

*SOUTHERN OKANAGAN ASSOCIATION
FOR INTEGRATED COMMUNITY LIVING*

BOARD OF DIRECTORS



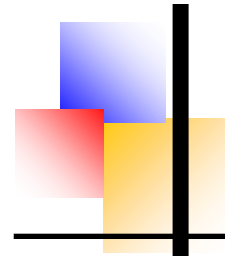
President:	Pat Unger
Vice President:	Irene Holz
Secretary:	Bobbe Ardiel
Treasurer	Richard Little
Directors:	Anna Petrin Anita Lehman

Self Advocate Board Representative: Donna Biedler



PO Box 138
5980 Main Street
Oliver, BC V0H 1T0

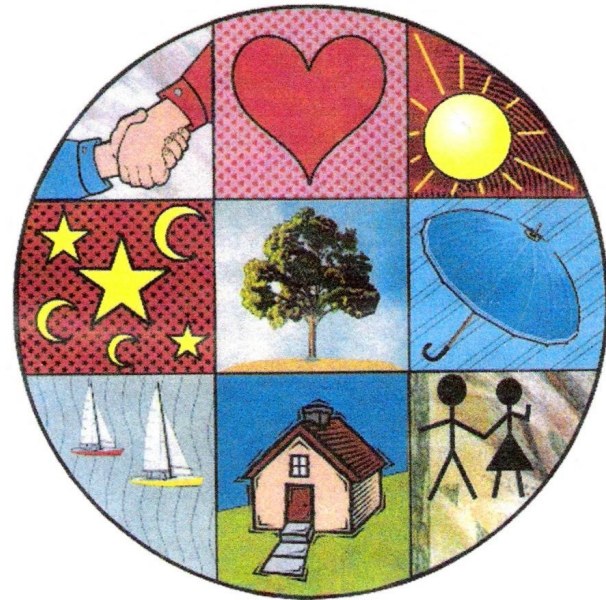
Phone: 250-498-0309
Fax: 250-498-0325
website: www.soaicl.bc.ca



**SOAICL SERVICES
HANDBOOK 2018**

*For people receiving services, their
families and caregivers*

*Southern Okanagan Association
For Integrated Community Living*



Date: January 2018

About our Symbols...



STICK FIGURES: Meaningful relationships for all people celebrating similarities instead of differences.



HOUSE: The right of all people to safe and secure shelter of their choice.



TREE: Southern Okanagan Association for Integrated Community Living is a society with deep roots, many branches and continuing strong growth.



MOON & STARS: Encouraging all people to reach their potential and strive for their dreams.



SAILBOATS: Enjoying a variety of recreational activities available to all people.



HEART: Loving yourself and all people.



SUN: Spreading the warmth and comfort within ourselves to all people.



HANDS: Working together for the betterment of all people in the community.



UMBRELLA: A variety of agencies offering support to all people.

HOW TO REACH US



Southern Okanagan Association for Integrated Community Living

5980 Main Street
PO Box 138
Oliver, BC V0H 1T0
Office hours 7 am —3 pm



Administration

(250)498-0309
Fax: (250)498-0325
soaicl@soaicl.bc.ca

Oliver Community Access Program
(250) 498-3484 hours 8:30 am—4 pm
Osoyoos Community Access Program

Executive Director

Richard Little
(250)498-0309
Fax: (250)498-0325
Cell: (250)498-7610
rlittle@soaicl.bc.ca



Manager, Administration

Jane Clarke
(250)498-0309
Fax: (250)498-0325
jclarke@soaicl.bc.ca.
Bookkeeper: Aline Campbell
acampbell@soaicl.bc.ca

Manager, Home Share and Day Programs

Isabel Dias
(250)498-0309
Fax: (250)498-0325
Cell (250)498-7051
idias@soaicl.bc.ca



Manager Health Services

Deanne Gray
(250)498-0309
Fax: (250)498-0325
Cell (250)498-7433
dgray@soaicl.bc.ca

Manager, Self Help and Job Development

Lorene Lyons
(250)498-0309
Fax: (250)498-0325
Cell: (250)498-76371
llyons@soaicl.bc.ca



Manager, Residential Services, Organization & Staff Development

Susan daCosta
(250)498-0309
Fax: (250)498-0325
Cell (250) 498-7618
sdacosta@soaicl.bc.ca

OUR HOMES

New Beaver Lodge Apartments

6130 Okanagan St
Oliver, BC V0H 1T0



Park Drive

6499 Park Dr
Oliver, BC V0H 1T4
(250) 498-2926

99th Street Cluster Apt

6145 Kootenay St
Oliver, BC V0H 1T0



Main Street

5760 Main St
Oliver, BC V0H 1T9

For clients who want to live independently
housing is not provided by the society,
however SOAICL does endeavor to support
affordable housing.



