



Service  
since 1987

# Kardel Handbook

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**Kardel's mission is to help people with developmental disabilities have a good life and to respect their personal choices.**

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## Welcome To Our Services

This handbook is an overview for people interested in accessing or receiving Kardel Programs. More detailed information is also available in our Policy and Procedure Manual or on our website at [www.kardelcares.ca](http://www.kardelcares.ca).

Interpretive services will be provided as required for review of this handbook. A copy of this handbook is available when individuals start receiving services. A copy is also available on the Kardel website. It is for individuals supported to look at whenever they want. Kardel staff are available to help individuals supported read it. For more information please contact:

Kardel A4 100 Aldersmith Place, Victoria BC, V9A 7M8, Telephone: 250 382-5959 Ext. 221, Fax: 250 383-2835, website: [www.kardelcares.ca](http://www.kardelcares.ca)

Kardel's mission is to help people with developmental disabilities have a good life and to respect their personal choices.

## Overview

Kardel Consulting Services was founded in 1987 by Karl Egner, Ph.D to address the ongoing support needs of individuals moving gradually from institutional living to community living. This transition created exciting new opportunities for people to live in, and be members of a local community. Health, safety, social inclusion, and self-determination were the cornerstones of this transition.

Kardel now supports approximately 336 individuals through CLBC funded services including: Home Sharing, Group Homes, Individual and group Community Inclusion, and Employment programs. Several individuals are supported with clinical services including counselling, psychiatric, nursing and behavioral consultation.

## Our Mission

Kardel's mission is to help people with developmental disabilities have a good life and to respect their personal choices.

## Our Vision

Kardel's vision is one in which all people are safe from harm, neglect, isolation, and discrimination and in which the exercise of personal choice can allow people to find kinship, happiness, and dignity.

## Our Values

Kardel works in accordance with the following values:

- Respect
- Community Inclusion and Participation
- Human Connection
- Person-Centred Approach
- Open and Transparent Communication
- High Standards and Quality

## Ethical Responsibility to the Individuals Supported

- To protect those supported from abuse and neglect
- To identify and maintain the best interests of the individuals Kardel supports and advocate for those interests.
- To respect confidentiality
- To be non-judgmental and supportive
- To provide a competent staff team with a value base consistent with Kardel's values
- To facilitate communication for the individuals supported and to provide them with coping strategies and problem-solving skills
- To help the individuals supported access appropriate and relevant services by working closely with other services in our community

## Who Kardel Supports

Individuals are referred to our services by Community Living British Columbia (CLBC) and meet CLBC's criteria for eligibility;

- Onset of disability before age 18
- Measured significant limitations in two or more adaptive skill areas
- Measured intellectual functioning indicating a developmental disability

## Referral Sources and Process:

CLBC refers people for service who meet their criteria for eligibility. With individualized funding, people may apply for service directly. The process of acceptance into the homes/programs operated by Kardel is collaborative. Stakeholders may include: the individual requesting service, their family/legal guardian, CLBC, the Director of Quality Assurance, the program manager, and coordinator. The managers, coordinators, and the staff members of the home/program are most aware of the needs of the existing individuals supported in the homes and are in a good position to provide input and help determine the fit of a potential new individual.

Referrals by the funder, CLBC, are made only when there is availability. This applies to group homes, supported living arrangements, the day program, and ISN. A wait list is utilized for individuals awaiting a home share provider/respite based on the matching process.

A guiding principle is that only people who can be accommodated in a safe and secure fashion with the resources available will be considered. This may require negotiations with CLBC based on the individual needs of the person entering the group home/program.

When potential candidate(s) are referred, the family, the individual (if appropriate on a first visit), or people from the individual's support network view the home/program and meet the manager, staff members, and potentially the other people in the home/program. This may occur over one or several visits, depending on the situation. In the programs, the analyst may have the manager/coordinator contact the person and family/caregiver directly. If the individual and family/caregiver wish to proceed further, the manager/coordinator will complete the admission form with either the individual or their family or caregiver and begin the process of information gathering to make a more informed decision regarding the appropriateness of the placement. The admission checklist form is used as a guide. The manager/coordinator will be the primary contact and address any questions that arise.

