

# Personal Lifestyle Support Inc.

October - December 2025

Volume 4 | Issue 1

## MISSION STATEMENT

Personal Lifestyle Support Inc. will empower those who we support through person centered planning, helping them achieve their goals and dreams. By doing this we aspire to enhance their self-confidence and quality of life through community inclusion.

We will work together by keeping the focus on person centered support to promote healthy self-esteem. We will continue to offer the highest level of quality service with strong ethics and integrity.



## Stay Updated with PLS!

### Working Together Toward Our Strategic Goals!

At PLS, our mission is guided by a commitment to supporting people in leading meaningful, fulfilling lives. This year, we are focusing our efforts on three key strategic goals:

**Strategic Goal #1:** Enhance Organizational Capacity.

**Strategic Goal #2:** Enhance the quality of life for the individuals we support.

**Strategic Goal #3:** Fostering Community Engagement and Partnerships.

These goals are the roadmap for our ongoing work, and we look forward to collaborating with individuals, families, and stakeholders to make them a reality.

To learn more about our strategic plan and the steps we're taking to achieve these goals, please visit our website at [www.personallifestylesupport.com](http://www.personallifestylesupport.com)

*"at PLS we believe success is measured through happiness"*

## Reminders!

As we head into flu season, we want to remind everyone how important it is to stay safe and healthy — for yourself and the people around you!

Here are a few helpful tips to keep in mind:

### Stay Home if You're Sick 🤒

- If you or someone in your home has **cold or flu-like symptoms**, please stay home to rest and recover. This helps keep everyone safe and prevents illness from spreading.
- ⚠️ \* If you **attend support while sick or displaying symptoms**, PLS will need to contact families or stakeholders and cancel the rest of your support for the day.

### Practice Good Hygiene 🧼

- Wash your hands frequently with soap & water. 🧤
- Use hand sanitizer if soap is unavailable.
- Try to avoid touching your face.

**Let's all do our part to stay healthy, safe, and supportive this season!**

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## VISION STATEMENT

The vision of Personal Lifestyle Support Inc. is to create a world where every individual, regardless of their abilities or challenges, is valued, included, and empowered to reach their full potential. We envision a society that celebrates diversity, embraces inclusion, and fosters a culture of respect, dignity, and opportunity for all.



## Mark Your Calendars!



### October 2025



#### Office Closure:

Thanksgiving – **October 13<sup>th</sup>**

#### Staff Training:

Mandt Recertification – **October 16<sup>th</sup>**  
**8am – 12pm**  
Support will resume at 12:30pm

National ADHD Awareness Month  
Down Syndrome Awareness Month  
Invisible Disabilities Week – Oct 19<sup>th</sup>-25<sup>th</sup>



World Smile Day – October 3<sup>rd</sup>  
World Cerebral Palsy Day – Oct 6<sup>th</sup>  
World Mental Health Day – October 10<sup>th</sup>  
Halloween – Oct 31<sup>st</sup>



### November 2025

#### Office Closure:

Remembrance Day – **November 11<sup>th</sup>**

#### Friday Night Dances @ PRC

Nov 7<sup>th</sup>, 14<sup>th</sup>, 21<sup>st</sup>  
\$5 entry, chips & pop! 7pm – 9pm

National Epilepsy Awareness Month  
National Family Caregivers Month  
Indigenous Disability Awareness Month

Daylight Savings – November 2<sup>nd</sup>

**\*Clocks go back\***

Tongue Twister Day – November 8<sup>th</sup>  
World Kindness Day – November 13<sup>th</sup>

PRC Winter Program Guide available – **Nov 25<sup>th</sup>**

### December 2025



#### Office Closure:

Christmas Eve – **December 24<sup>th</sup>**  
Christmas – **December 25<sup>th</sup>**  
Boxing Day – **December 26<sup>th</sup>**

International Persons w Disabilities – Dec 3<sup>rd</sup>  
Gingerbread House Day – December 12<sup>th</sup>  
Ugly Sweater Day – December 19<sup>th</sup>  
December Solstice – December 21<sup>st</sup>  
National Cookie Exchange Day – December 22<sup>nd</sup>  
New Years Eve – December 31<sup>st</sup>



PRC Winter Program Registration – **Dec 5<sup>th</sup>**  
Opens at 10am!

