

SEMIAHMOO HOUSE SOCIETY(SHS) ACQUIRED BRAIN INJURY SERVICES (ABIS)

Handbook



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GETTING STARTED WITH ABIS

MISSION - SHS 3 ENDS

Relating to ABIS, UNITI has 3 Ends policies for Semiahmoo House Society (SHS) to ensure that **people with disabilities live self-directed lives in the community at a justifiable cost:**

1. **People are valued members of society:**
2. **People decide how they live their lives, and make informed choices:**
3. **The rights of people are protected:**

CRITERIA FOR SERVICES

To receive Semiahmoo House Society (SHS) ABIS Day Program services a referral from Fraser Health Acquired Brain Injury and Concussion Services is required.

ABIS Day Program requirements are as follows:

- People requiring specialized assistance may be required to provide additional supports. Please discuss with Program Coordinator at time of intake.
- Must be 19 years of age or older
- Be able to arrange own transportation to and from the ABIS location.
- Adhere to the ABIS Code of Conduct

INTAKE AND ORIENTATION

Once ABIS receives a referral from Fraser Health, potential new participants will be contacted by the Program Coordinator to obtain additional information, as well as, to extend an invitation for a “meet and greet” opportunity. At that time, potential new participants can expect the following:

- A tour of the facility and orientation to the services provided
- Receive a copy of the ABIS Participant Handbook
- Obtain the required intake documents to be completed prior to the commencement of services
- Finalize scheduling details:
 - Typically, participants attend one day per week unless otherwise specified by Fraser Health
 - The Program Coordinator and/or staff may suggest a particular day of service based on group dynamics and common interests of group members

CHOICE - PERSONALIZED SCHEDULE



Choosing & planning activities



Voice and choice is valued



Sharing ideas in a comfortable & safe setting.



Choosing & planning meals

All ABIS participants are **encouraged and supported to be actively involved in choosing and planning activities** and meals. Meetings occur monthly for each group to discuss and plan for the following month.

Each participant's voice and choice is valued; people are encouraged to share their ideas in a comfortable and safe group setting. Following each planning meeting, a program calendar will be developed and distributed (both hard copy and emailed) to each participant. Changes can and will occur based on interest and consensus-based decision-making.

ABIS provides person-centered services to adults. Participant choices will be given priority over family and supporters recommendations.

ABIS OPERATION INFORMATION



ABIS DIRECT LINE (604) 592-1006 EXT. 230

*Semiahmoo House Society Director of
Community Services:*

Program Coordinator of Semiahmoo
Acquired Brain Injury Services:

Brianna Hopaluk

604-536-1242 ext. 232
b.hopaluk@uniti4all.com

Kristyl Downing

(604) 592-1006 ext. 230
k.downing@uniti4all.com



WHERE:

Unit #3 13550 77th Avenue Surrey, B.C. V3W 6Y3



DAYS:

ABIS Drop-In is on Tuesdays (excluding holidays)

Notice of Christmas closure and other staff training days will be announced in advance.



TIMES/HOURS:

10am - 5pm

(please ensure Handy Darts arrive no earlier than 10 am and pick-ups are no later than 4:30 pm)

*Please see page 8 for parking information.



OPTIONAL MEAL FEES:

The annual "subsidized" cost for this is **\$250** (working out to \$5 per meal).

*Meals are optional and people with dietary restrictions or those that do not wish to pay the cost are advised to pack a lunch to bring with them.

PROGRAM INFORMATION

SERVICES AND PROGRAM OUTLINE



Social Rehabilitation

Our Social Rehabilitation activities help to increase language and communication skills whereby people can gain confidence, increase social networks and obtain enjoyment. Activities may include: Aphasia workshops, various interactive games, virtual exercises, group discussions/planning meetings etc.



Recreation/Leisure Rehabilitation

Our Recreation/Leisure programs are aimed to increase community involvement, promote enjoyment as well as, promote health awareness by focusing on fitness, nutrition and overall wellbeing. Activities may include: Group day trips, organized fitness classes, meal preparation, arts and crafts, multi-sensory experience etc.



