a real emergency.

Helping You Reach Your Goals

Our goal is to help you reach your goals. We give you chances to become more independent, learn new things, be part of your community, and spend time with others.



Your Comfort & Safety

It's very important to us that you feel comfortable and safe—whether you're at home or in one of our programs.

Developing Skills

We will help you learn skills to be as independent as you can. This can include:

- Taking care of yourself, like staying clean and eating healthy
- Looking after your home and feeling proud of it
- Learning how to manage your money
- Communicating clearly and speaking up for yourself
- Going to school or training that's important to you
- Getting a job and keeping it.

These skills can help you reach your goals and feel more confident.

Making Friends

Friends are an important part of life, but making new ones can sometimes be hard. We will support you by:

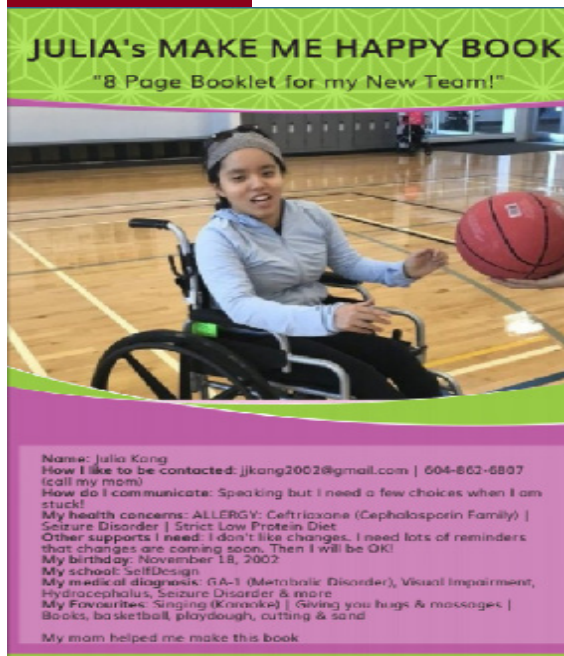
- Encouraging you to spend time in the community or at the Opportunity Centre
- Helping you learn how to get along with others
- Teaching you how to respect people, even when you don't agree with them.

These supports can help you build and strengthen friendships.

Community Participation

Staff will help you explore and join community activities. You can visit places like the library or art gallery, ride the bus, volunteer, or even go to college. You tell us what you want, and we'll do our best to help. make it happen.

Person Centered Planning



My Booklet

These booklets are one way we do person-centered planning. We make them when you start services and review them at least once a year.

They celebrate your strengths and help create chances for you to live a full and meaningful life in your community.

Our goal is to support each person to enjoy life, be part of their community, feel like they belong, share their gifts, and build friendships that help prevent loneliness.

What You Can Expect

A staff member will help you make your own account. You can choose a booklet that fits who you want to share it with. We'll help you pick the right one. You can change it or make a new

one anytime. There are lots of colours and designs to choose from, and you can add your own pictures to make it special.

What Will Be In The Booklet

It can be tiring to repeat your story every time you meet new staff or start a new service. This booklet helps tell your story for you. It includes important things like how you communicate, your health needs, emergency contact,

phone number, and photo. You can also choose to add your goals, routines, likes, dislikes, and anything else that matters to you. We're excited to help you make a booklet that shows who you are.

Then What?

Once you've shared your story and added the information that helps others understand your strengths and needs,

your plan will be saved on Sharevision. You'll also get a printed copy (or copies) to keep or share with others.

Health & Safety



Company Safety Culture & Disaster Preparedness

We practice different emergency drills to help keep everyone safe. Each program has its own plan, and staff will teach you what to do in different situations. You'll practice every month so you feel confident and ready.

You'll learn about fire drills, medical emergencies, natural disasters, severe weather, and more. We'll also show you what supplies to keep at home and what to pack (including 24/72 Hour Packs & Grab and Go Bags) if you ever need to leave quickly.

You'll learn through workshops, one-on-one support, and hands-on practice—including using fire extinguishers. Once a year, we do a Society-wide community evacuation drill to put all your safety skills into action!

Health & Safety

Personal Information

When you start services with DCSCL, staff will meet with you and your family to learn what you need and what you're good at. This helps us make a plan to support you, including an Emergency Information Sheet.

We will ask about:

- Medications you take
- Health and safety concerns
- Help you need with personal care, eating, or moving around
- Your phone number and a photo

You must have your own bank account. You also need to understand your right to make decisions—or have someone named in a Representation Agreement to help you.

