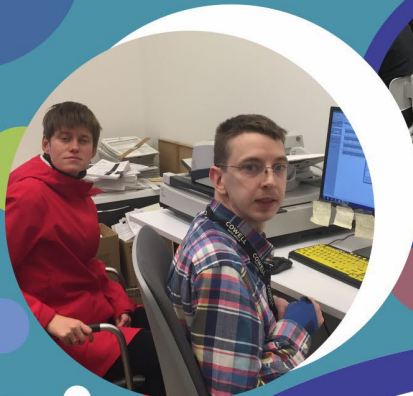




Community Inclusion Employment Services

Program Handbook



thriving. connected. happy.

Revised April 2026



Welcome to Aspire Richmond!

Aspire is a community living organization. We serve and support network with developmental disabilities and their families. We are here to share some of your journey as you grow, learn, struggle, and laugh together with family and friends.

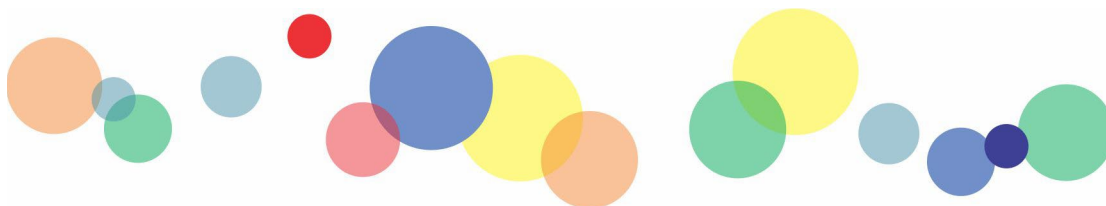
You will meet many others on your journey: friends, staff, volunteers, and other families. We hope you will take part in the community network that is Aspire.

This handbook will help you understand:

- Who we are and how we started
- What we do and what we believe
- Our policies on privacy, rights, advocacy, health and safety, and service quality
- What to expect from our programs

We believe that having the right information helps you make good choices.

Please take time to read this handbook and keep it nearby—you might want to refer to it later.



Contents

Welcome to Aspire Richmond!3

Who We Are.....6

 Our Vision, Mission and Values 6

 Our Philosophical Approach 8

 How We Began..... 10

 Our Board of Directors..... 10

 Our Staff and Volunteers 11

What We Do.....12

 Community Inclusion 12

 Advocacy 12

 Supporting Self-Advocacy 13

 Planning 14

 Programs, Supports and Services 17

Rights, Risks, and Responsibilities.....18

 Rights 18

 Risks and Responsibilities 21

 Supporting People Who Communicate Using Behaviours 22

Service Quality23

 Listening to You..... 23

 Focusing on Results 23

 Meeting Standards and Regulations..... 24

Privacy and Confidentiality25

 Collecting Personal Information and Keeping it Safe and Accurate 25

 Consent 26

Health, Safety and Well-being27

 Emergency Preparedness 27

 Medication Safety 27

 Standard Precautions..... 27

First Aid	27
External Monitoring.....	28
Planning for Safety	28
Reporting Abuse	28
Your Relationship with Aspire	29
Getting Involved.....	29
Ongoing Communication	30
Expectations.....	30
Problem Solving and Complaints.....	31
Resources	33
Employment Services	35
Core Beliefs	35
Core Principles	37
Eligibility and Entering Employment Services	38
Our Staff.....	40
Where and When Service Happens	41
Program Costs.....	42
Money and Responsibilities When You Have a Job	42
How Employment Services Work	43
Assistance with Non-Work Related Needs	50
Health and Safety.....	50
Transportation	52
Family Involvement.....	52
Your Records and Reports.....	53
Communication and Keeping in Touch	54
Leaving Employment Services	55
Employment Resources	56
Notes.....	57

Who We Are

Aspire is a non-profit organization that follows the rules of the B.C. Societies Act. We offer programs and services in the community for people of all ages with different abilities, and for their families.

The people we support are of all ages and have a wide range of abilities and circumstances. Some people live at home with their families and some live in homes supported or operated by Aspire. Some people have serious health care needs or other challenges as well.

We believe everyone has a right to be part of their community, feel valued, and be accepted for who they are. If families are well supported, then people within those families will be too.

We offer many kinds of help and resources to meet the needs of each person and family.

Aspire is made up of the people we support, their families, and others who believe in building an inclusive community. We follow a Constitution and By-laws that explain how we run things—like choosing our Board of Directors, holding annual meetings, and reporting on our finances.

Most of our funding comes from the provincial government. We also receive money from program fees, donations, and fundraising. Government ministries help decide who qualifies for services and, in some cases, they manage the waitlists. We'll talk with you during the intake process about how long you might need to wait for support.

Our Vision, Mission and Values

Our Mission, Vision and Values guide our programs, activities, and decisions. They remind us, every day, of why we do what we do.

Our Vision: Thriving, connected, happy lives.

Our Mission: From infancy through adulthood, we support network with developmental disabilities to define, discover and advocate for their self-determined goals, passions and happiness.



We do this by:

- Amplifying the voices, needs and desires of the people and families we support.
- Treating all people with kindness, dignity and respect.
- Providing flexible programming and services that respond to the changing needs of individuals and families.
- Building the most inclusive, equitable, safe and diverse organization possible.
- Creating accessible conversations, events and spaces to inspire, educate and bring communities together.

Our Service Values are:



RIGHTS

supporting the rights of people with disabilities to full and equal citizenship



FAMILY-CENTRED

strengthening the importance of the family role



PERSON-CENTRED

recognizing the diversity of each person with unique plans and personal support



INCLUSION

supporting people to belong in all parts of community, including social, financial, spiritual life, and more



CHOICE

learning people's preferences, hopes and dreams, interests and decisions that define their life in small and big ways.



MEANINGFUL RELATIONSHIPS

helping to grow the number of family members, friends and others in a person's life



GROWTH & DEVELOPMENT

supporting the ongoing development of skills, abilities, and talents of each person



ADVOCACY

protecting the rights and interests of people and families



COMMITMENT TO COMMUNITY

working with communities to welcome and include all people



LIFE LONG SUPPORTS

assisting people and families through the natural lifecycle

Our Organizational Values are:



MUTUAL TRUST
be sure of the reliability
of people and systems



RESPECT
the value and dignity of all is upheld
by listening to and recognizing each
other's contribution and opinions



OPENNESS
freedom to share opinions and
ideas without fear of punishment



RESPONSIVENESS
planning for different
situations and outcomes



FAIRNESS
people are treated equitably



CONTINUOUS LEARNING
offering ways to improve
one's own work and the
work of the team

We want to support you and your family to live the life you want – to fully take part in our programs and in the Richmond community.

Our Philosophical Approach

Person and Family Centred Practice

Your Life, Your Choices - At Aspire, our staff, caregivers, and volunteers are here to help and support you—but we know this is your life. Everything we do is respectful of the rights of individuals we serve. We support families to make your own decisions and choices, even when that means taking risks, changing your mind, or making mistakes. We are here to walk beside you, not to take over. Think of us as your partners, helpers, and guides—ready to support you in the way that works best for you.

Planning

We help create personal plans for the people we support. These plans might include:

- A care plan to guide staff or caregivers in how to best support you or your family member
- A person-centered plan that focuses on your goals, dreams, and what's important to you

We believe planning works best when you and your family are involved. Your ideas, choices, and goals are at the heart of the process, and we're here to support you every step of the way.

Supporting Families

We know that when we support someone, we're also supporting their family. Families often know their loved ones best.

Families can include:

- Immediate family
- Extended family
- Close friends and support networks

Families may need different kinds of help at different times in life. We're here to provide support, share helpful information, and connect you with other families.

If we can't offer the support you need, we'll help you find another organization that can.

Celebrating Diversity

Richmond is a diverse community, with people from many different cultures, backgrounds, and life experiences. At Aspire, we celebrate and value this diversity.

