

# ENDS 1 Consultation Report

How is Semiahmoo House Society Helping  
People Live Good Lives?



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Semiahmoo House Society

2017/2018



# “ASK, LISTEN, LEARN”



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## Mission Statement, Ownership and Ends Policies

### Semiahmoo House Society Ownership Statement

The owners of Semiahmoo House Society are the people of the community.

### Semiahmoo House Society Purpose Statement

Semiahmoo House Society, a non-profit organization located in South Surrey/White Rock, exists to provide quality services and support to people with disabilities and their families in the community.

### Our Mission

#### Semiahmoo House Society exists so that:

People with disabilities live self-directed lives in the community at a justifiable cost and are valued members of the community.

The following Ends policies provide the organization with the direction to meet the Mission:

- 1. People are valued members of society:**
  1. People perform different social roles.
  2. People are respected.
  3. People live in integrated environments.
  4. People participate in the life of the community.
- 2. People decide how they live their lives, and make informed choices:**
  1. People are connected to personal support networks.
  2. People have intimate relationships.
  3. People choose where and with whom they live.
  4. People choose their work
    1. *People have paid employment opportunities*
    2. *People have volunteer opportunities*
    3. *People have entrepreneurial opportunities*
  5. People choose and use their environments
    1. *People choose services*
    2. *People have recreational opportunities*
    3. *People have travel opportunities*
  6. People have educational opportunities





## Introduction...WHY ASK, LISTEN and LEARN?

**Semiahmoo House Society (SHS) exists to support people who have disabilities to live lives of their choosing in their community.**

The Executive Director has a responsibility to report to the Board of Directors each year to check in and see how the organization is doing to work towards the Ends. Semiahmoo House Society and its employees are responsible for exploring the Ends Policies with the people they support in order to support people to have a good life of their choosing.

**The best way to check in and see how things are going in people's lives...is to ask them...listen to them...and learn from them...**

- To check in and see if SHS is working on its Mission. To see if SHS is doing a good job helping people to live good lives. To see if SHS is helping to make a difference in people's lives.
- To listen to people and see what they think.
- **TO PROVE** what we are striving to do and **TO IMPROVE** what we are doing. To discover what we need to pay attention to...to work on.
- To strive to act on what we hear by...
  - Celebrating what we are doing well so we can keep doing it – or enhance it.
  - Figure out what we can do better.
  - Figure out what we can do differently.

### What to do with the learning...

#### For the person...

- Mindful and intentional ways to celebrate the great things happening in their lives. See what we can help them maintain or enhance.
- See what we can do to help make changes in their lives.
- See what we can do to help people plan their lives and their future to live a full, rich life of their choosing in their community.

#### For the program, service, home...

- Mindful and intentional ways to develop supports and services that are based on what people want and need.





- Support staff to be aware and involved in helping people meet the Mission and Ends of the organization in a way that it makes sense to the person.

### For the organization...

- Gives the organization their Marching Orders! Guides the organization in best practices by listening to what people are saying.
- Mindful and intentional ways to develop supports and services that are based on what people want and need.
- Provides information to prepare for next steps...to figure out what can be done, changed and/or enhanced with what the organization is already doing.
- Provides evidence of supporting the Mission and Ends Policies.
- Involves and enrolls everyone.

**So that people are living happy, healthy and safe lives in their communities.**

### Then we will...

- Act on what we hear to make recommendations to Semiahmoo House Society.
- Strive to ensure SHS services and supports are helping people to move towards living lives of their choosing based on the ENDS.

## Executive Summary...

The world of Community Living has come a long way. The conversations with people seem to have surfaced thoughts that this social movement is moving forward. The days of segregation, isolation, exclusion and marginalization are less of a reality for **some** people.

Many people are living good lives. Good lives doing interesting things in ordinary places. **But many people are still faced with massive obstacles to living a good life.**



**In Simon Duffy's book "Keys to Citizenship"** he describes citizenship as "not the point of life; but being treated as a citizen provides each of us with the best possible foundation for exploring the point of our own individual life. Citizenship protects our individuality



and offers us the opportunity to find out, on our own or with others, what we want to do with our lives.

The first thing you need to do if you want to be treated as a citizen is to be recognized by those around you as someone who can be treated as a fellow citizen. This means being someone who counts, someone who has their own voice, their own interests and a life that is genuinely their own. We all want people to treat us as an individual, as a person in our own right."

### Highlights of recommendations...

#### People live self-directed lives in the Community...

- ▶ Listen to all people.
- ▶ Involve people in agency decisions and roles.
- ▶ Provide experiences, opportunities and options.
- ▶ Share what we learn...follow through with what we hear.
- ▶ Provide education for everyone.

