

## Casinos

SBC receives the majority of its funding from PDD in order to provide services. SBC also hosts casinos that occur approximately every 18 months.

Any person(s) that volunteers on behalf of a client will result in having the client's program fee waived for a period of time. The amount of time waived will be pro-rated to the number of shifts completed. Casino volunteers are scheduled on a first come, first served basis.

## Updates

As the client handbook is updated, notice will be sent out to all clients and/or guardians informing them of the change.

A hard copy will be provided upon request, however the most up-to-date version of the handbook will be located on the Springboard Centre website at [www.springboardcentre.ca](http://www.springboardcentre.ca).

## Board of Directors

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# Client Handbook

**February 2024 Edition**



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- Documentation Completion
- Medication Administration

SBC regularly sends staff to external training when available or utilizes external resources to facilitate training at SBC.

### Charitable Donations

Springboard Centre is mostly funded by the Government of Alberta through Persons with Developmental Disabilities, a part of the Ministry of Human Services. Our organization is also dependent on fundraising to ensure that we offer quality programs in a safe environment. There are many ways that you can easily contribute. Here are some of them:

#### 1. One Time Donation

This can be done by either by mailing a cheque or on our website at [www.springboardcentre.ca](http://www.springboardcentre.ca) through [CanadaHelps.org](http://CanadaHelps.org)

#### 2. Monthly Giving

This can be done by either mailing post dated cheques or on our website through [CanadaHelps.org](http://CanadaHelps.org) where you can set up a donation plan.

#### 3. Vehicle Donations

Springboard Centre is part of Donate A Car Canada. Every vehicle donated gives you a charitable receipt, with the proceeds going to Springboard Centre.

#### 4. Planned Giving and Donating Securities

Endowments, charitable trusts, life insurance, stocks, bonds, and mutual funds are other ways that donations can occur. Please see our website for more information.

any money owing to Springboard Centre equal to or greater than the value of 3 months of program fees.

- The client's needs change and cannot be addressed by Springboard Centre.

The Chief Executive Officer will investigate and determine if existing difficulties warrant client termination and will contact the respective client/parent/guardian to discuss resolution. Every effort will be made to assist the client in finding an alternative, appropriate placement.

If it is decided that termination will occur, the Chief Executive Officer will inform the guardian in writing, including the reasons for termination. The guardian may appeal this decision to the Board of Directors. Under extreme circumstances, termination may occur without notice.

### **Staff Training**

SBC prides itself in how staff are trained, and the amount of training required prior to staff working independently with our clients. Each Staff member must have the following:

- First Aid and CPR
- Nonviolent Crisis Intervention (CPI) and/or SIVA
- Abuse Training and Prevention
- Back Care and Lifting

SBC has ongoing training sessions for staff covering various topics such as:

- Program facilitation
- Restrictive Practice/Positive Approach Review
- Goal Completion

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## Introduction

The Springboard Centre (SBC) for Adults with Disabilities is a program designed for individuals with moderate to severe developmental disabilities who may also display mild to moderate behavioral challenges. SBC offers our clientele the opportunity to develop confidence in their skills, participate in meaningful activities, and have the opportunity, based on their interests and abilities, to become an inclusive member of their community. SBC utilizes our facility as well as community facilities and services readily available to the public to assist our clients in developing community awareness, life skills and personal interests.

## Mission Statement

Springboard Centre will assist adults with developmental disabilities to achieve meaning in their lives.

## Vision Statement

Springboard Centre is committed to assisting the individuals we serve in achieving community integration to the fullest extent of their interests and abilities.

## Value Statements

1. We believe in the promotion and facilitation of an individual's ability and right to make choices and decisions.
2. We believe in providing programs within a consistent, accepting, congenial, and stimulating environment.
3. We believe that we must be sensitive to the needs of individuals and address these needs with respect and dignity.
4. We believe in providing a low stress environment in which individuals can feel comfortable learning new skills.

## Reporting of Abuse

We are required by law and the terms of our funding contract to report any incident of abuse. We follow the Abuse Prevention and Response Protocol as prescribed by Alberta Human Services as well as abide by the Protection of Persons in Care Act. All guardians will be informed when a report is made.

