

# Calgary Progressive Lifestyles Foundation



## Client Handbook 2019

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To Our Valued Individuals,

Welcome to Calgary Progressive Lifestyles Foundation(CPLF). We have friendly and caring people who like to help other people in any way they can. We like to work together with you in your team.

We are always willing to listen to what you have to say. If you have any questions, please let us know.

We look forward to working with you in achieving your goals. This can be a new and exciting adventure for everyone!

We look forward to getting to know you better and for you to getting to know us throughout the years to come.

Yours Truly,

Adrienne Sabourin  
Executive Director

## **Mission Statement**

The agency's mandate is to promote self-sufficiency and growth within individuals whom have a disability. This is achieved through Community Inclusion and participation; Skill and Image Enhancement; Autonomy and Empowerment. Calgary Progressive Lifestyles Foundation has a strong commitment to a continued process of improvement by evaluating the outcomes of its activities.

## **Company History**

In 1989, Calgary Progressive Lifestyles Foundation (CPLF) began providing supports to adults with disabilities.

Calgary Progressive Lifestyles Foundation uses a unique approach. The individual's needs are assessed and services are developed around him or her. It is our belief that quality of life is an important goal for everyone.

We start our services around the person by first meeting his or her most basic needs, such as quality housing, adequate nutrition, safety, and companionship. We then develop a network of supports to address goals and other needs specific to each person.

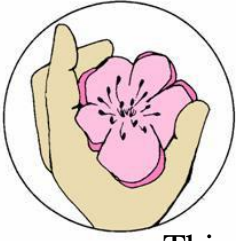
We provide support to individuals with a wide range of challenges such as; acquired brain injury, developmental disabilities, physical disabilities, mental health, addictions and seniors care.

## **Beliefs and Values**

Calgary Progressive Lifestyles Foundation strives to provide a quality service focused on developing and enhancing a person's potential and quality of life. Guiding us in the provision of this service are the following beliefs and values:

- Every person is a unique individual having worth, no matter what the degree of disability.
- Every person has the need for self-determination to the greatest extent possible.
- Every person has the right to live a life of dignity.
- Every person should have the opportunity to live as a full member of society in his/her own community.
- Every person has the right to live in their own home and to have that home perceived as their home and not belong to an agency, association, or staff.
- Every person has the right to a group of people (family and friends) surrounding them who cares and wants the best for them.
- Every person has the right to be accepted and respected for the person they are.
- Every person has the right to give of oneself and receive from others in return.
- Every person must be treated in an age appropriate manner.

Beliefs and values are shared with guardians at the time of application and guardians must be in agreement with Calgary Progressive Lifestyles Foundation's philosophy. At the time of the interview, potential employees are asked to express their values and beliefs toward client care and also their views toward accepting involvement from the guardian. Their response needs to be congruent with the agency in order to be hired.



### **CPLF Services**

Things CPLF can help you with:

- Find a place to live
- Do things that you like to do
- Make friends
- Live healthy
- Volunteer
- Find a job
- Keep you safe
- Plan a vacation
- Help you find a doctor and/or dentist
- Help you make decisions
- Help you vote
- Help you exercise
- Plan fun activities with colleagues, staff, friends and family

### **The Bigger Picture: Relationships**

While you are spending time with your staff, he or she will help you work on your goals, stay safe, and have fun.

