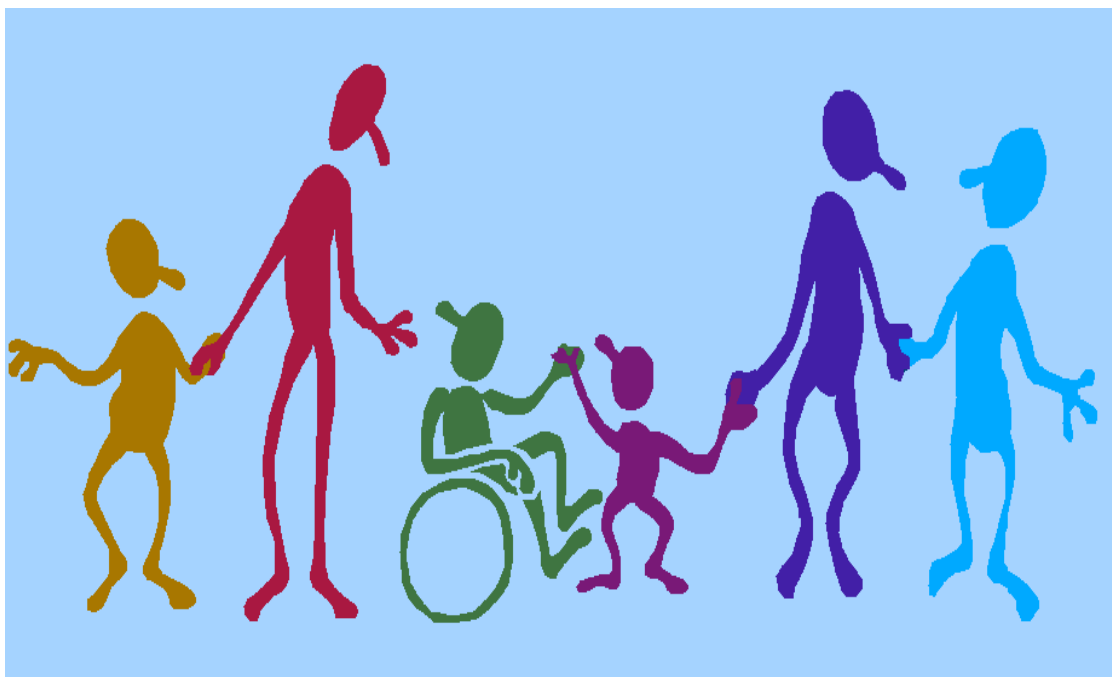


User Consultation & Participation Policy



the Orchardville
SOCIETY LTD

About Us...

The Orchardville Society provides training and employment services to adults with a learning disability living in south and east Belfast.

The Orchardville Society aims to make sure people are treated fairly and have access to all services of the organisation.

By listening to our Users we find out what we need to do to make things better. By having a User Forum with representatives in the sites we can hear other trainee's views and try to make a difference.

This policy is designed for you the User so what does it mean...

What is consultation?

This involves seeking views and opinions about the Orchardville Society, from individuals or groups. We might do this by holding a meeting or sending you a questionnaire to complete.

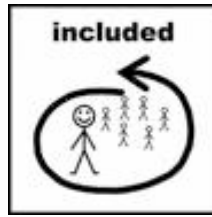


What is *participation*?



Participation is ensuring that all Users are involved and able to take part in running of the Orchardville Society.

GETTING INVOLVED



By being involved you are helping the Orchardville Society improve on the things that matter to you.

How you can get involved...

- By using the services of the Orchardville Society
- By joining the Orchardville Society User Forum
- By passing on information to User Forum members
- By helping at fundraising events
- By adding information to the newsletter
- By telling other people about Orchardville Society