#### People are valued members of society...

- ▶ Explore what this means to people...understanding and impact this has on a happy and safe life.
- ▶ Create the Community Connectors role.
- ▶ Support more employment opportunities
- ▶ Support the Self-Advocates of Semiahmoo.

#### People perform different social roles...

- ▶ Explore what this means to people...understanding and impact this has on a happy and safe life.
- ▶ Explore and connect social roles to a sense of belonging and Citizenship.
- ▶ Provide employment and volunteer opportunities.
- ▶ Create resumes.
- ▶ Support and develop mentors and self-advocates.

#### People are respected...

- ▶ Provide education about respect and rights & responsibilities for everyone.

#### People live in integrated environments...

- ▶ Adapt documentation and information into plain language.
- ▶ Advocate for Community Accessibility.



- ▶ Provide inclusive opportunities and experiences.
- ▶ Provide education and learning about safety.
- ▶ Build natural supports and relationships.
- ▶ Provide education and training for agency, staff and families.
- ▶ Address some of ABIS needs.

### People participate in the life of the Community...

- ▶ Provide opportunities and experiences for people to get out in the world.
- ▶ Provide opportunities where people can contribute.
- ▶ If people need more support to get out and about– help them figure it out.
- ▶ Share what is happening around local communities.
- ▶ Provide opportunities to continue learning and building skills.
- ▶ Bring community “IN” when it’s sometimes challenging to get out there.

### The essence of what we have heard...

Include and involve people in the future direction of SHS.

Help people understand the words we use and the impact they have in their lives.  
Explore and discover what these mean to people.

- ▶ **Self-direction.**
- ▶ **Valued members of society.**
- ▶ **Social roles.**
- ▶ **Respect.**
- ▶ **Integrated environments.**
- ▶ **Community life.**

People want more experiences, options and opportunities. We need to mindfully and actively explore the obstacles, barriers and limitations people experience.

Figure out how to better support staff and families who support people who don't use words to communicate and/or have language barriers to have a stronger voice and be more involved in the conversations.

Connect people to their communities. People want to get out in the world. Ensure people have the support they want and need.

People want more friends.

To support and foster education for everyone. Awareness for everyone.





Share what we have learned with everyone.

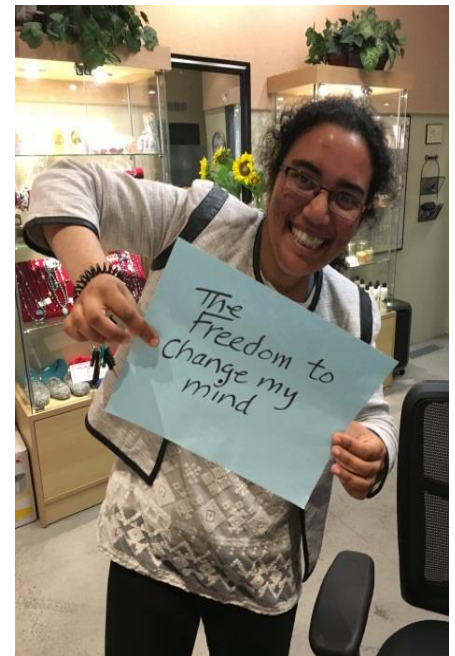
### We need to continually think about...

- Are we paying attention?
- Are we making an impact? Are we making a difference in people's lives?
- Are we watching for effect not just effort?
- Where are the gaps?

As the organization strives to support people to have a good life of their choosing, it is important to look at what the organization is already doing or working on in relation to what we have heard. To celebrate what is going well and to keep doing it. We must also look at what we can do better, do different and/or change.

This process alone, has made a difference. Just the fact that we asked people and listened to what they have to say fosters a learning culture.

**It is important to evaluate the organization WITH people not FOR people. Now we just need to ensure we continue to make efforts to act on what we hear! 😊**



### What we tried...what happened...the process...

2017/2018 was the year to examine the Ends 1 policies:

#### People are valued members of society:

- People perform different social roles.
- People are respected.
- People live in integrated environments.
- People participate in the life of the community.

#### How do we know? Are our efforts making a difference?

- We need evidence!
- We need stories!
- We need to ask people!





## BY...

Asking people Semiahmoo House Society supports and provides services to different questions. These questions assisted in helping SHS find out more about the experiences of people we support.



## The Process...

During the fall of 2017, the Self-Advocates of Semiahmoo and Nolda Ware worked in partnership to meet with people and support staff to ask questions, have conversations and learn from people about what seems to be going well and ways to support growth in relation to the above Mission Statement and Ends 1 statements.