Staff will review this information with you every year to keep it up to date.



First Aid

All DCSCL staff are trained in First Aid and must retake the course regularly to keep their certification up to date. First Aid kits are available in every program, at all sites, and in all Society vehicles.



Medical Emergencies

Sometimes we get hurt or sick, and a medical emergency can happen. If it does, staff will:

- Give you first aid, if needed
 - Use your Emergency Information to make sure you get the right support
 - Share your information with health care professionals, if needed
 - Help you get to a clinic or hospital
 - Call 911, if needed
 - Let your family, caregiver, or emergency contact know
- We're here to make sure you get the care you need.



Health & Safety

Safety First



Transportation Safety

We encourage using public transportation whenever possible. Sometimes, staff may drive you in a Society vehicle or, occasionally, their own. If you have a vehicle, you can drive staff too!

Employees supporting you will have a valid driver's license and must provide a Driver's Abstract each year to show they're safe drivers. All vehicles have proper insurance and are regularly checked to make sure they're safe. Seatbelts must be worn by everyone in any vehicle.

Illness

We all play a part in stopping the spread of germs. If you're feeling sick, please stay home so others don't get sick too.

Wash your hands often—especially after using the washroom and before eating. If you need to sneeze or cough, cover your mouth and nose with the inside of your elbow to keep germs from spreading. Afterward, pause for a moment in case another sneeze or cough is coming.



Universal Precautions

To help stop the spread of germs, DCSCSL staff follow special safety rules called Universal Health Precautions. They use these steps when helping with personal care or touching blood or body fluids. This includes washing hands, wearing gloves, and cleaning up safely.

Control Your Services



Self-Advocacy

Self-advocacy means speaking up for yourself about your right to make choices. It also means helping others learn to speak up for themselves. If you have trouble speaking or communicating, someone you trust—like a friend or family member—can help you speak up. No matter what your disability is, you have the right to make your own choices.

You can have a say about your services by:

- Taking part in Person Centered Planning
- Tell staff when you are happy or unhappy with something.
- Join in Peer Meetings
- Become a member of DCSCCL.
- Let staff know if you want to be a Board member.



Satisfaction & Experience Survey

Every year, we will ask how you feel about the support you get. We want to know:

- If you are happy with our services
- If you feel listened to when you share your preferences
- If you feel respected
- If you are included in planning your goals
- If staff respond to your questions or concerns

We'll also ask how we can improve and what activities you'd like to see more of in our 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 choice instead of adult guardianship. It uses a different way to decide if someone can make decisions. It says:

- *Everyone is able to make their own decisions and sign a Representation Agreement – unless proven otherwise*

- The way someone communicates does not stop them from making one

If you can show yes or no, and you have a trusting relationship with someone who is not paid to support you, they can be your representative. They can help you make decisions or speak for you. Staff can help you learn more.

Become a Member

DCSCL is a non-profit Society, which means our members help guide what we do. To learn more or become a member, visit the Administration Office.

As a member, you:

- Get updates and information

- Are invited to the Annual General Meeting (AGM).
- Can vote to approve the Board of Directors at the AGM.

Board members want to hear your ideas—so become a member and share your voice.

DCSCL Board of Directors

All non-profit societies must have a Board of Directors.

- They are elected by members of DCSCL, at the AGM
- They are volunteers
- Self-advocate members who want to join the Board and speak up for others receiving services can follow

a simple process to get involved. Feel free to ask if you would like to know more.

Board members can join different committee's and help make decisions about how DCSCL is run.



“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

The Opportunity Centre (OPC) started in 1990. It was created by parents, self-advocates, and staff as a new choice after sheltered workshops closed in B.C. At first, it supported a small group of people. Now, it welcomes all CLBC-eligible adults who want a safe and fun place to spend time, learn new skills, and join activities.

The space is made to be easy for everyone to use. It has a ramp, automatic doors, large bathrooms for wheelchairs, and iPads with communication tools. We work hard to make sure everyone can join in and feel included.

General Information

After we get your CLBC referral, you and those you choose, will be invited for a tour and an intake meeting. This helps us get to know you and plan supports that fit your needs and interests.

At intake, we'll talk about:

- *What you're good at and what you need help with*
- *Activities you might enjoy*
- *Skills you want to keep or learn*
- *Your personal goals*
- *Any tools or technology you may need*

We'll also explain:

- *How you joined our services*
- *How many hours of support you'll get (if needed)*

- *If you can come on your own or need support*
- *Who is paying for your services*
- *And we'll answer any questions you have*

The Opportunity Centre is a safe and fun place where you can learn, grow, and spend time with others. Programs are based on your interests and goals, and you're always welcome to share your ideas.

