



COMMUNITY
SERVICES

Welcome

Here are some
good things
to know...

Welcome to PLEA!

If you are reading this booklet you have met, or are about to meet, your PLEA worker. One of the first things you will do together is read this booklet. It helps to explain what you need to know when you first join a PLEA program. If you have any questions as you go through it, just ask your worker.

My Program...

What can I expect?

While with us you will get together with your worker on a regular basis. You will talk about your interests, strengths and needs. Together you will develop goals and plans that are just for you. You will have the chance to do lots of fun things and to discover new interests.

Always remember...

Your worker is there for YOU - **YOU are their #1 concern!**

Your worker is committed to this and has signed a code of ethics and conduct to say so.

If you want to see a copy of this code, they can show it to you. It is also available on our website at www.plea.ca

PLEA workers follow many other approaches in delivering our programs and services. **Your worker will explain the ones that apply to you while you are with us.**

PLEA's Approach...

PLEA believes:

- **In the powerful influence of relationships that are based on mutual trust and respect;**
- **In the potential of each individual to learn, and their capacity to make the choices that make sense to them;**
- **That there are significantly better outcomes from recognizing and building on the strengths of those we serve rather than focusing on their deficits; and**
- **That in order to be successful, our services must continue to be relevant, pragmatic and anchored in reality.**

My Responsibilities...

Your main responsibility while you are with us is to work with your worker to achieve the goals, expectations and activities in your service plan.

You are also responsible for keeping yourself and others safe. Together you and your worker will decide what this looks like for you.

Your worker will also let you know what may happen if you don't fulfil these responsibilities, as well as what you may need to do to get back on track.

RESPONSIBILITIES

Rights...

Do I have any?

Yes you do! In fact you have many rights while you are with us. These are not just your rights, they are our commitment to you. They cannot be taken away from you.

WE PROMISE WE WILL:

- **treat you with dignity and respect.**
- **protect your privacy and confidentiality.**
- **keep your personal information safe.**
- **provide you with services in a safe environment that supports and respects everything that makes you unique.**
- **include you in conversations that are about you, especially when decisions are being made that are about you or that affect you.**
- **provide you with an interpreter if language or disability prevents you from participating in these conversations.**

- **provide you with timely, accurate information about the services available to you.**
- **explain your rights and responsibilities while you access these services.**
- **provide you with a written receipt for anything we take from you for safe keeping.**
- **help you read our records about you.**
- **help you make corrections to these records and enter your own written statement.**
- **give you privacy if you wish to speak to a lawyer, an advocate, the Representative for Children and Youth, Licensing the Ombudsman, a member of the BC Legislative Assembly or a Member of Parliament. We will also help you get in touch with them. You can find their contact information on page 14.**
- **explain PLEA's complaints policy to you.**
- **ask you for your thoughts and feelings about our services through conversations and surveys.**
- **make ourselves available to receive feedback from you. You can give your feedback to your worker, Program Manager, Program Director or PLEA's Executive Director.**

We also promise **not to harass, discriminate, exploit, neglect, retaliate, intimidate, bully, seclude, restrain, shame or physically punish you; nor will we make you feel 'put down' or use bad language towards or around you.**

It is very important to us that **we keep these promises to you. If you feel we aren't, we want to know!**

Remember... you can view a full list of your Rights at www.plea.ca Your worker can also provide you with a copy on request.

I live in a PLEA home... Are my rights the same?

Yes! Your rights are the same as everyone else's; however, because you are living in a PLEA home, there are additional rights we promise to provide.

They are:

- **a safe, healthy, caring home where you are treated the same as other members of the family.**
- **a written description of the house guidelines and expectations, including what happens if you don't follow them.**

You also have the right to:

- **access medical and dental care. If you are unsure if you have a medical insurance number please let your worker know.**
- **privacy, your own bedroom and a safe place to keep your belongings. Possessions that could harm you or someone else are prohibited. You're also not allowed to receive or keep anything that is illegal, such as stolen property.**

We also promise to make sure you can:

- **send and receive mail that has not been opened.***
- **speak privately with members of your family.***
- **participate in social and recreational activities.**
- **see visitors.***
- **participate in faith-based activities of your choosing.**
- **receive guidance and encouragement to maintain your cultural heritage if you want it.**

**unless your program says otherwise*

Privacy and confidentiality...

Is mine being protected?

Yes! We need some personal information so we can provide you with the most helpful services. **We promise to only collect information that we need.**

We will tell you exactly what information we need, why we need it, how we will use it and who else will see it. **We promise to keep your information secure.**

Your personal information will only be used for the reasons you have agreed to. The only time we must share your information outside of PLEA is when we are required to by law, or when we need to share it in order to protect you or others from serious harm.

