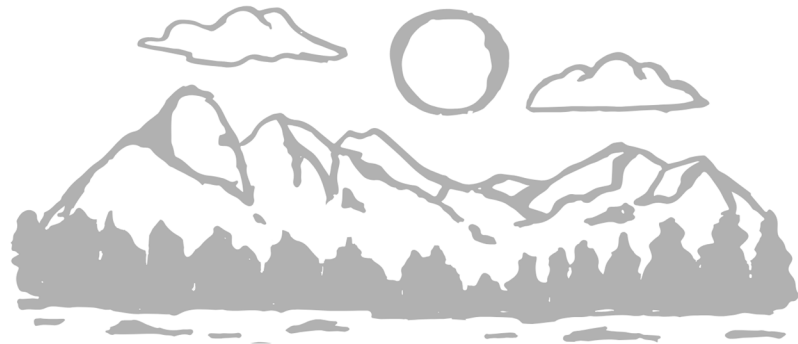


Copies of this handbook, as well as information on our programs, confidentiality policies, our complaints procedures, and your rights as a client are available at all CBFRS locations. Ask your worker for more information.

COLUMBIA BASIN FAMILY RESOURCE SOCIETY

CHILDREN AND YOUTH WITH SUPPORT NEEDS (CYSN)



If you have any questions, do not hesitate to contact us

CBFRS OFFICE
1592 10th Ave
PO BOX 2054
Ferne BC
VOB1M0
250-423-4687/1-800-339-7393
250-423-3633 (fax)
cbfrs.com

YOUR GUIDE TO SERVICE

Last Updated: July 2025

AFTER HOURS & EMERGENCY SERVICES

Should you have a need for emergency care, we encourage you to access other support and services appropriate to the type of need or emergency you are experiencing. This includes:

Medical Needs or Emergencies

Call 911 in the event of a medical emergency
Contact Healthlink BC for medical information and advice: 811

Need for Respite Care

Contact MCFD for Emergency Respite Care: 250-423-5311

Family or Mental Health Emergency

Contact Mental Health hotline: Dial 9-8-8 or 3-1-0
Contact Kids Help Phone: 1-800-668-6868
Contact the MCFD After-Hours helpline:
1-800-663-9122



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 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 staff receive, please feel free to ask.

ACCOMMODATING SUPPORT 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 persons with specific characteristics. If you have a disability that requires some accommodation or a request your would like to make, please let your worker know as soon as possible.

INTRODUCTION

Welcome to the Columbia Basin Family Resource Society! (CBFRS) We provide a wide range of services to children, youth, adults, and families. This booklet contains both general information about our services and about the agency, as well as information about the specific program you are interested in or have been referred to. We hope you find the information useful. Please feel free to ask any questions you may have.



OUR MISSION...

The society will provide support and assistance to families and individuals in the Fernie and Columbia Basin area as well as providing programs and services that will encourage safe and healthy families and individuals. The society may also carry on education and research related to families.

AGENCY INFORMATION

250-423-4687
1-800-339-7393
250-423-3633 (fax)
cbfrs.com

1592 10th Ave
Fernie, BC
V0B1M0

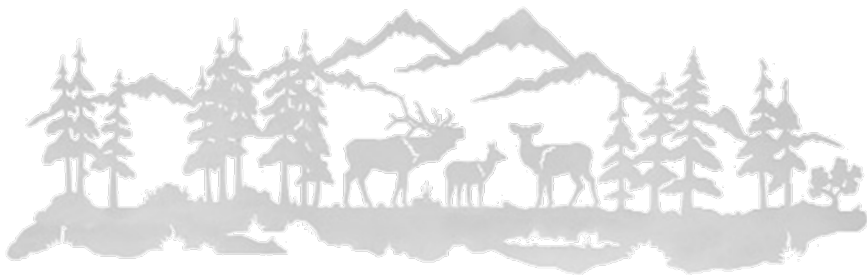
COMPLAINTS PROCEDURE

CHILDREN AND YOUTH WITH SUPPORT NEEDS (CYSN)

CYSN provides one to one services for children, youth and their families who qualify for services through the Ministry of Children and Family Development. The goal of the program is to enhance or improve your health, development, learning, quality of life, participation and community inclusion. Your individual goals are determined through your input as our client, as well as your family and the social workers.

