Community Integration Services
Participant Handbook

"Providing services through collaboration, leadership and innovation that create positive change and contribute to a healthy community."

About Our Agency

Yellowhead Community Services Society (YCS) was incorporated in 1989 (under the former name of Wells Grey Community Resources Society) in response to a recognized need for an umbrella organization to develop and administer a number of social/health services for the North Thompson Valley of British Columbia.

YCS has grown to be the largest non-profit, registered charity in the North Thompson and employs qualified full, part time staff and contracted workers to deliver a large variety of programs and services. Our services are delivered to Valley communities from McLure to Blue River. We are also now providing some services in the communities of Ashcroft and Lillooet. Our continuum of services from pre-natal up to the senior years are, for the most part, free of charge. Subsidies are often available when fees are charged.

Our Board and staff is continually engaging with other community partners in the Valley to offer ways of increasing healthy choices and strengthening family and community ties, thereby enhancing a positive rural lifestyle for all.

Community Integration Services

Yellowhead Community Services has been offering services and activities to adults with developmental disabilities living in the North Thompson area since 1993. Over the years, our programs and services have expanded, becoming more diverse and flexible and allowing for greater individualized planning. Our growth has also led to increased opportunities for group participation in a variety of activities including recreation, volunteer, fundraising and workshops promoting skill development and healthy living.

Agency Contact Information

YCS Main Office - Clearwater
612 Park Drive, Clearwater BC
Phone: (250) 674-2600
Fax: (250) 674-2676

YCS Barriere Location
4936 Barriere Town Road
Phone: (250) 672-9773
Fax: (250) 672-9709

Community Integration Service Components & Home Share

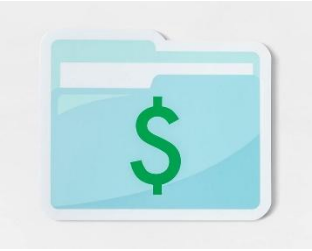
Outreach Component

The Outreach Component of our services provides individual staff support to adults with developmental disabilities living independently in the community and in their own residence. Referrals into the program come from Community Living BC. The type of support provided is based on identified level of support, individual needs, goals and outcomes. Support may include but is not limited to the following:

- Assistance with household tasks to maintain the home such as cleaning and minor repairs.
- Assistance with personal and grocery shopping as well as meal preparation.
- Support with budgeting, banking and money management.
- Assistance to complete laundry and maintain good personal hygiene
- Aid individuals with scheduling and attending medical/dental/specialist appointments in town and out of area.
- Medication monitoring
- Promote self-advocacy and assist with conflict resolution when needed.

Support services are provided typically during the week Monday to Friday between the hours of 9:00am and 4:00pm. This service is designed to be flexible and exceptions may be made based on identified individual needs to include support services after 4:00pm and on weekends. The program does not run on statutory holidays.

The number of support hours allocated and frequency of service may vary from once a week to five times a week dependant on individual needs for support and contract funding levels from Community Living BC. The program does not charge individuals or their families a fee for services.



Community Inclusion Component

Community Inclusion Component of our services provides individual staff support to adults with developmental disabilities residing at home with family members, in a Home Share arrangement or living independently in the community. The focus of the program is to promote the individual's feelings of independence, confidence in skills and abilities and experience inclusion as an active, valued, contributing member of the community. Staff work with individuals to develop goals and plans that identify opportunities to enhance social connections and expand personal support networks. Individuals are also encouraged and supported to pursue personal interests and explore new activities.

Support may include but is not limited to the following:

- Accessing and participation in community recreational programs (Pickleball)
- Utilizing generic community resources, programs and services (public transit)
- Joining a special interest group or association (Elk's, Riding club)
- Furthering educational opportunities (Valemount College)
- Job search and employment readiness (resume building, mock interviews)
- On the job training and supervision (task breakdown, job completion)
- Life skills development that promote independence (banking, hygiene, personal safety)

Community –based activities may also include engaging in volunteer activities, personal shopping, attend special events such as live theater, concerts, sporting events and community celebrations locally and out of town.