Activities include:

- *Learning social and safety skills*
- *Healthy living—food, exercise, stress management (including Horse Therapy!)*
- *Staying safe at home and in the community*
- *Making and keeping friends*
- *Teaching others a skill you know—with support if you want*

We're always open to new ideas. Your voice helps shape what we do!

INDEPENDENCE

SKILL BUILDING

SELF ADVOCACY

SUPPORT

OPC Activities



The Opportunity Centre offers a wide range of activities for everyone. Many programs help you build skills and grow your independence.

You can arrive up to 30 minutes early and stay up to 30 minutes after your activity to visit. If you're joining both morning and afternoon sessions, feel free to bring a bagged lunch and stay between programs.

We also host Drop-In times—on those days, you're welcome to come relax and hang out.

DAY OR FIELD TRIPS

Including trips to nearby communities for fun events like Chetwynd's Chainsaw Carving and Bonanza's Mud Bog—plus many other exciting activities!

VOLUNTEERISM

Giving back to your community is important. You can volunteer on your own or with a group, without expecting payment. Helping others makes a difference—and feels great too.

ADVOCATE LED WORKSHOPS

Everyone has a skill or talent worth sharing—this is your chance to be the teacher! Staff will support you to make it a success. Past workshops have included gold panning, bingo, crafts, Nerf wars, cooking, and more.

OPC WORKSHOPS

Activities are usually led by Activity Workers and cover topics like math, cooking, baking, computer skills, dancing, voting, and learning about your rights. New topics are added based on what interests you.

SAFETY WORKSHOPS

There are safety risks at home and in the community. These workshops teach you how to stay safe, with topics like Food Safe, Winter Safety, Road Safety, Dating Safety, Stranger Danger, Handwashing, and more.

COMMUNITY ACTIVITIES

These are community activities where you spend time with both your peers and the public. Examples include bowling, hockey, concerts, Pub Night, going to the gym, and more.

OPC Guidelines

Where Learning and Fun Come Together



The Centre offers lots of great activities—you're sure to find ones you enjoy! If you sign up for something but aren't feeling up to it when the time comes, that's okay. Let staff know and they'll help you make other plans. Learning to speak up and know your limits is part of growing.



Participate ~ Engage ~ Enjoy

Everyone—including support staff—is expected to take part in activities. If you prefer your staff not stay close by, they can support someone else or help the instructor. If you need help with personal care, a staff member must be with you. They'll use “invisible supports” when possible and join in when appropriate. Activity Workers will guide them if needed.

Kindness ~ Respect ~ Connection

Do... Be kind, share, and help others.

Do... Join activities, be as independent as you can, and clean up after yourself.

Do... Take breaks if you feel upset, talk about your feelings, and treat others with respect.

Don't... Touch others' things without permission, steal, swear, or refuse to join in.

Don't... Sleep at the Centre—go home if you're tired.

Don't... Act aggressively (pushing, hitting, yelling, throwing things).

Important: If these rules aren't followed, you may be asked to leave.

Attendance & Sign-Up Guidelines

OPC employees 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 AND ACTIVITY CALENDAR

Each month, the OPC Program Coordinator sends out THE SCOOP—a newsletter with stories, photos, and details about upcoming activities at the Centre and across the Society. You'll also get a calendar to choose the activities you want to join. Just mark your choices and return it to the Centre.

We usually email THE SCOOP to reduce paper use, but you can ask for a printed copy, if needed. Activities are colour-coded for staff—no need to worry about that.

Make sure to sign up before the deadline. Some activities may be canceled if not enough people sign up, or may fill up quickly due to space or supplies. If anything you signed up for is canceled, staff will let you know.



Supported Work

Person-Centered Employment Supports

Confidential Shredding offers paid, meaningful work for adults referred through CLBC. It's built to support your goals, strengths, and interests.

We help you:

- Build skills
- Earn money
- Try new kinds of work
- Be part of your community

We listen to what matters to you and support you in your own way. You'll get help on the job, work with local businesses, and connect with employers who are looking for workers. We're always finding new ways to help people work, grow, and feel proud—while making sure the work is respectful, inclusive, and focused on you.



