



ENDS 3 Consultation Report

SUMMARY IN PLAIN LANGUAGE

ASK, LISTEN and LEARN

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

2023-2024



uniti | together we're stronger

SEMIAHMOO
HOUSE SOCIETY



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“ASK, LISTEN, LEARN”

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Semiahmoo House Society
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The ENDS

The ENDS and Mission

Semiahmoo House Society (SHS) exists so that: People with disabilities live self-directed lives in the community at a justifiable cost and are valued members of the community.

This means...

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.

People have support to live self-directed lives.

If you do not have self-determination or self-direction, 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.

The cost to support people with disabilities is reasonable and fair.

What are the ENDS?

The ENDS are a way to help the organization meet the Mission.

The ENDS are a way of making sure that people are able to live the life that they want.

The ENDS are a list of things that people want and need to be happy, healthy & safe and have control of their lives.

At the **END OF THE DAY**...these are the things we need to be thinking about to support people to live the life they want.

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.

What are the ENDS consultations?

Semiahmoo House Society needs to check in and see how they are doing to support people to live good lives.

The best way to check in and see how things are going in people's lives...IS TO ASK THEM. To find out:



- What SHS is doing well so they can keep doing it.
- What SHS can do better.
- What SHS can do differently.
- What has SHS learned.
- What are some recommendations.

How the consultations were done.

During the month of November 2023, SHS employees had conversations with **87** people that SHS supports.

It was the 7th year of the consultations.

This year SHS wanted to talk to people about ENDS 3.





All the things people said were combined to create a report and help the **ENDS Recommendation Committee** come up with some recommendations for Semiahmoo House Society based on what people had said.

The ENDS Recommendation Committee is made up of SAS Members (The Self-Advocates of Semiahmoo) and two SHS employees.

The Recommendations were delivered to Doug Tennant by the committee. Then Doug shared the report and the recommendations with the Board of Directors and with everyone at Semiahmoo House Society.



Some areas of life that people talked about.

The Rights of People are Protected

- People are safe and feel safe.
- People have the best possible health.
- People know what their rights are and exercise their rights – speak up for themselves or have help to speak up for themselves.
- People are treated fairly.
- People are free from harm (physical, emotional and financial).
- People feel protected, safe, secure and comfortable.
- People decide when to share personal information.
- The Community is aware of the rights of all people.

“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

People were asked what are their main concerns about life in relation to ENDS 3.

People were asked 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



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

Highlights of what people said and the Recommendations.

See full report for details about what people said.

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.



For the most part, people feel safe in their home, at UNITI/SHS, at work or school.

Safety at home and outside their home is really important to people.

Some people don't always feel safe in their neighbourhoods or communities.

People feel safe in certain places because:

- 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 don't feel safe in certain places because:

- 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.

Many people know what it means to be safe online (on the internet and on social media) but many other people said they do not know what it means to be safe online.

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 to build self confidence (which means you accept and trust yourself and have a sense of control in your life) and to build self esteem (which means you are happy with yourself and like yourself).

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.

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.





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Everyone said they go to the doctor and dentist at least once a year.

People also visit other health care professionals such as eye doctor, specialist, counselor, psychiatrist, psychologist, massage therapist, chiropractor, dietician, nutritionist, personal trainer. Many people know about the Guidance Counselor – but many people also don't know about her.

Some people want to see a counselor more often.

People want to know more about how to stay healthy.

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 UNITH 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.

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.

Most people know they have rights.

Only a few people knew what their rights are.

People said they want to know what their rights are.

Only 2 people talked about with rights come responsibilities.



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

People said they find it hard to speak up for themselves or don't have people in their life to speak up for them.

19 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.**



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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.**

REFER TO ENDS 3 MINI RIGHTS REPORT

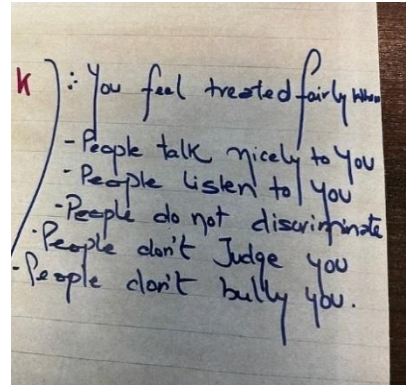
Recommendation 8: UNITI makes it a priority focus to support the following:

- 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.