The ENDS were defined in plain language and examples provided. In relation to the ENDS 1, questions in plain language were created in an attempt to help people understand what the Ends are and what they mean in relation to their lives.

Within the society, the various groups of people met with either one or more of the following people: Jill Glennie, Charmly Smith, Nolda Ware, Manjeet Ghangass, Michaela Robinson, Sierra Dean.

Each session took approximately one to two hours and answers/conversations were recorded verbatim. People had help from support staff to guide the conversations and record information if needed/requested. When necessary, consultants listened and supported staff who work with people to record their thoughts where communication was a barrier. This was felt to be the best measure of people's feedback.



In total, 103 people SHS supports were involved from...

**Residential supports and services:**

25<sup>th</sup> Avenue, Angus Place, 20<sup>th</sup> Avenue, 20A Avenue, Chorus Apartments.

**Employment/Community/Day Services/Self Advocates of Semiahmoo:**

PD, ABI, ETS, SAS.

**Rec and Leisure** was not directly consulted as many people who attend Rec and Leisure programs also attend other SHS programs, services and SAS, hence were already involved.

**CSN** was not included as it was felt that more conversation was required to assess whether this process would make sense or not for CSN. The organization would like to include CSN in the next consultation and will meet with CSN support team for direction.

Information was compiled from each program/service/home...and then summarized to capture agency wide information and learning.



**The purpose, process and summary of information** gathered was shared with the SHS Board of Directors on January 23, 2018 by:

- Nolda Ware, Manager of Person Centred Practices.
- Jillian Glennie, Self-Advocates of Semiahmoo Involvement Coordinator Community Support Worker.
- Manjeet Ghangass, Self-Advocates of Semiahmoo member.

**The information gathered was analyzed by the ENDS Team to develop recommendations to the organization in order to...**

- Celebrate what we are already doing.
- Determine what needs more attention...do better, do different or change.
- Inform the next Leadership Strategic Plan.



- Learn what worked/didn't work about the consultation process to make changes for the consultation next year.

## The Self Advocates of Semiahmoo



### SAS involvement in the process...

"SAS is an organization that makes change through positive relationships. Located in South Surrey, SAS members plan, meet and do. Members identify as having diversabilities and forward thinking ideas. SAS members gain confidence, friendships and create meaningful experiences while paying close attention to accessibility and inclusion."

### SAS was involved from the beginning...

- They created a booklet of questions using plain language.
- SAS was supported and encouraged to learn and grow through the experience.
- SAS assisted in organizing and holding the focus groups across the organization.

### "What I enjoyed doing and how I was involved" – by Manjeet Ghangass

"I am part of the Self Advocates of Semiahmoo. Before each focus group I told everyone why we were here using a speech I'd written. I helped through the whole process by giving specific examples from my life.

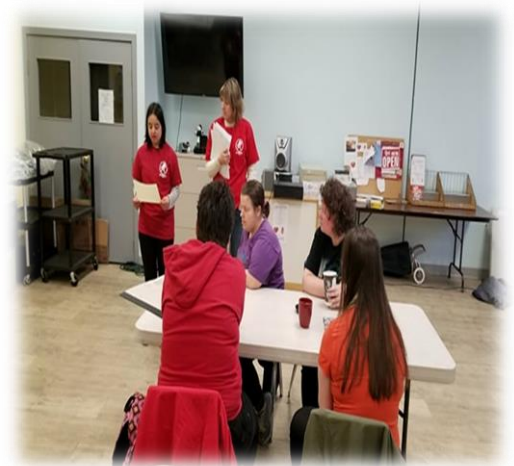
I used plain language. I was mindful of where people are coming from and how their lives are now.

I was part of focus groups at ETS, PD, 25<sup>th</sup> Avenue, Angus Place and ABI. I watched staff engage and support – by pulling stories and ideas out. It felt like a team effort.

It was beautiful watching conversations develop. Listening for stories - more than yes or no answers. I learned a lot about what goes on in people's lives – deeper connections.

The process was taken seriously. All people involved wanted to be a part of the process – people were engaged and wanted to be part of the process.

We saw this as a meaningful event – follow up and action will be really great to track! "





## ENDS 1 defined in plain language...

Though the Ends policies are important and powerful statements, it was recognized that not everyone would understand what they mean. We needed to make an attempt to define the Ends in plain language that would hopefully be more accessible to people.

**GLOBAL ENDS POLICY - MISSION: People with disabilities live self-directed lives in the community at a justifiable cost.**

### ENDS 1 defined in plain language

1. People are valued members of society
  - 1.1 People perform different social roles
  - 1.2 People are respected
  - 1.3 People live in integrated environments
  - 1.4 People participate in the life of their community

**MISSION: People with disabilities live self-directed lives in the community at a justifiable cost.**



#### **Definition: Choice and Control...**

➤ If you have self-determination or self-direction then this means you are in charge of your own life as much as possible. You are living the way you want to live. You are in control of your life. If you do not have self-determination then other people are in charge of you and either decide how you will live your life or tell you how to live your life. People have support to live self-directed lives.

