



ARCUS  

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community resources

# CLIENT AND FAMILY HANDBOOK

REVISED 2018



# WELCOME TO ARCUS COMMUNITY RESOURCES

Thanks for choosing Arcus to provide community living services for your most treasured gift, your relative.

You have joined a dynamic team that is committed to working collaboratively with you and your relative to provide dignified and respectful personalized community living services.

For over thirty years, Arcus has led with innovation and served with compassion, providing services to infants, children, adolescents and adults with high medical, developmental and behavioral challenges including ASD. Arcus has been accredited with CARF since 2003.

Beginning in 1982 with residential services, Arcus has grown to offer a spectrum of community access, residential and respite services:

- Community Access – offers support in two universal access centers;
- Residential – offers support to clients in eleven residential, staffed homes,
- Respite – offers support to clients in one residential home; and
- Behavior Support Homes– Providing 1:1 support to individuals with Autism using the fundamentals of applied behavior analysis (ABA).

Arcus currently offers services to individuals throughout the Fraser Health Authority in Southern British Columbia.

As a private Canadian owned organization, we are primarily funded by CLBC and the Ministry of Children and Family Development. Arcus provides quality services because it listens and responds to consumers and stakeholders. Arcus believes that no matter the medical or developmental challenges of an individual, it is possible for him/her to have a maintained and/or improved quality of life within a community setting.

Arcus is well known for being able and willing to help develop personalized service solutions effectively and efficiently.

Arcus maintains a reputation as a high-quality service provider – it offers selected services twenty-four hours a day, three-hundred-and-sixty-five days a year.

All clients of Arcus receive a multi-disciplinary personalized service plan, a plan coordinated by Arcus' Nurse Clinician/Program Manager. Combining approximately one-hundred-and-eighty-five years of nursing experience, Arcus' Nurse Clinician/Program Manager offer diverse abilities, knowledge and skills. Arcus' Nurse Clinician/Program Manager work collaboratively with clients and families, affiliated professionals, team leaders and community living caregivers to ensure dignified and respectful community living services.

Arcus offers extensive in-house training and development for its team leaders and community living caregivers. Arcus appreciates and welcomes diversity of its team leaders and community living caregivers – both sexes of varying races, colours, creeds, origins, ages, and religions have, and will continue to come together to provide services to an equally diverse clientele.

Arcus maintains a comprehensive staff screening and selecting process. Upon selection, new community living caregivers complete six-hundred-and-fifty-six hours (equivalent to four months of full-time employment) of training under the supervision of Nurse Clinician/Program Manager and team leaders. BI's receive 40 hours of 1:1 training under the supervisor of behavior consultant/senior BI's and program supervisor/coordinators.

Before a new employee can assume the duties and responsibilities of an Arcus certified community living caregiver, he/she must demonstrate competency in caregiving practice and theory. Team leaders and community living caregivers are re-certified every three years.

Team Leaders are also required to complete a two-year managerial development program at the Justice Institute of British Columbia.

Should the need arise for further training and/or development, Arcus collaborates with external facilitators to identify, develop, implement and evaluate new teaching modules.

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## MISSION STATEMENT

To focus on its consumers' and stakeholders' priority quality of life considerations and to define its overall and enduring aim, Arcus offers the following mission statement:

- Arcus will help maintain and/or improve clients' quality of life by providing dignified and respectful personalized community living services.

## VISION STATEMENT AND VISION COMPANION STATEMENTS

### VISION STATEMENT

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Creating a vision statement and vision companion statements commit Arcus to living its mission and achieving service effectiveness and efficiency. Visioning is about helping consumers and stakeholders to understand future organizational directions. Arcus' vision statement is:

- Arcus will be provincially recognized as a leading provider of quality community living services in Southern British Columbia.

### VISION COMPANION STATEMENTS

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To achieve its vision, in selected community living services (community access, in-home, residential and respite) in Southern British Columbia, Arcus embraces the following vision companion statements:

- clients and/or families select Arcus as the provider of choice;
- affiliated professionals select Arcus as the partner of choice;
- employees select Arcus as the employer of choice;
- Ministry of Children and Family Development selects Arcus as the provider of choice; and
- CLBC

# PHILOSOPHY STATEMENT

Arcus offers the following message to its clients. Arcus believes:

- That your life is important and valuable;
- That your dignity is essential;
- That you come first;
- That your personal and family autonomy should be respected;
- That your family involvement is worthwhile;
- That your family should be able to help plan and make decisions;
- That your friends help make life more meaningful;
- That each of us should make sure that your days are full of experiences that are important to you;
- That you have the right to experiences that are not dangerous;
- That you deserve to live in safe and secure environments;
- That your home should always be a safe and loving place;
- That taking some risks should be encouraged if the activities are important to you;
- That each of us should help you balance any risk-taking with safety and security;
- That when we consider your past, present and future, we make better decisions;
- That each of us should always work hard to get you what you need and want;
- That each of us should always remember what you are good at, what you like to do, and what you can do;
- That each of us should utilize communication that captures yours actions, postures and languages;
- That each of us should value your pursuit of life-long learning and
- That each of us can learn from one another;
- That your personal and family confidentiality and privacy should be respected;
- That each of us should help to prevent illness and promote overall health well-being;
- That each of us should help facilitate your physical, emotional, intellectual, social, spiritual, cultural, and environmental health maintenance and enhancement;
- That you are worth every effort to keep you safe, healthy and happy; and
- That each of us believes in love, dreams, friends and fun – and that each of us believes in you.

