



CONNEXUS
COMMUNITY RESOURCES

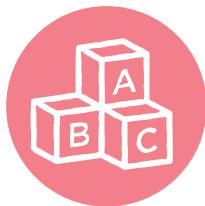
Connexus workers follow many approaches in delivering our programs and services. Your worker will explain the ones that apply to you while you are with us.

Welcome to Connexus

You are reading this book because you have connected with a program from Connexus. This booklet will give you important information when you enter a program. Please let us know if you have any questions.

Service areas

We provide over 25 different services, activities and programs across four service areas:



EARLY
CHILDHOOD
SERVICES



CHILD, YOUTH
AND FAMILY
SERVICES



ADULT
SERVICES



HOUSING
SERVICES

Our purpose – *the reason we exist*

We empower individuals to take healthy steps to improve wellbeing

Our vision – *the world we aspire to create*

Connected, growing and healthy communities

Our mission – *how we will achieve our vision*

We foster independence, confidence and wellness in individuals and families

Our values – *the beliefs that guide our actions*

- Empowering individuals to take healthy steps to improve well-being
- We respect and honour the unique abilities and diversity of all people
- Ensure services are accessible to individuals throughout their lifespan
- We are creative in our approach and strive for excellence in all we do
- We are present and accountable at all levels of the organization

Hours of Operation

Vanderhoof

Mon – Fri 8:30 – 4:30

Fort St. James

Mon – Fri 8:30 – 4:30

Fraser Lake

Outreach hours please
contact 250-567-9205

Closed 12-1pm for lunch

Closed on stat holidays

connexus.ca



SERVICES AREAS

Early Childhood Services

Ensuring that our community's children get the strongest start possible is one of our most important goals at Connexus. A child that begins life with a foundation of health, learning, and support is better equipped to succeed later in life. But moms, dads, and caregivers need help too. That's why we offer services to families with young children, from zero to six years old, to strengthen families so that kids can grow up with the best opportunity to thrive.

We help families learn how to positively encourage a child's progress throughout early childhood. Services are structured to meet a variety of needs including; one on one activities, drop-in groups and events, and educational and referral services.

Child, Youth and Family Services

Strong communities are built on strong families that can adapt to change, grow together, and provide a healthy, safe upbringing for their children. While families may be big or small, nuclear or extended, biological or chosen, they all face challenges every day and Connexus offers services to help all families overcome adversity.

Our broad selection of services are focused on helping individuals age 18 and under, and their families thrive before, during and after facing challenges. Programs are designed to promote emotional wellbeing and health while enhancing life and social skills to proactively advance individual and family growth.



SERVICES AREAS

Adult Services

At Connexus, we believe that everyone deserves the best opportunity to achieve lifelong success and our adult services reflect that. Resilient adults make for strong families and healthy communities, ensuring ongoing progress in our region.

We provide a wide selection of valuable services that help adults live full and healthy lives including access to employment readiness skills and job search, support for people with special needs, and quality of life improvement for seniors.

Housing Services

One of the most practical ways to ensure that members of our community are safe, healthy, and happy is to provide housing services for those in need. Quality, stable housing isn't just a roof over a head, it's a homebase that enables individuals to excel in other aspects of their lives. At Connexus it's important that everyone in our region has the best opportunity to secure reliable housing.

The goal of our housing services is to assist community members in securing safe, long-term housing that can be a foundation for healthy, productive lives. We offer a range of services to individuals, families, and seniors on a case by case basis, working with clients to determine the best approach to meet their needs.

Always remember...
Your worker is there for YOU – YOU are their #1 concern. Your worker is committed to this and has signed a code of ethics and conduct to say so. If you want to see a copy of this code, they can show it to you.

It is available on our website at
www.connexus.ca.



What can I expect?

While with us you will connect/meet with your worker on a regular basis. You will talk about your interests, strengths and needs. Together you will develop goals and plans that are just for you. You will have the chance to do lots of fun things and to discover new interests.

What are my responsibilities?

Your main responsibility while you are with us is to work with your worker to achieve the goals, expectations and activities in your plan of care. Your worker will be there to support you

You are also responsible for keeping yourself and others safe. Together you and your worker will decide what this looks like for you.

Your worker will be there to support you if you need help getting your goals back on track.

Your regular attendance will lead to success. You should make every effort to attend regular scheduled appointments. Please contact the agency as soon as possible if you are not able to keep a scheduled appointment.

Service might be refused if anyone is under the influence of drugs and / or alcohol or act in a violent and / or threatening manner.

Weapons of any kind are strictly prohibited on the premises.

Smoking and vaping are not permitted on the agency premises. Worksafe regulations require that individuals refrain from smoking in their homes when staff are present.



What are my rights?

We promise we will:

- treat you with dignity and respect
 - protect your privacy and confidentiality
 - keep your personal information safe
 - respect the right for you to utilize the freedom of information process to access information from your records
 - provide you with services in a safe environment that supports and respects everything that makes you unique
 - include you in conversations that are about you, especially when decisions are being made that are about you or that affect you
 - connect you with an interpreter if language or disability prevents you from participating in these conversations
 - provide you with timely and accurate information about the services available to you
 - explain your rights and responsibilities while you access these services
- provide you with a written receipt for anything we take from you for safe keeping
 - help you read our records about you
 - help you make corrections to these records and enter your own written statement
 - give you privacy if you wish to speak to a lawyer, an advocate, the Representative for Children and Youth, Licensing, the Ombudsman, a member of the BC Legislative Assembly or a Member of Parliament; we will also help you get in touch with them
 - explain our complaints policy to you
 - ask you for your thoughts and feelings about our services through conversations and surveys
 - make ourselves available to receive feedback from you; you can give your feedback to your worker, Program Manager, or Executive Director

What are my rights if I live in a Connexus home?

