



Independent Living

Program Handbook



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Revised April 2026



Welcome to Aspire Richmond!

Aspire is a community living organization. We serve and support people 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.

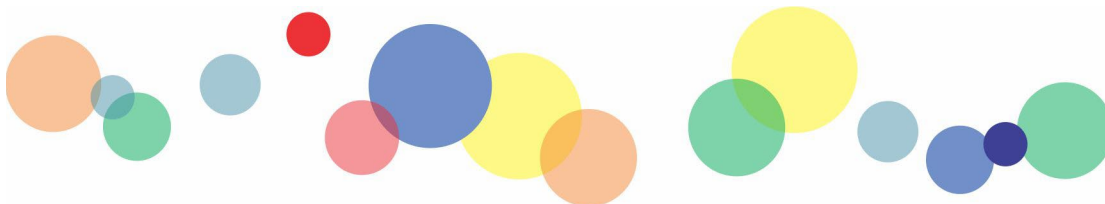
You will meet many others on your journey: friends, staff, volunteers, and other families. We hope you will take part in the community network that is Aspire.

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.



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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 people 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 people 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



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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.



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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

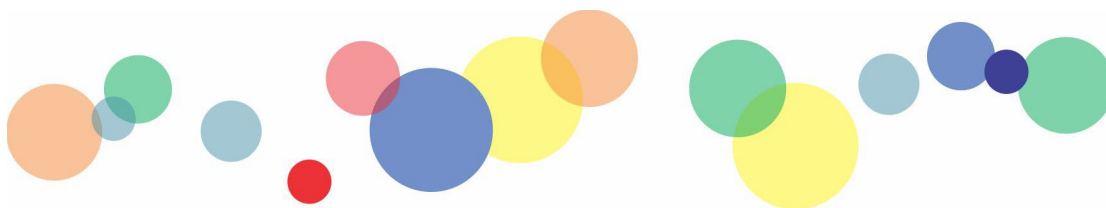
If we're not able to provide the support your family member needs, we'll work with you to explore other options and refer you to other community organizations that may be able to help.

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.



Independent Living Services

What are Independent Living Services

Independent Living Services support adults who are already living on their own or are planning to live in their own home (apartment, basement suite, house, or mobile home).

Some people need a little support to live independently – maybe a few hours a week. Others may need more – maybe up to 12 hours a week. Support looks different for everyone because everyone has different needs and goals. The government funding agency called Community Living BC (CLBC) decides how many hours of support are available and the level of service a person can receive.

Once we know how many support hours have been approved, Aspire works with you to:

- Learn what matters most to you
- Understand your goals, routines, and preferences
- Plan how to use support hours in the best way

Our goal is to make sure the approved hours are used to support independence by building skills and help you to enjoy the lifestyle you want.

Independent Living is not 24-hour support. You must be able to manage your basic daily living on your own or have other supports in place such as family, friends or other community supports. Independent Living Services are meant to add support where needed, not replace full-time care.

What Guides our Work

Following Passions

We know that following personal interests and passions leads to a rich and fulfilling life. Our focus is on supporting you to explore what matters to you—what you enjoy, what sparks your curiosity, what inspires you, and what others see as your strengths and gifts.

Choice

We know that having choice and control over how we spend our days is essential to quality of life. At Aspire, your quality-of-life matters.

Independent Living Services focus on supporting you to build the life you want by exploring opportunities for connection, involvement, and belonging in your community. Throughout each stage of the service, we stay focused on learning what is most important to you, so we can support and guide you toward the people, activities, and experiences that feel right for you.

Learning and Growing

We know that having opportunities to grow and change—in our lives and in our community connections—is important for everyone. Independent Living Services focus on helping you find the right mix of opportunities that support your goals, interests, and stage of life.

Trying new activities or building new relationships can sometimes feel challenging, especially when it means stepping away from familiar routines or people, even when change is something you want. We take the time to move at a pace that feels right for you, respecting your comfort level while supporting you to grow and stretch in the directions you choose.

