



**TEEGATHA'OH ZEH**

**CLIENT ORIENTATION HANDBOOK**

# **“IT’S ALL ABOUT YOU”**

This handbook was created in 2012 by Teegatha’Oh Zheh

We want to make sure that people are well informed about the services they get. This handbook is one way we make information available to you and your family.

If you have suggestions to make this handbook better, please contact us.

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# **INTRODUCTION TO YOUR HANDBOOK**

## **Why Do We Give You This Handbook?**

People need information. If people do not get enough information they might not make the best decisions for themselves. It is your right to have the information you need to make good decisions and to make informed choices. This handbook is one way we respect your rights by making sure you have enough information about Teegatha'Oh Zeh. Throughout this handbook we will call the Agency – TOZ.

## **Understanding the Information**

We believe it's important that you understand the information we give you. That is why we have written this handbook in plain language. A staff person will talk with you about the handbook. They will explain anything you don't understand.

## **How to Use This Handbook**

We will give you a copy of this handbook to keep. Anytime you would like us to go through this handbook with you, let us know and we will make arrangements to do so.



# Chapter One

## Teegatha'Oh Zheh



THE BEGINNING OF TOZ
➤ TOZ began in 1989
➤ It was started by local parents of people with special needs who needed their adult children to come home and stay home after being away in institutions.
➤ TOZ then opened its first residential home.
➤ Since then another home and 2 Day Services began.
TOZ TODAY
➤ The Agency provides services to about 25 individuals and their families.
➤ There are four programs for adults:
➤ Open Doors Day Program
➤ In Step Day Program
➤ Team 1 Residence
➤ Team 3 Residence

**VISION, VALUES AND MISSION**

TOZ has a Vision, Mission and Guiding Principles. They guide us in the services that we provide to you.

**MISSION**

Teegatha’Oh Zheh Is dedicated to promoting community inclusion by providing meaningful supports, services, and advocacy for individuals who have developmental disabilities.

GUIDING PRINCIPLES
<p style="text-align: center;"><b>Dignity &amp; Full Citizenship</b></p> <p>We believe in the dignity and rights of every human being and their inherent right to full citizenship.</p>
<p style="text-align: center;"><b>Advocacy</b></p> <p>We will support individuals toward full inclusive communities through education, public awareness and engagement.</p>
<p style="text-align: center;"><b>Partnerships and Collaboration</b></p> <p>We promote community partnerships and collaboration in order to better respond to the needs of individuals with developmental disabilities and their families.</p>
<p style="text-align: center;"><b>Leadership and Excellence</b></p> <p>We promote leadership and learning for individuals to achieve excellence.</p>
<p style="text-align: center;"><b>Integrity &amp; Accountability</b></p> <p>We believe that integrity and accountability are central to all that we do.</p>

**VISION**

Teegatha’Oh Zheh envisions a fully inclusive community in which all individuals have dignity, rights and respect and are encouraged to reach their full potential.

## **TOZ STAFF**

About 20 full time/part time staff and 6 casual staff work for TOZ. These staff were chosen because they have combinations of experience and education working with adults who have developmental disabilities.

All staff are trained in:

- ❖ Person Centered Planning (PCP) – to make sure your services are about you
- ❖ First Aid and CPR – they keep their training updated
- ❖ Non-Violent Crisis Prevention and Intervention (NVCPI) and/or Supporting Individuals through Valued Attachments (SIVA) – so that they know what to say and do if someone is very upset
- ❖ All staff also must have an approved Criminal Record Search

Many staff are also trained in special areas like:

- ❖ Giving medication safely
- ❖ How to help someone who has seizures
- ❖ Understanding and supporting people who have head injuries
- ❖ Alternative communication like sign language
- ❖ Sexual Health & Relationship training
- ❖ Social Thinking

### **Choosing Staff to Work with You**

We want you to feel comfortable with the staff that supports you. If you don't feel comfortable then you or your family could speak to the Coordinators, or Executive Director. They will see if there is anything that can be done to make things better for you.

