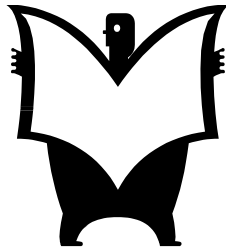


COMMUNITY LIVING
Haldimand



PARTICIPANT HANDBOOK

Updated February 4/19

[WEBSITE: www.chaldimand.com](http://www.chaldimand.com)



- ◆ Community Integration
- ◆ Community Housing
- ◆ Host Family Services
- ◆ Supported Living
- ◆ Transition Services
- ◆ Governance Standards

What you need to know about Community Living Haldimand

PARTICIPANT HANDBOOK

What you need to know about Community Living Haldimand

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WHO WE ARE

Community Living Haldimand is an agency that provides supports and services to adults with intellectual disabilities. It started in 1959 with a group of parents and the Fisherville Lions Club.

The agency receives money from the government and other sources to help pay for the supports and services that you receive. The part of the government that gives the agency money is called the Ministry of Children, Community and Social Services. Other places they get money from is donations and fundraising. To receive money from the Ministry of Children, Community and Social Services, Community Living Haldimand follows the rules that the Ministry has about helping people. This means that support/help will be provided to you to make sure you can be a part of your community; where you live, work and play. Supports will be provided to you to learn about your wants, needs, desires, goals and dreams. We will help you by offering you lots of opportunities (things to choose from) and to make informed choices.

It is the goal of Community Living Haldimand to help people to achieve their goals.

There is a Board of Directors (a group of people that volunteer [are not paid]), that helps decide how to run the agency.

WHAT WE PROVIDE

Community Living Haldimand helps each person supported to think about their own personal goals – what they want to do in their lives. We want to help each person do the things that are important to them.

The programs that Community Living Haldimand offers include;

Where You Live (Residential)

- Residential Supports help you participate and live in your community. Help can be given to you up to 24 hours a day. It might be in a Group Living home –where you live with a few other people that are also getting support
- Supported Independent Living – where you live either on your own or with a room-mate
- Host-Family – where you live with a family (that is not your natural family)

Going places that you enjoy (Community Participation Supports)

- This program helps people to participate in the things that they want to do – This could be work, volunteering, sports, leisure, recreation. People choose what they would like to do.

After High School (Communities in Motion):

- Helps young people to explore and discover what they like to do. It helps people to make plans for their life, and to get connected to their community.
- These supports are available to young people living in Haldimand or Norfolk County who are not living in a home that is funded by the Ministry of Children, Community and Social Services People can stay in this program for up to 7 years.

Where You Work (ODESP Vending):

- Using the Ontario Disability Employment Support Program, Community Living Haldimand helps people, who qualify for funding, find and keep a job in their community.

Bridges to Success:

- Education after high school. A class for Adults that teaches life skills and academic skills. This is offered at the Dunnville Secondary School.

School-to-Community Transition:

- This program works with the students (who have a developmental and/or learning disability), parents and teachers of the Grand Erie District School Board to plan for life after secondary school.

George J. Schweyer Snoezelen Room:

- The Snoezelen Room is a place you can come to relax. You can touch things, or listen to music, or smell different scents, or see different colors and patterns.

INTRODUCTION

This book is to help you to know important information about the agency.

We want to give you the best service possible. We will learn about what you like best, what you need and what you want.

Please read over this book and/or have someone help you read this book carefully.

Everyone has a coordinator. Do you know their name and how to contact them? Take a minute to write it here.

Your Coordinator is: _____

Contact Phone Number: _____

Date: _____

If you have any questions, please feel free to contact your coordinator or support worker (if they have been assigned to you.)

GLOSSARY OF TERMS DEFINITION AND REFERENCE

MISSION STATEMENT – this means what the agency will do and wants to do. Community Living Haldimand mission statement means that the agency will work hard at helping people with disabilities be included and be a real part of their community.

VALUES – this means what Community Living Haldimand considers to be the most important things when helping people.

CITIZENSHIP - means belonging in your community as much as you can or want. Things such as: belonging to a club, an organization, a church choir, voting, going to town hall meetings, making your voice heard, shopping for your groceries, paying your bills, or going out for coffee or lunch with a friend.