For some Home Share may be the option and the right fit!

BEAVER LODGE APARTMENTS

To become Strata
So that Phase Two of the Apartment
development can begin



TRAINING CENTRE DAY PROGRAM

Fairview School

6134 Spartan Street Oliver BC V0H 1T0
(250) 498-3484

Vocational Job Development Counsellor

Mike Bell
Cell: (250) 498-7368
Fax: (250) 498-0325
Email: mbell@soaicl.bc.ca
6134 Spartan Street Oliver BC V0H 1T0

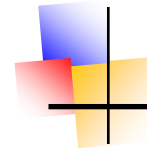
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ADVOCATE FOR SERVICE QUALITY

Who is the Advocate for Service Quality?

The Advocate for Service Quality is Leanne Dospital. She was appointed by, and reports to, the Minister. She does not work directly for the government.



When should I call Leanne Dospital?

If you have a problem with services you can contact

Leanne Dospital to talk it over. She will try to do something about it. She also encourages and helps adults to advocate for themselves.



For example, Leanne will try to help:

- if you do not like the services you are getting
- if you think you are not treated fairly or with respect
- if you have problems with your social worker, financial aid worker, or support worker, or
- if you have problems with where you live.

How do I contact Leanne Dospital?

Fax: (604) 660-1505

In Vancouver phone: (604) 775-1238



If you live outside Vancouver, call Enquiry BC and ask them to transfer you to Leanne Dospital office at (604) 775-1238

Victoria residents call Enquiry BC at (250) 387-6121

Elsewhere in B.C. call Enquiry BC at 1-800-663-7867

Mailing Address:

Office of the Advocate for Service Quality
18th Floor, 1050 West Pender Street
Vancouver, BC V6E 3S7



Email: ASQ@gov.bc.ca



COMPLAINT RESOLUTION PROCESS

If a person is not satisfied with the services that they are receiving from SOAICL, they have the right to complain. The complaint will not jeopardize future service in any way. In fact we appreciate a person's efforts to let us know if aspects of services are unsatisfactory. All input, both positive and constructive, helps us continue to improve our service delivery and address service gaps.



First Step



We encourage people to talk directly to the person involved. People we serve may wish to ask for support from their key manager or if the problem is with the key Manager, the person can ask for help from the Executive Director. Very often, situations and problems can be solved quickly at this level.

If there is still a problem

If talking to the person the problem is with does not work out, and you haven't spoken to the key manager or Executive Director, talk to them now. The manager or Executive Director will immediately initiate an inquiry. The process may include one or more of the following and will be concluded within 5 working days:

- Talking to the person on the telephone and/or meeting with them in person
- Talking to the person and the other person involved.
- Reviewing documentation
- Having a team meeting to come up with workable solutions



The Executive Director will provide you with written notification regarding the actions to be taken in resolving the complaint.

If the person is still unhappy about the outcome of the above

If still unsatisfied with the above, the person has the right to appeal to the Board of Directors and then to their CLBC social worker.

If still unhappy about the outcome after speaking with the social worker, contact the Advocate for Service Quality.



WHO WE ARE

In early 1960 a group of parents who had children born with a developmental disability got together to form a society that would be responsible for providing their children with an education. This was long before the School Districts took over this responsibility. However, they had tremendous support from the whole village, with representatives from the many service clubs and individual residents all volunteering. Thus the Oliver and District Association for Retarded Children was born.

The Society's first task was to find a place to use as a school. To this end a local farmer donated a one room building which was moved to a lot directly across from the Oliver Elementary School. They named it the "Fairview School". It was opened in September, 1960, with four pupils and Mrs. Larsen as the first teacher.

Over the ensuing years, Fairview School grew to accommodate over twenty children.

In the early seventies the Society was approached by the B.C. Government to purchase and operate a new facility called "Kreekside Place" located four kilometers north of Oliver. When the Society took it over, the residents chose a new name for their home—"Beaver Lodge." Back then Beaver Lodge was home to over thirty adults, some living with a mental illness and some with a developmental disability.