Education Opportunities – Cognitive Rehabilitation

Our educational programs promote the skills and knowledge that may be needed to achieve future goals. Activities may include: Opportunities to practice reading and writing, discussing current events, learning computer and internet skills, educational games/activities etc.



Volunteer Placement – Vocational Rehabilitation

The Volunteer Placement Program is designed to help participants feel valued in the community as people who can assist others. This may include: Shopping, Senior Services and Volunteer Awareness.



Life Skill Development

Life skill development will assist to enhance independence and self-esteem through both direct and indirect learning opportunities. Activities may include: Money management, health and safety awareness, healthy meal planning and preparation, social skills exercises, self-advocacy, transit awareness etc.

THE LIVING DESCRIPTION

In order to support people in the best way possible and provide quality services, UNITI creates a Living Description for everyone we support as a useful tool used by all staff in the Community Inclusion Services. Staff use it to gather information about people, how they want to live their lives and how they want to be supported. A living description describes what we have learned in a way that is easily understood by the person being supported and those providing support. It focuses on:

- What is important to a person
- What is important for a person
- It identifies what support the person wants and needs as well as any issues of health and safety.

A Living Description includes information about a person in relation to:

- | | |
|---------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| <input type="checkbox"/> What is Important To and For Me | <input type="checkbox"/> How to Support Me Best |
| <input type="checkbox"/> My Hopes and Dreams | <input type="checkbox"/> What We Need to Learn and Figure Out |
| <input type="checkbox"/> My Goals and Outcomes | <input type="checkbox"/> How I Communicate |
| <input type="checkbox"/> My Introduction | <input type="checkbox"/> Health and Wellness |
| <input type="checkbox"/> What People Like and Admire About Me | <input type="checkbox"/> Relationships and Matching |
| <input type="checkbox"/> My Interests | <input type="checkbox"/> Life Skills: What I can do on my own and what I need help with |

PROGRAM GOALS

ABIS will support SHS Ends by also:

- Respecting each participant for the unique person he or she is.
- Encouraging and supporting each other to develop independence by providing an environment where safe choices are offered on all levels
- Supporting positive social interactions through guidance and modelling in a non-judgmental atmosphere
- Role modelling respect for ourselves, each other, the environment and our belongings through encouragement, cooperation, collaboration, kindness, empathy, accountability etc.
- Continuing to create and maintain high quality of support within a structured and nurturing environment that meets the needs of all people in areas such as physical, social, emotional and intellectual rehabilitation.
- Providing an environment for participants to have FUN!

ARRIVAL AND DEPARTURE

Each participant is personally responsible for arranging their own transportation to and from ABIS. If HandyDART is used, notification of **all changes or cancellations must be made directly with HandyDART.**

Drop-off time: 10:00 am (drop-off time with Handy Dart must be no earlier than 10am as on certain occasions, there may not be a staff arriving until that time.)

Pick up time: 5:00 pm (please ensure Handy Dart windows are no later than 4:30 pm)

PARKING:

Due to UNITI's limited parking, people may have to be dropped off at the front. Additional road parking can be found on 77th.

EARLY DEPARTURE

Please inform ABIS staff upon arrival (at the latest) of any plans for an early departure.

ABSENCES

Before or after hours please call (604) 592-1006 ext. 230

ABIS requests notification for all absences, including vacation, illness or appointment.

PARTICIPATION

Monthly activity calendars, important notices and special event invitations will be provided and/or emailed throughout the year. We encourage support providers to assist with reminders of important dates and planned activities in advance.

Should support providers choose to drop in and visit participants, we request a phone call in advance to ensure the participant is not out in the community.

SUPPORT PROVIDER AND ABIS RELATIONS

Together our communication is crucial to each person's adjustment and enjoyment at ABIS. Support providers are encouraged to discuss questions and concerns regarding any aspect of the service provided. An appointment should be made with the Program Coordinator to discuss any issues or concerns.

Informal conversation can take place at anytime, especially when participants are arriving or departing. Any discussion of individual difficulties or problems should only take place in a confidential setting to ensure each person's privacy is maintained at all times. Information can only be shared by ABIS staff with the permission of the participant.

