

# Kinsight



## ORIENTATION HANDBOOK

For Adults Using Our Services,  
and Their Families

# CONTENTS

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<b>ABOUT OUR SERVICES.....</b>	<b>3</b>
Welcome .....	3
Information About Services.....	4
How to Access Kinsight’s Services and Supports .....	6
Making Sure We Give You Our Best Service.....	7
<b>YOUR PERSONALIZED SERVICE .....</b>	<b>8</b>
Planning Process.....	8
Informed Consent .....	8
Your Personal Life and Decisions .....	9
Your Choices .....	9
Records and Files.....	10
Access to Records.....	10
Transportation .....	10
Personal Property.....	11
Finances.....	11
<b>YOUR RIGHTS .....</b>	<b>13</b>
Your Rights and Responsibilities .....	13
Going Out or Having People Over for Visits.....	15
Complaints, Concerns and Appeals.....	15
<b>SAFETY .....</b>	<b>17</b>
Safety and Emergency Procedures .....	17
Health Care .....	17
Medications .....	18
How You Can Help Keep Others Safe .....	19
Pets .....	19
<b>STAFFING .....</b>	<b>21</b>
Staff Selection .....	21
Staff Qualifications.....	21
Volunteers and Practicum Students.....	21

# ABOUT OUR SERVICES

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## WELCOME

We welcome you to **Kinsight**.

This Handbook will provide you with a guide and outline of the services that Kinsight provides to adults.

We are an accredited not-for-profit, charitable organization that has been serving the communities of New Westminister, Coquitlam, Port Coquitlam, Port Moody, Anmore, and Belcarra since 1954.

Kinsight provides a range of services to support healthy development, inclusion, and full participation of all people. Our Adult Services programs facilitate the planning and provision of support services to adults with developmental disabilities and to adults eligible for the Personalized Supports Initiative (PSI). People may attend Kinsight's programs and services in Coquitlam, Port Coquitlam, Port Moody and New Westminister and/or may receive their supports in their own homes and communities.

Our hours of service vary between programs, as we have designed each program to accommodate the needs and preferences of the people we serve. More information regarding hours of service is provided with each program description.

If you require further information or clarification after reading this handbook, please contact one of the Adult Services Coordinators at the Kinsight office or visit our website: [www.kinsight.org](http://www.kinsight.org)

### Kinsight's Adult Services receives funding from:

Community Living British Columbia

- Community Living British Columbia Burnaby and New Westminister (604) 660-8124
- Community Living British Columbia Coquitlam, Port Coquitlam, Port Moody (604) 933-2000

Fraser Health

United Way of the Lower Mainland

# INFORMATION ABOUT SERVICES

Kinsight offers many support options:

## Employment Services

Our Employment Facilitators will support you to learn how to find paid employment that fits with your skills and interests. Our Employment Service staff work with you in a variety of locations and times in accordance with your employment related needs and wishes.



## Skill Development

We will help you to develop skills you need for healthy and independent living. These services are designed to help you meet specific goals and usually continue for about 3 months. Skill Development services offer flexible schedules and are provided to you in your home and community.



## Outreach

Outreach support is offered to people who live independently. We support you to achieve your goals and we provide assistance with the tasks you want help with, such as grocery shopping, attending appointments, or keeping your home safe. Outreach services offer flexible schedules and are provided to you in your home and community.



## Supported Living

You may choose to live independently in the community. In our supported living homes, you will have access to staff who will coach you to learn the things you need to live independently, such as budgeting, cooking your own meals, and getting comfortable with activities in your own community. Staff availability is scheduled to accommodate the schedules of the people living in the homes.



### Shared Living

You may choose to live with another person or family in the community. We will help you find a home that meets your needs and lifestyle preferences. Once you've found a good match, a Shared Living Coordinator continues to support you and the person/family you live with. The Shared Living Coordinators' office is open 8:30 – 4:30 Monday to Friday, and they can also meet with you in your home at hours that work with your schedule.

### Homes with full staff support

If you have complex support needs other housing options may not be a good fit for you. These homes offer a small-group living environment with full staff support.



### Community Inclusion

Our Community Inclusion programs support people to participate in community in meaningful ways. With a focus on adult learning, community contribution and employment skill building, support staff work with you to develop and pursue your goals to learn, work, volunteer, and build social connections and relationships.

The Community Inclusion programs are based in our Port Coquitlam and New Westminster locations, from 8:30 – 2:30, Monday to Friday.



## Recreation & Drop-In Activities

Weekend Recreation Activities (usually Saturdays, during the day) and Thursday Evening Meet Ups are designed to help you explore new interests and social opportunities. A calendar of events is published and distributed every month; registration is on a first come, first served basis.