### 1. People are valued members of society.

#### **Definition:**

- Value: that you are important, that you matter, that others appreciate you and like you.
- People and the community care about you and are concerned about your happiness, well-being and safety.
- When people do things for you, not because they have to but because they





want to.

- You do things for your community – you help out, you are involved – people see that you have good things to offer.



### 1.1 People perform different social roles.

*“All people are needed in community and all people have something to offer and something to gain from engaging in a variety of social roles.” - CQL*

**Definition:**

- Social roles are the part people play as members of a social group.
- Social Roles refer to the expectations, responsibilities, and behaviours we adopt in certain situations...the way you act or behave in different social situations.
- You have relationships and feel like you belong in your world.
- People have many different social roles...and sometimes they change.  
Examples: Volunteer, employee, student, artist, athlete, actor, neighbour, husband, wife, son, daughter, sister, brother, parent, friend, member of a group.

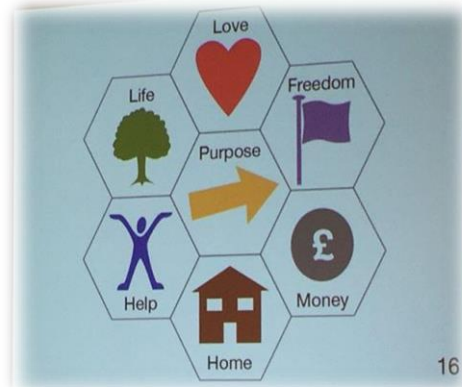




## 1.2 People are respected.

### Definition:

- People are treated in the same manner as all others.
- People treat you well.
- People talk to you in a nice, friendly way.
- People listen to you.
- People value and listen to your point of view.
- People accept you for who you are.
- People are kind, polite and helpful towards you.
- People help you feel good and important.
- People are able to be alone if they want to/need to – privacy, quiet and own space.



## 1.3 People live in integrated environments.

### Definition:

- People live, work and play in the same places used by others.
- A mix of people spending time together in regular, ordinary places.
- You are able to get to places and to do the things you want and need to do in every part of your life.
- You are able to understand, see or hear things in public places.
- If you need some help or changes...things are adapted/changed so you can get to them or do them.
- This may be in your home, at work, at school, at the doctor's office, the airport – anywhere in the community or in your neighbourhood.





## 1.4 People participate in the life of the community.

### Definition:

- Being a part of, involved in and going to a wide variety of places, hang outs, activities and events in the community or neighbourhood.



## What we learned...

### Do people really understand? What we are asking...what they are hearing?

Far too often, people are asked questions, but don't fully understand what is being asked of them, what the question means...or why they are being asked questions.

Far too often, people are asked to gather information from people about how life is going, but struggle with what kind of questions to ask or how to ask them...or why they are asking them.

To the best of our ability, we need to try and help people understand exactly what is being asked. We need to try and avoid the "yes" and "no" check box as the only way to learn.

To the best of our ability, we need to support people asking the questions. Give people time to build relationships, get to know people and provide some resources that can help people by...

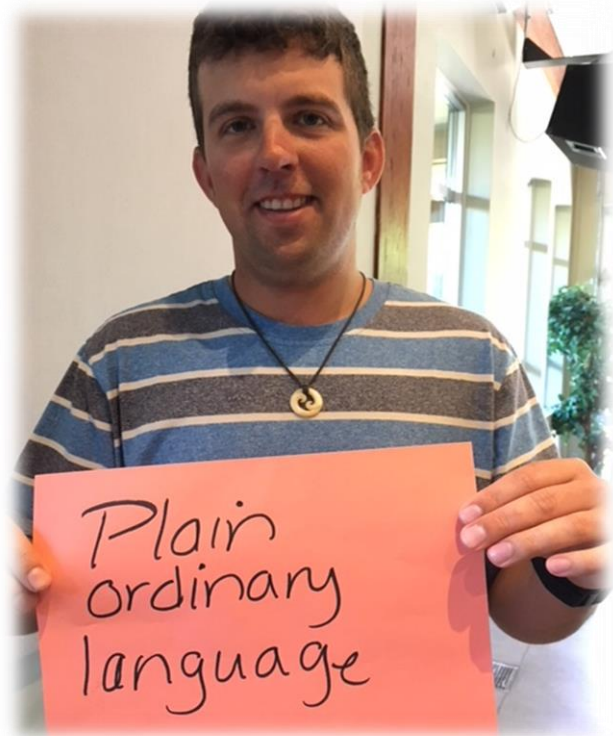
- Checking in to see if people understand as much as possible what is being asked...
- Having some handy dandy questions to ask...
- Being prepared to switch gears and ask different questions...or ask questions in a different way...
- After trying our best – feel ok if we just didn't get it right...or the questions or concepts were just too hard for people to think about or answer.