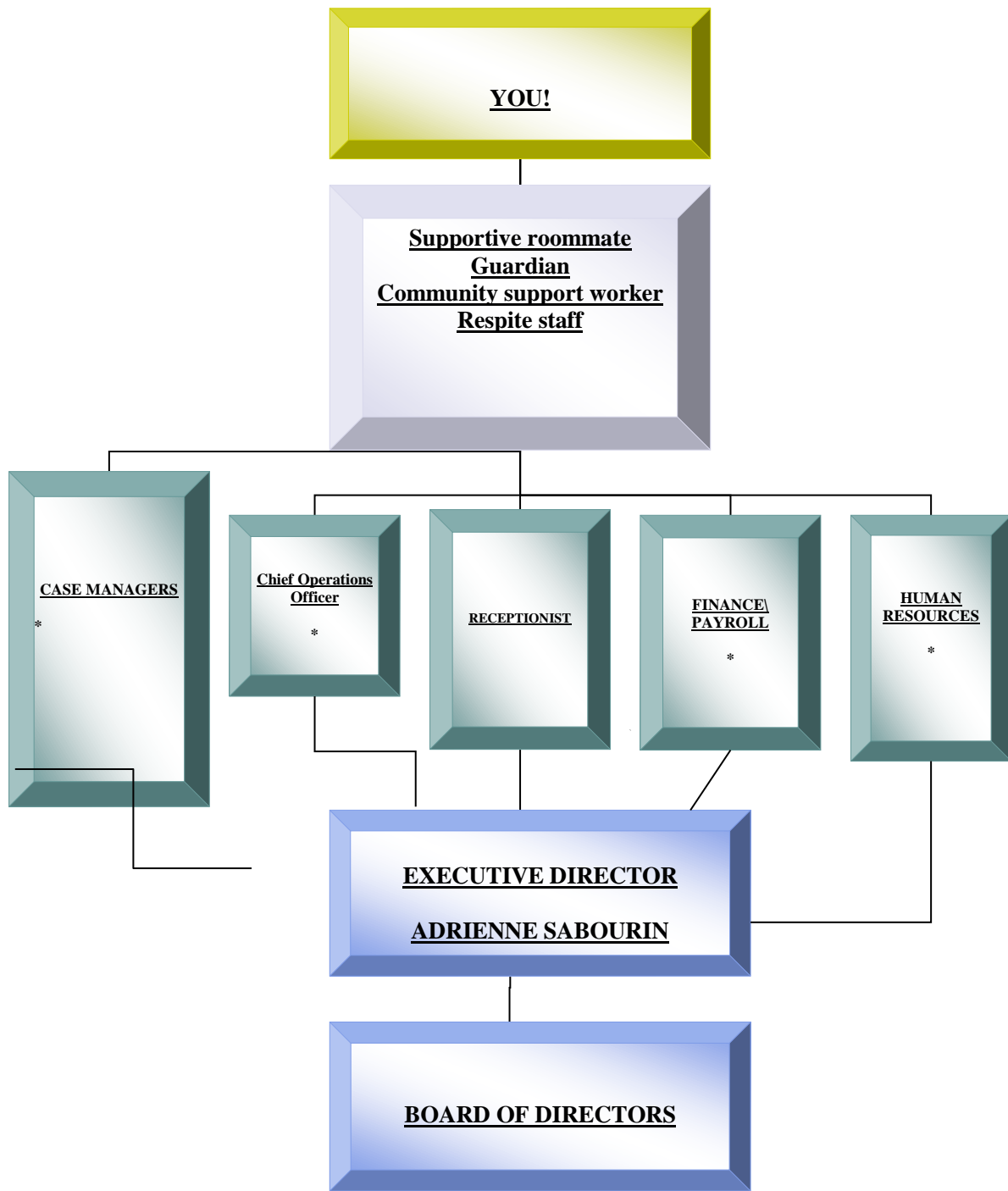


You might also want to spend time with your friends or peers when you are not with your staff. Your staff can help you make plans to invite somebody to spend time with you. You can also ask for help to make travel arrangements, buy movie tickets, or find out what fun events are happening in your community.



Your staff can support you to understand how to have a good friend and how to be a good friend!

**CPLF**



## **Who We Are**

### **The Receptionist**

Answers the phones and directs your phone call. Greets you when you come in.

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### **The Human Resources**

Does all of the scheduling for your workers, and helps hire new staff.

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### **Chief Operations Officer (COO)**

The **COO** manages the office and helps with the Social Enterprises. He will also help you with concerns or ideas you may have.

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### **Finance**

They make the paychecks for you and your staff if you are an employed at CPLF or the Social Enterprises. This is where you pay for registered activities offered through CPLF.

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### **The Executive Director**

The **Executive Director** is the big boss of the whole place and is available for you to speak with.

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### **Case Managers:**

Do you know who your Case Manager is? Do you have their business card?

