



Participant Information Handbook

This welcome package provides information about our agency and what to expect when you receive services.

For more information about our agency, or if you have further questions, please ask a staff person or contact us at:

Phone: (250) 492-5814
Fax: (250) 492-7572
Address: 330 Ellis Street Penticton, BC V2A 4L7
E-mail: info@pdcrs.com
Website: www.pdcrs.com

Our main office is open from 8:30 am to 4:30 pm Monday to Friday, excluding holidays.

Please refer to the Program Brochure for hours of operation and contact information.

Welcome

Welcome to Penticton & District Community Resources Society (PDCRS). We are a not for profit agency that is governed by a volunteer Board of Directors. We provide services to children, youth, families, and individuals in the South Okanagan/Similkameen area.

We provide services in the areas of Community Living Services, Youth & Family Services, Child Care & Support Services and Community Support initiatives.

We are accredited which means we meet international standards of service delivery practice. Our staff meet or exceed agency qualifications and receive regular and ongoing training.

Our **Mission Statement** is:

PDCRS strengthens the community by helping people to achieve their maximum potential through the provision of quality supports and services that meet identified needs.

Our **Vision** is:

A strong community with opportunities for all

PDCRS holds these **Values**:

<p>Accountability</p> <p>PDCRS seeks to reflect the community in its staff & Board and to be proactive in reporting to and receiving feedback on its work</p>	<p>Accessibility</p> <p><i>PDCRS seeks to be inclusive in its approach and to ensure that its services are offered in a setting and manner that makes them as accessible as possible for those who need them most</i></p>	<p>Respect</p> <p>PDCRS seeks to act in a manner that recognizes, affirms and promotes the individual dignity, autonomy, capacity and responsibility of those we serve, and of our mutual interest in seeking to achieve excellence and the common good.</p>
<p>Integrity</p> <p><i>PDCRS Seeks to act with professionalism, to be intentional in undertaking projects that directly relate to the Mission, to work in a manner that reflects best practices in relation to both service and ethical standards.</i></p>	<p>Collaboration</p> <p>PDCRS seeks to work in partnership with its participants and to engage in a collegial manner with a creative network of individuals, community organizations and public institutions that are democratic, dedicated to service and oriented to achieving real and sustainable solutions.</p>	



Meeting Your Needs

- To help us understand your needs and to provide services, we require information.
- Most programs develop a service plan based on your goals and information gathered.
- At the end of service, most programs develop an aftercare and/or a transition plan.
- Your worker will help you with any questions or concerns you have.

Confidentiality and Release of Information



- PDCRS respects your rights to privacy and keeps your information confidential.
 - With your written permission, information is shared with others. The Consent for Release of Information form specifies what information we can share and with whom.
 - You can withdraw your consent at any time; however, this may impact the service we are able to provide.
- Circumstances where we are required to share information without your permission are:
- Suspicion of Child Abuse** – All suspected child abuse must be reported. The law requires that information be available to all Child Protection Investigators.
- Suspicion of Abuse of Adults** - All incidents of abuse and neglect of a vulnerable adult will be reported to the designated agency.
- Self-Harm/Harm to Others** – Information disclosed regarding self-harm and harm to others will be reported to the designated agency.
- Illegal Activities** – Criminal activity will be reported to the appropriate authorities.
- Subpoena** – If your records are requested by the courts, we must provide them.
- Freedom of Information** – Requests for information from public bodies, such as the media or government agencies, may be made.

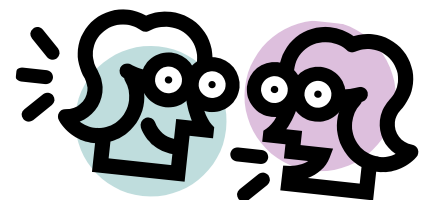
Shared Responsibilities

- No illicit drugs, alcohol or weapons are allowed on any program site.
- There is no smoking or use of tobacco inside agency buildings or within 10 metres of any door, window or air intake.
- Places where services are provided, such as homes and vehicles, must be smoke free for at least one hour prior to service.
- Participants, families and staff are expected to treat each other with dignity, respect and courtesy.

