

Community Connections Support Services



Welcome to our
services!

A bit about our history...

Community Connections Support Services was started in the summer of 1991 by Wanda Stoltz. Wanda created Community Connections to work in a different way supporting people who have a disability. We focused our work on an a new service area: increasing meaningful community involvement for people who have a disability. From a start providing community support services, we branched out to include residential support services and home sharing support services. From an original support team of three employees in Kelowna, Community Connections has grown into an organization of over 100 employees and has expanded into the regions of the West and East Kootenays.



Community Connections Support Services' Mission Statement:

It Is We.

Community Connections Support Services' Philosophy Statement:

It is we.

It is not us and them.

We assist people to eat.

We do not feed them.

We assist people to bathe, dress and get ready.

We do not bathe, dress and get them ready.

We go out.

We do not go on outings.

We go out with someone.
We do not take them out.

We ask people questions, give choices and suggest.
We do not command, order or tell.

We are support persons who assist people in their homes.
We are not group home staff.

We support people who live with challenges.
We do not work with the handicapped.

We assist people to get ready for bed.
We do not put them to bed.

It is we.
It is not us and them.

Our Guiding Principles:

To promote greater success in community living, we provide personalized services that are rooted in the following principles:

Choice, Voice, Respect, Relationship, Responsibility and Growth

1. **Choice:** We believe a person's needs and preferences must define the direction of their services.
2. **Voice:** We work to ensure that the people we support are heard.
3. **Respect:** We believe that there should be no barriers to respect.
4. **Relationships:** We facilitate healthy relationships to promote true community membership.
5. **Responsibility:** We believe that with the rights associated with community membership, people must accept the ensuing responsibilities
6. **Growth:** We believe in the principle of life long learning.

Our Services....

Residential Support Services

We create residential services that meet the unique needs of each of the people that we support. We have been creative and person centred when we design services. They are based on a 24 hour a day/ seven days per week model. We have used shared contracting, roommates and home sharing models of support to save costs, make services better and offer more choices in services for people.

We offer the people we serve a full range of support services created to meet ongoing or changing needs. For example, we provide life skills, home maintenance and budgeting/ banking supports as well as a full range of personal care services for those people who require them. We recognize our responsibility for creating a warm, welcoming and accessible home for the people we support. While it is the workplace for the employees of our agency, our first priority is that these are the homes of the people that we support.



Home Share Services

Our home share coordinators match people requiring full time placements and their families with approved caregivers. Home Share provides many benefits, including:

For the individual:

- provides social, recreational and growth opportunities.
- provides a supportive home environment and larger support network.

For the family or primary caregiver:

- provides a break from the caregiver role.
- offers an opportunity to enhance other family relationships.

For the home share provider:

- Home sharing provides an opportunity to share their lives and demonstrate to their family the benefits of providing care.



- Home sharing provides additional family income and a flexible work option that makes work-life balance easier to achieve.

Our website...

A lot of this information about our agency and what we do is on our website. Point your web browser at <https://commconn.ca> and have a look around. We work hard at keeping our site updated to provide you with useful information and resources.

Who Are We?

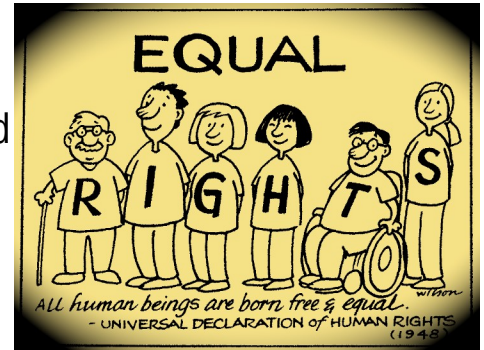
Community Connections Support Services, or CCSS, has a whole team of people who want to help you get the best services possible. If you have any questions about our services or need any help, please contact the person below:

Name	Contact this person about	Contact info
Brian Burnham Director – Operations	All Services Kelowna, East and West Kootenays	work: 250-491-2907 ext 2 toll free: 1-888-491-2907 email: brian@commconn.ca
Jackie Burnham Director – Strategic Management	All Services Kelowna, East and West Kootenays	work: 250-491-2907 ext 1 toll free: 1-888-491-2907 email: jacqueline@commconn.ca
Joanne Walker Operations Manager	All Services Kelowna, East and West Kootenays	work: 250-491-2907 ext 7 toll free: 1-888-491-2907 email: joanne@commconn.ca
Jane Fedyk Quality Assurance Manager	All Services Kelowna, East and West Kootenays	work: 250-491-2907 ext 6 toll free: 1-888-491-2907 email: jane@commconn.ca
Vivienne Prather Service Coordinator	Residential Services – West Kootenays	work: 250-491-2907 ext 4 toll free: 1-888-491-2907 email: viv@commconn.ca
Anshulee Jamwal Service Coordinator	Residential & Community Support Services – West Kootenays	work: 250-491-2907 ext 5 toll free: 1-888-491-2907 email: anshulee@commconn.ca
Lindsay Peabody Service Coordinator	Home Share Services - Okanagan, West and East Kootenays	work: 250-491-2907 ext 3 toll free: 1-888-491-2907 email: lindsay@commconn.ca

Your rights...

Our role is to *support* you to achieve your goals and enjoy your rights in your community. Everyone has the same rights in Canada. The Charter of Rights and Freedoms is a legal document in Canada that says: “(1) Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular, without discrimination based on race, national or ethnic origin, colour, religion, sex, age or mental or physical disability”

There are many people in our community who can assist you to get the information and support you need to help you achieve your goals. If you need any help using our services or accessing your community, please give us a call.



Your Satisfaction...



...is extremely important to us! We want you to be happy with your services and we want to know if your services aren't working for you or if you have concerns. Here is what you do if you or someone you know is concerned about the support you are getting:

1. Talk to your support worker or anyone at Community Connections Support Services and tell them about your concern. Most of the time together we can find a solution for the problem by talking about it. We will make sure that we work with you to solve the problem.
2. You should never worry about telling us about a problem. It's our job to make sure your services are working well for you. You will never get in trouble and you will never lose your services by complaining about something that is bothering you.
3. If your problem isn't better after meeting with someone at Community Connections Support Services, you may want to visit your CLBC Facilitator at their office.
4. Sometimes, concerns or problems happen with other services you are getting from other agencies. We encourage you to find out what their policy is to solve these problems or talk with a CLBC Facilitator to solve them.

CLBC? CCSS? Who does what?

We know that making your way through services can be confusing and involve many people. Below is some information to help you understand who's who:

Community Connections Support Services or CCSS

That's our agency!

We provide services in areas such as Home Share Support and Residential Support.



Our job is to make sure that you and others receive safe, positive, well-planned services that meet your needs and are all about your goals and the things you want to do in your life. Our goal is to support you to achieve those things that are important to you.

We are your support workers, home share providers, service coordinators, home share coordinators.

We receive our funding from Community Living BC and all our work must meet their standards.

Community Living BC or CLBC

CLBC is responsible for making sure that adults living with a disability in BC get financial support and support services to live happy, healthy lives where they are included in and have access to their communities.

CLBC is responsible for deciding if a person qualifies for services. In other words, they make decisions about whether or not a person can have financial support and support services. If they decide that a person can receive financial support and support services, they work with the person to decide what kind of services would be best and arrange for financial support.



It is also CLBC's job to monitor or 'check in' with agencies like ours to make sure that we are doing our job well. CLBC gives us the money we need to provide services so that there is no cost to people getting those services.



CLBC also works with Health Services for Community Living or HSCL and Developmental Disability Mental Health Services or DDMH. The folks at HSCL and DDMH are there to help if you need some extra medical or mental health support. We can help you get these services by letting CLBC know that you need or want them.

Your CLBC Facilitator is the person you or your family met with to talk about what kinds of services you need. This person probably asked you some questions about what you would like and what sorts of things you need some support with. This is the person who helped decide what services would best suit your needs and goals. You can contact your CLBC Facilitator to help you make decisions or to talk about any concerns you may have.



Confused?

We are always here to help you with questions you may have and do our very best to get you the answers you need. Call us anytime. Phone: 1-888-491-2907

Please stay connected....!

We want to hear from you and your ideas are very important to us. Give us a call anytime. We'd love to hear from you!