CONFLICT RESOLUTION STEPS

Should an issue arise, the goal is to resolve the differences of opinion and conflict by using the conflict resolution steps outlined below:

Conflict Resolution Steps

Semiahmoo House Society acknowledges that the importance of having positive working relationships with the support providers of the participants in our program. We are dedicated to providing a peaceful, positive and comfortable environment for our families and Employees. As differences of opinion and conflict do occur at times, the following conflict resolution steps have been put into place:

1

If you are able to do so, please discuss your concern with the appropriate staff member, volunteer or support providers involved. If you are unable to do so, or you do not get a satisfactory response, please speak to the program coordinator.

2

Support providers are encouraged to discuss their concerns with the program coordinator. If you do not feel that you were understood and the results that you were looking for were not obtained; or if support provider does not feel comfortable speaking with the program coordinator please see step 3.

3

Refer your concern to Director of Community Services for Semiahmoo House Society. The director will try to reach a conclusion that will be satisfactory to all parties involved after seeking all information that may be necessary to make a response.

4

If, after the first three steps, you are not satisfied with the outcome, issues may be referred to the Executive Director of Semiahmoo House Society.

5

If a satisfactory conclusion cannot be reached, support providers may be asked to withdraw the participant from our center, depending on the severity of the situation.

HEALTH & SAFETY

MEDICATION

Medications are not kept on site unless a prescribed PRN and a current seizure protocol has been provided by a physician. Medications are safely stored and administered as per Semiahmoo House Society's Standard Operating Procedures.

If a participant is able to self administer medication while receiving services, a SHS "Self-Administration" form must be signed and kept on file.

EMERGENCIES

If a serious illness/injury requires prompt or immediate medical attention, all participants supported by ABIS shall have access to prompt, effective medical attention, as it is required. All SHS employees are trained in First Aid.

Seizure protocols must be provided by a physician or designated medical service provider. If a seizure protocol is not on file staff will call 911 immediately.

EMERGENCY PREPAREDNESS

To ensure the that all people at ABIS are safely supported in the event of a natural disaster, the site is equipped with emergency supplies. Unfortunately, medications are much to complex to store and maintain. For that reason, it be the responsibility of the participant or their supports to oversee this aspect of care should an emergency arise.

ILLNESS AND HEALTH

It is **extremely important** that all participants have alternate transportation arrangements available to them should illness or emergency situations arise. If the support provider cannot be reached, the emergency phone numbers on the participant's personal profile will be called.

When a participant returns after a lengthy illness of three days or longer or has a communicable disease, a doctor's letter may be required to certify the person can once again participate in the regular program.

Please see the table on the next page for **Illness Types and Advice**. 

ILLNESS TYPES AND RECCOMENDATIONS

The following is a helpful guideline as to when participants will be asked to leave ABIS due to illness and/or when participants should be kept home due to illness. Our intention in doing this is to make ABIS as healthy a place as possible for the participants.

DISEASE	SYMPTOMS	NOTES
Cold with fever	Runny nose, lack of appetite, tired, hurts all over, sever cough, and fever above 37°C.	Keep participant at home until temperature remains below 37°C.
Pink Eye	Thick discharge from one or both eyes, redness and itching of one or both eyes.	See physician. Keep participant at home Symptoms may last up to 2 to 3 days.
Sore Throat	Fever, red throat, hurts to swallow	Keep participant at home if temperature is above 37°C.
Gastro Flu	Vomiting, diarrhea, stomach pain, loss of appetite, general weakness in the body.	Keep participant at home until symptoms have passed.
Influenza	Fever above 37°C, cough, headache, tired, no energy, sore throat, nausea, vomiting and diarrhea.	See physician. Keep participant at home until temperature remains below 37°C and other symptoms have past.
Herpes Simplex (Common cold sore)	Small, painful, fluid-filled blisters or sores around mouth.	For severe cases, see a physician.
Impetigo	Blisters or sores on the face, neck, and/or hands.	See physician to ensure you are no longer contagious.
Rashes	Red spots anywhere may be measles, chicken pox, allergies, or ringworm.	See physician to ensure you are no longer contagious.
COVID-19	Fever, cough, tiredness, loss of taste or smell, difficulty breathing, or headache.	Participants can return to programs 10 days after positive test results but must have NO symptoms.

