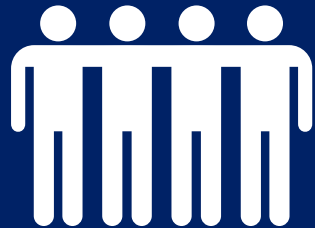




**Family &  
Support  
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Welcome  
Package**



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DIVERSITY

## Our Mission

To support and empower individuals and families to live full lives.



## Our Vision

Inclusive communities that embrace diversity and equality, where all members belong.



## Our Values

### RESPECT

Everyone is treated with dignity.  
Every person has strengths, abilities & value.

### DIVERSITY

Each person is unique.  
Accept our individual differences.

### CHOICE

Having the support and freedom to make our own choices.

### BELONGING

Accepting everyone for who they are.  
The right to be a citizen of our community.



# WHO WE ARE

We are NEXUS Community Support Society, an organization that supports children, youth, and adults with diverse abilities and developmental delays.

We help in all aspects of living in the community, so supported individuals can live full lives.

All people, regardless of their diverse abilities, are unique and valuable and have the right to live a dignified life with all the opportunities afforded to all individuals.

We are committed to acting as a supportive and collaborative agent to every individual we support by enabling choice and personal growth.

We strive to enhance each individual's lifestyle through integration, education, advocacy, and all aspects of independent living.

Person-centered thinking and planning are at the core of our service delivery, with positive behaviour strategies used in supporting challenging behaviours.

# WHAT WE ARE

We are a registered charity in Canada and an incorporated society in British Columbia.

As a registered charity, we are governed by a volunteer board of directors, which is reviewed yearly at our Annual General Meeting (AGM).

To ensure the fullest transparency as a charity, we must also report our finances annually to the Canada Revenue Agency (CRA) via an external audit.

But above all, as a charity, we are not driven by profits but instead to serve our communities as best as we can.



# OUR PHILOSOPHY

We believe that to grow, people need to be able to make mistakes and learn from them, change their minds, try new things and ask for help . . . all within safe and responsible boundaries.

Part of NEXUS' role is providing information and support to help people plan and make informed, safe, and responsible decisions. This includes assisting individuals and their families to strike a balance between rights and responsibilities and between risks and learning.

The rights of each individual served by NEXUS Community Support Society will be respected and supported at all times unless exercising those rights would cause harm to the individual or to others.

And while we try to take family preferences into consideration regarding choices made by adults, we do not give them priority over the individual's choice or right.

# WE'RE ACCREDITED

We are accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) – which is a big deal.

CARF is an independent, non-profit organization that reviews and grants accreditation services both nationally and internationally.

Their standards are rigorous, making any services that meet them, like ours, among the best available.

CARF surveyors continually evaluate our performance with ongoing visits.

Since our time with CARF, we are proud to have received several three-year accreditations: their highest award.

[www.carf.org](http://www.carf.org)



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# OUR STORY

In the early 1950s, Dr. William James Endicott's Kootenay Society for Handicapped Children became the first of its kind in the region: a group advocating for inclusive communities.

Within a short time, his family-driven Society created several chapters throughout the Kootenays, many of which later became their own independent non-profits and societies.

Among these were the...

**Cranbrook Society for Community Living (CSCL)** and the **Creston & District Society for Community Living (CDSCL)**, both founded in 1956.

Over time, the services of CSCL & CDSCL grew to be as diverse as the individuals they supported. Continuing to grow, both societies amalgamated in 2021 to become the organization we are today:

**NEXUS Community Support Society.**



# OUR GROWTH

Since our amalgamation, NEXUS has organically evolved into a multi-regional organization, answering the vital need of services in communities throughout BC.

While NEXUS has expanded regionally, our commitment to personalized, community-driven support remains steadfast.

Our growth enables us to reach more individuals, ensuring that our services are not only accessible but also customized to the unique characteristics of each community.

This approach ensures that, despite our regional presence, the essence of individualized support and local engagement remains integral to our mission.