In November, 1984, the Society changed its name to the "Southern Okanagan Association for the Mentally Handicapped".

In the mid-eighties, the local School District took over direct responsibility for the education of the students at Fairview School. The Society promptly sold the Fairview School to the School District for one dollar!

In February, 1985, the Society built the specially designed Park Drive home. This was developed to house former residents of the large institutions (then being closed out), to allow them to live closer to their families in small group homes.

In the late eighties a decision was made to "downsize" Beaver Lodge and use it exclusively for adults with developmental disabilities. This made it possible for each resident to have his/her own private room.



WHO WE ARE (CONTINUED)

In 1995 the Society developed its first apartment building on 99th street in Oliver, followed by a second apartment building on Main Street in Osoyoos.

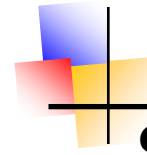
Also in 1995, the Society changed its name to the Southern Okanagan Association for Integrated Community Living. This was done to better reflect what the society was about rather than on the disability of the people it served.

In 2002, the Society, after much consultation, decided it was time to phase-out Beaver Lodge as it was the last small "institution" of its kind left in B.C.

In 2003 a piece of property was purchased at the corner of 350th and 101st St in Oliver and it became the Society's most ambitious apartment project so far. In 2006 the six apartments opened as homes for clients.

In 2005, the Society closed Beaver Lodge as a residential facility. The property was sold April 1, 2016. As of July 1, 2005, the responsibility of Community Living services has changed and will now fall under Community Living British Columbia (CLBC) instead of the Ministry of Children and Family Development (MCFD). The focus will be on person centered planning which allows the clients to make their own choices and give input to the services they require. Communities will be asked to make inclusion part of every day life where all people will be treated as equal citizens. SOAICL is looking forward to this most positive change.

In 2006 SOAICL became accredited.



CLIENT MEDICATION POLICY

If a person requires medication during his/her time at SOAICL, the following must be observed:

- Medications must be clearly labeled with the client's name, the medication, the administration time and the dosage in a blister package for each program that the client attends. This includes PRN (as needed) medications.
- A monthly medication administration record (MAR) must also be provided with the client's name, the medication and the dosage for each program that the consumer attends.
- Medications will be kept under lock and key.
- Staff will administer the medication at the appropriate time.
- If there are any changes in dosage, administration time etc., staff must be notified before the next dose is due by the PIC (manager in charge, caregiver, responsible family member).



CAPACITY LIMITATIONS

Programs within the Association are developed to accommodate a variety of levels of skill abilities and interests. Programs are interactive, fun, educational, and physically challenging. Space is limited and a waitlist is not used to determine placement in the programs. Participation in programs is based on staff to client ratio requirements and funding for the programs.

The society does not provide housing but endeavors to support affordable housing. Placement in one of the associations group homes is based on the number of individuals each home can facilitate and the compatibility with individuals in the home.

CLIENT EMPLOYMENT

SOAICL is able to provide Task Specific Employment to a number of individuals with developmental disabilities. Examples are work opportunities through the Self Help program and the Double "O" Bikes store.



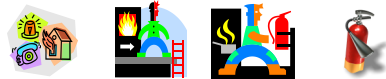
FIRE SAFETY

SOAICL will ensure that all staff, volunteers and service recipients are thoroughly oriented to all facets of fire safety. The orientation will cover:

- Location of fire extinguishers
- How to use a fire extinguisher
- Location of fire exits and emergency exit escape route diagrams
- Fire drill procedures
- Specific staging areas and emergency locations.
- Fire safety measures
- How to handle chemical agents as per the WHMIS report sheet
- How to avoid fire hazards and prepare for fire emergencies
- Provincial emergency evacuation procedures

The Fire Marshal will randomly inspect the facilities to validate our fire safety standards. Any requests made by the Fire Marshal will be fulfilled by SOAICL.

Fire drills will be conducted on a monthly basis and recorded. Evacuation procedures will be reviewed every month and recorded.



ON-CALL SERVICE

A Manager is available 24 hours a day seven days a week for stakeholders of the society to assist in the event of an emergency and to assist with supportive direction for clients and staff of the society. The On-call Manager can be reached at 250 498-7433



SOAICL VISION STATEMENT

The Society has a vision of full citizenship for persons served.

