



Community Inclusion  
**Outreach**  
Program Handbook



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Revised April 2026



## Welcome to Aspire Richmond!

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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.

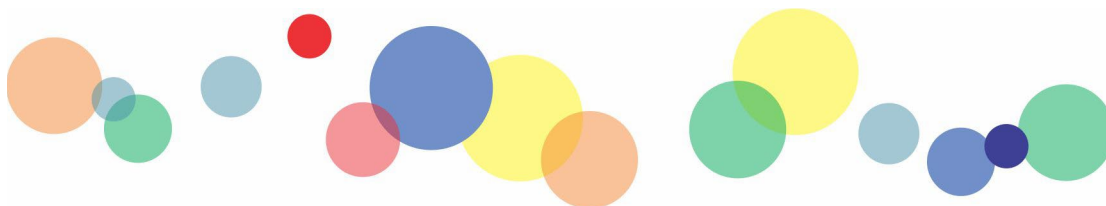
You will meet many others on your journey: friends, staff, volunteers, and other families. We hope you will take part in the community network that is Aspire.

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

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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](http://www.aspirerichmond.com).



[Resources on the  
Aspire Richmond  
website](#)

# What We Do

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## 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

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## 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](http://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

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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](http://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

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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

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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

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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](http://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](http://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](http://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](http://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

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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

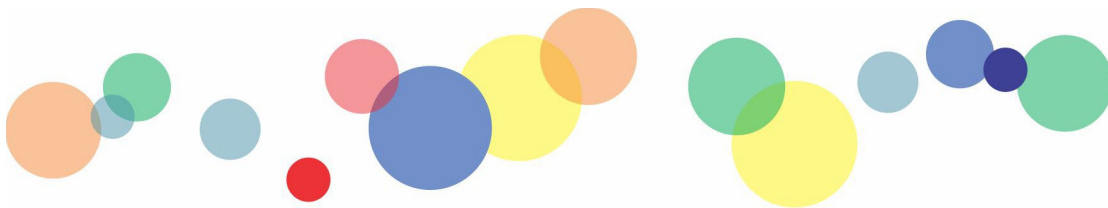
If we're not able to provide the support your family member needs, we'll work with you to explore other options and refer you to other community organizations that may be able to help.

## 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.



# Outreach Community Inclusion Services

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## Overview of Our Service

Outreach Services are one option within the LIFE Program (Learn, Involve, Focus, Employ). Outreach supports adults with developmental disabilities who want to enrich their lives through greater community access, participation, and connection.

The goal of Outreach Services is to support you to enjoy a full and meaningful life in your community. Finding the right people, places, and activities can take time, exploration, and commitment. It may also involve trying new experiences and taking positive risks as you discover what feels like a good fit.

During the early stages, community exploration may be supported through one-to-one Outreach services, group activities, and involvement with friends or family. Over time, our long-term goal is to support you to take part in these activities independently or alongside your peers.

These steps toward independence are planned and supported through your Person-Centred Plan, which is developed together with you and, where appropriate, your family and support network.

Outreach Services support individuals to explore community opportunities where they can share their strengths, make meaningful contributions, build relationships, and feel a sense of belonging.

## 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.

We use this understanding to help connect you with people, activities, and places in the community that share similar interests, creating opportunities for meaningful involvement, contribution, and connection.

## Choice

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

Outreach 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. Outreach 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. Outreach 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. Outreach 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. In Outreach Services, we offer practical tools and step-by-step support to help you build meaningful connections in your community.

We will spend time with you in different community settings 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, at the times and places that work for you, without needing us to make them happen.

## Skills for Engaging in Community

We know that being involved in the community may sometimes require learning new skills so you can participate safely and comfortably. While Outreach Services focus on helping you build connections in the community, we may also provide — or help connect you to — skill-building supports when needed.

This can include support with things like learning transit routes, becoming comfortable using public transportation, or managing money so you can take part in activities that have costs. 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 Entering Outreach Services

Entry into Outreach Services requires a referral from Community Living BC (CLBC). CLBC referrals are needed to determine eligibility and allocate funding for this service.