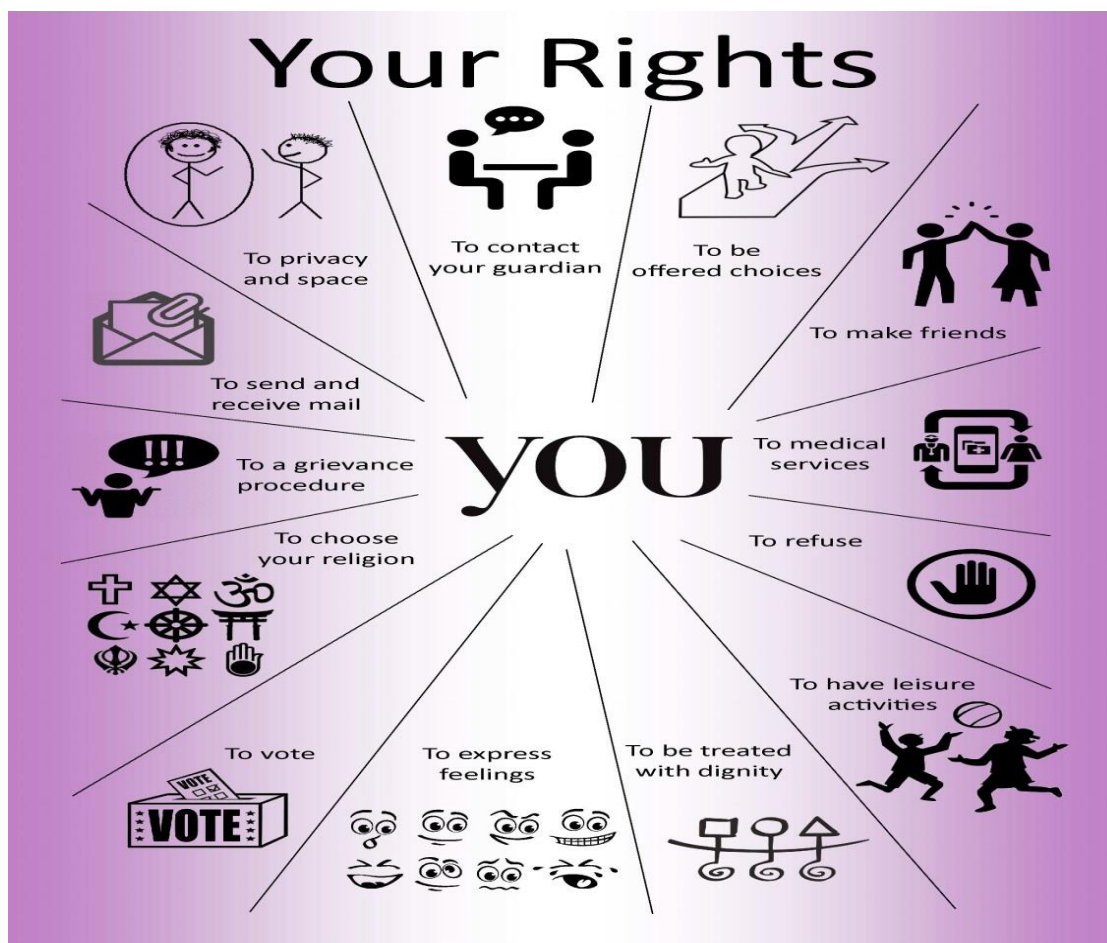
Case Managers speak with you each month, can visit you in your home or in the community. Your Case Manager will help you and your staff plan your activities; help you find a job; help you to find answers to your questions. They make sure your staff know about you, what you need and what you want to do.

Case Managers can also meet with your staff to do necessary training to provide you with quality supports.

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## Rights as a Client of CPLF



### More Rights

- Right to have a relationship and get married.
- Right to talk about where you want to live.
- Right to be paid a fair wage for work.
- Right to attend all meetings about me.
- Right to choose your staff.
- Right to choose your own goals.
- Right to not be discriminated against.

**If someone is not respecting my rights, I can say *NO* right away!**

Support network meetings and/or contact are held monthly to provide the opportunity to express concerns and suggestions.

