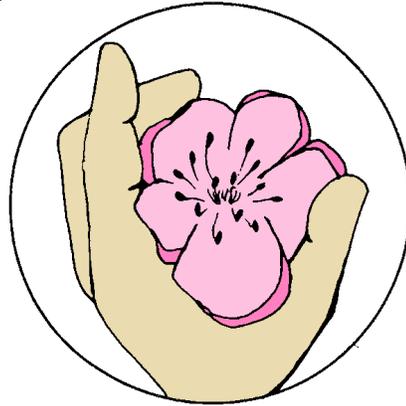


Calgary Progressive Lifestyles Foundation



The plum blossom is a symbol of spring triumphing over winter, and virtue and courage triumphing over difficulties.

OUR MISSION: 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.

CPLF Welcome Package

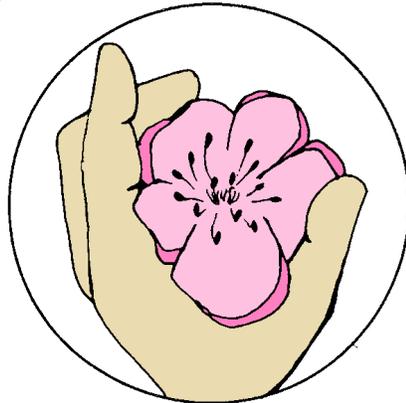
Suite 140, 1935 32nd Avenue NE
Calgary, Alberta T2E 7C8
Email: info@cplf.ca www.cplf.ca

Acknowledgement of package received:

Individual/Guardian Signature

Date YY/MM/DD

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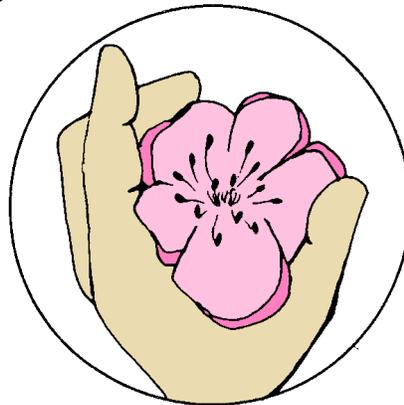
Email: info@cplf.ca www.cplf.ca

Established in 1989, CPLF practices individualized client-centered approach where the needs of the individual are assessed and support services are developed around the identified needs.

CPLF provides quality support services focused on developing and enhancing a person's potential and quality of life. Guiding us in the provision of these support 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 socialize with others thereby surrounding themselves with natural supports who care and want 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.

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Case Manager Message

Welcome to Calgary Progressive Lifestyles Foundation (CPLF). As your Case Manager I will work with you, your family, and your assigned staff. Together we will build a schedule of activities that meet your specific goals and direction you want to take. Together we will define the type of support/resources you need to promote your independence and self-worth. I will support you to access resources to meet those goals. I am available to you, your staff, and family to answer any questions and/or concerns you may have.

I look forward to working with you and contributing to your future growth and well-being.

Sincerely,

Case Manager
Calgary Progressive Lifestyles Foundation

CLIENT MANUAL

A copy of our Client Manual can be reviewed electronically on the CPLF website – please go to www.cplf.ca – staff resources (upper right hand of webpage), go to Reference and select Client Manual. Other information:

- Please provide a current email address to the HR Assistant at CPLF to ensure that you receive CPLF's monthly newsletter which contains information on programs available, events, activities and success stories.

THE WEST WING

- The West Wing is used as a meeting point for day support staff and their individuals. It is also the Access Calgary drop off and pick up point for individuals.
- The West Wing is open at 8:00am to 9:15 am and re-opened at 2:30pm
- Typically Support staff hours are 9:00 am to 3:00pm. Access Calgary needs to be booked so that the individual arrives promptly at 9:00 am and are ready to leave for 3:00 pm.
- Between 8:00 am and 9:00 am and 3:00 pm and 4:00 pm, one-on-one support is NOT provided though there are 'floater staff' monitoring individuals and ensuring rides are met.
- Disruptive or unsafe behaviour that cannot be managed by available staff may result in a guardian or supportive roommate being asked to remove the individual from the West Wing.