## How can we try and do our best to ensure people understand?

- **USE PLAIN LANGUAGE!** Get rid of big words and complicated concepts;
- Have conversations about WHY. Give people information and explanations – why are you asking questions? How does it affect them? How can it be helpful to themselves, others, the organization, etc.?
- Give people clear, easy to understand definitions;
- Give people examples;
- Check in to see if people understand;
- Be prepared to dig deeper, ask more questions, ask different questions – find out more about the topic;
- Talk to other people who love and care about the person and see what they think about how the person feels or would answer the question.
- Use different ways of asking...pictures, videos, stories...



### “What I learned about language”...Nolda Ware

“During a focus group with eight men, I asked them **“Are you respected? Do you feel respected?”** With much enthusiasm, all hands went up “We sure do!” I then asked them what respect means. Silence...everyone said “I don’t know...”

So I defined “respect” using ordinary, plain language. I gave examples. Then I asked the question again...”**Are you respected? Do you feel respected?”**

I asked each person one at a time...and got very different answers...

“Sometimes I am not respected by people in my family.”

“Some of my friends hurt my feelings sometimes.”

“Sometimes staff ignore me or don’t listen to me.”

“Some people don’t accept me for who I am.”

“Sometimes people talk about me when I am not there.”



"Some people don't treat me very nice."  
"Some people listen to my private phone conversations."  
"For the most part, I think I feel respected. And I let people know if they are not respecting me – or if they need to listen to me."  
"In order to be respected...we need to be respectful."

## What we learned is important to people...

Information was compiled from each program/service/home...and then summarized to capture agency wide information and learning about **what seems to be going well...what could be better/paid more attention to.**

### An Overview: What to celebrate! What to maintain and/or enhance...

- Citizenship – planning my life, voting, choosing a home, employment, contributing, community connections, community life, self-advocacy.
- Positive control and feeling empowered.
- Support to make decisions and choice.
- Good support networks.
- Amazing staff who listen.
- Relationships and friends.
- Passions, gifts and talents are recognized and shared.
- People are welcomed and connected to their communities.
- Experiences, opportunities and options are increasing.
- People have many social roles and are continually learning.
- Feeling listened to and treated with respect.
- A more accessible and inclusive world is unfolding.

### Some things people said...

"I have control about what happens in my life."  
"People I trust help me make tough decisions if I need help."  
"Some people still tell me what to do."  
"We should be able to make more decisions because we are adults."  
"People don't know me in my community."  
"It's good to work hard and get paid. I like my job."  
"I want a resume so I can get a job."  
"Due to my abilities, I find it hard to find a job or hold a job that is suitable for me."  
"I like the staff and my roommates. People care about me and I care about them."  
"I am appreciated for who I am."





“I get to choose who I want to talk to when I need to talk to someone.”

“I don’t feel respected and it makes me feel sad.”

“People say things I don’t understand.”

“Sometimes I feel ignored.”

“In the community, sometimes people make fun of me.”

“We think the community wants to be helpful – we hope so!”

“I think the community wants to help out but doesn’t always know how.”

“I would like to get out in the world and try more things.”

“Coming to ABI makes me feel good. I wish I could come more often.”

**MISSION: People with disabilities live self-directed lives in the community at a justifiable cost.**

### What seems to be going well...

- ▶ People have control, choice and are empowered.
- ▶ People have good support networks.
- ▶ Staff listen and learn what people want and need.
- ▶ People are happy where they live.
- ▶ People enjoy their days.
- ▶ People are in control of making their own plans.
- ▶ People are empowered and supported to advocate for self or others.
- ▶ People are members of the Self Advocates of Semiahmoo.

### What could be better/paid more attention to...

- ▶ Help people understand what self-determination means.
- ▶ Help people have more positive control in their lives.
- ▶ People want to make more decisions for themselves.
- ▶ Support for staff and people who don’t use words to communicate.
- ▶ People want jobs and control of their money.
- ▶ People want more options about how to spend their days.
- ▶ People want to get out in the world more.
- ▶ People want control of their plans.
- ▶ Teach and support with advocacy and self-advocacy.