We welcome people of all:

- Cultures, races, and religions
- Ethnic backgrounds and places of origin
- Abilities—both physical and intellectual
- Sexual orientations and gender identities
- Economic, social, and personal experiences

Here's how we support diversity and inclusion:

- We listen to many voices when making decisions
- We hire staff who reflect our diverse community
- We train our team to provide respectful, culturally aware services
- We translate some materials into different languages
- We work to keep our organization free from discrimination and harassment

- We make sure everyone has fair access to our services

Everyone deserves to feel welcome, respected, and included—and we're committed to making that happen.

How We Began

Aspire began like many community living organizations in B.C.—with parents who wanted better services for their children with developmental disabilities, close to home.

In the early 1980s, a group of parents in Richmond came together to form the Richmond Society for Special People. Their first program was after-school care for children and youth with special needs.

Over time, we grew and added more services. In 1988, we joined the BC Association for Community Living (now called Inclusion BC) to connect with other organizations across the province.

Since then, many important changes have shaped who we are:

- Large institutions for people with developmental disabilities were closed in B.C.
- New community-based options were created to support network in their own communities
- Services became more personalized, offering more choice and flexibility

Offering supports for people in their home community is still important to Aspire today. We continue to grow, listen to families, and build high-quality services using the best available knowledge and practices.

Our Board of Directors

Aspire is guided by a volunteer Board of Directors. The Board is elected by our members each year at the Annual General Meeting (AGM) and includes family members of those we support, self-advocates and other community members.

The Board's role is to:

- Protect and promote Aspire's vision, mission, and values
- Provide leadership and direction for our programs and services
- Make sure Aspire is doing its best for the people and families we support

To help with its work, the Board has special committees, including:

- The Executive Committee
- The Finance Committee
- The Inclusive Education Committee

Our Staff and Volunteers

Aspire’s Board of Directors gives overall direction, but the day-to-day work is managed by our Chief Executive Officer (CEO).

The CEO is responsible for:

- Hiring staff
- Managing the budget
- Running programs
- Building relationships with families, staff, funders, and others
- Creating policies for daily operations
- Reporting to the Board

Our staff report to the CEO and are the people you’ll see most often in our programs. Many of them are part of the Canadian Union of Public Employees (CUPE). They are supported by our volunteers, and in some programs, by contracted caregivers.

Everyone—staff, volunteers, and caregivers—follows a Code of Ethics. This means you can expect to be treated with respect, dignity, courtesy, and fairness. And you can trust that our policies and expectations are followed.

An Organization Chart of Aspire’s leadership and staff is available at www.aspirerichmond.com.



[Resources on the
Aspire Richmond
website](#)

What We Do

Community Inclusion

At Aspire, we believe that everyone has the right to be part of their community—to participate, contribute, and feel like they belong. Helping people be included in their community is one of our main goals. We support individuals and their families or support networks to make this happen.

In all our programs, we:

- Focus on community inclusion
- Use person-centered planning to set goals based on each person’s interests
- Create activities that are meaningful and tailored to each individual
- Help people find ways to get involved, make friends, and give back to their community

Our staff and contractors plan activities that meet people’s interests. We want everyone to take part in community life.

Advocacy

Advocacy means standing up for your rights and helping you get the support you need. We believe that everyone deserves a good life and a chance to be fully part of their community—and we’re here to help make that happen.

Advocacy can include:

- Going with you to meetings (like at schools or other agencies)
- Helping you understand and access community services (like health care)
- Supporting you in finding resources or talking to decision-makers
- Working with you to improve services and create positive change

We also help you and your family build your own advocacy skills, so you can speak up for yourself and support others.



Aspire promotes public education and awareness, including events during Community Living Month in October. These activities help families and the community learn more and become stronger, more confident advocates.

On a larger scale, Inclusion BC supports individuals, families, and organizations like Aspire. They help with:

- Advocacy and networking
- Conferences and training
- Sharing information and resources
- Public awareness and lobbying for change

Advocacy is one of the most important things we do—and we're proud to stand with you.

Supporting Self-Advocacy

Self-advocacy means standing up for yourself and your rights. The self-advocacy movement is happening around the world – people with developmental disabilities are speaking up. People are taking leadership as self-advocates on issues that matter to them. Leaders in the movement talk about self-determination. This is the right to control your own life and make your own decisions.

Self-advocates have helped bring big changes in B.C., like:

- Moving from institutions to community living
- Changing how we talk about and describe people with disabilities
- Creating easy-to-understand information
- Helping shape the kinds of supports and services available

There are self-advocacy groups across B.C., including one here at Aspire! These groups:

- Share ideas and support
- Organize training and speaking events
- Work together to create change
- Have fun and make new friends

We encourage youth and adults with developmental disabilities to join our self-advocacy group and be part of the movement.

Aspire also supports families in helping their loved ones build self-advocacy skills.

We promote public education and awareness, including events during Community Living Month in October. These activities help everyone learn more and become stronger advocates.

At the provincial level, Inclusion BC supports advocacy for individuals, families, and organizations like Aspire. They offer:

- Conferences and training
- Information and resources
- Support for self-advocacy groups
- Public awareness and lobbying efforts

Planning

Everyone is unique. We all grow and learn at our own pace, with different strengths, needs, and dreams. Families are unique too—with their own cultures, values, and experiences.

At Aspire, we use Person-Centred Planning to support individuals and families. This means:

- We focus on your strengths, interests, and goals
- We work with you and your support team to create a plan that fits your life
- We celebrate who you are and help build a vision for your future

Depending on your needs, you may have more than one type of plan. Together, these make up your service plan—and no two plans are exactly the same.

Some plan types include:

Person-Centred Plan

A Person-Centred Plan is a personalized document created with your input—and, when possible, with help from your family and support network. It's designed to reflect your needs, preferences, and dreams, and guide the services and supports we provide.

Your plan helps you:

- Set goals for your future
- Explore your interests
- Create a clear path to reach those goals

Before we create your plan, we take time to get to know you—this is called the discovery process. We encourage families, friends, and professionals to be part of the planning. We'll help make sure everyone can participate in a way that works for you.

A Person-Centred Plan is created within 3 to 6 months of starting services at Aspire and it is reviewed and updated at least once a year. We keep a copy of your Person-Centred Plan and, with your permission, share it with others who helped create it.

Person-Centred Plans follow a variety of formats, depending on what Aspire services you participate in:

- The F-Words Framework is used in Children Services
- PATH is used in Adult Services and for youth transitioning to Adult Services
- Lifestyle/Gateway Planning is used in Adult Services
- Vocational Plan is used in Employment Services

All of these plans lead to an action plan, or what we call measurable goals to help you live the life you want. These goals may be related to:

- Reaching developmental milestones
- Recreation and hobbies
- Education and learning
- Relationships and social life
- Work or volunteering
- Home and living arrangements

Care Plan

A Care Plan is a document that explains the help and support a person needs in their daily life. It's made just for you and includes important details like:

- Emergency contact information
- Your daily routines and personal preferences
- Support for daily activities (like eating, bathing, dressing)
- Help with getting around in the community
- Any behavioral supports you may need

The Care Plan helps our staff understand how to support you in the best way, every day. It is made before you start receiving services at Aspire and it is reviewed and updated at least once a year, or sooner if your needs change.

Health Care Plan(s)

Some individuals may need extra help with their health. A Health Care Plan is created for each serious or complex medical need. Medical Professionals are involved in creating Health Care Plans and they may include:

- Medical procedures
- Training for staff or caregivers
- Emergency instructions
- Details about the person's health needs and supports

Examples of Health Care Plans are:

- Nutrition Plans
- Guidelines for Medications
- Seizure Plan
- Allergy Plan
- Asthma Plan
- Bowel/Bladder Plan
- Or other Plans related to acute or chronic conditions

Health Care Plans must be ready before services begin at Aspire. They are reviewed and updated every year, or sooner if the person's health changes. They help keep individuals safe and ensures they get the care they need every day.

Other Reports or Plans from Professionals

Depending on an individual's needs, they may have other plans developed by professionals. These may include Communication Plans, Behaviour Support Plans and Safety Plans.

Programs, Supports and Services

We support individuals with developmental disabilities of all ages and at many life stages. Here's a quick overview.

