

UNITI Acquired Brain Injury Services (ABIS)

Handbook



fraserhealth

Better health.
Best in health care.

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ABIS Operations Information

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



UNITI Program Coordinator for
Acquired Brain Injury Services:

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Community Services:

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WHERE:

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

DAYS:

ABIS Day Services: Wednesdays, Thursdays and Fridays from
10am to 5pm (excluding holidays).



ABIS Drop-In Services: Tuesdays from 10am - 4pm (excluding
holidays).

Notice of holiday closures and other staff training days will be
announced in advance.



TIMES/HOURS:

Staff are on-site Monday to Friday from 10am - 5pm.

Please ensure HandyDARTs arrive no earlier than 10:00am
and pick-ups are no later than 4:30pm.

*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.



Getting Started with ABIS

MISSION - UNITI Semiahmoo House Society ENDS

Relating to ABIS, UNITI has 3 Ends policies to ensure that **people with disabilities live self-directed lives in the community:**

- 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

A referral from Fraser Health Acquired Brain Injury and Concussion Services is required to receive ABIS Day Program services.

ABIS Day Program requirements are as follows:

- People requiring specialized assistance may be required to provide additional supports. Please discuss with the UNITI ABIS 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, outlined on page 15.

INTAKE AND ORIENTATION

Once ABIS receives your referral from Fraser Health, you will be contacted by the Program Coordinator. The Program Coordinator will obtain additional information, and invite you for a meet and greet opportunity. At the meet and greet, you can expect:

- A tour of the facility and orientation to the services provided.
- To receive a copy of the ABIS Participant Handbook.
- To obtain the required intake documents so you can complete them prior to the services starting.
- To finalize scheduling details:
 - Typically, people 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

At ABIS, people 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 person'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 is 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-Centred Services to adults. People attending services will have their choices prioritized over family and supporters' recommendations.

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 include: Aphasia workshops, various interactive games, virtual exercises, and group discussions/planning meetings.



Recreation and Leisure Rehabilitation

Our Recreation and Leisure Programs aim to increase community involvement, promote enjoyment as well as, promote health awareness by focusing on fitness, nutrition and overall wellbeing. Activities include: group day trips, organized fitness classes, meal preparation, arts and crafts, and multi-sensory experiences.



Education Opportunities – Cognitive Rehabilitation

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



Volunteer Placement – Vocational Rehabilitation

The Volunteer Placement Program is designed to help people feel valued in the community as people who can assist others. This includes: 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 include: money management, health and safety awareness, healthy meal planning and preparation, social skills exercises, self-advocacy and transit awareness.

THE LIVING DESCRIPTION

In order to support people in the best way possible and provide quality services, UNITI creates a Living Description with everyone we support to be used by all staff in Community Inclusion Services. Staff use this tool 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 a 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 UNITI's Ends by also:

- Encouraging and supporting each other to develop independence by providing an environment where Person-Centred choices are offered.
- Supporting positive social interactions through guidance and modelling in a non-judgmental atmosphere.
- Respecting ourselves, each other, the environment and our belongings through encouragement, cooperation, collaboration, kindness, empathy, accountability etc.
- Continuing to create and maintain a high quality of support within a structured and supportive environment that meets the needs of all people in areas such as physical, social, emotional and intellectual rehabilitation.

ARRIVAL AND DEPARTURE

Each person attending services 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 HandyDART must be no earlier than 10:00 am as staff are not available until then.)

Pick up time: 5:00 pm (please ensure HandyDART windows are booked no later than 4:30 pm, so that the latest pick-up time is 5:00PM)

PARKING:

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

EARLY DEPARTURE

Please inform ABIS staff if you plan to leave early at least one day before, and absolutely no later than your time of arrival on the day of your early departure.

You can call the ABIS DIRECT LINE: (604) 592-1006 EXT. 230

ABSENCES

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

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

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 someone we request a phone call in advance to ensure the person 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 people 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 about a personal ABIS participant can only be shared by ABIS staff with the permission of the person attending services.

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:

UNITI acknowledges the importance of having positive working relationships with the support providers of the people in our program. We are dedicated to providing a peaceful, positive and comfortable environment for support networks, providers and employees. As differences of opinion and conflict do occur at times, the following conflict resolution steps have been established.