For more information on Alberta Human Services' Abuse Prevention and Response Protocol, please visit their website at <http://www.humanservices.alberta.ca/documents/pdd-abuse-prevention-response-protocol-manual.pdf>

For more information on the Protection of Persons in Care Act, please visit their website at <http://www.health.alberta.ca/services/protection-persons-care.html>

## Withdrawal of Services

A guardian may withdraw services from SBC for any reason. Written notice must be given with a minimum of 90 days.

## Termination of Services

SBC may terminate services for a client only after a review of alternatives and only after consultation with the client/parent/guardian, taking into consideration the client's best interest and well-being without sacrificing adequate services to other clients.

A client may be terminated from Springboard Centre if:

- the client's needs or goals have not been met;
- the client exhibits unmanageable behaviors posing a threat to self or others and where program alternatives have not been proven successful;
- the client does not submit or arrange payment of

with the consent of the client and guardian. Consent includes release of information to agencies providing services, transportation, and using the client's first name in a peer's daily communication log.

### **Picture/Media**

All clients that attend Springboard must have their picture taken to be used on their file as well as identification cards used internally during programs. The client's picture may be used for in-house training and recognition as well. Any external use of pictures must have signed approval by the guardian.

### **Addressing Concerns**

SBC recognizes concerns may arise by either the client or the client's stakeholders. To facilitate a successful and effective process towards resolution, SBC developed this process to follow:

1. Contact the designated Manager within 5 business days from the date of occurrence.
2. If resolution is not reached, contact the Coordinator within 3 business days.
3. If resolution is still not reached, a written appeal may be submitted to the Chief Executive Officer within 3 business days. A written response will be made within 5 business days.

If a mutually satisfactory resolution is not reached an appeal to the Board of Directors may commence. This should be submitted in writing to the Chairperson of the Board within two weeks. The person filing the grievance may present their appeal to the Board of Directors. The Chairperson, will send a written response outlining the decision to the client and guardian.

5. We adhere to a professional code of ethics to ensure that we deliver the best possible service while respecting the rights of individuals.
6. We believe in facilitating the professional educational process, and provide placement and supervision for students in the field.
7. We believe in utilizing volunteer participation throughout our organization's day to day activities.
8. We believe in promoting community education and public awareness.

### **Board of Directors**

SBC is governed by a volunteer Board of Directors. These Directors are made up of community members from various backgrounds, including doctors, lawyers, guardians of individuals with disabilities, and people who are just interested in the disability field. All Directors must be Members of the Society.

The Board meets on a monthly basis and discusses matters regarding the direction of the agency and the financial operations.

Any correspondence to the Board can be directed through Springboard Centre.

If you have an interest in becoming a Board Member, please feel free to contact our Chief Executive Officer.

### **Membership**

Any person, except current employees of SBC, is able to become a Member of the Society by purchasing a \$5.00 Membership. This can be purchased at any time. All Memberships renew on the day of the Annual General Meeting.

Being a member of the Society allows you to vote at the Annual General Meeting and to be eligible to be a Member of the Board of Directors.

### **Role of the Guardian**

The role of the guardian is multifaceted. The guardian's legal obligations are outlined in the court order signed and sealed by a judge. SBC must be presented a copy of this document in order to ensure the clients' rights are respected and upheld. It is also the responsibility of the guardian to:

- Monitor services provided by SBC; providing feedback in a timely fashion
- Provide all pertinent and requested information to SBC
- Attend meetings on the client's behalf
- Act as an advocate for the client
- Address concerns in a timely fashion
- Adhere to SBC's policies regarding rights, restrictive practices and medication administration
- Arrange transportation to and from SBC
- Notify SBC of extended absences 2 weeks in advance
- Notify SBC of any illness and medical appointments
- Notify SBC of changes which may impact service delivery (i.e. medication, health changes, other support requirements, etc...)

When behaviors occur four times in one month or six times in two months, Springboard Centre will monitor the behavior for a period of three months. A functional/behavioral assessment will also occur. At this time, the individual will be placed on either a Planned Positive Procedure or a Planned Restrictive Procedure.

The Planned Positive Procedure outlines the positive steps for addressing the behavior. Any restrictives used will be recorded as Emergency Restrictives. A Planned Restrictive Procedure outlines both the positive and restrictive strategies that will be used. An individual will be placed on a Support Plan, if more than 20% of the interventions used during the baseline require a restrictive intervention.

