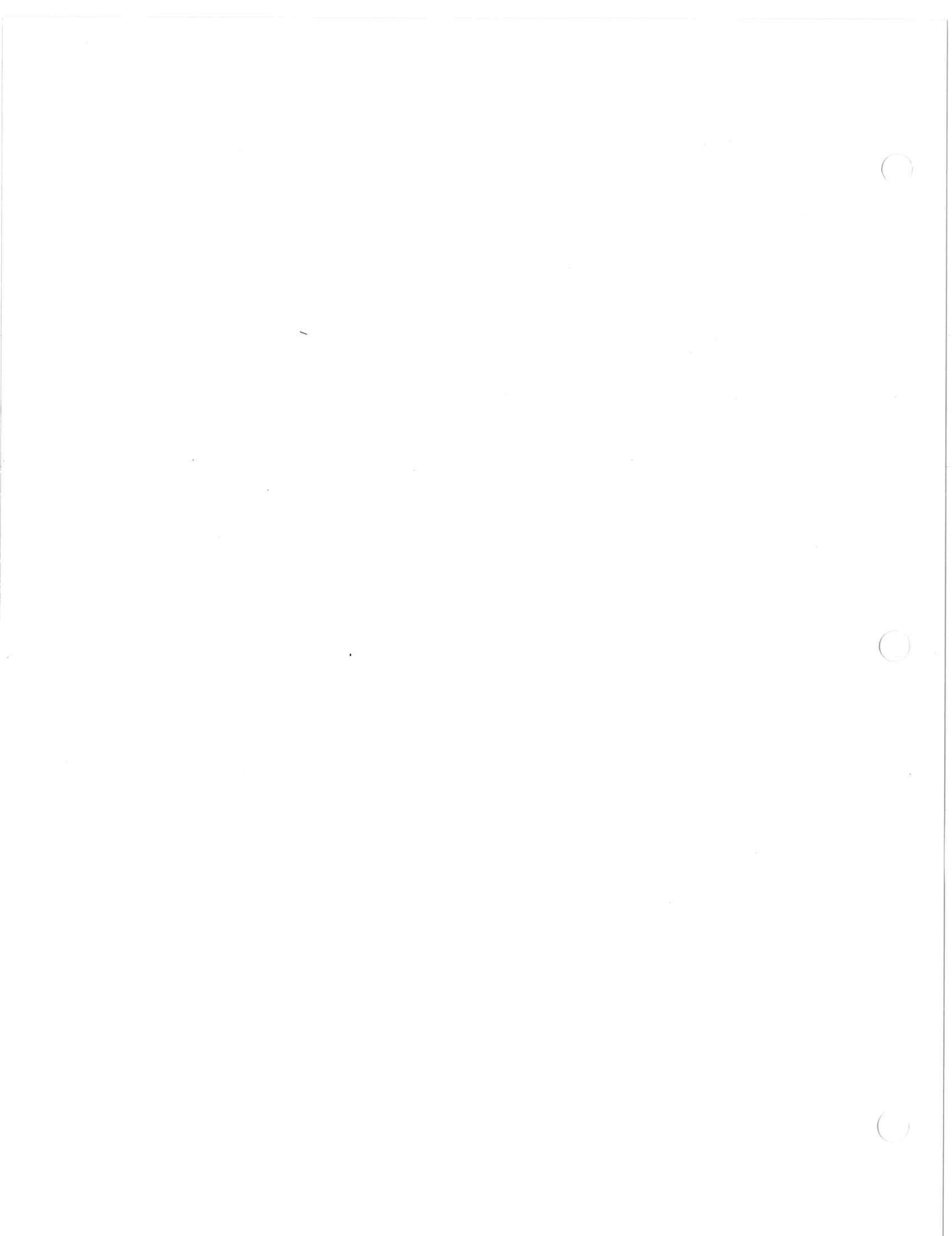


# Section 1

## Salt Spring Island Community Services Overview

### INDEX

1. Description of Agency
2. Organizational Chart
3. Services Overview
4. Service Delivery Philosophy and Principles
5. Rights of Persons Served
6. Confidentiality
7. Code of Ethics
8. Access to Services
9. Health & Safety Practices
10. Employee Relations Principles





## **DESCRIPTION OF SALT SPRING AND SOUTHERN GULF ISLANDS COMMUNITY SERVICES**

Salt Spring Island Community Services is a non profit society that has provided a range of services on Salt Spring Island and the Southern Gulf Islands since 1975. It is the largest social service provider in the region.

Services are delivered from numerous locations in the Salt Spring community, through mobile outreach, and to the Southern Gulf Island communities of Mayne, Pender, Galiano and Saturna Islands.

