

ENDS 3 Consultation Report

ASK, LISTEN and LEARN

How is UNITI (Semiahmoo House Society) doing in supporting people to live good lives of their choosing?

2023-2024



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SEMIAHMOO
HOUSE SOCIETY



By Nolda Ware, UNITI

“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.

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:

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

2. People decide how they live their lives, and make informed choices:

- People are connected to personal support networks.
- People have intimate relationships.
- People choose where and with whom they live.
- People choose their work
 1. *People have paid employment opportunities*
 2. *People have volunteer opportunities*
 3. *People have entrepreneurial opportunities*
- People choose and use their environments
 1. *People choose services*
 2. *People have recreational opportunities*
 3. *People have travel opportunities*
- People have educational opportunities
- People have opportunities to explore spiritual needs

3. The rights of people are protected:

- People are safe.
- People have the best possible health.
- People exercise rights.
- People are treated fairly.
- People are free from abuse and neglect.
- People experience continuity and security.
- People decide when to share personal information.
- The community is aware of the universal rights of all people.

Introduction: The Purpose, The Plan, The Process

The Purpose

The Chief Executive Officer has a responsibility to report to the Board of Directors each year to see how the organization is doing to work towards the ENDS. Semiahmoo House Society (SHS) 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.



To gather information and learning about what people SHS supports have to say about their lives in relation to the ENDS 3 policies. To check in and see how SHS is doing to help people live good lives and create some recommendations.

Create a report to be presented to the Board of Directors and the organization and act on some of the recommendations.

The Plan

To connect with people SHS supports across the agency from each service, program and home. Explore questions with people to hear about their experiences in relation to ENDS 3.



People decide how they live their lives, and make informed choices.



The Process

During the month of October and November 2023, SHS employees had conversations about ENDS 3 with **87** people that SHS supports from:

Inclusive Living supports and services, Community Services, Employment Services and the Self Advocates of Semiahmoo.

All the information was organized to look at what was learned to help the ENDS Recommendation Committee create some recommendations for SHS based on what people had said.

Note: People who attended Acquired Brain Injury Service (ABIS) chose not to go through the ENDS consultation process. See recommendation.

What are main concerns about life in relation to ENDS 3?

We asked people to choose their top 5 concerns.

The areas of my life when thinking about the ENDS 3.	# of people
I think the Community does not know enough about the rights of people with disabilities.	37
Safety during my days – outside of my home.	34
Safety at home.	26
I don't know what my rights are.	20
There are people in my life who hurt my feelings. My feelings and emotions are not taken seriously.	13
I don't have enough control of my money and do not always know how it is spent. I don't have a say in managing my money.	11
I don't get to do the same things as everyone else. I don't get the same chances and opportunities as other people.	10
I find it hard to speak up for myself or don't have people in my life to speak up for me.	9
I want to talk to a counselor or see a counselor more often.	7
I don't have enough people in my life I can count on. People don't do what they say they are going to do.	7
Changes happen in my life without me knowing about them	7
People share private and personal information about me without getting my permission or my OK.	6
I don't always feel safe, secure and comfortable.	6
I don't know what staff, family or professionals write about me.	5
I don't have regular checks up or go to the doctor or health professionals enough.	2
I don't have enough support to get medical help or to stay healthy.	1
I don't feel like I am treated fairly. Often, I am not treated well or not treated right.	1

Executive Summary: SEE SEPARATE DOCUMENT

“People seem to feel safe at familiar places with familiar people. Regular places they go...this contributes to feelings of safety and belonging.” Direct Support Staff, Inclusive Living



A Summary of What People Said About ENDS 3

The Rights of People Are Protected

“Be there for people, teach people how to deal and cope with their ups and downs. Everyone is different and needs different support.” - Person Consulted

ENDS 3.1 People are safe

You are safe and you feel safe. You are safe from harm at home, work, school, community program, public places. You do not feel afraid, scared or fearful. Safety includes physical (your body), emotional (your feelings), financial (your money and personal belongings). The best way to be safe is to have family, friends and other people in your life who know and care about you.



People were asked if they feel safe in their home.
44 people said YES 2 people said SOMETIMES 0 people said NO
People were asked if they feel safe at UNITI/SHS.
48 people said YES 1 person said SOMETIMES 0 people said NO
People were asked if they feel safe at work and/or school.
25 people said YES 7 people said SOMETIMES 0 people said NO
People were asked if they feel safe in their community.
40 people said YES 8 people said SOMETIMES 1 person said NO

People were asked “what other places do you feel safe?”

- Places they go regularly.
- The homes of friends and family.
- Groups, clubs, teams.
- Churches, Temples, Mosques.