Giving Feedback

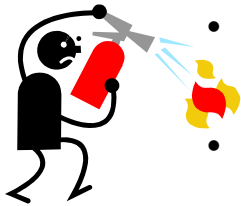
Please tell us how we are doing. We welcome your input during and after service. Some ways you can provide feedback are:

- Speak to a staff member or supervisor
- Drop your comments in an agency suggestion box
- Complete a satisfaction survey



- Bring up your suggestions at team meetings
- If you have a concern or complaint, please refer to the Complaints Procedure

Health & Safety



- PDCRS is committed to the health and safety of participants and staff. We have policies and procedures in place to ensure staff are able to respond to emergencies of all kinds.
- You will be given a tour of our facility to point out safety equipment and building evacuation routes.
- Please ask if you have any questions or would like further information on agency health and safety or accident and disaster policies and procedures.
- If you have any health and safety concerns about our services or sites, please let a staff member know or put your concerns in writing and drop them off at our main office, addressed to the Joint Health & Safety Committee.

Rights of Participants

While receiving services at PDCRS, you have the right to:

- Give informed consent for service and release of information
- Timely, caring, professional, and ethical services. A copy of the agency's Code of Ethics that governs our practices is available upon request
- Express your opinions, values, and beliefs, and have them considered in program development and anything that affects you. This includes the right to express and practice your religious and spiritual beliefs while participating in our services.
- File a complaint if you feel that your rights have not been respected or your concerns are not being addressed (see Complaints Procedure)
- Involve your family or legal guardian in the services you participate in, where appropriate
- Assistance in accessing other supports in order to meet your needs while participating in our services
- Have the information we collect as part of the services you participate in kept in a secure, private and confidential manner. This includes the right to access your information in a timely manner.
- Be treated with respect and dignity. This includes freedom from abuse including humiliation, financial or other exploitation, retaliation, neglect, threats, punishment, physical, emotional or sexual abuse.
- Have the basic expectations for participation in our services and the factors that might result in discharge or termination explained to you
- Have your cultural heritage recognized, respected, and responded to, as appropriate to the services in which you are participating
- Have a healthy and safe environment in which to participate
- Referrals to appropriate services including legal entities and advocacy or self help services

Your Responsibilities

While participating in services provided by PDCRS, your responsibilities are to:

- Be an active participant in your service and be respectful of other's service participation
- Help us to maintain a healthy and safe environment
- Respect the confidentiality of other participants, including information, photos, etc.
- Notify us as soon as possible if you are unable to attend.
- Where applicable, pay program fees in a timely manner

Specific Rights of Children in Government Care

All children in care have the right to:

- Live in a caring, secure and nurturing environment where they are properly fed, clothed and looked after
- Be told what is in their plan of care
- Be consulted and to express their views, according to their abilities, about significant decisions affecting them
- Reasonable privacy and to have possession of their personal belongings
- Not be punished physically or in any other abusive way
- Be told how their caregivers expect them to behave, and what will happen if they do not meet their expectations
- Receive medical and dental care when they need it
- Participate in social and recreational activities if available in the community, and suited to their interest and abilities
- Receive the religious instruction and to take part in the religious activities of their choice
- Receive guidance and encouragement to maintain their cultural heritage
- An interpreter if language or disability prevents them from getting involved in plans for their care or custody
- Talk privately with members of their family unless a court order restricts their right to have contact with someone
- Privacy during discussions with a lawyer, the Office for Children and Youth, the Ombudsman, a member of British Columbia's Legislative Assembly (MLA) or a member of Parliament (MP)
- Be informed about the Office for Children and Youth, and to have someone help them get in touch with them
- Be informed of their rights under the Child, Family and Community Service Act, and how to enforce them



Access to Other Assistance

You may be eligible to receive further supports or services that you are not currently accessing. This could include services offered by PDCRS, other community services that offer counselling and support, and financial support or subsidy offered through various public or governmental organizations. Some possible financial and subsidy supports currently available include:

- Child Care Subsidy
- Child Tax Benefit
- At Home Program (support for children with severe disabilities living at home)
- Income Assistance
- Medical Services Plan Premium Assistance
- Legal Aid
- Kid Sport
- Employment Insurance
- Disability Benefits
- Subsidies/supports for transportation
- Student loans

If you believe that you may be eligible for any assistance or support offered through PDCRS, or through other organizations, please don't hesitate to ask. Our staff will make every effort to assist you in accessing appropriate services and supports.

Important Phone Numbers

Child Care Resource & Referral	250-492-2926
Child Care Subsidy	1-888-338-6622
Community Care Facilities Licensing	250-770-3515
Community Living BC	250-770-7475
Crisis Line	1-888-353-2273
Health Link BC	811
Health Unit	250-770-3434
Kids Help Line	310-1234
Ministry of Children and Family Development - Child Protection	1-800-633-9122
Penticton & District Community Resources Society	250-492-5814
Problem Gambling Help Line	1-888-795-6111
Residential Tenancy Office – General Inquiries	1-800-665-8779
Supported Child Development	250-492-5864