## HOW TO ACCESS KINSIGHT'S SERVICES AND SUPPORTS

Any adult who meets Community Living British Columbia's (CLBC's) eligibility criteria may apply for services provided by Kinsight. Your acceptance to services is based on:

- Available space
- The program being a good fit for your needs
- Funding support

Kinsight can provide you with services as soon as your application has been approved.

Requests for service must come through a CLBC staff person. Please see the CLBC web site [www.communitylivingbc.ca](http://www.communitylivingbc.ca) for more information about applying for funding. We are happy to review the information with you, please just let us know if you would like the support!



## COSTS FOR SERVICES

Many of our services, such as Skill Development, Outreach, Employment Supports, and Community Inclusion are provided at no direct cost to you. There are some exceptions:

People receiving government-funded housing services are required to pay some fees for these services. These amounts (called user fees) are set by the Government, and Kinsight is obligated to collect them. These fees are not considered rent, but a contribution to the overall costs of



providing support and running the home. The rates are adjusted from time to time based on increases set by the Government. For housing programs that are not government funded, Kinsight sets fees based on how much it costs to run the program.

There are some optional activities that have a fee. Participants are asked to pay the fees before participating in these activities. You may pay by cash or cheque. Cheques are made out to Kinsight. You may also keep money in an account with us and we will keep a record of how much is in your account and how much money is spent.

## **MAKING SURE WE GIVE YOU OUR BEST SERVICE**

### How are we doing?

Kinsight and its staff want to make sure our services and activities meet or exceed your needs and expectations. Occasionally we will meet with you to ask you how we are doing. Kinsight would like your feedback, and will use the information that you provide to help make our services better in the future.

Other quality assurance activities could include:

- House meetings or program meetings where you share your expectations and preferences
- Reflection Sheets that you use to let us know if you liked a session or activity
- Satisfaction surveys
- Site surveys by an accreditation organization
- Visits by a representative from Community Living BC or Community Care Facilities Licensing
- Visits by other evaluators as determined by the Kinsight or Community Living BC

If you would like further information about quality assurance and monitoring, please phone 604-525-9494 to speak with one of the Coordinators of Adult Services, or the Director of Adult Services.

# YOUR PERSONALIZED SERVICE

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## PLANNING PROCESS

When you start receiving services from us, staff will help you to identify needs and goals in areas such as housing, employment, health, social skills, safety, rights, and privacy.

We will have a meeting with you and the people who are important to you, to talk about your goals and plans. The goals and plans help us all to keep on track with what you want to accomplish. You and your support team will review and update your plan as things change or as time passes.

## INFORMED CONSENT

Kinsight supports your right to make your own decisions. We want to know about you. What are your goals? How can we best support you? We will want to talk to other people that support you: your family, caregivers, or professionals who work with you.

**Informed Consent** means that you understand the decisions we are asking you to make about:

- The service or services we are offering
- The information about you that we want to share with other people to support your goals and plans
- How we will use any information that is collected

We will make sure you have all the information you need to make informed decisions.

Some people may be unable to give informed consent. In these situations, we ask that your family member or your representative provide us with documentation, such as a *Representation Agreement*, of who will be responsible to sign consent forms and make decisions on your behalf.



# YOUR PERSONAL LIFE AND DECISIONS

People have the right to make choices about their preferences, lifestyles and activities.

Cultural Traditions and Diversity - Kinsight values the positive role your culture has in your health and well-being. We will provide opportunities for you to learn about and follow your cultural, religious, family, and language traditions. We are fortunate to have a diverse group of people to share cultural traditions so we can all be exposed to new experiences.

Relationships - Kinsight will provide supports and information for you to develop and maintain healthy relationships with the people you choose. If you have questions about safe sex, privacy, sexual orientation, birth control or other things, we will help you find the answers.

## YOUR CHOICES

We will support you to make informed choices. To do this, we will provide you with information about the opportunities and options that exist, and about the risks, consequences, and benefits of each option. Personal opinions of staff will not affect how this information is presented.

Adults must have a say in any group decisions that affect them. Staff will assist the group to make sure that all people's choices are equally heard and a compromise is agreed upon.

Sometimes there will not be enough time, resources, or training available for staff to support all the activities that people will want to do. We will try to be innovative; we will try to connect you with other people who want to do the same things, we may refer to other support services or contract with qualified instructors.

Staff will not support illegal activities. Should illegal activity be discovered, staff will consult with Kinsight Management to determine the response. This could include reporting to the Police, or suspending or withdrawing services to the person.

