



# **VARIED Supports**

**THE INDIVIDUAL HANDBOOK**

"Our individual's differences are the vibrant colors that paint the beautiful canvas of life."

## Welcome to VARIED Supports

We are delighted to welcome you to VARIED Supports. Our leadership team has a combined over 70 years of experience supporting individuals with disabilities and their families. Our entire team is committed to providing you the highest quality of care and support, ensuring that you feel safe, respected, and empowered to achieve your personal goals. We are dedicated to providing you personalized, compassionate and comprehensive support varied to promote the best interests of you and your family. This handbook will guide you through some of our services, policies, and procedures, helping you make the most of your time with us.

### Our Mission:

At VARIED Supports, our commitment is to create an individualized, safe, supportive, and nurturing space where each person is valued, respected, and given the opportunity to thrive. We are dedicated to enhancing each person's quality of life and functional independence, promoting their development and wellbeing through quality residential services and inclusive community engagement.

### Our Vision:

Equal Opportunities, Rights, Safety and Dignity for Everyone.

### Our Values:

- Versatile, Adaptive and individualized supports
- Respect for the rights and dignity of individuals
- Community Inclusion and Engagement
- Responsive, responsible and safe caring
- Supporting Development and Dignity of risk

The primary goals that steer the agency's operations and programs include:

1. **Integration with and Maximizing Existing Resources:** Helping individuals connect with and maximize available community resources.
2. **Quality Supports:** Providing the necessary support to ensure individuals enjoy a high quality of life and achieve greater independence within their community.

## Service Objectives

The services offered by the agency focus on several key objectives:

- **Community Maintenance:** Ensuring individuals remain in their communities through personalized, practical support.
- **Resource Access:** Maximizing individuals' access to and benefits from both formal and informal community resources.
- **Daily Living Skills:** Enhancing individuals' skills for more meaningful life and greater self-reliance.

## Review and Adaptation

These guiding principles and beliefs are reviewed and either maintained or modified by the agency at least once every two years to ensure they remain relevant and effective.

## What can VARIED Supports do for you and your family?

VARIED Supports provides comprehensive assistance to help you and your family navigate daily life, build skills, and achieve your goals. Here's how we can support you:



- **Housing Assistance:** We help you find a suitable place to live.
- **Finding Support Personnel:** We assist in finding the right support person tailored to your needs.
- **Social Support:** We assist you in making new friends, getting along with others, and building healthy relationships.
- **Appointment Support:** We accompany you to medical and other important appointments.
- **Harm Reduction:** We employ harm reduction in supporting you with addictions/substance use. Harm Reduction is an evidence-based, individual-centred approach that seeks to reduce the **health** and **social** harms associated with addiction and substance use, **without necessarily requiring people** who use substances to abstain or stop.

- **Skill Development:** We help you learn new activities like cooking, shopping, and house cleaning.
- **Financial Management:** We support you in managing your money effectively.
- **Shopping Assistance:** We help you shop for clothes, food, and other necessities.
- **Social Engagement:** We support you in attending social events and activities.
- **Leisure Activities:** We support you in activities such as gardening, swimming, and other enjoyable pursuits.
- **Goal Setting:** We help you set and achieve personal goals.
- **Learning New Skills:** We assist you in acquiring new skills and abilities.
- **Medication Support:** We ensure you take your medications correctly and on time.
- **Advocacy:** We support you if others do not treat you right.
- **Major Life Changes:** We assist with major transitions, including Transitional Planning, Advance Care Planning, and End of Life Care Planning.
- **Problem-Solving:** We provide support with your personal problems.
- **Future Planning:** We help you plan for your future.
- **Holiday Planning:** We assist in planning and going on holidays.
- **Healthy Choices:** We support you in making safe and healthy lifestyle choices.
- **Dietary Support:** We assist you in starting and maintaining a healthy diet, if desired.
- **Resource Finding:** We help you find resources to complete your taxes.
- **Healthcare Support:** We assist you in finding a new doctor or dentist if needed.
- **Document Assistance:** We help you read, understand, and complete documents and forms.