INCLUSION – means to be included in and be a part of your community, doing the things in your community that you like to do and feel welcome and feel like you belong there.

SELF DETERMINATION -This means you decided and chose what you want to do with your life and how you live your life. You decide what supports you want and need from Community Living Haldimand.

INNOVATION – This means that we keep coming up with new ideas and ways of helping you and the agency is always looking for new ways to provide services.

EXCELLENCE – This means that Community Living Haldimand wants to make sure that the agency provides the best supports and services that they can.

COLLABORATION –This means that Community Living Haldimand will work together with other organizations and community partners to provide opportunities and better services and supports.

INTEGRITY AND ACCOUNTABILITY – This means that Community Living Haldimand wants to make sure that they always are thought of as a good agency and that it can be shown by having a review of how the agency runs programs and business by outside people. This is known as Accreditation.

MINISTRY OF CHILDREN, COMMUNITY AND SOCIAL SERVICES – this is the branch of the government of Ontario that gives Community Living Haldimand money, so we can provide you with supports and services. This money is used by the agency to give you the support in your agreement.

NON-PROFIT ORGANIZATION - means that Community Living Haldimand does not make money; the money they get is used to provide services and support.

SOCIAL INCLUSION ACT – This is like a law by the government of Ontario that tells people, organizations and agencies how to include all people with disabilities in the community. This is done by providing services and supports that are respectful, individual, that listen to you and respect your decisions and choices.

AN AGREEMENT – means something you and another person or agency write that says what you both will do and what you both agree to. You usually sign your signature and that means you agree.

VISION: Community Living Haldimand envisions a community where the inclusion of everyone is as natural as a heartbeat.

MISSION: Community Living Haldimand is a destination for individuals with an intellectual disability where passion and purpose come together to inspire solutions.

VALUES: The following five values are what Community Living Haldimand uses to help make decisions about how we can help people.

RESPECT

We promote respect, dignity and equality for all people. This means that Community Living Haldimand will treat you how you want to be treated.

CHOICE

We celebrate full citizenship that enables people to exercise their rights, fulfill responsibilities and make choices. We want you to make decisions about your life

INCLUSION

We believe communities benefit when everyone is included and contributes. We want you to feel like you are a part of your community.

EXCELLENCE

We expect excellence from ourselves and foster innovation and partnerships. We will try new things and work with others to help us to do a good job to help you.

INTEGRITY

We reflect honesty, integrity and fairness in our relationship. Community Living Haldimand will do what it says it will do.



WHAT TO EXPECT – AT THE START

When you start with Community Living Haldimand, you will;

- Be given a coordinator to work with you. They are there to help you. They will be the contact person for you and your family.
- Complete an ISP (Individual Support Plan). Once a year this will be filled out and reviewed with you. It will say what you do with the agency, how you would like to be supported and any expenses you may have. Your ISP will also have information about your goals and how you will meet them.
- Your coordinator will;
 - spend a lot of time with you to get to know you,
 - find out who you are, what you like, what you want to do, and what is important to you. They will put this information in your 'plan'.
 - help you and your family to decide the best way to get and give information.
 - collect personal information that will be kept in a computer program called AIMS. You can see your information at any time.
- You and your family will also be offered training and education in the areas of;
 - How the agency works
 - Stopping and reporting abuse
 - Your rights and responsibilities when receiving supports and services from Community Living Haldimand
 - Your rights and responsibilities as a citizen of Canada
 - How to share a complaint and the concern line
 - Your health and relationships

WHAT TO EXPECT – PLANNING

Individual Support Plan (ISP)

An ISP must be done with you every year. Your coordinator will help you make an ISP with goals that you have and the supports you need to meet your goals. This is a living plan of support and changes all the time to match what is most important to you. The information in this plan will include:

- Your personal information on it (Name, Address, Birthdate etc.)
- The date the ISP was created and when it was shared with you.
- The supports and services that you get
- The hours of support that you get
- Information showing that you were part of making your plan
- Your goals
- Information about what is important to you
- Important information about your past and information about you that you want to share with your support staff, so they can best help you.
- Costs you may have to pay
- Any other agency involvement
- Any other special details about you



WHAT DO YOU NEED?