Outreach Services are designed for individuals who are interested in spending time in the community and building meaningful connections. This service is suitable for people who want to explore community involvement, enjoy the lifestyle of their choice, and are willing to take part in creating and working toward a Person-Centred Plan.

It is important that you, your family, and other members of your support network understand the focus and scope of Outreach Services. Success in this service often involves spending time and effort outside of direct service hours to follow through with chosen activities and opportunities in the community.

## Intake Process

Once a referral to Outreach Services 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:

- Meeting with you and, if appropriate, your family or support network to explain Aspire's philosophy, services, policies, and entrance criteria
- Gathering information about your expectations of Outreach Services
- Providing an orientation to Outreach Services, including the intended outcomes of the service and your role in supporting these outcomes
- Completing the intake form and required consent forms
- Beginning parts of the Care Plan

This process helps us build a shared understanding and sets a strong foundation for planning and working together.

Based on the initial intake meeting, Aspire will review whether we currently have the capacity to meet your expectations and support needs, and whether Outreach Services are a good match for you at this time.

You will also have the opportunity to decide whether you would like to move forward with the service. This is a shared decision-making process between you and Aspire. Family members and other members of your support network are welcome and encouraged to be part of this decision.

Our goal is to ensure that the service is a good fit and that expectations are clear before moving forward together.

## If Services Are Not a Fit

If you decide that Outreach Services 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. Individuals may choose to remain on a waitlist until appropriate services or funding become available.

## Our Staff

Outreach facilitators work directly with participants to support the exploration, development, and strengthening of community connections. They help individuals identify goals, create plans, and follow through on actions that support meaningful involvement in community life.

Outreach facilitators receive ongoing training as needed, which may include:

- Discovery and building community connections
- Aspire values and ethics
- Person-centred planning and goal setting
- Behavioural support

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 Outreach Services and for supervising Outreach facilitators.

## Where and When Services Happen

Outreach Services are community-based, which means there is not a specific program location. Support happens in a variety of places, depending on your goals and current action plan. Staff will typically meet with you in community settings that are relevant to what you are working toward.

Outreach Services do not have fixed service times or set weekly hours. Many people access this service using annual respite funding, which is limited. Because of this, we work carefully to use support time in the most meaningful and effective way.

We usually spend more time with you at the beginning of the service, particularly during the Discovery process, so we can get to know you well. Once goals and an action plan are in place, we work together to schedule support in ways that best help you move forward.

As community connections develop, our goal is to fade our support. Over time, you may find that you need less involvement from us as you feel more connected to the people and places you have explored. If things change, we can increase support again for a period of time to explore new options, adjust goals, or create a new plan.

## How Outreach Support Works

We believe the most important contribution we can make is to listen deeply to the people we support. By truly listening, we come to understand each person’s talents, strengths, and the unique contributions they bring.

Part of our work is to stay open and curious—to notice what may not be immediately obvious and to expect and welcome the unexpected. Together with you and your support network, we explore possibilities based on what truly matters to you. This shared discovery helps uncover meaningful opportunities and directions that reflect your interests, values, and goals.

Outreach services are focused on building community connections.

It includes 3 steps:

1. Discovering what matters to you
2. Finding your themes
3. Building and strengthening connections

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

What We Do	Why this Matters	How We Do It	Result
<p>We take time to get to know you and learn about:</p> <ul style="list-style-type: none"><li>• Your interests and favorite activities</li><li>• Places you enjoy</li><li>• Your personal style and how you like to connect with others</li><li>• Your support needs</li></ul>	<p>This helps us build a strong relationship with you and understand what is important, so we can support you to connect with people and places in the community in ways that feel right for you.</p>	<ul style="list-style-type: none"><li>• Spending time talking with you</li><li>• Talking with people who know you well (if you want us to)</li><li>• Doing activities together</li><li>• Reviewing any helpful information about you</li></ul>	<p>You will have</p> <ul style="list-style-type: none"><li>• A personal profile that helps others understand your interests, strengths, and gifts</li><li>• A clearer picture of what makes activities and relationships work well for you</li></ul>

### The Discovery Process

Discovery is a process we use to get to know you more fully before we begin exploring community connections or building new skills. Taking this time helps us understand who you are and what you bring, so we can support you in the right direction.