SOAICL MISSION

The Membership, Board of Directors, Staff, and Associates of the Society shall enhance, empower, and support both collectively and individually, every person with special needs to achieve his or her potential and to access and enjoy the same opportunities, rights, responsibilities, and quality of life as an equal member in our community.

SOAICL MANDATE

To promote, organize, and support the education, training, development and welfare of special needs children and adults in a manner consistent with the Mission Statement, and bear in mind always, the strengths and needs of the individual as well as the principles of normalization and integration.



SOAICL VALUES & PRINCIPLES

We believe:

- In the assurance of life, dignity and respect for all
- That children are best nurtured by a family that knows, loves and honors them for who they are
- That adults have a right to choose where and with whom they will make a home
- That all children have the right to be educated in regular classrooms with appropriate levels of support
- That relationships and friendships are essential to enrich our lives
- That all people have the dignity of taking risks
- That all individuals are entitled to enough money to have a reasonable quality of life
- That all individuals are entitled to the services and supports required to ensure their full participation in our society
- That each person can determine his/her own needs and make his/her own decisions, and when necessary, must receive the support to do so
- That the involvement of families and support networks contributes to everyone's safety and well-being
- That services and supports must be delivered in a way that respects individual's diverse history, culture, race, religion and sexual orientation
- That remembering and sharing our history will help guide and build our vision for the future



GENERAL HEALTH & SAFETY RULES

General Health & Safety rules apply to all employees, individuals and volunteers at SOAICL. Health & Safety rules are intended to ensure that SOAICL is a safe place and must be followed without exception.

Reporting of Injuries

Individuals are required to immediately report all injuries to program staff.



Alcohol or Illicit Drugs



No individual will be permitted to enter or remain on the premises while his or her ability to work is affected by alcohol, illicit drugs, or other substance as to endanger his or her health or safety or that of any other person.

Smoking

In accordance with SOAICL Board policy to provide a smoke-free environment and with WCB Regulation 4.81 (a), smoking is not permitted within any building or vehicle.



Improper Activity or Behavior



No individual shall engage in any improper activity or behavior that might create or constitute a hazard to him/herself or to any other person.

Personal Protective Equipment

All individuals and visitors are required to wear the personal protective equipment (PPE) for the area or specific job being performed.



Reporting of Unsafe Conditions



Individuals are required to report any unsafe or harmful conditions to staff. The staff must ensure that any necessary corrective action is taken without delay except in the case of an emergency where action must be taken immediately.



CLIENT RESPONSIBILITIES



With rights, however, come responsibilities. It is more difficult to outline general responsibilities as each individual's ability to understand and accept responsibility is so different. Individuals must be consulted to determine the extent to which they are able to maintain their home, take charge of their health and safety, manage their finances, access their community independently, and cooperate with others.

The respecting of rights and responsibilities is an area that does not always have clear black and white rules. Each individual relationship will have its own interpretation of how a right is realized and to what extent the corresponding responsibility is taught or expected. Remember that one must never make assumptions when attempting to assess what an individual can and cannot do.

We rely greatly on every staff member's ability to exercise good judgment when faced with situations that may be "grey". If you feel uncomfortable with a situation that arises, it is always prudent and helpful to consult with your Manager.

GEOGRAPHIC BOUNDARIES



SOAICL is located within the same boundaries as School District #53.



COMMUNITY LIVING
BRITISH COLUMBIA

CLBC (FORMERLY MCDF)

On July 1, 2005, this new Authority took the lead in developing a new service delivery approach for individuals with developmental disabilities. The improved service model enhances CLBC's accountability for delivering quality services, with executives responsible for facilitating and monitoring the effectiveness and quality of service delivery in the field. It also preserves CLBC's vision to provide inclusive, flexible and person centered service province-wide.

CLBC will assume full responsibility for services previously delivered by government and, at the same time, strengthen accountability to government for maintaining a high level of service quality. They will work to build inclusive communities where individuals are treated as full citizens, not sidelined by their disabilities.

The model clearly defines the community's role in planning and evaluating service delivery. As CLBC transforms its approach to delivering services, individuals and their families will have more opportunities to be involved in service planning. The authority will also inform affected clients whenever service delivery changes.

