



# Semiahmoo House Society

## Acquired Brain Injury

### Services Handbook



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## **Acquired Brain Injury Services**

### **Criteria for Services**

Participants require a referral from the Fraser Health Authority Acquired Brain Injury Services.

### **Intake & Orientation for Services**

At which time Semiahmoo House Society Acquired Brain Injury Services receives a referral by Fraser Health ABIS. Participants are then contacted by the Program Coordinator to arrange intake and orientation.

Participants will then be asked to tour the facility and receive an orientation to the program by program coordinator or a designated staff from the Acquired Brain Injury Services. Each participant will receive a copy of this Handbook and will be asked to provide additional information that is required by the Semiahmoo House Society to provide the person with the best and accurate support based on the person's needs. All participants attend one day per week unless the person is referred for additional days of service by Fraser Health. The Program Coordinator and/or staff may suggest a particular day of service based on group dynamics and common interests of others in the group.

### **Choice**

All participants are actively involved in choosing and planning activities and meals one month in advance. Group planning meetings are facilitated by staff, and occur three times per month. Each participant's choice is valued and people are encouraged to share their ideas in a comfortable group setting. Following the set meetings a program calendar is developed and sent out to each participant.

### **Program Outline**

#### **Social Rehabilitation**

Our Social Rehabilitation programs and activities help increase language and communication skills of participants. They will learn confidence, increase their social networks and have fun doing it! Program activities may include: Aphasia workshops and Group discussions.

#### **Examples of Social Rehabilitation Activities**

- Aphasia Computer Programs
- Table Topics
- Brain Games
- Group Discussions
- Group Planning Meetings

## **Recreation/Leisure Rehabilitation**

Our Recreation/Leisure programs help participants become more involved in their community and increase their health awareness by focusing on fitness, nutrition and overall wellbeing. Programs activities may include: Community Access, Fitness Exercise, and Art Appreciation.

### **Examples of Recreation & Leisure Rehabilitation Activities:**

- Group Day Trips
- Multi-textured crafts
- Group Planning Meetings
- Group Discussions
- Range of motion exercises
- Karate
- Cooking Programs
- Arts and Crafts

## **Education Programs – Cognitive Rehabilitation**

Participants are assisted with their educational goals by empowering them with the skills and knowledge they will need for further education or occupations. Programs activities may include: Reading, Writing, Current events, Computers and the Internet.

### **Examples of Education and Cognitive Rehabilitation Activities**

- Aphasia Programs
- Computer and Internet access
- Book Reading Club
- Group Discussions
- Group Planning Meeting
- Health and Safety Awareness
- Cooking Programs

## **Volunteer Placement Program – Vocational Rehabilitation**

The Volunteer Placement Program is designed to help participants feel valued in the community as people who can assist others. Programs may include: Shopping, Senior Services and Volunteer Awareness.

### **Examples of Vocational Rehabilitation:**

Volunteer Community Placement & employment preparation

## **Life Skills Program**

Enhance their daily living skills so they may reach their highest level of independence. Participants are assisted with their educational goals by empowering them with skills and knowledge to further their education or occupations. Programs may include: Money Management, Health and Safety Awareness, Food Preparation and Food Safe Practices, Social skills, Self-advocacy and Transit Awareness.

## **Outcomes**

- Adult daily living skills
- Reduce social isolation
- Achieve the highest level of independence
- Provide family/care provider with respite
- Allows client to access the community safely
- Sense of accomplishment and pride in achievements
- Have volunteer and employment opportunities

## **Program Goals**

We achieve our goals by:

Respecting each participant for the unique person he or she is.

- Encouraging and supporting participants to develop independence by providing an environment where safe program choices are offered on all levels.
- Supporting positive social interactions through guidance and modelling in a non-judgemental atmosphere.
- Modelling respect for ourselves and the environment through encouraging cooperation and caring for equipment and belongings.
- Continuing to create and maintain a high quality of support to participants within a routine, learning environment that meets the needs of individual participants in the areas of physical, social, emotional and intellectual rehabilitation.
- Providing an environment for participants to have FUN!

## **CONTACT INFORMATION**

ACQUIRED BRAIN INJURY SERVICES DIRECT LINE (604) 592-1006 EXT. 230

### **Program Coordinator of Acquired Brain Injury Services:**

Sylvia Hoeree  
(604) 592-1006 ext.230  
(604) 908-1202  
s.hoeree@shsbc.ca

### **Semiahmoo House Society Director of Programs:**

Lise Boughen  
(604) 536-612-9443  
l.boughen@shsbc.ca

### **Days/Hours of Operation**

-Drop In Tuesday 10:00 am – 4:00 pm  
-Day Program Wednesday- Friday 10:00 am – 5:00 pm  
-Closed for all Statutory Holidays  
-Program Closure- one staff professional training day and a 2 week Christmas Break – notice will be sent one month prior to closure dates.