### What happens if I need special support to keep me safe?

Your team will work with you to make a plan that sets rules that will help you and your staff to work together to be safe when you are doing things that are not safe.

This plan is called a *support plan* or a *positive approach plan* or a *protocol*.

This plan may involve a *restrictive*: an action that does not let you do what you want to do at a certain time because it is not safe.

For example, your staff might take your hand to stop you from grabbing onto a stranger.



Or your staff might ask you to leave the room because you are upset and hurting yourself, and you need some quiet time to calm down.



You will be involved in the planning of how a restrictive may be used to keep you and others safe. You will learn new ways to express yourself.

After reading the plan, you and your Guardian will sign it. Signing it allows our staff to use the plan. Make sure you understand the plan before signing it.

This plan will be reviewed once per year by a committee.

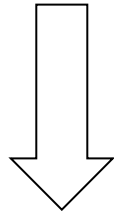
Sometimes, we need to stop you from hurting yourself without having a plan yet. We will always try to be respectful in helping you stay safe.

Some actions by staff are **never** allowed because they might be too dangerous. Some examples of *prohibited* actions are:

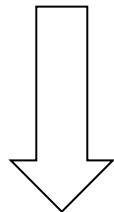
- Hitting or kicking you.
- Calling you names.
- Washing your mouth with soap.
- Not feeding you.
- Leaving you alone for a long time.
- Using electric shock.

**What do I do if I do not like my services?**

**Talk to my  
Guardian or Case  
Manager**



**Have a team  
meeting to discuss  
the problem and  
find an answer**



**Talk to Executive  
Director (Adrienne)  
for more help**

## What To Do About Abuse



### What is Abuse?

Someone does **something** you do **not like** that causes **harm**.



### Types of Abuse

#### Physical:

Is it okay if someone **hits** you?

Is it okay if someone **punches** you?

Is it okay if someone **kicks** you?



#### Sexual:

Touching you in private areas **without your permission**: is this okay?



### Emotional:

Is it okay if someone **ignores** you?

Is it okay if someone **calls you names**?

Is it okay if someone **hurts your feelings**?



### Financial:

Is it okay if someone **steals your money**?

Is it okay if someone **takes your clothes**?

Is it okay if a staff **borrow money from you**?

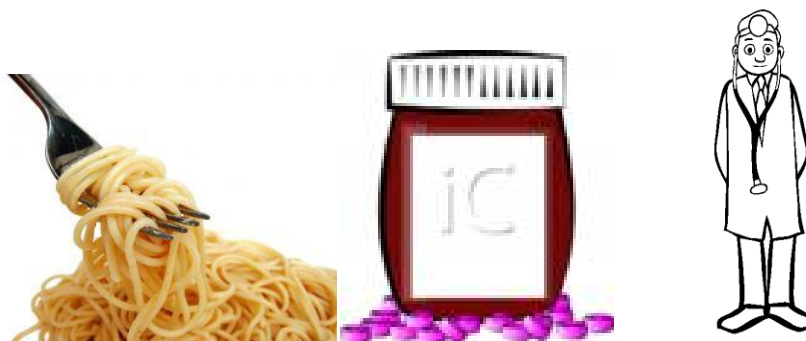


### Negligence:

It is okay if someone does **not give you supper**?

Is it okay if someone does **not give you medication**?

Is it okay if someone does **not take you to the doctor**?



## **What To Do??**

What do you do if you see someone harming someone else?



## **Say Stop!**



## **Tell Someone!**

Who can you tell?

- Your family!
- Adrienne
- Your Case Manager





## When Do You Tell Someone?

Right away!



In a private place



## How Do You Tell Someone?

“Can I talk to you about something?”

“I need to talk to you about something.”



## Be Safe!

Ask questions about how you can **stay safe!**



## Safety and You

When you are out in the community doing your activities with your support staff, it is important for you to be safe at all times.

Some tips to stay safe include:

- Finding the “exit” signs when you are in a building.



- You and your support staff agree where to meet in case you lose sight of each other.