The service model represents a flexible, community-based alternative to the one-size-fits-all approach of the existing system. CLBC believes families know best when it comes to meeting the needs of their family members, so they will be instrumental in how CLBC does its work and provides services.

Under the Community Living Authority Act passed last year, CLBC will meet provincial standards of service delivery. The ministry will protect the public trust by monitoring the authority's performance.

More information can be found online at:
www.communitylivingbc.ca

Local Office:

Community Living British Columbia
444 Ellis Street,
Penticton, BC V2A 4M2

Phone: (250) 487-4436 Fax: (250) 487-4418
Area Social Workers are located at this office



GOVERNANCE AND LEADERSHIP

SOAICL has a volunteer Board of Directors made up of individuals, their families, and other interested individuals who are committed to the delivery of high quality services. New Board members are elected at the Annual General Meeting in the second quarter of the year and serve for a two-year term.

The membership, Board of Directors, staff and associates of SOAICL shall enhance, empower and support both collectively and individually every developmentally delayed person to achieve his or her potential and to access and enjoy the same opportunities, rights, responsibilities and quality of life as an equal member in our community.



PROGRAM FUNDING SOURCES

SOAICL is a non-profit, charitable association. SOAICL receives funding from the BC government, primarily Community Living BC. In addition, SOAICL applies for grants and conducts fundraising events such as raffles on an ongoing basis. Donations are also accepted And are greatly appreciated.



CLIENT RIGHTS (CONTINUED)

22. The **RIGHT to ADVOCATE**. All Canadians have a right to advocate for themselves and access community advocacy support, for example, office of the advocate for Service Quality.
23. The **RIGHT to ACCESS FILES**. The right to access in a timely manner files or documentation kept on the person.
24. The **RIGHT to CHOOSE WHO WILL BE PART OF THEIR PERSONAL NETWORK**. The right to select which support staff will be part of their personal network.
25. The **RIGHT to GENDER CHOICE**. The right to choose ones gender identity and how one expresses ones gender.



DIGNITY OF RISK



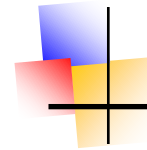
SOAICL acknowledges that all Clients have the right to succeed, but more importantly to sometimes fail. However, people with disabilities are very often “protected” from an opportunity to fail by those around them who want to shield them from the disappointment of failure and the reality of life as an adult. This negative “Father knows best” approach emphasizes what can’t be done rather than encouraging what might be able to be accomplished by trying. It assumes failure, instead of recognizing that even trying is positive. This attitude fosters dependence rather than independence as it assumes that people without disabilities know what is best for people with disabilities. It overlooks the fact that people given the opportunity to learn from their mistakes will grow and become more independent. Every person, with disabilities or not, needs an environment which encourages trying and offers positive opportunities to learn from mistakes and successes.

“Do not fear mistakes. You will know failure. Continue to reach out.” - Benjamin Franklin



CLIENT RIGHTS (CONTINUED)

11. The **RIGHT to ATTEND RELIGIOUS SERVICES** of one's own choosing.
12. The **RIGHT to CHOOSE ONE'S FRIENDS** and the times one wishes to socialize with them. The right to have friends in one's home and to have private time when meeting with them (including telephone conversations).
13. The **RIGHT to OPTIMAL INDEPENDENCE** in health, hygiene and grooming practices.
14. The **RIGHT to** receive or prepare three nutritionally balanced **MEALS** daily, based on personal and cultural preferences.
15. The **RIGHT to a PERSONAL LIVING AREA** that is comfortable and safe. The right to decorate one's own living space.
16. The **RIGHT to** responsible use of **PERSONAL POSSESSIONS** such as: books, radios, toiletries, jewelry, cigarettes, alcohol, etc. and the right to control access to those possessions.
17. The **RIGHT to PRIVACY**. All Canadians have a right to privacy. Laws such as the Privacy of Information and Protection Act ensure the privacy of each individual.
18. The **RIGHT to** send and receive **MAIL**.
19. The **RIGHT to EARN MONEY** and to receive **ELIGIBLE ALLOWANCES** that one is entitled to.
20. The **RIGHT to CHOOSE WHERE ONE WANTS TO LIVE**. The right to live in the community of one's choice and to be given the support needed within that environment.
21. The **RIGHT to VOTE**. All Canadian citizens have the right to vote, including those with disabilities. Part of the care provider's role is to assist the individual (s) in their care to understand the voting process, and to exercise their right to vote, if they so choose. The individual you are supporting should be encouraged to make an informed decision, based on what matters to them. You may also need to assist them to register and to go to the polling station, if necessary. (For further information please call Elections B.C. 1-800-661-8683.)