## **OTHER THINGS YOU NEED TO KNOW**

### **Program Outcomes and Your Satisfaction**

Every program has goals to meet each year to prove they are providing a better service to you. We call the measure of these goals – program outcomes.

We will ask you to help us decide what the program goals should be and we will let you know every year if we meet the goals or not.

We also want to know if you are satisfied with our services. We will ask you at least once a year. This is called a satisfaction survey.

### **How to Reach Us**

The main office is open every weekday from 8:30 – 4:30. The address is 311 Ray Street. Whitehorse, YT. Y1A 0L9. You can call the main office at anytime. The number is 867-667-4471. We have a voice mail system. This means you have to be ready to leave a message on an answering machine.

### **Administering Medication**

Some of the people we provide services to need help to take their medication.

If you do, we will ask you and your caregiver to get the pharmacy to provide you with the medications to us in a bubble pack along with a medication administration record sheet (MAR).

## **Chapter 2**

# **Rights and Responsibilities**



## **Your Rights – An Introduction**

**It is important that you know and understand your rights:**

- ❖ As a Canadian
- ❖ As a person with developmental disabilities living in the Yukon
- ❖ As a person participating in our programs and services

To help you learn about your rights and to help you understand them better, we have included information about some of them in this handbook. We will go through these rights with you when you start receiving services from us. We will go over them again with you when we meet with you annually about your Person Centered Plan. We give this information to the staff that work with you so that they will also know about your rights.

### **YOUR 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. Some of your rights included in this chapter are:

- ❖ The right to be treated fairly and equally regardless of your colour, sex, age, or whether you have a physical or developmental disability.
- ❖ The right to choose your religion
- ❖ The right to your own thoughts and the right to talk about your thoughts
- ❖ The right to come together with other people
- ❖ The right to vote
- ❖ The right to stay in Canada or to leave
- ❖ The right to learn

### **YOUR RIGHTS AS A PERSON LIVING IN THE YUKON**

#### **Yukon Human Rights Act:**

In the Yukon there is something called the Yukon Human Rights Act. It says that you cannot be discriminated against because you have a physical or developmental disability. Discrimination means that you are treated differently than other people. The code says that you have the right to:

- ❖ Use the same services as everyone else including restaurants, malls, buses and schools
- ❖ Get a job when you have the best qualifications

- ❖ Get the same wages as everyone else
- ❖ Be treated the same as all other tenants, if you rent an apartment or a house.

**If you think you have been discriminated against because of your disability then you can ask TOZ staff to help you take steps to make things right. They will:**

- ❖ Teach you how to advocate for yourself, or
- ❖ Advocate with you, or
- ❖ Refer you to a person or an agency that can help you, such as ASU.

## **YOUR RIGHTS TO FINANCIAL ASSISTANCE IN THE YUKON**

Persons with disabilities who are 19 years or older in the Yukon have the right to apply for benefits and services. Many adults who are served by TOZ may be eligible to get assistance through Social Services. Depending on your needs and your income you may be able to get:

- ❖ A monthly support allowance
- ❖ Medical coverage including Medical Services Plan as well as other medical benefits such as eye glasses and dental care

Your Social Assistance Worker can tell you more.

If you are over age 65 you are eligible for Old Age Security as well as an Old Age Supplement. If you have been employed in Canada you may also be able to get a Canada Pension.