Your rights are the same as everyone else's; however, because you are living in a Connexus home, there are additional rights we promise to provide.

They are:

- a safe, healthy, caring home where you are treated the same as other members of the family
- a written description of the house guidelines and expectations, including what happens if you don't follow them

You also have the right to:

- medical and dental care; if you are unsure if you have a medical insurance number please let your worker know
- privacy, your own bedroom and a safe place to keep your belongings; some possessions are against the law; this means that you cannot have items that could harm you or someone else, such as alcohol, drugs or weapons; this also means that you cannot receive or keep anything that is illegal, such as stolen property

We also promise to make sure you can:

- send and receive mail that has not been opened *
- speak privately with members of your family *
- participate in social and recreational activities
- see visitors *
- participate in faith-based activities of your choosing
- receive guidance and encouragement to maintain your cultural heritage if you want it

*unless your program says otherwise

You have the right to raise any concerns and make complaints about the services you receive from Connexus. You can do so by talking or writing to us.

Remember...we are always looking at ways to improve our programs and make them better for the people we serve. You can help us do this by telling us what you think of the services we provide.

Privacy and Confidentiality

Is mine being protected?

Yes! We need some personal information so we can provide you with the most helpful services. We promise to only collect information that we need.

We will tell you exactly what information we will need, why we need it, how we will use it and who else will see it. We promise to keep your information safe. Your personal information will only be used for the reasons you have agreed to. The only time we must share your information outside of Connexus is when we are required to by law or when we need to share it in order to protect you or others from serious harm. Sometimes we use information for research, reporting and evaluation purposes. This information will remove anything that could identify you, like your name.

How do I know the information you have on file about me is correct? The first step is to talk to your worker about how you can see your Connexus file.

What if I have questions about privacy?

Talk to your worker first. If you are uncomfortable talking to your worker, or are not happy after you have spoken, you can talk to the Program Manager. Their contact details are provided at the end of this booklet.

Complaints or Compliments

How do I give feedback?

We find that most problems can be solved by talking to your worker. If you are uncomfortable talking to your worker, or are not happy once you have spoken, you can talk to the Program Manager.

If after talking to the Program Manager you are still not satisfied, you can contact the Executive Director. Remember...making a complaint cannot be held against you. If you feel like it has, you should let us know. We also want to know what you like about Connexus. If you want to provide any positive feedback you can follow this same process.

Conversations we might have...

As we get to know you better, we may have some conversations with you about your health and where you can smoke (if you smoke). We will also talk about what happens when you leave Connexus and how we will follow-up with you.

Remember...you may not be allowed to bring legal drugs into our program without a doctor's prescription. If you have legal drugs but don't have a prescription, please talk to your worker.

Knowing my way around

If you live in a residential home of Connexus, or you often visit a Connexus office, your worker will take you on a tour as part of your orientation to our services. As part of this orientation you'll be shown the emergency exits, where the first aid kits and fire extinguishers are located, as well as the meeting point in the event you have to evacuate the building. You can make a note of these, as well as other information you might want to remember, in the next few pages.

My Contacts

Your worker will give you their business card. If you ever need help you should call your worker first. They'll also give you the names and telephone numbers of some other local services in the event they aren't available and you need urgent help. We encourage you to keep this information with you at all times.

My Connexus worker: _____

Telephone: _____

Email: _____

Program manager: _____

Telephone: _____

Email: _____

Executive director: _____

Telephone: _____

Email: _____

Contact Us

Vanderhoof

PO Box 1249, 157 W. Victoria St.
Vanderhoof, BC V0J 3A0

Phone: 250.567.9205

Fax: 250.567.3939 · · · · ·

Fort St. James

PO Box 1146; 349 Stuart Dr. · · · · ·
Fort St. James, BC V0J 1P0 · · · · ·

Phone: 250.996.7645 · · · · ·

Fax: 250.996.7647 · · · · ·

Fraser Lake

298 McMillan Avenue Fraser Lake, BC · · · · ·

Phone: 250.567.9205 · · · · ·

Fax: 250.567.3939 · · · · ·

connexus.ca · · · · ·

Vanderhoof Hospital: (250) 567-2211
Omineca Medical Clinic: (250) 567-2201
Fort St. James Hospital: (250) 996-8201
Fort St. James Medical Clinic: (250) 996-8291
Fraser Lake Medical Clinic: (250) 699-6225
Nurses Help Line: 811
MCFD Centralized Screening 1-800-663-9122
Children's Help Line 310-1234
Northern BC Crisis Line: 1-888-562-1214
Teen Crisis Line: 1-888-564-8336
Kids helpline: 1-800 668-6868 / www.kidshelpphone.ca
BC Suicide Line: 1-800-SUICIDE (1-800-784-2433)
Parent's Support Services Society of BC: 1-877-345-9777
Omineca Safe House: (250) 567-9512
Fireweed Safe Haven: (250) 996-8000
Provincial Foster Parent Support Line: 1-888-465-4440
Rep for Children and Youth 1-800-476-3933



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