AFFILIATION

SOAICL is affiliated with CACL. They can be contacted at www.cacl.ca.

ACCREDITATION

SOAICL has been an accredited society with CARF since 2006.

CARF is an international, not-for-profit organization that accredits human services providers. Founded in 1966 as the Commission on Accreditation for Rehabilitation Facilities, the accrediting body is now known as CARF.



RESOURCE LIBRARY

Resource materials are available for clients, family, friends and the community at the SOAICL Administration Office which is located at 5980 Main Street, Oliver BC, V0H 1T0.

The contact phone number is 250 498- 0309.





SOCIAL ENTERPRISE

SOAICL is a firm believer in the advantages of social enterprise. There are many reciprocal benefits for the community and the society under the social enterprise umbrella.

Social enterprise is defined as:

Any earned-income business or strategy undertaken by a nonprofit to generate revenue in support of its charitable mission. "Earned income" consists of payments received in direct exchange for a product, service or privilege.

Social enterprises are organizations that are run like businesses, producing goods and services, but which manage their operations on a not-for-profit basis. Instead, they direct any surpluses to the pursuit of social and community goals.

SOAICL owns and operates a number of enterprises with a mandate to bring in additional resources for use by the society while being a strong community corporate citizen. The society will continue to look at solid business ideas that will assist SOAICL to reach its current goals, mission and mandate.



"Imagine a business venture that has all the money-making savvy of a for-profit enterprise, the social service goals of the public sector, and the mission-driven zeal of a non-profit organization. Harnessed together, those qualities ought to put the previously unreachable within grasp: innovative, market-based solutions to social problems that generate both financial resources and social value." - Seedco, When Good Work Makes Good Sense: Social Purpose Business Case Studies (November 2002)



CLIENT RIGHTS

Client rights include, but are not necessarily limited, to the following:

1. The **RIGHT to BE INFORMED**. The right to receive information in words that one can understand and the right to always know what one is signing.
2. The **RIGHT to CHOOSE**. The right to make informed choices about all things that effect one's life and the right to take the time needed to decide what one really wants.
3. The **RIGHT to MAKE MISTAKES**. The right to use information resulting from the choices one has made.
4. The **RIGHT to DISAGREE** with something, someone, and/or a service that one does not like.
5. The **RIGHT to be HEARD**. The right to assistance and the right to access generic community supports, for example, legal aid, police, etc.
6. The **RIGHT to be FREE FROM ABUSE and to SEEK HELP** without fear of punishment. Abuse can be physical, verbal, psycho-social, humiliation, financial, sexual or other exploitation. Other abuses can be in the form of over or under medicating, neglect, and the violation of rights.
7. The **RIGHT to SELF-DETERMINATION**. The right to give input into the planning processes that affect one's life. The right to receive the support necessary to achieve ones dreams.
8. The **RIGHT to the LEAST RESTRICTIVE and MOST EFFECTIVE** teaching models and settings based on one's individual skills and needs.
9. The **RIGHT to REQUIRED MEDICAL SERVICES**. The right to choose ones own doctor / specialists and the right to understand medical treatment plans.
10. The **RIGHT to EMOTIONAL and PSYCHOLOGICAL SUPPORTS** (formal and informal). The right to privacy when one is receiving such support.





AKTION CLUB (CONTINUED)

Leadership Development

Aktion Club is dedicated to the principle of being member-led at every level of the organization. Aktion Club members are elected to serve as the officers at the club level.

The underlying message Aktion Club members receive is that every member is a leader, developing skills from planning projects, leading meeting, and being part of a team that helps others. Kiwanis advisors work with the Aktion Club leaders to provide guidance and advisement and to help them develop leadership skills.

The Kiwanis Family

Each Aktion Club must have a sponsoring Kiwanis club. The members of the Kiwanis clubs are dedicated to seeing that Aktion Club is active and thriving. They spend a great deal of time and energy on Aktion Club's behalf to ensure a successful program. Finally, the Sponsored Organizations and Programs team within the Kiwanis International Office supports the needs of individual Aktion Clubs. The International Office provides association management, acts as a clearinghouse for Aktion Club information, maintains financial and member records, handles correspondence, and provides an effective liaison between Aktion Club and Kiwanis.