We understand that your individual support needs or ways of connecting with others may be different and may require extra consideration. These needs will never limit opportunities for exploration or connection. Independent Living Services are designed to support you to discover options that meet your needs right now, while also serving as a starting point for future opportunities as your interests and confidence continue to grow.

Confidence through Experience

We know that confidence and personal growth come from having opportunities to take risks, make mistakes, and learn from experience. Independent Living Services are here to support you to explore community opportunities in ways that feel safe, respectful, and comfortable for you.

If challenges come up or things do not go as planned, we work alongside you to reflect on the experience, learn from it, and decide what to try next. These experiences are an important part of building confidence, resilience, and independence.

Balance of Support and Independence

We know that people thrive when there is the right balance of support and independence. Independent Living Services offer practical tools and step-by-step support to help you live independently and build meaningful connections in your community.

We will spend time with you to get to know you, work together to create a plan, and provide support as you put that plan into action. As your confidence and connections grow, our goal is to gradually step back so you can enjoy your relationships and activities independently.

Skills for Engaging in Community

We know that living independently and being involved in the community may sometimes require learning new skills. This can include support with things like cooking, managing daily chores at home, becoming comfortable using public transportation, or managing money. Any skill-building supports will be included in your plan and discussed with you. Together, we decide what skills are needed, how they will be supported, and who will be involved.

Eligibility and Accessing Independent Living Services

Independent Living Services are funded by Community Living BC (CLBC). They decide if you are eligible for funding and how many hours of support you can receive

Here is a checklist to see if you are eligible:

- You have confirmed funding through CLBC or another funder
- You are 19 years or older
- You can manage your basic daily living needs
- You are available to receive support when it is scheduled

What Happens After You Are Referred?

Once a referral has been received, we begin the intake process. This process helps ensure that everyone has a clear understanding of the service and that planning is based on your goals and expectations. The intake process includes:

Step 1: First Meeting

We will meet with you and, if you want, your family and support network to talk about:

- Aspire's philosophy, services, policies, and entrance criteria
- Your expectations of Independent Living Services
- What the service is meant to help you with
- What your role is in making the service work
- Completing some paperwork such as the Aspire Intake form and required consent forms

This process helps us build a shared understanding and sets a strong foundation for planning and working together. This process also helps us to learn more about you and your support needs.

Step 2: Deciding if Independent Living is right for you

We take time to decide *together* if Independent Living Services are the right fit. This means you get the time you need to think about your choice and talk with your family or the people that are important to you. You can also look at other service options if you want.

We also make sure that we can meet your needs within the approved support hours. If you need more support than we can safely provide, we can talk with you about asking CLBC or another funder for more hours, or we can help you look at a different service that may fit better.

This checklist can help you decide if Independent Living Services are a good fit for you right now:

- You want to live independently in the community on your own or with a roommate or partner
- You will live in the area where services are offered – Aspire provides services only in the city of Richmond
- You can manage mostly on your own or with help from people already in your life
- You only need support at certain times during the week
- The number of hours approved for you feels workable
- You are willing to having support staff:
 - Support you in your home
 - Support you in the community
 - Provide the services you choose

Moving Forward with Independent Living

If everyone agrees to move forward and your funding is approved, we start by looking at how many support hours you have and talking with you about how you want to use those hours. Our goal is to make sure your support fits your life and what matters to you.

Your support hours include:

- time staff spend with you
- time staff spend planning and supporting your service behind the scenes

This means not all approved hours are spent directly with you. We will talk with you about how many hours staff will be with you each week and decide together how you want to use that time. We can also include your family, roommates, partner or other people that are important to you in those discussions.

Together, we talk about:

- What support is most important to you
- How you like to be supported
- Where and when support works best for you
- Who will provide the support

This helps make sure your support is useful and works well for you.

What Is Expected of You?