People were asked “why do you feel safe in these places?”

- They are familiar places and neighbourhoods.
- Places where they feel they belong, are welcomed and feel comfortable.
- People know them. People know their name.
- People feel respected.
- Having support from the community.
- Going places with family or friends.
- Scary things don't happen.

People were asked “why do you not feel safe in some places?”

- Being alone.
- Being out alone after dark.
- Unfamiliar places.
- The dangers of crossing the street.

- Being around strangers – not trusting strangers.
- Certain neighbourhoods and crime.

People were asked if they know what it means to be safe online (on the internet and on social media).
26 people said YES 1 person was NOT SURE 16 people said NO

People gave lots of great examples of ways to be safe when online, on the internet or on Social Media! 😊

<p>INCLUSIVE LIVING: On behalf of people who communicate in different ways or don't use words to communicate about being and feeling safe.</p> <p>“Group homes excel in the area of safety due to the nature of our work.”</p> <p>“We always listen to people and their concerns – what they say and what we see. We observe and watch body language.”</p> <p>“People need to feel safe – to have trust which is built over time. We need to pay attention to people – how they are feeling around safety. Honour how people are feeling and what they need to be and feel safe.”</p> <p>“Without trust – people won't open up with us.”</p> <p>“People being safe in their homes is about trust and relationships – not just physical safety.”</p> <p>“Reassurance – we are here – you are safe. We ensure environmental safety, trust and rapport. The message is “You are safe with me.”</p> <p>“Feeling safe is not just about physical safety – it is emotional safety as well. The people they have to live with – they may not feel safe around or want to live with them. THIS IS WHY MATCHING IS SO IMPORTANT!”</p> <p>“People we support don't always understand the dangers of the world – so it's important that staff are aware.”</p> <p>“Fear of the unknown. By exploring new things – being there with them – the fear can go.”</p>
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Some things people said ENDS 3.1

“I feel safe when I am with people I know.”
“People are nice and help me if I need it.”
“I live in my own apartment and feel safe there.”
“There are lots of kind and helpful people in my community.”
“If I know people, it’s just like the TV show Cheers!”
“When I am not feeling safe, sometimes it is because I’m afraid someone might do something to me.”
“People might take advantage of me.”
“I worry about not being aware of the unpredictable dangers arounds me.”
“I don’t always feel like I belong.”
“Sometimes I feel uncomfortable, out of place, stand out.”
“Sometimes strangers can be unkind, judgemental, stare or make mean comments.”
“I am afraid when I am not able to defend myself.”
“Talking about safety helped people to think about their surroundings and share their experiences which scare them. I think we should have more discussions about safety – what is safe and what is not safe.”

What can UNITI/SHS do to help people be safe and feel safe? Some bright ideas

“Education about how to deal with internet bullies and being safe on-line. Teach more on-line safety sessions.”
“Educate people on how to be emotionally safe. Having more self-confidence.”
“Provide classes about how to be safe out in the community.”
“Have self defense workshops.”
“Digital literacy for all staff and people we support. Training and support need to be ongoing.”

Thinking about what was learned

The majority of people feel safe at home, at UNITI/SHS, at work or school and in their communities.

There were some themes that came up about why people feel safe

- Familiar places.
- Familiar people.

- Places where people feel they belong, welcomed, comfortable and feel respected.
- Supportive communities.

There were some themes that came up about why people may not feel safe

- Unfamiliar places.
- Unfamiliar people.
- Being alone.
- Community dangers.

This is just more evidence of the importance of relationships and community connections.

ENDS 3.2 People have the best possible health.

You get the same medical services and medical help as everybody else. You have regular check ups with doctors. You take care of yourself to be healthy. You get help from other people to stay healthy and your health needs are addressed and taken care of.



100% of people said they go to the doctor and dentist at least once a year.

People also visit other health care professionals such as an eye doctor, specialist, counselor, psychiatrist, psychologist, massage therapist, chiropractor, dietician, nutritionist, personal trainer.

Everyone but 3 people said they see doctors, specialists and health professionals enough to help with their health needs.

People were asked if they know UNITI/SHS has a Guidance Counselor
22 people said YES
14 people said NO

INCLUSIVE LIVING: On behalf of people who communicate in different ways or don't use words to communicate and having the best possible health.

"We are 100% awesome at this – health is at the top of the list! Group homes are on top of this for everyone – health is important to the people we support."

"We are all about Happy, Healthy and Safe."

"The Guidance Counselor has visited staff meetings. We are not sure if people we support would benefit from her but if we think so, we reach out. She is a resource UNITI already has that we can access when needed."