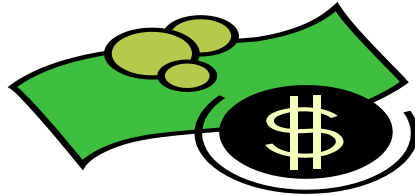
Depending on the areas of support you have identified in your Individual Support Plan and the type of support you are receiving from Community Living Haldimand:

- You may want or need help with planning and participating in social or recreational activities (doing fun things, hanging out with friends, joining clubs, etc.).
- You may want or need help with finding a job and building on your job skills.
- You may want or need someone to help you with getting connected to your community, like clubs, church and activities.
- You may want or need someone to help you with transportation.
- You may need assistance to take your medication. Your coordinator will assist in making a medication chart and a safe place to keep your medication.
- You may require help with your medical care. Your coordinator will help you with scheduling and booking medical appointments. They will also help you with follow-up or directions from doctors or other professionals.
- You may need help with your money. Maybe paying bills or making a budget. Your coordinator will help you to make an Individual Financial Plan of Support.
- If you are receiving help where you live, you may need help with keeping your house clean, buying groceries, doing your laundry and taking care of your personal hygiene needs.



Community Living Haldimand will focus on you and help you with what you need.
YOU are our customer. We want to listen to you!

SUPPORT IS GEARED TO THE INDIVIDUAL “ONE PERSON AT A TIME”



Community Living Haldimand gets money from the Ministry of Children, Community and Social Services, fundraising efforts and donations. This money is used to help pay some of the staffing costs and operation of the programs. However, this does not cover all the expenses and there are times that you will be charged a fee to join in activities or receive certain services.



- Transportation fees are charged for the use of the agency vehicles and bus transportation. Your support staff will help you with planning for this transportation when available. A record of the transportation you used will be kept and you will get a bill each month from Community Living Haldimand. You can mail or drop off your payment each month at the Central Administration office in the Jennie Deagle Complex, Cayuga.



Depending on the support you are getting, a fee for activities or events for admission tickets, registration fees, food costs will be charged. The fee includes your cost and a shared cost of the expenses of the support staff that is accompanying you. Your support staff will help you plan these activities.

WHO'S WHO – STAFF ROLES

Community Living Haldimand employs over 130 people. There are many different roles and responsibilities the staff have from administration office work to providing support and assistance.

These roles are:

Office Assistant – works at the central administration office will connect your phone calls or direct your questions to the right person and help you to get information.

Operations Assistant – works at the central administration office and will assist the staff with computer related questions.

Accounting Clerk – works at the central administration office prepares bills, invoices and payments for agency transactions.

Accountant - oversees the finances and budgets of the agency.

Support Provider – is the staff person that will work with you directly in day-to-day activities providing you with the help that has been identified in your Individual Support Plan.

Coordinator – Each person receiving support is connected to a coordinator who is responsible for planning with you and will help you to organize your schedule, activities and transportation. Your coordinator is the go-to-person for information and is your main contact with Community Living Haldimand

Supervisor – Is responsible for the day-to-day running and operation of a specific support location(s). The Supervisor is the first point of access to the support location and oversees the staff members at that location.

Manager of Supports & Services – Oversees the complete operation of the program and services, ensuring resources and supports are available to offer the best possible support.

Human Resources/Office Manager – Oversees the staffing and office functions.

Director of Operations - Is responsible for finance, HR, Communication, Facilities, data management.

Director- Services & Community Development – Is responsible for ensuring quality supports and services and connecting with the community.

Executive Director – Is responsible for the overall running and operation of the entire agency. The Executive Director works very closely with the Board of Directors.

Board of Directors: This is a group of dedicated volunteers who take on the role as a member of the Board of Directors to oversee and lead the overall direction of the agency.

OFFICE LOCATIONS AND HOURS OF SUPPORT

The supports and services provided by Community Living Haldimand available throughout the communities of Haldimand County. Some supports happen in your home and some happen in the community. Support provided is based on the Individual Support Plan for each person and support may be offered during the day, evening and weekends.

Two business office locations provide the base of administration and agency operations.