Services for Children, Youth and Families

- **Infant Development (IDP)** provides consultants who work with families. Giving resources, referrals, and support for children up to age three who have developmental delays or risk factors for later diagnosis.
- **Supported Child Development (SCDP)** is a community based early intervention program for families and child care centres. Giving practical information, resources, and strategies for the inclusion of children with disabilities in child care settings. SCDP consultants assist families to access child care in their community.
- **Child Care Programs (Seedlings and Treehouse)** are for children from birth to grade 7. Staff support developmental and personal growth in children to increase skills and independence. Staff support children needing additional support and typically developing children with age-appropriate activities.
- **Youth Connections** is an after-school program for youth with disabilities to attend recreational and social activities.
- **Family Respite** is support for parents with the daily responsibilities of caring for children or adults who have a developmental disability.

Services for Adults

- **LIFE - Learn, Involve, Focus, Employ** - are supports and services for people to achieve their individual goals. Supports are provided in the community and at Aspire program locations. LIFE services include an Employment program for people who wish to seek employment.
- **Housing Options** include 3 different models of support
 - **Supported Living** is 24-hour staffed support for people who live in their own home with others.
 - **Independent Living** supports individuals to live independently with identified needed supports to ensure life-long success.
 - **Home Share** is community caregivers sharing their home and life with an individual who has a developmental disability. Matches are based on people feeling as they are valued member of a family.
- **Family Resources** provides information, resources, or support to family members who face the needs that come with having a family member with a disability.

Rights, Risks, and Responsibilities

Rights

People using our services enjoy the same rights as all Canadian citizens. These rights are set out in the *Canadian Charter of Rights and Freedoms*, and the *BC Human Rights Code*.

In 2010, Canada ratified the *UN Convention on the Rights of Persons with Disabilities*. Ratifying the Convention means we agreed to follow what it says. It is about human rights and changing attitudes towards persons with disabilities. Everyone has the right to make decisions for their lives based on their free and informed consent. Everyone has the right to be an active member of society.

The basic ideas of the convention are that:

- People are free to make their own choices.
- No one will be discriminated against.
- Disabled people have the same rights to be included in society as anybody else.
- Disabled people are to be respected for who they are.
- Everyone should have equal opportunities.
- Everyone should have equal access.
- Men and women should have equal opportunities.
- Disabled children should be respected for who they are as they grow up.

At Aspire, we believe in these rights and work hard to make sure they are respected. Together with our Self-Advocacy group, Aspire created our own Rights Statements. These are reviewed every year with you and/or your family to make sure you understand your rights and feel supported.

These statements below are available at www.aspirerichmond.com.

Children Rights Statement:

I have the right ...



TO BE SAFE

to be healthy
to kindness and peace
to be helped and informed
to feel safe and be protected from harm and danger



TO BE ME

to have choice
to learn and make mistakes
to understand and be accepted
to say what I think and feel



TO BE IMPORTANT

to love and be loved
to be heard and understood
to be valued and honoured
to be cared for with dignity and respect
to be as independent as I can



TO PLAY

to have friends
to use my imagination
to learn new skills
to belong and be included in community



thriving. connected. happy.

Adult Right Statement:

RIGHTS ARE RULES THAT MAKE PEOPLE EQUAL.

I have the right to be viewed as a person first.
I have the right to feel safe wherever I go.
I have the right to be heard and understood in my own way.
I have the right to be asked about the help I need or want.
I have the right to share how I feel and think.
I have the right to receive information in plain language.
I have the right to be spoken to directly in a way that shows respect.
I have the right to make decisions about my life.
I have the right to decide what information is public or private.
I have the right to make mistakes and learn from them.
I have the right to good healthcare.
I have the right to have relationships.
I have the right to access skilled supports in the community.
I have the right to vote.
I have the right to receive legal support if I need it.
I have the right to have my ideas supported and valued.
I have the right to give feedback about Aspire Services.



A RESPONSIBILITY IS SOMETHING I AM EXPECTED TO DO.

I have a responsibility to care for myself.
I have a responsibility to care for others.
I have a responsibility to ask for help when I need it.
I have a responsibility to follow the law.



thriving. connected. happy.

Risks and Responsibilities

Having rights also means having responsibilities. At Aspire, we ask individuals and families who use our services to:

- Respect the rights of others
- Follow our policies
- Take part in planning
- Make choices and decisions about their own lives

We're always here to offer support and guidance. We know families and support networks play a big role in helping individuals grow and make decisions.

Making choices sometimes involves taking risks—and that's okay. Everyone is different, and each person or family may find their own balance between safety and independence. We believe it's important for people to:

- Think for themselves
- Make their own decisions
- Learn from mistakes
- Ask for help
- Change their minds
- Try new things

Sometimes, individuals may make choices that are different from what their families would choose. When this happens, we listen to everyone's views and work together to find the best solution. We are committed to:

- Keeping individuals safe while they use our services
- Respecting family values and customs as much as possible
- Working with families to plan for and respond to situations that may involve risk

Aspire has processes in place to support individuals and families when facing challenges or behaviours that may involve risk.

Supporting People Who Communicate Using Behaviours

Sometimes, people show behaviours that are hard to understand or respond to. At Aspire, we believe these behaviours are a form of communication, and we respond with respect, care, and understanding.

Our staff and caregivers are trained to use Positive Behaviour Support (PBS). PBS is a proven approach that helps us:

- Understand why a behaviour is happening
- Find ways to prevent challenging behaviours
- Teach new skills to help individuals express themselves
- Support people in a way that respects their rights, safety, dignity, and independence

The PBS Process includes:

- Assessing the need for a Behaviour Support Plan
- Building a Behaviour Support Team: We bring together the people who know the individual best—family, friends, caregivers, therapists, and staff.
- Person-Centred Planning: The team listens to the individual’s goals and dreams to help guide the support plan.
- Functional Behavioural Assessment (FBA): We collect information to understand what triggers the behaviour and why it happens.
- Behaviour Support Plan Development: Based on the FBA, we work with psychologists or behavioural consultants to get a Behaviour Support Plan in place to help everyone stay safe and supported. The plan may include:
 - Strategies to teach new skills
 - Safe and respectful ways to respond
 - Goals for improving the person’s quality of life
 - Safety Plan or De-escalation Plan
- Approval of the Behaviour Support Plan includes the individual, their family or legal representative, the Aspire Program Manager and Director.
- Monitoring Progress: We track changes in behaviour and progress toward goals. Plans are reviewed every year, or sooner if needed.

Service Quality

At Aspire, we're always working to get better at what we do. We call this Continuous Quality Improvement—it means we listen, learn, and make changes to improve our services. Here are some of the ways we monitor our work:



Listening to You

You and your family know best how our services are working. We value your suggestions and take your feedback in many ways:

- We have an open-door policy. This means we welcome you to let us know when something isn't working.
- We send you surveys on a regular basis so we can make our programs better as a result of your feedback. This includes sending a survey to you after leaving Aspire, so we can check in and offer help if needed.
- We interview the people we support about how they feel about our services.

If you have any concerns, please tell us. We promise to listen and do our best to help.

Focusing on Results

We want to know if our programs are making a difference. Each program has goals, and we measure how well we're doing in four areas:

- Effectiveness – Are we achieving the results we planned?
- Efficiency – Are we using our resources wisely?
- Service Accessibility – Is it easy for people to get the help they need?
- Experience of Service – Are people happy with our services?

We share our progress in an Annual Outcomes Management Report, available on our website: www.aspirerichmond.com. We also summarize the results from the perspective of Quality of Life; this is called the Quality-of-Life Report Card.

Meeting Standards and Regulations

Aspire follows rules and guidelines from:

- Government ministries
- Licensing bodies
- WorkSafe BC
- Accrediting organizations

We must follow these rules and guidelines in order to receive funding from the government. Aspire goes through a formal review, called Accreditation, that checks we meet high standards in areas like:

- Health and safety
- Individual planning and support
- Community inclusion
- Accessibility
- Financial responsibility
- Quality of services

Aspire was first accredited by CARF (Commission on Accreditation of Rehabilitation Facilities) in 2005, receiving the highest level: 3-year accreditation. We've continued to earn this top rating ever since.

