



I Have A Chance Support Services Ltd.

"Supporting Individuals to Enhance Quality of Life"

Listening, Respecting, Believing, & Empowering



Information Package

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ABOUT US

I Have A Chance Support Services Ltd. also known as IHAC, first opened its doors in 1987. We began as an early intervention program offering in-home respite to families in need.



(IHAC Administration Office)

The first residential home opened in 1989 with the Day Options Program starting in 1993.

From children to seniors, we offer a continuum of support based programming specific to each individual's desires and needs.

INDIVIDUAL SUPPORTS AND SERVICES

IHAC offers supports to people facing a variety of challenges from across Canada including individuals with:



Physical Disability

Mental Illness

Brain Injury

Medical Concerns

Forensic Concerns

Emotional Challenges

Addictions

Suicidal Ideations

Self-injurious Behaviors

Challenging Behaviors



PHILOSOPHY OF SERVICE



We endeavor to create a warm and positive environment in which the individuals are given the opportunity to learn, grow and enjoy experiences of what life has to offer. Services are personalized to each individual's needs and desires. With respect given to health and safety, individuals are provided opportunities for dignity of risk to make informed decisions and learn from experience.



We support individuals to become involved and contributing members in their community. Individuals are encouraged to develop natural supports and connections and be as independent as possible given an individual's support needs. We feel strongly that the more an individual is able to do for his/herself, the less likely an individual is abused.

We promote an atmosphere of welcoming freedom of belief, freedom of expression, and cultural diversity while encouraging mutual respect and understanding. We advocate for treating others as one would like to be treated and respecting every person's human rights.

We have an open door policy for individuals, guardians, families, and funding sources. Creating friendly channels for discussion, observation, addressing concerns, offering suggestions and innovation.

We believe that we must continually review and evaluate current service and industry standards as they are a dynamic beginning and not an end. We advocate learning from each other, continued education, creativity, thinking outside the box, and challenging the way in effort to provide the best service possible.

MISSION STATEMENT

At I Have A Chance Support Services Ltd., we strive to support and encourage individuals en route to independence:

- To enhance their abilities and facilitate personal growth
- To achieve a sense of pride and accomplishment, and
- To enhance well-being and quality of life



VALUES



Every person in the world is unique and has something to offer others.

Every person should be treated with value, dignity, and respect.

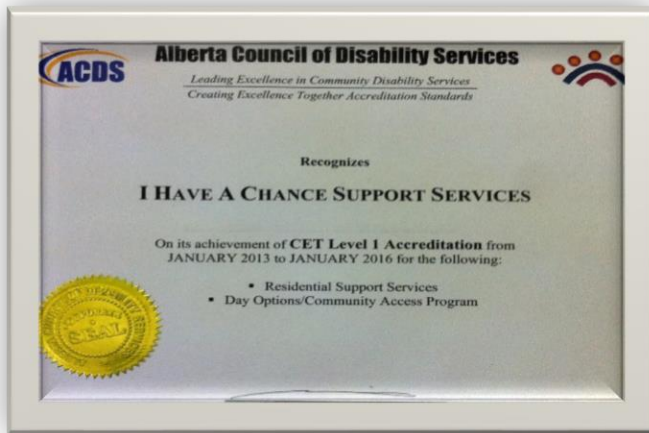
People have the right to know and experience what the world has to offer.



CET ACCREDITATION SURVEY 2013

I Have A Chance Support Services Ltd. is accredited by Creating Excellence Together (CET) standards of the Alberta Council of Disability Services (ACDS), as a means of being accountable and to maintain a high standard of service for the individuals we support.

CET Standards are composed of three sections. Quality of Life, Quality of Service and Organizational Framework.



IHAC CET SURVEY RESULTS 2013

| STANDARDS | NUMBER OF STANDARDS | REQUIRED COMPLIANCE | IHAC RESULTS |
|--------------------------|---------------------|---------------------|--------------|
| <i>Quality of Life</i> | 12 | 80% | 100 % |
| Quality of Service | 12 | 80% | 100 % |
| Organizational Framework | 23 | 75% | 100% |

ENHANCING QUALITY OF LIFE

I Have A Chance Support Services Ltd. understands that WE (Support Workers, Clinicians, Families, Guardians etc.) all participate to one extent in the creation of environments in which individuals that we support can live, work and play with an increased awareness of physical, psychological and emotional safety.

TEACHING + EMPOWERING = GROWTH



BUILDING HEALTHY RELATIONSHIPS

I Have A Chance Support Services Ltd. believes that as professionals working with individuals in our care is that we support them, we do not control them.

We believe and strive to promote healthy relationships in which individuals are able to grow, develop and feel safe.