Membership

Aktion Club membership is open to adults living with a disability willing to do service each year, of good character, and possessing leadership potential. An Aktion Club may not restrict its membership based upon gender, religious affiliation, or ethnicity.

Member Benefits

Members of Aktion Club pay dues to belong to the clubs. Each new member receives a membership card and handbook. Each club receives officer, advisor and educational training materials and resources, liability insurance coverage, and ongoing support from the Kiwanis International service centers around the globe.



WHAT WE DO



Administration

The administration staff, comprising of the Executive Director, Managers, Administration and a Bookkeeper are located 5980 Main Street, Oliver BC V0H 1T0. In addition, there are approximately 31 full-time, part-time and casual staff who work directly with the people we serve.



Day Programs

An average of twelve people a day participate in the SOAICL day program held at Fairview School building at 6134 Spartan St in Oliver. The participants cook, exercise, swim, bowl, and socialize among many other activities. Our support style reflects the belief that all people regardless of ability have gifts, strengths and contributions to make to our community. The contact number for the Oliver Day Program is (250) 498-3484.



A day program also runs in Osoyoos located at 8905 Main Street. The contact number for the Osoyoos Day Program is (250) 495-6612.

Residential Program

SOAICL provides 24 hour care to a number of persons we serve who are unable to live on their own. Workers in our group homes assist with errands, meals and other daily activities. All of our group homes are held to high standards of safety and care.



Self Help Program

The self-help program provides staff support to those who are living independently in the community or, in some cases, with family, and are in need of life-skills support and assistance to maintain or improve their living situation. This program also provides opportunities for clients to meet in a social setting. The self help group participates in bowling, swimming, softball, Special Olympics and Track shoes as well as many other special events and activities.





COMMUNITY LIVING

The Community Living Auxiliary was established many years ago as a stand alone organization dedicated to providing support to individuals and families in the community living movement.

The Auxiliary operates a Saturday morning flea market at 8905 Main Street in Osoyoos. Donations are gratefully accepted. Volunteers are appreciated anytime.



For more information please contact:

Auxiliary President Clarence Sinclair 778 931-0932
Pick up of donation please call 250 498-7368

SOAICL STAFF

The Southern Okanagan Association for Integrated Community Living is a society with deep roots, many branches and continuing strong growth. SOAICL endeavors to hire staff that share our vision and for people with developmental disabilities. We do this through the interview process. All staff must have the following qualifications.



Special needs worker certificate or equivalent



Valid First Aid Certificate, a Doctor's Letter of Fitness and a current T.B. Test



Criminal Record Check & Driver Abstract



Valid Class 4 Driver's License-unrestricted



Food Safe Certificate



AKTION CLUB

Aktion Club is the newest member of the Sponsored Organizations and Programs at Kiwanis International.

Aktion Club is a community-service group for adult citizens who live with a disability. The mission of Aktion Club is:

- To provide these adults an opportunity to develop initiative and leadership skills.
- To serve their community.
- To be integrated into society
- To demonstrate the dignity and value of citizens living with disabilities.



Aktion Club members strive to return to their communities the benefits, help, and caring they have received, as well as develop important skills in the process.

The Benefits

An Aktion Club can benefit its members in many ways through service and recreational events. These activities enable the members to:

- Participate in the active life of the community
- Provide an opportunity to contribute to the community
- Develop mechanical, creative, and intellectual abilities
- Social interaction awareness
- Improve self-esteem
- Develop leadership skills
- Achieve personal and service goals



Community Service

Above all else, Aktion Club is a community service organization whose members are dedicated to improving their communities. The variety of Aktion Club service work is as broad as the needs it fills. The elderly, the disabled, and the underprivileged are all benefited by Aktion Club-sponsored projects. Virtually any unanswered need is a potential target for Aktion Club, commitment and dedication.



INDIVIDUAL/STAKEHOLDER INPUT

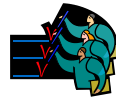
SOAICL Management Team Meetings

The managers meet with the Executive Director every two weeks to discuss service related matters. It is at this time that program adjustments can be made to better serve our clients. Questions and/or concerns that have come up are also discussed and resolved at the team level or discussed and forwarded to the appropriate committee or to the Board for further action.