It is understood that, at any time, the individual, their support network, and/or the Kardel manager/coordinator may decide it is not in the best interest of the individual or the other people in the home/program to proceed. It is incumbent upon the manager/coordinator to provide a clear indication of the reasons for not proceeding to assist the individual involved and their support network with their search for an appropriate placement.

## Transition Plan

The needs of the individual, the resources of the organization, the needs of others supported, and the suitability of matches and space are all considered when planning the individual's transition.

Our goal is to introduce the individual to the home or program in a comfortable manner. Kardel creates a welcoming atmosphere and encourages the individual's and their support network's involvement to make it a successful transition.

1. The individual and their family/support providers meet with the manager/coordinator to develop a transition plan, and a copy is provided to each person. The manager/coordinator also completes a comprehensive orientation checklist, to ensure all necessary areas are addressed.
2. The Transition Plan includes:
  - Dates and length of visits and supports required for visits
  - Communication during transition phase
  - Health, safety, and medication requirements
  - Introductions to others in the home/program/home share if applicable
  - Management of personal belongings during the transition if applicable
  - Identification of supplies that need to accompany the person, if applicable
  - Assessment of placement suitability or match suitability
3. The following information is gathered to ensure an understanding of the person:
  - Social History (including cultural, emotional, spiritual, and physical background) and
  - Medical History (for the group homes this includes an up-to-date immunization record, TB test, and a medical form stating the individual is free of communicable diseases).

## Moving In

Before an individual moves permanently into a group home or in supported living, the following must be in place:

- Banking arrangements
- Health care benefits
- Consent for health care procedures
- Inventory of personal belongings
- Application form: Immunizations, record of height and weight, risk assessment of wandering or elopement, falls

For all homes and programs once the person has moved in, the follow documents should be completed:

- Person-Centred Plan (PCP) completed with the person: within 3 months
- Individual Care Plan (ICP) is completed: within 30 days
- Health Care Plan - completed with Home Community and Care (HCC) or Kardel's nurse consultant, if required, as soon as possible

Requirements for home share are outlined in the Kardel Home Share Providers Guide.

## Wait Times

Once it is agreed that our services are appropriate, the applicants will be informed as to the start date. The start date depends on space, staffing, and funding. Kardel is committed to communicating with the person as clearly as possible throughout the admission process.

## Payer Sources: Charges, Fees or Other Payments

Individuals are responsible for the purchase of their personal comforts and some recreation and leisure activities.

## Visitors

Our aim is to encourage and support relationships that are important to the individual, as family and friends are an integral part of life.

## Moving On

Kardel recognizes that an individual's needs and desires may change. If an individual expresses interest in other arrangements, a CLBC facilitator is contacted. Staff will assist the individual to find a more suitable placement. Kardel staff will support the individual emotionally throughout the process and maintain contact through the transition. Kardel first searches for an appropriate alternative within our own network, which would ensure a smooth transition with the potential for continuity of relationships. If this is not possible, Kardel works with the CLBC facilitator while they seek an alternative placement for the individual.

Kardel will give the new service provider complete information about the individual (subject to completion of the consent of release of information form), summarizing their needs, and will assist the new provider to support the individual. The manager/coordinator and staff work with the new placement to ensure a smooth transition.

The individual supported has rights:

- As a Canadian and BC Citizen
- As a person with disabilities; and
- As a person participating in Kardel's services.

A comprehensive listing of rights is in our policy and procedure manual and on the Kardel website. Kardel staff will review rights with the individuals supported every year. Kardel encourages all stakeholders to report violation of rights. For individuals living in licensed group homes, Island Health has a specific rights document that must be reviewed annually.

## Rights as a Person Living in Canada

In 1982 the government of Canada told all Canadians about their rights in a document called The Canadian Charter of Rights and Freedoms. The rights included in this Charter are:

- The right to be treated fairly and equally regardless of colour, sex or age, or whether a person has a physical or developmental disability.
- The right to choose one's religion
- The right to have own thoughts and the right to talk about our thoughts
- The right to gather with other people
- The right to vote
- The right to stay in Canada or leave
- The right to learn

## Rights as a Person Living in British Columbia

BC has the BC Human Rights Code. It says that people cannot be discriminated against because of a physical or developmental disability.