CYSN refers to children and youth up to 19 years of age who require additional educational, medical/health, and social/environmental support to enhance or improve their health, development, learning, quality of life, participation and community inclusion.

The CBFRS works primarily with children and youth from the Elk Valley and South Country. All CYSN referrals are made by the Ministry of Children & Family Development (MCFD) directly to CBFRS. Our services are free of charge.



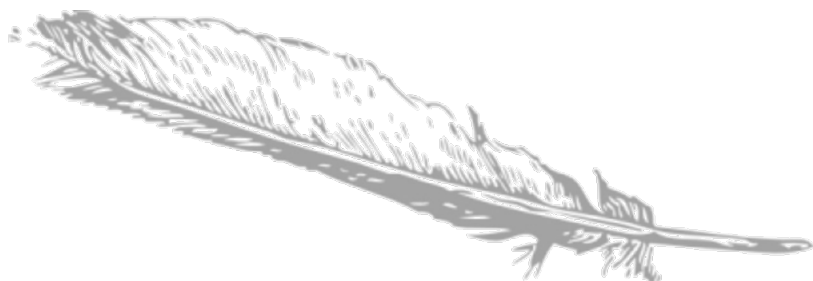
Should you have a complaint or concern with the services you are receiving, including concerns that your client rights have been infringed or violated, we encourage you to assist us in resolving the matter by following these steps:

It is important to know that no complaint will result in you losing service, we are committed to making sure you are heard and respected.

1. If you require the services of an advocate or other assistance, we encourage you to do so as soon as you can. Information on advocates in the area can be found in the **Community Resources in the Elk Valley** guide. You have the right to employ an advocate at any point in the complaint process.
2. All formal complaints must be submitted, in writing, to the CBFRS main office: 1592 10th Ave, Fernie BC, V0B1M0. Please contact the CBFRS office for the Client Complaint Form, download it from our website, or talk to your worker.
3. The office must tell you, in writing, that they have received your complaint within 5 days of receiving it.
4. The office has to reach a decision about your complaint within 30 calendar days, during which time we have to respond in writing. The CBFRS recognizes that 30 days is a long time to wait for a decision so we will do our best to give you a reply in writing in 10 business days.
5. You have the right to appeal any decision made by the CBFRS. You can do this by submitting an appeal in writing, following steps 1-4 above.
6. The staff of the CBFRS also have the right to employ the use of an advocate at any point in the complaint process.
7. If your complaint could also be directed to an outside review process such as the MCFD complaint process or the BC Human Rights Tribunal staff will inform you of those specific processes.

OUR APPROACH TO BEHAVIOR ISSUES

CBFRS believes in each person’s ability, responsibility and right to be heard, to be safe, and to have information to make decisions about their own life. CBFRS is committed to creating and promoting a safe environment for all clients and staff. The CBFRS does not use or endorse restraint, or seclusion, nor does it condone violence or abuse against others.



POSTPONING AND REINSTATING SERVICE

If you or one of your caregivers become violent or abusive during service and non-violent de-escalation does not work, we will postpone service. You will be asked to leave or be escorted from the CBFRS premises or our workers will leave their location and return to the CBFRS office. You would be welcomed to return to service after meeting with your worker and the Team Leader to discuss acceptable behavior and we establish a safety plan. This plan will be reviewed with you, your caregivers, your worker and the team leader within the first month service is reinstated and then at three month intervals after that. If you have any question about this policy please ask your worker.

HOW DO I (OR MY CHILD) QUALIFY?

The program will accept youth referred directly to the CBFRS by the Ministry of Children & Family Development. Please contact MCFD for further information around eligibility criteria at 1-800-661-6131

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 the decision reconsidered please contact the MCFD office.

DURATION OF SERVICE

It is important to remember that all CBFRS service is voluntary and you can chose to opt-out at any point in service. If you qualify, you can receive service until you turn 19. At that point we can support you in transitioning to service through Community Living BC (CLBC) as an adult.

The amount of time a worker spends one-on-one with their clients is determined by the CBFRS Team Leader, depending on your needs and the hours available in the contract from CYSN.