We also have a strong internal structure to keep things running smoothly:

- Staff report to Program Managers
- Managers report to Directors and the Chief Executive Officer (CEO)
- The CEO reports to the Board of Directors
- We have a Director of Quality Assurance to oversee service quality
- We follow written policies and respond to feedback and complaints

Privacy and Confidentiality

At Aspire, we take your privacy seriously. We follow provincial laws to keep your personal and family information safe and confidential.

Confidential information is anything personal or sensitive, such as:

- Medical, educational, financial, or psychological details
- Names, meeting notes, emails, reports, videos, or photos

We keep this information secure and up to date.



Collecting Personal Information and Keeping it Safe and Accurate

When we receive a referral for services, we ask for some basic information. Once your application is accepted and we begin planning services, we may ask for more detailed information, such as:

- Medical and psychological reports
- Educational assessments
- Information from therapists or other professionals

We use this information to understand your family member's needs and strengths, so we can provide the best possible support.

We do not share your information with anyone outside Aspire without your permission. Sometimes, we are required to share certain information with government agencies that fund and oversee our services, like Community Living BC (CLBC) or the Ministry of Children and Family Development (MCFD). However, we only share what is required by law. If you have questions about how your information is used, please contact Aspire's Director of Quality Assurance.

You may ask to see the information we have on file at any time. It is important to keep your information current; we do our best to include you when we review the information we have on file. This gives you the opportunity to provide updates if anything changes or correct anything that is not accurate so we can adjust our services to meet your changing needs. Please be sure to give us copies of new reports or information that may impact the services you receive.

Consent

At Aspire, we respect your right to make decisions. That's why we ask for your consent for many things, including:

- Consent to provide service.
- Consent to share information.
- Consent for program field trips (for child care).
- Consent to photograph or video (depending on the program).
- Consent for Communication and Information Technologies.
- Consent for Safe Release (for Out of School Care)

We will always explain what we're asking and why. You can say yes or no. You or your family member can withdraw consent at any time. Just let us know, and we'll explain what that means. In some cases, withdrawing consent may affect the services we can provide, but we'll talk with you about it.

As part of making decisions for themselves, we support adults to give their own consent. Under B.C. law, adults are assumed to be able to make decisions unless proven otherwise. How someone communicates does not affect their right to make choices.

Some adults may have a Legal Representative, Guardian, or Committee who helps make decisions. If you're unsure about this, talk to your Program Manager.

We make sure our staff and caregivers understand each person's legal status and respect their rights when it comes to decision-making and consent.

Health, Safety and Well-being



At Aspire, your health, safety, and well-being are very important to us. Everyone has the right to a safe and supportive environment—physically, emotionally, and mentally. Here are some of the ways we make sure that happens:

Emergency Preparedness

Every program responds to emergencies, such as a fire or earthquake, in ways that meet the needs of the individuals being supported.

Medication Safety

We make sure the staff and caregivers who give medications are trained. Medications that go with an individual to their program must follow safety protocols. The Program Manager will share these protocols, when needed.

Standard Precautions

Staff, volunteers, and caregivers are trained to protect themselves and others from risks related to blood and bodily fluids. We work with families to reduce these risks.

First Aid

All staff and contracted caregivers are trained in First Aid.

External Monitoring

We are regularly inspected by:

- The local Fire Department
- Building inspectors
- Community Care Facilities Licensing (for licensed programs)

We also report to WorkSafe BC and to provincial government ministries for following provincial health and safety rules.

Planning for Safety

We work with individuals and families to plan for health or safety risks and come up with ways to address them. We update and revise plans as individuals' situations and needs change over time. We make sure all staff and contractors know about changes so they can respond.

Reporting Abuse

If we suspect a child or youth under 19 is being abused or neglected, we are legally required to report it. If we suspect an adult is being abused or neglected, there is not a legal duty to report, but we believe it is our moral responsibility to report it.

We have many policies and procedures in place to follow in the event a report is needed. If this happens, we take direction from:

- Ministry of Children and Family Development (MCFD)
- Community Living British Columbia (CLBC)
- Community Care Facilities Licensing (Child Care or Supported Living, where applicable)
- Police

We also use the following resources:

- BC Handbook for Action on Child Abuse and Neglect for Service Providers
- Adult Guardianship and CLBC information on the CLBC Website
- Community Care Facilities Licensing: Child Care or Residential Care

Your Relationship with Aspire

Just like any community, people have different roles. Things work best when everyone helps out in ways that feel right for them.

Most of our programs are funded by the government, but we wouldn't be able to offer the same level of service—or many of the extra supports—without help from volunteers, community support, and fundraising.

Each year, we host fundraising events and also receive support from others who organize their own events to help us.

Getting Involved

There are many ways you can be part of our community—if you'd like to!

- **Become a member of Aspire** – Membership is low-cost and gives you a voice at our Annual General Meeting (AGM), where you can vote for board members and help shape our future. Visit our website at www.aspirerichmond.com for the membership application.
- **Volunteer in our programs** – Help out with open houses, picnics, training sessions, meetings, and more. Talk to your Program Manager to learn how.
- **Donate or help fundraise** – You can make a tax-deductible donation, choose where your gift goes, or donate equipment or services. Visit our website at www.aspirerichmond.com for ways you can give.
- **Join our Board of Directors** – Help lead and guide our organization. Talk to your Program Manager if you are interested.
- **Attend Aspire Events** – we host special events throughout the year where families, individuals we support, staff, and volunteers can connect in a relaxed and friendly setting. Attending these events provides opportunities to connect with other families.

Some of these activities take a bit of time and effort, but they come with great rewards. You'll meet other families, build a support network, learn new skills, and share your own experiences. You'll also help strengthen community inclusion and support the services your family member relies on.



We hope you'll get involved in whatever way works best for you!

Ongoing Communication

Just like any strong community, good communication helps everything run smoothly. When people stay connected, they know what's going on, feel heard, and know what to do if they have questions or concerns.

We know life can get busy, and things can change quickly. That's why we make a real effort to keep in touch with you.

We're committed to keeping families informed. Here's how we share updates:

- **Website** – Visit www.aspirerichmond.com for news and information.
- **Newsletter** – We send out regular updates with stories, events, and more.
- **Social Media** – Follow us to stay connected.
- **Email Updates** – You may receive occasional messages with important news.

We share updates about our programs, training opportunities, upcoming events, and activities. You'll also hear stories from the people we support, families, staff, and community partners.

As technology changes, we'll keep exploring new ways to stay in touch—and we'd love to hear your ideas and feedback too!

Expectations

Good relationships work best when everyone knows what to expect.

As a family member, here's what you can expect from our staff, caregivers, and volunteers:

- You and your family will be treated with respect, dignity, fairness, and courtesy.
- We will follow our mission, values, and Code of Ethics.
- We'll provide planning and support that fits your needs.
- We'll communicate openly and regularly with you.
- Our team will keep learning and improving through training and professional development.
- We'll meet or exceed government and accreditation standards and always work to improve our services.

Here's what we ask from you:

- Share with us the information we need to support your family member well.
- Follow the program policies.
- Treat staff, other families, and individuals with respect, dignity, fairness, and courtesy.
- Take part in orientation and training, if appropriate, to help staff and caregivers understand your family member's needs.
- Communicate openly with us and let us know if you have concerns.
- Be involved in planning for your family member.

Some programs may have additional expectations, like specific staff qualifications or levels of parental involvement.

Problem Solving and Complaints

We work to prevent and manage concerns or problems as they happen. We believe good communication is the best way to solve problems. Our staff are trained to handle concerns respectfully and effectively, and we work hard to stay connected with families, caregivers, and the people we support.

If you have a complaint, we want to hear about it. We'll do our best to resolve the issue quickly and make sure you're getting the support you need.

Your privacy is protected, and making a complaint will not affect your access to safe services.

Who Can Make a Complaint?

- Anyone using our services
- A family member or representative
- Anyone concerned about the services we offer

If you would like help filing a complaint you can ask a family member, staff member, or anyone you feel comfortable with to help you. We can also support you to find someone to help. A person assisting you in this type of situation is called an advocate.

How to Submit a Complaint

We encourage you to speak up as soon as a concern comes up. It's best to try to resolve things directly with the people involved.