POLICIES AND GUIDELINES

POLICY ON ABUSE

All people supported by Semiahmoo House Society will receive services that are free of physical, emotional, social, sexual, spiritual and financial abuse by support personnel, volunteers, visitors and other service recipients.

Any employee found to be abusive shall be disciplined, up to and including dismissal. As well, Semiahmoo House Society supports the criminal prosecution of any employee found to be abusive to any person receiving services.

PRIVACY POLICY

All stored information regarding the people we support is kept confidential. Any documents we have are stored in a locked filing cabinet and/or saved on an individual's Share Vision site and are password protected. This information will only be used by Community Services staff members who have been authorization to provide direct support. The information will help us provide quality support and to meet the needs of the people being supported. All documents will be kept on file for seven years, after which proper disposal of the information will be ensured, using paper shredders etc.

To ensure people are treated in a respectful and dignified manner regarding their right to privacy, Community Services staff must respect a persons personal space and possessions and will encourage others to do the same. Staff will also respect a persons request not to share information about them with family or caregivers with the exception of health and safety concerns.

When a person is doing something where privacy is expected, the staff shall ensure that privacy is provided.

TRANSPORTATION POLICY

An authorized SHS driver must ensure that everyone in an ABIS vehicle is safely seated and seat belts are fastened at all times while the vehicle is in motion. The participant should have the choice of where they sit, front or back, unless there is a specific protocol in place.

All SHS vehicles contain transportation binders. These binders provide emergency contact information and clear directions on the specific needs of each person while being supported in a vehicle.

SMOKING POLICY

The ABIS smoking section is located outside to the right of the main exit, in accordance to the smoking by laws.

Smoking is not permitted in any SHS vehicle. While out in the community, staff members are not to smoke in the presence of participants.

RESPONSIBILITIES

Everyone at ABIS is equally responsible for contributing to a positive, pleasant and safe environment. This can be done if these rules and guidelines are followed:

- Refrain from consuming or using alcohol or drugs prior to or during ABIS service hours, or while still on the property
- Refrain from using abusive language, sexually offensive language or physical violence towards other members or staff
- Everyone at ABIS is treated in an appropriate and respectful manner
- The ABIS Code of Conduct is understood and followed
- Avoid inappropriate use of the computers while at ABIS; sexually explicit websites or chat rooms.
- When the above guidelines are unable to be followed, discussions with the Program Coordinator will occur to remedy the situation and/or discuss alternate outcomes.

PHOTO AND MEDIA CONSENT

At the time of intake to ABIS, a consent form will be provided.

The participant or designated person with signing authority should then fill in this form to either grant or withdraw consent to SHS. This consent must be renewed on a annual basis and can be withdrawn at any time.

DRESS CODE

Clothing

All people attending ABIS must be suitably dressed and groomed, i.e. clean and comfortable clothes. Aprons and smocks are provided to protect clothing if the activity requires it.

Footwear

Footwear worn should be of a type, style and condition that will not expose the person to hazards. Hazards to take into consideration when assessing footwear requirements are: slipping, uneven terrain, abrasion, ankle protection and foot support, crushing potential, and temperature extremes. It is not acceptable to wear flip-flops or to go barefoot. It is recommended to wear closed-toed footwear, due to the high volume of wheelchair traffic.

Jewelry

SHS is not responsible for jewelry that is lost or damaged.

Hygiene

SHS encourages a scent-free environment therefore the personal use of perfume/cologne is discouraged.

DRESSING FOR THE WEATHER

Hot weather: Everyone is encouraged to wear appropriate clothing and hats to prevent excessive sun exposure; it is advised to pack sunscreen and extra fluids.

Cold weather: Everyone is encouraged to bring warm jackets, hats, gloves and boots to avoid disruption to possible outing opportunities

PARTICIPANT FEE SCHEDULE

Contribution funds are to be submitted annually; required contribution fee is \$250.00 and is to be paid annually to cover the cost of meals provided by ABIS. This fee is calculated by the number of weeks of service (50 weeks).

Funds are refunded on a prorated basis if a person leaves the program.

If financial assistance is required, payment arrangements can be made with the Program Coordinator.

We look forward to seeing you!