

***INFORMATION  
PACKAGE  
For  
CLIENTS***

**2010-2011**

# **1. WHAT IS *OPTIONS*?**

***OPTIONS*** is an agency that helps people find places to live, places to volunteer and/or work, and places to have fun in the community. We help families get support when they need it. We help you to have a voice in things that matter to you.

# **2. What does *OPTIONS* feel about people with disabilities?**

***OPTIONS*** believes that people who have disabilities should be treated the same as anybody else. We believe that you should be treated fairly and with respect.

We believe that you should be able to decide what you would like to do, whom you would like to do it with and when you would like to do things.

### *3. WHAT DOES **OPTIONS** DO?*

We help you and your family to make choices and decisions in your life, such as:

Helping you to find a person you would like to live with.

Helping you meet new people and make new friends.

Helping you learn things like cooking, shopping, and looking after your money and your clothes.

Helping you find the right person or people to support you.

Helping you make good choices so that you won't get hurt and that your rights are respected.

Helping you find a meaningful things for your do to or a job.

Helping you have fun by celebrating your successes.

Helping you decide what you would like to do and helping you achieve your goals.

Helping you feel good about yourself.

Helping you if people don't treat you the right way.

Helping you if you have trouble with the law.

Helping you get to the doctor or dentist.

Helping you with any medication you have to take.

Helping you plan your vacation.

Helping you talk about problems.

Helping you make decisions.

Helping you vote.

Giving you information so that you will be able to make choices.

## ***4. WHO SHOULD I TALK TO IF SOMETHING GOES WRONG?***

You can speak to anyone that you trust. It could be a staff member of **OPTIONS** or it could be someone outside of **OPTIONS** like your parents or a friend. If you have a problem you also can:

1. Talk to the Coordinator or the staff in your home
2. Talk to a Supervisor
3. Talk to **OPTIONS** Executive Director

If someone doesn't treat you the right way and hurts you, there is a special way that the problem needs to be handled so that it doesn't happen again.

## ***5. HOW DO I FIND OUT ABOUT PROGRAMS AND SERVICES?***

**OPTIONS** has lots of information that you can look at about other agencies. We also get information on things like classes, courses, Special Olympics, Skiing for the Disabled, dances and lots of other activities. If you ask the Coordinator or your support staff they can help you get the information.

## ***6. IF I AM UNHAPPY AND WANT TO MOVE, WHAT SHOULD I DO?***

You should speak to the person who comes to meet with you every month. You can phone or you can get someone to help you call. You should let them know about your problems and then you can talk about what you would like to do.

## ***7. CAN I BE INVOLVED IN SELECTING THE STAFF? WHAT QUESTIONS CAN I ASK THEM?***

We believe you should be comfortable with the people who support you and it is a good idea to get to know them and find out about them.

Some questions you might ask are:

How long have you been working with people with disabilities?

What do you believe about how people with disabilities should be treated?

Why do you work in this field?

What did you like best about your last job?

What didn't you like?

Are you fun to be with?

What fun things do you like to do?

Do you have any brothers or sisters?

Are you a good cook?

What are your favorite things to do?

What are your favorite things to eat?

When can you start?

Are you willing to make a commitment to me?

Are you a good listener?

Do you know much about services in Calgary?

What other jobs have you had?

If you are having problems with a staff member, we would like you to let us know so that we can support you.

## ***8. HOW DO I KNOW IF I'M BEING ABUSED?***

If someone touches the private places on your body in a way that makes you feel uncomfortable.

If someone tries to get **you to buy them** a present, or if they ask you to give them money all the time.

If someone asks you to take things out of the store that haven't been paid for.

If someone says mean things to you or if they purposely ignore you for a long period of time.

If staff leave you alone when they are not supposed to.

If staff take your clothes or your things.

If staff take your medicine.

If you aren't fed the right things.

If you aren't allowed to take part in decisions about you.

If people don't respect your private space.

If you don't have the right to decide about your money.

Because there are lots of things that people do that aren't right, you should talk to the people you trust if you feel something isn't right.

**OPTIONS** is here to help you and we want to know if things aren't going the way you would like.

**9. WHAT HAPPENS IF SOMETHING BAD HAPPENS ON THE WEEKEND WHEN THE OFFICE ISN'T OPEN?**

**OPTIONS** has someone that is available 24 hours a day. If there is an emergency you can get the staff to call them.

**10. WHAT HAPPENS IF I WANT TO DO SOMETHING AND MY PARENTS OR GUARDIAN WON'T LET ME DO IT?**

**OPTIONS** will try to help you and your parents talk about the situation. We try to understand why your parents feel the way they do and we will try to understand why you feel the way you do. If we can help by making the choice a safe one so that

your parents don't feel so afraid we will do that.

### *11. WHAT IS P.D.D.?*

P.D.D. stands for Persons with Developmental Disabilities. It is a section in the Department of Community Services that provides money and support to people with disabilities. When you want to change your program or move, a proposal has to be given to P.D.D. so that they can make a decision about the funding.

### *12. WHAT IS AISH?*

AISH stands for Assured Income for the Severely Handicapped. If you are over 18 years of age, AISH gives you money every month so that you can pay rent or room and board, buy

food, clothing, toiletries, a bus pass or Access Calgary tickets. There should also be some money for doing the things that you like such as going to the show, going to the dances, taking courses etc.

Because the money is limited it is important to make good decisions about how you want to spend it.

### *13. HOW DO I FIND OUT ABOUT MY OTHER RIGHTS?*

**OPTIONS** has a tape that you can listen to about your rights. We also have books about your rights. There are also groups that you can join like People First and the Action Group for the Disabled that meet every month to talk about what is happening to people with disabilities.

This book belongs to:

Name:

Address:

Phone:

**OPTIONS** address:

#1, 10601 Southport Rd. S. W.,  
Calgary, AB. T2W 3M6

Phone Number: (403) 271-4260

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