To make services successful, we ask that you:

- Be at home or at the agreed meeting place at your scheduled support time
- Spend time with guests outside of support time
- Make sure your home is smoke-free for at least 1 hour before support staff arrive
- Let your worker know in advance if you need to cancel support
- Contact your worker if you do not show up at a place and time you agreed to meet, so we know you are safe
- Let us know if you have any concerns about your support

These steps help keep everyone safe and help your support work better.

Program Costs – Who Pays for the Service

Community Living BC (CLBC) has a contract with Aspire Richmond to provide this service. If your funding comes from a different organization, that funder may make a contract directly with Aspire or pay for your services in a different way.

You do not need to manage this yourself — Aspire will sort this out with your funder.

There is no cost to you for the support service itself. Your approved service hours are used to cover Aspire's costs. However, you are responsible for your own living costs. This includes:

- Rent
- Utilities (like electricity and internet)

- Food
- Clothing
- Cleaning supplies
- Recreation and activities
- Home repairs and maintenance
- Transit costs
- Other personal living expenses

Independent Living Services support you with skills and planning, but they do not pay for these costs. This is the same for everyone who lives on their own in the community.

Our Staff – Your Support Workers

Our Independent Living staff work as a team to support you. Our Independent Living Manager is responsible for managing your services and for providing support and supervision to support workers. The Manager will work to match the skills and personalities of support staff with your support needs and preferences and is open to making changes if matches are not working out.

All support workers have Community Support Worker qualifications or equivalent. They receive additional training in Person-Centred Planning and goal setting, and Aspire values, ethics and guiding principles.

Service Planning

Your service hours are used for several things, including:

- Time with your support worker
- Planning together and working on your goals
- Support when unexpected things come up
 - If something comes up and we are not able to respond right away, we make sure you have a number to call so you can get support when you need it

Our goal is to use your service hours in the best way possible to support you and your independence. We do this through a process called Person-Centred Planning.

Your Personal Profile and Care Plan

We start with an initial personal profile that we make together. Your Personal Profile and Care Plan 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. This helps make sure your most important support needs are met and that you get your services started right away.

Your Personal Profile and Care Plan further guides our planning. As we spend more time with you, and we get to know you better and how you want to live your life, we create your Person-Centred Plan.

Your Person-Centred Plan

A Person-Centred Plan helps us focus on your goals and dreams for community connections.

Like all planning at Aspire, this process is centred on you. We support you to invite people who matter to you—such as family, friends, roommate(s), partners, or others—to take part in the planning. Their ideas, encouragement, and practical support can help you move forward with the goals you choose.

If you participate in other Aspire programs, we work together to coordinate planning so that your plan reflects all Aspire supports and services.

Your Person-Centred Plan identifies the types of supports you may need and any goals and skills that may be helpful to develop—such as learning transit routes, managing money or budgeting, or other practical skills that support community participation.

The plan helps guide our work together so supports are focused, meaningful, and aligned with what matters most to you.

To make sure your plan truly reflects what you want, we look at specific areas of your life:

Your Lifestyle Choices

- What matters most to you
- How you want to live your life
- What feels important and meaningful to you

Your Community Connections

- The people you already connect with

- Places in the community you like or rely on for support
- If there are new people or places you want to explore
- What connections might help you live more independently

Your Support Needs and Preferences

We take time to learn:

- How you like to be supported
- What works best for you when:
 - Learning new skills
 - Taking on new responsibilities
 - Getting help with daily activities

Any Risks or Concerns

We talk with you about:

- Anything that worries you
- Challenges you might face living independently

Looking at these specific areas of your life helps us put the right supports in place and helps you feel safe and confident. Your Person-Centred Plan is about you, your goals, and how you want to live. We work with you to make sure it stays meaningful and useful over time.

Your plan is written so that everyone can understand it. We want your plan to be easy to read and easy to follow, so everyone knows how to support you in the best way.

Your Person-Centred Plan includes setting measurable goals. You choose what you want to work on. For example, you may want to focus on:

- Cooking
- Paying bills
- Meeting people in your neighbourhood

You usually create 3 or 4 goals to work on over 12 months.