Through Discovery, we learn about:

- Your interests, skills, strengths, and talents
- Your personal qualities and preferences
- The environments and conditions where you do best
- The types of community connections that feel meaningful to you
- Your educational background and interests
- Any legal history that may be relevant to planning
- Challenges you experience and the support you may need

Having a strong understanding of your unique contributions and abilities helps us focus our efforts in ways that lead to successful and meaningful connections.

Discovery can happen in different ways and may feel formal or informal, depending on what works best for you. This process may include:

- One-on-one conversations
- Questionnaires or assessments
- Group conversations or meetings
- Spending time together in familiar and new community settings
- Getting to know you at home or in social environments you are already part of

Outreach facilitators gather information by being alongside you in real-life situations, learning from your experiences and interactions.

You play an active role in the Discovery process. You are involved in every step. You can invite family members, friends, caregivers, school staff, or others who are important to you to take part in ways that feel helpful and comfortable.

### **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 support meaningful connections and ensures that services are grounded in what is most important to you.

## Step 2: Finding your Theme(s) (focused support)

What We Do	Why this Matters	How We Do It	Result
Together, we identify three main themes based on what matters most to you. These themes help guide us in finding the best community connections.	Themes make it easier to choose activities, groups, or places where you are more likely to: <ul style="list-style-type: none"> <li>• Enjoy yourself</li> <li>• Feel comfortable</li> <li>• Connect with others</li> </ul>	<ul style="list-style-type: none"> <li>• Sharing your profile with people who can help identify common themes</li> <li>• Creating a list of possible activities, groups, or clubs for each theme</li> <li>• Trying out these options to see what works best</li> </ul>	You will have <ul style="list-style-type: none"> <li>• Three key areas to explore</li> <li>• Ideas for activities, groups, or events connected to each theme</li> <li>• An action plan to help you get started</li> </ul>

The Discovery process includes finding key themes for developing your Person-Centred Plan. Together, we plan ways to invite others to help brainstorm ideas and directions. This might include hosting a gathering with family, friends, and other people in your network, or asking individuals separately to share suggestions for people, places, or activities that connect with your themes. There are many ways to do this, and we decide together what feels most comfortable and useful for you.

Our goal during these early stages is to gather as many ideas and potential connections as possible. These ideas help expand what is possible and form the foundation for your Person-Centred Plan, guiding the next steps for community exploration and connection.

### Your Person-Centred Plan

In Outreach Services, we use a format called Gateway Planning to focus on your goals and dreams for community connections. In some situations, a Self-Directed Plan may be used instead.

Like all planning at Aspire, this process is centred on you. We support you to invite people who matter to you—such as family members, friends, support staff, 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 outlines the steps needed to build community connections based on your themes. It also 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.

### Step 3: Building and Strengthening Connections (ongoing support)

What We Do	Why this Matters	How We Do It	Result
<p>We follow your themes to help you:</p> <ul style="list-style-type: none"> <li>• Build new relationships</li> <li>• Strengthen existing connections</li> <li>• Spend time with people who share your interests</li> </ul>	<p>Strong connections help you:</p> <ul style="list-style-type: none"> <li>• Share your talents, skills, and interests</li> <li>• Feel valued and included</li> <li>• Grow confidence and belonging in your community</li> </ul>	<ul style="list-style-type: none"> <li>• Spending time with purpose in places where you can get to know people</li> <li>• Supporting you to join groups or activities related to your themes</li> <li>• Gradually stepping back as you feel more comfortable</li> </ul>	<p>You will have:</p> <ul style="list-style-type: none"> <li>• Meaningful connections with 2–5 people or groups you feel comfortable with</li> <li>• A plan to continue growing and maintaining these relationships</li> </ul>

#### Facilitating Connections

Our goal is to support you to build community connections that truly work for you. Guided by your themes and your Person-Centred Plan, we support you to explore new places and opportunities in ways that feel comfortable and manageable.