## Summary

VARIED Supports is here to assist you in every aspect of life. From finding housing to attending social events and managing finances, we provide the comprehensive support you need to live a fulfilling and independent life.

## Our Program Services

As an agency, we are dedicated to helping individuals find suitable places to live, learn, and enjoy recreational activities. This agency provides support whenever it is needed, ensuring that individuals have a voice in matters important to them. One of the main focus of VARIED Supports is to enable people to pursue their desired activities. And to achieve this, we offer a variety of programs tailored to meet the unique wants and needs of each person.

## Residential Support Services

We offer a variety of living arrangements designed to provide comfort, safety, and independence. Our dedicated staff is available 24/7 to support with and model for you daily activities, personal care, household chores, and skill development, ensuring you lead a happy and healthy life. You and your guardian are central to the decision-making process about your life, with your well-being guiding the support we provide.

### Comprehensive Assistance

Our team is committed to supporting you in all aspects of daily living. Here are some key services we offer:

- **Personal Care:** Assistance with bathing, dressing, and grooming to ensure you feel your best every day.
- **Household Tasks:** Help with cleaning, laundry, and meal preparation to maintain a comfortable living environment.
- **Skill Development:** Guidance and training to help you develop the skills needed for greater independence.
- **Medication Administration:** Support with taking your medications on time and as prescribed.

### Safety and Emergency Procedures

Your safety is our priority. We conduct regular safety drills and provide clear instructions on emergency procedures. Our staff is trained to handle emergencies effectively.

### Empowering Decision-Making

Your input is essential in shaping the support you receive. We work closely with you and your guardian to:

- **Identify Activities and Interests:** Discover and engage in hobbies and activities that you enjoy, either independently or with support.

- **Build Friendships and Relationships:** Learn how to form meaningful connections and maintain personal relationships.
- **Community Engagement:** Participate in community events and activities that interest you, fostering a sense of belonging.

### **Support for Appointments and Medical/Mental Health Services**

We coordinate with healthcare providers to ensure you receive comprehensive medical care. Also, we help schedule and support you to attend necessary appointments, ensuring you receive the care and attention you need.

### **Community Events and Outings/ Social and Recreational Programs**

We organize a variety of social and recreational activities, including arts and crafts, sports, and outings, to help you stay active and engaged. We support and encourage you to join community events and outings, which are great opportunities to explore new interests and make new friends.

### **Summary**

Our Residential Support Services are designed to provide you with a safe, comfortable, and independent living environment. With 24/7 support from our dedicated staff, you can focus on enjoying life and pursuing your interests, all while knowing that your well-being is our top priority.

## **Community Support Services**

The Community Support Program is designed to help individuals engage with their community through a variety of activities. The support provided is varied, that is, tailored to each person's needs, with either one-on-one or two-on-one staffing support (one or two staff members per individual). The schedule is flexible and can be adjusted according to your requirements.

### **Program Goals**

- **Increase Independence:** The program aims to help individuals become more self-sufficient.
- **Develop Social Skills:** Regular community participation is encouraged to improve social interactions.

### **Types of Activities**

The activities supported by the program can be recreational or educational or both. Examples are listed below:

- Swimming
  - Bowling
  - Billiards
  - Power walking
  - Arts and Crafts
  - Music
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- Visits to the Calgary Zoo
  - Trips to libraries
  - Outings to city parks
  - Visits to the science center
  - Watching movies



### **Volunteering Opportunities**

Volunteering is a great way to give back to the community and develop new skills. We support participating in various volunteer programs.

### **Summary**

The Community Support Program offers a comprehensive approach to helping individuals become more active and socially engaged within their community through enjoyable and educational activities.

### **Annual Planning Meetings at VARIED Supports**

In all programs offered by VARIED Supports, you will have an annual planning meeting with your support team. During this meeting, you will discuss what is important to you and how the team can assist you in achieving your personal goals. This collaborative approach ensures that your needs and aspirations are continually addressed and supported.

## Feedback and Complaints

Your feedback is important to us. We have a formal process for addressing complaints and suggestions to ensure continuous improvement in our services.