### **Program Site Location**

Unit # 3 13550 77<sup>th</sup> Avenue  
Surrey, British Columbia.  
V3W 6Y3

## **Arrival and Departure**

Family/care providers are personally responsible for arranging the pickup and drop off of participants themselves or through HandyDart. Please notify HandyDart as well as the Acquired Brain Injury Services if there are any changes or cancellations.

**Drop off time: 10:00 am**

**Pick up time: 5:00 pm**

## **Absences**

**Before or after hours please call (604) 592-1006 ext 230 / after hours emergency 604 908-1202**

The Acquired Brain Injury Services must be notified if a participant will be absent due to vacation, illness or appointment.

## **Early Participant Departure**

If a participant is leaving earlier than the regular departure time family/care providers are responsible for calling the Acquired Brain Injury Services to inform staff of early pick up time.

## **Family/Care provider Participation**

Monthly activity calendars, important notices and special event invitations will be sent home or emailed throughout the year. Family/care providers are required to inform the individual of important dates and planned activities in advance.

Should family/care providers choose to drop in and visit participants we request a phone call to ensure the participant is not out in the community?

## **Family/Care provider/Employee Relations**

Together our communication is crucial to the participant's adjustment and enjoyment in our programs. Family/care providers are encouraged to discuss questions and concerns regarding any aspect of the Acquired Brain Injury Services. An appointment should be made with the Program Coordinator to discuss any issues or concerns.

Informal conversation can take place anytime especially when participants are arriving or departing. Any discussion of a participant's difficulties or problems should only take place in a confidential setting to ensure the privacy of the participant is maintained at all times.

If an issue arises, the goal is to resolve the differences of opinion and conflict by using the conflict resolution steps outlined below:

## Conflict Resolution Steps

Semiahmoo House Society acknowledges that the importance of having positive working relationships with the parents/ care providers of the participants in our program. We are dedicated to providing a peaceful, positive and comfortable environment for our families and Employees. As differences of opinion and conflict do occur at times, the following conflict resolution steps have been put into place:

1. If you are able to do so, please discuss your concern with the appropriate staff member, volunteer or parent/care providers involved. If you are unable to do so or you do not get a satisfactory response, please speak to the program coordinator.
2. Parents/Care providers are encouraged to discuss their concerns with the program coordinator. If you do not feel that you were understood and the results that you were looking for were not obtained or if parent/care provider does not feel comfortable speaking with the program coordinator – see step 3.
3. Refer your concern to Director of Programs for Semiahmoo House Society. The director will try to reach a conclusion that will be satisfactory to all parties involved after seeking all information that may be necessary to make a response.
4. If, after the first three steps, you are not satisfied with the outcome, issues may be referred to the Executive Director of Semiahmoo House Society.
5. If a satisfactory conclusion cannot be reached, parents/ care providers may be asked to withdraw the participant from our center, pending on the severity of the situation.

## Illness and Health

Family/care providers are expected to make arrangements to have the participant picked up when requested by an ABI employee. If the family/care provider cannot be reached, the emergency phone numbers on the participant's personal profile will be called.

When a participant returns after a lengthy illness of three days or longer or has a communicable disease, a doctor's letter is required to certify the participant is not contagious and can once again participate in the regular program.

The following is presented as a guideline to families/care providers regarding when participants will be sent home due to illness and when participants should be kept home due to illness. Our intention in doing this is to make our program as healthy a place as possible for the participants. Participants will be sent home and should remain at home if any of the following apply:

<b>Disease</b>	<b>Symptoms</b>	<b>Notes</b>
Cold with fever	Runny nose, lack of appetite, tired, hurts all over, sever cough, and fever above 37°C.	Keep participant at home until temperature remains below 37°C.
Pink Eye	Thick discharge from one or both eyes, redness and itching of one or both eyes.	See physician. Keep participant at home Symptoms may last up to 2 to 3 days
Sore Throat	Fever, red throat, hurts to swallow	Keep participant at home if temperature is above 37°C.