The completion of the assessment and the development of the Planned Approaches, will require a collaborative approach with the client and/or guardian, to ensure the best approaches for the client are used in the plan.

Both plans are reviewed as outlined in the plan and both require informed consent from the individual and/or guardian before it is started.

The guardian accepts all responsibility for property damage, both within the facility or out in the community caused by his/her individual.

### **Freedom of Information and Protection of Privacy Act**

SBC recognizes that our clientele have the same rights as all other individuals. We ensure that all client related information is kept confidential according to the FOIP act. Release of any client information is granted only

Alberta Human Rights Act - <http://www.qp.alberta.ca/documents/Acts/A25P5.pdf>

Charter of Consumer Rights in Service - Contact Springboard Centre for a copy.

### **Restrictive Procedures/Planned Approaches**

A restrictive procedure is any act that restricts the rights, freedoms, choices or self-determination of a client. It is a response to a situation or behavior of concern that restrains a client's normal range of movement or behavior or limits his/her access to activities or objects that would normally be available to him/her.

SBC recognizes the need for using restrictive interventions when clients are placing themselves or others in immediate risk. SBC uses positive approaches to reduce the chance of an incident occurring, however we recognize situations arise when the use of restrictive interventions will be required.

Restrictive procedures will be used only:

- after non-restrictive interventions have been attempted and proven unsuccessful, or
- if the individual has placed him/her self, other individuals or property in an immediate physical risk situation.

When an emergency restrictive procedure is used, the residence is called on the day it occurs so they are aware of any affects the restrictive may have had on the client. If the client does not live with his/her guardian, notification is made to the guardian within 24 hours of the incident.

### **Individual Service Agreement**

An Individual Service Agreement, or ISA, outlines the roles and responsibilities of Springboard Centre and the guardian for the joint effort of meeting the goals of the client. This ISA is reviewed and renewed each year.

### **Hours of Operation**

SBC operates Monday thru Friday 9:00am to 3:00pm, excluding statutory holidays.

Statutory Holidays Observed:

- New Year's Day\*
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Thanksgiving
- Christmas Day\*
- Boxing Day\*

\*Please note SBC typically closes for an extended Winter Break which includes Christmas, Boxing and New Year's Day\*

Notice of Closure will be sent home at least 2 weeks prior. Notices for Winter Break are sent home a month in advance.

### **Individual Support Plans (ISP)**

Each individual SBC serves, has an Individual Support Plan (ISP). This plan highlights their abilities, including the growth that has occurred over the past year. The ISP also highlights the goals of the individual. This goal is based upon the core values of the individual ensuring the goal is meaningful to him/her. Once the goal has been set, this determines the daily activities of the individual, so that the agency can best assist in the achievement of the goal.

These ISP's are created to offer clients opportunities for personal growth and give service providers a method of measuring the quality and effectiveness of service delivery.

We also rely heavily on input from our stakeholders, the caregivers, guardians, parents and other involved organizations. We strongly promote the participatory team approach in making our service the best that it can be.

### **Informed Consent**

Informed consent ensures that the information requiring consent is presented to the client and/or guardian in a way that is understood by him/her. In the event that the client is unable to provide informed consent, Springboard Centre requires documentation of a client's need to have an agent sign on his or her behalf (e.g., guardianship order).

The informed consent must be on a voluntary basis and can be withdrawn at any time by the client and/or guardian. Informed consent may also be denied and/or withdrawn, and later reinstated if the client and/or guardian so desires.

work

- use the telephone without someone listening to what I am saying
- have the choice of going out without telling others where I am going have things my doctor knows about me be kept between us, unless I need help to understand

### **9. Good services**

- have service providers I can count on
- be helped when it's my turn in line
- be given the same service as everyone else
- ask questions if I need to know more
- get a different doctor if I want
- ask another doctor to check what my doctor said (get a second opinion)
- have doctors and dentist explain to me (not just my parents, staff and others) why I need to have something done, what it will cost and what will happen if I get it done, say "no" to medical care once I know what will happen if I say "no"