## How Do you Get Help from VARIED Supports?

To receive assistance from VARIED Supports, you must meet the following criteria:

- **Be an Adult:** Only adults are eligible for the program.
- **Be in service with Calgary Persons with Developmental Disabilities (PDD):** You need to be enrolled with Calgary PDD to qualify.

### Steps to Get Started

1. **PDD Service Plan:** Your PDD worker will create and send a Service Plan to VARIED Supports, detailing the type of support you require.
2. **Meeting and Goal Discussion:** VARIED Supports may arrange a meeting with you and key people in your life to discuss your goals and needs.
3. **Support Evaluation:** VARIED Supports will evaluate whether we can provide the necessary support through one of our programs.
4. **Approval Process:** If VARIED Supports agrees to offer services, PDD will send an approval form to finalize the support arrangement.

By following these steps, you can access the help you need from VARIED Supports to achieve greater independence and participate fully in your community.

## Health and Safety

The health and safety of everyone involved with VARIED Supports are top priorities. The agency is dedicated to protecting employees, individuals, and their families from potential emergencies through careful planning and proactive measures. Here are some key aspects of our health and safety protocols:

- **Risk Assessments:** We regularly perform risk assessments to identify potential hazards and take steps to mitigate them.
- **Water Temperature and Bathing Safety:** Guidelines are in place to ensure safe water temperatures and bathing practices.
- **Seizure Response:** Plans are in place to respond effectively to seizures.
- **Home Inspections:** Regular inspections are conducted to maintain a safe living environment.



- **Health Assistance:** Support is provided for accessing medical care, staying healthy, and knowing what to do if you or your staff become ill.
- **Safety Assessments:** Evaluations are carried out to ensure the level of support provided is sufficient to maintain safety for everyone involved.
- **Travel Safety:** Safety plans are developed for any travel away from home.
- **Harm Reduction:** Support is provided to help you reduce the **health** and **social** harms associated with addiction and substance use, **without necessarily requiring you** to abstain or stop.
- **Assistive Technologies and Environmental Interventions:** We ensure that any aids for daily living are recommended by professionals and are well-maintained.
- **Safety Exercises:** We practice fire drills and other safety exercises, including:
  - Dealing with bullying
  - Actions to take if lost in the community
  - Procedures if locked out of your home
  - Cyber safety
  - How and when to call 911
- **Crisis Planning:** We prepare for various emergencies such as floods, fires, going AWOL, abusive events, medical emergencies, and behavioral crises.

By planning ahead for safety at home, in the community, and at work, VARIED Supports can respond more effectively to emergencies. This proactive approach underscores our commitment to your safety and well-being.

## Helping with Medications

Staff at VARIED Supports offer assistance with taking medications to ensure you receive the correct dosage and manage any potential issues. Here's how we help:

- **Trained Staff:** Our staff members are trained in administering medications and know how to handle any medication incidents that might occur.
- **Support for Self-Administration:** We encourage and support you to self-administer your medications whenever possible. A medication assessment will be conducted to determine the level of assistance you may need, ensuring you take your medications as prescribed by your physician.

### Importance of Medication Information

Even if staff at VARIED Supports do not directly assist with administering your medications, it is crucial for our staff to be informed about the medications you are taking. This knowledge helps in several ways:

- **Handling Medication Errors:** In case of a medication error, staff can respond promptly and appropriately.
- **Managing Side Effects:** Staff can help identify and manage any side effects you may experience.

- **Ensuring Effectiveness:** Staff can assist in determining whether your medications are working as intended.

## Confidentiality

We comply with The Freedom of Information and Protection of Privacy Act, which sets out the access to and protection of personal information. All your personal information, and the information provided about your medications are kept confidential. This means it will be stored securely and will not be shared without your written consent.

By offering comprehensive medication support and ensuring confidentiality, VARIED Supports is dedicated to your health and well-being.

## Healthy Relationships

At VARIED Supports, we are committed to helping you understand, develop, and maintain healthy relationships. These relationships are crucial for happiness, self-confidence, stress reduction, independence, and coping with life's challenges. We support you in building strong, positive, and meaningful connections.

