

# How to Access Kindale Services

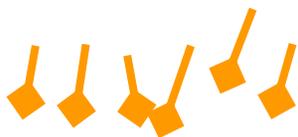
All people who are eligible for CLBC services can talk to an Analyst at CLBC and request their support be provided by Kindale.

CLBC will then contact the Kindale Executive Director and a meeting will be set up for you to meet with the Executive Director to discuss your support needs and decide if Kindale is the Agency you want.

Kindale will contract with CLBC to provide the agreed upon services.

Should you decide that Kindale is not the agency you want to use then we can assist you to find another agency that can provide the support you require.

We have a website that has information about Kindale and the work we do.



Our website address is: [www.kindale.net](http://www.kindale.net)  
For more information and to give us your feedback please contact:

Kindale Developmental Association  
2725A Patterson Avenue  
P. O. Box 94  
Armstrong, BC V0E 1B0

Phone: 250-546-3005  
Fax: 250-546-3053

Email: [kindale@kindale.net](mailto:kindale@kindale.net)

Website: [www.kindale.net](http://www.kindale.net)

## PROVINCE OF BC:

MLA for Vernon-Monashee: Harwinder Sandhu (250) 503-3600  
or emailing [harwinder.sandhu.MLA@leg.bc.ca](mailto:harwinder.sandhu.MLA@leg.bc.ca).

MLA for Shuswap: Greg Kylo 250-833-7414

Minister for Social Development and Social Innovation: Michelle Stilwell 1-800-663-7867

Advocate for Service Quality: 1-800-663-7867

BC Disability Benefits 1-866-866-0800

## COMMUNITY LIVING BC

Manager for North Okanagan and Shuswap:

Tamina DeMontezuma, 250-549-5490 (Vernon)

Vernon Office: Suite 201, 2802 - 30th Street, Vernon, BC V1T 8G7. Phone: 250-549-5490

Salmon Arm Office: 351 Hudson Ave. NE, Salmon Arm BC V1E 4S4. Phone: 250-832-1718

General Enquiries: [vernon@communitylivingbc.ca](mailto:vernon@communitylivingbc.ca)

## BC HUMAN RIGHTS TRIBUNAL

1170 - 605 Robson Street, Vancouver, B.C. V6B 5J3 Phone: 1-888-440-8844

## DISABILITY RESOURCE CENTRE - INDEPENDENT LIVING VERNON

3402 27th Avenue, Suite 107, Vernon, BC V1T 1S1. Phone: 250-545-9292

## INFORMATION, RESOURCES AND ADVOCATES - INCLUSION BC

227 6th Street, New Westminster BC V3L 3A5. Phone: 1-800-618-1119

Internet safety: <http://www.communitylivingbc.ca/projects/i-can-be-safe-online/>



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## CLIENT INFORMATION



Kindale Developmental Association  
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2725A Patterson Avenue

[www.kindale.net](http://www.kindale.net)  
250 546 3005

We are happy to give you this information in the hope that it will answer any questions you have about Kindale and help you make decisions and choices.

It is important that you and your family and friends know how Kindale will support you in reaching your goals.

It is also important that your family and friends know what they can do to help you get the most out of your time with Kindale.

We will help you understand information about Kindale and our services and programs.

We will go through our Client Handbook with you and your family and/or caregiver when you first join Kindale.

We will give you a copy of the Client Handbook. You can look at it and ask us to help you look at it anytime you want.

We will review the Handbook with you once every year.

### WHO WE ARE

In 1959, Lydia Boss was a nurse in Armstrong, BC. Her son, Gary, needed a place where he could go to school and learn to the best of his ability. There was no school in the area that would take Gary. So, Lydia, with help from the Kinsmen Club and lots of other people, started a school on Rosedale Avenue for Gary and other children who were not able to go to the local school. That is how Kindale was born!

Now, decades later, Kindale has grown and changed a lot, but Gary Boss still enjoys being part of the Kindale Family. Kindale serves more than 200 adults and, recently, began providing support to children and youth.

Today, Kindale offers many services in Vernon, Armstrong, Enderby, Salmon Arm, and other smaller communities in the North Okanagan and Shuswap: residential homes, independent living, activity centres, recreation, community inclusion, employment supports and more.

Our work is guided by our Mission Statement and Philosophy.

Revised October 2022

### MISSION STATEMENT

Kindale Developmental Association is a community based network of dedicated people providing individualized person centered support for persons with disabilities within an inclusive and interdependent community.

### PHILOSOPHY

The individual will be empowered to make decisions, choices and connections with community support in the most natural and normal environment that supports and respects his/her dignity and the integrity of individual rights.

### OUR STAFF AND SERVICES

Kindale staff are trained as Community Support Workers, able to assist people who can make decisions for themselves safely and able to provide care for people who need help with physical, mental or behavioural challenges.

### 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 Charter are:

The right to be treated fairly and equally, regardless of race, colour, ancestry, culture, place of origin, political belief, religion, sexual orientation, disability or gender colour, sex, age, or whether you have a physical or mental 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 leave. The right to learn.

The Charter also tells you that if anyone denies your rights, you can ask someone to help you make sure that your rights are being respected. Some of the people that you may want to ask for help include: your parents, or another trusted family member, one of your friends, your staff, or Executive Director, a member of your church or even your local Member of the Legislative Assembly (MLA)

### CONFIDENTIALITY

#### INFORMATION ABOUT YOU

##### WHERE DO WE KEEP THE INFORMATION?

We keep the information about you in your Client File, which is kept in a secure area. Only the people who need to know about you are allowed to see this information. We also keep some information about you on computers. Again, only the people who need to know about you are allowed to see this information.

##### CAN YOU LOOK AT THE INFORMATION?

Yes. You can look at the information about you at any time. Ask B, the Executive Director, and she will go through your file with you.

##### SHARING INFORMATION ABOUT YOU:

The people who support you need to look at your File to get information about you so that they can do a good job. If anyone who is not supporting you asks Kindale for information, then we will ask your permission in writing before we share your information. If we plan to use your photograph or write an article about you we will ask for your permission first.

##### PRIVACY MEANS THAT INFORMATION ABOUT YOU IS CONFIDENTIAL

When you turn 19 years old in BC you become an adult. Once you are an adult, people who need information about you need to talk to you first. Then you decide if you want them to talk to you, your parents or your caregiver.

Before you talk to anyone, you can ask if you can talk about things that are "confidential." That means that what you say is private, and won't be told to anyone else.

There are some things that cannot be confidential. For example, if you say someone is touching you in a bad way, the person you tell has to tell CLBC staff, police and the Executive Director.

##### CONFLICT RESOLUTION

A person who is unhappy with the service provided by Kindale has a right to file a written grievance or complaint.

If you are not able to provide a written complaint, you may instead explain your complaint in person or over the telephone. Contact B Elliott Executive Director 250 546 3005