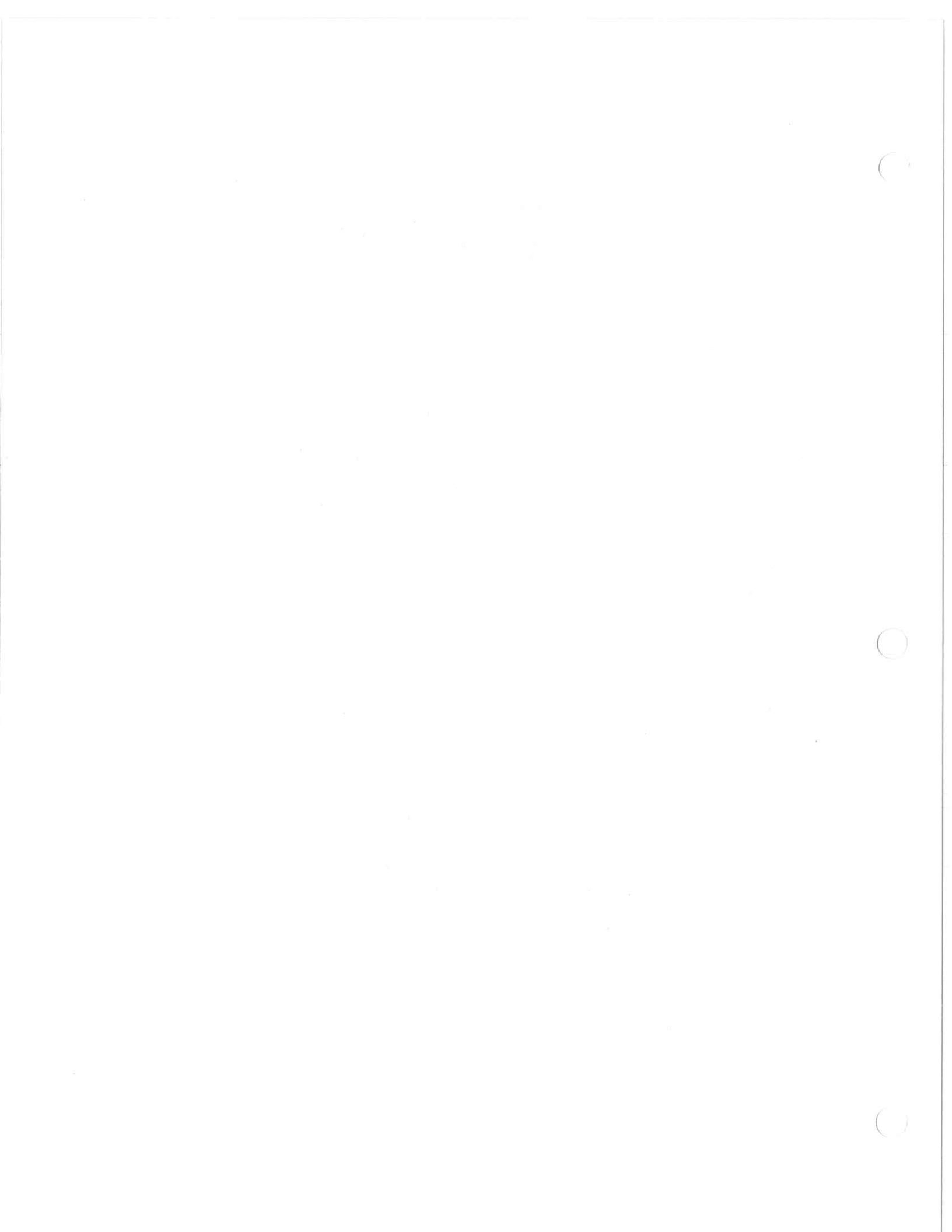
The common element and foundation of all our services remains that of helping people – as individuals, in families, in groups and communities.

Programs include child and youth counselling, mental health and addiction services, early childhood services, community living services, affordable housing, housing first services, senior services, victim services and food security.

These services are funded by a variety of sources including the Ministry of the Attorney General, Community Living British Columbia, BC Ministry of Child and Family Development, Island Health, BC Housing, School District 64, Capital Regional District, United Way as well as donations from community members. Services are available to community members at no charge.