Support services are provided typically during the week Monday to Friday between the hours of 9:00am and 4:00pm. This service is designed to be flexible and exceptions may be made based on identified individual needs to include support services after 4:00pm and on weekends. The program does not run on statutory holidays.

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Self Help/Life Skills Component (Challenger's Program)

The Self-Help/Life Skills Component, also known as the "Challenger's Program" as named by the participants, acts as a 16 hour a week drop-in day service for 10 adults with developmental disabilities. A calendar of activities and events is created each month by staff with the input from participants and is available for individuals to take home. Activities may include but are not limited to the following:

- In-house workshops such as client rights, circle of support and conflict resolution skills.
- Guest presenters and workshops such diabetes awareness and management and healthy living and hygiene presented by Public Health.
- Life skills activities such as cooking classes.
- Arts and crafts such as painting, paper mache, and card making.
- Sports activities such as hiking, swimming, snow shoeing and tennis.
- Holiday celebrations such as Halloween party and Christmas potluck dinner at the Dutch Lake Community Center.
- Trips to Kamloops for shopping, Kamloops Blazer's games and other special events.

The program typically takes place Monday to Friday between the hours of 9:00am to 4:00pm, however hours of operation may include evenings and weekends on occasion to accommodate special activities/events. The Challenger's Program is augmented/runs in conjunction with other Community Living Services and programs that receive funding from other sources such as BC Gaming. The program is closed on statutory holidays.

This program is open adults with developmental disabilities who do not require regular individual staff support to participate. This program offers a number of group activities with a focus on skill development through workshops and guest speakers as well as social and recreational opportunities. Referrals into the program typically come from Community Living BC, however families and/or individuals can self-refer provided they are clients of CLBC. The program does not charge individuals or their families a fee for services.

COMMON SPACE

KITCHEN

Sample Challengers Activity Calendar:

January 2026

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1 **STAT**	2	3
4	5 	6 Cooking class $5	7 Tree bonfire 	8 **Staff meeting no program or support**	9 Soup Kettle 	10
11	12 	13 Board game day 	14 Karaoke 	15	16 Soup Kettle 	17
18	19 Winter craft 	20 Chinese restaurant lunch	21 Workshop about who am I	22	23 Soup Kettle 	24
25	26 	27 Kamloops shopping trip 	28 Workshop on aging	29	30 Soup Kettle 	31

Job Skills Component

The Job Skills Component of our services was designed to assist adults with developmental disabilities find meaningful, paid employment. A Job Skills Coach works with each individual to assess his or her interests, experiences, skills and prepare for employment in various ways such as:

- Time management and resolving transportation issues
- Developing pre-employment skills such as resume writing, mock interviews
- Assistance to take job related training or courses such as Food Safe and First Aid.
- Assistance accessing services through Clearwater Employment Services (Work BC)
- Enhancing personal skills (appropriate dress, hygiene, work-place conduct)
- On the job training, supervision and conflict resolution

The Job Skills Coach may accompany and assist the individual at the work site if necessary, until the individual and the employer are satisfied that training is complete and the employee has achieved a level of skill, and confidence necessary to continue on their own. The Job Skills Coach can re-engage at any time to assist with further training and conflict resolution should issues develop.

In some circumstances, YCS becomes the employer through contracts and agreements held with the Province, other agencies as well as internal opportunities that would otherwise be contracted out in the community. YCS hires supported individuals as employees to complete the work under the supervision of the job skills coach.

Support services are provided typically during the week Monday to Friday between the hours of 9:00am and 4:00pm. This service is designed to be flexible and exceptions may be made based on identified individual needs to include support services after 4:00pm and on weekends. The program does not run on statutory holidays.

Referrals into the program typically come from Community Living BC, however families and/or individuals can self-refer provided they are clients of CLBC. Please note that the number of hours available to an individual requesting service will vary and is dependent on program capacity and contract funding levels. This program does not charge individuals or their families a fee for services.