Gastro Flu	vomiting, diarrhea, stomach pain, loss of appetite, general weakness in the body	Keep participant at home until symptoms have past.
Influenza	Fever above 37°C, cough, headache, tired, no energy, sore throat, nausea, vomiting, and diarrhea.	See physician. Keep participant at home until temperature remains below 37°C. and other symptoms have past.
Herpes Simplex (Common cold sore)	Small, painful, fluid-filled blisters or sores around mouth.	For severe cases, see a physician.
Impetigo	Blisters or sores on the face, neck, hands	See physician to ensure you are no longer contagious.
Rashes	Red spots anywhere may be measles, chicken pox, allergies, and ringworm.	See physician to ensure you are no longer contagious.

## Emergencies

If a serious illness / injury requires prompt or immediate medical attention, all participants supported by Semiahmoo House Society shall have access to prompt, effective medical attention, as it is required.

Seizure protocols must be provided by a physician or specialist, if a seizure protocol is not on file staff will call 911 immediately.

## Medication

A current list of all medications prescribed by a physician must be submitted to the Program Coordinator annually.

If a participant is able to self administer a “self administration” form must be signed. This form can be obtained from the program coordinator.

Medications are not kept on site unless a prescribed PRN and a current seizure protocol has been provided by a physician. Medications are safely stored and administered as per Semiahmoo House Society’s Standard Operating Procedures.

## Policy on Abuse

Individuals supported by Semiahmoo House Society will attend free of physical, emotional, social, sexual, spiritual and financial abuse by support personnel, volunteers, visitors and other service recipients.

Any employee found to be abusive shall be disciplined, up to and including dismissal. As well, Semiahmoo House Society supports the criminal prosecution of any employee found to be abusive to any individual receiving services.



## **Responsibilities**

In order to ensure that all participants have a pleasant experience and have a safe environment while attending the Day Program. It is expected that members follow these rules and guidelines:

- It is my responsibility to not drink or use drugs while attending the day services, or while on the surrounding grounds, prior to or during Day Program
- It is my responsibility to not use abusive language, sexually offensive language or physical violence towards other members or Day Program staff
- It is my responsibility to treat others at the Day program in an appropriate and respectful manner
- It is my responsibility to refrain from inappropriate use of the computers while at the Day program; sexual explicit websites or chat rooms.

## **Transportation Policy**

An authorized driver of the program must ensure that participants are safely seated and seat belts are fastened at all times while the vehicle is in motion. The participant should have the choice of where they sit, front or back, unless there is a specific protocol in place.

All Semiahmoo House Society vehicles contain transportation binders. These binders provide emergency contact information and clear directions on the specific needs of the participant while being transported in a vehicle.

## **Dress Code**

### **Dress**

All participants attending the Day Program must be suitably dressed and groomed, i.e. clean and comfortable clothes. Aprons and smocks are provided to protect clothing if the activity requires it.

### **Footwear**

Footwear worn by any participant shall be of a type, style and condition that will not expose the participant to hazards. The hazards to take into consideration when assessing footwear requirements are: slipping, uneven terrain, abrasion, ankle protection and foot support, crushing potential, temperature extremes. It is not acceptable to wear thongs, sandals or to go barefoot.

### **Jewelry**

The Society is not responsible for jewelry that is lost or damaged.

### **Hygiene**

SHS encourages a scent-free environment therefore the personal use of perfume/cologne should be limited.

## **Hot and Cold weather**

### **Hot weather**

Care providers are asked to provide participants with appropriate clothing and hats to prevent from sun exposure; they are advised to pack sunscreen that is clearly labeled with the participants name on a pharmaceutical label.

### **Cold weather**

Care providers are asked to provide participants with warm jackets, hats, gloves and boots to avoid disruption to possible outing opportunities.

## **Smoking Policy**

Semiahmoo House Society smoking section is located outside the main exit, in accordance to the smoking by laws.

Staff members are not to smoke in the presence of participants or in any society vehicle. While out in the community staff members are not to smoke in the presence of participants.

## **Participant Fee Schedule**

Contribution funds are to be submitted annually; required contribution fee is \$150.00 and is to be paid annually to cover the cost of meals provided by the Day program. This fee is calculated by the number of weeks of service (50 weeks).

Funds are prorated if a person leaves the program.

If financial assistance is required, payment arrangements can be made with the Program Coordinator.

## **Photo and Media Consent**

Upon entering the Day Program a consent form or withdrawal of consent is signed by the participant or designated person with signing authority. Consent form gives the society permission for the program to use a participants name, photo or other types of media for society purposes.