RESIDENTIAL COSTS

1. Room and Board includes but not limited to:

- Food
- Utilities
- Bedroom
- Essentials; toilet paper, hand soap, laundry soap(unless individual needs specialized detergent), cleaning supplies ect

Examples of what is not included: personal hygiene products(body wash, lotions, shampoo, conditioner, depends, wet wipes, gloves for personal care, make up, personal spending money, meals out, day program costs, clothing

Room and Board amount is determined between the individual/guardian and the supportive roommate. CPLF recommends \$600.00.

DAY PROGRAM TRANSPORTATION

An individual has three options for transportation and costs:

1. Utilize Access Calgary or Calgary Transit; if a staff is required to travel with the individual an attendant card will need to be applied for.
2. The individual/guardian/trustee will pay day support staff directly an agreed upon monthly amount for mileage.
3. The individual/guardian/trustee will make arrangements to be invoiced by CPLF to pay support staff mileage which will then be paid to support staff on a monthly basis as long as invoice is being paid by individual/guardian/trustee.

Mileage can be paid as a monthly flat rate or at .30 cents per km

ACTIVITIES

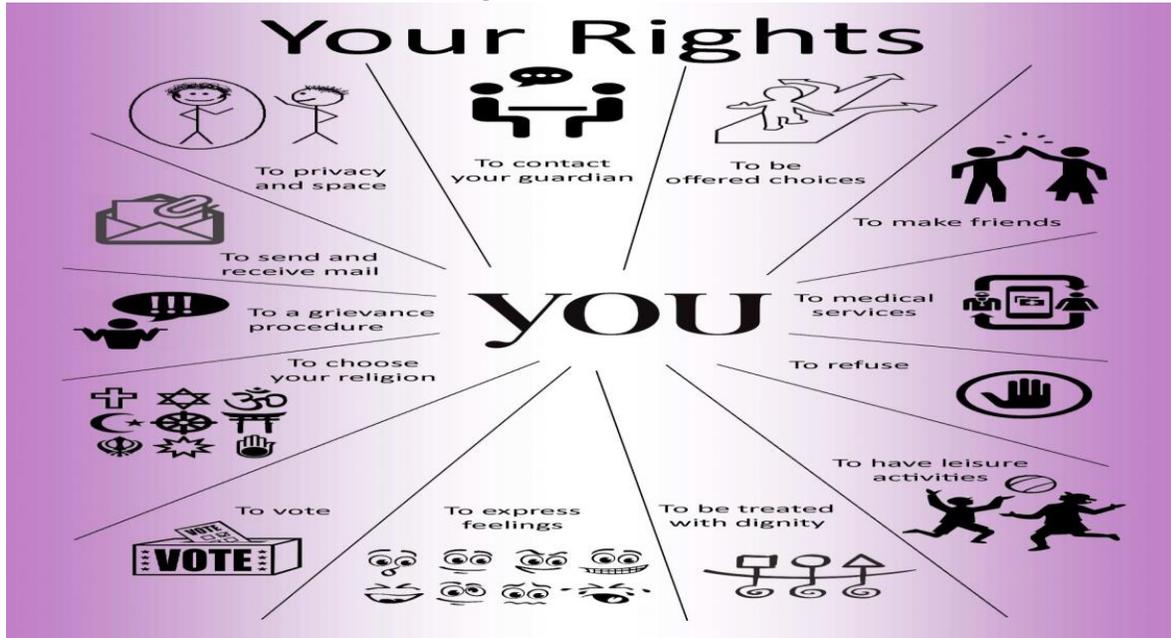
CPLF organizes and holds dances, bingos, parties, arts and crafts classes and sing-alongs that all individuals and staff can participate in. These activities are listed in the monthly newsletter. The individual has to register for activities by contacting the CPLF Finance department. If there is a price to the activity, payment will be collected by the Finance department. Activities range in price from free to approximately \$60.00 for approximately 10 sessions and can last from a daily event to several weeks.

RESIDENTIAL

CPLF endeavours to adapt the individual's environment to allow them to live as independently as they can. Private contractors are normally engaged to perform these environmental adaptations and the client or guardian is expected to cover the costs of these.

CLIENT RIGHTS AND RESPONSIBILITIES

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.

REPORTING OF ABUSE ALLEGATIONS POLICY

Policy Statement: In accordance with provincial regulations, including the Protection for Persons in Care Act, Calgary Progressive Lifestyles Foundation reports allegations of abuse in a timely manner and promotes the prevention of abuse.