### **I ALSO KNOW THAT EVERYONE ELSE HAS RIGHTS, SO I WILL**

- not do things that take away other people's rights
- treat other people the way I want to be treated be a responsible adult

Published by the Vocational and Rehabilitation Research Institute - 1994

To view these documents online:  
Canadian Charter of Human Rights - <http://publications.gc.ca/collections/Collection/CH37-4-3-2002E.pdf>

- hear good things, not just bad things, about myself from supporters
- have enough money from the government to buy the services and support I need
- get help with making decisions (from my guardian and others), if I need it
- get help with taking care of money (from my trustee and others), if I need it have a say even if I need help making decisions

#### **6. Speak for myself and to be listened to**

- speak my mind and give my opinions
- talk about my rights
- show my feelings
- make complaints if I am not happy
- say “no”
- disagree with people
- have people listen to me when I talk have people try to understand me

#### **7. Access to my community and community services**

- get services in my community
- have good special (accessible) transportation, if I need it
- use seating for people with a disability on regular transportation, if I need it
- get around easier if I use a wheelchair (for example, ramps, curb cuts)
- be part of and have access to the community (things like jobs and recreation) go to school and to get the training I need to learn new things

#### **8. Privacy**

- spend time alone, if I want
- have people get my O.K. to go into my locker at

For the clients that cannot give express consent, Springboard Centre utilizes other techniques in order to ensure that consent is given such as explaining the process that the staff are about to use and watching body language and verbalizations (non-language) to determine if the client is content with what is occurring.

#### **Community Outings**

Springboard Centre accesses a variety of settings in order to help the client become a member of the community to the extent that the client wishes and is able to. Such settings include various recreation and leisure centres, bowling venues, and community parks. Other community events may occur as they arise and only after Springboard Centre has determined the venue is safe for everyone.

#### **Programs**

Springboard Centre provides community access supports for individuals with moderate to severe developmental disabilities, mild to moderate behaviour challenges and those individuals with developmental disabilities and age related challenges. This is achieved through the provision of a wide range of opportunities to enhance each person's physical, emotional, and mental well being. Supports provided are focused on fostering the development and balance of the individual's whole self through participation in specifically structured programs that target each person's individual goals. Our clients identify goals or life choices with the assistance of their small group and individual support networks. These goals are translated into action plans and form the basis of measurable objectives for the next review period.

Our programming at Springboard Centre concentrates on acquiring skills to access the community in a meaningful way. Objectives in program areas are achieved through individual and small group support and activities as determined by the individual's choices and goals. Programming will occur in both community and facility based activities.

The following are our main program features:

#### Personal Development

The objectives are to enhance the individual's basic skills and personal development so that they can access the community in the most fulfilling way possible, as well as enable the individual to realize his/her full potential. Activities include developing and promoting the individual's participation in recreation and leisure options, both community and facility based.

Focus is placed upon developing the individual's ability to care for him/her self to their maximum potential. As well, the individual's orientation of daily routines is reinforced to improve his/her coping strategies and accommodate changing environments.

#### Community Interaction

This program area focuses on developing the individual's awareness, integration and meaningful participation as a valued member within the community. As well, skills are taught to assist individuals to develop coping strategies for community living.

#### Sensory Integration

Various sensory inputs will be used to achieve client goals.

#### Communication

Communication is also recognized as a major component of programming for all individuals. Using all avail-

- an informed choice)
- take chances (risks) once I know what might happen
- decide what I do on my own time
- decide what I do with my own things
- decide how I plan for my future (what goals I set and what I want to talk about when I plan)
- choose to live on my own or with others
- decide who comes into my home
- choose the services I use
- have choices when I use services, including where I live, who I live with, what I eat, what changes happen in my home, what work I do, when I go to the bathroom, what doctor I go to, what my doctor does to me, and many other things
- make mistakes
- change my mind
- decide to stop using a service
- choose when I need support

#### **4. Safety and protection**

- feel safe when I use services
- feel safe when I am out in the community
- not be hurt, attacked or have my things taken from me
- learn how to take care of myself

#### **5. Support**

- get help, if I need it, with things like finding a place to live, making a budget and learning what I need to learn
- have staff and other supporters (like family and friends) who treat me nice (kind, polite and with respect)
- have supporters who are helpful
- not be told off by supporters