## VALUES PLEDGE

As part of its strategic planning process, Arcus worked with its Nurse Clinician/Program Manager, team leaders and community living caregivers to refine its organizational values. Based on extensive discussion, Arcus reaffirmed that it cherishes the following organizational values as ideals of what it deems desirable, worthy or right:

- accountability – advancing recognition and responsibility;
- adaptability – innovating collaboratively and resourcefully;
- autonomy – broadening choices and freedoms;
- competency – expanding knowledge, skills and abilities;
- consistency – ensuring equality and equity;
- correctability – encouraging effectiveness and efficiency;
- dependability – modeling predictability and reliability;
- ethicality – inspiring justly and lawfully;
- generosity – empowering unconditionally and unselfishly;
- inclusivity – leveraging diversity passionately and empathetically;
- integrity – offering faithfulness, openness and truthfulness;
- participatory – connecting capabilities and capacities; and
- sincerity – interacting receptively and reverently.

## CLIENT RIGHTS AND QUALITY OF LIFE SERVICE STANDARDS CHARTER

Arcus Community Resources:

1. Provides dignified and respectful personalized community living services; you have the right to high quality care.
2. Helps to prevent illness and promote health; you have the right to good health care, and a right to special help if disabilities are present.
3. Ensures safe and secure home like environments; you have the right to be safe and protected from abuse.
4. Encourage you and your family's involvement in decision making.
5. Promotes choice, freedom and independence; you have the right to express your views and have your opinions taken seriously, to be treated the same as people not in care.
6. Realizes you have the right to have your religion and heritage respected.
7. Realizes you have the right to have regular support of a social worker.
8. Advocates life as intrinsically valuable.
9. Champions development and growth; you have the right to a good education and assistance with developing your talents.



10. Maintains confidentiality and privacy; you have the right to information about your life and to have your personal information treated with respect and in confidence.
11. Co-ordinates leisure and recreation; you have the right to time for leisure activities.
12. Participates in and gives back to communities.
13. Supports friendship involvement; you have the right to contact your family, relatives and friends unless the court decides it is not safe. Advocates your right to help and support after you leave care.
14. Believes and respects that you have a right to come forward with a complaint without fear of retaliation or disruption of your service.

If you or your family feels that any of your rights are violated, you may do the following:

1. Contact either Paulette MacLean or Cathy Mellalieu directly at 604-406-1235
2. Fill out a Family Concern form and mail it to the Arcus Head Office
3. Contact the funding agency

*Reference:*

- *Charter of Rights for Children and Young People in Care*
- *World Health Organization Charter of Rights*
- *BC Canadian Charter of Rights and Freedoms*

# CAREGIVING CODE OF ETHICS

Arcus Community Resources' *Caregiving Code of Ethics* identifies the principles that govern the conduct of all employees providing direct or indirect community living services. *Caregiving Code of Ethics* is a philosophy that unifies employees in the pursuit of excellence and in the actualization of goals worthy of their best efforts.

*Caregiving Code of Ethics* builds upon Arcus' *Mission, Vision and Vision Companion Statements* as well as Arcus' *Values Pledge* and *Quality of Life Service Standards Charter*.

Arcus employees providing direct or indirect community living services commit to embracing the following ethical responsibilities.

## **Responsibilities to Clients**

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- Adhere to Arcus' *Quality of Life Service Standards Charter*.
- Cherish Arcus' *Values Pledge*.
- Ensure clients' needs and wants are primary.
- Avoid potential and/or actual personal or professional conflicts of interest.
- Act as an ambassador for clients through courteousness, friendliness, kindness, thoughtfulness and warmth.
- Take responsibility for life-long community living services competency training and development.
- Comply with Arcus' *Health and Safety Policies and Procedures*.
- Comply with Arcus' *Direct Care Policies and Procedures*.
- Make decisions only within the bounds of knowledge, skills and abilities, seeking guidance from appropriate sources when unsure.