DIGNITY + RESPECT + HONESTY = TRUST



RESIDENTIAL PROGRAM

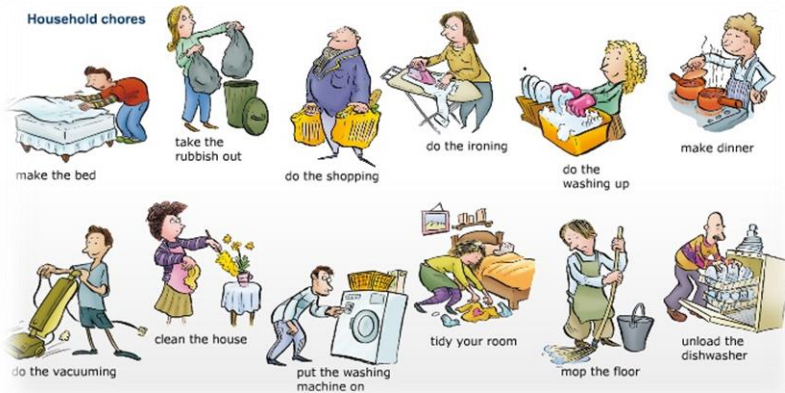
I Have A Chance Support Services Ltd. has several homes that provide around the clock care based in the town of Stony Plain and in rural Parkland County. Individuals are placed based on their level of care requirements. All homes have their own vehicles for Support Workers to transport individuals to appointments, recreational and leisure activities and provide transport for guests.



RESIDENTIAL PROGRAM (LIFE SKILLS)

Our Support Workers assist individuals in our care with the following:

- Planning and preparing well-balanced meals
- Determining grocery needs and shopping within a budget
- Washing dishes
- Vacuuming, sweeping, and mopping
- Cleaning bathrooms
- Completing laundry
- Yard maintenance



- Animal care
- Awareness of what to do in case of an emergency
- Budgeting and banking
- Taking care of one's health
- Awareness of opportunities and making decisions
- Dealing with difficult

situations

- Understanding of being safe within a community
- Enhancing community awareness and involvement
- Meeting people and making friendships

DAY OPTIONS PROGRAM

Our Day Options/Community Access Program is continually evolving to meet the dynamic desires of the individuals we support. Opportunities available present the spectrum of needs the individuals have requested.

- Building and painting various wood products
- Tripod construction for a local power mine
- Cultural Arts & Crafts
- S.H.A.R.E Session- Weekly sessions with various guests discussing individual rights, enhancing communication, how to deal with difficult situations.



- Education program
- Computer Program
- Cooking Program
- Music appreciation
- Garden maintenance



- Volunteer opportunities
- Delivery of local newspapers
- Assistance with finding employment
- Various recreational activities
- Attending local events



PUTTING INDIVIDUALS FIRST

I Have A Chance Support Services Ltd. provides support to individuals in our care to ensure they receive the best care possible, this includes:

- **Emotional Wellbeing** (*positive experiences, self-esteem, life satisfaction, acknowledgement, being appreciated*)
- **Personal Development** (*opportunities to acquire skills, reach goals, feel successful, experience enjoyment*)
- **Self Determination** (*personal choices, opportunity to express own views, Religion*)
- **Interpersonal Relationships** (*quality and strength of relationships, trust, satisfaction with family relations, being valued by others, Availability of help and support*)
- **Social Inclusion** (*access to support network, identification with a community, ability to participate in desired social and community activities*)



HEALTH AND MEDICAL SERVICES

Spruce Grove and Stony Plain offer access to a range of health and medical services including:

- Physicians
- Dentists
- Denturists
- Optometrists
- Physical Therapists
- Chiropractors
- Audiologists
- Pharmacies
- Mental Health Services



The Westview Health Centre, in Stony Plain offers hospital services and counseling for mental health needs.

The City of Edmonton, 15 minutes west of Spruce Grove offers an extended access to health and medical services including specialists, surgeons, assistive technology, Alberta Hospital Edmonton (Psychiatric facility), and many major hospitals.



COMMUNITY INVOLVEMENT

The communities of Stony Plain and Spruce Grove offer many spiritual, educational and recreational/leisure opportunities for individuals to become involved in.

Individuals of varying denominations and spiritual beliefs may choose to participate in services at local Catholic, Evangelical Free, Christian Reformed, Christian Fellowship, Lutheran, Evangelical Lutheran, Alliance, Baha’I, Church of Jesus Christ of Latter Day Saints, United, Anglican, Baptist, Bethel Apostolic, Bible and Community Churches.

Educational opportunities are available straight through academic upgrading and college. Individuals may also chose to attend special interest classes including Hip Hop dancing, computers, martial arts, fitness, music, arts and so on, or check out local libraries.

Around town, some popular activities individuals have opted to get involved include:

- Dances, fishing, swimming, billiards, bingo, theatre, floor hockey, bowling, snowshoeing, skiing, picnics, pow wows, parades, visiting various local restaurants

15 minutes away in the City of Edmonton, more opportunities include:

- Festivals such as - The Fringe, Heritage Days, Taste of Edmonton, Folk Music Festival, Klondike Days,
- Edmonton Valley Zoo, West Edmonton Mall, Telus World of Science, Fort Edmonton Park, Rexall Arena, Commonwealth Stadium, Cultural experiences of Whyte Avenue and Jasper Ave.

TO LEARN MORE ABOUT US

Thank you for taking the time to consider us. If you would like additional information or have questions please feel free to contact us, we are here for you! Visit us on the web, www.ihacss.com

You may send completed applications for services by Email, Fax or letter mail.

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