Updating your plan

If your needs change, we will talk with you and update your plan together. It is normal for plans to change over time. Your plan may change as you:

- Learn new skills
- Build more connections in your community

- Get more confident living independently
- Figure out how to manage new challenges

We review your plan with you at least once a year. But we talk about your plan more often if needed or make changes whenever something is not working for you. Your plan should always reflect what you need now and what matters to you.

Service Hours – What, When, Where

Independent Living Services are about learning skills, building confidence, and supporting your independence. We work with you to choose the activities that matter most to you and how we spend your time with your Support Worker. We support you to learn how to do things for yourself. We show you how to do things and help you practise. We do not do the task for you. Our goal is to help you learn skills so that over time, you need less help.

Things We Can Support You With

- Learning skills, for example:
 - how to cook
 - how to grocery shop
 - how to keep your home clean
 - how to make a budget
- Practising and building confidence
- Creating routines to help things get done
- Meeting people and building relationships
- Connecting you with other supports
- Getting direct help with daily activities
- Making your home safer
- Planning for and practising what to do in emergencies
- Saving money or spending money more carefully
- Finding a job or a volunteer opportunity
- Going to a medical appointment
- Getting emotional support during difficult times
- Making decisions
- Talking with your landlord
- Finding a place to live
- Building and keep friendships and relationships

- Being involved in your community
- Checking in or monitoring how things are going

Things We Cannot Do For You

Independent Living Services do not include doing things *for* you. We cannot:

- Cook for you
- Clean your home for you
- Tell you how to spend your money
- Make you spend time with people you don't want to
- Drive you around without a purpose
- Do things you already know how to do
- Tell you what choices to make
- Tell you where to live
- Run errands for you
- Feed your pets or water your plants while you are away

Together, we plan when and where support happens, and how often. For example:

- You might want help paying bills once a month at the bank
- You might want to learn online banking at home
- You might want to cook once a week at home
- You might want your support worker to come with you to an appointment

When Service Times Are Scheduled

Most support times are scheduled during the day on week days. We will plan your service times to fit your needs, your routines and your activities. If you need support in the evening or on the weekend, we try to make that work.

To make sure everything is clear, we determine ahead of time:

- What support will happen
- When it will happen
- Where it will happen
- How often it will happen

Your schedule can change over time if your needs change. Sometimes life does not go as planned—and that's okay. We try to be as flexible as possible. You may sometimes need support:

- Outside your regular service time

- For a special activity
- For something unexpected

You can ask us to change a service time to help with something important like:

- a medical appointment
- learning how to get to a new job
- a problem that needs attention sooner than your next appointment

In order to change service times, we may ask another person to adjust their time or send a different support worker.

Sometimes we may change your service time because someone else needs unexpected support at the same time. If this happens, we may offer you a different worker, or adjust your schedule so your needs are still supported.

We expect your needs to change over time as you feel more comfortable with managing things on your own. We review your services with you regularly and update your weekly schedule when needed. Your schedule is meant to work for you and grow with you over time.

Unexpected Delayed or Cancelled Service

There may be other times when your service is delayed or cancelled. We try our best to come to your scheduled support times, but there are times when this may not be possible due to:

Severe Weather

If there is bad weather, such as heavy snow and it is not safe to travel, staff may not be able to get to you. If this happens staff will call you. If needed, staff will contact the people on your emergency contact list to check in on you.

Community Emergencies

Sometimes there may be a big emergency, such as an earthquake or a flood. If it is not safe for staff to travel, we will try to contact you if phones are working. If we cannot reach you:

- Follow your emergency plan
- Turn on your battery-powered radio
- Contact the people or neighbours listed in your emergency plan

Staff Emergency

Sometimes your support worker may have an emergency, such as an accident or sudden illness. If this happens, your support worker will contact the manager who will try to find another worker for you. If another worker is not available, or if you prefer to wait for your usual worker we will reschedule for another time.