CBFRS GUIDING PRINCIPLES

The following values and beliefs guide the work of the Columbia Basin Family Resource Society:

- CBFRS is open to all families, recognizing that all families deserve support.
- CBFRS values the voluntary nature of participation in their programs and services.
- CBFRS compliments existing services, builds networks and linkages, and advocates for policies, services and systems that support families' abilities to raise healthy children.
- CBFRS works in partnership with families and communities to meet expressed needs.
- CBFRS promotes relationships based on equality and respect for diversity. CBFRS advocates non-violence to ensure safety and security for all family members and to work towards power-with versus power-over dynamics.
- CBFRS focuses on the promotion of wellness and uses a prevention approach in their work.
- CBFRS operates from an ecological perspective that recognizes the interdependent nature of families' lives.
- CBFRS values and encourages mutual assistance and peer support.
- CBFRS affirms parenting to be a lifelong process.
- CBFRS continually seeks to improve their practices by reflecting on what they do and how they do it.

STAFF QUALIFICATIONS

All program staff employed at the CBFRS have either education and/or experience in the Human Service field with specific training on working with children and youth with support needs. They also have completed an emergency first aid course which is re-done every three years. All staff have clear criminal and driving records. If you would like information about the qualifications of a staff person you are working with, please ask us and the information will be provided to you.

WHAT WE EXPECT FROM YOU

We have some expectations that we have of you while you are participating in CBFRS services. All clients will:

- Treat others with fairness, honesty, and respect, including maintaining the privacy of other clients and CBFRS staff
- Be actively involved in all aspects of their services
- Supply necessary information to allow staff to assist in determining service needs and in developing and assisting the client in achieving goals and objectives.
- Inform staff of any medical condition, disability or cultural need that requires our awareness or accommodation in providing service.
- Inform workers if they are unable to attend an appointment or will be late.
- Do not attend their appointment if they are sick. Reschedule their appointment once they have been feeling better for at least 24 hours.
- Inform workers if their address or telephone number has changed
- Inform workers if they no longer choose to participate in services
- Not smoke tobacco within 3 metres of CBFRS premises, or within CBFRS staff vehicles.
- Not possess or use weapons, illegal drugs, and/or alcohol when engaging in CBFRS programs or on CBFRS property
- Be in control of all legal and prescribed drugs and not possess any medication prescribed to someone else.
- Ensure their home is safe for a home visit. This includes:
 - No unsecured dangerous animals at large in the home or on the property.
 - No unsafe structural conditions of the dwelling
 - No exposure to unhealthy fumes and/or unsanitary conditions (including excessive smoke)
 - No visitors in the home that have not been identified and/or may appear to present a health/safety concern.

CONFIDENTIALITY

Building trust with you is the worker's top priority. It is the basis of a positive relationship. The worker will put your privacy first, and strive to maintain confidentiality. Any information shared with your worker during a session is considered to be a private matter. This means that your worker will only share necessary information with the CBFRS Team Leader and your CYSN social worker, **with the following exceptions:**

- If you reveal something that is potentially **harmful to yourself** like thoughts of suicide.
- If you let the worker know that you will potentially **harm others**.
- If you let the worker know that someone is **harming you** or another child. This would also include neglect (not caring for basic needs).
- If your worker receives **notice from the court system** that requires them to hand over your file or records.
- Please know that the CBFRS will do their very best to maintain your **dignity and confidentiality** and if your worker needs to inform others about what you have discussed, they will try and speak to you first.
- If your worker is unsure about the best way to help you with something, they might talk to the Team Leader to gather their thoughts and suggestions regarding your circumstance. They will maintain your confidentiality by providing only relevant information.
- In order to ensure your privacy, your worker will not acknowledge you if they see you in the community unless you acknowledge them first. This is so you will have the power to decide if you wish for others to know that you are working with the CBFRS.
- You should be aware that the phone and email records are considered part of your client record and could be called into court by another party. For this reason you are encouraged to use this means of communication only for discussing appointment scheduling, when ever possible.

