

Personal Lifestyle Support Inc.

October - December 2026

Volume 3 | Issue 4

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.



Upcoming with PLS!

Mandt Training – October 20, 2026

As part of our commitment to safe, respectful, and supportive services, all staff will complete MANDT Recertification Training.

In-Person Training for **ALL** staff:

 Tuesday, **October 20**

 8:00 AM – 2:30 PM

Regular support will be **interrupted during this time**, with support resuming after training.

Staff are also required to complete an online portion of the MANDT training. The date and time for each staff member's online training is still being determined. If this affects scheduled support, individuals supported, families, and/or homeshare providers will be **notified in advance**.

Thank you for your understanding and cooperation!

“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.



October 2025



Mark Your Calendars!



Office Closure:

Thanksgiving – **October 12th**

Staff Training:

Mandt Recertification – **October 20th**
8am – 230pm

Friday Night Dances @ PRC

Oct 2nd - Superhero & Villains
Oct 16th - Team Jersey
Oct 23rd - Mario World
Oct 30th - Halloween
\$5 entry, chips & pop! 7pm – 9pm

National ADHD Awareness Month
Down Syndrome Awareness Month
Invisible Disabilities Week – Oct 18th-24th



World Smile Day – October 2nd
World Cerebral Palsy Day – Oct 6th
World Mental Health Day – October 10th
Halloween – Oct 31st



November 2025

Office Closure:

Remembrance Day – **November 11th**

Friday Night Dances @ PRC

Nov 6th - Glow dance
Nov 20th - Wild West
\$5 entry, chips & pop! 7pm – 9pm

Indigenous Disability Awareness Month

Tongue Twister Day – November 8th
World Kindness Day – November 13th

Daylight Saving Time – **No Time Change**

PRC Winter Program Guide available!

December 2025



Office Closure:

Christmas Eve – **December 24th**
Christmas – **December 25th**

International Persons w Disabilities Day – Dec 3rd
Gingerbread House Day – December 12th
Ugly Sweater Day – December 18th
December Solstice – December 21st
National Cookie Exchange Day – December 22nd
New Years Eve – December 31st



PRC Winter Program Registration – **Dec 5th**
Opens at 10am!

Staff Meetings:

1st Wednesday of every Month
October 7th 4pm-5pm
November 4th 4pm-5pm
December 2nd 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.

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 27th**, 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!

Emergency Preparedness – Are You Prepared?

Natural Disasters and other emergencies can happen at anytime, so it's important to be prepared! Having a few essential items ready can make a big difference if you lose power, need to leave your home, or are unable to access stores and services for a length of time!

Build an Emergency Kit

-  Drinking water
-  Non-perishable food and a manual can opener
-  Flashlights and extra batteries
-  A first aid kit and essential medications
-  Phone chargers and a portable power bank
-  Important documents and emergency contact information
-  Warm blankets and extra clothing
-  Basic hygiene and personal care items

Stay informed: Consider downloading emergency alert apps such as **Alertable** and checking local news sources, Castanet, or your local radio station for emergency updates.

Being prepared doesn't mean expecting the worst – it means being ready to handle the unexpected!

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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 **2 years** in October! Over the past two years, Susanna has become a valued part of our team. Her kindness, positive attitude, and genuine care for the individuals we support are appreciated every day. We're grateful for all she brings to our team and look forward to celebrating this milestone with her!

Catherine will be celebrating **7 years** in December! Seven years is a wonderful milestone, and we're so thankful for Catherine's continued dedication and commitment. Her experience, reliability, and caring approach have made a difference to both our team and the individuals we support. We truly appreciate everything Catherine contributes!

A heartfelt thank you to all of our staff — Every day, our staff bring compassion, patience, and kindness to the work they do. Thank you for the countless ways you support our individuals, your coworkers, and our organization. We appreciate you more than you know!

Training Handout

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

This is a non-competency-based training resource. It is intended for information, education, and awareness and does not replace PLS policies, procedures, individualized support plans, direction from a supervisor, or guidance from a qualified healthcare or public-health professional.

Stay Connected!

Visit our website to check out the amazing photos of our individuals enjoying the community and exploring Kelowna!

www.personallifestylesupport.com

Feedback & Complaints: Our Complaints Form is available to download from our website. Anonymous submissions are welcome; however, we cannot follow up without contact information.