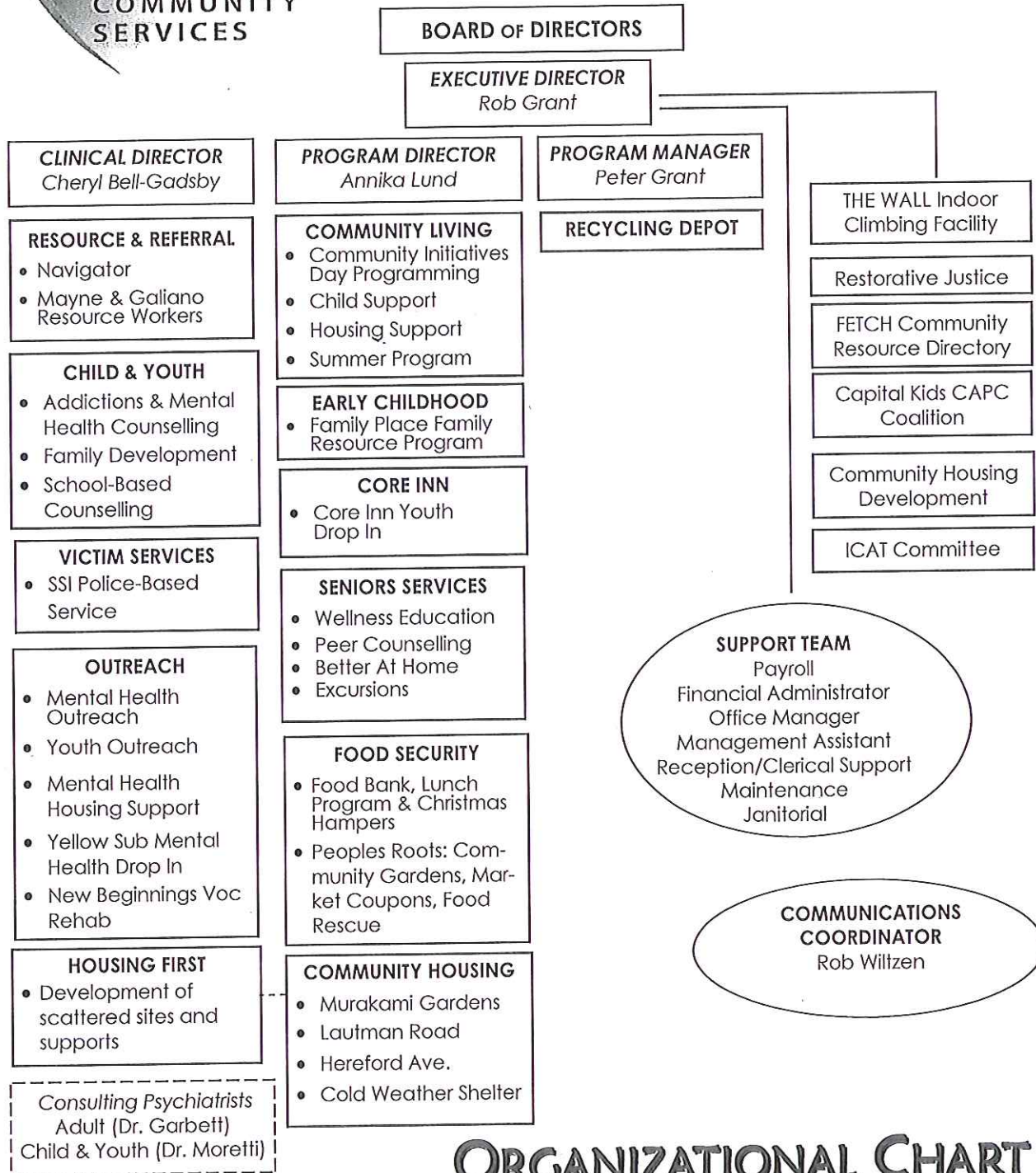
Access to service is determined by the individual programs.

Salt Spring Island Community Services is a unionized workplace. Employees are members of the Hospital Employees Union.