## **YOUR RIGHTS AS A PERSON RECEIVING SERVICES FROM THE GOVERNMENT**

### **TOZ is mainly funded by Health & Social Services (H&SS)**

H&SS helps delivers support and services to adults with developmental disabilities and their families in the Yukon. It has family and community members, as well as staff located throughout the territory. They believe that people with developmental disabilities and their families know best when it comes to their needs, goals and planning for the future. For more information on H&SS and how they can help you please contact them;

## **HEALTH & SOCIAL SERVICES(H&SS) CONTACT INFORMATION:**

### **Health and Social Services**

Government of Yukon

Box 2703

Whitehorse, Yukon

Y1A 2C6

CANADA

Email: [hss@gov.yk.ca](mailto:hss@gov.yk.ca)

Area code: (867) 667-5674

Toll free (in Yukon):

1-800-661-0408

by contacting H&SS you may be eligible to receive and use:

- ❖ Services from a Case Worker
- ❖ Services, including nursing, physiotherapy and occupational therapy from health services
- ❖ Mental Health Services and assessments from Mental Health.
- ❖ The government contracts with TOZ to provide services to you. The government has Service Principles that we must follow.

### **Respect for the Individual**

This principle says that your rights and dignity must be respected. Those of us who provide you service are required to meet your individual needs and support your unique strengths and qualities.

## **Self Determination**

This principle talks about your right to control your life and to take responsibility for your actions. It reminds all of us to provide you with opportunities to act on your own behalf and, to participate in the decisions that affect you.

## **Person Centered Planning and Family Involvement**

This principle says that you will be provided the opportunity to participate in the planning of your services. It also says that your family, and/or others who know you well, will be provided the same opportunity.

## **Maximizing Independence, Growth and Environmental Choices**

This principle says that you will be provided with opportunities to become as independent as you can. It encourages us to provide you with as much freedom as possible and at the same time ensure that you feel safe and secure.

## **Community Inclusion**

This principle guides us to support your involvement in the day-to-day life of your community.

## **Quality of Life**

This principle guides us to improve your quality of life in the following areas:

- ❖ Health and safety
- ❖ Making choices
- ❖ Recognition of your value by you and others
- ❖ Participation in your community
- ❖ Good relationships with friends and relatives
- ❖ Daily activities that help you get to your goals.

## **Regular Community Services**

This principle guides us to assist you to access the same services in your community as everyone else.

## **Community Partnerships**

This principle encourages us to help you link up with other services so that you get the best support.

## **SERVICES WE PROVIDE MEET STANDARDS**

### **We make this happen:**

- ❖ Through your Person Centered Plan
- ❖ We talk with your family and other people who care about you. We give you information about the program and then ask your opinion about what we are doing and how we can make services better for you. We want you to be having the best life possible
- ❖ We will also ask you to fill out a satisfaction survey annually and when you leave a TOZ program. You can ask someone to show you an example and explain it to you if you want.
- ❖ We report to H&SS a few times a year to make sure they know how we are doing
- ❖ We monitor our own services by reviewing standards for all programs on an ongoing basis

## **YOUR RIGHTS AS A PERSON PARTICIPATING IN OUR PROGRAMS AND SERVICES**

### **Information about Your Right to Conflict Resolution at TOZ**

TOZ realizes that sometimes when people work together they may disagree. For example: you and your family or caregiver might disagree with a decision that has been made that affects you. If you, or others important to you, disagree with something, there is a way to help everyone involved to talk openly and resolve issues.

### **Conflict of Interest**

A conflict of interest means that staff or volunteers have put their needs or best interests ahead of yours or the Agency's. This is wrong. TOZ will stop conflicts of interest when they are reported.

## **The Conflict Resolution Process**

If you or your family, or your caregivers disagree with something that was said or something that happened at TOZ:

1. Talk to your family, your caregiver, or worker to find out what can be done.
2. If your concern is not resolved then you can choose to go to a more formal process.

### **Formalizing Your Concerns;**

TOZ has a formal complaint process. You make a report to a Coordinator or to the Executive Director. You explain the problem. You tell them what you have done to try to fix the problem. You tell them what you think needs to happen to make things better. The person you talk to will write down what you say. They will give you a copy. They will tell you what they are going to do to fix the problem. They will follow up with you later to see if things are better. Then you can make an informed choice. If you feel your concerns are still not heard after you follow this process you can then speak with an H&SS representative to have the issue resolved.