Relationships can be had with acquaintances, like a neighbor, and close connections can be had with close ties, like family members or a spouse. Key qualities of healthy relationships include:

- **Good Listening:** Someone who listens attentively.
- **Helpful:** Someone who assists others when needed.
- **Honesty and Respect:** Someone who is truthful and respects others.
- **Celebrates Achievements:** Someone who recognizes and celebrates accomplishments.
- **Supportive:** Someone who provides encouragement during happy times and comfort during sad times.
- **Shared Activities:** Spending time together doing activities that everyone enjoys.

## Natural Supports

Healthy relationships often lead to natural supports—people in your daily life who help you without being paid. These can include:

- **Family Members**
- **Friends**
- **Community Members**



While support workers at VARIED Supports demonstrate healthy relationship styles, natural supports differ as they are not paid to help you.

## Unhealthy Relationships

Unhealthy relationships can cause sadness, loneliness, and isolation. VARIED Supports can assist you in ending or removing yourself from such relationships. Signs of an unhealthy relationship include:

- **Abuse:** Any form of hitting, threatening, or taking things away.
- **Bullying:** Teasing, name-calling, or yelling.
- **Dishonesty and Disrespect:** Lack of truthfulness and respect.

If you need help building and maintaining healthy relationships, ask your support worker. They can help you:

- Make community connections
- Join clubs to meet new people
- Offer tips on being a good friend
- Find a counselor if needed

Building and maintaining healthy relationships is essential for a fulfilling life, and VARIED Supports is here to help you achieve that.

## Abuse

**What to Do If Somebody Hurts You:** If someone hurts you, it is called abuse. You should talk to someone you trust about it. This can be a staff member of VARIED Supports or someone outside the organization, like a family member, your key worker, a doctor, or a counselor. You can also call **911** or the Calgary police non-emergency at **403-266-1234**.



All VARIED Supports staff are trained in PDD Abuse Prevention and Reporting methods. They will help you prevent abuse and support you if you have been abused. They will inform a supervisor and your guardian, if you have one, and help keep you safe.

## Types of Abuse

### Physical Abuse

- Being hit, slapped, kicked, pushed, burned, shaken, or bitten
- If someone say they will kick, slap, hit, push, burn, bite or shake you

### Sexual Abuse

- Unwanted touching of private parts
- Unwanted sexual comments or motions
- Being forced into sexual activities, even by a boyfriend or girlfriend

**Exploitation:** It is abusive if someone forces you to:

- Do things you don't want to do
- Pay for things for them
- Eat food you dislike

### Emotional Abuse

- Name-calling or being picked on
- Mean comments or yelling
- Ignored or abandoned by support workers when needed

### Health and Safety Neglect

Not receiving help with essential needs can be abusive, such as:

- Proper food
- Medication
- Appropriate clothing for the weather
- Medical care
- General health and safety

### Violation of Rights

Abuse includes taking away your rights, like:

- Invading your private space without permission
- Controlling how you spend your money
- Restricting your access to a phone or personal belongings
- Withholding or forcing unnecessary medication

## Preventing Abuse

- **Build Trust:** Have a close friend or family member you can talk to about abuse.
- **Community Involvement:** Participate in community events and activities to build a supportive network.
- **Awareness:** Recognize different types of abuse. If you think you are being abused, report it to someone you trust.

Abuse can make you feel bad, but it's important to talk to a trusted person. Abuse is a serious issue and does not need to be kept a secret. You don't have to go through it alone.

## Ensuring Your Rights and Safety

### Respecting Your Decision-Making Rights

At VARIED Supports, we believe you should have the chance to make your own decisions whenever possible. Your rights as a citizen are important and should always be respected.

### Creating Safety Plans

Sometimes, we need to create plans to ensure your safety and the safety of others. These plans might also address behaviors that could put you or others at risk. Our first approach is always to look for positive ways to help. This could include:

- Teaching you new skills
- Providing more staff support
- Changing your environment to reduce challenging behaviors

### Implementing Restrictive Procedures

In some cases, plans might need to include procedures that limit some of your freedoms and choices. This could involve:

- Restricting access to items that trigger risky behavior
- Having a cosigner to help manage your money
- Allowing staff to take something away or physically intervene to prevent harm

### Developing and Reviewing Your Profile

Your safety plan will be documented in your profile. We aim to develop this plan with as much of your input as possible. Other people who might help with the plan include:

- Your support staff

- Your guardian
- Your psychologist or psychiatrist

A committee will review your profile to ensure we are using positive strategies and that any restrictions are appropriate and minimal. Your profile will be reviewed regularly to ensure it remains the best approach for supporting you.