"Informal therapy and what staff know – exploring with all people when we are not really sure...we need to observe and share and talk together. Pay attention to things that affect people's mental health and wellbeing."

Some things people said

"I want to see a counselor, personal trainer and a nutritionist."

"I want to see the counselor more often."

"It is important to know about our health and safety and the risks that go with it."

What can UNITI/SHS do to help people have the best possible health? Some bright ideas...

"Have programs that teach us about good health."

"Host workshops with guest speakers about health."

"Let people know about the Guidance Counselor."

"Teach people how to make appointments and go to appointments."

"Offer classes on meal planning, nutrition and staying active."

"Have resources from Guidance Counselor that staff can access to use with people we support. Have resources for people who don't use words to communicate such as exercises, drawing, breathing, etc."

Thinking about what was learned

The majority of people feel that they have support to have the best possible health.

When it comes to mental health and wellness, more people could know about UNITI's Guidance Counseling Services and/or be able to access mental health and wellness support and resources.

ENDS 3.3 People exercise rights.

You understand what rights are and know what your rights are. You speak up for yourself or have help to speak up for yourself. You are able to change your mind. You have the right to say NO. People listen to you.

39 people said they know what their rights are.

19 people said they do not know what their rights are.

2 people talked about with rights comes responsibilities.



NO ONE GAVE EXAMPLES OF WHAT IT MEANS TO EXERCISE RIGHTS.

Asking people if they speak up for themselves when things are not going well in their lives.

34 said YES

9 said SOMETIMES

2 said NO

1 said they TRY TO

Asking people if they feel like people listen to them.

24 said YES

8 said SOMETIMES

2 said NO

1 said “depends who I am talking to.”

It can be hard sometimes to speak up - Asking people what reasons might make it difficult to speak up for yourself?

- 20 people said **UNITI/SHS could provide more education to teach me about my rights.**
- 17 people said **I find it hard to put my feelings & thoughts into words.**
- 17 people said **I don't want to upset the other person.**
- 17 people said **I don't want to get into an argument.**
- 13 people said **it can feel scary to speak up for myself.**
- 10 people said **I am worried what the other person will say.**
- 9 people said **I don't feel comfortable speaking up for myself.**
- 7 people said **I don't know how to speak up for myself.**
- 6 people said **I don't have the confidence to speak up for myself.**

INCLUSIVE LIVING: On behalf of people who communicate in different ways or don't use words to communicate about exercising rights.

“About people knowing their rights – in years past, we have said we were not sure. I say that has changed. We see when they make a choice – the choices are honoured. We are more aware of their choices and that they have the right to make choices.”

“There has been a change in attitude. People we support understand that they have a right to make choices intrinsically – it is more embedded.”

“When trust and relationships are present – people are more apt to speak up for themselves with words or behaviour.”

“Being aware of how the system works is important to then be able to act as an advocate when needed.”

“We think about helping staff feel empowered to be an advocate. Who is closest to the person – and their role as an advocate.”

“What we see – long term and experienced staff who are not afraid to speak up on behalf of people – newer staff are sometimes not sure...this is why we keep the conversation alive.”

Some things people said.

“I don’t know what my rights are, but I know my family and staff will keep me safe.”

“We have the right to be heard...that is what other people often forget.”

“I also have responsibilities, such as to be honest and to treat people with respect.”

“I know people are listening to me when they give me time to think about what I am going to say. They care about me and they value what I say.”

“I think many people with disabilities don’t know what “exercise their rights” mean.”

What can UNITI/SHS do to help people exercise their rights? Some bright ideas

“Make it an everyday conversation.”

“Help people to learn to speak up for yourself when you are not feeling comfortable doing something.”

“Help me listen to others.”

“Teach us about our rights and how to exercise our rights.”

“Provide education, classes, workshops and support us with our rights.”

“Teach our supporters what our rights are and how to exercise our rights.”

“To continue the conversation about advocacy with staff...and why...”

Thinking about what was learned

Many people seem to know they have rights and some people said they do not know what their rights are. Very few people talked about “with rights come responsibilities.” People want to learn more about what their rights are.

People were not able to give examples of exercising rights, so this may be an important topic to explore.

Most people said they find it hard to speak up and chose the reasons why. This is another area that would be important to explore to find ways to support and empower people.

ENDS 3.4 People are treated fairly.

You are treated the way you want to be treated. You are treated in the right way – the proper way. You are treated as an adult human being like everyone else. You know what to do if you are not treated fairly or not treated right.