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

This is a non-competency-based training resource. It is intended for information, education, and awareness and does not replace PLS policies, procedures, individualized support plans, direction from a supervisor, or guidance from a qualified healthcare or public-health professional.

Purpose: The purpose of this guide is to provide PLS Community Support Workers, Persons Served, families, and stakeholders with general information about preventing and responding to infectious and communicable diseases in community-based support settings.

This guide is intended to support awareness of infection-prevention practices and reinforce PLS policies and procedures, individualized support plans, and applicable public-health guidance.

Following appropriate infection-prevention practices helps protect the health, safety, dignity, and well-being of Persons Served, employees, families, and community members.

Importance: Infectious and communicable diseases can affect anyone. Individuals receiving community-based support may participate in a variety of activities and environments where exposure to illness can occur. Preventing the spread of illness is a shared responsibility. Simple practices such as hand hygiene, respiratory etiquette, staying home when appropriate, cleaning shared equipment, and promptly reporting illness or potential exposure can help reduce transmission.

These practices support a safe and healthy environment for Persons Served, employees, families, volunteers, and community members and help PLS meet applicable **CARF and CLBC expectations**.

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. Understanding Infectious & Communicable Diseases

What is an Infectious Disease?

An **infectious disease** is an illness caused by microorganisms such as bacteria, viruses, fungi, or other infectious agents.

What is a Communicable Disease?

A **communicable disease** is an infectious disease that can be transmitted from one person to another, either directly or indirectly.

How Can Diseases Spread?

Depending on the disease, transmission may occur through:

- **Respiratory droplets or particles:** For example, when an infected person coughs, sneezes, or talks.
- **Direct contact:** Through physical contact with an infected person.
- **Indirect contact:** Through contaminated hands, surfaces, equipment, or personal items.
- **Blood or bodily fluids:** Through contact with potentially infectious blood or bodily fluids.
- **Food or water:** Through contaminated food or water.
- **Vector-borne transmission:** Through insects or other vectors, such as mosquitoes or ticks.

Different diseases spread in different ways. Following the appropriate PLS procedure and current public-health guidance is important.

2. Prevention Strategies

Preventing the spread of infectious and communicable diseases begins with everyday health and safety practices.

For Community Support Workers

Community Support Workers should:

- Follow applicable PLS policies and procedures related to infection prevention, routine practices, PPE, and infectious and communicable diseases.
- Perform hand hygiene regularly, including before and after providing support, before eating or preparing food, after using the washroom, and after contact with bodily fluids or potentially contaminated surfaces.
- Wash hands with soap and water for at least 20 seconds when hands are visibly soiled and when otherwise indicated. Alcohol-based hand sanitizer may be used when soap and water are not readily available and hands are not visibly soiled.
- Practice respiratory etiquette by coughing or sneezing into a tissue or the elbow and disposing of used tissues appropriately.
- Avoid touching the eyes, nose, and mouth with unclean hands.
- Use PPE when indicated by the anticipated exposure, PLS procedures, or direction from an appropriate healthcare professional.
- Clean and disinfect shared equipment and frequently touched surfaces as required by PLS procedures.
- Avoid unnecessarily sharing personal items such as drinking containers, utensils, towels, or other items that may contribute to transmission.
- Monitor themselves for symptoms of illness and follow PLS procedures regarding illness and attendance at work.
- Report illness, potential exposure, or other concerns to the appropriate supervisor/designated person according to PLS procedures.
- Maintain the privacy and confidentiality of Persons Served when discussing health or illness information.

B.C. public-health guidance currently recommends regular hand cleaning, respiratory etiquette, and staying home when feeling sick to help prevent the spread of viral respiratory illnesses.

For Persons Served

Persons Served can participate in infection-prevention practices in ways that are appropriate for their individual abilities, preferences, and support needs.

Persons Served may:

- Wash or sanitize their hands regularly.
- Cover coughs and sneezes with a tissue or their elbow.
- Avoid sharing drinks, food, utensils, or personal items when appropriate.
- Tell their support worker, family member, or another trusted person when they are feeling unwell.
- Follow their individualized support plan and the direction of their support team when experiencing symptoms of a contagious illness.
- Stay home from community activities or support when advised or when appropriate based on their symptoms, individualized support plan, and current public-health guidance.