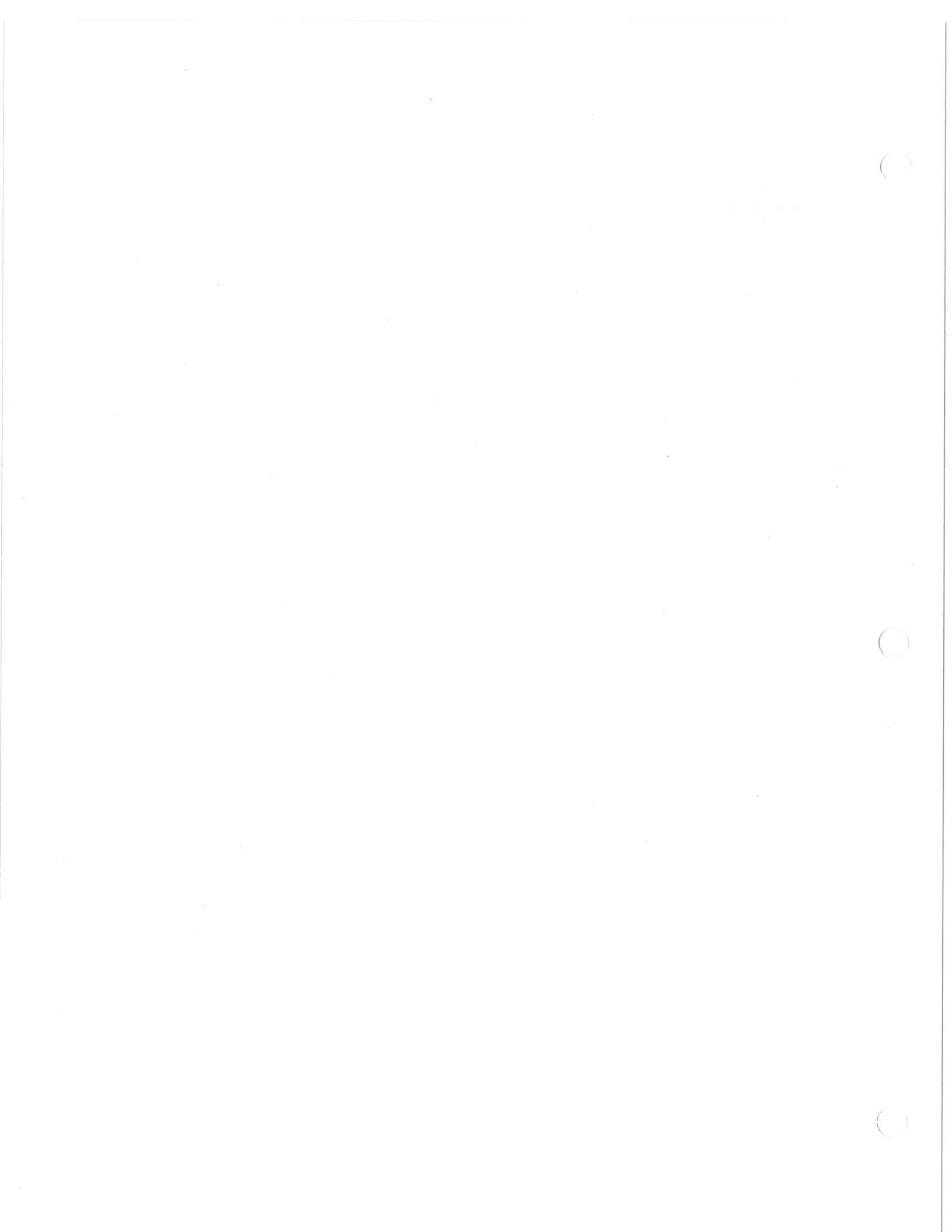




**SALT SPRING  
COMMUNITY  
SERVICES**



**ORGANIZATIONAL CHART**  
January 2017



# SERVICES OVERVIEW

---

## A. SERVICE NAVIGATION

### 1. NAVIGATOR

The Navigator provides intake, brief assessment and referral to services. The Navigator works in collaboration with other SSICS programs providing systems navigation as part of their service including: The Child and Youth Team, Seniors Wellness, Family Place Early Childhood Resource Centre, and the Developmental Disabilities Team.

### 2. RESOURCE AND REFERRAL –MAYNE & GALIANO

The Resource and Referral service provides crisis assessment and intervention, information about services, and referral to services for individuals from the communities of Galiano Island and Mayne Island.

### 3. COMMUNITY DIRECTORY AND FETCH (FOR EVERYTHING THAT'S COMMUNITY HEALTH)

The Salt Spring Island Community Directory is updated on a regular basis and is available online and in a printable format. The FETCH Directory is an on line listing of non-profit societies, organizations and groups providing services to the community of Salt Spring at [www.saltspring.fetchbc.ca](http://www.saltspring.fetchbc.ca). It is collaboration between SSICS and the Salt Spring Division of Family Practice.

## B. EARLY CHILDHOOD SERVICES

### 4. FAMILY PLACE

Service available at Family Place Early Childhood Resource Centre include a range of supports and services for families with children under six; pre natal services, and community development activities to increase community capacity to support young families. A primary focus of Family Place is support, information and helpful connections for parents. Program activities for families and children include drop-in parent/child services, structured parenting and play programs, individual parent support, pre-natal education and support, toy library, and food programs. The Parent-Child Mother Goose program is offered throughout the year at Family Place and local schools. Family Place is home to the long standing Saturday Dad n' Me program, as well as Triple P Parenting and Family Fitness. Family Place has worked in collaboration with the Vancouver Island Children's Health Foundation and Public Health on a pilot program to strengthen the

supports and connections to resources for families with high needs infants and toddlers.

## **C. COUNSELLING AND FAMILY DEVELOPMENT**

### **5. CHILD AND YOUTH MENTAL HEALTH**

Child and Youth Mental Health services include assessment, counselling and case planning for children and youth with depression, anxiety, family conflict, unmanageable behaviour, or other mental health concerns in home, school or community. The service provides specialized clinical interventions and support and follow up in office or on outreach basis. Staff also provide consultation on mental health issues for others working with children and youth.