STEPS

1

If you are able to do so, please discuss your concern with the appropriate staff member, volunteer or support provider 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/or the results that you were looking for were not obtained; or if a support provider does not feel comfortable speaking with the Program Coordinator, please see step 3.

3

Refer your concern to the Associate Director of Community Services at UNITI. The director will try to reach a conclusion that is satisfactory to all parties involved after seeking all the information 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 Chief Executive Officer of UNITI.

5

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

MEDICATION

Medications are not kept on site unless a prescribed PRN and a health support plan have been provided by a physician. Medications are safely stored and administered as per UNITI's Standard Operating Procedures.

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

EMERGENCIES

If a serious illness/injury requires prompt or immediate medical attention, all people supported by ABIS shall have access to prompt, effective medical attention, as it is required. All UNITI 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 is the responsibility of the person receiving services or their supports to oversee this aspect of care should an emergency arise.

ILLNESS AND HEALTH

It is **extremely important** that all people 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 person 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 people are unable to attend ABIS due to illness. Our intention in doing this is to make ABIS as healthy a place as possible for the people attending services.

DISEASE	SYMPTOMS	NOTES
Cold with Fever	Runny nose, lack of appetite, tired, hurts all over, sever cough, and fever above 37°C.	Stay 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. Stay at home. Symptoms may last up to 2 to 3 days.
Sore Throat	Fever, red throat, hurts to swallow	Stay at home if temperature is above 37°C.
Gastro Flu	Vomiting, diarrhea, stomach pain, loss of appetite, general weakness in the body.	Stay at home until symptoms have passed.
Influenza	Fever above 37°C, cough, headache, tired, no energy, sore throat, nausea, vomiting and diarrhea.	See physician. Stay at home until temperature remains below 37°C and other symptoms have past.
Herpes Simplex (Common Cold Core)	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.	People can return to programs 5 days after positive test results but must have NO symptoms upon returning.

Policies and Guidelines

POLICY ON ABUSE

All people supported by UNITI 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.

PRIVACY POLICY

All stored information regarding people we support is kept confidential. Any documents UNITI has are stored in a locked filing cabinet and/or saved online and are password protected. This information will only be used by Community Services Staff who are authorized to provide direct support. The information helps us provide quality support and meet the needs of people being supported. All documents are kept on file for seven years, after which proper disposal of the information is ensured.

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

TRANSPORTATION POLICY

An authorized UNITI 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 person should have the choice of where they sit, front or back, unless there is a specific protocol in place.

All UNITI 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-law.

Smoking is not permitted in any UNITI vehicle. While out in the community, staff members are not to smoke in the presence of people attending ABIS.

ABIS POLICY FOR SPECIAL CIRCUMSTANCES AND EMERGENCIES (SERVICES & INDIVIDUALS)

At the discretion of ABIS, if any person attending services needs to be picked up due to emergencies or special circumstances; it is to be done in a timely manner and within one hour. It is the responsibility of the care provider/family member or another person assigned by those that have primary care of the person, to be available to pick them up (from the office or location in which an incident occurs).

With regards to home share, care providers; Fraser Health has clarified that if the home share provider does not have a person in place for this, it would be required of the service recipients' case manager to arrange pickup.

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:

- Do not consume or use alcohol or drugs prior to or during ABIS service hours, or while on the property.
- Do not use 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 (see page 15).
- Avoid inappropriate use of the computers while at ABIS; as an example, people must not access 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 staff member will provide a consent form for photo and media.

The person attending services, or a designated person with signing authority, will fill in this form to either grant or withdraw consent to UNITI. This consent must be renewed on an 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 extreme temperature. 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

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

Hygiene

UNITI 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 of possible outing opportunities

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.

ABIS CODE OF CONDUCT

Accountable

Arrive on time for scheduled activities, or call/email if unable to attend.

Kindness

Be kind, courteous and respectful to others and their feelings.

Involved

Participate to the best of your ability and remain engaged with others in your group.

Understanding

Remain curious and ask questions when things are unclear, or, when someone is acting out of character, check-in with them.

Non-Violent

Present yourself in a peaceful manner while attending services. Let staff know if someone is acting aggressively.

Inclusive

Everyone at ABI has the right to the same opportunities, resources and to be treated equally.

Thoughtful

Work as a team. If someone is struggling, ask them if they'd like help.

Informed

Let the staff know any information that will assist us in ensuring you have the best experience possible at ABIS!

We look forward to seeing you!