Everyone's level of independence and ability to participate in infection-prevention practices will be different.

Support should always be provided in a respectful, person-centered manner. Individuals should be supported to participate as independently as possible while receiving assistance when needed.

For Families & Stakeholders

Families and stakeholders can help support infection prevention by:

- Communicating promptly with PLS when a Person Served is experiencing symptoms of a potentially contagious illness or has had a known exposure.
- Following agreed-upon procedures regarding attendance and community support when illness is present.
- Supporting appropriate hand hygiene and respiratory etiquette.
- Avoiding sending a Person Served to community support when they are experiencing symptoms that require them to remain home according to applicable guidance, their individualized plan, or PLS procedures.
- Communicating relevant health information to the appropriate PLS contact while respecting the individual's privacy and confidentiality.
- Following recommendations from appropriate healthcare professionals and public-health authorities.

3. What to Do When an Exposure or Illness Occurs

If a Person Served or Community Support Worker may have been exposed to an infectious or communicable disease, follow the applicable PLS policy and procedures.

Immediate Actions

Depending on the circumstances:

- Reduce or stop the activity contributing to the exposure, when safe and appropriate.
- Move to a safer environment or increase distance from others when appropriate.
- Use PPE when indicated by the anticipated exposure or applicable PLS procedures.
- Practice hand hygiene.
- Notify the appropriate supervisor as soon as reasonably possible.
- Follow any applicable individualized support plan or emergency procedure.

Reporting

When required by PLS procedures:

- Complete the appropriate incident documentation.
- Record relevant information about the event and actions taken.
- Follow PLS procedures regarding notification of individuals, families, supervisors, healthcare professionals, or other appropriate parties.
- Protect the privacy and confidentiality of all Persons Served and employees.

Follow-Up

Follow the direction of the appropriate supervisor, healthcare professional, public-health authority, or PLS procedure regarding:

- Monitoring for symptoms;
- Medical assessment;
- Testing, when recommended or required;
- Staying home or modifying activities; and
- Additional infection-prevention measures.

Do not provide medical advice to others. When medical guidance is needed, individuals should be directed to an appropriate healthcare professional or public-health resource.

In B.C., **HealthLink BC 8-1-1** is available for health information and assistance connecting with appropriate health resources

4. Infection Prevention in Community-Based Support

Because PLS provides support in community settings, infection prevention may look different depending on the activity, location, and individual support needs.

Routine Practices

Routine infection-prevention practices include:

- **Hand hygiene:** Clean hands regularly and at appropriate times.
- **Respiratory etiquette:** Cover coughs and sneezes and dispose of tissues appropriately.
- **Environmental cleaning:** Clean and disinfect shared equipment and frequently touched surfaces according to PLS procedures and manufacturer instructions.
- **PPE:** Use appropriate PPE when indicated by the anticipated exposure or applicable procedures.
- **Waste disposal:** Dispose of tissues, gloves, and other potentially contaminated materials appropriately.
- **Personal items:** Avoid unnecessary sharing of personal items.
- **Illness awareness:** Recognize signs of illness and communicate concerns appropriately.
- **Community participation:** Modify, postpone, or discontinue activities when necessary to reduce the risk of transmission, while considering the individual's rights, preferences, support needs, and individualized plan.

5. Person-Centered Infection Prevention

Infection prevention should be balanced with the individual's rights, dignity, choice, and participation in community life.

Persons Served should be supported to understand and participate in infection-prevention practices to the greatest extent possible.

Support may include:

- Providing information in an accessible format;
- Using visual reminders or demonstrations;
- Offering choices whenever possible;
- Providing additional assistance with hand hygiene or respiratory etiquette;
- Supporting communication about symptoms or concerns;
- Adjusting activities when necessary to reduce risk; and
- Maintaining the individual's dignity and privacy throughout the process.

The goal is not to restrict community participation unnecessarily, but to support safe participation while following applicable PLS procedures and current public-health guidance.

6. Key Reminders

Preventing the spread of illness is everyone's responsibility.

Remember:

-  Clean your hands regularly.
-  Cover coughs and sneezes.
-  Stay home when you are sick.
-  Clean shared equipment and frequently touched surfaces.
-  Use PPE when indicated.
-  Report illness or potential exposure according to PLS procedures.
-  Respect the dignity, privacy, choices, and individual support needs of Persons Served.
-  Follow PLS policies and current public-health guidance.

