

Email Address List

If you need to contact any of the following people, email is a great tool you can use:

Executive Director:
ed@pathwayskelowna.ca
Quality Assurance & Homeshare:
aqam@pathwayskelowna.ca
Service Manager: sm@pathwayskelowna.ca
Finance Manager: fm@pathwayskelowna.ca
Residential Supervisor:
rs@pathwayskelowna.ca
Activity Supervisor:
fs@pathwayskelowna.ca
Social Recreation:
socialrec@pathwayskelowna.ca
Community Placement Developer- Intake:
cpdintake@pathwayskelowna.ca
Travel Club Coordination:
travelclub@pathwayskelowna.ca
Community Placement Developer-Scheduling:
cpdscheduling@pathwayskelowna.ca
Employment Manager
em@pathwayskelowna.ca
Newsletter / Community Link:
newsletterpathways@gmail.com

Important Phone Numbers

If you are calling because you attend the Activity Service or are calling on behalf of an individual who attends the Activity Service, the phone numbers you must call are
250-763-4484 or 778-484-4490
Branch 55 - 778-753-1050
Franklyn Senior Services - 778-478-0062
If you leave a message at another Pathways' number, your call may not be answered.



Cookbooks for Sale

A commemorative Pathways cookbook is for sale. Please consider purchasing this \$10.00 keepsake. Please contact the office at 123 Franklyn Road to purchase.

Pathways Hot Lunch Schedule

*Lunches are \$5.00 - only 1 hot lunch in April

March 31, 2017
Only 1 Hot Lunch in April
April 28th, 2017

Pathways Abilities Society

April 2017



I hope this Easter holiday fills your home with peace, joy, and plenty of colorful Easter eggs

Please mark your Calendars: Pathway will be closed

**Good Friday – April 14th
and Easter Monday –
April 17th, 2017**



Are you picking someone up at Pathways at our location 123 Franklyn Rd.? As you know we are the transfer point for **handydart** and it gets very busy here at 3PM. For your convenience and for the safety of individuals it might be more convenient to pick up at 2:45PM or after 3:15PM - *Thank You*

Is Coming to Pathways in April

March 31, 2017 – The team from CLBC will be here to explain this phase of include me!

Community Living BC wants to ensure that individuals who access services funded by our organization are living good lives in welcoming communities. We are going around the province and asking people to tell us about their quality of life. We are using a survey called My Life that includes 50 questions in the areas of independence, social participation, and well-being.

The survey is based on the work of international quality of life expert Dr. Robert Schalock.

Over time, the data gathered on personal outcomes will help everyone involved in community living to develop a deeper understanding of the impact that supports and services have on peoples' quality of life. Survey data will generate evidence about program effectiveness and help guide decision making at all levels in our service system, including:

- helping individuals and families make informed decisions about the types of services and supports that align best with their own quality of life priorities
- helping service providers identify areas where they can make improvements
- informing CLBC's policy and practice direction

CLBC has chosen the phrase include Me! to describe this approach to measuring personal outcomes. Dr. Schalock believes that the measurement of personal outcomes must place the individual at the center of the process. We feel that the name include Me! reflects this view. We want individuals with developmental disabilities to have a say in how supports and services that they use everyday are provided. Having adults with developmental disabilities asking and answering the questions directly is a way to honour the expression "nothing about us without us."





MySelfServe: BC's new online process for PWD benefits offers fixes, challenges

March 2017

Community Update – prepared by Disability Alliance BC (DABC)
Changes to Online Application for Disability and Income Assistance

At the end of February, the Ministry of Social Development and Social Innovation (MSDSI) introduced major changes to the way that British Columbians apply for disability and income assistance. Here are the main changes as explained by the MSDSI:

- People who apply for income and disability assistance are now required to register for the Ministry’s MySelfServe online service and acquire a BCeID to start an application. Applicants need to start the process at myselfserve.gov.bc.ca;
- The new application gives the option to upload documents electronically rather than delivering them to a MSDSI office. People who prefer to deliver documents directly to a Ministry office can still do this;
- The new application is optimized for use on mobile phones;
- People who are unable to apply for assistance themselves can request that a Ministry worker assist them to fill out the application over the telephone. To request help call 1-866-866-0800. The worker you talk to should make a request for someone to call back within 3 days to go through the application on the phone;
- The new application questions will have less redundant information than the old application. For example, people without children will no longer be asked to provide information about the amount of child benefits they receive;
- Some confusing questions from the old application have been clarified;

Disability Alliance BC (DABC) is monitoring the impact of these changes. The former online application had some significant issues, and we are pleased that there have been changes made to help address this. At the same time, we

have some concerns that the new system will create confusion and be challenging for individuals and community organizations familiar with the old system.

Some of the concerns that have been identified by DABC and the community about the new process include:

- Some people may find the multi-step process of registering for MySelfServe and BCeID confusing;
- It does not adequately notify people of the option to submit supporting documentation directly to a MSDSI office rather than electronically. This could create time delays and barriers to access for those unfamiliar with the application process or who are not comfortable using computers;
- The Ministry often does not provide adequate support to people who require in-person help to apply for disability or income assistance. As a result individuals may be insufficiently supported and find it necessary to contact a community agency for help.

If you have any questions about how the new system works, please feel free to contact our Advocacy Access Program at 604-872-1278 or 1-800-663-1278 to talk to an advocate. We would also like to hear about any challenges you are hearing from your clients with the new system; please contact Advocacy Access Program director Sam Turcott. This helps us in our consultations with the Ministry on operational issues.

Thank you.

Calling All Self-Advocates

What is Self-Advocacy? Self-Advocacy is learning how to speak up for yourself, making your own decisions about your own life, learning how to get information so that you can understand things that are of interest to you, finding out who will support you in your journey, knowing your rights and responsibilities, problem solving, listening and learning, reaching out to others when you need help and friendship, and learning about self-determination.

Why is Self-Advocacy Important? So that you have the knowledge needed to succeed and are given the chance to participate in decisions that are being made about your life - See more at: http://www.wrightslaw.com/info/self_advocacy.htm#sthash.ARzxcQFZ.dpufSo that you have the knowledge needed to succeed and are given the chance to participate in decisions that are being made about your life

Date	Planned Meeting or Activity
March 31, 2017 – 12:30PM	<ul style="list-style-type: none"> • CLBC will be here to present on “Include Me!” Survey
April, 28, 2017 – 12:30PM	<ul style="list-style-type: none"> • Hot Lunch – Advocacy in the Service Area – April 2017 • Your Right to Vote – Shelley Decoste



Recent changes to Policy and Procedures at Pathways: the following have changed – Please check out our website to review them at <http://www.pathwayskelowna.ca/administration/policies-procedures/>

Bank Accounts and Spending Authority, Code of Ethics, Criminal Record Check, Conflict of Interest, Employee Recognition, Evacuation and Society Closure, Fee Pricing for Services and Products, Incident Reporting, Injury and medical Emergency, Medication Administration, Security, Keys and Codes. Working Alone,

CLBC Community Council Family Forum Dates: Held at CLBC Office at **1060 Manhattan Dr.**, Kelowna, BC

April 24, 2017 – RECREATION – (Cris, Cool Arts, Special Olympics and Central Okanagan Wildcats)