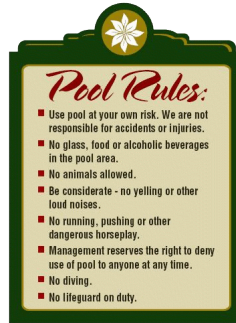


- You know where your staff's car is parked in the lot.



- If you go swimming, talk about what safety items you might need and the pool rules.





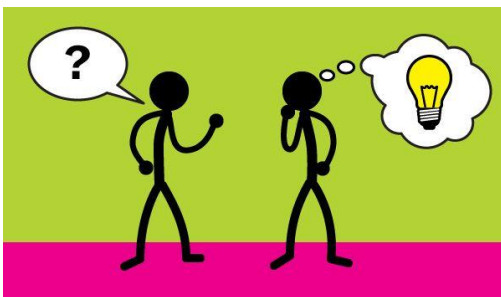
- Carry some information about you in your backpack or purse.



- Practice fire drills.



- If you have questions about safety, ask your staff!



## **Health Tips**

For helping you stay as healthy as possible!

### **Proper hygiene**

Staying clean and tidy is important for your health! Having dirty skin or clothes can make you sick. Sometimes, your staff might remind you to wash your hands, change your clothes, wash some laundry, or comb your hair because they want to help you.

Brushing your teeth every day and seeing your dentist can help you have a healthy mouth. When your mouth is healthy, the rest of your body can also be healthy.



### **Medications**

Some people have to take pills or medications to be healthy. If your doctor gives you medications, he or she will also tell you what they do, how much to take, and when to take them. It is important you follow the doctor's instructions. Sometimes, your staff might help you by giving you reminders, getting the medications ready for you, and picking them up from the pharmacist. If you have questions about your medications, your staff can also help you find the answers.

To take your medications, you can use reminders such as:

Staff reminding you with words.

Setting an alarm on your watch or phone.

Setting a daily schedule / time.

**ALL MEDICATIONS ARE TO BE LOCKED UP.**



### **Doctor's appointments**

Visiting your doctor from time to time can help you stay healthy, even when you do not feel sick! Your staff or family can help you make appointments and take you there. They might talk to the doctor with you.



**Eating healthy**

To feel good and strong, your body needs healthy food to make sure it works right. Your staff can give you ideas about what foods you can choose.

**Being physically active**

Your body needs to move to be strong and healthy. Your muscles have to work every day. Your staff will help you find times and places to exercise. Walking is an easy way to exercise. You might also like dancing, playing sports or swimming.

**What is PDD?**

P.D.D. stands for Persons with Developmental Disabilities. It is a part of the Government that provides money and support to people with disabilities. Every year we must send in a report of how you are doing. When you want to make a change, CPLF needs to ask P.D.D. for approval.

**The job of the Calgary region PDD Board is to:**

- Work with people who have developmental disabilities, their families and service providers to find out what services and supports adults in their region want and need.
- Make plans for people to get those services and supports.
- Spend the money that they get from the Alberta government so that people in their region get support that helps them have good lives.

Help communities to respect and include people with developmental disabilities.

### **Annual Review: The Big Meeting**

Once a year, PDD asks CPLF to write a report about how you are doing and review your services and how we support you.

Your Case Manager will meet with you, your support staffs, PDD Service Coordinator, and your Guardian to talk about your activities and goals.

At this time, a lot of paperwork will be signed, including:

- Your Individual Service Plan (this is the report that is sent to PDD).
- Your Individual Service Agreement (this is a contract between you / your Guardian and CPLF that explains everyone's roles)
- There may be other documents to help with your support.

During this meeting, your Case Manager will update several *consent forms* to make sure you receive safe and respectful care.

Consent forms give CPLF permission to talk to other people about you, take your picture, give you your medications, go for trips outside of the city, and properly use your wheel-chair / walker / lift / hearing aid / communication board, etc.

You always have a choice. It is okay to say “no” about your supports and talk about a better plan for you.

We want you to understand all of the paperwork you are asked to sign. It is okay to ask questions and change your mind. We can help you make some decisions, but it is important you understand what the decisions mean for you.