### **INFORMATION ABOUT YOUR RIGHT TO MAKE CHOICES AND DECISIONS**

- ❖ All people have the right to make decisions and choices
- ❖ We know that many people might need help to make choices
- ❖ We think that it is important that you make as many choices and decisions as possible. We have come up with some different ways to assist you to do that.

### **Here are Some Ways that We Help You to Make Decisions**

Before you make a choice we will give you as much information as you need to make what is called an informed choice. For example, if you think you might like to participate in one of our programs we will give you some information about the staff, the activities, and the goals you could expect to achieve. We will also tell you about any rules to get into the program or if there is a wait list.

### **We Support You to Try Out Options**

We know that people need to know about options before they can make an informed choice. An option is any one of the possible choices you could make. As much as we can, we will support you to try our different options. This way you are more likely to make an informed choice about the option that you prefer. For example: let's say you want to volunteer and you have never done that before. We would assist you to visit different volunteer sites. This may make it easier to choose the site that works for you.

## **It's Okay If You Change Your Mind.**

We know that sometimes people change their minds when they are exploring options. We know that this is all part of learning how to make choices and decisions. If you make a choice and it doesn't work out – That's okay. We will support you to explore another choice.

## **We Support You to Ask for Help**

If you need help to make choices you can ask someone who knows you well to assist you. We help you to look at the "risks and benefits" of your choices. When you or someone who cares about you believes that an activity you are choosing has a lot of risks as well as benefits, they will ask you to talk about it. We have a form to help you do this. When your health and safety is at risk, we ask you to consider choosing activities that have the benefits you want with less risk.

## **INFORMATION ABOUT YOUR RIGHT TO PRIVACY**

Privacy means that information about you is confidential. When you turn 19 in the Yukon you become an adult. Once you are an adult, people who need information about you need to talk to you first. You can decide who you want to share information with. You write this down on a consent to exchange information form provided by TOZ or H&SS.

### **This form will remind you of the following information:**

1. Sometimes TOZ employees need to share information about you with each other. We do this so that you get good care and support.
2. Sometimes TOZ employees need to share information about you with other people.
3. Consent means that you give us permission to share information with the people you choose on the list. The list is on the back of the Consent to Exchange Information Form.
4. This consent form is good for one year. If something changes in your life, you can do a new form. You can change your mind about giving consent. If you change your mind you need to let us know.
5. There is some information the law says we must share without your consent. This includes any information about:
  - ❖ Abuse (this means hurting someone else or hurting yourself)
  - ❖ Neglect (this means not taking care of yourself or someone else)
  - ❖ Suicide threats (this means saying you will hurt yourself or take your own life)
  - ❖ Breaking the law (this means saying that you plan to break the law or telling us you did break the law)

- ❖ Subpoenaed information (this means a judge has given us a court order to share information)
- 6. TOZ only shares information written by TOZ staff. We cannot share documents that are written by other people
- 7. TOZ also shares information about your skills, talents, abilities and dreams when we think it will help you get what you want out of life.

If we plan to use your photograph or video in the TOZ newsletter or Website or if we write an article about you we will ask for your permission on a Media Consent Form.

### **More Information about Your right to Privacy at TOZ:**

- ❖ You have the right to be alone, if you choose
- ❖ You have the right to visit your friends and family in private
- ❖ People should knock and ask if it is okay with you before they come into a space where you are alone
- ❖ People should not look at or take your private things without your permission
- ❖ People should respect your right to privacy when we help you with personal care
- ❖ We will support you to respect other people's privacy

### **YOUR RIGHTS AND INFORMATION ABOUT YOU**

TOZ will ask you and your family or caregiver to give us information about you. If you want to participate in a TOZ program, we will share this information with the staff there. They need this information so they can understand you and support you well. All staff have to sign an oath of confidentiality, which means they have promised not to share information about you with anyone outside of TOZ or H&SS unless you have agreed to this as per the consent to share information form.