Procedure: The following preventative practices are utilized:

As a mandatory requirement, all employees of Calgary Progressive Lifestyles Foundation participate in Abuse Prevention and Response Protocol Training within the first three months of being hired.

Using various techniques, individuals receiving care are taught about the various types of abuse and how to report concerns.

Case Managers speak about abuse prevention and response in monthly team meetings.

When an allegation of abuse is reported, the CPLF office must be immediately notified. A Case Manager first ensures the individual in care is safe. If the allegation involves the individual's residential care, emergency respite is immediately arranged. Two Case Managers are used to interview the individual and involved parties. Depending on the nature of the allegation, the legal guardian may then be contacted. If the allegation has a criminal component, the Calgary Police Services may be contacted. Protection for Persons in Care will be notified. Finally, an Abuse Prevention and Response Protocol Preliminary Report is completed, signed by the Executive Director, and sent to PDD within 24 hours.

After the relevant parties are made aware of the abuse allegation, the Case Manager continues to supervise the support team to ensure the individual in care is stable; in some circumstances, the individual may require medical intervention, crisis management and / or counseling.

Within thirty days of receiving the allegation, the interviewing Case Manager will submit to PDD the Abuse Prevention and Response Protocol Final Report; this document will provide a comprehensive summary of how the allegation was disclosed, the response of the support team, how the review process took place, corrective actions taken, recommendations, and an action plan.

All of the documentation outlined above is assembled into an envelope(s), clearly labeled, and submitted to the Executive Director for final review.

OUR SOCIAL ENTERPRISES

CPLF offers a unique social enterprise Cookies on the Go/Lifestyles Bistro. (Revenue-generating businesses operated by a non-profit organization which aims to: achieve social, cultural, community economic or environmental outcomes; and to earn revenue). CPLF social enterprise offers employment/volunteer opportunities for individuals with disabilities.

Cookies on the Go – Our retail bakery serves fresh cookies, breads, treats, and other baked delicacies such as specialty cakes.

www.cookiesonthego.org



Lifestyles Bistro – Our retail bistro offers quality food dishes in a relaxing atmosphere. Our customers take pride in purchasing with purpose. We also provide excellent value catering services.

www.lifestylesbistro.ca

All staff who work in the kitchen are supervised by the bakery manager and must wear closed toe shoes with a rubber sole and hair nets.

**LIFESTYLES
BISTRO**
CATERING & BAKERY

ACCESS CALGARY

Calgary Transit Access is a shared-ride, book in advance, door to door public transportation service for Calgarians (age 6 and older) with a disability that cannot use the regular buses and CTrains. Eligibility is based on physical and/or cognitive ability to use Calgary Transit. Eligibility is not based on language barriers, inability to drive, age, income, unfamiliarity, or length of trip with Calgary Transit.

To apply for service with Access Calgary, an application form must be filled out and an assessment interview must be conducted. **Please note that submission of an application form does not guarantee eligibility** Access Calgary conducts interviews with potential customers to determine their eligibility for service and to assess their individual transportation requirements. You may download an application form online in Portable Document Format (PDF) or Microsoft Word format by going to www.calgarytransit.com and click on the “Calgary Transit Access” link or copy this link: <http://www.calgarytransit.com/calgary-transit-access>

CALGARY TRANSIT

Attendant Cards



The attendant card allows an individual’s attendant to ride for free on regular transit only.

To apply for an Attendant Card or discuss eligibility please call Calgary Transit Access eligibility department 403-537-7777 option 5.

Fair Entry - Programs and services for low income Calgarians

The Fair Entry program lets you apply for multiple programs and services with one application. Your eligibility is based on the individual being on AISH, and a copy of their AISH card must be submitted with the application.

The most beneficial to the individuals receiving services from CPLF are:

- Low income bus pass

- Recreation Fee Assistance

Apply for Fair Entry online (City of Calgary Parks & Rec Subsidies)

Submit your application electronically by [applying online](#),

<http://www.calgary.ca/CSPS/CNS/Pages/Neighbourhood-Services/Programs-and-services-for-low-income-calgarians.aspx#apply>

OR

Get more information at 311 or FairEntry@calgary.ca.