### People are valued members of society.

#### What seems to be going well...

- ▶ People are valued for the gifts and talents they bring to the world.
- ▶ People belong to groups or are members of places in their communities.
- ▶ People go places where people know their names and they feel welcomed.



- ▶ People go places regularly so people get to know them.
- ▶ People have opportunities to be with people or places where they can help out.

#### What could be better/paid more attention to...

- ▶ Spend more time learning about, recognizing and tapping into people's gifts and talents to help explore contributions they can make.
- ▶ People want to get more involved in their communities.
- ▶ Some people do not belong to groups or are not members in their communities.
- ▶ Connect more people with regular places where people know them and welcome them.
- ▶ Help people find more opportunities where they can contribute/help out.

### 1.1 People perform different social roles.

#### What seems to be going well...

- ▶ People have many different social roles.
- ▶ People have jobs in their communities.
- ▶ People volunteer in their communities.
- ▶ People have opportunities.
- ▶ People are continually learning new skills and have new opportunities/experiences.
- ▶ People have opportunities to share their talents and gifts.

#### What could be better/paid more attention to...

- ▶ Help people learn more about what social roles are and the part they play in a full, meaningful life.
- ▶ Help people to make more friends.
- ▶ People want jobs and to earn money.
- ▶ Many people don't have resumes.
- ▶ Help people who don't use words to communicate and need full support to work and volunteer if they want to.
- ▶ People want to volunteer.
- ▶ People want to go to a typical college or university.

### 1.2 People are respected.

#### What seems to be going well...

- ▶ Striving to provide easy to understand definition of respect.
- ▶ People feel others listen to them and take the time to listen to what they have to say.



- ▶ People feel they are accepted for who they are.
- ▶ People feel respected at Semiahmoo House Society.
- ▶ People have positive community experiences.
- ▶ People feel they are treated well.
- ▶ People feel they have others in their lives they trust and can count on.

#### What could be better/paid more attention to...

- ▶ Many people don't know the definition of respect (or many other words people use.)
- ▶ Being more mindful of defining language and using plain language.
- ▶ People continue to have negative experiences in the community.
- ▶ People don't feel respected, listened to or accepted.

### People live in integrated environments.

#### What seems to be going well...

- ▶ People feel it is easy to get to all the places they want to go to.
- ▶ Community is helpful.
- ▶ People's homes are accessible.
- ▶ Semiahmoo House Society is accessible.
- ▶ People go places or are part of groups that are not only for people with disabilities. Regular, ordinary places.
- ▶ People attend typical colleges and universities.
- ▶ People have friends that do not have disabilities.
- ▶ People have cell phones and access to internet and social media.
- ▶ For some people, it is easy to understand, see, read and hear things.
- ▶ In general, people feel safe.

#### What could be better/paid more attention to...

- ▶ People still struggle with accessibility – mainly in Community and transportation.
- ▶ Community/the public are not always helpful or understanding.
- ▶ Some people only belong to places or go places that are only for people with disabilities.
- ▶ Many people are not a member or part of a group outside SHS.
- ▶ Some people have no one to go out with or only go out with staff/paid support.
- ▶ Some people have accessibility struggles in their home.
- ▶ People want to learn to use social media.
- ▶ Not enough plain language and mindful speech.
- ▶ People feel unsafe at times on the bus, in public, at night, in certain neighbourhoods and with certain strangers.



- ▶ ABIS needs more space and a better vehicle.

## People participate in the life of the community.

### What seems to be going well...

- ▶ People have a wide variety of experiences and opportunities and are getting out and about.
- ▶ People are involved in their communities.
- ▶ People go places regularly where people know them.
- ▶ People help out and contribute to their communities.
- ▶ Staff listen to what people want to do.
- ▶ People have support to enjoy a life in their community and have people to go out with.
- ▶ People know what's happening in their communities.
- ▶ ABIS is a big part of community life for people – for many, it is the only time they get out and about in the world.

### What could be better/paid more attention to...

- ▶ People want to get out in the world more and experience more variety.
- ▶ People want new experiences and opportunities to try new things.
- ▶ Some people only spend time at SHS and at home.
- ▶ People don't always have people to go out with.
- ▶ People have financial barriers.
- ▶ People don't have any one to go out with in the evening...or no transportation.
- ▶ People don't have community connections.
- ▶ People don't know what's happening in their communities.
- ▶ People want to go to ABIS more often.

## What can we do to act on what we have heard?



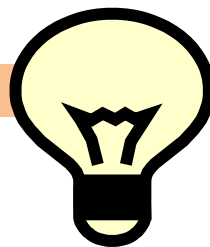


## Acting on what we have heard...

- ▶ What do we do with all this learning?
- ▶ We need to make a commitment to people...we listen to people...we make efforts to act on what we hear...to keep working towards full and meaningful lives.
- ▶ Figure out how to share with everyone connected to the agency - follow through and follow up?