### **6. YOUTH ALCOHOL AND DRUG**

Youth Alcohol and Drug Services provide prevention, education and treatment services for youth and families where substance use is a concern, or where someone is affected by the substance use of another. Services include assessment, individual and family counselling, case management; referral to specialized treatment resources. Prevention activities include harm reduction, public awareness and community education about substance abuse issues.

### **7. FAMILY DEVELOPMENT-SALT SPRING ISLAND**

Family Development Services are provided on an outreach basis to families where children are determined to be in an unhealthy or risky home environment. These children may be in need of protective services or to be at risk of removal from the home unless significant intervention and change occurs. The service focuses on reducing risks to the children and to develop or restore a safe and healthy home.

### **8. FAMILY DEVELOPMENT-PENDER, MAYNE, GALIANO AND SATURNA ISLANDS**

Family Development Services include early intervention, prevention and other support activities for children and families experiencing stress, parenting challenges, or early signs of abuse, neglect or other risks to child well-being. The service is available on Galiano, Mayne, Pender, and Saturna Islands.

### **9. SCHOOL-BASED YOUTH AND FAMILY COUNSELLORS**

Youth and Family Counsellors work with School District 64 to provide counselling and support for children and youth experiencing difficulty functioning in the classroom and school environment. Services include counselling, family support, skill development and psychosocial interventions for children and youth. Services are provided to all levels



of SD 64 schools. Counsellors work in schools (in and/or outside of regular classrooms) and in the community.

#### 10. CHILD AND YOUTH PSYCHIATRY

Collaborative Psychiatric Outreach began in 2011 as an innovative project to bring child psychiatry to a number of rural communities. The Salt Spring project was highly successful and is now a core component of the Child and Youth Team. A child psychiatrist from Queen Alexandra Hospital is on Salt Spring Island on a weekly basis working closely with the child and youth team to provide service to children and youth referred by family physicians or the SSICS team.

#### 11. COMMUNITY COLLABORATIVE TABLE

SSICS hosts a multi-organizational case management committee with membership from Ministry of Child and Family Development, School District 64, Division of Family Practice, Public Health and others. The objective of this group is to plan effectively and efficiently so that families receive the appropriate kind and level of support to match their needs when their children are identified as vulnerable or at risk.

### **D. YOUTH PROGRAMMING**

#### 12. CORE INN YOUTH CENTRE

The Core Inn is a youth centre in the heart of Ganges that provides a drug and alcohol free, supportive environment for youth between the ages of 11 and 18. The ground floor of the Core Inn building is home to a drop-in centre providing a drop-in center, an internet café, and a combination of structured and casual activities (eg. Friday games night). The second floor is home base for the SSICS youth counsellors and the Options for Sexual Health clinic. The third floor is an open space for SSICS youth programming and rental by other community groups offering youth and family activities.

### **E. OUTREACH AND HOUSING FIRST**

#### 13. ADULT AND YOUTH OUTREACH

Outreach workers services connect with homeless individuals and individuals with chronic mental health issues in non-office environments including peer drop in activities, community and their homes. Outreach activities include housing support, connecting with resources, life skills training, health and safety, and other activities required to having basic needs met. Youth are a priority group for this service, and workers provide assistance in building resources and supports so they may reconnect in a healthy way with family, friends and community.

#### 14. HOUSING FIRST

'Housing First' is a recovery-oriented approach to ending homelessness that centers on quickly moving people experiencing homelessness into independent and permanent housing and then providing additional supports and services as needed. SSICS has been funded by the federal Homelessness Partnering Strategy over the past few years to build community awareness and capacity, and to implement housing first strategies such as identifying more immediate housing opportunities. Housing First staff provide support to individuals and landlords, as well as manage a pool of rent subsidies provided through BC Housing and Island Health.

#### 15. EMERGENCY SHELTER

The "In From the Cold" Extreme Weather Shelter provides overnight shelter and a hot meal for people lacking adequate housing. It operates during times of extreme inclement weather during the winter months (Nov-March). In addition to shelter, food, laundry and other basic material supports the shelter service works closely with the SSICS Outreach Team to connect individuals with supports that will help them secure permanent housing.

#### 16. INTERAGENCY HOUSING COMMITTEE

SSICS hosts a multi-organizational case management committee with membership from Island Health Mental Health and Substance Use and IWAV (Island Women Against Violence) and others. The objective of this new initiative is to plan cooperatively so that housing supports and rent supplements are used efficiently and effectively to assist individuals and families with serious housing challenges.

### **F. RECOVERY**

#### 17. YELLOW SUB DROP IN

The Yellow Sub Drop In Mental Health Consumer Support Program provides a safe and supportive environment for individuals with chronic mental health issues to experience peer support and connections. The service also includes focused components including health and self care, leisure and recreation, employment skills and other life skills.