We'll go over our complaint policies with you during your orientation, and you can ask for a copy anytime.

If you have a concern, please talk to your Program Manager. If it's not resolved, you can find more information about our complaint process at www.aspirerichmond.com in the Feedback section. You'll also find links to the complaint processes for our funding agencies and the Richmond School District.



[Aspire
Richmond
Feedback Page](#)

Resources

We know your role can sometimes feel overwhelming. Your Program Manager is a valuable Resource if you have any questions.

Aspire Family Resource

The Aspire Family Resource Manager is available to support you as you navigate everyday challenges and explore available services. Here's how the Family Resource Manager can help:

- Share information about local and provincial services and supports
- Assist with transitions, like starting kindergarten, moving from child to adult services, or when an adult child leaves home
- Help you connect with other families and support networks
- Provide advocacy when needed
- Offer books, articles, and other helpful resources

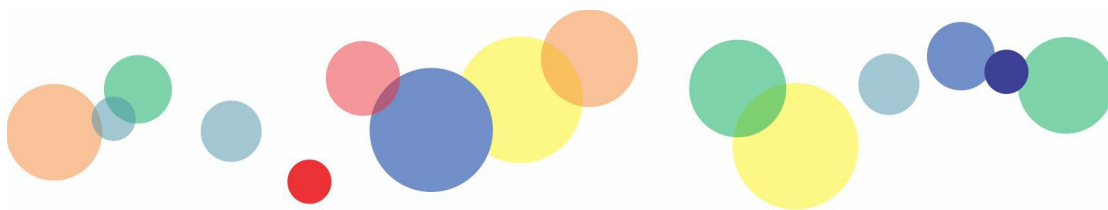
If we're not able to provide the support your family member needs, we'll work with you to explore other options and refer you to other community organizations that may be able to help.

Other Helpful Resources

There are many other services available to support you and your family. Here's a short list of some key organizations:

- **[Ministry of Children and Family Development \(MCFD\)](#)**
Provides funding and decides eligibility for children's programs like Infant Development and Supported Child Development. Also offers childcare subsidies and support for childcare spaces.
- **[Community Living British Columbia \(CLBC\)](#)**
Supports adults with disabilities through programs like LIFE Services, Respite, Supported Living, and Home Share. CLBC also offers planning support through its Richmond office.
- **[Ministry of Social Development and Poverty Reduction](#)**
Offers income assistance and BC Disability Benefits for people 18 and older. Benefits may include monthly financial support, medical and dental coverage, and bus passes.

- **TransLink HandyDART**
A door-to-door transit service for people who use wheelchairs, scooters, or need help using public transit.
- **Advocate for Service Quality**
Helps individuals and families who are unhappy with services provided by the provincial government or funded agencies.
- **Representative for Children and Youth**
Supports young people (up to age 24) by making sure their voices are heard and their rights are respected during important decisions.
- **Office of the Public Guardian and Trustee of BC**
Offers guidance on guardianship, health care consent, and Representation Agreements for adults who can't make decisions on their own.
- **Nidus Personal Planning Resource Centre**
A non-profit that provides information about personal planning, including Representation Agreements.
- **Family Support Institute (FSI)**
A province-wide organization led by families, offering support, training, and networking for families who have a member with a disability.



Employment Services

Aspire Employment Services support network who want to work and be fully included in their community. We help individuals find jobs that match their interests, strengths, and goals. The Program is based on best practices in supported and customized employment.

At the same time, we support employers who are looking for reliable and skilled employees. We do this by:

- Helping employers find the right candidates
- Supporting the hiring process
- Providing one-to-one support during training and job start-up

Our goal is to create good job matches that work well for both the individual and the employer.

Core Beliefs

Everyone has the right to work

- You have the right to work, just like anyone else
- You deserve a job you enjoy
- You should earn real pay
- You should feel included and valued at work and in your community

Finding a job is an important step after school

- When people finish high school, college, or university, they expect to work
- Youth with disabilities should have the same chance to work as anyone else

Having a job helps you be more independent

- Having a job can give you more control over your life
- Working can help you make choices and feel proud
- Earning money can help pay for housing, health needs, and daily living

Having the right support helps you succeed

- People with developmental disabilities have a lot to offer
- With the right support, people can succeed at work
- Your work helps your family, your workplace, and your community

Our program uses best practices

- Our program follows proven and trusted ways to support network at work
- We use best practices in supported employment
- These practices are recommended by CASE (Canadian Association for Supported Employment)



CASE DECLARATION

Be it known to all Canadians: Following are best practices for Supported Employment

1. Choice and Control: Employment support is guided by the job seeker to achieve their career aspirations.
2. Paid Employment: The job seeker receives the same rate of pay and benefits as other employees doing the same job. Individuals with competitive positions receive their paycheques directly from the employer.
3. Partnerships: Job seekers, employers, direct service providers determine the individualized strategies for providing support that will assist in career enhancement and ultimately facilitate long term satisfaction for the job seeker and the employer.
4. Full Inclusion: Socially and economically included in the community.
5. Job Search: Timely and appropriate support is provided to achieve successful employment.
6. Individualized: Negotiate to meet the unique/specific needs of the employer and skills of the job seeker, one person at a time.
7. Natural Supports: Employment supports are as unobtrusive as possible and (may) fade over time by building on community support and social capital.
8. Long-term Support: Is available to all stakeholders to ensure people maintain employment stability and achieve career enhancement.
9. Continuous Quality Improvement: Stakeholders are involved in the evaluation of services and service provider implements improvements.

Core Principles

Finding Work Is an Important Life Choice

We know that having a job is important and can bring many good things. A group of people with developmental disabilities shared the top reasons why they want to work:

- Make money
- Meet new people
- Feel good about themselves
- Be part of their community
- Show their skills and abilities
- Have a purpose in life
- Stay busy and active
- Learn new things
- Stay healthy
- Have choices about how they spend their day

Finding the Right Job Is Important – Not just *any* job — the *right* job!

We want you to find a job you can enjoy for a long time. To do this, we focus on finding a good match between:

- You
- The job
- The employer

Our employment specialists use a step-by-step planning process to support you.

We do not rush into the first job available. We take the time to:

- Learn what you want
- Find jobs that fit you well
- Make sure the job is a good match

This helps jobs last longer and leads to better results. Finding the *right* job is our job.

Focusing on Your Strengths

Everyone has strengths and gifts. When we support you to find a job, we focus on:

- What you are good at
- What you enjoy

- What you can contribute at work

We also look at:

- What supports you might need
- What work environment suits you best

Our main focus is helping employers see the value you bring to the workplace.

Support When You Need It

Support can be helpful at different times. Our employment specialists:

- Help you prepare to get a job
- Help when you first start working
- Support you while you learn the job
- Gradually step back as you feel more comfortable in your job (fading support)

Even after support fades, when you are comfortable in your job, we stay available and check in to help if changes happen at work.

Other times when you may need support:

- When your job duties change
- If your workplace changes
- If you want to ask for a raise
- If you want to look for a new job

If you leave the program because you have become comfortable in your job, you can ask for our help again at any time.