WHERE TO BUY LOW INCOME BUS PASS WHEN APPROVED

Only approved applicants or their pre-approved designate as recorded on the application form may purchase the pass (must provide current and valid photo-identification, preferably government-issued). Passes are available up to 15 days prior to the beginning of the month. Passes can be purchased from:

- **CITYonline** your pass will be mailed to you at your address that we have on file.
- Our **Customer Service Centre** (cash, credit, debit)
- **City Hall, 3rd floor cashiers** (cash, debit)
- **Village Square Leisure Centre** (cash, credit, debit)
- **Southland Leisure Centre** (cash, credit, debit)

FEE ASSISTANCE FOR RECREATION PROGRAMS

Fee Assistance is available to residents of Calgary who are in financial need in order to access recreation programs and admissions at a reduced rate at participating organizations. Fee Assistance is accepted at City of Calgary pools, leisure centers and golf courses, Calgary Public Library, Calgary Zoo, Cardel Place, Fort Calgary, Heritage Park, Rotary Challenger Park, Talisman Centre, South Fish Creek Recreation Association, TELUS World of Science, Vecova

An application and proof of financial need is required annually. It will take about 2-3 weeks after receipt of the application for the customer to be issued the Fee Assistance card.

Further information and application can be obtained from the City of Calgary website:

www.calgary.ca/fairentry



ACCESS 2 ENTERTAINMENT™ CARD

Program Overview

The Access 2 Card is for people of all ages and types of **permanent** disabilities who require the assistance of a support person. When a cardholder presents the Access 2 card at a participating movie theatre or selected attraction across Canada, the support person is then given one free admission. The person with the disability pays regular admission price.

Persons with a permanent disability who require a support person when attending a movie theatre or attraction are eligible for the Access 2 Card. The applicant must agree to follow the terms and conditions for use of the card (see next page).

A support person is an individual who accompanies a person with a disability to provide those services that are not provided by the participating theatre/attraction employees, such as assisting the person with eating, administering medication, communication and use of the facilities.

There is a \$20 (3-year valid card) or a \$30 (5-year valid card) fee to acquire the Access 2 Card. The card will be valid for either 3 or 5 years and can be used at all Access 2 Card participating venues.

To apply you can request an application from your Case Manager or you can find the application online at www.easterseals.ca.

PARKING PLACARDS FOR PERSONS WITH DISABILITIES

Individuals

A parking placard and/or disabled licence plate enables those unable to walk 50 metres (150 feet) to use specially designated parking facilities. The placards are issued to individuals who provide proof of eligibility under this program. An applicant requesting plates must either have the vehicle(s) registered in the name of the person with the disability or be a joint owner on the vehicle registration.

To apply for a placard, an [application form](#) (pdf): must be completed by your physician, physiotherapist or occupational therapist and submitted to a registry agent office.

To qualify, an individual must be unable to walk more than 50 metres. Persons who have sensory impairments are not eligible for a parking placard unless they have reduced mobility as defined by the policy. There are two types of placards that cover three types of situations:



1. Blue placards, which can be issued to those with long-term disabilities and are valid for five years and require a new application signed by an authorized medical personnel before it can be renewed.



2. Blue placards, which can be issued to those with Permanent disabilities, are valid for 5 years and can be 'self-declared' by the applicant at renewal time without the requirement of the medical personnel signature. (see below)



3. Red placards, which can be issued to those with disabilities that are temporary in nature, and are valid for a period between three to twelve months only. **For more information and application please visit:**
<https://www.alberta.ca/get-parking-placard-people-disabilities.aspx>

Resources: 211- it is a single access point to social, community, & government services

Guardianship/Trusteeship Information

Information about Guardianship/Trusteeship can be found:

<http://www.humanservices.alberta.ca/guardianship-trusteeship/application-for-new-guardianship.html>

Kerby Center information in regards to guardianship

Personal Decision Making Phone: (403) 705-3246

For an appointment call (403) 399-5100

Some people need help in making personal or financial decisions. In Alberta there are many options to help individuals make these decisions. The options are:

- a personal directive
- guardianship
- co-decision making

The Personal Decision Making program can assist in understanding these options.

The service provides:

- Information to individuals or groups.
- One-on-one assistance with guardianship applications and reviews. A self-help kit is used.
- One-on-one assistance for co-decision makers and supported decision makers.
- Assistance with the completion and registration of personal directives.
- Promotion of the use of personal directives and enduring power of attorneys.

Just call the above phone number and let them know you need assistance applying filling out the forms for guardianship.