### **Where do we keep the information?**

We keep the information about you in your client files in a locked office. We also keep a duplicate of the main information of your file in our central filing system in the Main office. Only the people who need to know about you have a key to get into these storage places. We also keep some of the information about you on computers. Again, only the people who need to know about you have access to the computer generated files.

### **Can You Look at the Information?**

Yes. You can look at the information about you at any time. Ask the Coordinator and she/he will go through your binder with you.

### **Some records we might keep include:**

- ❖ Personal Information Form – This form tells us where you live and who you want us to tell if there is an emergency. It also tells us about your health, medication and any other things about you that will help us to support you in our programs.
- ❖ Behaviour Plans and Protocols – Some people we support get angry or frustrated. Some people find it hard to tell us what they need. If you need help when you get angry or frustrated we will write a Behaviour Plan or Protocol. This tells us how to give you the help you need to feel better and to stay safe.
- ❖ Person Centered Plans – You will participate in planning meetings about you. A copy of each plan goes into your binder.
- ❖ Daily Notes – When workers spend time with you they will write notes about the activities that you did together.
- ❖ Critical and Internal Incident Reports – Some serious events must be reported to your social worker. We report these serious events on a form called a Critical Incident Report. A copy of this is kept in your binder. Other events not as serious are kept in your binder but not given to the social worker, these are Internal Incident Reports. Here are some examples of serious events; you get hurt badly, we give you the wrong medication, or your money is stolen from you.
- ❖ Health Records – All health care records are kept in your binder.

### **WE VALUE DIVERSITY**

TOZ supports people of all cultures, religions and family backgrounds. We support people who speak in a variety of different ways like sign language, pictures and acting out what they mean. We believe that everyone has talents and gifts and that everyone belongs in our community and contributes to our community. TOZ does not tolerate prejudice. TOZ supports many activities that strengthen community diversity.

### **ABOUT YOUR RESPONSIBILITIES**

Along with rights you have responsibilities. For example, when you make a choice you are responsible for that choice. As a Canadian you have rights. You also have a responsibility to respect the rights of other Canadians by treating people fairly and treating everyone equally.

### **Your Responsibilities at TOZ**

As a person who chooses to participate in TOZ programs you have responsibilities. We will invite you to:

- ❖ Participate in the planning of your services

- ❖ Let people know if and when you need support (if it isn't easy for you to tell us then you can ask others who know you to tell us)
- ❖ Follow the rules for conduct in our programs (conduct means the way that you act when you are with other people)
- ❖ Respect the rights of everyone who comes to TOZ
- ❖ Tell us if you are going to be late or away.

### **Your Responsibilities and Your Health and Safety**

You have a responsibility to let TOZ know of any health or safety concerns you have. We need to know about things like:

- ❖ The medications you take if you need help taking them
- ❖ Medical health concerns that you have
- ❖ Safety concerns that you have
- ❖ Health and safety supports that you need.

If it is hard for you to tell us about these things you can ask someone who knows you well to tell us. You also need to tell us if you do not feel safe:

- ❖ When you are in a program at TOZ
- ❖ With someone at TOZ
- ❖ When you are out in the community
- ❖ When you are in a vehicle

### **Your Responsibilities in Case of an Emergency**

If there is a fire or an earthquake or another type of emergency you have a responsibility to:

- ❖ Stay calm
- ❖ Follow instructions from your worker
- ❖ Be safe

**Every TOZ program has fire drills and earthquake drills. When we have drills, you must practice with us.**

**Practicing for emergencies is not a choice.**

## **Chapter 3**

# **HELPING YOU REACH YOUR GOALS**



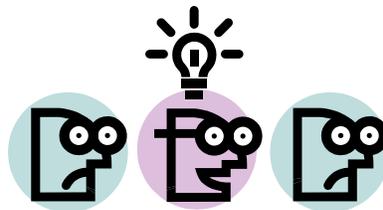
## INTRODUCTION

At TOZ we will help you to achieve your goals. We help you by giving you opportunities to:

- ❖ Develop your independence and skills
- ❖ Participate in your community
- ❖ Meet people and make friends

We also want to ensure that you feel happy, comfortable and safe in your home or at one of our programs. Here are some of the things you will experience at TOZ as we assist you to achieve your goals.