## Charter of Rights

### The Charter of Rights for People with Developmental Disabilities

The Charter of Rights was created by individuals with developmental disabilities at the 1994 Opening Doors conference organized by The Vocational and Rehabilitation Research Institute in Calgary, Alberta.

#### **As an adult with a developmental disability and as a consumer of services, I have the right to**

- Be treated as an adult human being
- Be treated in a fair way
- Be treated with respect
- Not be teased, called names or hurt in other ways
- Have friends
- Go out and have fun
- Have someone to love
- Get married
- Have children
- Take care of my own money
- Have control in my home

#### **Protection Under the Law**

- Get the same things as everybody else who does the same job (for example, coffee AND LUNCH breaks, medical benefits, vacation time and maternity leave)
- Get the same medical services and care as other people
- Not to be discriminated against for things like being male or female, the country my family comes from, my skin colour, my religious beliefs, who I choose to love or my disability
- Get fair wages

#### **Making Informed Choices**

- Make decisions and choices based on my feelings, beliefs and what is important to me
- Be told enough things to help me decide (make an informed choice)

- Take chances (risks) once I know what might happen
- Decide what I do on my own time
- Decide what I do with my own things
- Decide how I plan my future (what goals I set and what I want to talk about when I plan)
- Choose to live on my own or with others
- Decide who comes into my home
- Choose the services I use
- Have choices when I use services, including where I live, who I live with, what I eat, what changes happen in my home, what work I do, when I go to the bathroom, what doctor I go to, what my doctor does to me, and many other things
- Make mistakes
- Change my mind
- Decide to stop using a service
- Choose when I need support

### **Support**

- Get help, if I need it, with things like finding a place to live, making a budget and learning what I need to learn
- Have staff and other supporters (like family and friends) who treat me nice (kind, polite and with respect)
- Have supporters who are helpful
- Not be told off by supporters
- Hear good things, not just bad things from my supporters
- Have enough money from the government to buy the services and support I need
- Get help with making decisions (from my guardian and others) if I need it
- Have a say even if I need help making decisions

### **Speak for myself and be listened to**

- Speak my mind and give my opinions
- Talk about my rights
- Show my feelings
- Make complaints if I'm not happy
- Say "no"
- Disagree with people
- Have people listen to me when I talk
- Have people try to understand me

## Access

- Get services in my community
- Have good special (accessible) transportation, if I need it
- Use seating for people with a disability on regular transportation, if I need it
- Get around easier if I use a wheelchair (for example, ramps, curb cuts)
- Be a part of and have access to a community (things like jobs and recreation)
- Go to school and get the training I need to learn new things

## Privacy

- Spend time alone, if I want
- Have people get my OK to go into my locker at work
- Have people knock or get me OK before they go into my room at home
- Use the telephone without someone listening to what I am saying
- Have the choice of going out without telling others where I am going
- Have things my doctor knows about me be kept between us, unless I need help to understand

## Safety and Protection

- Feel safe when I use my services
- Feel safe when I am out in the community
- Not to be hurt, attacked or have my things taken from me
- Learn how to take care of myself

## Good Services

- Have service providers I can count on
- Be helped when it's my turn in line
- Be given the same service as everyone else
- Ask questions if I need to know more
- Get a different doctor if I want
- Ask another doctor to check what my doctor said (get a second opinion)
- Have doctors and dentists explain to me (not just to my parents, staff and others) why I need to have something done, what it will cost and what will happen if I get it done
- Say "no" to medical care once I know what will happen if I say "no"
- Be treated gently if I get medical care

## Learn More About Your Rights

There are several important resources where you can learn more about your rights:



- **Canadian Charter of Rights and Freedoms**
- **Canadian Human Rights Act**
- **Alberta Human Rights Act**
- **Freedom of Information and Protection of Privacy Act (FOIP)**
- **Rights of Aboriginal People** (protected in the constitution)

### **Rights and Your Information**

- **Access to Information:** You have the right to access your personal file at any time.
- **Correcting Information:** You can request changes if any information is incorrect.