When You Are Unavailable For Scheduled Service Times

Staff may cancel the session if:

- You do not answer the door
- You are not available at the agreed time
- You say you do not want support for that session

In these cases, the time is not rebooked. Staff were scheduled and must still be paid

Other Reasons Scheduled Service Times End or Are Cancelled

We must make sure staff are safe. Staff may end a session if:

- You are physically or verbally abusive and staff feel unsafe
- There are people in your home who staff did not expect
- You are drunk or intoxicated
- You threaten staff in any way, for example: verbal threats or weapons

If this happens, staff must report threats or violence as a critical incident and funders may follow up with you.

Your health and well-being are important to us. If something is happening in your life that makes it hard for you to use services:

- Staff will follow up with you
- We will talk about how to better support you
- We will work with you to help services work again

We want your support to be safe, respectful, and helpful.

Getting More Help

Sometimes you may need support that Independent Living Services do not provide. If this happens, we will talk with you about what you need and help connect you to another organization that offers that support.

Aspire Richmond works with many other services in the community. If we cannot provide the support, we will help you find someone who can.

If you feel you need more support than you are getting, we encourage you to talk with your CLBC facilitator. They can help you look at your options. We are happy to support you in having this conversation.

You may be able to receive other services while also using Aspire Independent Living Services. To find out contact your CLBC facilitator. They can tell you what other supports may be available to you.

If You Are Unhappy With Service

It's important that your support works for you. If you are not happy with your support:

1. Talk with your support worker first. Sometimes small changes can fix the problem.
2. If that doesn't help, talk with the Independent Living Manager or another member of the Aspire team.
 - If you are still not satisfied, you can make a formal complaint using Aspire's complaints process. Making a complaint will not affect your services. It will help us learn and improve.

We want your feedback and we want to do better when something is not working for you.

Staying Safe in Your Home

Your health, safety, and well-being are important to us. In Independent Living, our focus is to help you stay safe, stay healthy, and take care of yourself at home and in the community.

Because you live on your own, you may not always have staff or family nearby. That's why it's important to learn good safety habits.

We can support you to plan for your safety by helping you to:

- Check your home for safety issues
 - We can help you make a simple checklist
 - You can use this checklist on your own
- Make and practise an emergency plan, so you know what to do in case of:
 - A fire

- An earthquake
- A medical emergency
- A power outage
- An intruder
- Make sure you have:
 - Emergency supplies
 - A first aid kit
- Make a list of emergency phone numbers
- Make sure you have people you can call:
 - If you are worried
 - If you feel upset or unsafe
- Find community supports:
 - For health needs
 - For other concerns that may come up
- Get to know:
 - Your landlord
 - Neighbours you trust and could ask for help

Support Workers Practice Safety

We make sure the Independent Living support workers follow good safety practices when supporting you. Our staff:

- Are trained in:
 - First Aid
 - CPR
 - Recognizing abuse
 - Responding to emergencies
- Carry fully stocked first aid kits in their vehicles
- Have passed a criminal record check
- Carry proper insurance if they drive you in their vehicle

Emergencies

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 your emergency contact, families or support network members are notified as soon as possible.

Our goal is to help you feel safe, confident, and supported as you live independently.

Transportation

Sometimes, a support worker may use their own vehicle to help you with specific tasks, such as grocery shopping or going to appointments. This kind of transportation support is usually short-term.

The goal is to help you learn how to do these tasks on your own, as part of living independently. Steps may include:

- Learning how to read and use the bus schedule
- Applying for HandyDART
- Using other transportation services
- Planning to do errands with family or friends who can drive

Transportation support is about helping you learn and practise—not doing things for you forever. We support you so you can get where you need to go with confidence.

Family Involvement

You may have family members or other people who are important to you. You may want to include them in your life and your support.

If your family is not available, or if you prefer not to involve them, that is okay.