#### Staff Meetings:

*1<sup>st</sup> Wednesday of every Month*  
**October 1<sup>st</sup>** 4pm-5pm  
**November 5<sup>th</sup>** 4pm-5pm  
**December 3<sup>rd</sup>** 4pm-5pm

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## VALUES STATEMENT

At Personal Lifestyle Support Inc., we are committed to fostering an inclusive and supportive environment where persons receiving support are valued, respected, and empowered to live their best life. Recognize the rights and dignity of every individual, regardless of their abilities or challenges, and we believe that everyone has the right to fully participate in and contribute to our community.



## Annual Surveys – Your Voice Matters!

It's that time of year again – we are handing out our **annual surveys**. We truly value the time and thought that individuals, families, and stakeholders put into completing them. Your feedback is essential and helps us continue to grow, improve, celebrate our successes, and provide the best support possible moving forward.

Thanks to the feedback we received from last year's surveys, we've made some positive changes! This year, the surveys are shorter, with fewer questions, and written in a way that's easier to understand.

To show our appreciation, everyone who **returns a completed survey** with their name included will be entered into a prize draw to win 1 of 2 **Prepaid Visa's!!**

One prize winner will be selected from the surveys returned by the individuals we support, and another will be selected from surveys returned by families and stakeholders. The draw will take place on **November 28<sup>th</sup>**, and management will contact the winners directly.

We also welcome and encourage anonymous surveys, as all feedback is important to us. Please note, however, that anonymous submissions cannot be entered into the prize draw.

Thank you for helping us shape the future of our services!

## Update on our Newsletter!

Starting in the New Year (2026), our newsletters will be moving online! Going forward, newsletters will be available on our website and sent directly by email to individuals, families, and stakeholders. This change will make it easier to access updates while also reducing paper use.

We understand that not everyone uses email or has regular access to the internet. If you prefer to continue receiving a hard copy, please reach out to management and we will be happy to ensure a printed version is provided for you.

Thank you for helping us make this transition — we're excited to share our updates with you in this new way!

Executive Director – **Tamara** 250-979-8869

Quality Assurance Lead – **Samara** 250-718-9428

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## MANDATE

To provide comprehensive support and advocacy for individuals with diverse abilities, empowering them to lead fulfilling lives and participate activity in their communities. We are committed to promoting inclusion, accessibility, and equality of opportunity for individuals of all abilities, ensuring they receive the support and resources necessary to thrive and achieve their goals bearing in mind always, the strengths of the individuals.



## Celebrating Milestones!

At PLS, we're proud to recognize the incredible dedication and service of our team members. Your commitment helps shape the heart of the work we do every day.

**Susanna** will be celebrating **1 year** in October! In just one year, Susanna has brought warmth, enthusiasm, and a positive spirit that brightens every space she enters. Her compassion and dedication to the individuals we support are truly inspiring.

**Catherine** will be celebrating **6 years** in December! Catherine's experience, wisdom, and unwavering dedication have been a pillar of strength for our team. Her commitment to excellence and her deep care for those we serve have made a lasting impact.

**Nadia** will celebrate **3 years** in December! Nadia's kindness, patience, and joyful energy shine through in all she does. Her ability to connect with and support individuals makes her an invaluable part of our PLS family.

A heartfelt thank you to all of our staff — your dedication, care, and commitment are the foundation of our success. Here's to another great year ahead!

## Training Handout

Please read the attached Training Guide '**Procedures Regarding Infectious & Communicable Diseases**'

Handouts are a valuable tool for everyone — whether you are receiving support or providing it. They offer clear, accessible information that empowers individuals with diverse abilities and their support networks to make informed decisions, share knowledge, and work together to create compassionate, effective care.

## Coming Soon!

We're excited to share that our **Annual Business Analysis** for the period of January 1, 2024 – December 31, 2024, will be available on our website by **December 2025**.

We encourage families, stakeholders to review the report once posted. It offers a detailed look at the progress we've made, the feedback we've received, and how we are continuing to strengthen our services for the individuals receiving support.

## Training Guide: Procedures Regarding Infectious & Communicable Diseases for PLS Employees, Persons Served & Stakeholders

**Purpose:** The purpose of this document is to ensure all PLS Community Support Workers, Persons Served and Stakeholders are equipped with the knowledge on the procedures and best practices for preventing and managing infectious and communicable diseases in a community support setting, ensuring adherence to CARF Canadian Standards.

**Importance:** Training on infectious and communicable diseases is vital for ensuring the health and safety of both staff and individuals in community support settings. It equips everyone with the necessary knowledge and skills to prevent the spread of diseases, protect vulnerable individuals, and follow proper hygiene and safety protocols. This training supports a culture of responsibility and compliance with CARF standards, reducing risks and fostering a safer environment for all.