#### 18. NEW BEGINNINGS

New Beginnings Vocational Development Program provides structured vocational development training and support for individuals with significant employment barriers who wish to enter, or re-enter the workforce. Vancouver Foundation has funded a portion of this program to involve participants in exploring work experience in the

food security area through connections with SSICS garden and farming activities.

## **G. COMMUNITY JUSTICE AND SAFETY**

### **19. VICTIM SERVICES**

The Police-Based Victim Services Program works in partnership with Salt Spring Island RCMP to provide support for victims of crime including crisis intervention, emotional support, information, trauma debriefing and court preparation.

### **20. VIOLENCE AGAINST WOMEN IN RELATIONSHIPS (VAWIR)**

SSICS Victim Services hosts and provides staffing for this interagency group to coordinate more effective responses to family violence, increase community awareness and knowledge about family violence, and to develop new and improved resources (eg. Health care system response to rape). The Integrated Case Assessment Team (ICAT) is a case management component of this initiative.

### **21. RESTORATIVE JUSTICE**

Restorative Justice is a volunteer-based group which facilitates community justice resolutions for individuals diverted from the court system.

## **H. DEVELOPMENTAL DISABILITIES**

### **22. INDIVIDUAL SUPPORT**

SSICS provides individualized one-to-one programming for adults who have special needs. The service assists participants and their support networks to implement individualized plans to promote health, socialization and community involvement. This service is qualified to provide CLBC-funded community inclusion and skill development in both the Developmental Disabilities (DD) and Personal Supports Initiative (PSI) program streams.

### **23. GROUP PROGRAMMING**

Community Initiatives provides group-based day programming for adults who have special needs. This service has been provided continuously since the 70's and is the longest standing of SSICS programs. "CI" provides structured individual and group activities, and assists participants and their support networks to implement individualized plans to promote health, socialization and community involvement.

### **24. HOUSING SUPPORT**

The Community Living Housing Support Program provide services ranging from intensive to moderate to designated individuals to ensure they maintain a safe and healthy living situation. Supports may include one to one supervision, personal care, meal preparation, activity supervision or general support through daily living.

#### 25. CHILD AND YOUTH SUPPORT

Child and Youth Support services are available to assist with the care, supervision and support of children who have special needs such as developmental disabilities and autism. Services include specialized and individualized child care interventions, respite, and other supports to families with children eligible for service from the Ministry for Child and Family Development (MCFD).

#### 26. SUMMER CAMP

The Summer Program provides a structured activity-based day program for children with special needs such as developmental disabilities and autism. The camp numbers are low (approx. 10 children at any one time) with a high staff ratio (maximum 1 to 4), with flexible attendance requirements (full-time and part-time options). Referrals to the camp for children ages 6 to 18 can be made from MCFD, school, directly from families. The camp is free thanks to funding from MCFD.

### **I. SENIORS WELLNESS**

#### 27. BETTER AT HOME

The Better at Home service provides a range of non-medical supports to seniors who require assistance to maintain a healthy lifestyle while living at home. Services include friendly visitors, transportation and assistance with housekeeping and basic yard work. The SSICS program is part of a provincial network of Better At Home programs across.

#### 28. PEER COUNSELLING

Peer counselling is available for seniors wanting confidential and supportive counselling for life stresses and other issues. Peer counsellors are trained in basic counselling skills and are supervised by an experienced professional counsellor.

#### 29. HEALTH AND WELLNESS EDUCATION

The Seniors Wellness Program organizes free public sessions that cover a range of health and wellness information and education such as pain management, personal safety, self-care etc.

#### 30. EXCURSIONS

The Van Excursion Program organizes trips for small groups of seniors who are unable to travel much and may be feeling isolated in the

community. Trips can range from one to three vans carrying 5 to 15 seniors, and do day trips on destinations and events on and off Salt Spring. Participants are expected to pay a small fee to supplement costs.

## **J. COMMUNITY HOUSING**

### **31. MURAKAMI GARDENS**

Murakami Gardens is a 27 unit apartment building located centrally in the Ganges Village. It provides affordable, secure, and safe housing for low to medium income individuals and families residing on Salt Spring Island. A car share program is in place for eligible tenants.

### **32. LAUTMAN DRIVE**

Lautman House is a 7 unit rooming house style residence for low income individuals. The house is typically used as transitional housing, although here is no limit to length of residence.

3.

### **33. SCATTERED SITES**

SSICS has established a number of single unit rental sites in the community. These affordable rentals range from small trailers to family apartments. This strategy to develop single sites works alongside the more common strategy of building larger congregate housing projects to provide a range of 'Housing First' options.

### **34. SALT SPRING COMMONS**

SSICS is developing a 5 acre site within walking distance of the Ganges village into a neighborhood of 24 affordable family homes.