Staff will not support activities that are harmful or unsafe to you, themselves or others. If you choose to participate in activities that bring

risk to the safety and health of yourself or others, we will meet with you to find ways to make things safer.

## RECORDS AND FILES

When you participate in one of our programs, a written record (file) is created which contains important information about you. Some of the information we keep in your file is:

Contact/ emergency information	Release of Information forms
	Consent Forms
Demographic information: age, gender, language, address	Critical Incident Reports
Orientation checklist	Referrals to other resources/ supports
Support Plan and Goal Plans	Medical information
Summary reports and/or reports for funders/contractors	Exit Summary Report

## ACCESS TO RECORDS

You may see your records at any time, by asking the supervisor to show them to you. If you need assistance to understand the information in the records, the supervisor will explain the information to the best of their ability, in the manner that best suits your communication style. Your information is **confidential**. This means that any other person, including your family members, must have your permission before they can view your records.

## TRANSPORTATION

You are responsible for arranging your own transportation to and from the programs.

If you need help to learn how to take public transportation, we can help you with that.

If you aren't using the bus or Skytrain, you may want to contact Handy Dart Services. They provide door to door service for people with disabilities who cannot travel independently on public transportation. If you use

Handy Dart, it is your responsibility to arrange your bookings directly with them at 604-575-6600.



## PERSONAL PROPERTY

### Security of your Personal Property

Kinsight will secure all buildings, properties, supplies, and vehicles to prevent theft, damage, or loss.

Staff will support people who live in Kinsight operated homes to secure and protect their personal property. We will keep a list of your personal belongings to help you keep track of the things you own. For instance after shopping, we will help you to label your property (especially furniture).

In program settings, Kinsight will provide a secure place, such as a locker for each person who requests one. Locks and keys will also be provided when requested. When you bring any of your belongings out of their secured spot, you are responsible for their safety.

## FINANCES

### Government Benefits and Assistance

You have the right to have food, shelter, clothing and financial security. We will provide information and support to people and their families to ensure these rights are being met. We can help people who are eligible to connect with government financial assistance. We maintain up to date information on the policies and benefits of social assistance programs for people with disabilities and seniors. Visit our website, [www.kinsight.org](http://www.kinsight.org), to access this information. If you do not have access to the internet, the Kinsight office or the local Ministry of Social Development and Social Innovation office can provide you with the information.

## Helping People with their Money



In our Residential Services, assistance with spending and saving money is an important part of the support we provide to people. This support may include anything from advice to complete support with the management of your finances. At your individual planning meeting, you and your support people will determine how much financial support is required. Kinsight has developed specific procedures for tracking and spending people's money to ensure that it is safely managed.

# YOUR RIGHTS

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## **YOUR RIGHTS AND RESPONSIBILITIES**

### My Rights

Everyone has the same rights. You have the right to:

- Be treated with respect
- Be treated as an equal
- Make your own choices
- Take responsibility for the choices that you make
- Practice your religion
- Follow your cultural traditions
- A fair trial if you break the law
- Access a lawyer and legal support if you need help with the law
- Vote
- Your own property and money

Be safe:

- From threats
- From violence
- From neglect
- From abuse
- From humiliation
- From unwanted touching
- From name calling
- From financial exploitation

Medical and dental treatment:

- To be looked after and treated when you are sick or injured
- Bring someone with you for support
- To say no to any treatment
- To know what you are signing before you sign it
- To choose and change your doctor, dentist

Education (under 19 years old)

Financial support as a senior (over 64 years old)

Kinsight also believes that you have the right to:

Financial Security

Food, shelter and clothing

Personal property that is identified and secured

Relationships and the friends of your choice

Have an advocate that you choose

Have your own private space where you live

Receive support to vote

Volunteer and make a contribution to the community

Use community and public services: libraries, recreation centres, buses, colleges

Use businesses such as restaurants, bowling alleys, malls, movies and stores

Be fairly considered for a job

Be fairly treated on the job

Choose where you live

Rent an apartment

Take responsibility for your actions

When you receive services and supports from Kinsight you have the right to:

Receive information in sufficient time to allow you to make a decision about your support

Plan and choose your support service(s); have input into who supports you

Be valued

Get information that you can understand

Receive help only when you ask for it; choose who helps you

Complain; not get into trouble for complaining

Be heard; be listened to  
Have a formal process for appealing decisions  
Support to appeal a decision  
Advocacy and self-help support services  
Support to advocate for your rights  
An investigation if your rights are violated  
Confidentiality; information about you stays private until you give your permission to share it  
Be at meetings where people talk about you  
See your own file and records  
Decide if you want to participate in research projects

### Responsibilities

Rights also involve responsibility. As a person who receives services from Kinsight, you have a responsibility to:

- Respect the privacy and property of the other individuals.
- Care for your own personal space and belongings
- Cooperate with other people and treat them with respect.
- If you are in a housing program, you have a responsibility to pay rent or room and board on time.

