

Individuals' Support Guide





Welcome to NEXUS Community Support Society.

We're glad you're here!

This guide is here to help you learn more about who we are, what we do, and how we can support you.

It will walk you through important information about your services, your rights, and what you can expect from us.

All photos in this handbook are of NEXUS staff, individuals, and families.

We hope this helps you get a feel for our community.

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A Message To You

Our Mission

To support individuals and families to live full lives.

Our Vision

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





Our Values



Diversity



Respect



Belonging



Choice

Who We Are

We are NEXUS Community Support Society.

We support children, youth, and adults with diverse needs and disabilities.

We provide a wide range of services to support you in your daily life, goals, and connections—at home, at work, and in the community.

We're here to support you as you learn, build your skills, and make your own choices.

We are here to remind you that you matter and are valued for who you are.



Our Belief

Growth means being able to try new things, make mistakes, and ask for help.

Our role is to support you in making safe and informed decisions. If something doesn't go as planned, we will be there to support you and figure out the next steps together.

We are here to support you and your support network in finding a balance between your rights, your responsibilities, and learning through experience.

At NEXUS, your rights will always be respected and supported, unless using those rights could cause harm to you or someone else.

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

How We Began

NEXUS Community Support Society was built on a simple belief: everyone deserves to live a full and meaningful life and be part of their community.

In the past, people with disabilities often faced barriers to inclusion and choice. Families and communities came together to change that and create better supports.





Cranbrook Society for Community Living and Creston & District Society for Community Living were the first to come together, forming NEXUS.

Later, NEXUS joined with Windermere & District Social Service Society, expanding our service area while continuing under the NEXUS name.

Since then, NEXUS has continued to grow, with services now also offered in Kamloops and Revelstoke.

By coming together and growing, we are able to offer more services, support more people, and better meet the needs of our communities.

Today, we support people of all ages and abilities to live connected lives, make their own choices, and feel a sense of belonging.

How To Access Services

Most NEXUS programs require a referral.

This means you need to connect with either:

- The Ministry of Children and Family Development (MCFD)

or

- Community Living BC (CLBC)

They will figure out if you can receive services. If you can, they will send a letter to NEXUS.

Once we receive it, our staff will contact you to talk about the next steps.



Services We Offer



Staff-Supported Living for Adults

24/7 support from trained staff in a safe and supportive home.



Supported Independent Living

Customized support to help you get the most out of living on your own.



Outreach Support

Flexible help in your home and community to support your independence and help you work toward what matters to you.



Homemaker

Flexible, in-home support for adults who may need help with daily tasks at home. Promoting comfort, well-being, and independence.



Personal Support Initiatives (PSI)

Full-service supports to help you grow in all aspects of your life, from connecting with new friends to developing new skills.



Affordable Housing For Seniors

Live in a safe, well-maintained building especially for seniors in need of affordable housing.



Stepping Out

Spend six weeks living in an apartment with daily support to see if living on your own feels right for you.



Community Inclusion

Helping you build relationships, try new things, and feel a stronger sense of belonging in your community.



L.I.F.E

The L.I.F.E. program is a person-centred program dedicated to helping individuals lead active, fulfilling lives through community connection and personal growth.



Supported Employment Services

Individualized support to help you find and keep a job that's right for you.



Employment Readiness

Training and hands-on experience to help you prepare for work in the community.



Cycling Without Age

Cycling Without Age started in Denmark in 2012. Volunteers pedal trishaws to help seniors with limited mobility enjoy being out on a bike again.

Expectations

What you can expect from NEXUS....

We will respect your rights;

We will always treat you with respect, fairness
and kindness;

We will make decisions based on our values and
what matters to you;

We will work with you to plan supports that fit
your wants and needs;

We will communicate openly and regularly
with you;

and

We will listen to your concerns and respond to
them.



What NEXUS expects from you....

That you follow the rules of our programs;

That you treat others and staff with respect,
fairness, and kindness;

That you share your thoughts and let us know if
you have concerns;

That you take part in a meet-and-greet to help
staff understand your wants and needs;

That you participate in service planning meetings;

and

That you give us the information that we need to
support you well.

Rights & Responsibilities

No matter your abilities, you have the same rights as everyone else under the law.

We respect and protect your rights in everything we do.

We are here to help you understand your rights and your responsibilities.

At NEXUS, we have training and policies in place to prevent and respond to any concerns about abuse or neglect.



Your Responsibilities

You have the responsibility to...

...respect the rights of others



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



...take care of your personal hygiene
(with support if needed)



...help care for your home



...follow the rules in homes and/or programs



...manage your money
(with support if needed)



...take part in personal planning



...let someone know when you need help



...make your own choices and decisions
(with support if needed)



...build independence in a way it works for you



Your Rights

You have the right to....