Home Share

Home Share is a residential option for adults with developmental disabilities where an individual moves into and shares a home with another individual, couple or family and receives additional support when requested/needed. Areas of support may include assistance with self-care, relationship building, meal preparation, enhancing life skills and assistance accessing community resources and services. There are many different models of home sharing. In some situations, home sharing involves close relationships where individuals living together share not only their homes, but their lives. In other situations, individuals lead more independent lives and may come together only at specific times or for specific purposes.

Home Share provides full-time, 24 hours a day 7 days a week support to the individual residing in the home.

Referrals into the program come from Community Living BC. When an individual is identified as wanting or needing a home share arrangement, the agency will look for a match from existing pre-approved homes. If there is not an appropriate match, the agency will make every effort to recruit a suitable home share arrangement. The Program manager will remain in contact with CLBC with regards to progress and CLBC may choose to approach other agencies to look for a suitable home share arrangement. Individuals residing in a home share arrangement contribute $841 a month from their PWD payment towards room and board paid directly to the Home Share provider. There are no other fees for service.

Current Community Living Services Staff:

All program staff employed at the Society have specialized training in their respective disciplines related to the service they deliver. If you would like more information about the qualifications of a staff person you are working with, please ask and this information will be provided to you.

Leah Blair
Program Manager
Home Share Manager

Heather Birks
CSW-Clearwater & Barriere

Mishka Sturley
CSW – Clearwater

Lorena Dowds
CSW – Clearwater

Lisa Nelson
CSW – Clearwater

Luc De Vocht
CSW-Clearwater

Toreen Flesher
CSW-Clearwater

Julie Rajotte
CSW-Clearwater

Jacklen Merriman
CSW-Clearwater

Jen Vanderkooi
CSW-Clearwater

Katie Roach
CSW – Barriere

Chelsea Young
CSW – Barriere

Yazmeen Robinson
CSW - Barriere

Jane Goncharova
CSW - Casual

Kurtis Thygesen
CSW - Casual

Valentina Stanciu
CSW – Casual

Alice Ramsauer
CSW – Casual

Kelly Alexander
CSW – Casual

Jordene Golec
CSW - Casual

Person Centered Planning

Person Centered Plans (PCP's) are developed, reviewed and updated annually for each individual attending the program. This process may be formalized through scheduling a planning meeting with the individual, identified YCS support staff and members of a support network whom the individual chooses to invite. Alternately, for individuals who find formalized meetings stressful or uncomfortable, informal meetings or conversations may take place over time and come together to form an overall plan.

The Community Integration Services and Home Sharing program operates on the principles of a client-centered, non-judgmental, flexible and integrated service. Services provided will build on existing strengths and capabilities. Each person receiving service is encouraged to see themselves as valuable, both as a member of their family and peer group as well as a valued member of the community.

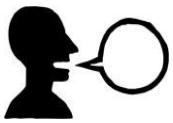
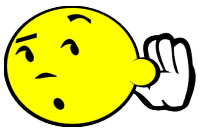
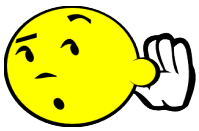
The underlying foundation of our services and planning is based in Dr. Robert Schalock's Quality of Life Framework which is represented by eight domains that provide an indication of an individual's quality of life in three broad areas:

- Independence
- Social participation
- Well-being

The eight domains are:

- **emotional well-being** – contentment, self-concept, lack of stress
- **interpersonal relations** – interactions, relationships, supports
- **material well-being** – financial status, employment, housing
- **personal development** – education, personal competence, performance
- **physical well-being** – health and health care, activities of daily living, leisure
- **self-determination** – autonomy / personal control, personal goals, choices
- **social inclusion** – community integration and participation, roles, supports
- **rights** – legal, human (respect, dignity, equality)