## **K. FOOD SECURITY**

### **35. PEOPLES ROOTS**

Peoples Roots has grown quickly over the past few years into a "full circle" food program including growing, harvesting, processing, cooking, preserving, distributing, and educating people about healthy local food. A focus is on distributing food to low income and vulnerable individuals and families, teaching people about food preparation, and creating work experience opportunities at various sites. Community volunteers have developed and manage vegetable and fruit gardens and greenhouses on SSICS grounds and at a community farm site. The gardens are therapeutic environments for SSICS programs, and produce is harvested to contribute to the Food Bank and other SSICS meal programs including Outreach and Family Place. Peoples Roots works with the Tuesday Market to provide

coupons to low income families that enable them to purchase local produce.

#### 36. FOOD BANK AND CHRISTMAS HAMPERS

Food is distributed to needy individuals and families on a weekly basis, in emergencies, and at Christmas.

### **L. RECYCLING**

#### 37. SALT SPRING ISLAND RECYCLING DEPOT

The Recycling Depot on Rainbow Road has been a SSICS social enterprise since 1989. The Depot operates under various contracts and agreements. The principal contract is with the CRD and MMBC to provide a free drop-off site for residential "Blue Box" materials. This provides Salt Spring with equivalent recycling services to the in curbside system other parts of the region. Virtually every one of the 6000+ households on Salt Spring Island use the Recycling Depot-most on a regular basis. The Depot is a ProductCare Plus Depot accepting leftover paints, pesticides, poisons, and flammable liquids. Under the Electronics Stewardship program the Depot accepts TV's, computers and related items. Tires are accepted under the Tire Stewardship BC program. The Depot accepts many other materials under other programs or simply under our own initiative.

#### THE WALL

The Wall is an indoor recreational climbing facility. 40 foot walls provide challenges for all ages and skill levels. Access is open to all for evening drop ins, and special events may also be arranged. Fees are for use of the Wall and include safety equipment and trained supervision.

Sept 2016

**[www.saltspringcommunityservices.ca](http://www.saltspringcommunityservices.ca)**

## **SERVICE DELIVERY PHILOSOPHY AND PRINCIPLES**

- The climate of service delivery will be caring, respectful, safe and open.
- People will be treated with dignity and respect.
- We use a Positive Behaviour Support model.
- Services will be provided in a discreet and confidential manner.
- Effective service includes empowerment, advocacy, and information.
- Service will be person and family-centered. This includes individualized flexible service. The person/family served will be involved in setting the direction of service.
- Service will be responsive and timely.

### **GUIDING PRINCIPLES**

#### **Person-centered service delivery will:**

- Be flexible, facilitative and welcoming
- Help program participants define their needs
- Assist program participants within the context of their support networks

#### **Strength-based service delivery will:**

- Focus on the strengths & self-determined goals of program participants

#### **Collaborative service delivery will:**

- Use a team approach
- Provide coordination and continuity of care
- Be community-based

#### **Empowering service delivery will:**

- Educate and inform
- Build skills
- Strengthen supports for program participants

## RIGHTS OF PROGRAM PARTICIPANTS

Program participants have the right to:

- Be provided with accurate and complete information about the nature of services and limitations of the services available to you
- Participate in decisions and choices including case conferences
- Consent to, or to refuse service or participation in specific service activities
- Be treated with dignity and respect free from all forms of abuse or demeaning behaviour
- Consult with & involve advocates or other supports when communicating with us
- Make complaints and participate in conflict resolution processes
- Privacy and to have your personal information protected against unauthorized access and disclosure
- Access records with summaries of files containing personal information
- Know about your worker's qualifications, training and experience



## CONFIDENTIALITY

It is essential, for the protection of the and the credibility of the service, that all matters pertaining to program participants be kept in the strictest confidence. Therefore, no employee, volunteer or student shall disclose any information, verbatim or written, which refers to a person receiving service, without written and/or temporary verbal permission.

1. Information, on a program participant, may be disclosed, without the person's consent, for the following:
  - In cases of suspected child abuse, employees are obligated to inform appropriate staff at the Ministry for Children & Families, or at the request of a Child Protection Social Worker conducting a child protection investigation.
  - employees are required to testify or release information upon subpoena to court, and at the direction of a judge,. Employees have the option of advising the court that the information not be published or that publication be restricted.
  - In cases where the program participant discloses information about their involvement in criminal activity.
  - In cases where a counsellor is aware that the program participant may do harm to themselves or to someone else.
2. Information may be shared at times between employees within SSICS services for the purposes of coordinating, planning or implementing services. Unnecessary and casual information sharing is not permitted.
3. Release of information by a program participant shall be on a standard form, signed by the person, which states what information shall be released, to whom and for what purpose and by phone, fax or mail, within a specified time frame.
4. Breaches of confidentiality shall be investigated and appropriate action taken via the grievance and disciplinary process.
5. The agency is further bound by all aspects of the Freedom of Information and Protection of Privacy Act.