**Definition:** Infectious diseases are illnesses caused by harmful microorganisms (such as bacteria, viruses, or fungi) that can infect the body. Communicable diseases are a subset of infectious diseases that can be transmitted from one person to another, either directly (through physical contact) or indirectly (through contaminated surfaces, air, or vectors like insects).

### 1. Introduction of Procedures Regarding Infectious & Communicable Diseases

Infectious and communicable diseases can affect individuals of all ages and backgrounds, particularly those in community-based and healthcare settings. Preventing the transmission of these diseases is a shared responsibility. This handout provides guidelines for all involved parties—workers, persons served, and stakeholders—on how to minimize the spread of these diseases and respond appropriately if exposure occurs.

#### Key Definitions:

- **Infectious Disease:** A disease caused by microorganisms (such as bacteria, viruses, or fungi) that can be spread directly or indirectly between individuals.
- **Communicable Disease:** A disease that can be transmitted from one person to another, either directly (through physical contact) or indirectly (through contaminated surfaces or air).
- **Transmission:** The process through which an infectious agent is spread to others. This can occur via:
  - **Airborne:** Through the air (e.g., cough, sneeze).
  - **Contact:** Through direct contact with infected individuals or contaminated surfaces.
  - **Vector-borne:** Through insect bites (e.g., mosquitoes).

### 2. Prevention Strategies

#### For Community Support Workers:

- Follow **universal precautions** (treating all blood and bodily fluids as potentially infectious).
- Wear appropriate **personal protective equipment (PPE)** such as gloves, and masks, as needed.
- Wash hands frequently with soap and water for at least 30-60 seconds, especially after potential exposure to contaminants.
- Practice **respiratory hygiene:** cover coughs and sneezes with a tissue or elbow and dispose of tissues properly.
- **Disinfect** frequently touched surfaces and equipment.

- Follow **PLS' Universal Precautions and Infectious Diseases** policy when dealing with individuals exhibiting signs of communicable diseases (e.g., fever, cough).

**For Persons Served:**

- Be aware of hygiene practices like frequent handwashing and using tissues when coughing or sneezing.
- Maintain a safe distance from others & stay home from direct support times if displaying symptoms of a contagious illness (e.g., flu or COVID-19).
- Report any onset symptoms of illness immediately to staff.

**For Stakeholders:**

- Stay informed about ongoing outbreaks or disease trends within the community.
- Support staff in ensuring adherence to infection control practices.
- Ensure communication is clear regarding infection control practices.
- Keep persons served home from support if they themselves or the stakeholders are visibly ill.

### **3. Procedures for Handling Exposure**

In the event of potential exposure to an infectious or communicable disease, the following procedures should be followed:

- **Immediate Action:**
  - Remove yourself from the exposure area if possible.
  - If necessary, use gloves, masks, or any available PPE to minimize exposure.
  - Report the exposure to your supervisor or designated health coordinator immediately.
- **Exposure Reporting:**
  - Complete an **incident report**, if applicable, detailing the exposure and any actions taken.
  - Identify any individuals who may have been exposed and notify them.
  - Follow the workplace guidelines for quarantine or testing protocols if needed.
- **Medical Follow-up:**
  - Seek medical attention if you experience symptoms of the disease getting worse.

### **4. Infection Control in the Community Setting**

- **Routine Practices:**
  - **Cleaning and Disinfection:** All shared spaces, equipment, and materials must be cleaned and disinfected regularly. Use disinfectants and follow the manufacturer's guidelines.
  - **Handling Waste:** Dispose of contaminated waste, such as tissues or personal protective equipment, in proper disposal bins, washing hands after.
  - **Handling Personal Items:** Ensure that personal items of persons served (e.g., clothing, bedding) are washed regularly, and avoid sharing personal items.

\*See attached **PLS Universal Precautions and Infectious Diseases** policy

**Conclusion:** Preventing the spread of infectious and communicable diseases requires vigilance and cooperation from all involved—community support workers, persons served, and stakeholders. By following these guidelines, we can create a safer environment for everyone and reduce the risk of disease transmission.



**Policy:** Universal Precautions and Infectious Diseases

**Applies to:** All Personnel, Volunteers and Persons Served

**Preamble**

Personal Lifestyle Support Inc. (PLS) is committed to ensuring the safety of all persons receiving support, staff, and volunteers. Implementation of the following universal precautions and procedures is required to maintain a safe environment and to prevent the spread of infectious diseases. These practices align with WorkSafeBC (WCB) regulations, Health Authority (HA) guidelines, CARF standards, and CLBC expectations.

