



# Individuals' Support Guide



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## 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

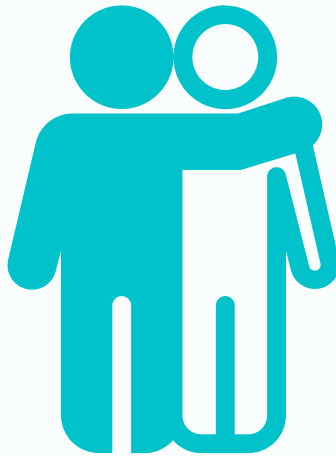
We are NEXUS Community Support Society.

We support children, youth, and adults with diverse abilities and developmental delays.

We help people like yourself in all aspects of living in the community.

Regardless of your diverse abilities, you are unique and valuable!

We are committed to supporting you by enabling your power to choose and personal growth.



# OUR BELIEF

Growth involves a person being able to make mistakes, try new things and ask for help.

Our role is to help you make informed, safe, and responsible decisions.

And if you make a mistake, we're here to help you and learn from it.

We also help persons served and their families find a balance between rights & responsibilities and risks & learning.

At NEXUS, your rights will be respected and supported at all times unless exercising those rights would cause harm to you or others.

And while we try to consider your family's preferences, we do not give them priority over your choices or rights.

# 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.**



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# 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

NEXUS operates most programs on a referral basis.

That 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!



# WHAT WE OFFER

community inclusion



supported employment services



supported living programming



inclusive living



affordable housing for seniors



outreach support



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# EXPECTATIONS

## WHAT YOU CAN EXPECT AT NEXUS...

We will always be mindful of your rights;

We will always treat you with respect, dignity, courtesy, and fairness;

We will always follow our mission and philosophical beliefs in our actions and decisions;

We will always strive to provide you with a level of planning support and the assistance that works for you;

We will always communicate openly and regularly with you;

and

We will always listen to, review, and respond to any concerns or problems you may have with our services.



## WHAT WE EXPECT FROM YOU...

That you follow the rules of our programs;

That you treat others and staff with respect,  
dignity, courtesy, and fairness;

That you communicate openly with us  
and let us know about any concerns;

That you participate in orientation activities  
and assist in training staff regarding your needs;

That you participate in service planning meetings;

and

That you provide us with the info we need  
to provide the best possible support or service.

# RIGHTS & RESPONSIBILITIES

Regardless of your diverse abilities, as set out by law, you are entitled to the same rights as others.

As you'll see, we respect and protect your rights in all our dealings.

We're here to help you better understand your rights and responsibilities.

We also have training and policies in place to help prevent and handle any suspected abuse or neglect of these rights.



# YOUR RESPONSIBILITIES

## The RESPONSIBILITY to...

...respect the rights  
of others

including speaking to others  
in a respectful manner



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



...personal hygiene



...care for your  
home



...follow  
expectations in  
services and  
programs



...manage your  
finances



...participate in  
personal planning



... let people know  
when you need  
help



...make your own  
choices and  
decisions



...become as  
independent as  
possible



# YOUR RIGHTS

## The RIGHT to...

...be viewed as a person first



...healthy food



...proper medical care



...protection against all forms of abuse



...to recreation and leisure



...receive help in a disaster



...be an active member of society



...develop your abilities to your full potential



...freedom of expression





...be supported by an advocate



...participate in decisions that affect you



...access services that meet your specific needs



...choose your own lifestyle



...be spoken to respectfully



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



...access legal services at little cost



...access your information at NEXUS



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



...volunteer in your community



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



# CHILDREN IN CARE

With 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



...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.



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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

All residents pay monthly rent and contribute to the food budget.

Rent also includes basic cable, phone, utilities, and laundry facilities.

Most individuals pay rent directly to NEXUS using a portion of their disability benefits. The remainder of those benefits is then paid to the resident to cover personal costs.

If a resident leaves 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 helps address issues and concerns that residents may have difficulty expressing themselves.

It is made up of family members and friends of the residents.

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 reminded each year 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

We protect your confidential information and privacy, as directed by provincial law.

**Confidential information** is usually of a sensitive or personal nature (such as medical or financial info). It can be in any form, including names, meeting notes, e-mails, reports, videos, or photographs.

Rest assured, we only ask for the necessary info to help plan and provide the required services.

We can release your info to other parties, but only with consent from you or your legal representative. This is usually done in advance with the Consent for Release of Information form. Even with permission, we only share essential information.

Please note that there may be emergencies where we cannot get consent and may have to release limited info in order, for instance, to ensure appropriate emergency medical treatment.

Some of the info we hold in our files belongs to CLBC and MCFD under the Freedom of Information and Protection of Privacy Act.

You have the right to access your info on file and review it to ensure it's complete and accurate. Simply submit a written request to NEXUS's Privacy Officer (the CEO) to do so.

Below is the personal information the Privacy Officer (or designate) will disclose upon written request:

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

To view info outside the above parameters, a written request must be directed to Community Living BC – Attention: Director, Quality Assurance. This is the Privacy Officer for Community Living BC (CLBC).

If you or your designate are not satisfied with the requested info received from either NEXUS or CLBC, please get in touch with the Office of the Information and Privacy Commissioner, as you are entitled to a review: [www.oipc.bc.ca](http://www.oipc.bc.ca).



# COMPLAINT PROCESS

We go over 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.

We have found an open-door approach to be the best way to resolve issues or differences.

Our skilled team is well-versed in positive problem-solving and communication techniques.

We also 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.



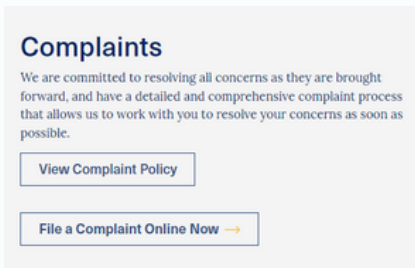
Individuals who live in our licensed residences also have another avenue available. They may contact the Interior Health Patient Care Quality Office (PCQO) at 1-877-442-2001.

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:** [nexusupport.ca](https://nexusupport.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.





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