### Restriction of Rights

In order to help people stay healthy and safe, it may sometimes be necessary to limit people's choices. This is called restricting rights. Kinsight will only do this as a last resort when safety is threatened, and all other positive methods of support have not worked. Before we restrict someone's rights, we will ask for and get permission of the person, their personal representative (family member), or a professional consultant.

Some examples of rights restrictions:

- Reduced access to parts of a home or building, food, activities, visits, or personal property
- Alarms on doors
- Physically restraining someone. If a person agrees to a rights restriction, the restriction will be written down and reviewed at least once a year to ensure that it is still needed.



## GOING OUT OR HAVING PEOPLE OVER FOR VISITS



You have the right to go out with family and friends. They are also welcome to come and visit you!

Sometimes staff will ask that visits be pre-planned so that activities can be adjusted. If you want a private space for your visit we can help find one.

## COMPLAINTS, CONCERNS, AND APPEALS

Sometimes there might be a disagreement between staff and an individual or a family member. We encourage you to try to resolve disagreements through discussion. If this does not resolve the conflict or if you feel uncomfortable about speaking to the person directly, you can call the Adult Services Coordinators or the Director of Adult Services.

### Complaints Procedure

- Fill in the Feedback Form. Ask the supervisor for this form or call the Kinsight office. If you need help completing the form, a staff person will do this with you.
- Deliver the form to the Adult Services Coordinator(s) or the Director of Adult Services at the Head Office #300 218 Blue Mt., Coquitlam. Phone 604-525-9494.
- The Adult Services Coordinator(s) or the Director of Adult Services will respond within 10 days. They will arrange to have a meeting with you to discuss your concerns. If you have not heard from anyone within 10 days, call the Executive Director at 604-525-9494.

You will receive a decision, in writing, within 14 days of your last meeting. The Adult Services Coordinator(s) or the Director of Adult Services will meet with you again and go over this decision.

Family members and/or substitute decision makers, who represent an individual who resides in a home licensed under the Ministry of Health, who are dissatisfied with the response to their complaint, may contact the Community Care Facilities Licensing officer at Health Protection #300, 205 Newport Drive, Port Moody, B.C. V3H 5C9 or (604) 949-7706.

If you are not satisfied with the response to your complaint, you may decide to appeal the decision.

## Appeal Procedure

1. Fill in the Appeal Form. Make sure you say that you have already had a decision from the Director or Coordinator of Adult Services and what you did not like about it.
2. Deliver the form to the Executive Director of the Kinsight at # 300 218 Blue Mountain, Coquitlam or phone the office 604-525-9494
3. The Executive Director will respond within 10 days, and set up a meeting with you to form an Appeal Committee to hear your appeal.
4. Decide who you want on the Appeal Committee. You may choose two people, and Kinsight will appoint two people – usually the Executive Director and a Board member.
5. The Appeal Committee will meet with you to hear your complaint. This will happen within 30 days of your form being received.
6. The Appeal Committee will let you know what they decide about your complaint 10 days after the meeting. They will give you the decision in writing.

# SAFETY

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## SAFETY AND EMERGENCY PROCEDURES

Kinsight is serious about ensuring the safety of everyone who works for or uses our services. All sites will have monthly safety drills (fire, earthquake, bomb threats, and other emergency drills), and everyone will be expected to do the drills to the best of their ability. Site safety inspections may require staff to enter the bedrooms of people living in the homes. Staff will support people so that everyone is able to participate.

Every morning we conduct a safety inspection of the vehicles used for transporting the people who receive our services. The agency vehicles are also inspected regularly by a certified mechanic. All staff who drive the vehicles have a valid driver's license.



Safety is very important to us. All staff members have current certificates in First Aid and CPR. All staff members are trained on how to prevent and respond to violence. Staff are required to report all injuries or anything that could have resulted in an injury. If you are injured, we will call your emergency contact. We also report serious incidents to Community Living British Columbia, and (when in a Licensed home) to the Community Care Facilities Licensing Officer. We encourage everyone to report any safety concerns to staff or to the supervisor. We will let you know when and how the concern has been addressed.