# HOW IT WORKS

**Access** and **inclusion** in our community are a priority.

Over the years, NEXUS has helped pioneer an array of programs and support options throughout our communities.

**NEXUS operates most programs on a referral basis.**

This means participants must first meet with Ministry of Children and Family Development (MCFD) or Community Living BC (CLBC) and qualify for services.

Once this has been completed, a referral will be sent to NEXUS, and our staff will contact you for the next steps!

Access to our Vocational and Employment Services is based on referral from Community Living BC (CLBC).

Once a referral is made a meeting will be set for you and your support network.

# WHAT WE OFFER

**community inclusion**



**supported employment services**



**supported living programming**



**inclusive living**



**affordable housing for seniors**



**outreach support**



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# YOUR EXPECTATIONS

## WHAT YOU AND YOUR LOVED ONE CAN EXPECT FROM NEXUS STAFF

### That we...

- treat you with respect, dignity, courtesy, and fairness (always being mindful of your rights);
- follow our mission and philosophical beliefs in our actions and decisions;
- follow our Ethical Codes of Conduct, including respecting the privacy of personal information, avoiding conflict of interest, and not exploiting service relationships to private advantage;
- provide you with a level of planning support and assistance that works for you;
- communicate openly and regularly with you;
- listen to, review, investigate if warranted, and respond to any concerns or problems you may have with our services;
- strive to improve our practice, participating in training and professional development regularly;

and

- always meet or exceed standards set by the government and our accrediting agency and continuously review and improve the quality of our services.

# OUR EXPECTATIONS

## WHAT WE EXPECT FROM YOUR LOVED ONE, THEIR FAMILY & SUPPORT NETWORK

### That you...

- provide us with the information we need to provide the best possible support or service;
- follow the policies in place for our programs;
- treat us, and other individuals and families, with respect, dignity, courtesy and fairness;
- participate in orientation activities and assist in training staff regarding the needs of your family member, if appropriate;
- communicate openly with us and let us know about any concerns;

and

- participate in service planning meetings.

# BUILDING A SUPPORT NETWORK

At first, family members may feel overwhelmed by what is going on. It may take some time to figure us out and to adjust to the changes in your life. Once you have been through that initial adjustment, there are lots of ways you can find out more and get involved. For example:

- Volunteer in our services  
(open houses, picnics, meetings)
- Participate in the events  
(Community Living Month in Oct)

Some of these activities require a bit of time and effort, but you'll have the opportunity to connect with other families sharing your journey, expand and help build a support network.

We hope you'll choose to become involved in whatever way works for you.



# HOW INVOLVEMENT HELPS

We encourage your active involvement in the life of your loved one receiving support from NEXUS.

While our staff attends to daily needs, the love, structure, and connection provided by family and friends are equally vital.

A broad circle of support enhances your loved one's independence, and those who care for them are best positioned to offer natural encouragement and advocacy.

Ways to be actively involved include:

- Regular visits
- Getting acquainted with the staff and other residents
- Including the individual in family events and community or recreational outings

# HEALTH & SAFETY

The health, safety, and well-being of the people we support are always our first considerations.

Individuals have the right to a safe environment that supports their physical, mental, and emotional well-being. We're committed to monitoring and ensuring this through multiple safeguards:



- All programs are clean and well-maintained
- Inspections are conducted regularly by the Licensing authorities (if applicable), Fire Department, and our Health & Safety Committee
- Programs have an emergency preparedness program that includes regular fire, earthquake, and several other emergency drills
- Each program is equipped with Emergency Preparedness and PPE supplies
- NEXUS inclusive living programs have a manager on call 24 hours a day in the case of an emergency
- Upon incidents, the on-call manager completes a report for the licensing authorities (where applicable) and CLBC (the funding body) and notifies the family immediately
- We document medication administration and arrange for medical, dental, and specialist appointments for individuals in inclusive living
- There are First Aid kits in all NEXUS sites as well as in vehicles used to transport individuals



- NEXUS vehicles are adequately maintained and provincially inspected
- Staff-owned vehicles used to transport participants carry business-class insurance
- Staff who transport individuals in Society vehicles are required to have the appropriate license for each vehicle as defined by ICBC
- NEXUS vehicles are properly maintained and, when required, provincially inspected.