## **Responsibilities to Clients' Families**

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- Adhere to Arcus' *Quality of Life Service Standards Charter*.
- Cherish Arcus' *Values Pledge*.
- Maintain professional relationships with families at all times.
- Avoid potential and/or actual personal or professional conflicts of interest.
- Demonstrate acceptance and respect for the sanctity of family units.
- Respect the uniqueness of families, honouring families' values and beliefs;
- Foster and help support the integrity of families.
- Support families with courteousness, friendliness, kindness, non-judgment, thoughtfulness and warmth.
- Accommodate and adapt however and whenever possible.
- Report any unsafe, unethical or abusive conduct through approved channels.

## **Responsibilities to Arcus**

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- Adhere to Arcus' *Quality of Life Service Standards Charter*.
- Cherish Arcus' *Values Pledge*.
- Live Arcus' *Mission Statement*.
- Help achieve Arcus' *Vision* and *Vision Companion Statements*.
- Comply with Arcus' *Human Resources Policies and Procedures*.
- Demonstrate loyalty.
- Present a positive image of Arcus to clients and families as well as to stakeholders.
- Report any unsafe, unethical or abusive conduct through approved channels.

## **Responsibilities to Co-Workers**

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- Adhere to Arcus' *Quality of Life Service Standards Charter*.
- Cherish Arcus' *Values Pledge*.
- Live Arcus' *Mission Statement*.
- Help achieve Arcus' *Vision* and *Vision Companion Statements*.
- Do not self-serve by undermining the reputation or competency of an individual.
- Respect the privacy of individuals (accept where there is a duty to report).
- Support individuals with courteousness, encouragement, friendliness, kindness, non-judgment, patience, thoughtfulness and warmth.
- Accept and apply valuable contributions made by individuals in the best interest of clients' quality of life.

## **Responsibilities to Affiliated Professionals**

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- Support individuals with courteousness, encouragement, friendliness, kindness, non-judgment, patience, thoughtfulness and warmth.
- Accept and apply valuable contributions made by individuals in the best interest of clients' quality of life.

## **ACCESS**

Arcus encourages families to visit as often as they would like. There is no set visiting day or hour.

For privacy from and out of respect of other individuals living with your relative, all residential homes and universal access centers maintain private sitting rooms.

As always, all clients living in an Arcus-operated residential home have private bedrooms. Arcus encourages clients and families to personalize private bedrooms.

Out of respect of other individuals living with your relative, Arcus appreciates that families do not enter clients' private bedrooms and open office cupboards without consent.

Upon request, families may review a relative's chart in the presence of a Nurse Consultant/Service Coordinator.

More information about access is available from Team Leaders and Nurse Clinician/Program Manager.

Behaviour

## **ACCESS AND THE BEHAVIOUR SUPPORT TEACHING HOMES**

Within each of our ABA Teaching Homes individualized behavior plans are developed for the clients we serve. In preserving the integrity of these programs, visits by family and friends may in some cases be based on the behavior plan implemented by the consultant. In these cases, families will work in collaboration with the behavior consultant to determine what visiting will be defined as. More information about access and the ABA Teaching Homes is available from the ABA Teaching Homes Program Coordinator.

## COMMUNICATION CHANNELS

Clients and families should direct any comments and suggestions to the following individuals:

1. Community Living Caregiver;
2. Team Leader;
3. Nurse Clinician/Program Manager
4. Director of Service; and
5. Vice-President.

Following this line of communication enables Arcus to respond to comments and suggestions more effectively and efficiently.

Specific phone numbers and addresses related to your relative's service are attached to the inside of the back cover of this handbook.

More information about communication channels is available from Team Leaders and Nurse Clinician/Program Manager.

## CONFIDENTIALITY

Under no circumstances may client and family information be divulged either inside or outside Arcus other than to persons authorized to receive such information in the course of their day-to-day duties and responsibilities.

Release of client and family information shall be on a need-to-know-basis.

More information about confidentiality assurance is available from Team Leaders and Nurse Clinician/Program Manager.

# CONFLICT/DISPUTE RESOLUTION

When a conflict or dispute arises, Arcus will make every effort to settle the conflict or dispute in a timely manner. Arcus pledges to use a collaborative approach to resolve conflict/dispute. Documentation regarding a conflict or dispute will be kept on file at Arcus' head office. This documentation will include the nature of the dispute, the name of the parties involved and the steps being implemented to achieve satisfactory resolution for all parties. Arcus respects the right for families/clients to come forward with complaints without fear of retaliation or disruption of services.

To ensure effective and efficient resolution, Arcus suggests that clients and families express their concerns to:

1. Community Living Caregiver/ Behavior Interventionist
2. Team Leader;
3. Nurse Clinician/Service Provider, On-Call Nurse Consultant or Program Manager;
4. Director of Service; and/or
5. Vice-President.

If the conflict/dispute is not resolved by the parties involved, clients and families reserve the right to have the Ministry of Children and Family Development or CLBC to mediate. If clients and families are dissatisfied with the mediation of the Ministry of Children and Family Development or CLBC clients and families may seek the services of a government complaint resolution manager.