Eligibility and Entering Employment Services

This program is for people who:

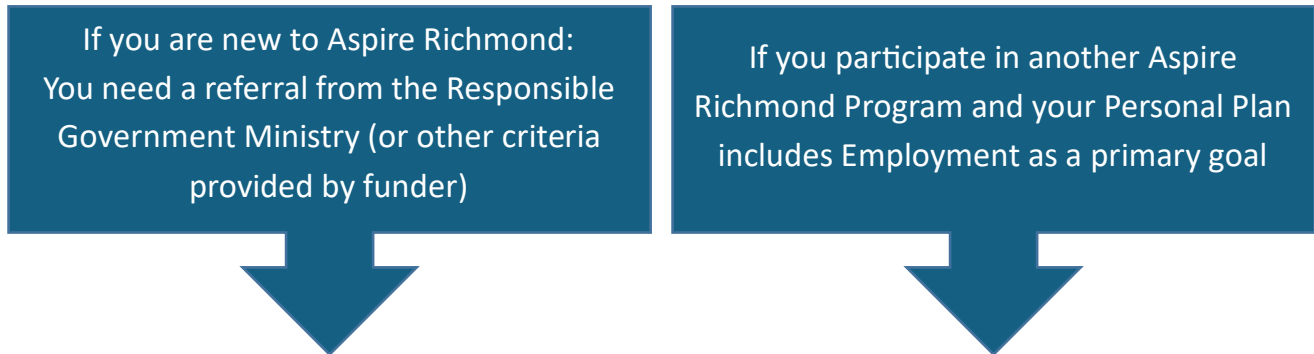
- Want to find a job
- Are interested in working
- Want to keep a job once they are hired

It is important that:

- You understand what having a job means and the responsibilities it brings
- Your family and support network understand these responsibilities too

- Everyone is ready to support you with the responsibilities of working

To join the Employment program, you must be legally allowed to work in Canada and you must have the right referral to access Employment Services:



Signing a Participation Agreement

As part of joining the program you (and your legal guardian, if you have one) will sign a Participation Agreement. The agreement is signed with your Employment Specialist and explains:

- What you can expect from the program
- What we will do to support you
- What you agree to do to help find and keep a job

Signing this agreement is required to be part of Employment Services.

Intake Process

Once a referral is received, we start the intake process. This includes:

- Meeting with you and, if appropriate, your family or support network
- Explaining Aspire's values, services, and program rules
- Talking about what you want and what you expect from the program
- Learning about your goals for work
- Explaining how the Employment Program works and what your role is
- Completing intake forms and consent forms

This process helps us get to know you and plan how to support you to find the right job.

If Services Are Not a Fit

Our goal is to make sure the Employment program feels right and will support you well. If you decide that it is not a good fit, Aspire will provide information about possible alternative resources when available.

While we are committed to supporting eligible individuals, there may be times when services cannot be offered due to funding limits, space availability, or other circumstances. Job seekers may choose to remain on a waitlist until appropriate services or funding become available.

Our Staff

Employment Specialists work directly with you to:

- Explore different job options
- Make a plan to reach your work goals
- Find a job or change jobs or try something new
- Learn your job
- Keep your job for as long as you want

All staff have a Community Support Worker qualification, or something similar. They also receive ongoing training in:

- Supported and Customized Employment
- Aspire values and ethics
- Person-Centred Planning and goal setting
- Mandt (supporting people safely)
- Incident reporting
- Privacy and confidentiality

Some staff also receive extra training to meet the specific needs of the people they support. We work hard to match your support needs and preferences with the skills and personality of the staff member. If something is not working well, we are open to making changes. Our goal is to make sure you feel supported, respected, and successful at work.

Our staff are committed to respectful, person-centred supports that focus on strengths, choice, and building meaningful connections.

The Program Manager is responsible for the overall operation of Employment Services and for supervising the Employment Specialists and Job Coaches.

Where and When Service Happens

Employment Services work as an outreach program. This means support happens in different places, not just one office.

Our office is a starting point when you first join the program. We often meet here in the early steps.

Most support happens during regular office hours when possible. However, we do our best to be flexible and provide support at times that work for you and your job. Our Employment Specialists understand that jobs and employers have different schedules. Support for you can also happen:

- During your job shifts
- In the evening
- On weekends

Our goal is to support you at the times you need it most as you move toward employment and success at work.

Thinking About Your Work Schedule

When you think about getting a job, it is important to think about:

- What days you will work
- What hours you will work
- How work will fit with your life
- How your schedule may affect the people you live with

Many jobs today do not follow a regular Monday-to-Friday, daytime schedule. Some jobs may include evening shifts, weekend work, and different hours each week. This means you and your family or support network need to be ready for a schedule that may change.

Planning ahead can help make working feel easier and less stressful.

Employment Services Office:
1035 – 10820 No. 5 Road,
Richmond BC

Office Hours:
Monday to Friday
8:00 a.m. – 3:30 p.m.

Program Costs

Employment Services are free. They are paid for by Community Living BC (CLBC). However, looking for work can sometimes cost money. These costs may include:

- Getting to and from meetings with your Employment Specialist
- Getting to and from job activities, such as
 - Visiting workplaces
 - Going to job interviews
 - Attending training
- Buying clothes or items needed for job activities, for example, work clothes or safety items like special shoes

Money and Responsibilities When You Have a Job

When you have a job, you earn a pay cheque, and some money is taken off your pay for income tax and benefits. This happens to all workers in Canada. Your employer shows this information on your pay stub. Your Employment Specialist will help you understand this when you start working.

Reporting Your Income

If you receive PWD (Persons with Disabilities) benefits you must report all money you earn each month. You can still receive PWD while working, but if you earn more money, your PWD amount may change. Your Employment Specialist will help you understand these rules. You can also visit a government office or search for “PWD” on the British Columbia government website for more information.

Everyday Costs of Working

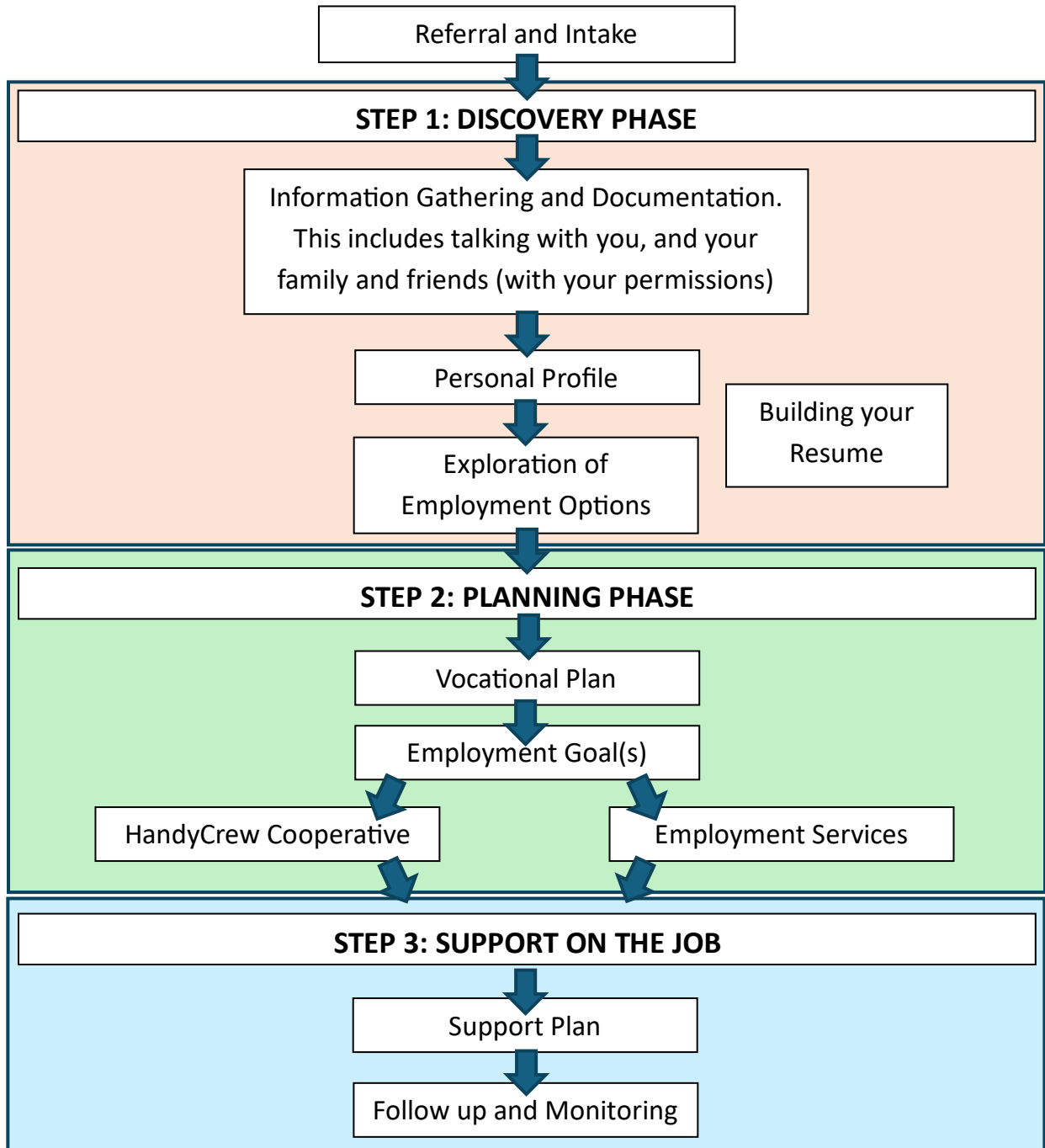
Most people who work have regular costs. These can include:

- Transportation to and from work
- Haircuts and personal care
- Special work items like work clothes, footwear, and safety items

Planning ahead can help make work easier and less stressful.