## HEALTH CARE



Staff will support people living in Kinsight operated homes to obtain regular health, dental, and any specialist care that they may require to maintain optimal health. Health care needs will be identified in their Individual Plan and their Care Plan. These plans will address oral care, nutrition, recreational activities, and healthcare. Staff will support people to choose their own healthcare and dental care professionals. People should, at the very least, get an examination by a medical doctor and dental care professional at least once a year. Staff will support people to follow the recommendations of health care professionals. A written record

of health care professionals contact information, visits, recommendations, and follow up will be kept in each person's record.

When you participate in our services, we will ask you about allergies and other health conditions that you may have. If you move into a Kinsight home, we will ask you about the immunizations that you have had. This information will be used to help ensure that you are immune from certain communicable diseases. Staff will also encourage people to get an annual flu shot and keep their vaccinations up to date.

Staff will also follow a process called *universal precautions* to reduce the chance of getting a communicable disease. These universal precautions include tasks like frequent hand washing. We will encourage you to do the same.

Even with these efforts, occasionally people may get ill with the flu, colds and other contagious illnesses or conditions. If someone gets ill or has a condition that can spread to others, then staff will support people to carefully follow the doctor's orders so that they recover as quickly as possible. We ask that you remain at home to reduce the spread of the illness.



## MEDICATIONS

Some people have medications prescribed by a doctor.

If you are responsible for taking your own medication, don't take it out until you are ready to take your pills. If you need help to take your medication, make sure that you can bring it in a blister pack or container that has your name and the name of the medication(s) clearly marked. You can give the medications to the staff to lock up. You can also ask the staff to be in charge of giving the medication to you at the correct times.



For all people living in Kinsight operated homes, we use one pharmacy to provide all medications. The staff is trained to help people take their medications properly. In Licensed homes, staff are required to administer medications to all people. They will follow written procedures to do so. If

people in Licensed homes want to take their own medications, they must apply to Community Care Facilities Licensing for permission to do so. In homes that are not licensed, people have the responsibility for taking their own medications and staff can help them to do this.

## HOW YOU CAN HELP KEEP OTHERS SAFE

### Smoking

In order to protect staff, visitors, volunteers, and people receiving services from second hand smoke, smoking is only permitted in designated areas outside of Kinsight homes, buildings, and vehicles. All of the City By-Laws must be followed.

### Weapons

All people have a right to a safe environment. Kinsight will not tolerate weapons or threats to use weapons on property or at Kinsight functions. A weapon is anything that is used with the intent to hurt anyone.

People who are discovered carrying, using, or threatening to use anything as a weapon may have services suspended, and the Police may also be contacted.

## PETS

### Pets in homes operated by Kinsight

**Pets are welcomed in Kinsight homes when all the following requirements have been met:**

- It is documented in the person's Individual Plan if a pet is desired by a person living at the home, recommended by a qualified therapist, or required as an assistant.
- The needs of other people living in the home who may have allergies to animals have been considered.
- The pet does not harm people or damage property.
- The pet owners' Individual Plan will define the supports needed to care for their pet, and will address the animal's expenses, behavior, feeding, training and needs.

- The costs of the pet will be paid for by the person who owns it. Kinsight may support an individual to get assistance with these costs.
- The pet does not break the By-Laws of the City, the Public Health Department, strata council, or any other rules and regulations that apply to that home.
- Standards of cleanliness necessary for health are maintained.



If the above requirements are not met, the pet will be removed from the home. Staff may find a temporary home for a pet if the person who owns the pet wants to appeal this decision. The removal can be temporary until the requirements are met.



# STAFFING

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Staffing is based on the needs of the people receiving services, as well as available funding.

## STAFF SELECTION

Kinsight supports the people who receive services to identify the qualities they like to have in the staff they work with. We learn about people's culture, likes, and dislikes to help us make hiring decisions.

## STAFF QUALIFICATIONS

In order to be hired as Kinsight staff, each applicant must have certain qualifications, and a clear criminal record check. We look for staff that have good references and the personality, ability, and temperament necessary to provide support to the people we serve. Ideally, a staff will have a degree or diploma in Human Services. They will also have some experience with teaching life skills, basic counselling techniques, conflict resolution, alternative communication, and non-violent crisis management. All staff have current first aid/CPR and a driver's license. Staff are expected to communicate well verbally, in writing, and on the computer.



## VOLUNTEERS AND PRACTICUM STUDENTS

Kinsight welcomes volunteers and practicum students. These people may become successful staff members in the future. We believe it is important that they be given the opportunity to apply their knowledge to our home and program environments. These people will be screened prior to being assigned and supervised while working with us.