The code says people have the right to:

- Access the same services as everyone else including restaurants, malls, transportation and schools
- Get hired and get the same wages as everyone else
- Be treated the same as all the other tenants when renting an apartment or a house

A person with a disability who is 19 years or older has the right to access the Persons With Disability (PWD) services. PWD information and benefit applications may be accessed at the nearest Ministry of Social Development and Poverty Reduction office at 1-866-866-0800. PWD provides a monthly support allowance, medical coverage, and PharmaCare coverage as well as other medical benefits such as dental care, and an annual bus pass at a reduced cost.

The Family/Support Network has the following rights:

- To attend PCPs with permission of their family member
- To visit the individual and have privacy during visits
- To appeal any decision that affects the health, safety or quality of life of their family member through the manager/coordinator or the Director of Quality Assurance. (See resolving complaints brochure)

The Family/Support Network has the following responsibilities:

- To bring any concerns to the attention of the organization and follow the process in the Policy and Procedure Manual or in the Resolving Concerns Brochure for complaint resolution
- To follow the home or program rules while visiting
- To provide information that is helpful in meeting the needs of the person being served
- To support a positive team dynamic
- To respect the needs of other people living in the home or attending the program

## Responsibilities for Service Providers

As a service provider, Kardel is required to meet standards for Licensing, CLBC, health care plans developed by Home and Community Care, accreditation, collective agreements, municipal, provincial and federal legislation, and occupational health and safety standards.

## Code of Ethics

Kardel's Code of Ethics provides guidelines for decision-making that reflect the moral principles and core values of the organization. The Code is intended to promote high standards of service delivery and business conduct. Kardel employees are required to adhere to this code as well as any Code of Ethics pertaining to professional affiliations.

Kardel's philosophy is based upon the recognition of basic human rights and the treatment of all persons with dignity and respect. The underlying premise is that no person shall be subject to discrimination on the basis of: disability (physical, developmental, or mental), gender, age, race or culture, religion, spiritual beliefs, sexual orientation, ethnicity, marital status, socio-economic status, or political affiliation. Services will centre on individual needs and encompass the social, physical, spiritual, emotional, and psychological aspects of each individual.

## Quality of Life Indicators

### Kardel's goals for ensuring a high quality of life:

In addition to the above rights, our services are guided by the goal of helping ensure individuals supported have a high quality of life.

This is defined by the following eight components, with some examples under each component:

### 1: Emotional Well-Being

- To be treated with dignity and respect in an age appropriate manner
- To be treated fairly and equally regardless of sexual orientation, cultural background, socioeconomic level or beliefs
- To have individuals supported modes of communication respected and attended to and to receive communication in a manner that facilitates understanding
- To be free from seclusion and any aversive treatment
- To have access to and understand the complaint resolution process to express dissatisfaction with services

### 2: Interpersonal Relations

- To determine own relationships
- Privacy
- To participate in chosen activities
- To have meaningful relationships with family and friends

### 3: Material Well-Being

- To have personal belongings and possessions
- Assistance to access available financial resources to do the things that are important to individuals supported

### 4: Personal Development

- To receive help in a timely fashion that meets the urgency of needs of persons served
- To pursue interests
- To have opportunities for personal growth
- To have skill development
- To access necessary information and support
- Cultural and spiritual growth according to wishes of individuals supported

### 5: Physical Well-Being

- To be provided with appropriate medical, dental, audiological, psychological, and other health services on both a preventative basis as well as an emergency basis
- To engage in physical exercises, receive adequate and proper nutrition, and to have adequate, clean and appropriate clothing as required for health, comfort and well-being

### 6: Self-Determination

- Individuals supported are involved in all decisions concerning themselves
- A right to informed consent or refusal or expression of choice regarding service delivery, release of information, current services; composition of the service delivery team, involvement in research
- To have access to self-help and advocacy support services and be encouraged to self advocate
- To have sexual expression of one's own choice



## 7: Social Inclusion

- To live and work in the least restrictive environment possible and to access the services of the community
- To participate in community in roles that persons served value and that society values

## 8: Rights

- To have personal information kept confidential
- To make and participate in political decisions to one's level of interest and understanding and receive information about rights as a citizen
- The right to associate with others, including the right engage in private communication with others
- To have access or referral to legal entities for appropriate representation
- To access one's own records
- To exercise the right to make choices
- To have access to information pertinent to one's self in sufficient time to facilitate one's decision making

## Investigation and Resolution of Alleged Infringement of Rights

Respect for the rights of the individuals Kardel supports is an important tenet of our services. Any breach of rights should be brought forward in the same manner as outlined under our resolving complaints process.