Universal Precautions involve the consistent application of infection control measures to prevent the transmission of bloodborne pathogens and other infectious diseases, as it is not always possible to identify individuals who may be infected. All human blood and body fluids (e.g., semen, vaginal secretions, feces, urine, vomit, saliva) should be treated as potentially infectious.

PLS recognizes its role as an educator and is committed to providing up-to-date resources on infectious diseases such as HIV, Hepatitis A, B, and C, to all service recipients and employees. Questions or concerns may be directed to supervisors or management.

**Policy**

**1. Infection Control Practices**

All staff and volunteers must observe and adhere to universal precautions to prevent the spread of infectious diseases. The organization provides adequate training on infection control measures, PPE usage, and procedures for reporting exposure incidents.

PLS locations will be equipped with:

- Hazardous cleanup kits
- Disposable gloves, available at all PLS locations and vehicles

**2. Non-Discrimination**

PLS recognizes that individuals receiving services, employees, or volunteers may be living with infectious or communicable diseases. No one will be discriminated against due to their condition. Infection will be treated like any other medical issue, with confidentiality and respect for the individual's rights and informed consent in all matters.

PLS does not provide direct support to individuals who are actively showing signs or symptoms of an infectious disease, in order to protect the health and safety of all parties. In outreach contracts or emergency/essential situations, staff may continue to provide necessary support with enhanced precautions, including the use of masks and other PPE, following Health Authority and WorkSafeBC guidelines.

**3. Confidentiality and Informed Consent**

All information regarding an individual's health status, including infectious or communicable diseases, will remain confidential. Informed consent will be obtained prior to sharing or documenting health information. All health-related documentation is maintained in secure files.

**4. Outbreak Management and Health Authority Notification**

PLS follows HA guidelines in managing outbreaks of infectious diseases, including respiratory infections (RI) and gastrointestinal (GI) infections. Staff will notify public health authorities when necessary and follow their recommendations regarding isolation, cleaning protocols, and communication with affected parties.

**Procedure: Universal Precautions and Infectious Diseases**

**Applies to:** All Personnel

**1. Basic Precautions**

- Cover your mouth when coughing or sneezing and wash your hands afterward. When possible, cough or sneeze into the inside of your elbow.
- Wear disposable waterproof gloves whenever there is potential contact with blood or body fluids (e.g., nosebleeds, cuts, spills). Dispose of gloves after each use in a lined waste container.
- Wash your hands thoroughly with soap and water for at least 30–60 seconds or use antiseptic hand cleansers if running water is not available. Follow handwashing procedures after removing gloves, eating, using the washroom, or providing personal care.

**2. Cleaning and Disinfection**

Clean surfaces and equipment contaminated with blood using soap and water, then disinfect with a solution of 10 parts water to 1 part bleach or other approved disinfectant. Dispose of contaminated materials (e.g., gloves, blood-soiled dressings) in biohazard-labeled bags.

**3. Exposure Reporting**

Any exposure to blood or body fluids must be reported immediately to a supervisor and documented according to the Incident Reporting Policy. This includes filling out a Critical Incident Report (CIR) where applicable.

**4. Outbreak Management**

- Document and monitor any reported or observed symptoms of respiratory infections (RI) or gastrointestinal (GI) infections in persons receiving support or employees. Record relevant details such as temperature, PRN use, vomiting, or other symptoms.
- Increase cleaning and disinfection of high-touch surfaces and shared equipment in office, vehicles, or community settings.
- Follow Health Authority (HA) recommendations regarding precautions. If an individual shows symptoms, implement appropriate infection control measures (e.g., masking, physical distancing) and support them in accessing medical care when necessary.
- Notify public health authorities if an outbreak is suspected, following HA guidance.

**5. Outbreak criteria include:**

- GI Outbreak: Three or more cases within four days.
- RI Outbreak: Two or more cases within seven days.

An outbreak is declared over when:

- GI: 96 hours with no new cases
- RI (Influenza): 8 days without new cases
- RI (Non-Influenza): 4 days without new cases

**6. Workplace Safety**

PLS adheres to WorkSafeBC guidelines for workplace health and safety, including infection control training, access to PPE, and reporting procedures. Any workplace exposure to infectious diseases is handled in compliance with WCB regulations, ensuring prompt reporting and investigation.

Effective/Revision/Review Date:

Reviewed: April 6, 2024

Reviewed: April 24, 2025

Revised: August 28, 2025