## CODE OF ETHICS

- No one shall be discriminated against or refused service based on gender, race, ethnicity, religion, language, age, or sexual orientation
- We shall provide services that are sensitive to the differences of people & cultural groups
- We shall respect the right to privacy of program participants
- We shall not participate in practices that are degrading, dangerous, exploitive, or in any way harmful to program participants
- We shall respect the right of persons served to self-determination and assist them to identify and clarify their needs and goals
- We shall conduct ourselves with professionalism, integrity and objectivity
- We shall ensure that our professional and personal interests do not affect our relationships with program participants, our judgement, or our competence
- We shall maintain competence and promote excellence in the delivery of services
- We shall observe ethical fundraising practices that include administration of funds and accountability to donors
- We shall strive to understand the needs of the people & communities of the Southern Gulf Islands & provide services & programs which are in the best interest of those communities and for the overall benefit of society

## ACCESS TO SERVICES

**General Information and Intake:** Individuals or families interested in accessing services are welcome to drop by or call **250- 537-9971** and speak to the Community Worker or to specific program staff.

Check our website at: [www.saltspringcommunityservices.ca](http://www.saltspringcommunityservices.ca)

**Hours of Service: Monday – Friday, 9:00am – 4:00pm**

Staff can be available outside of these hours by special arrangement.

Victim Assistance (250-537-5555) and emergency Mental Health response (contact through Hospital or RCMP) are available after hours.

**Accessibility:** The main floor of our building is wheelchair accessible. Staff are welcoming, helpful, and able to accommodate most special or unique needs. If at any time you have difficulty accessing any service, understanding information, or if you have barriers or concerns that limit your access to our programs please let us know.

## HEALTH & SAFETY PRACTICES

### **Employees are responsible for:**

- Maintaining a safe and healthy work environment
- Contributing to a professional and collegial work environment free of bullying and harassment
- Knowing and complying with health and safety policies and procedures
- Reporting injuries, unsafe acts/conditions and broken/faulty equipment

### **Supervisors are responsible for:**

- Maintaining a safe and healthy work environment
- Contributing to a professional and collegial work environment free of bullying and harassment
- Orienting and supervising employees in safe work procedures
- Enforcing safety policies and procedures
- Reporting and investigating all accidents
- Correcting unsafe and unhealthy workplace behaviors
- Inspecting work areas for hazards
- Promoting workplace safety

Following up on health and safety improvement recommendations

### **The organization is responsible for:**

- Providing a safe and healthy physical work environment
- Contributing to a professional and collegial work environment free of bullying and harassment
- Maintaining and promoting a comprehensive health and safety plan
- Establishing standards of maintenance for facilities and equipment
- Developing safe work policies and procedures
- Supporting, training and supervising all employees regarding their health and safety responsibilities
- Reporting accidents and injuries to WorkSafe BC and conducting internal incident reviews

**Basic elements of health and safety management include:**

A Health and Safety Committee responsible for the development, monitoring, and review of the health and safety plan.

Prompt investigation of all incidents, injuries and accidents to determine the actions necessary to prevent their re-occurrence.

Incorporating WorkSafe BC regulations and other health and safety best practices into the health and safety plan.

Conducting regular inspections, critical incident reviews and policy reviews.

Providing current and relevant health and safety information and training for employees.

Collaboration between managers and the employee's union to uphold health and safety provisions of the collective agreement.

## EMPLOYEE RELATIONS PRINCIPLES

- Employees of SSICS are its most important resource. They will be treated fairly and respectfully, their successes recognized, and their growth and development encouraged.
- Mutual respect in all working relationships will be achieved by open, fair and honest communication that respects the rights and dignity of each employee.
- SSICS management will fulfill their responsibilities to provide sound leadership. Management will strive to encourage, support, coach and direct employees to achieve quality results. Management will balance the organizational requirements of effectiveness and efficiency with the needs of employees and the unique aspects of their work assignments.
- Personnel Policies and Procedures will be comprehensive and current. Employees will be informed of changes and have easy access to all policy and procedure documents.
- Input from employees will be gathered and considered in the development and review of SSICS policies and procedures.
- Efforts will always be made to resolve issues, concerns or grievances at the earliest stage using a collaborative problem-solving approach.
- Policies and procedures will be applied and enforced in a fair and consistent manner.
- It is recognized that personnel matters may contain elements of some sensitivity. SSICS will maintain confidentiality and discretion in personnel matters.
- SSICS will be a dependable partner in signed agreements with unions, employee organizations and individuals and shall abide by the terms established in those agreements.