



Funded by Community  
Living British Columbia  
(CLBC)  
&  
Ministry of Children and  
Family Development  
( MCFD )



Kindale Developmental Association  
(Kindale) is a CARF accredited  
organization in the following  
identified programs:

***Community Services***

*Child and Youth Services*  
*Community Housing*  
*Community Integration*  
*Family Services*  
*Respite Services*  
*Supported Living*  
*Host Family Services*  
*Home Share*



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[www.kindale.net](http://www.kindale.net)  
Executive Director  
B Elliott  
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**Kindale Developmental  
Association**

Individuals will be empowered to  
make decisions, choices and  
connections.....that supports and  
respects his/her dignity and the  
integrity of individual rights.

**What Do I  
Do if I Have  
a Problem  
or Concern  
with  
Services  
provided by  
Kindale?**

Phone: (250) 546-3005

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



Kindale understands that a person, family member, or Guardians may have a complaint about the way we do things.

If you have a problem or concern with the services we provide, this is what you can do:

1. Talk to an Employee.
2. If you require assistance with communicating your problem or concern ask a friend or family member or an advocate to help.
3. If you are not happy with how the problem was solved, or requires further investigation, talk to the Manager.
4. The Manager will investigate the problem or concern and give you an answer in writing within 5 days and meet with you or call you directly.
5. If you are not happy with the help you got; you can ask the Manager to take it to the Executive Director. The Executive Director will meet with you within 5 working days.
6. You will not get in trouble for speaking up and raising your concern. We need to know how to help you.



The Executive Director will investigate your problem or concern. If your concern is about a policy of Kindale, the Executive Director will take your concern to the Board of Director's Executive Committee.

The Executive Committee will tell you about the decision after the next time they meet. This will be the final decision.

If you are not happy with the final decision, we will help you in contacting someone who can help you more. It may be one, or more of the following:

- A Facilitator for Community Living British Columbia.
- The Child, Youth and Family Advocate
- Ombudsman
- The Information and Privacy Commissioner
- Community Care Licensing Officer
- Service Quality Advocate for Adults
- Family and Friends

***MISSION STATEMENT***

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



All people who live with Special Needs have the right to:

1. The services and supports necessary to enable them to secure a quality of life that promotes development of full personal potential.
2. Nurturing in a family environment during childhood.
3. Support to maintain family ties and broaden social networks in adulthood.
4. Be listened to and empowered to direct the course of their lives including where to live and with whom.
5. Safety, security and freedom from harm.
6. The greatest possible personal freedom.
7. Recognition that needs and interest change over time and consequently support services must be flexible to accommodate individual lifestyle choices.
8. Contribute to community through satisfying work, social connections and leisure pursuits.
9. Fair treatment in justice system.
10. Religious freedom and opportunity to worship.
11. Privacy of person, belongings and personal information.
12. Participate fully in life of community in the same way as other citizens do.