## Informed Consent: Risk Versus Choice

Kardel believes that adults with developmental disabilities have the right to make their own decisions. Staff provide information to the individuals supported in a manner the person understands to assist with decision-making. Each person is fully informed about potential risks and benefits. When the individual requests, requires, or agrees to assistance with decision making, then family or advocates are invited to participate.

## Confidentiality

The individuals supported, their families, and outside agencies entrust Kardel with important personal information. It is essential that staff members maintain the highest degree of confidentiality when dealing with personal information. Personal information is not shared outside the support team for the person without a signed consent.

Upon hiring, every employee must sign a "Promise of Confidentiality." Confidentiality is explained to the new employee and, by signing, they agree to maintain confidentiality, even after terminating their employment with Kardel. Violations of confidentiality seriously injure the reputation of Kardel and betray the trust of people receiving support. Casual remarks can be misinterpreted and repeated and are therefore discouraged. Individuals' records are highly confidential and restricted to use by staff members who have a need to know in order to provide high quality support, and CLBC. Medical Health Officers and their delegates may access records when required to fulfill their obligations under the Community Care Facility Act and Adult Care Regulations. As a service contracted by CLBC, all records legally belong to CLBC. When a situation arises where an individual asks a person providing service to keep certain information confidential, it is expected that the staff person respects the request, except in situations whereby staff not sharing the information could result in that individual's or someone else's health or safety being in jeopardy.

## Privacy

Kardel respects the privacy of individuals receiving support.

- People providing services are oriented to respect the privacy of individuals supported
- Kardel does not share information about individuals supported unless consent is given
- Kardel keeps written information in a locked place
- Kardel respects rights to privacy when helping with personal care
- Kardel encourages individuals supported to respect the privacy of others
- Any information on our computers is password protected and only those who need to know have access

## Consent for Release of Information

All people may request access to their personal records. With the person's permission, families and/or their advocates may also request access.

Relevant information concerning individuals supported may be shared with health care professionals after obtaining the appropriate consents.

## Resolving Complaints

Kardel makes every effort to address the complaints of the individuals supported and others involved with our services in a comprehensive, timely, professional, and sensitive manner. Complaints will not result in retaliation or barriers to service. Brochures outlining the process are available at all sites.

The individuals supported, staff, families, volunteers, practicum students, advocates, and community members are encouraged to bring their concerns forward. If possible, they speak directly to the staff member involved in any complaint first.

Kardel staff informs any complainant about the complaint resolution process. All parties have a responsibility to deal with complaints with mutual respect. Private and personal information is kept confidential except to those responsible for finding a solution. People wishing assistance to file a complaint may contact the Director of Quality Assurance through the Main Office at 250 382-5959 ext 232.

## Appeals

Individuals supported or their support network may contact external organizations with complaints. Kardel welcomes outside investigation and recommendations pertaining to issues of quality within our services. Depending on the nature of the complaint, people may request external investigation from the following:

- Advocate for Service Quality  
1-800-663-7867
- CLBC: Quality Assurance Office  
1-855-664-7972
- The BC Human Rights Tribunal  
1-888-440-8844
- Office of the Information and Privacy Commissioner for BC  
1-800-663-7867
- Office of the Public Guardian and Trustee  
1-250-356-8160
- Ombudsperson BC  
1-800-567-3247
- Patient Care Quality Office  
1-877-977-5797

## Research

Research is important for the long-term improvement of services and Kardel will cooperate with researchers and work with them to facilitate their work under strict guidelines. No research will take place involving individuals supported without informed consent. Please see the Kardel Policy and Procedure Manual for further details.