Supported Work

This program helps people create and run services that support the community and meet real needs. We work with you to match your personal goals—whether you want to build things, grow a business, offer a service, or try something new

Past projects include woodworking, greenhouse operations, janitorial training, and a monthly flyer. We also offer delivery, laundry, yard care, snow shoveling, and more—based on what you want to do.

Creating Services That Match Your Vision



Confidential Shredding

We offer reliable, **confidential** shredding services in Dawson Creek and nearby areas. We are the only local not-for-profit that does this. Our goal is to help the community and create good jobs for the people we support. We now also offer Recycling Pick-up. You can choose shredding, recycling, or both together.

Once Referred by CLBC...



A Job Coach will reach out to set up a meeting with you to begin the Discovery Process. We will talk about:

- Your interests
- The talents or skills you have
- How we can support you

If we need more time, we'll schedule a follow-up meeting. If the program is full, we'll keep in touch and let you know when a spot opens.

We're here to support your journey—at your pace, and in a way that fits your goals and your vision for the future.

Some Paperwork...



You'll fill out and sign a few forms - how many will depend on if Supported Work is the only DCSCSCL program you are a part of. Everyone fills out three main forms:

- Consent to Release and Obtain Information - lets us contact specific people on your behalf
- Consent for Services - gives us permission to support you
- Emergency Medical Information - shares important details in case of an emergency

These three forms only need to be completed once and are reviewed each year. Staff will explain each form to you so you know what it's for.

What's Next?

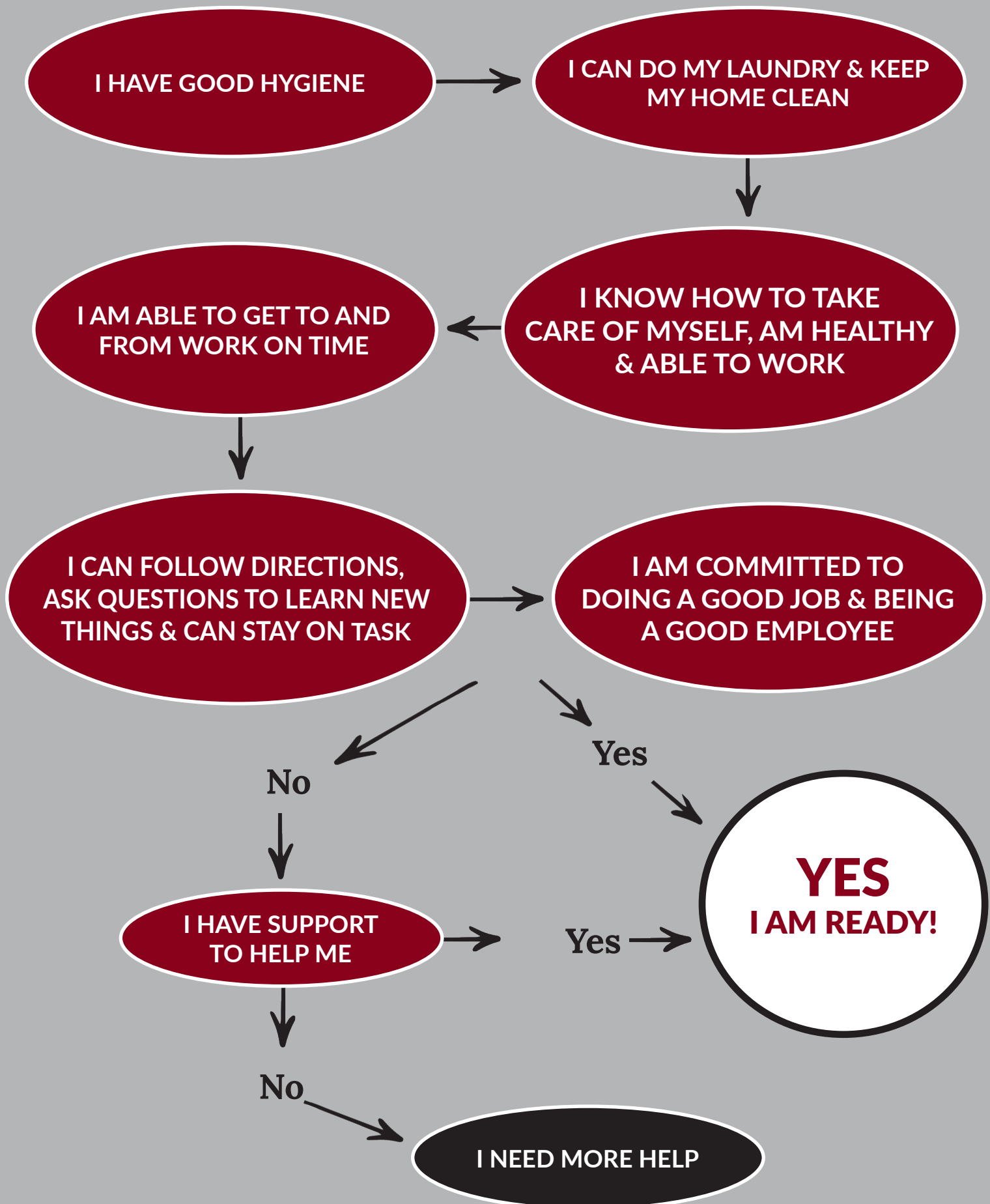
A Job Coach will support you in completing a few key planning tools for Supported Work:

- Worker Profile - highlights your strengths and areas you'd like to improve
- Career Interest Survey - helps explore job options that match your interests

Staff will explain each step and answer your questions so everything is clear. Together, you and your Job Coach will build a Person Centered Employment Plan (PCEP)—an action plan that outlines your goals and the expectations for both you and the Supported Work team.



HOW DO I KNOW IF I AM JOB READY?



Workforce Rules & Responsibilities

I Am Responsible To...

1. Know when I'm scheduled to work.
2. Show up on time for work, workshops, and training.
3. Arrange my own ride to and from work.
4. Dress and speak in a way that fits my job.
5. Follow safety rules at work.
6. Call my boss if I'm sick and can't come in.
7. Take part in training that helps me get a job, keep a job, or build my skills.

I Have a Right To...

- | | |
|---|--|
| <ol style="list-style-type: none">1. Be treated fairly, following employment standards.2. Meet regularly with a Job Coach who will:<ul style="list-style-type: none">- Help you plan steps to find a job- Support you with job applications- Help you get ready for your first day | <ul style="list-style-type: none">- Give feedback on how you're doing- Share training or workshop opportunities <p>If you ever feel you're being treated unfairly, you have the right to file a complaint. See page 15 for details.</p> |
|---|--|

What Happens if I'm Not Responsible?

Everyone makes mistakes—especially when learning something new. What matters most is learning from them and trying again.

Here's how we handle it:

Strike 1 – Your boss or Job Coach will talk with you and remind you of your responsibilities.

Strike 2 – Time to problem-solve.

Together, you'll look at what's getting in the way and how to move forward.

Strike 3 – We'll pause and review your PCEP to see if this is still the right fit. You may need more time or support to build the skills needed for future success.

We're here to help you grow—one step at a time.

Other Employers Rules & Workplace Issues

Different jobs have different rules. If you don't follow them, you could lose your job. Your boss will explain the rules when you're hired.

Sometimes people don't get along at work. If you're having problems or feel disrespected, talk to your Job Coach. They can help.

Shop Safety Rules

ALL EMPLOYEE'S MUST FOLLOW

1. Leave jackets, purses, bags, and backpacks on the hooks outside the shredding area.
2. Wear closed-toe shoes at all times.
3. Use safety gear—boots, goggles, ear plugs—as directed by your Job Coach when using power equipment.
4. Tie back long hair.
5. Don't wear loose clothing or scarves.
6. Stack shredding boxes no higher than the whiteboard on the wall.
7. Help keep the shop clean—everyone is responsible.

Shredding Rules

1. **NO** loose clothing—this includes hooded sweatshirts.
 2. Closed-toe indoor shoes must be worn in the shop.
 3. If something goes wrong while shredding:
 - Turn off the machine
 - Remove the key
 - 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 2-hour shift.
 5. **DO NOT** sweep under or near the machine while it's running. Stay behind the red tape on the floor.
 6. All Shredding workers must attend a tailgate safety meeting prior to their shift.
 7. **DO NOT OPERATE THE TAILGATE LIFT ON SHREDDING VAN**, unless your Job Coach tells you to and is supervising.

What Does A Job Coach Do?

When you join the program, a Job Coach will help you create your employment plan, teach you job skills, and support you until you're confident and working independently. Once employed, they'll continue to support you and your employer as needed.

We make sure you're paid fairly and treated properly at work.

We'll support you as you grow your skills and become more independent.

We'll support you to succeed at work without taking away your independence.

We'll help you and your employer work through any challenges that come up.

Job Coaches Commitment to You

We'll help you learn job skills and create a Resume or Job Seeker Profile.