## **CHARTER OF CONSUMER RIGHTS**

AS AN ADULT WITH A DEVELOPMENTAL DISABILITY AND AS A CONSUMER OF SERVICES, I HAVE THE RIGHT TO:

### **1. Be treated as an adult human being**

- be treated in a fair way
- be treated with respect
- not be teased, called names or hurt in other ways
- have friends
- go out and have fun
- have someone to love
- get married
- have children
- take care of my own money
- have control in my own home

### **2. Laws that protect me (like the Canadian Charter of Rights and Freedoms)**

- not be discriminated against for things like being female or male, the country my family comes from, my skin colour, my religious beliefs, who I choose to love or my disability
- get fair wages
- get the same things as everyone else who does the same job (for example, coffee and lunch breaks, medical benefits, vacation time and maternity leave) get the same medical services and care as other people

### **3. Make informed choices and decisions in my life**

- make decisions and choices based on my feelings, beliefs and what is important to me
- be told enough things to help me decide (make

able resources, appropriate communication strategies will be developed for all activities and programs.

### **Program Fee**

To assist with programming and activity cost there is a monthly program fee. This fee helps cover the cost of:

- Community outings and related costs
- Program materials and equipment
- Vehicle Maintenance

Payment can be made in one cheque for the year or in 12 monthly payments.

### **Assistive Technology / Environmental Interventions**

SBC recognizes that specialized equipment may be required to assist the individual in their daily living. This equipment is considered to be a specialized need and requires the approval of a certified professional such as a doctor, occupational therapist, physical therapist or speech language pathologist. It is the responsibility of the guardian to ensure this approval is obtained prior to the client's start date with the agency.

Examples of equipment that will require approval are:

- wheelchairs and their straps
- walkers
- specialized communication systems
- mechanical lifts
- specialized eating utensils

If a client's needs change and require further specialized equipment, the guardian will also have to ensure the appropriate approval is obtained so this equipment can be used at Springboard.

### **Clothing**

Springboard Centre does not have laundry facilities. Therefore, no clothes will be washed at the Centre. Please ensure your individual has a complete change of clothing that remains at SBC. All clothing should be labeled with the client's name.

### **Food**

Springboard staff will assist clients with preparation and feeding as necessary. This may include opening containers, microwaving the food and feeding. For health reasons, Springboard staff will not supply dishes. Therefore, please send disposable or reusable dishes. Reusable dishes should be labeled.

### **Communication Books**

These books are used to facilitate communication between the residence and Springboard Centre. Each client has a communication book that is used to describe how he/she did in the programs for the day as well as any other important information that needs to be shared. There is also a section for the guardian and caregivers to report any important information that SBC would need to know.

The communication book may also be used to send home any important letters or memos that the guardians and caregivers would need to know, in regards to the agency.

### **Visiting**

Parents and guardians are always welcome at Springboard Centre. Please call at least 24 hours in advance so Springboard can ensure your individual is on-site when you visit.

For safety reasons, no one under the age of 14 years

If closure is deemed necessary prior to service, a member of the management team will contact the guardian and/or residential contact. SBC will contact the transportation providers and inform them of our closure, however the guardian or residence should contact the transportation provider as well, to cancel the booking for the day.

If closure is deemed necessary during service, a member of the management team will contact the guardian immediately requesting pick-up. ***It is important that SBC be able to contact either the guardian or an emergency contact within 90 minutes.*** It will be the responsibility of the guardian to arrange transportation for the client.

### **Change of Personal Information**

SBC must be notified immediately of any changes pertinent to the client (i.e. emergency contacts, address, phone changes, etc...)

### **Incident Reports**

SBC completes Incident Reports when there has been an injury with the client or medication error. Calls are made to the guardians and residences within 24 hours. Depending on the incident contact may be immediate. Copies of the Incident Reports are available at guardian request.

### **Client Rights**

Springboard Centre believes in the rights of all individuals as outlined in the Canadian Charter of Rights and Freedoms, and the Alberta Human Rights Act. The Charter of Consumer Rights in Services has also been adopted. This was developed by individuals with developmental disabilities by the Vocational Rehabilitation and Research Institute in 1994.

3. Medication is brought in original packaging and sealed, including a prescription label

SBC does not support clients who require injectable medication other than Epi-pens.