- All staff are trained in courses such as in First Aid, CPR, Non-Violent Crisis intervention, Mental Health First Aid, and Food Safety.
- We have policies and procedures and regular staff training in areas such as violence prevention, accident prevention, emergency response, and workplace health and safety
- Staffing levels are guided by the needs of those we support in consultation with our funders
- Casual staff are available to cover times when regular staff are sick or on holidays
- All staff, practicum students, and volunteers are required to have the COVID-19 vaccination and are encouraged to have up-to-date vaccinations for Hepatitis B and Influenza
- All staff, practicum students, and volunteers require a clear criminal record search
- There is no smoking, alcohol, or illicit drug use allowed by staff in any NEXUS programs
- All staff follow universal precautions when providing personal support

# RIGHTS & RESPONSIBILITIES

Each year, we sit down with each supported individual to review their rights and responsibilities. We also encourage self-advocacy to the fullest extent possible.

As you'll see, we respect and protect these rights in all our dealings with individuals and families.

To safeguard these rights, we've implemented comprehensive training and policies aimed at preventing and addressing suspected abuse or neglect.

This commitment extends beyond physical well-being to encompass financial security, as every individual has the right to live in an environment free from financial abuse or neglect.

Above all, adults using our supports and services enjoy the same rights and opportunities as all Canadian citizens as set out in the Canadian Charter of Rights and Freedoms and the BC Human Rights Code and are entitled to the following:

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# YOUR LOVED ONE'S RIGHTS

## The RIGHT to...

...be viewed as a person first



...healthy food



...proper medical care




...protection against all forms of abuse or neglect



...to recreation and leisure



...receive help in a disaster



...be an active member of society, including vote



...develop their abilities to their full potential



...freedom of expression



...be supported by an advocate



...participate in decisions that affect them



...access services that meet their specific needs



...choose their own lifestyle



...be spoken to respectfully



...receive information in a way that they can understand



...access legal services at little cost



...access their information at NEXUS



...receive info about their rights & to suggest changes to these rights



...volunteer in their community



...enjoy their rights regardless of race, colour, sexual orientation, family origin, religion, or family status



Along with rights come  
**responsibilities.**

NEXUS also supports individuals in  
understanding and exercising  
their responsibilities.

The following responsibilities assist  
individuals towards becoming as  
independent as possible.

# YOUR LOVED ONE'S RESPONSIBILITIES

## The RESPONSIBILITY to...

...respect the rights of others  
including speaking to others in a respectful manner



...tell people when they're not feeling well



...personal hygiene



...care for their home



...follow expectations in services and programs



...manage their finances



...participate in personal planning



... let people know when they need help



...make their own choices and decisions



...become as independent as possible





# CHILDREN IN CARE

With our Children and Youth in care, we afford the same rights and responsibilities under the guidance and supervision of their support team.

The Support Team is typically represented by family/caregiver, MCFD, NEXUS, and any other agency they are presently receiving support from.

Under **section 70** of the Child, Family, and Community Service Act, children in care have the following rights...

## The RIGHT to...

...be fed  
appropriately



...be clothed  
appropriately



...be nurtured  
appropriately



...have reasonable  
privacy



...have possession  
of belongings



...be encouraged in  
their cultural  
heritage



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...be given the same quality of care as other children



...be informed about their plans of support



...be consulted about significant decisions affecting them



...be express their views about decisions affecting them



...be free from corporal punishment



...be informed of the standard of behaviour expected



...to be assisted in contacting their support team in privacy



...receive medical and dental care when required



...participate in social and recreational activities



...participate in the religious activities of their choice



...be provided with an interpreter if language or disability is a barrier



...be informed of their rights



# OUR INCLUSIVE LIVING FOR ADULTS

Our inclusive living services provide various housing options for adults with developmental delays in our community.