People were asked if they feel they are treated fairly in their home.
40 people said YES
2 people said NO

People were asked if they feel they are treated fairly at UNITI/SHS.
46 people said YES
2 people said SOMETIMES
1 person said NO

People were asked if they feel they are treated fairly at work or school.
32 people said YES
0 people said NO

People were asked if they feel they are treated fairly in their community.
37 people said YES
2 people said SOMETIMES
2 people said I DON'T KNOW

Other places people feel they are treated fairly

- Familiar places – places they go regularly.
- At the homes of family and friends.
- Groups, clubs and teams.
- Churches, Mosques and Temples.

People were asked if they feel others listen to them when they talk about their feelings.

38 people said YES
2 people said NO

People were asked if they feel people help them when they are not treated well or treated right.

35 people said YES
3 said SOMETIMES
2 said I DON'T KNOW
1 person said NO

INCLUSIVE LIVING: On behalf of people who communicate in different ways or don't use words to communicate about being treated fairly.

"In general, we think people feel respected."

"We continue to have conversations about honouring people's rights in their own home. Staff do need regular reminders to honour people's language, choices and lifestyle. Sometimes staff don't realize certain things they do are actually a bit disrespectful."

"A barrier is when our opinions and assumptions get in the way of what respect is. Sometimes we think we know better."

"Include people we support and ask them directly what they think. What is working and what is not working to have a good life at home. We see this happening – it can happen more too. Discussion with people we support is a form of respect."

"Conversations together creates awareness."

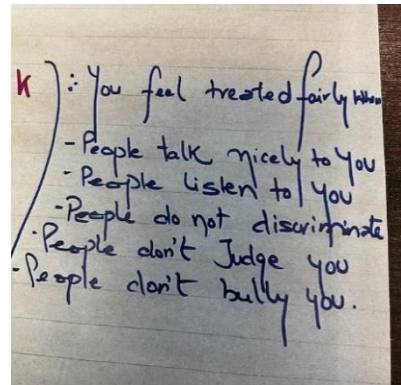
Some things people said

"I don't think I am treated like everyone else."

"Treat me like everyone around me."

"Having conversations about being treated fairly, respect – this is a good topic to know more about."

"We chatted about how sometimes people treat me like a kid, for example at the doctor's office they don't talk to me, they talk to my parents."



**"You feel treated fairly when...
People talk to you nicely.
People listen to you.
People do not discriminate.
People don't judge you.
People don't bully you."**

What can UNITI/SHS do to help people be treated fairly? Some bright ideas

"Help people speak up for themselves."

"Listen to people so that they are listened to and treated equally and fairly. Do not ignore people."

"Have peer support groups."

"Include people in all conversations and decisions surrounding their lives."

"Give people equal opportunities."

"Some people are shy and don't know what to say and don't speak up for themselves. We can always let people know we are here for them and we will listen to them."

Thinking about what was learned

Most people feel they are treated fairly in most areas of their lives. People feel that these conversations are important to keep having to create awareness and understanding about what fairness means to each person.

ENDS 3.5 People are free from abuse and neglect.

You are free from harm. This includes physical harm (your body), emotional harm (your feelings), financial harm (money and personal belongings). You are not harmed, hurt or have bad things happen to you by other people. You have the things you need in life to be happy, healthy and safe. People in your life who are responsible give you the care and attention you need. If people are hurt, it is taken seriously and something is done about it.
Examples: You have enough food, clothing, money, a home, medical care, emotional support, help and support from people.



CKNW KIDS' FUND at **uniti**
PINK SHIRT DAY

People were asked if they get enough food to eat to stay healthy.
44 people said YES 1 people said SOMETIMES 1 person said NO

People were asked if they have enough clothes to be comfortable, warm, dry and looking good.
EVERYONE said YES

People were asked if they have control of their money or know how their money is spent.
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31 people said YES
 10 people said NO
 3 people said SOMETIMES
 3 people said I DON'T KNOW

People were asked if they get help with their health – to see a doctor if they want or need to.
 EVERYONE said YES

People were asked if they feel they lives in a home that is nice – where they are happy and safe.
 47 people said YES
 1 person said SOMETIMES
 1 person said NO

People were asked if they have people in their life they can talk to if worried, scared, upset or sad.
 48 people said YES
 4 people said SOMETIMES
 1 person said I DON'T KNOW

People were asked if they have people in their life that they trust and can go to if something bad happened to them.
 47 people said YES
 1 person said NO

Do people know about the UNITI/SHS Complaint Process? How to report a fear, problem or concern about your safety, health, wellbeing to UNITI/SHS if something bad, wrong or unfair happens to them?

11 said YES / **23 said NO**

INCLUSIVE LIVING: On behalf of people who communicate in different ways or don't use words to communicate – thoughts from supporters...