### **Additional Services to Help with Your Rights**

- **Inclusion Alberta** (formerly Alberta Association of Community Living): 1-800-252-7556
- **Disability Action Hall:** 403-717-7630
- **VARIED Supports Self-Advocacy Group:** Open to anyone receiving services through VARIED Supports, where you can share ideas for improvements or new activities.

## **Your Responsibilities at VARIED Supports**

When you participate in a VARIED Supports program, there are specific responsibilities you need to uphold:

- **Attend Programs and Meetings:** Make sure you come to your scheduled programs and meetings.
- **Work on Your Goals:** Stay focused on achieving the goals you've set.
- **Respect Others:** Treat everyone in the program with respect, just as you would like to be treated.
- **Manage Anger:** If you have anger issues, let the staff help you find healthier ways to cope instead of hurting others.
- **Repair Damages:** If you damage someone else's property, you are responsible for paying for the repairs.
- **Respect Rights:** You cannot take away anyone's rights.

## **How to Access Your Information**

The Agency maintains a private file for each individual at VARIED Supports. Here's how you can access your information:

1. **Request Access:** Write a letter to VARIED Supports asking to see your file. You, your guardian, or your advocate can make this request.

2. **File Review:** The information in your file helps staff plan services for you and your family. If you find any incorrect information, you have the right to ask for a correction by submitting a letter detailing the inaccuracies.
3. **Correction Process:** A program director will review your request and inform you in writing of the outcome. Your support worker can assist you in writing this letter if needed.

## Information Security and Storage

VARIED Supports uses a secure computer system to store your information and create the Support Plan for PDD:

- **Data Security:** Your personal information is protected and only accessible by staff and managers through passwords.
- **Report Generation:** The computer system generates reports using numbers and symbols, not personal information, to evaluate the effectiveness of services.

## Requesting Corrections

- **Submit a Request:** If there's incorrect information in your file, submit a letter specifying the mistakes.
- **Director's Review:** A program director will review your request and inform you in writing of the decision.
- **Support Available:** Your support worker can help you draft this letter if you need assistance.

## Handling Appeal at VARIED Supports

If you are receiving services at VARIED Supports and conflicts about your services arise, it is important to address these concerns directly and work towards a resolution. Here is the process to follow if you have an official complaint:

### Step-by-Step Process for Addressing Complaints

1. **Talk It Out:** First, discuss your concerns with your staff or supervisor to try and resolve the issue.
2. **Request a Meeting:** If the issue is unresolved, you can request a meeting to discuss the problem.
  - **Program Coordinator Meeting:** This meeting will be scheduled within 10 days.
  - **Support Person:** You can invite someone you trust to support you during the meeting.
3. **Meeting Notes:**
  - You will receive a copy of all notes taken during the meeting.
  - The notes will also be kept in your VARIED Supports file.
4. **Escalation Process:**

- **Second Meeting:** If the first meeting doesn't resolve your issue, a second meeting with a Program Director will be held.
  - **Decision by Program Director:** The Program Director will discuss your problem and make a decision.
  - **Executive Director:** If you are still not satisfied, the Executive Director will meet with you to address your concerns and make a final decision.
5. **Assistance:** Your support worker can help you throughout this process.
  6. **Written Results:** You will receive the results and notes from all meetings in writing.
  7. **PDD Worker:** If the problem remains unsolved, you can meet with your PDD worker for further assistance.

## Understanding Consent at VARIED Supports

There are times when staff will ask you to give your consent for certain things, such as signing the "Individual Service Agreement" or the "Consent to Provide and Receive Information." Giving your consent means that you agree with what is going to happen. It is important that you fully understand the services being provided to you and the forms you are signing.