How Employment Services Work

Once your referral or intake into Employment Services is completed, there are several steps to Employment:



We believe the most important thing we can do is listen to you. When we listen carefully, we learn what you are good at, what your talents are, and what you can offer. Sometimes we discover things we did not expect. That is a good thing. By keeping an open mind, we can find new ideas and new opportunities.

Together with you and the people you choose to support you, we look for possibilities that are based on what truly matters to you. You are at the centre of this process.

Step 1: Discovering What Matters to You (focused support)

Discovery

Discovery is a step-by-step process we use to get to know you better before we start looking for a job. Discovery helps us understand:

- What you are good at
- Your skills and talents
- Your interests, what you like and do not like
- Where you work best and feel comfortable
- Your past work or volunteer experience
- Your education and learning experiences
- Any challenges you may have
- The supports you may need at work

We use Discovery to learn what makes you unique. This helps us look for the right kind of job for you. This step is very important for finding a job that is a good fit.

Discovery can happen in different ways. We use methods that work best for you.

This may include:

- One-to-one conversations
- Filling out simple forms or questionnaires
- Talking in small groups
- Spending time with you in your community
- Visiting you at home (if you agree)
- Watching how you take part in social activities

Your Employment Specialist learns by spending time with you and seeing what works well.

You are an active part of Discovery. You get to decide who is involved and how they take part. This may include family members, friends, caregivers, school staff or other people who know you well. You are the most important person in Discovery. Your needs, choices, and wishes come first.

Your Personal Profile

Your Personal Profile provides a snapshot of who you are and what matters most to you. It helps everyone involved understand your interests, strengths, preferences, and what supports you best.

You are actively involved in creating your Personal Profile. It is built using information gathered over time, including what you shared when your Care Plan was created and what we learned together during the Discovery process.

Your Personal Profile further guides our planning with you to find meaningful work grounded in what is most important to you.

Exploration of Employment Options

We use what we learned during Discovery and your Personal Profile to explore job ideas and possible employers or contacts. You and your Employment Specialist may invite other people from your support network to help. Sometimes this means:

- Having a small meeting
- Talking with people one-to-one
- Sharing ideas together

All these ideas help us create your Vocational Plan.

Step 2: Planning (focused support)

Vocational Plan

Clear ideas (called themes) come from the Discovery process. These themes help you and your Employment Specialist make your Vocational Plan. The plan shows:

- What you are good at – your skills and strengths
- What kind of work you want – your interests
- What support you may need

Your Vocational Plan includes:

- Three employment themes (types of work you are interested in)
- A clear direction for job searching
- The supports you may need at work
- Any tools or assistive technology that may help you

- Any training or learning you may need to be successful

Your Vocational Plan helps your Employment Specialist look for the right kind of job with tasks that fit you. It also helps you decide if you want your Employment Specialist to help you look at classes or learning opportunities in the community

Your Vocational Plan is reviewed every year and updated if your goals change. This helps make sure you are working toward the right job and that your goals are being met.

Employment Goals

Your employment goal(s) is created using the three themes in your Vocational Plan. Your goal(s) is based on:

- What you are good at
- What you enjoy
- Your education and experience
- The support you may need

This helps us find a job that is a good match for you. You and your Employment Specialist work together to decide on your employment goal(s) and make a plan to move toward getting a job. We look at different options and choose what works best for you.

You may choose to join the Richmond HandyCrew Cooperative or choose to continue with Employment Services to find a job in the community. Our goal is to support you in finding work that feels right for you.

The **Richmond HandyCrew Cooperative** operates through Aspire Richmond. HandyCrew members learn and practice work skills. It can be a good option for building confidence and working towards finding a job in the community.



For some, HandyCrew can be a great long-term job option. Some of the HandyCrew work may include:

- Garden and yard work
- Small repairs
- Light carpentry
- Small catering jobs
- Home maintenance
- Moving help

When you work with HandyCrew, you can:

- Build relationships with coworkers
- Meet and work with customers
- Learn how to work safely
- Learn how to follow safety rules
- Learn how to use tools and equipment

These skills help you at HandyCrew and in other jobs too.

Employment Services: Job Development and Job Search Options

This option supports you to find a job in the community. Jobs may be:

- With local businesses
- Created specially to match your skills
- Part of self-employment or other customized work options

We use different ways to explore job opportunities to find the right fit. These may include:

- Talking with employers to learn about their jobs
- Visiting workplaces and touring businesses
- Trying short work experiences or job placements

Employment Specialists work closely with local businesses to build positive relationships with employers. They share information about supports or wage subsidies (when available) to help create job roles that match your skills and the employer's needs. Our goal is to find a job that is a good match for you and the employer.

Step 3: Support on the Job

Support Plan

Once you find a job — in the community or with HandyCrew — we create a job support plan. This plan is made with you and with your employer. The plan helps you succeed on the job and matches both your needs and your employer's needs.

We make sure you are shown how the job works and that you understand the workplace rules and expectations. You get the same information as other employees.

Some of the key areas included in the plan are:

Work Times

- Start and end times
- Breaks / time off
- Sick time

Clothing + Personal Care

- Clean and safe work clothes
- Personal hygiene

Doing your job well

- Job tasks
- Working safely
- Quality of work

Working with others

- Speaking politely
- Listening to others
- Asking questions
- Speaking up for yourself

Workplace culture

- When and how to take breaks
- Workplace rules
- How people treat each other

Getting help

- Your supervisor
- Who to ask for help
- How to share concerns

Everyday work skills

- Understanding instructions
- Counting or using numbers
- Managing time and schedules

Technology at work

- tools or systems needed for your tasks
- possible technology adjustments if you need support

Becoming part of the workplace

- Feeling comfortable
- Being part of the team
- Building positive relationships

Amount and Length of Support

Our goal is to support you to work as independently as possible. At first, you may need more support at work. Over time, as you learn the job and feel more confident, we will slowly step back. This is called fading support. We also support the workplace to build natural supports, such as coworkers and supervisors who can help you on the job.

Everyone is different and so is the support needed. Job support may last a short time, or a longer time, depending on:

- The kind of job
- The tasks you do
- The support you need
- The supports already at the workplace

Some employers prefer to train and support workers themselves. If this happens, Employment Specialists will check in with both you and the employer and provide support as needed. This may include:

- Advice
- Problem-solving
- Disability Awareness training for employers

Your Employment Specialist will stay involved for as long as needed. Our goal is to make sure the job is working well for you and that you feel confident to be successful in your job.

Follow up and Monitoring

Our Employment Specialist's work does not stop once you get a job. As you become more independent at work, we keep checking in to make sure you still have the support you need and that other life concerns are not getting in the way of your job. In some cases, we may review the support you receive and make adjustments when needed.

Staying in touch is important. Good communication helps you, your employer and the people in your support network. This helps everyone work together in a positive way.

Your Employment Specialist will be available if questions or concerns come up and will respond in a timely way to help fix problems early.

As part of follow-up support, your Employment Specialist will visit or contact the workplace on a planned schedule and talk with you and your employer about how things are going. These check-ins help to:

- See what is working well
- Identify any support needs
- Solve problems together

During check-ins, your Employment Specialist may:

- Review your job duties
- Check how comfortable you are with your tasks
- Notice support from coworkers and supervisors
- Help you adjust to changes at work
- Support you to grow or move forward in your job such as advocating for more hours, job advances, or increases in pay

Our goal is to help you succeed, feel confident, and continue to enjoy your work.