...be viewed as a person first



...healthy food



...proper medical care



...protection from all types of abuse



...take part in activities and hobbies you like



...get support during emergencies



...be part of your community



...learn and try new things that matter to you



...freedom of expression



...be supported
by an advocate



...participate in
decisions that
affect you



...access services
that meet your
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



...have equal rights,
no matter your
culture, beliefs, or
who you love



Adult Residents' Bill of Rights

(IHA - COMMUNITY CARE LICENSING)

Commitment to care

You have the right to a care plan that is:

- made just for you, and
- based on your abilities, needs, and what you like, including your physical, social, emotional, and spiritual needs, and your traditions and beliefs





Rights to health, safety and respectful support

You have the right to be safe, healthy, and treated with dignity, including the right to:

- be treated with respect and live in a place that supports your health, safety, and dignity;
- be safe from abuse and neglect;
- have your choices and lifestyle respected and supported, and take part in activities, culture, religion, and interests that matter to you;
- have your privacy respected, including your personal information, bedroom, and belongings;
- have visitors and talk with them in private;
- keep and display your personal items, pictures, and belongings in your room.



Rights to be involved & freedom of expression

You have the right to take part in your care and share your thoughts and opinions, including the right to:

- be involved in creating and following your care plan;
- join or help create a group where people and families can share ideas and speak up;
- have a family member or someone you choose take part in these groups for you;
- have a fair and clear way to share concerns, make complaints, and work through problems;
- be told how to make a complaint outside of the service if needed;
- have a family member or someone you choose support you in using these rights.

Rights to transparency and accountability

You have the right to clear information and to be treated fairly, including the right to:

- have access to the laws, rules, and policies that affect your services;
- see the most recent inspection report for the service;
- have a family member or someone you choose take part in a group (called a family council) that can share ideas for you;
- receive written information about living costs, including any terms about refunds, if you pay in advance;
- have a family member or someone you choose informed about these matters, if you want them to be.





Scope of Rights

The rights listed previously may have some limits. These limits are based on:

- what is reasonable based on your physical, mental, and emotional needs;
- the need to keep you and others safe and healthy;
- and
- the rights of other people receiving support.

Finances

If you live in a staff-supported home, you will pay rent each month and contribute to food costs.

Your rent includes basic cable, phone, utilities, and laundry.



Most people pay their rent directly to NEXUS using part of their disability benefits. The rest of your benefits are given to you for your personal expenses.

If you leave NEXUS, any money we are holding for you will be returned to you.

If you leave partway through the month, you may receive a refund for room and board based on the number of days you stayed.

Family Council

A Family Council is a group that helps share concerns and ideas, especially when someone may have difficulty speaking up for themselves.

It is made up of family members and friends.

Family Councils are supported by licensing regulations.

(Section 59: Family and Resident Council)

All Family Councils:

- Are run by the people in the group
- Are supported by NEXUS staff and leadership
- Are open to individuals, family members, and friends

Each year, you will be reminded that you can start a Family Council that meets with NEXUS staff.



Diversity

British Columbia is a diverse place. People come from many different cultures, backgrounds, and experiences. This includes differences in abilities, beliefs, and life situations.

At NEXUS, we welcome and appreciate this diversity.

We support diversity by:

- Including different perspectives in our decisions
- Training staff to provide respectful and culturally aware support
- Creating a safe and respectful environment where no one is treated unfairly or bullied
- Working to make sure everyone has fair access to our services



Info That We Collect and Use

Everyone supported by NEXUS has an electronic file.

Your file is stored securely in a private cloud system called ShareVision. Only people who need access to your file can see it. It may include the following:



Profile

This includes important information about you, such as your support needs, preferences, health information, and emergency contacts.



Consent Forms

Consent forms are reviewed and signed each year by you or someone you choose to support you.



Health Care Plan

Your Health Care Plan includes any plans or recommendations from health care professionals to support your health.

It is created with you and approved by a health care professional (such as a nurse, therapist, or doctor).

Your plan is reviewed and updated at least once a year.

If you live in a licensed home, having a Health Care Plan is required.



Individual Service Plan

Your Individual Service Plan helps you share your goals and identify the supports you need from NEXUS.

Planning happens when you start services and is reviewed every year.

During these meetings, you can talk about your goals and make changes to your supports as needed.

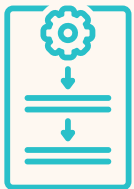




Behaviour Support & Safety Plan

Support plans are created to guide staff in how to support you during daily activities, routines, and skill development. These may include things like personal care routines, mealtime support, or support in the community.