### Person Centered Planning



Person Centered Planning is a set of ways of planning your life. It is called 'Person Centered' because:

- ❖ It puts you in charge of planning your life
- ❖ Finds out what matters to you
- ❖ Thinks about your gifts, and what people like and admire about you
- ❖ Listens to you and the people who care about you
- ❖ Finds ways to move toward your dreams
- ❖ You and the people around you learn and grow together

"Person Centered Planning is a process of learning how a person wants to live and then describing what needs to be done to help the person move toward that life"

(Michael Smull and Helen Sanderson 2005)

## Using Person Centered Thinking Tools to build a Person Centered Plan for You

Most of all, we try to use person centered approaches because we believe it is right to respect all people as human beings, with rights and choices.

If people who use services are to have positive control over their lives, if they are to lead self directed lives within their own communities then those who are around the person, especially those who do the day-to-day work need to have person centered thinking skills”

(Sanderson and Smull)

Person Centered Planning is also part of the responsibility of services that supports people with learning disabilities.

Every member of staff has had training in Person Centered Planning and is able to use Person Centered Thinking Tools.

### DEVELOPING YOUR SKILLS

At TOZ we will support you to develop skills that are right for you, so that you become more independent. Here is a list of some of the skill areas you might choose from:

- ❖ Take care of myself
- ❖ Take care of my home
- ❖ Manage my money
- ❖ Communicate well
- ❖ Advocate for myself
- ❖ Improve in academics; such as Computer, Basic Literacy, Practical Mathematics
- ❖ Seek personal and emotional growth
- ❖ Develop employment related skills

### COMMUNITY PARTICIPATION

At TOZ we will support you to learn skills and to do what you want to do in your community. For example you might want to:

- ❖ Explore activities offered at community recreation centre

- ❖ Try volunteer activities
- ❖ Attend community events
- ❖ Use community resources such as a library, art gallery or museum
- ❖ Learn to use public transportation
- ❖ Get a job

We will give you the support you need to explore and participate in these community-based options.

## **MAKING FRIENDS**



It might be important to you to make friends or to make the friendships you have stronger. At TOZ we can give you opportunities to be more involved with the friends you already have and help you to make new friends. For example we might:

- ❖ Ask you if you want to involve some of your close friends in planning your services
- ❖ Help you to meet new people at a place in the community
- ❖ Help you to get along well with other people

We might also encourage you:

- ❖ To talk to others when you are in the community
- ❖ To get the assistance you need from others in the community
- ❖ To join a group of people in the community who are interested in the same things you are.

## **Chapter 4**

# **HEALTH AND SAFETY AT TOZ**



## INTRODUCTION

At TOZ we have plans and steps to take to help you if there is an emergency. The steps are written down. Each program has its own plan for fires or earthquakes. Staff will show you what to do and will go over this with you.

### Medical Emergencies

If you have a medical emergency:

- ❖ The first staff person on the scene will give you first aid
- ❖ Other staff will go to get information about you so that we can give you the best support
- ❖ If it is necessary, we will assist you to go to a medical clinic
- ❖ Sometimes we will call 911
- ❖ Your caregiver and family will be informed

### First Aid

All TOZ staff have up-to-date First Aid training. There are First Aid kits at every TOZ building. There are First Aid kits in all of our vehicles. The staff that go out in the community with you carry First Aid Emergency Kits.