## 1. Monitoring in the Homes and Programs

### Employees

Kardel hires employees who are committed to supporting individuals with developmental disabilities. They are screened to ensure that they have values that promote inclusion, community participation, and nurturing a high quality of life for people that receive our services. Employees are required to provide their certification i.e. community support worker/educational assistant, health care assistants, and/or one year of relevant experience. References are checked prior to hiring. The following current documentation is required:

- Tuberculosis test
- Criminal Record Check
- Valid First Aid including C.P.R. level C certification
- Driver's Abstract
- Immunization Record (if available)

Staff members complete an annual review of core competencies. Mandt training and certification for understanding behaviour as communication is also provided. A Performance Evaluation is completed before the end of the employee's probationary period and annually thereafter. Employees receive orientation in each home/program in which they are registering to work. All employees are responsible for the quality of service provided and for bringing any concerns to the attention of the manager. All persons involved with the individuals supported are welcome to offer feedback regarding service quality through the manager or the Director of Quality Assurance.

### Information Manuals

A detailed Policy and Procedure Manual is available on the Kardel website at [www.kardelcares.ca](http://www.kardelcares.ca).

A Fire and Emergency Manual, Infection Control Manual, and an Occupational Health and Safety Manual is available through each program manager. A copy of the collective agreement is available in each HEU Unionized home and program.

### Occupational Health and Safety in the homes and programs

Kardel has an Occupational Health & Safety (OH&S) Group with OH&S representatives from homes and programs. The group's goals are to monitor workplace health and safety and to reduce risk by putting relevant policies, procedures and protocols in place. The OH&S group review all incidents, staff injuries and conduct annual inspections at each site.

All employees and the individuals supported, when possible, participate in three fire drills, six emergency drills and one evacuation each year. All Kardel vans are inspected monthly and receive regular maintenance. Each home, program, and van has a first aid kit. All injuries are reported and Worksafe BC forms are readily available. An earthquake kit is maintained in each program.

## 2. External Monitoring and Safeguards

Each home and program is monitored by a variety of sources to ensure high quality service within our organization and to ensure safeguards are in place for the protection of the people Kardel serves.

### CARF Accreditation

Kardel is a CARF (Commission on Accreditation of Rehabilitation Facilities) accredited organization. CARF is an independent, not-for-profit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. Kardel has undertaken a rigorous peer review process and, during an on-site visit, we have demonstrated to a team of CARF surveyors that we are committed to meeting CARF's accreditation standards. In keeping with CARF Standards, Kardel has established a process for Continuous Quality Improvement. We annually survey all the individuals we support, their families, staff, volunteers, and other stakeholders for ideas to improve the quality of our services.

### Community Living British Columbia (CLBC)

CLBC is the provincial funding agency for the services operated by Kardel and a CLBC analyst is appointed as a contact. Kardel submits reports as required by CLBC.

### Community Care Facilities Act

In a licensed home (three or more people), an Island Health licensing officer is responsible for ensuring the home meets the regulations of the Community Care Facilities Act. A licensing officer and nutritionist visit the home periodically for inspection and review of operating procedures.

ShareVision logs are available within the homes/ programs. These are legal documents and may be reviewed by the licensing officer. They may also be subpoenaed in a court of law.

### Workers Compensation Act

Kardel adheres to the Workers Copensations Act and works closely with WorkSafeBC to ensure workplace safety programs are in place through Kardel's Occupational Health and Safety (OH&S) group.

### Fire Inspections

Fire inspections are conducted annually, and fire extinguishers and sprinkler systems are inspected according to established standards.

### Pharmacist Review

The pharmacist and the Kardel Nurse review the management of medications within the homes annually. Individual's medications are reviewed by the physician and pharmacist every six months.

### Protection

Kardel wants people in homes and programs to know that individuals supported are our first priority. Kardel will not tolerate any abuse, exploitation, retaliation, humiliation, neglect, or behaviour that places an individual supported at an unacceptable level of risk. Please TELL someone if this is happening to an individual served. The manager/coordinator is the best person to talk to; however, if this is not possible, tell your family or a trusted coworker who will speak to the manager or the Director of Quality Assurance. Please see our "Resolving Complaints" leaflet for additional details.

## Individual Care Plan (ICP)

It is important to have a clear record of the best manner in which to support daily living activities. Individual Care Plans are developed when a person moves into our services, with input from family and/or prior placement. The care plan outlines each individual's personal care routines, special equipment needs, preferences with receiving assistance, etc.