Sometimes we use information for research, reporting and evaluation purposes. This information will remove anything that could identify you, like your name.

How do I know the information you have on file about me is correct?

The first step is to talk to your worker about how you can read your PLEA file.

What if I have questions about privacy?

Talk to your worker first. If you are uncomfortable talking to your worker, or are not happy after you have spoken, you can talk to your Program Manager or Program Director. Their contact details are provided in this booklet on page 13.

You can also contact PLEA's Privacy Officer at privacy@plea.bc.ca.

LIBRARY

You have the right to raise any concerns and make complaints about the services you receive from PLEA. You can do so by talking or writing to us.

Remember...we are always looking at ways to improve our programs and to make them better for the people we serve. **You can help us do this by telling us what you think of the services we provide.**

Complaints and compliments...

How can I make a complaint?

We find that most problems can be solved by talking to your worker. If you are uncomfortable talking to your worker, or are not happy once you have spoken, you can talk to the Program Manager or Program Director.

If, after talking to the Program Manager or Program Director, you are still not satisfied, you can contact PLEA's Executive Director at executivedirector@plea.bc.ca. You can also talk to someone outside of PLEA. We've given you some contact details on page 14.

Remember...making a complaint cannot be held against you. If you feel like it has, you should let us know.

We also want to know what you like about PLEA. If you want to provide any positive feedback you can follow this same process.

Conversations we might have...

As we get to know you better, we may have some conversations with you about your health and where you can smoke (if you smoke). We will also talk about what happens when you leave PLEA and how we will follow-up with you.

Remember...you may not be allowed to bring legal drugs into our program without a doctor's prescription. If you have legal drugs but don't have a prescription please talk to your worker.

Knowing my way around...

If you live in a PLEA home, or you often visit a PLEA office, your worker will take you on a tour as part of your orientation to PLEA. As part of this orientation you'll be shown the emergency exits, where the first aid kits and fire extinguishers are located, as well as the meeting point in the event you have to evacuate the building. You can make a note of these, as well as other information you might want to remember, in the next few pages.

My Contacts...:

Your worker will give you their business card. If you ever need help you should call your worker first. They'll also give you the names and telephone numbers of some other local services in the event they aren't available and you need urgent help. We encourage you to keep this information with you at all times.

My Family Caregiver: _____

home address: _____

tel: _____

My Program Manager: _____

tel: _____

email: _____

My Program Director: _____

tel: _____

email: _____

Federation of BC Youth in Care Networks

tel: 604 527 7762
email: info@fbcyicn.ca
website: www.fbcyicn.ca

Rep for Children & Youth:

tel: 1 800 476 3933
email: rcy@rcybc.ca
website: www.rcybc.ca

Ombudsman

tel: 1 800 567 3247
website: www.ombudsman.bc.ca

Disability Alliance

tel: 604 872 1278
email: feedback@disabilityalliancebc.org
website: www.disabilityalliancebc.org

BC Legislative Assembly

website: www.ourcommons.ca

BC Member of Parliament

website: www.leg.bc.ca

Fraser Health Licensing

tel: 604 949 7700
website: www.fraserhealth.ca

Do I know everything I need to?

You do if you can tick every box...

I understand:

- The programs and services I will receive from PLEA (including expectations, approaches, worker availability and who to contact when they aren't)
- My worker's responsibilities (including their code of ethics)
- My rights & responsibilities (including my legal rights, and my right to consent or refuse service)
- How my service plan will be developed (including my safety and cultural plan if applicable)
- How my goals will be developed and progressed
- How privacy & confidentiality works at PLEA

- How the complaints process works at PLEA
- How I can provide feedback to PLEA
- How my information may be used
- PLEA's approach to seclusion & restraint
- Where I can smoke (if I smoke)
- What I can and can't bring into the program (including weapons, illegal and legal drugs, and alcohol)
- Where the emergency exits, first aid kits and fire extinguishers are located (if I live in a PLEA home or I often visit a PLEA location)
- How my discharge / transition plan will be developed
- How PLEA will follow-up with me after I leave

For more information:

PLEA Community Services Society of BC

3894 Commercial Street

Vancouver, BC Canada V5N 4G2

TEL 604 871 0450 | FAX 604 871 0408

www.plea.ca

If you would like complete copies of our rights, code of ethics & conduct, privacy & confidentiality policy or complaints process go to:

www.plea.ca