“The power of our staff teams – people moving in from other places and we were not sure they were well cared for before. A strong team recognizes this, changes this and ensures people are happy, healthy and safe.”

“System rules around people being able to have more control of their money is challenging. The system is the issue. We continue to push for changes.”

“With the nature of our job, we are always keeping a watchful eye out for anything that might negatively affect people's happiness, health and safety.”

Some things people said

“Can someone please explain what the complaints process is and how to report something?”

“I will go to people I trust to tell them of any bad situation.”

What can UNITI/SHS do to help people be happy, healthy and safe? Some bright ideas...

“More talking about how to make a complaint or a safe place to go to make a complaint.”

“Have a support line people can call to talk if they are at home or out and just want to talk because they are sad.”

“Have health and wellness classes that empower people.”

“Offer more counseling for those who need it.”

“I would love to see more help, more safe places for people to come and talk. Continue to talk, support and be available for people when they need to talk. Continue to provide a safe place for people to open up.”

“Let people know who they can go to.”

Have self defense classes.”

Thinking about what was learned

The majority of people feel they are happy, healthy and safe. Almost everyone say they have people in their life they trust and can talk to if needed.

Some people were aware of the UNITI complaints process, but most people were not aware or did not know the steps of the process.

ENDS 3.6 People experience continuity and security.

You are free from danger and harm. You feel protected, safe, secure and comfortable. You know what is going to happen in your life. You know about the changes happening in your life. People in your life do what they say they are going to do. You have control over the things you want and need in life – and believe that these things won't be taken away. That your life won't be turned upside down without you knowing about it or being a part of the decision.



Do people feel good about their life? About where they live and where they go during the day?
44 people said YES 2 people said SOMETIMES 1 person said NO

People were asked if when they get up in the morning, do they know what's going to happen for the day.
39 people said YES 7 people said SOMETIMES 2 people said NO

People were asked if people let them know when there are going to be changes in their day.
37 people said YES 7 people said SOMETIMES 2 people said NO 2 people said I DON'T KNOW

People were asked if people let them know when there are going to be changes in their life
43 people said YES 1 person said SOMETIMES

4 people said I DON'T KNOW

People were asked if they have people in their life that they trust and can count on with the ups and downs in their life.

46 people said YES
1 person said SOMETIMES
1 person said No

Asking people if they worry about getting older or their family members getting older.

- 29 said YES
- 7 said SOMETIMES
- 5 said NO
- 7 said I DON'T KNOW

SOME PEOPLE DIDN'T WANT TO TALK ABOUT IT.

Asking people...to have a life where you are safe, comfortable and secure...what do you want MORE of in your life?

- 14 people said **To have less worries about getting older.**
- 12 people said **That people in my life do what they say they are going to do.**
- 12 people said **To have more people in my life that I trust and can count on.**
- 11 people said **That changes in my life don't happen without me knowing about it.**
- 8 people said **To have less worries about my parents getting older.**
- 5 people said **To live somewhere where I feel safe, comfortable and secure.**

INCLUSIVE LIVING: On behalf of people who communicate in different ways or don't use words to communicate about continuity and security.

"Knowing what is important to people is the best way to create continuity and security."

“For the most part, people will tell us when they are not happy. They live the lives they want.”

“Once people have been here for awhile – they settle in. It can be hard when people first move in.”

“People don’t have a lot of say when they move into a group home. It goes back to MATCHING. It’s HOW we approach and support people with continuity. Sharing with each other so everyone knows what works for people individually.”

“Predictability around routines is important but there can be unpredictability with different staff. Who is coming in. Rotating personalities is generally hard for people – but it depends on the person and depends on the staff.”

“Our approach matters so much – tone of voice, energy level – we can learn what matters to people. We build this into orientation.”

“There are a few people worried about getting older. They are aware of the changes in their bodies.”

“People slowing down and recognizing this – “I used to do stuff!” Frustration unfolds. We support people as they age and change – provide explanations and information.”

“We have denial of aging – I’m not getting older!”

“Some people are worried about their family getting older. What will happen to them? Preparing to deal with loss and grief.”

“People know the feeling of loss – they treasure people – love people – and miss them.”

Some things people said

“Some people have concerns of parents getting older and passing. What will happen to them?”

“Lot’s of worries about getting older, she would love to have more of a plan together.”

“We discussed a lot about anxiety, ways to cope and how to move forward.”

“Continuity and security means a nice home, financial security, happiness, safety and relationships.”

What can UNITI/SHS do to help people feel more safe, comfortable and secure in their lives? Help people with change in their lives and with the ups and downs. Some bright ideas

“On line and in person workshops about these topics.”