## Health Care Plan (HCP)

Individuals supported with significant health care needs are eligible for services from HCC (Home and Community Care Services) This comprehensive team provides nursing support, physiotherapy, occupational therapy, and a nutrition expert. Kardel employs a full-time nurse consultant.

## Person-Centred Plan (PCP)

A Person-Centred Plan is developed for each person in their home or program every year. A trained Kardel Facilitator coordinates the annual PCP meeting with the support network. The purpose is to establish plans for the year ahead based on the choice of the individual supported. It is also a time to reflect on the individual's history, culture, personality, likes, and dislikes, ensuring that the uniqueness of each individual is respected.

## Goal Tracking for Measurable Outcomes

Plans established at PCPs are recorded in ShareVision and are documented through the year. Keeping plans measurable ensures Kardel is delivering the services people wish to receive. Progress towards a plan is reported to the individual's support network with the individual's consent.

## Self Advocacy

Kardel encourages individuals to speak for themselves and join groups that advocate for improved conditions for people with disabilities. Kardel sponsors "Self Advocates for a Brighter Future" along with BeConnected Support Services. Information about meetings is shared through ShareVision and emails.

The Community Response Team (CRT) provides community based behaviour support, counselling, and psychiatric assessment and consultation for adults with developmental disabilities to support their mental health and improve their quality of life. The CRT serves Greater Victoria and the geographical area south of the Malahat. The CRT works with Individuals, their families, support workers, community-based teams, medical professionals, and family doctors to provide person-centered and solution-focused support. The CRT is funded through Community Living British Columbia (CLBC); services are voluntary and there are no extra fees for the persons served. This service is not exclusive to Kardel.

## Behaviour Support and Counselling Services:

The CRT team coordinator will review online referrals to ensure:

- 1 - All required contact information is included.
- 2 - The person being referred is eligible for service.
- 3 - The referral issue is sufficiently described to determine suitability of CRT services.

The coordinator will follow-up if there are deficiencies in any of the areas. Referrals that are deemed to be outside of the scope of CRT services may be declined at this stage. Prior to declining a referral, the person that has made the submission will be contacted to discuss the referral issue in detail. If the decision to decline remains, the rationale will be explained to the referring party.

Accepted referrals will be placed on a pending list until a clinician becomes available. The amount of time spent on the pending list is variable, depending on existing clinician caseloads and the volume of referrals being received.

Wait times can range from several weeks to several months.

The assigned clinician will initiate contact with the referring party(s).

The hours of service are Monday to Friday, 8:30am-4:30pm. Evening or weekend availability is based on individual need and is at the discretion of the Behaviour Consultant or Counsellor. For behaviour support, the consultation will take place in the individual's home or community program and the duration of service will depend on the needs of the individual supported.

If a Behaviour Support Plan is created it will be reviewed and updated annually as per CLBC policy. If a Safety Plan is created it will be reviewed and updated by the CRT Behaviour Consultant every six months as per CLBC policy.

For counselling, the sessions will take place in the counsellor's office and the frequency/duration of service will depend on the needs of the Individual supported.

Our criteria to access behaviour support/ counselling services with the CRT are as follows:

- Individual must be 19 years or older
- Individual must receive services through the CLBC Victoria office
- Referral form must be completed in full including the reason for referral
- Consent for service must be provided by the Individual or their legal substitute decision maker.

## Psychiatric Services:

The assigned CRT Behaviour Consultant or Counsellor may determine that a referred individual will benefit from a consult with the CRT team psychiatrist. The CRT clinician will then initiate the process for arranging the appointment in consultation with the individual's support team.

Clinics with the psychiatrist are held twice monthly in the Kardel board room, either a morning session from 9:00am-12:00pm or afternoon session from 1:00pm-4:30pm.

Our criteria to access psychiatric services with the CRT are as follows:

- Referral must be filled out by Individual's primary physician
- Individual must be 19 years or older
- Individual must receive services through the CLBC Victoria office
- Consent for service must be provided by the Individual or substitute decision maker

For further information about the Community Response Team please phone the CRT Coordinator Mike Engel at 250-383-2840 or email at [mikeengel@shaw.ca](mailto:mikeengel@shaw.ca)



Service  
since 1987



CARF Accredited Homes and Programs  
CARF Accredited Home Shares  
[www.kardelcares.ca](http://www.kardelcares.ca)