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.



Most people feel they are treated fairly in their home, at UNITI/SHS, at work or school and in their community.

Most people said they feel others listen to them when they talk about their feelings.

Most said people they feel people help them when they are not treated well or treated right.

Some people said they don't get to do the same things as everyone else. They don't get the same chances and opportunities as other people.

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.

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
PINK SHIRT DAY at 

Most people said they get enough food to stay healthy - have enough clothes to be comfortable, warm, dry and looking good – see a doctor when they want to and live in a nice home.

Most people said they have people in their life they can talk to if they are worried, scared, upset or sad. They have people in their life they trust and can go to if something bad happened to them.

Many people said they have control of their money or know how their money is spent.

Some people said they do not have control of their money or know how their money is spent.



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Some people want to have more control of their money and a say in how it is spent.

Most people do not know that UNITI/SHS has a 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.)

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

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.

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 can count on being supported the way you want and need no matter what life brings you. 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.



Most people said they are feeling good about their life.

Most people said when they get up in the morning, they know what's going to happen for the day or if there is going to be changes in their day.

Most people said people let them know when there are going to be changes in their life.

Most people said they have people in their life that they trust and can count on with the ups and downs in their life.

Most people said they worry about getting older or their family members getting older. Some people didn't want to talk about it.



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People are worried about what will happen to them when their parents pass away.

People said they would like to have more of a plan together about getting older/family getting older.

“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.

You give your permission (your ok) before information about you can be 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 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.

Most people know that UNITI/SHS records information about them.

Some people said they read the information that is written about them or staff read it to them.

Most people said they want to be involved in what is written about them or have a say about what is written about them.

Most people said they are asked if people in their life (family, supporters, staff, doctor, professionals) ask them if it is OK to share their personal and private information. They get to say YES or NO before it can be shared.



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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.

BUT DO PEOPLE KNOW WHAT THE LAWS ARE?

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.

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.



People were asked **WHY IS IT IMPORTANT TO HELP THE COMMUNITY (ALL PEOPLE) UNDERSTAND THAT PEOPLE WITH DISABILITIES HAVE THE SAME RIGHTS AS ANYONE ELSE?**

There were some awesome comments!

“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.”



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“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.”

People were asked **WHAT ARE SOME COOL WAYS WE CAN HELP EDUCATE THE COMMUNITY ABOUT THE RIGHTS OF PEOPLE WITH DISABILITIES?**

There were lots of awesome ideas!

“Teach kids first, so that they grow up to teach others. Kids can also teach their parents.” ...person who attended consultation.

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

In the chart - People's Main Concerns in Life the Number 1 concern was I THINK THE COMMUNITY DOES NOT KNOW ENOUGH ABOUT THE RIGHTS OF PEOPLE WITH DISABILITIES.

“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.

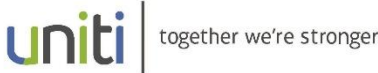
Acquired Brain Injury Services

For ABIS, people who attend the program chose not to go through the ENDS consultation process as it did not work for them. We want to find a way to hear from them about what is working and not working in their lives regarding ENDS 3.

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.

**ENDS 3 Consultation 2023-2024
A MESSAGE FROM THE PEOPLE
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



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 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 some recommendations.
- Connect the recommendations to the UNITI Strategic Plan.
- Figure out a way to check in with SHS to see how things are going with the recommendations.





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UNITI ENDS reports

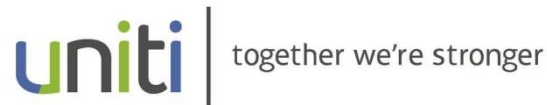
<https://uniti4all.com/home/about/reports-ends/>

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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