PANDORA SERVICES

FOR CLIENTS AND FAMILIES

# Client Handbook

Everything you need to know about getting started and staying supported with Pandora Services BC.

## Welcome

This handbook is here to help you and your family understand what to expect from Pandora Services BC, from your first visit through to ongoing support. If anything here is unclear, your support team is always happy to walk through it with you.

## What to expect when support begins

We start with a conversation about your goals, your routines and what matters most to you. From there we build a support plan together, matched to one or more of our services, and introduce you to the team who will be working with you.

## Your rights and responsibilities

You have the right to be treated with dignity, respect and compassion, to be included in every decision about your own support, to privacy and confidentiality, and to raise a concern at any time without it affecting your support. We ask that you share honest feedback with us and let us know if your needs or goals change.

## How to reach your support team

Your support team will share their direct contact details with you. For general inquiries, call 1-866-995-PSBC (7722) or email info@pandoraservicesbc.com, Monday to Friday, 9 AM to 5 PM.

## How to share feedback or a complaint

We welcome compliments, concerns and complaints. You can share feedback through our complaints and feedback page, by phone, or by speaking directly with your support worker or their manager. Every concern is taken seriously and followed up on.

## Working toward CARF accreditation

Pandora Services BC is working toward CARF accreditation, reflecting our ongoing commitment to quality, person-centred support.

## Contact us

Call **1-866-995-PSBC (7722)** or email **info@pandoraservicesbc.com**. You can also share feedback or a concern at pandoraservicesbc.com/complaints.

### Surrey (Head office)

**Address:** #205 - 18810 72 Avenue, Surrey, BC V4N 6R4

**Phone:** 1-866-995-PSBC (7722)

**Email:** info@pandoraservicesbc.com

### Abbotsford

This copy was made on November 16, 2026. The latest version is always at pandoraservicesbc.com/handbook.