This may include going with you once or twice to check out a place, helping you plan outings with peers, or supporting you to follow up on ideas and contacts identified in your plan. At times, this might involve asking people in your network to make introductions or to attend a new activity or group with you.

If you prefer to explore opportunities on your own, we can use our time together to plan these experiences and follow up afterward to talk about how they went and what you would like to do next.

We understand that trying new places or meeting new people can sometimes feel challenging or intimidating. Part of our role is to support you to take these positive risks in ways that feel safe and respectful, so you can move toward the life you want to live.

### **Skills Training**

As part of your Person-Centred Plan, there may be times when learning new skills can help you participate in your community more safely and comfortably. This might include learning about your community, building confidence getting to the places you want to go, or developing specific skills that support your independence.

Skill-building may be included as part of Outreach Services through short-term one-to-one support, group activities, or focused learning opportunities. In some cases, if longer-term or specialized training is needed, we may support you to connect with other services or resources.

Any skills training is planned with you and based on your goals, needs, and preferences, so it supports meaningful participation in community life.

Skills training can include:

- Using public transportation
- Street smarts
- Social skills
- Money management
- Communication skills
- How and who to ask for help

As you become more comfortable in the activities and settings you choose, and as you build connections with people in those settings who can offer natural support, we step back. This allows you to enjoy your community connections in ways that work for you, without relying on us to make them happen.

### **Assistance with Other Needs**

Outreach Services are offered for a limited number of hours, so our primary focus is on supporting you to enjoy life in your community. At the same time, we recognize that other factors—such as health conditions, housing, finances, legal matters, or mental health—can affect your readiness or ability to fully engage in community life.

As we work together, we make sure that any needs outside the scope of Outreach Services are identified. When this happens, we work with you and, if appropriate, your family or support network to ensure a plan is in place to address these concerns.

Because Outreach Services focus on building community connections, support for other needs is usually provided through referrals to other services or through a plan that includes help from family members or others in your support network. Our goal is to make sure you have the right supports in place so you can move forward confidently with your community goals.

### **Shifting from Facilitating to Check-Ins and Follow-Up**

An important part of supporting successful community connections is knowing when to step back. As the relationships you are building begin to grow and feel more natural, our role shifts so those connections can fully develop on their own.

From the beginning, we plan our support with the intention of gradually stepping back. This expectation is built into your Person-Centred Plan, so we work with you early on to make sure everything is in place for this transition to feel comfortable and successful.

Check-ins are a way to stay connected and offer support around smaller things that may come up. This time may be used to:

- Talk through any concerns or challenges
- Help problem-solve situations as they arise
- Support you to plan your time so you can maintain your connections

Check-in support looks different for each person. For some individuals, frequent check-ins may no longer be needed. In these cases, we may agree to meet less often, or you may decide that you no longer need Outreach Services.

Our goal is to support you in maintaining meaningful community connections while respecting your independence and choices.

## **Program Costs**

Outreach Services are provided at no cost to participants. These services are funded primarily through Community Living BC (CLBC).

However, participating in community life may involve some additional personal costs. These may include:

- Transportation to and from meetings with Outreach facilitators or others
- Transportation to and from community activities, such as visiting groups, clubs, events, or training opportunities
- Fees associated with community groups, clubs, classes, or events
- Purchasing supplies or equipment needed for chosen activities (for example, sports equipment or appropriate footwear such as hiking boots)

Whenever possible, we support individuals to plan ahead, explore affordable options, and make informed choices about community participation costs.