Some of our homes are licensed by Interior Health, and some are not. Each home accommodates between one and five individuals with varying levels of staff support.

We set specific goals for our inclusive living services—things we aim to achieve and use to measure how well we're doing. These goals include ...

- Your loved one will be satisfied with the inclusive living service.
- Your loved one will have opportunities to make choices.
- Your loved one will maintain or improve their health.

- Your loved one will increase or maintain their community connections, friendships, and relationships.
- Your loved one will be safe.
- Families will be satisfied with the inclusive living service.
- NEXUS will respond to changing and/or emerging needs within current placements.

We provide living arrangements and support for recreation, life skills development, personal development, and community contribution.

This includes support with...

**home skills**, such as cooking and shopping, and **personal skills**, such as making choices and advocating for themselves.

The support model is modified to meet the needs of the individuals living in each home.

# SUPPORTED LIVING MODELS

Throughout the years, NEXUS has been at the forefront of pioneering various supported living models.

We operate numerous licensed staff-supported homes, providing round-the-clock support to individuals in various communities.

These homes are designed to accommodate between one and four individuals, each receiving varying levels of staff support.



In addition to licensed facilities, we run several unlicensed staff-supported homes, offering 24/7 support to individuals.

Beyond residential support, we extend our services to provide in-home support for individuals choosing to remain with their families in their own homes.

Furthermore, NEXUS is dedicated to fostering independence through a diverse range of Independent Living Supports for those residing in the community.

These supports empower individuals to maintain their autonomy and develop the essential skills needed to thrive and live independently.



# ADULT RESIDENTS' BILL OF RIGHTS

## IHA – COMMUNITY CARE LICENSING

### Commitment to care

1. An adult person in care has the right to a care plan developed:
  - (a) specifically for him or her, and
  - (b) on the basis of his or her unique abilities, physical, social and emotional needs, and cultural and spiritual preferences.

### Rights to health, safety and dignity

2. An adult person in care has the right to the protection and promotion of his or her health, safety and dignity, including a right to all of the following:
  - (a) to be treated in a manner, and to live in an environment, that promotes his or her health, safety and dignity;
  - (b) to be protected from abuse and neglect;
  - (c) to have his or her lifestyle and choices respected and supported, and to pursue social, cultural, religious, spiritual and other interests;
  - (d) to have his or her personal privacy respected, including in relation to his or her records, bedroom, belongings and storage spaces;
  - (e) to receive visitors and to communicate with visitors in private;
  - (f) to keep and display personal possessions, pictures and furnishings in his or her bedroom.

## Rights to participation & freedom of expression

**3. An adult person in care has the right to participate in his or her own care and to freely express his or her views, including a right to all of the following:**

- (a) to participate in the development and implementation of his or her care plan;
- (b) to establish and participate in a resident or family council to represent the interests of persons in care;
- (c) to have his or her family or representative participate on a resident or family council on their own behalf;
- (d) to have access to a fair and effective process to express concerns, make complaints or resolve disputes within the facility;
- (e) to be informed as to how to make a complaint to an authority outside the facility;
- (f) to have his or her family or representative exercise the rights under this clause on his or her behalf.

## Rights to transparency and accountability

**4. An adult person in care has the right to transparency and accountability, including a right to all of the following:**

- (a) to have ready access to copies of all laws, rules and policies affecting a service provided to him or her;
- (b) to have ready access to a copy of the most recent routine inspection record made under the Act;
- (c) to have his or her family or representative participate on a resident or family council on their own behalf;
- (d) if any part of the cost of accommodation or services is prepaid, to receive at the time of prepayment a written statement setting out the terms and conditions under which a refund may be made;
- (e) to have his or her family or representative informed of the matters described in this clause.

## Scope of rights

**5. The rights set out in clauses 2, 3 and 4 are subject to:**

- (a) what is reasonably practical given the physical, mental and emotional circumstances of the person in care;
- (b) the need to protect and promote the health or safety of the person in care or another person in care, and
- (c) the rights of other persons in care.



# FINANCES

Those who receive our services likely receive a Persons With Disabilities Pension (PWD) or an Old Age Pension through the Canada Pension Plan (CPP).

