



Funded by Community
Living British Columbia
(CLBC)
&
Ministry of Children and
Family Development
(MCFD)



AiMHi – Prince George Association
for Community Living is pleased to
announce that it has been awarded
a Three (3) year Accreditation for
the following identified programs:

Employment Services:

*Organizational Employment
Services*

Community Employment Services:

*Job Development
Job-Site Training
Job Supports*

Community Services:

*Child and Youth Services
Personal and Social Services
Family Services
Respite Services
Community Living Services*

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Prince George Association
for Community Living

“One Community... One Vision”

**What Do I
Do if I
Have a
Problem or
Concern
with
Services
provided
by AiMHi?**

Phone: (250) 564-6408

AiMHi knows that a person, family member, or Guardians may have a complaint about the way we do things.

If you have a problem or concern with the services we provide, this is what you can do:

1. Talk to the Program Manager.
2. If you are not happy with how the problem was solved, you can have someone help you write down your concern or put it on a cassette or video tape.

The Self-Advocate Peer Advisor might be able to help you with this. Give the video or cassette tape to a Program Director.

3. A Program Director will talk to everyone involved.

4. A Program Director will give you an answer in writing or meet with you within 5 working days. If you are not happy with the help you got; you can ask the Program Director to take it to the Executive Directors. The Executive Directors will meet with you within 5 working days.

5. You will not get in trouble for speaking up and raising your concern. We need to know how to help you.

If your concern is about a policy of AiMHi's, the Executive Directors will take your concern to the Executive Committee.

If your concern is about our service, the Executive Directors will take your concern to Community Living British Columbia.

The Executive Committee will tell you about the decision after the next time they meet. This will be the final decision.

If you are not happy with final decision, we will help you in contacting someone who can help you more. It may be one, or more of the following:

- A Facilitator for Community Living British Columbia.
- The Child, Youth and Family Advocate
- The Children's Commission
- Ombudsman
- The Information and Privacy Commissioner
- Community Care Licensing Officer
- Service Quality Advocate for Adults

MISSION STATEMENT

Strong communities recognize and celebrate the value of all citizens. AiMHi contributes to a strong community by providing advocacy supports and services to people who have special needs and their families.

Our culture supports people to have good lives at work, at home and in the community.