These plans may describe behaviours that can happen during activities, but they are not the same as a Behaviour Support Plan.



Procedures for Support

This plan is created to support people who may experience behaviours that are challenging or unsafe.

It is developed with you (when possible), along with your family or support network, staff, and other professionals such as a behaviour consultant or health care provider.

The team follows CLBC's Guide for Service Providers when creating this plan.



Privacy & Confidentiality

We protect your personal and confidential information, as required by provincial law.

Confidential information includes private details about you, such as your health or financial information. It can be in many forms, including written notes, emails, reports, photos, or videos. We only collect the information we need to plan and provide you with support.

We will only share your information with others if you give permission, or if your legal representative gives permission. This is usually done ahead of time using a Consent for Release of Information form. Even then, we only share what is necessary.

In some emergency situations, we may need to share limited information without consent to help keep you safe or ensure you receive proper medical care.

Some of the information in your file belongs to CLBC and/or MCFD and is protected under the Freedom of Information and Protection of Privacy Act.

You have the right to see the information we have about you and check that it is accurate and complete. To do this, you can submit a written request to NEXUS's Privacy Officer (the CEO).

When you make a written request to the Privacy Officer (or designate), you should provide them with your name, address, date of birth, Social Insurance Number, and Service Planning Information.

If you are requesting other information not listed above, your written request must be sent to Community Living BC (CLBC), Attention: Director, Quality Assurance (CLBC's Privacy Officer).

If you or someone you choose are not satisfied with the information you receive from NEXUS or CLBC, you can contact the Office of the Information and Privacy Commissioner to request a review: www.oipc.bc.ca

Artificial Intelligence

NEXUS may use approved technology, including artificial intelligence (AI), to help with administrative and documentation tasks.

This may include helping staff write information, share key points from reports, organize ideas, and make things easier to understand.

AI is only used as a support tool. Staff review all content created with AI to make sure it is accurate, appropriate, and meets your needs.





NEXUS does not enter personal or identifying information about you or your family into AI systems. All use of technology follows privacy laws, confidentiality requirements, and NEXUS policies.

AI is not used to make decisions about you or your services. Staff are responsible for all decisions and for the quality of support you receive.

You and your family will be informed about how AI is used, and you can ask questions at any time.

Communications

At NEXUS, we are committed to open and ongoing communication between you and our staff. Here are some ways we stay connected:

Our website: nexussupport.ca

We are here to listen

Staff and supervisors are available to answer your questions, share information about programs and activities, and listen to any concerns or suggestions.

Surveys and feedback

We value your input. We'd love to hear how you feel about our services and how we can improve.





Complaint Process

We review our complaint process with you when you start services and again each year during your planning meetings.

We work to prevent concerns where possible and deal with issues as they come up.

We encourage you to share any concerns or complaints as soon as possible.

We use an open-door approach, which means you can talk to us at any time to help resolve issues.

Our team is trained in respectful communication and problem-solving.

If needed, we also have a clear process to help solve problems. This includes fair steps to work through concerns and a way to review decisions.

If you live in a licensed home, you also have another option for raising concerns. You can contact the Interior Health Patient Care Quality Office (PCQO) at 1-877-442-2001.

If you feel your concern was not resolved, you can contact the Patient Care Quality Review Board for an independent review.

The Patient Care Quality Review Board is separate from Interior Health and reports to the Ministry of Health.

Your complaint will be kept confidential and only shared with the appropriate people.

Making a complaint will not affect the services you receive from NEXUS.

You can make a complaint at nexussupport.ca/connect/ or by speaking with a staff member.

A Message To You

Hello,

Thank you for taking the time to read this handbook.

This handbook is here to help you understand your home, your supports, and your rights. It is also here to remind you that your voice matters.

At NEXUS, we believe you should feel safe, respected, and included. This is your life. You have the right to make choices, to be heard, and to be supported in a way that works for you.

We know that everyone is different. What matters to you is important. We are here to listen and to support you in reaching your goals.



If something doesn't feel right, or if you have questions, you can speak up. You can talk to your staff, your manager, or someone you trust. You can also ask for help to understand anything in this handbook.

I am proud of the work we do at NEXUS, and I am proud to support you. Thank you for trusting us to be part of your life.

Sincerely,

Brandon Arnett

CEO, NEXUS Community Support Society



Thank you for reading this handbook.

We hope this guide has answered your questions and helped you feel informed, supported, and confident as you begin your journey with NEXUS.

If you have any unanswered questions or need clarification, you can reach out to any staff member, manager, or someone you feel comfortable talking to.

We look forward to getting to know you and being part of your community and journey.

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NEXUS
Community Support Society
Connected, for life.