All residents pay monthly rent on the first of the month and contribute to the food budget (at an amount established by our funding bodies). This Room and Board payment includes basic cable, phone, utilities, and laundry facilities and is paid directly to NEXUS monthly.

The remaining amount of their disability benefits are paid directly to the supported individual, and they are expected to use these funds to cover their personal costs such as recreational and community activities, personal care items, clothing, and medications or supplement costs not covered by Pharmacare.

The residents may or may not be responsible for their own furniture, household items, linen, or cleaning supplies. These arrangements will be discussed with the Program Manager during the Intake Process.

If a supported individual were to leave our Residential Services, any personal funds remaining on site would be returned to them. Also, any resident leaving part way through a month would be eligible for a room and board refund (based on the daily rate at that time).

# FAMILY COUNCIL

A Family Council is a group of family members and friends of the residents.

The Council helps to meet the resident's needs by addressing issues and concerns they may have difficulty expressing themselves.

A Family Council is developed under licensing regulations – Section 59 Family and Resident Council.

All Family Councils:

- Are organized and run by the members
- Recognized as a legitimate body by Management and Staff of the residence
- Are all-inclusive – the membership is open to all residents, family members, and friends

Residents are annually reminded that they may form a Council that would meet with NEXUS representatives.



# INFO THAT WE COLLECT & APPLY



All individuals that are provided support by NEXUS has an electronic file on our private and secure cloud-based software program ShareVision, which may include components of the following:

## Profile



A profile describing pertinent information about the individual's support needs, preferences, medical needs, and emergency contact info.

## Individual Service Plan



The Individual Service Planning is conducted at intake and annually thereafter. With the support of staff, supported individuals are given the opportunity to decide where, when and who will be invited to their service plan. During the meeting the individual's goals are explored and any adjustment to support needs are discussed. The service planning process is intended to assist the individual to express what support needs they need from NEXUS and their personal goals for the future.

## Consent Forms



All consent forms are explained and signed on an annual basis by the individual or their legal representative.

## Health Care Plan



A Health Care Plan encompasses all formal plans or recommendations developed by a Health Care Professional to support individuals with health care concerns. A Health Care Plan is developed in conjunction with and is approved by a health care professional (e.g., Nurse, Occupational Therapist, Physiotherapist, Nutritionist, Dental Hygienist, or Physician). Each Health Care Plan must be reviewed and/or updated at least annually. All supported individual's in a licensed site are required by licensing to have a health care plan.

## Behaviour Support & Safety Plan



A Behaviour Support and Safety Plan is an individualized, written document developed to support individuals with challenging behaviour. Included in the development of a Behaviour Support Plan and Safety Plan will be the following people: the individual (where possible), family/guardian/caregiver, support staff, a behaviour consultant, medical practitioner, and other applicable practitioners. The support network will refer to CLBC's "A Guide for Service providers" when developing the Behaviour Support Plan and Safety Plan.

## Procedures for Support



Procedures for support are developed to direct staff supporting individuals through specific activities, routines, and personal development. These may include but are not limited to bathing routines, informal mealtime supports, or guidelines for support in the community. Procedures for support may acknowledge the presence of behaviour during routines or activities but are not to be used as a behaviour support plan.

# PRIVACY & CONFIDENTIALITY

Under the direction of provincial law, we protect the privacy of confidential info about the people we support and their families.

**Confidential information** is any information about someone that is of a sensitive or personal nature, such as medical, educational, financial, or psychological information. It can be in any form, including names, meeting notes, e-mails, reports, videos, or photographs.

We only ask for information we need to plan and provide the necessary services and keep it up-to-date and secure. We only share it with other people with the individual's consent or their legal representative. This is usually done in advance with the Consent for Release of Information form. Even with permission, we only share essential information.

There may be emergencies where we cannot get consent and may have to release limited information in order, for instance, to ensure appropriate emergency medical treatment. Some of the information we hold in our files belongs to CLBC and MCFD under the Freedom of Information and Protection of Privacy Act.