You can choose other people who matter to you to be part of your support network.

This is important because your Independent Living support hours are limited. It helps to have other people you can count on. People in your support network can help with:

- Making important decisions
- Spending time together and having fun
- Connecting you with the community
- Solving problems
- Supporting you during difficult times

No matter who you choose to include, you decide how they are involved in your services. We will always check with you and respect your choices. For example:

- We ask you who you want involved in planning and reviewing your services
 - You can choose:
 - Who is involved
 - Who is not involved

- Who is involved only in certain decisions
- We ask you who we can share information about you with
- We ask you to choose your emergency contacts
 - In an emergency, we will contact the people you name
 - We only contact family members if you have added them to your emergency contact list

Your life, your plan, your choices. We are here to support you in building the support network that works best for you.

Your Records & Information Privacy

To support you well, we keep a record with information about you and your plan. This record includes:

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

These records guide the staff in providing consistent services and may include:

- Information we gather to support you
- Notes from meetings and work we do with you
- Updates on how things are going and progress toward your goals

Confidentiality and Privacy

We are committed to treating all personal information as confidential and keeping it secure, even after you leave Aspire.

- Paper files are stored in locked filing cabinets
- Electronic files in ShareVision are protected by security controls and access permissions
- Records are only available to authorized staff

You can ask the Manager or your Support Worker to see your file. If something in your file is not correct, you can ask us to fix it.

We do not share your information with anyone outside Aspire without your permission. We ask you to sign a Consent Form to tell us who you want us to share information with and what kind of information we can share. You are in control of this choice.

We also meet all reporting requirements outlined in our funding contracts. This means CLBC (or the agency providing the funding for your services) can view your information to

- Make sure services are working for you
- Track service hours
- Respond to critical incidents

By agreeing to CLBC-funded services, you agree to this sharing.

There are some situations where we must share information by law. This includes information about:

- Abuse
 - Someone hurting you
 - You hurting yourself
 - Someone else being hurt
- Neglect
 - Not taking care of yourself or others
- Suicide threats
 - Saying you want to hurt yourself
- Court orders
 - When a judge tells us we must share information

If Aspire believes you may be unsafe in your home, we must report this as part of Critical Incident Reporting. We will try to talk with you about this whenever possible.

Aspire is reviewed regularly by an organization that checks service quality. This organization is called CARF. CARF reviewers may look at a small number of files. They are required to keep all information confidential.

When you leave Aspire, records are stored securely according to government requirements for at least seven years. Records remain accessible if needed after services have ended.

Web Communication

It's important to know that your privacy is not guaranteed when using web communications such as

- Text messages
- Email
- Social media

Other people may be able to see this information. It is your responsibility to check your privacy settings and decide what you feel comfortable sharing in these ways. We can help you with this.

Ending Independent Living Services

Your services may end at different times for different reasons. You may decide to end services because:

- You are doing well on your own and you no longer feel you need support
- Your health needs have changed and you need more support
- Your goals have changed
- Your living situation has changed
- You want to work with a different service provider

We respect your choices. If you decide to leave services we will support you through the change. We will take time to celebrate your successes and what you have achieved.

Moving Outside the Service Area

To keep receiving services from Aspire, you must live in the community where Aspire provides services (City of Richmond). If you move outside our service area, your CLBC facilitator can help refer you to another organization in your new community. There are many good support services across British Columbia.

You Need A Different Type Of Service

Sometimes we may find that you need more support than we can safely provide, or you need a different type of service. If this happens, we will talk with you about your needs. We will work with your funder (such as CLBC), help plan a move to services that better support you.

Planning Your Transition

No matter why you end services, we are here to help make the transition smooth and positive. We help plan your next steps and create an exit summary that describes your experience including your successes and progress toward your goals. With your permission, we can share this summary with new service providers and work with you, your family, and other supports to help with the transition.

Staying Connected

After you leave Aspire, we may contact you to complete a short survey. This helps us learn from your experience 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.

Notes



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