Additional Resources

For more information about preventing the spread of infectious and communicable diseases, refer to:

- PLS Universal Precautions and Infectious Diseases Policy
- PLS Sick Person Receiving Support Policy
- Current guidance from the Province of British Columbia / BC Centre for Disease Control
- **HealthLink BC – 8-1-1** for health information

Current B.C. guidance identifies hand hygiene, respiratory etiquette, staying home when sick, cleaning, and other workplace measures as important components of communicable disease prevention

Conclusion: Preventing the spread of infectious and communicable diseases is a shared responsibility.

Through everyday infection-prevention practices, clear communication, appropriate response to illness or exposure, and person-centred support, PLS can help promote a safer and healthier environment for Persons Served, employees, families, stakeholders, and the broader community.

Thank you for helping keep our community healthy, safe, inclusive, and connected.

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

5. 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

Reviewed: August 26, 2026

Policy: Sick Person Receiving Service

Applies to: All Personnel, Volunteers, Persons Served, Families, and Home Share Providers.

Policy

In order to protect the health and welfare of all persons receiving support, employees, and the community, Personal Lifestyle Support Inc. (PLS) will not allow individuals to attend or remain at a service if the supervisor or support staff deems them too sick. This decision will always be made in a manner that respects the dignity of the person served. Families, home share providers, and advocates must have alternative backup arrangements available. Individuals must remain at home if they or anyone they live with display symptoms of illness that could pose a risk to others.

Individuals must stay home if they have:

- Flu or cold symptoms, including coughing, sneezing, runny nose, and/or fever.
- A temperature of 100.4°F (38°C) or higher.
- Diarrhea, defined as watery or greenish bowel movements that look unusual and more frequent than normal.
- Vomiting.
- Any contagious illness, such as measles, chicken pox, or mumps.
- Conjunctivitis (pink eye).
- Bronchitis or respiratory infections.
- Rashes that cannot be identified or have been confirmed as contagious.
- Impetigo.
- Ear, throat, or other infections. The individual should not return until they have been on antibiotics or prescribed medication for at least 24 hours and symptoms have subsided.

Procedure: Sick Person Receiving Service

Applies to: All Personnel, Volunteers, Persons Served, Families, and Home Share Providers.

- **Identifying Illness:**
If a PLS employee or volunteer determines that, based on the criteria described in the policy, a person is too sick to attend services or be in the community, they will immediately notify their supervisor.
- **Notifying Families/Home Share Providers:**
The support worker and or supervisor will promptly notify the person's family, home share provider, or advocate to make arrangements for the individual to return home. Communication will be clear and sensitive to ensure that the individual and their caregivers are fully informed.
- **Managing Contagious Illnesses:**
Employees must follow infection control procedures, including wearing appropriate personal protective equipment (PPE) if necessary, practicing good hand hygiene, and ensuring that surfaces are disinfected. Individuals displaying symptoms of contagious illnesses must remain home until they are symptom-free for at least 48 hours or meet the specific criteria set by healthcare providers.
- **Emergency Situations:**
If a person receiving service appears to be seriously ill or in need of urgent medical attention, employees will seek immediate medical assistance by calling 911 or the appropriate medical services. The supervisor will be notified, and families or home share providers will be informed.
- **Collaborating with Healthcare Providers:**
In cases where individuals have chronic conditions or ongoing health concerns, PLS will work with healthcare professionals to develop a support plan that minimizes risks to others while ensuring the

person's health needs are met. Any such plan will be shared with the family, home share provider, or advocate to ensure coordinated care.

- Return to Service Criteria:

Individuals may return to service once they are symptom-free for at least 24 hours (for non-contagious conditions) or 48 hours (for contagious conditions). For conditions requiring medication, such as infections, the individual must have completed 24 hours of the prescribed medication and must no longer display symptoms before returning to service.

- Ongoing Risk Assessment:

Employees must continuously assess the health of individuals receiving support, particularly in times of increased illness (such as flu season), and communicate any concerns immediately to supervisors. Risk management protocols will be reviewed regularly to ensure they align with current health guidelines.

Revised/Review Date:

Reviewed: March 10, 2024

Revised: August 30, 2024

Reviewed: August 26, 2025

Reviewed: August 26, 2026