“Help people have a written plan that they can see.”

“Help people know who to talk to about the future – check in regularly.”

“Provide information for people in plain language about Wills.”

“Help teach us how to be independent.”

Thinking about what was learned

As we heard last year, many people worry about getting older or their family members getting older. It can be a hard conversation to have with people, but it is important.

In order to have a life where people are safe, comfortable and secure, people said what they want to have more of in their lives. This is an area to explore and see what UNITI can do to increase continuity and security in the lives of some people.

ENDS 3.7 People decide when to share personal information.

You give your permission (your ok) before information about you is shared. You know that there are laws to protect your personal and private information. You give your consent before private and personal information can be shared with someone else.



Consent means that you allow your personal and private information to be shared. You get to say YES or NO. If you are not able to, then you have someone in your life you trust that can do this for you.

Do people know that UNITI/SHS records information about them?
37 people said YES 5 people said NO 2 people said I DON'T KNOW

People were asked if they read the information written about them and/or if staff reads it to them.
24 people said YES 10 people said NO 6 people said SOMETIMES 2 people said I DON'T KNOW

People were asked if they want to be involved in what is written about them – have a say what is written about them.
31 people said YES 1 person said NO 7 people said I DON'T KNOW

People were asked if people in their life (family, supporters, staff, doctor, professionals) ask them if it is OK to share personal and private information about them. Do they get to say YES or NO before it can be shared?
28 people said YES 3 people said NO 3 people said SOMETIMES 5 people said I DON'T KNOW

If unable to say YES/NO or need help understanding what is written about them, do people have someone in their life they trust to help them with this?
29 people said YES 1 person said NO 1 person said I DON'T KNOW

Asking people if they know there are laws to protect their personal and private information.

27 people said **YES**

11 people said **NO**

5 people said **I DON'T KNOW**

BUT DO THEY KNOW WHAT THE LAWS ARE?

INCLUSIVE LIVING: On behalf of people who communicate in different ways or don't use words to communicate about sharing personal information.

"We do not have too many people we support that understand what is written about them. "

"We talk to people not around them or about them."

"We remind people what is private and personal."

"People who are able to, read all their information we write about them."

"We try and make attempts – let people know what we are writing – whether they understand or not can be hard to know."

Some things people said.

"I think some people with disabilities don't know or understand what private and personal information is."

"I think many people don't know what the privacy laws are."

"I think everyone should be involved. That's our right to know what is written about us."

What can UNITI/SHS do to ensure people give their permission before personal and private information is shared with others? And to know what is written about them? Some bright ideas

"Educate people about privacy laws."

“Help people understand what their permission means to them.”

“Regularly review with people what is private information.”

“UNITI can give people access to learning logs and permit them to edit the logs if they do not like something.”

“Give people the chance to be involved in what staff are writing about them.”

Thinking about what was learned

From what people said, UNITI does a good job supporting people to know what is written about them. Many people did say they would like to be more involved in what is written about them.

Most people feel that others in their lives ask them if it is OK to share their personal and private information.

Many people know that there are laws to protect private and personal information, but most people did not know what the laws are.

ENDS 3.8 The Community is aware of the universal rights of all people.

People in our communities and neighbourhoods believe all people have a right to be happy, healthy and safe. People have the same things in life as everyone else. People understand that the law says everyone gets to have certain things in life and get to choose what they want in life.



Why is it important to help the Community (all people) understand that people with disabilities have the same rights as anyone else?

- “Because it’s one world of people and we need to all lookout for each other – no less or no more. We are all important.”
- “People with disabilities need to be treated equally and respectfully. People should understand that all humans have the same rights. Do not alienate people with disabilities.”
- “Even if we look different to you...we all have equal rights.”
- “Because all people deserve respect and to be heard.”
- “All people have rights as humans. We are all equal, no matter what colour, culture or disability. We should all be treated as everyone in the communities.”

What are some cool ways we can help educate the community about the rights of people with disabilities?

“Teach kids first, so that they grow up to teach others. Kids can also teach their parents.” Person consulted

CREATE AWARENESS AND EDUCATION!

- Educate kids in schools (Equally Empowered)
- Create workshops and presentations
- Take workshops – invite presenters to UNITI
- Public/Community events hosted by people with disabilities

- Build partnerships with different organizations
- People share their stories
- Tell personal stories
- Work/volunteer alongside community to show people's value, gifts and strengths
- Seminars and workshops through the Human Rights Museum

Advertise everywhere – spread the word

- Social media
- Make videos and share videos
- Create a comedy show about people's Rights and Lefts
- Booths at tradeshow and events
- Interviews in Newspapers and on Television

Keep the conversations alive

- With friends and family
- With supporters
- Keep the ENDS conversation alive

Advocate

- Send letters to the Government
- Role model for people in community
- Be present in the community
- Advocate for accessible communities
- Use plain language – everything to be in plain language

“Educate us, encourage us, support us. We don't always speak up for ourselves.” ...person who attended consultation.