### Your Own Health and Safety

When you first come to TOZ we meet with you, your family and or caregiver to find out what you need to keep you safe. We ask questions about:

- ❖ The medications you take
- ❖ Health concerns you have
- ❖ Safety concerns you have
- ❖ Your personal care supports (i.e. tooth brushing, hand-washing, etc.)
- ❖ The meal time supports you need

We write your answers down. We will share this information with those who will work with you so they will know how to address your health and safety needs. Every year we look at what was

written the year before and update the information. It is important that you tell us about important changes when they happen – like changes in the medication you take.

## **VEHICLE TRANSPORTATION**

Sometimes you will be transported by TOZ staff, whether in a TOZ vehicle or in a vehicle owned by staff. TOZ staff have a valid class 5 driver's license. All vehicles are insured, in case there is an accident. If you are riding in one of the staff's cars, this vehicle also has updated liability insurance to make sure you are safe. We check the vehicles owned by TOZ regularly to make sure that they are safe to drive. Everyone must wear a seat belt in our vehicles and in staff vehicles.

## **ILLNESS**

If a person attending a day program looks like they have a fever or have a cold we will try to make arrangements for the person to stay at home. This way the illness is not spread to others.

## **UNIVERSAL PRECAUTIONS**

TOZ staff are trained in Universal Health Precautions. These precautions include the following steps:

- ❖ Wear gloves
- ❖ Follow hand washing procedures
- ❖ Follow proper clean up procedures

Staff will follow these steps when they help you with personal care if they come into contact with blood or other body fluids. By following these steps everyone is less likely to be exposed to a communicable disease. Communicable diseases are ones that spread from one person to another very easily. If you come in contact with blood or other body fluids it is important to tell your staff as soon as possible.



## **Chapter 5**

# **How You Can Control Your Own Services**



## **Self Advocacy**

- ❖ Is about speaking for yourself
- ❖ Is about speaking out for your rights
- ❖ Is about teaching others to speak out for their rights

### **Some People Need Help to Advocate for Themselves**

Some people can't talk or communicate easily with others. They may need a friend, family or someone else who knows them really well to speak for them.

### **Self Advocacy is about having Choices**

- ❖ Just like everyone else, you have the right to make choices
- ❖ Sometimes you may need help to make choices
- ❖ Family and friends can support you in making certain choices

### **Self Advocacy means having a say about Your Services**

At TOZ we believe that you will be in control of your own services. You will have a say by:

- ❖ Participating in the Person Centered Planning of your own service
- ❖ Telling staff when you are happy with a program and when you are not happy
- ❖ Participating in an advocacy group
- ❖ Becoming a member of TOZ
- ❖ Running for election as a Self Advocate on the Board of Directors

### **Satisfaction Surveys and Council Meetings**

Every year we ask you to tell us how we are doing. We will ask you question about your services. It is your chance to let us know how happy or unhappy you are with the services you receive from TOZ so we can keep improving them. We will also invite you to a meeting once a year to tell us what you want from us. We follow up on your comments and concerns.

## **Membership in TOZ**

TOZ is a not-for-profit society. This means that we are run by our members. You can become a member by paying five dollars to us.

- ❖ Members get information sent to them
- ❖ They are invited to our Annual General Meetings
- ❖ They get help to attend training events and workshops
- ❖ They also get to elect the Board of Directors. Some decisions may be voted on at the Annual General Meeting. Board Members are interested in your point of view. Please talk to them at our regular meetings or in between. To find out about membership go to the main office.

## **The TOZ Board of Directors**

- ❖ All not-for-profit societies must be run by a Board of Directors
- ❖ Board of Directors are elected from members of TOZ once a year at the Annual General Meeting
- ❖ There are six volunteer positions on the Board of Directors.
- ❖ At every meeting each director reports to the Board.
- ❖ Board members participate on various committees and make decisions about how TOZ will run