We'll help you learn your schedule—and expect you to be on time once you know it.

We'll help you learn job skills through workshops and classes—and can go with you if needed.

We'll make sure you have the tools you need to do your job—like a vacuum or lawn mower.

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

~ Michael Jordan

Employment Definitions

Employment Insurance -

Employment Insurance (EI) helps if you lose your job, get sick, or need time off to care for a child. Money is taken off each paycheque to pay into it. You can apply at Service Canada, and staff can help. If you do contract work, you don't pay into EI and won't get benefits if work stops.

Employment Standards -

In BC, all workers have rights under the Employment Standards Act. This includes getting minimum wage, being paid on time, and taking an unpaid meal break after five hours. Learn more at: www.labour.gov.bc.ca/esb/esaguide/welcome.htm

Income Reporting -

When you get paid at work, you must report your earnings if you get PWD benefits. If you don't, your benefits could stop and you could get in trouble. Ask your Job Coach for help.

Income Tax -

Some money is taken off each paycheque to help fund government programs. You must do your taxes every year by April 30th. Staff can help you.

Payroll Deductions -

If you're a regular employee, money will be taken off each paycheque for things like Income Tax, EI, and CPP. You might also have deductions for Union Dues or Benefits, depending on your job.

Resume or Job Seeker Profile -

Resumes and Job Seeker Profiles share your skills and interests with employers. The more skills you have, the better your chances of getting the job you want. Your Job Coach can help you build one, and workshops will be offered too

Social Insurance Number (SIN) -

Your Social Insurance Number (SIN) is used by the government for taxes and other programs. If you work for wages in Canada, you must have a SIN. If you don't have one, you'll need to apply for one. Staff or your Job Coach can help.

Union -

A union is a group of workers who join together to support fair wages, safe work conditions, and other benefits. Your employer will tell you if the job is unionized and explain any union dues.

Work Safe BC -

WorkSafeBC sets safety rules to prevent injuries and help keep workers safe. If you get hurt, you're covered through your employer or DCSCCL.

For Family - A Little More Info...

Starting a new program can be hard. We do our best to make people feel welcome. At intake, we explain the program, expectations, and schedule. We encourage individuals and their families to ask questions and share concerns.

What rights do I have as a parent/caregiver?

At DCSCCL, we believe families and close supporters play an important role in an individual's success. We encourage individuals receiving services to involve those they trust in planning and decision-making.

At the same time, our services are directed by the individual. As adults, they have the right to make their own choices, and we are committed to respecting their wishes, privacy, and autonomy.

Does the person receiving services have to participate?

Participation is voluntary and consent is required before starting any support plan. We follow the "least restrictive" approach and always include the person in decisions.

How are goals set?

At DCSCCL, individuals receiving services have the right to set goals that are meaningful to them. These goals reflect what matters most to the person—whether it's learning new skills, building relationships, finding work, or exploring interests.

Goal setting is a person-centred process. This means the individual leads the conversation, and their voice guides the planning. Staff, family members, and caregivers may offer support, but decisions are always based on the individual's preferences, strengths, and comfort level.

Goals are reviewed and updated at least once a year, or more often if the individual chooses. This helps ensure supports stay relevant and empowering.

We believe that when individuals are actively involved in shaping their own plans, services become more meaningful, respectful, and effective.

How is confidentiality ensured?

Staff, volunteers, and students sign a Statement of Values and Ethical Principles including a Confidentiality Agreement. Information is only shared with those who need to know. Please see page 17 for further information.

Disaster Preparedness

DCSCCL follows all safety regulations, including fire, health, and first aid standards set by WorkSafeBC. Each site has emergency response plans in place, and staff regularly practice drills to stay prepared.

Staff are certified in First Aid and CPR. Emergency "grab 'n go" kits—with supplies and clothing—are available for individuals who choose to participate.

Who monitors the agency?

DCSCL is regularly audited by professionals and monitored by CLBC, WorkSafeBC, and other provincial bodies to ensure safety and quality.

Accreditation

DCSCL is accredited by CARF (Commission on Accreditation of Rehabilitation Facilities). This means we meet high standards and are committed to improving our services. We set goals based on the needs and outcomes of the people we support. Accreditation helps us track progress, use best practices, and plan for the future. For more information, visit www.carf.org

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

Community Living British Columbia (CLBC) (250) 784-2262
Public Health Unit (250) 719-6500
Ministry of Social Development and Poverty Reduction 1-866-866-0800
Networks Ministries (250) 784-0166

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
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