What are your hopes for your future?

What are your hopes for your future? What are you looking forward to in your life? What do you want to do with your life?

- To be rich and famous!
- To get a good job.
- To be financially secure.
- To be with friends.
- To have more friends.
- To spend more time with family.
- To find love.
- To get married and have children.
- To have more fun.
- To travel.
- To move into my own place.
- To be happy, healthy and live long.

“I want a love story, not just with a partner but also with myself. To teach others about loving relationships and loving ourselves.” Person Consulted

What can help you stay hopeful? What can others do to help you have a good life?

- Show kindness
- Greet me with a smile
- Encourage me
- Reassure me
- Appreciate me
- Get to know me
- Listen to me & my ideas
- Support me
- Be there when I need you
- Help me feel safe
- Help me make and maintain connections
- Help me find my purpose
- Help me continue learning and growing
- Educate me, teach me
- Teach me about my rights & educate society
- Help me reach my hopes for the future

“Let me make my own choices, even if they are different than yours.” Person Consulted

The Recommendations

What can we do to act on what we have heard? The Bright Ideas...



Who is the ENDS Recommendation Committee?

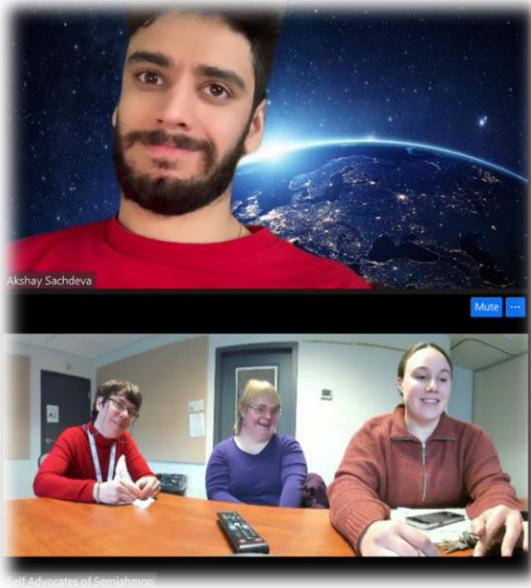
The ENDS Recommendation Committee consists of a few members of the Self-Advocates of Semiahmoo and a few UNITI employees.

The purpose of the ENDS Recommendation Committee

To hear about the results of the ENDS 3 consultations and what people said. As a group, come up with some recommendations that can help SHS continue to provide good support and services to help people live good lives based on the ENDS 3 consultations. They create a list of recommendations and deliver them to Doug Tennant.

“Include people in all decisions involving their lives.” Committee Member

This year, there was a strong focus on Rights. The number 1 concern for people was “I think the Community does not know enough about the rights of people with disabilities” and the 4th main concern was “I don’t know what my rights are.”



It is recommended that Recommendations 8, 14 and 15 be a priority for UNITI/SHS.

Note: References to “education” can be opportunities through existing services, classes, Rec & Leisure programs and also through workshops and guest speakers during times that are flexible (including weekends) outside of regular Community Services hours.

ENDS 3 The Rights of People Are Protected.

ENDS 3.1 People are safe.

Recommendation 1: Continue supporting people to build relationships and connections in their communities so they feel safer.

Recommendation 2: Provide education to learn about community safety and safety at home. This includes a self-defence workshop.

Recommendation 3: Provide support and education about emotional safety. Including building self confidence and self esteem.

Recommendation 4: Increase education about being safe online for people UNITI supports and for UNITI employees. If staff are educated on how to be safe online they can teach people they support.

“The places I go regularly, I feel safer and more welcomed.” Committee Member

“Physical, emotional, financial and spiritual safety is all connected.” Committee Member

ENDS 3.2 People have the best possible health.

Recommendation 5: Increase access to mental health resources that are accessible to everyone. This could be through booklets, brochures, audiobooks, videos, podcasts.

Recommendation 6: Provide education about mental health and well-being.

- To include learning about physical health, good health, nutrition, staying active, going to health appointments, etc.

Recommendation 7: It is recognized how important the Guidance Counseling Services are. Ensure everyone UNITI supports knows about the Guidance Counseling Services. Counselor could meet people directly through groups she has not met with yet to let people know about the Guidance Counseling Services.