**What is Informed Consent?** Informed consent means that:

- **Right to Refuse:** You know you have the right to refuse to give your consent.
- **Changing Consent:** You can change your mind and add or remove your consent at any time. You have the right to say "NO."
- **Understanding Consent:** You understand what you are giving consent for.
- **Duration of Consent:** You know how long the consent is valid.
- **Consequences of Non-Consent:** You are aware of what will happen if you choose not to give consent.
- **Guardian Consent:** Your legal guardian can give consent on your behalf if necessary.

### Your Rights with Consent

- **Knowledge:** You have the right to know all about the services being provided to you.
- **Clarity:** You have the right to understand the forms you are signing.

## Understanding Culture and Your Rights at VARIED Supports

### What is Culture?

Culture encompasses various aspects of daily life, including what people eat, how they dress, and how they communicate. It includes specific attitudes, values, beliefs, customs, languages, ceremonies, and celebrations unique to different groups.

## Everyone's Cultural/Religious Rights

- **Practice Your Culture and Religion:** You have the right to practice your own culture and religion.
- **Dress in Cultural/Religious Clothing:** You have the right to wear clothing that reflects your culture or religion.
- **Eat Cultural/Religious Foods:** You have the right to eat foods from your culture or religion.
- **Follow Cultural/Religious Traditions:** You have the right to practice traditions from your culture or religion.
- **Grieve According to Your Culture/Religion:** You have the right to grieve the death of a loved one with the traditions of your culture or religion.
- **Practice at Home:** You have the right to practice your culture or religion in your home and to have items from your culture or religion in your home.
- **Gender, Gender Identity, and Sexual Orientation:** You have the fundamental right to express your gender, gender identity, and sexual orientation freely, without fear of discrimination or prejudice, and to be treated with respect and dignity in all aspects of life.

**Support for Your Cultural Practices at VARIED Supports:** At VARIED Supports, we are committed to supporting you in a way that respects your cultural traditions. Here's how we help:

- **Assistance with Traditions:** We want to help you practice your traditions.
- **Finding Cultural Activities:** We can help you find cultural activities in your community.
- **Support Worker Assistance:** You can ask your support worker to help you practice your culture or tell them how you prefer to practice your culture.

## Changing Goals or Programs at VARIED Supports

### Flexibility with Goals and Programs

- **Discuss Changes:** You can talk to the staff about changing your goals or moving to a different program at any time.
- **Leaving the Program:** You have the right to leave the program if you wish.

### Stopping Services

- **Attendance and Goals:** VARIED Supports may stop services if you do not attend meetings or do not want to work on any goals.
- **Support Team Meeting:** Your support team will meet with you to discuss any difficulties you are experiencing and try to help resolve them.
- **Notice Period:**
  - **From VARIED Supports:** If services are to be stopped, VARIED Supports will give you a 30-day notice.
  - **From You and Your Family:** You and your family must give VARIED Supports a 30-day notice if you want to stop services.

- **PDD Worker Notification:** VARIED Supports will inform your PDD Worker if you leave the service so they can assist you in finding another service to meet your needs.

## **VARIED Supports Website (Useful Information for You and Your Family)**

VARIED Supports has a website where you can find useful information for you and your family. Visit our website at: [www.variedsupports.com](http://www.variedsupports.com).

## **Helpful Resources and Helplines**

### **Helplines**

- **Family Violence Information Line:** Toll-Free 310-1818
- **Mental Health Helpline:** 1-877-303-2642
- **Distress Centre:** 403-266-4357
- **Suicide Prevention Hotline:** 1-800-784-2433

### **Bullying Resources**

- **Bullying Helpline:** 1-888-456-2323
  - [More Information](#)

**Quality of Life:** [Watch Video](#)

### **Support Services**

- **City of Calgary Fair Entry:** [Programs and services for low-income Calgarians](#)
- **Access 2 Card:** [Access 2 Card](#)
- **Calgary Transit Access:** [Calgary Transit Access](#)
- **Medical Alert Bracelets, Necklaces, and Capsules of Life:**
  - [Medical Alert](#); [LifeLine](#); [Universal Medical ID](#)

**Vulnerable Persons Registry - Calgary:** [Vulnerable Person Self-Registry](#)