SBC administers over-the-counter medications as needed. This includes such items as pain relief (Advil, Tylenol), sunscreen, insect repellent and polysporin for cuts and scrapes. Any over the counter medication must be sent in by the guardian or residence as well as the guardian must sign consent for SBC to give them. The guardian also takes responsibility for ensuring any over-the-counter medications and any herbal medications that they wish their individual to take, will not interact with other medications the individual is currently taking.

### **Emergency Contacts**

Besides the Guardian, SBC must be provided with an alternate contact who with written consent can provide consent or approval in case of emergency, and who is available to accept the individual at home in the event of illness and/or incident. It is the responsibility of the guardian to ensure SBC is notified of any changes of emergency contact.

SBC must be able to get in touch with either the guardian or alternate contact within 90 minutes of the incident.

### **Emergency Closure**

An Emergency Closure may occur prior or during service to ensure the safety of both staff and clients. SBC may close for the following reasons:

- Weather/natural disaster
- Ordered evacuation by local authorities
- Building related issues (i.e. fire, flood, etc...)

will be allowed on the premises.

### **Illness**

SBC encourages all clients who are unwell to refrain from attending SBC until recovered, to minimize the risk of further spread of the illness. If the client shows signs of illness after they arrive at SBC, a member of the management team will contact the guardian and/or the residential services, informing them of the situation. SBC must be able to contact the guardian, residence, or emergency contact within 90 minutes. If the client shows signs of a communicable illness they will be isolated from other clients. Emergency medical services may be contacted, dependent upon the severity of the situation.

The following guidelines outline when clients should refrain from attending SBC:

- fever of 37.8 °C or higher
- green or yellow discharge/mucus from nasal and oral passages
- COVID symptoms (cough, fever, shortness of breath, runny nose, sore throat, loss of taste/smell)
- diarrhea (more than 1 episode)
- vomiting
- pink eye
- ring worm
- lice
- measles
- mumps
- impetigo (a contagious infection of the skin characterized by blisters that form yellow-brown scabs)

- whooping cough
- rashes
- other communicable diseases

If a client suffers from allergies, SBC must be notified immediately. A list of specific information in relation to the allergy (i.e. symptoms, medication, etc...) must also be provided.

SBC should be informed of any significant changes in health as they occur.

### Transportation

It is the responsibility for the guardian to arrange transportation to and from SBC. When booking transportation please ensure the client is not dropped off prior to 9:00 am and pick-up no later than 3:30 pm.

SBC staff will not go on the handibus or taxi. It is the mandate of the transportation providers to provide this service. As well, once an individual boards a designated vehicle, Springboard will not accept the client back if there is an issue. The transportation provider has protocols that they follow to handle these situations.

Periodically Springboard Centre utilizes public transportation for community outings. It is the guardian's responsibility to ensure their individual has an attendant card that is available for outings.

A fee of \$50 per hour (pro-rated) is issued when clients arrive prior to 8:50 am or leave past 3:30 pm. Management will contact the transportation provider, requesting information regarding the time of pick-up. If this time is estimated to be past 3:45 pm, the guardian and/or residence will be contacted and informed of the situation. At this time the contacted person can

choose to:

- Have the client wait for his/her ride
- Call the transportation provider or a taxi and make alternate arrangements for pick-up
- Arrange for an emergency contact to pick-up the client. **Please remember that SBC will only release a client to a person listed on the Release of Care consent form. If you are sending someone who is not on that list, please inform the staff member so they can verify the person's identity when he/she arrives.**
- A late fee may be issued if a client remains past 3:30 pm

### Personal Belongings

SBC recognizes that clients like to bring in personal belongings such as ipods, phones, etc. As well we understand that on occasion clients will go to respite care at the end of the day. We will endeavor to ensure that those items leave at the end of the day however we are not responsible for any of the belongings sent in whether they are forgotten, lost or damaged.

### Medication

Clients attending SBC may require medication throughout their day. SBC ensures only staff trained in medication administration can administer medication to clients. In order for clients to receive medication at SBC the following are required:

1. Consent form outlining each medication, dosage, administration, and must be signed by the guardian
2. A Doctor's order outlining each medication, dosage, administration, and signed by the doctor