Individuals have the right to access the confidential information we have about them and to review it to make sure it is complete and accurate by directing their request (in writing) to NEXUS's Privacy Officer (the CEO). They can also consent for others to have access to their information. The Individual may request that any incorrect information on their file be corrected. The Privacy Officer (or designate) will disclose personal information NEXUS has on file:

- Name
- Address
- Social Insurance Number
- Date of Birth
- Service Planning information (current and historical)

Requests to view an adult's personal information outside the above parameters must be directed in writing to Community Living BC – Attention: Director, Quality Assurance. This is the Privacy Officer for Community Living BC (CLBC).

The Representative for Children and Youth ([www.rcybc.ca](http://www.rcybc.ca) or 1-800-476-3933) and the Ombudsperson ([www.bcombudsperson.ca](http://www.bcombudsperson.ca) or 1-800-567-3247) will assist Children and Youth in care with requests to view their personal information.

An individual (or member of their support network) who is not satisfied that they have received the information they are entitled to (either from NEXUS or CLBC) may ask the Office of the Information and Privacy Commissioner for a review ([www.oipc.bc.ca](http://www.oipc.bc.ca)).

# COMPLAINT PROCESS

We review our complaint process with each supported individual during their intake meeting and annually during the Service Planning process.

We use a proactive approach to prevent and deal with concerns or problems as they arise.

We also encourage everyone to address their concerns or complaints immediately.

Our skilled management team is well-versed in positive problem-solving and communication techniques. As such, we have found an open-door approach to be the best way to resolve issues or differences.

We have a dispute resolution process if a situation requires a formal approach. This process provides fair methods and tools and even includes an appeal mechanism.

Individuals who live in our licensed residences also have another avenue available. They may contact the Interior Health Patient Care Quality Office (PCQO) at 1-877-442-2001.

If an individual feels that the PCQO didn't resolve their concerns, they can contact the Patient Care Quality Review Board for an independent assessment.

The Patient Care Quality Review Board is a separate organization from Interior Health that reports to the Minister of Health Services.

Details of your complaint will be kept in confidence and shared with appropriate persons only.

**Your complaint will not affect the service you receive from NEXUS.**

**Complaints**

We are committed to resolving all concerns as they are brought forward, and have a detailed and comprehensive complaint process that allows us to work with you to resolve your concerns as soon as possible.

[View Complaint Policy](#)

[File a Complaint Online Now →](#)

[nexussupport.ca/contact](https://nexussupport.ca/contact)



# CONNECTING

At NEXUS we are committed to proactive communication between you and our staff. Here are the things we offer to maintain good communications:

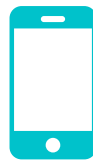
**Our website:** [nexussupport.ca](http://nexussupport.ca)

## **Our open-door approach**

Supervisors are always available to provide information about specific programs and activities and to respond to any concerns, questions or suggestions.

## **Surveys and satisfaction interviews**

are a request for your input – we would like to know how you're feeling about what we do.



# DIVERSITY

British Columbia is a diverse province where people come from many different cultures, religions, ethnic backgrounds, and places of origin, reflecting the full range of physical and intellectual abilities, sexual orientation, gender identities, spiritual beliefs, and economic, social, and psychological realities.

We welcome and value this diversity.

Some of the ways we do this are by including the perspectives of many people in our decision-making; training staff in culturally competent service delivery; creating an organization that is free of discrimination and harassment; and working to ensure equitable access to our services.



# LICENSING

You can contact Licensing Direct through the following methods:

Phone

**1-877-980-5118**

8:30 a.m. – 4:30 p.m. PT

Monday to Friday (excluding statutory holidays)

Fax

**250-868-7760**

Email

**[licensingdirect@interiorhealth.ca](mailto:licensingdirect@interiorhealth.ca)**

**NEXUS**

COMMUNITY SUPPORT SOCIETY

*Connected, for Life*

**39 13 Ave S  
Cranbrook, BC  
VIC 2V4**

**(250) 426-7588**