If home is licensed families also have the option to express a concern or voice a complaint to Licensing. Phone number and location of the Community Care Facilities Licensing offices can be obtained from Team Leader or Name Clinician/Program Coordinator.

More information about conflict/dispute resolution is available from Team Leaders and Nurse Clinician/Program Manager.

## **Patient Care Quality Review Boards**

If you would like to make a formal complaint regarding the quality of care that you or your loved one has received, or you would like more information about making a complaint, please contact the Patient Care Quality Office:

Fraser Health Authority:

Address: 32900 Marshal Road, Abbotsford BC V2S 0C2

Telephone: 1-877-880-8823 (toll-free)

Fax: 604-854-2120

Email: [pcqoffice@fraserhealth.ca](mailto:pcqoffice@fraserhealth.ca)

Website: [www.fraserhealth.ca](http://www.fraserhealth.ca)

## CONFLICTS OF INTEREST

Arcus employees may engage in remunerative employment with another employer, carry on a business, or receive remuneration from public funds for activities outside her/his position provided that it:

- does not provide private care to an Arcus client;
- does not interfere with the performance of her duties and responsibilities;
- does not bring Arcus into disrepute;
- is not performed in such a way as to appear to be an official act or to represent Arcus;
- does not involve the use of Arcus' premises, services, equipment or supplies to which an employee has access by virtue of her/his position;
- does not sell goods or services to an Arcus client and her/his family; and
- does not borrow money from or lend money to an Arcus client and her/his family.

Arcus employees shall not accept gifts from individuals or organizations without the prior consent of Arcus. Small gifts of appreciation on staff's birthdays or Christmas shall not exceed \$20.00.

Arcus employees may not establish a personal relationship with the families of Arcus clients and are not permitted to supply families with their home phone number and address.

More information about conflicts of interest is available from Nurse Clinician/Program Manager and Directors of Service.

## CONSENT

British Columbia's *Health Care (Consent) and Care Facility (Admission) Act* confirms the rights of individuals to make health care decisions, either independently or with support from family and friends.

Although all individuals receiving community living services from the Ministry of Children and Family Development or CLBC through a service provider are required to sign a consent/waiver form for day-to-day community living services, in many cases, this consent does not mean "blanket consent."

From time to time, at their discretion, families may provide Arcus with explicit pre-instructions for urgent or emergency health care situations.

More information about consent is available from Nurse Clinician/Program Manager and Directors of Service.

## CONTINUOUS QUALITY IMPROVEMENT

To ensure service effectiveness and efficiency as well as consumer satisfaction, throughout the year Arcus formally and/or informally surveys clients and families.

Although participation is optional, client and family input creates opportunities to maintain and/or improve clients' quality of life.

Continuous quality improvement is a dynamic, not static process. When thinking about continuous quality improvement, think of efficiency as turning the crank right and effectiveness as turning the right crank.

Located in clients' bedside drawers (residential services only) or binders (community access and respite services only) are forms for comments/suggestions and nominations (extraordinary service observations). Forms are also located attached to the inside of the back cover of this handbook. These forms are confidential – they can be submitted in a locked box or mailed directly to Arcus' head office.

More information about continuous quality improvement is available from Team Leaders and Nurse Clinician/Program Manager.

## INFORMATION SHARING

Besides asking Team Leaders and Community Living Caregivers, clients and families may access information by:

1. telephoning a clients' Nurse Consultant/Service Coordinator and asking questions;
2. telephoning the On-Call Nurse Consultant and asking questions;
3. telephoning Arcus' head office and requesting written information to be mailed or faxed;
4. writing Arcus' head office and requesting a telephone call-back;
5. writing Arcus' head office and requesting written information to be mailed or faxed;
6. visiting Arcus' website at [www.arcuscommunityresources.com](http://www.arcuscommunityresources.com);
7. visiting Arcus' head office and asking questions; and/or
8. visiting Arcus' head office and selecting written information.

More information about information sharing is available from Team Leaders and Nurse Clinician/Program Manager.



## MULTI-DISCIPLINARY PERSONALIZED SERVICE PLANS

Once a year, affiliated professionals will meet to review clients' needs and wants in an effort to maintain and/or increase clients' quality of life.

Facilitated by a Nurse Consultant/Service Coordinator, these reviews help create an annual multi-disciplinary personalized service plan. The individuals involved in these reviews may include:

- client;
- clients' family;
- primary caregiver or behavior interventionist;
- team leader;
- nurse clinician/program manager;
- director of service;
- nutritionist;
- occupational therapist;
- physiotherapist;
- physician;
- social worker; and
- behavior consultant
- psychologist

More information about multi-disciplinary personalized service plans is available from Nurse Clinician/Program Manager and Directors of Service.