## Health and Safety

The health, safety, and well-being of the people we support is always our top priority. Outreach participants have the right to a safe environment that supports their 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 in the Community**

Supporting health and safety in the community is an important part of Outreach Services. As part of our planning together, we look at any safety considerations or special needs you may have when spending time in the community.

We use Planning Safeguards Tools to help:

- Identify possible risks related to activities you choose
- Talk about your comfort level and willingness to accept these risks
- Decide what supports, strategies, or action steps can reduce or manage risk

This planning is done *with you*, and we often encourage involving others—such as family members or support staff—so everyone can work together on a plan that feels right.

### **How This Works in Real Life: An Example**

You decide you would like to join a local softball team. Games are held at different parks, and in early spring it is often dark when games end. Your family is concerned about you walking alone at night in unfamiliar neighbourhoods, and you also feel unsure about this.

Together, you, your family, and your support network sit down and talk through the situation. Your cousin, who plays on the same team, helps connect you with a teammate who lives nearby. That teammate agrees to give you a ride home after games, and your cousin agrees to help on nights when needed.

By planning together, the safety concerns are addressed in a way that still allows you to take part in an activity that matters to you.

## Transportation

As part of Outreach Services, we support you to plan safe and reliable transportation to and from the activities you choose. Together, we think through what will work best for you, considering questions such as:

- How far away is the activity?
- Is it close to public transportation?
- Is public transportation available at the times you need to travel?
- Is there a carpool option?
- Can family members or others in your support network help with transportation?

We work with you to develop a transportation plan that feels safe, practical, and supports your independence. In some cases, Outreach facilitators may provide short-term training support, such as helping you learn a specific bus route, so you feel more confident getting where you want to go.

## Family Involvement

Families and other members of your support network can play an important role in supporting your Person-Centred Plan. We encourage you to involve the people who matter to you in ways that feel helpful and supportive.

Because this is your plan, we respect your wishes about who is involved and the level of involvement they have, unless someone is your legal representative and must be consulted.

Unless you choose otherwise, families and support network members are welcome to be involved throughout the different stages of our service. Their involvement can take many forms, including:

### Discovery

- Meeting with us to share what they know about you
- Helping us see you in places you already know, like home, school, or church
- Connecting us with other people who know you well
- Taking part in creating your Person-Centred Plan

## Facilitating Community Connections

- Encouraging and supporting you as you try new activities
- Helping you plan your schedule or get to meetings and activities
- Sharing ideas or connections based on your interests and themes

## Ongoing Support for Community Connections

- Supporting you to get a bus pass or access card
- Helping you save money for activities
- Helping you learn bus routes
- Helping you remember and keep track of activities

## Your Records & Plans

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 an Outreach facilitator to see your file. If something in your file is not correct, you can ask us to fix it.

We also meet all reporting requirements outlined in our funding contracts. If we must share any personal information about you, we will let you know.

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.

## Keeping in Touch with Your Family and Support Network

Our service works best when we have good communication. We stay in touch with you and the people you choose to support your plan, such as your family or support network. With your permission, we share information so everyone knows what is going on and how best to support you. This means we:

- Share updates about your plans or your family's plans that may affect
  - Outreach Services
  - Community activities
  - Group schedules
- Stay in regular contact to
  - Encourage progress on your goals
  - Notice concerns early and help prevent problems
- Work together to identify support or skill needs, such as
  - Budgeting
  - Time management
  - Learning to use transit
- Take part together in planning and brainstorming meetings
- Share information about
  - Health concerns
  - Critical incidents
  - Other important events
- Share progress updates and reports
- Let each other know about important changes
  - In Outreach Services
  - In your family or support network
  - That may affect you

## Leaving Services

Outreach Services often end naturally when you feel connected in your community and no longer need our support. You decide when you are ready to leave the service.

Sometimes people leave for other reasons, such as:

- Health changes
- Moving to a new community
- A change in goals
- Choosing to work with another service provider

### **Planning Your Transition**

No matter why you leave Outreach 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 in Outreach 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 Outreach, 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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