ENDS 3.3 People exercise rights.

Recommendation 8: UNITI makes it a priority focus to support the following:

- People know their rights.
- People know their rights and responsibilities.
- People know how to exercise their rights.
- Continue to support people to build self confidence and build skills to speak up for themselves.
- That staff across the organization have the skills to support people to build self confidence.

“What are my rights? First step is educating people on their rights.” Committee member

ENDS 3.4 People are treated fairly.

Refer to recommendations 3 and 8 to support people to build self-confidence and self-esteem.

ENDS 3.5 People are free from abuse and neglect.

Recommendation 9: Continue to regularly check in with people regarding physical, emotional and financial well-being.

Recommendation 10: Everyone needs to know about the UNITI Complaints Process. Put the Complaints Process in plain language and ensure it is reviewed with and given to everyone UNITI supports.

“People should have more opportunities to learn about money but also have the opportunity to possess/use their own money. Even if people are going to lose money, they should still have the opportunity to learn.” Committee member

“I am concerned people UNITI supports do not know about the Complaints Process or the steps. Is it given to people in plain language?” Person Consulted

ENDS 3.6 People experience continuity and security.

“It is interesting how year after year we continue to hear about people’s worries about getting older or their parents getting older. This is an important topic not to ignore.” Person Consulted

“Talk more about aging, death, getting older – so it becomes normal/less scary and overwhelming.” Committee member

Recommendation 11: Support people, families and their supporters to plan as they get older and/or their family members/supporters get older.

- Have workshops on these topics.
- Support people to talk about the future.
- Provide information about getting older including community services that are available.
- Provide information in plain language about Wills and other important things to know about getting older.
- Support people to have a written plan.

ENDS 3.7 People decide when to share personal information.

UNITI does a good job ensuring people (or their families/supporters) give consent before sharing information and that people know what it written about them. Continue to ensure everyone is reminded they can review the information that is written or recorded about them.

Recommendation 12: It is recommended UNITI could pay more attention to the following:

- Ensure people understand **WHY** information is logged or recorded about them.
- Support people to understand what their permission means to them.
- Give people the chance to be involved in what staff are writing about them if they want to.
- Give people access to their learning logs and personal information and see if they want to add, edit or reword something if they want to.

Some people know there are laws to protect their personal and private information. Some people did not know there are laws to protect their personal and private information. No one knew what the laws are.

Recommendation 13: Provide education and resources:

- Create a resource in plain language about the Privacy Laws.
- Educate people about the privacy laws and what is private information.
- Provide a resource and education about what to do if your privacy is not protected. To include contact information for community resources and legal resources.

ENDS 3.8 The community is aware of the universal rights of all people.

“Respect is a priority foundation to understanding other people’s rights.”
Committee member

Recommendation 14: Follow up with people's ideas on page 28 and 29 of the report and figure out who would like to take on some of the great ideas.

Recommendation 15: UNITI to:

- Create plain language resources on Rights and share throughout the organization and communities. Refer to the UN Convention of Rights for Person' with Disabilities.

- Have Rights posted throughout UNITI buildings. Visible and in public places.

Recommendation 16: Acquired Brain Injury Services

For people who attend ABIS, the consultation process did not work for them. It is recommended that the ABIS staff team figure out a way to hear from people about what is working and not working in their lives regarding ENDS 3 to ensure their voices are included. This may include (but not limited to) hearing from ABIS staff team and what recommendations do they have specifically for people who attend ABIS as they know them well.

Final thoughts

An important next step to think about is bringing people together to figure out how we can check in and see how we are doing with some of the recommendations over the years.

What ENDS are we moving closer to?

What do we need to pay more attention to?

What can we continue to celebrate, enhance or change?

What's Next?

- The ENDS Recommendation Committee to deliver a letter to Doug Tennant with the recommendations.
- Complete full report with recommendations by the end of February 2024.
- Create a summary of report in plain language. Create a one pager of report.
- Present report to the Board of Directors in March, 2024.
- Share the report with organization, roll out and act on recommendations.
- Align with the Strategic Plan.
- Figure out a way to check in with SHS to see how things are going with the recommendations.

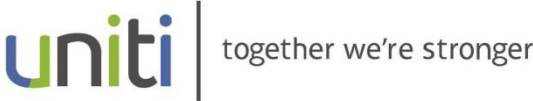
UNITI ENDS Reports <https://uniti4all.com/home/about/reports-ends/>

ASK...LISTEN...LEARN...and then act on what we hear.



An Inclusive Community Values all People

Semiahmoo House Society
A partner in



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