Your Rights and Responsibilities

My Rights	My Responsibilities
You have the right to confidentiality, reasonable privacy and possession of your personal belongings	. . . **and** the responsibility to respect others confidentiality, private space and belongings.
You have the right to be heard and speak up for yourself. . . 	. . . **and** the responsibility to listen to others.  
You have the right to your own opinion and to file a complaint . . .	. . . **and** the responsibility to bring those concerns forward.
You have the right to good health and medical care. . .	. . . **and** the responsibility to take good care of yourself.
You have the right to practice and be proud of your heritage and beliefs . . .	. . . **and** the responsibility to respect others for their differences.
You have the right to be treated with respect and protected from harm . . .	. . .**and** the responsibility to respect, support and care for others.
You have the right to a healthy, clean and safe environment . . .	. . . **and** the responsibility to not to pollute it.
You have the right to participate in social, recreational, learning, volunteer and work opportunities according to your abilities and interests. . .	. . . **and** the responsibility to be on time and participate in scheduled activities you have chosen.
You have the right to have the program expectations explained to you. . .	. . . **and** the responsibility to follow them to the best of your ability.

For more information on Rights and Safeguards, please visit CLBC's Know Your Rights – A Guide for Self-Advocates at the link below
https://www.youtube.com/watch?v=NRA5rTuK_es

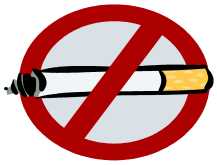
Participant Expectations:

- Do your best to be on time for scheduled events, appointments or employment opportunities. Call if you are going to be late, sick or will be away.

- Clothing is clean and socially appropriate for the event/activity.
- Respect the personal space and belongings of others.

- Treat each other with courtesy, kindness and respect to create a safe and welcoming environment for everyone.
- Be tolerant and accepting of differences in others and ourselves.
- Violence of any kind will not be tolerated and will result in the individual being asked to leave the program, or programming ending for the remainder of the day to ensure the safety of others.

Smoking



No smoking within the building or within 10 meters of entrance doors. If services are provided in the home, you will be asked to read/review with support and sign a Smoking Agreement asking you to not smoke inside when staff are in the home.

CONFIDENTIALITY

All client information is privileged and confidential. Employees shall not transmit any information to another person without prior authorization from the client receiving the direct service (or legal guardian) unless permitted by law. Release of confidential information, when authorized through a "Consent to Release Information," shall be in the best interest of service delivery to the client and adhere to the agency's release of information policy.

CLIENT COMPLAINTS

Individual/Family Member Complaints

Individuals and/or their families are encouraged to talk directly with program staff about concerns. The goal is to resolve issues informally through open and respectful conversation. Staff are required to document the concern you shared and how they responded.

- If you feel like your concern was not address or resolved, it will become a formal complaint. The agency will then follow the formal complaint process.

How to Make a Formal Complaint

- Write down your concern, **sign and date it**.
- Staff can help you write and submit it.
- Your complaint will be sent to the **Program Manager and COO/CEO**

Step 1: Review by Program Manager / COO

- They will **review your complaint.**
- You will get a **written response within 10 business days**.
- The response will explain the decision.

If the Program Manager responds and you're not satisfied, you can **appeal to the CEO**.

Step 2: Appeal to the CEO

- Submit a **written request within 10 business days.**
- Staff can help you with this.
- The CEO will review and respond **within 10 business days**.

If you're still not satisfied, you can request a review by the Board.

Step 3: Review by Board of Directors

- Request a review **within 10 business days** of the CEO's response.
- The Board will review your complaint at their next meeting.
- You will receive a **written decision.**

Step 4: External Review

If you are still not satisfied, you can contact an outside organization such as:

- BC Representative for Children and Youth
- Provincial Ombudsman

Your Rights & Support

- Your complaint will be **kept private**, unless sharing is needed to investigate (your consent will be requested).
- **You will not be treated unfairly for making a complaint.**
- If your complaint is about the Program Manager, it will go **directly to the COO/CEO**.
- You will be **supported throughout the process**.
- You can have someone (staff, professional, or community member) **help or speak for you**.