YOUR RIGHTS AS A CLIENT

As a Client of the CBFRS you have a right to:

- Be treated fairly and respectfully by all staff, no matter your race, culture, gender, age, disability, sexual orientation, spiritual beliefs, and financial or social background
- Be seen as the expert of your own life and have your experiences respected
- Make informed choices about your services. This includes making the personal choice to take part in services, deciding what information about you can be collected and who can then receive that information, and asking about staff qualifications, training, and experience
- Receive services that are timely, caring, professional, and ethical
- Taking part in planning and making decisions about your services
- Get information about your services without delays
- Request access to your client record
- Share your opinions, values, and beliefs, and have them respected. This includes the right to practice your religion or spiritual beliefs when receiving services
- Receive a copy of the agency's complaint process, have it explained to you, and file a complaint if you feel your rights or concerns are not being respected
- Include your family or legal guardian in your services, and allow them to help make decisions with you or for you when appropriate
- Get help accessing special care to help meet your needs while participating in services
- Know what personal information is being collected and why, and have your information kept safe, private, and confidential
- Receive services that do not force or pressure you into anything, and that protect your right to make your own choices. This includes being free from abuse, exploitation, retaliation, humiliation, or neglect
- Have the rules and behaviour expectations of our services explained to you, and understand that if they are not met, your services may be stopped
- Have your cultural background recognized, respected, and incorporated in the services you receive
- Receive services in a safe and healthy environment
- Get referrals to other services, including legal support, advocacy groups, or self-help services
- Be informed about your service plan before services begin
- Choose to refuse services

WHAT TO EXPECT FROM US

REFERRALS:

Once a social worker from MCFD sends a referral to the CBFRS office, our Team Leader matches the best worker to you. The worker is selected based on your unique needs, their skills, what community you and your family live in, and how many hours have been assigned to you. The Team Leader then shares the referral with the worker who will contact you or your caregivers.

ORIENTATION:

Our Team Leader will first go over and complete a “Service Plan” with you. These plans will help us to outline your goals, keeping your unique needs in mind when you and your worker are working together. These plans will be reviewed every year to make sure that you are getting the best possible service.

Then your worker will set up a time to see you as soon as possible to get to know you. During this initial meeting the worker will go over this manual and “Your Rights as a Client” handbook. They will ask you questions about what you like and what you do not like to do.

They will also go over a few important documents for you and your caregivers to read over and sign. They are: The Client Service Agreement and where appropriate: a Release of Liability/Waiver and a Release of Information.

YOUR SERVICE:

Once you have met the worker they plan activities for your sessions by taking into account information on your referral from CYSN, the information provided in your orientation as well as other conversations you or your caregivers had with the worker. Your activities are chosen to enhance your life, skills and understanding of the world around you. This could range from outings into the community, outdoor activities and involvement with your peers.

YOUR SERVICE (CONTINUED):

We will make sure that the activities will fit your schedule, are within your capabilities and are what you like to do. When ever possible you and your family will be included in the planning of activities. Sometimes, we can provide you services in a group too. The amount of time you and your worker spend one-on-one is determined by the CBFRS Team Leader and your CYSN social worker, depending on your needs and the hours available in your contract from CYSN.

We can also support your family. When requested, we can support your parents or caregivers in developing parenting and child management skills, accessing information and community programs, which may include parent support groups, parent skills training, counseling, life skills and organized activities.

Should services have to switch from in person to online, we will make sure to contact you by phone or email. We will provide you with support with this switch to make sure there is as little impact to your services as possible.

WHEN YOUR SERVICE ENDS:

CYSN service is only for children and youth up to 19 years old. If you would still like to receive service, our workers can help you apply for Community Living BC, an organization that provides services to adults. If you and your family choose to leave to community or age out of service we will provide you with what ever appropriate referrals we can. We will also provide the Ministry with a discharge summary.

REPORTS:

We are required to provide quarterly reports to your CYSN social worker. These reports include a description of activities you and your worker did, as well as: your personal growth and development and any issues you are still struggling with. The reports are kept confidential and secure. Your file is the property of MCFD, if you would like to see your file you will need to file a request through the Freedom of Information and Protection of Privacy Act (FOIPPA). More information on FOIPPA can be found at the CBFRS office and at: <http://www2.gov.bc.ca/>