## **Chapter 6**

# **PROGRAM DESCRIPTIONS**



## **TOZ Support Services**

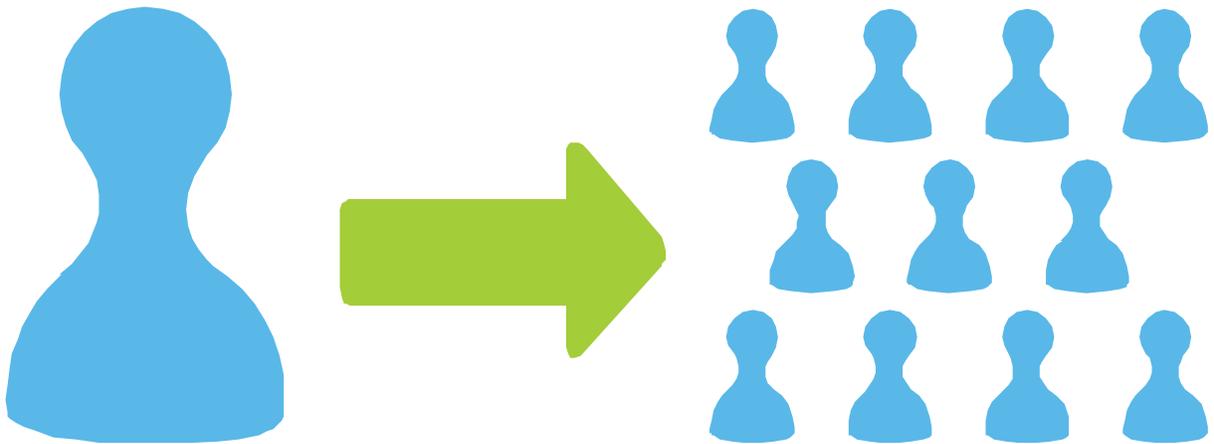
TOZ offers two day programs and 2 residential programs. These programs support skill development, recreation, community involvement, and volunteer work and employment opportunities. These programs also focus on supporting the development of personal relationships in the community.

### **Programs include:**

- ❖ **Open Doors Day Program** – is an activity based program utilizing both agency and community recreation facilities. The program focuses mostly on life skills; these are skills that you need to help you be more independent. Some of the on-site activities include crafts, games, computer access, movies, and music. Bowling, swimming, and library are a regular part of the program. Our participants participate in volunteer works, community clean-up, and other programs in the community. There is also a supported work element built into the program for those people that have an interest in getting a job.
- ❖ **In Step Day Program** – is a skill-based program. The participants enjoy many of the same activities that Choices program offers but the main focus of this program is work, social and personal skills and independence. Access to community facilities and activities is also a part of this program. People in this program are usually out in the community.

# Chapter 7

## RESOURCES



# Local Resources

## TOZ Programs

Program Coordinator.....	668-4471 Ext. 206
Residential Coordinator.....	668-4471 Ext. 203
Open Doors.....	668-4471 Ext. 207
In Step.....	668-4471 Ext. 205

Handy-bus .....	668-8394
Adult Services Unit, Health & Social Services.....	667-5674
Yukon Council on Disability .....	668-6703
Fetal Alcohol Syndrome Society of Yukon .....	393-4948
Yukon Learn .....	668-6280
Special Olympics, Sport Yukon .....	668-6511
Learning Disabilities Association of Yukon .....	668-5167
Challenge .....	668-4421
Helping Hands .....	667-7443
Victoria Falkner Women’s Centre .....	667-2693
Yukon Association for Community Living .....	667-4606
Autism Yukon .....	667-6406
Yukon College .....	668-8800
Yukon Human Rights Commission .....	667-6226
Service Canada .....	1-800-622-6232
Workplace Diversity Employment Office, YTG .....	667-5898

Salvation Army .....	393-8322
Victim Services .....	667-8500
Council of Yukon First Nations .....	393-9200
Aboriginal Affairs and Northern Development Canada .....	1-800-567-9604
Whitehorse Health Centre .....	667-8864
Canadian Down Syndrome Society .....	1-800-883-5608

**For more information, please contact:**

Teegatha'Oh Zheh

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Whitehorse, Yukon Y1A 0L9

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