ACCESS TO MY FILE

We believe in open and accountable service. You have the right to see your personal information that is contained in your confidential file. You may make a written request to your worker who will then arrange to sit down with you and review the file.

HEALTH & SAFETY OF CLIENTS

We take the safety and security of both our clients and our staff very seriously. We have health and safety policies and procedures that our staff are familiar with and are required to follow. We maintain our equipment and facilities consistent with all applicable laws and regulations. We have regular Health and Safety meetings within the agency to address safety concerns. If you have any questions about safety or have any safety concerns, please feel to free to ask or bring items to our attention.

EMERGENCY PREPAREDNESS

Our organization has a series of policies and procedures in place designed to ensure safety in the event of an accident or other kind of emergency. Staff are familiar with these procedures and have specific training, such as First Aid, to deal with these situations. If you have any questions about emergency preparedness or about the training that our staff receives, please feel free to ask.

ACCOMODATING SPECIAL NEEDS OR REQUESTS

As part of our commitment to providing accessible services to all clients, we make efforts to minimize the impact of potential barriers to participating in services. We do our best to accommodate needs related to disabilities or special requests related to how we deliver our services, such as a request for a staff person with specific characteristics. If you have a disability that requires some accommodation or a request you would like to make, please speak to our staff and ask to fill out a request form.

WHAT IF I AM NOT ELIGIBLE FOR THIS SERVICE?

If you are not eligible for this service, you will be provided with information about the reasons why you are not eligible and with information about other services you may be able to access. This could include both services we offer and other services available in the community. We will support you in accessing these services and help with the referral process if you need it. If you believe that you are eligible for this service and would like us to reconsider our decision, we encourage you to do so. Please follow the Client Complaints Policy provided in this booklet. If you need help with a complaint, please ask and we will assist with the process.

Other YCS Services

Mental Health Counsellors: Mental Health Services are available to adults to assist those who are suffering from serious mental disorders, depression, self-destructive behaviours, family conflict, stress issues and problems in daily living.

Substance Use Counsellors: Substance Use Counselling Services provide individual and family counselling to people who experience problems as a result of alcohol and/or drug use.

Stopping the Violence: The Stopping the Violence Program (STV) provides counselling services for women who have experienced abuse and/or violence. Counselling is provided to women who are in, or have been in, an abusive relationship or who are survivors of sexual violence.

Dutch Lake Community Center (Clearwater): Through a partnership developed between YCS and Valemount College the DLCC is the location of a wide variety of both educational and training opportunities to adults, youth and children. Service Canada and Trusted Third Party services are available.

Dutch Lake Community Center Location
209 Dutch Lake Road Clearwater, BC V0E 1N1
Phone: (250) 674-3530

Other Services

Community Living Services BC: Community Living BC (CLBC), a provincial crown agency mandated under the Community Living Authority Act, delivers support services to adults with developmental disabilities and their families in BC. **Location:** #202 – 121, 5th Avenue, Kamloops, BC V2C 1Y3 **Phone:** (250) 377-4444 **Toll Free:** 1-877-377-4433

Kamloops Brain Injury Association: The Kamloops Brain Injury Association serves individuals with acquired brain injuries, their families, caregivers and associates by offering specialized programs and life skills education.
Location: 408 Victoria Street, Kamloops, BC V2C 2A7 **Phone:** (250) 372-1799

Office of the Public Guardian and Trustee: The Office of the Public Guardian and Trustee provides a range of services to adults who may need help managing their affairs as well as to their families, legal representatives, the courts and the general public.
Interior-North Office Location: 1345 St. Paul Street, Kelowna BC V1Y 2E2 **Phone:** 250-712-7576

Ministry for Social Development and Poverty Reduction: Government programs and services for people with disabilities**.**

- Income and Disability Assistance
- Services for People with Developmental Disabilities
- Advocate for Quality Service **Website:** http://www.eia.gov.bc.ca/pwd.htm

NIDUS Personal Planning Resource Centre – Planning for incapacity, end-of-life and other support needs. 604.408.7414

Website: https://nidus.ca/ra-forms/