## The Bright Ideas!



## The Recommendations!

**MISSION: People with disabilities live self-directed lives in the community at a justifiable cost.**

## Recommendations

- All ENDS to be defined and written in plain language so they are clear and understood by all people as an addendum to present ENDS.
- More ways to listen to people and hear from them. This needs to be ongoing.
- To increase support for staff to support people who don't use words to communicate and/or have an acquired brain injury to be more involved in the conversations.
- Meet with CSN team to determine how to involve people they support in this process.
- Increase ways to involve people SHS supports in agency decisions and roles.
- Mindful and intentional exploration to see if people are spending their days the way they want and need to. Assess if there are enough inclusive experiences, opportunities and options.





- Mindful and intentional exploration of obstacles and barriers...eg. Transportation, finances, isolation, communication, enough support.
- Share what we have learned with the agency. Ensure there is follow up and follow through with what we have learned. Figure out a tracking and reporting system.
- Provide education and learning to focus on what could be helpful towards fostering self-determination and self-directed lives – for staff, people we support and families.

### Areas to focus on...

- ▶ Planning my life – thinking about my future. Creating direction and purpose.
- ▶ Rights and Responsibilities. Choice with boundaries.
- ▶ UN Convention of Rights for People with Disabilities.
- ▶ Citizenship.
- ▶ Advocacy and self-advocacy.
- ▶ Voting.
- ▶ Earning money. Employment.
- ▶ Community connecting and Community life.
- ▶ Making contributions.
- ▶ Making friends and building relationships.
- ▶ Helping people make decisions and choices (supported and informed decision making).
- ▶ Life skills and life learning: eg. Making plans, making arrangements, managing money, taking care of my home.

### Where we are headed.

- All ENDS will be defined in plain language.
- Formally and informally throughout the year while spending time with people we are listening to what people the agency supports are saying in relation to the ENDS and acting on what we are able to act on. There is follow up and follow through with consultations and recommendations.
- We have increased support for staff to support people who don't use words to communicate and/or have an acquired brain injury to be more involved in the conversations – to support people so their voice is heard more often.



- We are checking in with people regarding how life is going in relation to ENDS 1 is happening in a way that makes sense for CSN.
- We include people in roles that matter and are important. People have status. People the agency supports are involved in organization decisions.
- People have choice, options and opportunities about how they want to spend their days.
- People have support and guidance to deal with obstacles and barriers such as transportation, finances, isolation, communication, enough support.
- The entire organization is aware of the ENDS 1 consultation and the recommendations. There is an effective and productive method of acting on recommendations and tracking progress.
- People have educational and learning opportunities that enhance and foster self-determination and self-direction.

## People are valued members of society.

### Recommendations

- Exploration and discovery about what being a valued member of society means to people...their understanding and the impact this has on having a happy, healthy and safe life. Create and share definitions and examples.
- Support people to discover, build on or enhance their passions, gifts and talents.
- Exploration and discovery with people about community involvement, places they go where people know them and places where people can help out/contribute/connect.
- Create capacity for Community Connectors role.
- Continue to support the Self-Advocates of Semiahmoo and their mission and vision.

### Where we are headed.

- People understand what it means to be a valued member of society and have opportunities to be valued members of society.
- People have opportunities to explore and share their gifts, talents and passions in their communities and neighbourhood.
- People are getting out in the world doing ordinary and interesting things. They are connected to their communities and neighbourhoods and have opportunities to contribute (on their terms) . They go places where they are welcomed, people know them and they have a sense of belonging.



- Semiahmoo House Society has a Community Connector department that is alive and thriving!
- The Self Advocates of Semiahmoo are thriving and sharing what they do and how they do it...with the world!

## People perform different social roles.

### Recommendations

- Explore and discover what social roles mean to people...their understanding and the impact this has on a happy and safe life. Provide definitions and examples. The connection between social roles and a sense of belonging and citizenship. What matters and is important to people.
- Continued focus on building relationships, family connections and friendships.
- Continued focus on opportunities for employment, education and volunteering.
- Continue addressing employment and community involvement barriers and limitations. (eg. Transportation, support, safety, training, education)
- Help people create resumes for everyone who wants one.
- Create capacity for Community Connectors role.
- Increase capacity of mentors and self-advocates.

### Where we are headed.

- People understand what it means to have social roles and have opportunities and experiences to explore/develop social roles with universal appeal (on their terms).
- People have a web of relationships that are meaningful and fulfilling.
- People have employment, education and volunteer experiences and opportunities of their choosing.
- We have intentionally and mindfully made efforts to break down barriers that affect people's lives.
- Everyone who wants or needs a resume has one.
- S.A.S. continues to be a strong, healthy presence and is making their lives, their peer's lives and the community a better place through forward thinking ideas and real change.