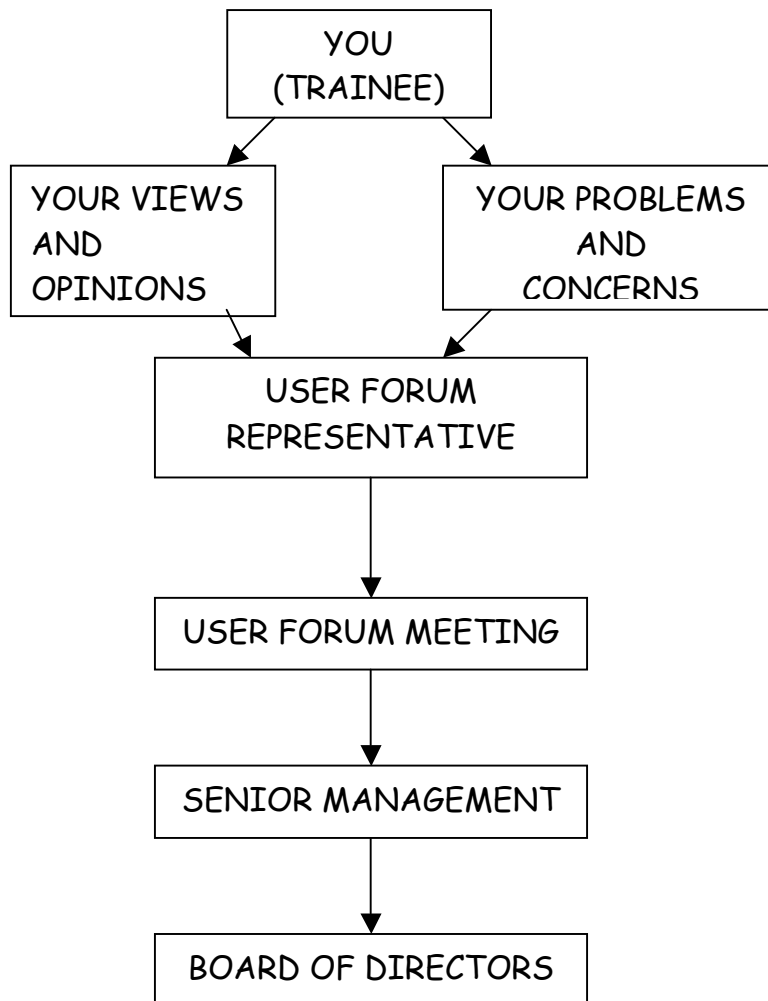
Why getting involved is so important...

- It means that your voice is heard in the Society and that you tell us what works and what doesn't.
- Being involved means that as staff and managers we get to hear from you -the experts- about what is important to you.
- The Orchardville Society is here for you - the User and without you, we would not exist.
- Being involved will help you feel like an important part of the Orchardville Society.

How the Orchardville Society can help you to be involved...

- By listening carefully to everything you have to say.
- By giving you time.
- By working at your pace and making sure that no one feels rushed.
- By respecting your ideas
- Encouraging you to join the User Forum.

How changes are made...



The Board of Directors make the final decision and resulting changes within the Orchardville Society.

BEING A GOOD USER



As a trainee it is your duty to be part of the Orchardville Society.

Users:

- have a responsibility to follow the rules and regulations of the Orchardville Society.
- have a duty to try their best to fully participate in assigned work placements and training courses.
- should always listen to and respect to each other and members of staff.
- should be dependable in completing tasks and turning up for meetings and other events.
- should offer support to other Users.
- should learn about the organisation.
- should always remember that they are a representative of The Orchardville Society and behave accordingly.

ADVOCACY



What is Advocacy?

- Advocacy means speaking up for your rights.
- Advocacy is a way of making sure that important messages are heard.
- Advocacy can be done in different ways and by different people.
- All people in society should speak up for their rights.

There are several different types of advocacy:

SELF ADVOCACY

Self advocacy is about you speaking up for yourself for what you want and need.

- Self-advocacy is.....
- Fighting for your rights
- Standing on your own two feet
- Doing your own thing
- Telling people what you want
- Sharing problems
- Making choices
- Taking responsibility for your own life
- Enjoying the same rights as everyone else
- Being part of a support group



1-1 ADVOCACY

Where one person speaks up for another on an issue.

When the issue is sorted out the advocate isn't needed any more.



PEER ADVOCACY

Peers are people who you know and who have had similar experiences to you.

They use their experience to speak up for someone else.



GROUP ADVOCACY

As a User Forum member you are Advocates for the rest of The Orchardville Society.

It is your job to speak up about issues that are affecting trainees in The Orchardville Society. As a member of the User Forum you will be supported and respected to give your opinions and views.

If you are invited to sit on Interview Panels and attend Senior Management Meetings you are acting as an advocate for the User Forum and all the Orchardville Society trainees.

It will be your responsibility as an advocate to give your honest opinions on interview panels and speak for everyone at meetings.