Assistance with Non-Work Related Needs

Looking after the parts of life outside of work is important. It helps you feel better and do your best at your job. We know that some parts of life can affect how well work goes.

These may include:

- Health needs
- Housing
- Money worries
- Legal issues
- Mental health

When these things come up, we make sure they are talked about in your support plan. Our main focus is helping you succeed at work. Because of this, we may not support these other needs directly. Instead, we may:

- Help connect you to another service
- Make a plan that includes help from your family, friends, or other support people

Health and Safety

The health, safety, and well-being of the people we support is always our top priority. You have the right to a safe environment that supports your physical, mental, and emotional well-being.

We work to protect health and safety through a range of safeguards, including:

- All Aspire staff are trained in First Aid, CPR, abuse recognition, and responding to emergencies or critical incidents
- Fully stocked First Aid kits are available at Aspire sites and in any vehicles used to transport participants
- All Aspire staff, practicum students, and volunteers have completed a criminal record check
- Aspire staff, practicum students, and volunteers are encouraged to keep vaccinations up to date, including Hepatitis B, Hepatitis C, and Influenza
- Clear policies, procedures, and ongoing training are in place for staff related to violence prevention, accident prevention, emergency response, and workplace health and safety
- Regular fire and earthquake drills are conducted at Aspire sites

- Individual Care Plans address specific safety considerations, including responses to missing-person situations when relevant
- Any Aspire staff-owned vehicles used to transport participants carry business-class insurance

In the event of an emergency, accident, or a 911 call, Aspire responds promptly and appropriately. Required reports are completed for the relevant government funding agencies, and families or support network members are notified as soon as possible.

Health and Safety at Work Sites

Everyone has a role in staying safe at work. Workplaces in British Columbia follow WorkSafeBC rules. This means both employers and employees have safety duties. Your Employment Specialist helps make sure everyone understands these.

What Employers Are Responsible For	What You as an Employee Are Responsible For
<ul style="list-style-type: none"> • Keep workers safe • Follow workplace safety laws • Fix any unsafe situations • Tell workers about areas or unsafe equipment • Provide safety training when needed 	<ul style="list-style-type: none"> • Follow safety rules • Wear safety gear if required, for example, gloves, helmets, or safety shoes • Tell your supervisor if you get hurt • Let your employer know if you have health needs that affect safety, for example, allergies or seizures

When you start a new job, as part of your job orientation and support plan, your Employment Specialist will:

- Help you learn the safety rules at work
- Make sure you understand how to stay safe
- Talk with the employer about any safety needs you may have

When everyone understands their role, work is safer, problems are handled early, and you can focus on doing your job well. Your Employment Specialist is there to help support safety for both you and your employer.

Transportation

Before you say yes to a job, it is important to think about how you will travel safely. Together, we talk about things like:

- How far away the job is
- If the job is near public transportation
- If buses or trains run at the times you need them
- If there is a carpool you can use
- If family members or support people can help

Your Employment Specialist can help you learn how to get to and from job interviews, work experiences, and your job. Once you get a job and learn the best way to travel, it becomes your responsibility to get to work on time and get home safely. We will support you to learn this so you can feel confident and independent.

Family Involvement

Your family and support network can play an important role in helping you reach your work goals. Family support can look different for each person. What matters most is that support matches your needs and choices. You choose who is involved and how much they are involved.

Families may help in different ways at different times.

Here are some examples of how your family and support network can help:

During Discovery	During Job Development	As Part of Job Support
<ul style="list-style-type: none">• Meeting with the Employment Specialist• Sharing helpful information about you• Spending time with us at home, school, church, or community activities• Connecting us with other people who know you• Helping you think about and choose an employment goal	<ul style="list-style-type: none">• Encouraging and supporting you• Helping you explore work ideas• Helping you plan schedules• Helping you get to and from work sites• Sharing job leads or ideas based on your interests and themes	<ul style="list-style-type: none">• Supporting you to be successful at work• Helping adjust home or personal schedules to fit work hours• Supporting communication between you and your Employment Specialist• Helping make sure supports are clear and working well

It is important to know that when one person in the family starts a new job, other things at home may need to change. These changes can affect everyone. For example:

- Not everyone may be home at the same time for meals
- Family members may need rides at different times of day or night
- Family vacations may need to be planned around work schedules
- Medical or dental appointments may need to be booked before or after work

Families can help make these changes feel positive and manageable. This kind of support is very important for work success.

Your Employment Specialist can talk through these changes with you and your family and help answer any questions or concerns. The Employment Specialist is also the main contact between you and your employer. This helps keep communication clear and organized.

Families are welcome to share concerns with the Employment Specialist. In most cases family members should not contact the employer directly. This helps avoid confusion or mixed messages.

The Employment Specialist will share information with the employer when needed and make sure everyone understands the plan. Working together this way helps create a positive and successful work experience.

Your Records and Reports

Your Record with Aspire

To support you well, we keep records about you and your employment plan. We keep:

- A paper file
- An electronic file in a secure system called ShareVision

These files include:

- Information we collect to support you
- Notes from meetings
- Notes about the work we do to help you find and keep a job
- Updates on your progress toward your employment goals

Privacy and Confidentiality

Your personal information is private. We keep your information safe by:

- Storing paper files in locked cabinets
- Protecting electronic files with security and passwords

We follow privacy laws set by the Province of British Columbia and the Government of Canada. We also follow reporting rules required by our funders. If we must share any of your personal information with funders, we will tell you.

You have the right to ask to see your file and ask for corrections if something is not correct. You can ask the Manager or your Employment Specialist to help with this.

When you leave Aspire Richmond:

- Your records are stored securely
- Files are kept for at least 7 years, as required by law
- Records can be accessed later if needed

Employer Records

Once you start a job your employer keeps work-related records. These may include:

- Your job description
- Performance reviews
- Pay or salary information
- Records of employment

Communication and Keeping in Touch

Good communication with your family and support people is important to stay on track with your work goals and support your success at work. We work together to keep everyone in the know. This means keeping each other informed:

- Share updates about plans that may affect
 - Employment services
 - Your job (if you are working)
 - Family schedules or plans
- Stay in regular contact to
 - Encourage you
 - Support progress toward your goals

- Help prevent problems before they happen
- Work together on job-related support needs, such as
 - Grooming or personal care
 - Time management
 - Reporting income
- Take part together in planning or brainstorming meetings
- Share information about
 - Health concerns
 - Critical incidents
 - Other important events
- Share progress updates
- Tell each other about important changes
 - In the program
 - In your family or support network
 - That may affect you or your job

Leaving Employment Services

Many people leave the program after they have found a job and feel more independent. This is a positive step. Sometimes people leave for other reasons, such as:

- Health changes
- Moving to a new community
- A change in goals
- Choosing to use a different service

Our support does not end when you get a job. Even after you are working and feeling more independent, we are still here for you. If you leave the program because you are working, you can contact us again any time in the future and ask for help if you need it. Employment Specialists can also help you:

- When you want to ask for a raise
- When you want to look for a new job
- When your job changes and you need support

No matter why you leave the program, we are here to help you as your work life changes. We will help plan your next steps. We also create an exit summary that describes your progress in the program and successes at work. With permission, we can

share this information with a new service provider or other supports helping with your transition. We can also work with you, your family, and other services if you ask us to.

Staying in Touch

After you leave Employment Services, we may ask you or your family to complete a short survey. This helps us learn and improve our services.

We also enjoy staying in touch. You are always welcome to check in or drop by to let us know how you are doing.

Employment Resources

- **BC Disability Employment Resources**
<https://www.bcdisability.com/inclusive-employment-resources>
- **WorkSafe BC**
<http://www.worksafebc.com/default.asp>
- **CLBC Employment Resources and Stories**
<https://www.communitylivingbc.ca/what-support-is-available/supports-to-participate-in-your-community/employment-support/>
- **Inclusion BC Employment Resources:**
<https://inclusionbc.org/resources/employment/>

Notes



Aspire Richmond

#170 7000 Minoru Blvd, Richmond BC, V6Y 3Z5

604-279-7040

www.aspirerichmond.com

info@aspirerichmond.com