## People are respected.

### Recommendations

- Explore and discover what respect means to people...their understanding of the word and the impact this has on a happy, healthy and safe life. Provide definitions and examples.
- Education and awareness around Rights and Responsibilities. Enrol S.A.S.
- Education, awareness, understanding and knowledge for family, agency, staff, community.

## Where we are headed.

- People understand what it means to be respected, feel respected and be respectful.
- People know their rights and the responsibilities that go along with rights. People have support from others to have their rights honoured and to respond to the responsibilities that go along with rights.
- We foster and advocate for a world where we all belong.

## People live in integrated environments.

### Recommendations

- Explore and discover what integrated environments (inclusion) mean to people...their understanding and the impact this has on a happy, healthy and safe life. Provide definitions and examples.
- Mindful efforts to use language people understand – provide definitions and examples. Adapt applicable documentation and information into plain language as addendums/an alternative.
- Organized ways to advocate for Community Accessibility and Awareness. Continue to enrol S.A.S.
- Create capacity for Community Connectors role.
- Provide opportunities and experiences for people to go places that are not just where people with disabilities go. Foster more inclusive opportunities, options and experiences.
- Continued focus on learning about safety.
- Continued intentional focus on helping people build natural supports and relationships.



- Social media and technology training and education for people.
- Help people make friends, maintain friends, spend time with friends. Relationship connecting and building.
- Education and training for agency, staff and families.
- Strive to address ABIS needs – eg. program space and wheelchair van.

### **Where we are headed.**

- People understand they have a right to full inclusion and access to their communities and neighbourhoods.
- We are mindful and pay attention to ensure people understand what they read and hear to the best of their ability. We provide alternative resources to relevant and applicable material/documentation.
- The Community continues to move towards full accessibility for all people.
- People are involved in their communities and neighbourhoods (on their terms) and are enjoying what the world has to offer.
- People are safe/feel safe. When they are not safe/do not feel safe, it is addressed and they receive the support then want and need.
- People use social media if they want to.
- People use social media safely.
- People have opportunities and supports to enhance their knowledge and abilities with social media and technology.
- ABIS has a wheelchair van and increased program space.

### **People participate in the life of the community.**

#### **Recommendations**

- Create capacity for Community Connectors role.
- Increase opportunities and experiences for people to get out in the world. Explore groups, clubs, inclusive services, inclusive fun, community events, hang outs, etc.
- Explore opportunities where people can contribute.
- If people need more support – are there natural supports? Or volunteers? Connections that can be made? Figure out and address barriers and limitations. (eg. Transportation at night, no one to go out with, finances, unaware of what's happening in the community, service barriers – eg. People wanting to go to ABIS more often.)





- Create a user friendly and accessible way to share what is happening around local communities.
- Continued focus on learning skills – safety, taking the bus, using money etc.
- Increase opportunities to bring Community “IN” when it is sometimes challenging to get out there. (eg. Group homes and music opportunities)

### Where we are headed.

- People have choice, options and opportunities to get out in the world. People are living a good life of their choosing.
- People contribute to their communities and neighbourhoods in a way that makes them feel valued and connected to what matters to them (on their terms).
- People know what is happening in their local communities in a manner that is user friendly and accessible.
- People have the support, learning, education and skills to live a happy, healthy and safe life.

### What next? Things to figure out?

- How to share with the organization?
- How to share with people we support?
- How to act?
- How to follow up and follow through with the recommendations that we can act on?
- How to track progress? Impact?

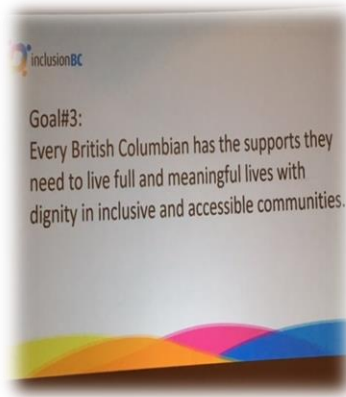


### Wise words from Steve Patty...

**“What you hope for determines what you live for.”**

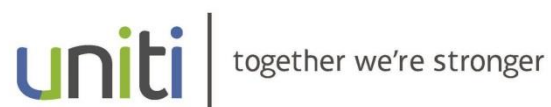
**“What we discover...teaches us.”**

**“It takes courage to be open to hear the tough stuff...the not so good stuff.”**



## *An Inclusive Community Values all People*

Semiahmoo House Society  
A partner in



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