Safeguards Committee

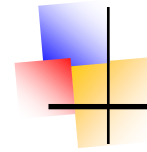
The Safeguards Committee's responsibility is to advocate for all persons being served by SOAICL. The committee will address issues and ideas for improvement to the operations of the programs and services as well as the policies and procedures of SOAICL. This committee is to serve as a means to keep people attending SOAICL informed of proposed changes, for the Executive Director to obtain advice on service related matters and to provide opportunities for clients to influence decision-making as well as their involvement in the community. The committee shall be comprised of a minimum of two advocates, two family members or individuals from the community and one SOAICL Manager.



Satisfaction Surveys

High quality programs occur when associations take the time to ask people served and other stakeholders what they want and need, and whether they are satisfied with how services are delivered. Associations that manage for quality, ensure that they accomplish their intended outcomes or goals. Community living services are quality services when they are flexible, reliable and complete enough to meet individual need.

To that end, SOAICL distributes a comprehensive satisfaction survey to all stakeholders, including service users, on an annual basis. Results and action plans are summarized in an annual Outcome Management Report.



SOAICL MANAGERS



Each person we serve at SOAICL has a manager who is responsible for his/her well being. Most staff members are involved with each of the individuals that attend SOAICL, but a key manager is responsible for making the person aware of any important information about what is happening at SOAICL. The person's manager should be the first point of contact if there are questions or concerns. Changes in routines, medications or health status at home can affect a person's well-being and it is important that the manager and other staff members know about these changes. We ask that each person notify us if anything has changed as soon as they are able.

The manager's duties are as follows:



- They will proactively consult with the person and their personal network if there are questions or concerns
- They will be in contact with doctors, dentists and specialists, when required, to ensure that the health and well being of the person are being attended to. Personal Health Care plans will be completed on individuals who have medical issues or concerns.
- They will review daily log notes from each program that is attended.
- They will compile a monthly proactive report and a quarterly report and will meet with the person if required. Any changes being made will be discussed with the social worker. With the person's consent, a copy of these reports will also be sent to family &/or other caregivers.
- An annual Personal Centered Plan meeting will be held with the social worker, manager, person served and family or friends that the person served would like to have there. This review is done to make adjustments to goals and outcomes.
- They will contact caregivers and/or family for input and feedback on specific program outcomes.



ACCESSING SERVICES

SOAICL services are available to adults 19 years of age and older who have been referred by a social worker from Community Living British Columbia (CLBC), School District 53, or individual insurance plan. Once a person has been referred to us by a social worker from CLBC the following process will apply:



The person will be asked to provide us with an application form and a referral package from the social worker. The package should include:



- Health care plan
- Health & medical history for the last 5 years
- Placement History
- Personal Service Plan
- Summary or assessment of activities of daily living
- Summary or assessment of strengths and areas for growth
- Behavioral Profile
- Summary of likes and dislikes
- Recent consultant and professional support reports
- Social and family information, including religious beliefs
- Current & past caregiver, and contact numbers
- Pertinent additional information required



The person will participate in an intake/information meeting with SOAICL staff, social worker (s), and people important to the person such as his/her family. During the meeting we will discuss programs and the person's interest in them. We will also discuss areas of strength and areas for growth.



Placement in SOAICL programs is dependent on space being available. The person may be waitlisted until a space becomes available. For more detailed information regarding accessing or discontinuation of services please call 250 498-0309.

PERSONAL SERVICE PLANS

Each person who attends SOAICL will have in place a personal plan that reflects their:



- Strengths
- Abilities
- Needs
- Preferences
- Desired outcomes
- Cultural background

The personal plan:



- Is developed with the input of the person receiving services
- Identifies specific measurable outcomes
- Identifies those responsible for implementation
- Is reviewed on a quarterly basis with respect to expected outcomes
- Is revised, as appropriate, based on the satisfaction of the individual



In accordance with the Association's value of promoting inclusiveness and self determination, individuals are to be supported to develop their plans. Reasonable efforts and accommodations will be made to obtain the active participation and understanding of the persons receiving services, including the inclusion of an advocate if the person prefers, or if it is necessary to interpret the person's desires. Plans focus on expected desirable outcomes/results that individuals will achieve through participation in SOAICL programs. Quarterly reviews are essential to ensure outcomes are achievable and remain meaningful to the person.