Central Administration Office

Jennie Deagle Complex
2256 River Road, Box 396
Cayuga, ON N0A 1E0
905-772-3344
Hours of Operation: - 8:30 a.m. – 4:00 p.m. Monday through Friday

Dunnville Office

137 Lock Street East
Dunnville, ON N1A 1J6
905-774-7323
Hours of Operation: - 8:30 a.m. – 3:30 p.m. Monday through Friday

Public Holidays - The Community Living Haldimand business office locations recognize the following public holidays and will be closed for: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Thanksgiving, Christmas Day and Boxing Day

WHAT ARE YOUR RIGHTS

To be a citizen of Canada, Ontario and Haldimand it means you have a responsibility to the community as well as rights and privileges within your community. Your rights are no different from those of everyone you know.

“Rights are the rules that help make people equal. You are entitled to the same rights under the law as everyone else because you are a person and a citizen. Some rights are yours when you are born. These are often called “human rights” because every human being has them. Some rights are yours when you become old enough. Some rights are yours because you live in Canada. There are laws to help make sure no one takes away your rights. Rights which are backed by laws are known as “legal rights”.

From People First

Community Living Haldimand:

- Believes that all people should be free to exercise their rights and personal freedoms.
- Is committed to supporting individuals in exercising their rights.
- Will safeguard, support and protect the human, civil and legal rights as well and the personal freedoms of all individuals who receive support
- Will actively and regularly promote and educate people receiving support, staff members, board members, committee members, volunteers, co-op students and the community in the promotion of social inclusion, individual choice, independence and rights.
- Will assist people to fully exercise rights and make choices.
- Will provide training and support to help people recognize and understand personal freedoms and the rights of others.

When receiving support from Community Living Haldimand people have the right:

- *To be treated in a respectful way (treated nicely).*
- To be free from any kind of abuse (to not be hurt)
- To be free to go where they want and live where they want.
- To own and use their own *belongings*.
- To have their privacy respected/to not have people talk about you if you don't want them to.
- To contact their family and friends whenever they want to.
- To receive and spend their own money.
- To have *individualized supports* based on what they need and want in *keeping with the Universal Declaration of Human Rights*.
- To have a support plan *that is person directed and describes* what is important to them *and is reviewed every year at minimum*.
- To say no if they don't want support or services
- To know where their personal records are, and to be able to see them whenever they want to see them. To be able to decide who will see their records.
- To tell the agency when they are not happy with the support/help they are receiving.
- To let staff know when they want changes in their support.
 - *To be supported and encouraged to speak to* any agency staff.
- To appeal agency decisions *regarding any rights or restrictions imposed*.
- To receive due process through an “External Rights Committee” when rights restrictions are imposed by Community Living Haldimand. This mean you can talk to a group of people who do not work for the agency, about the things you don't feel is fair.



WHAT ARE YOUR RESPONSIBILITIES

When receiving support from Community Living Haldimand some of your responsibilities may include:

- Being involved in your planning as much as you possibly can
- Fulfill any responsibilities of your Individual Support Plan, such as transportation fees or providing information that is required
- Using your voice, asking questions and getting involved
- Learning about your rights and your responsibilities
- Being respectful of others, treating others as you want to be treated, using common courtesy
- Participating in training and educational opportunities
- Reviewing and signing paperwork, such as:
 - Individual Support Plan
 - release of information and consent, privacy statement
 - medication and medical records
 - rights assessment
 - confirmation of training opportunities



YOUR RIGHTS – PRIVACY

Community Living Haldimand is committed to protecting the privacy of people receiving supports from this agency. Your privacy is very important to us. Some personal information must be written down and kept on file to make sure that you can get support from Community Living Haldimand in the best way possible. This information includes your full name, current address, phone number, emergency contact and medical information. Your personal information will be kept in the following places:

- i. A copy of the Personal Information Sheet will be kept locked in the filing cabinet at the Central Admin Office, Jennie Deagle Complex, 2256 River Rd, Cayuga, ON;
- ii. A copy of your name, address, phone number and support area information, will be kept on the computer database at the Central Administration office;
- iii. Personal Plans, daily logs, medical information, personal information and other reports will be kept in the AIMS database system which is a secure web-based program used by employees daily to increase communication and ensure accurate and current information is available.

Your information will be kept PRIVATE. Only Community Living Haldimand employees, committee members, Board members, contractors, volunteers or students who need to see your personal records to provide supports and services to you will see them. Members of the External Rights Committee will see them when they need the information to review an issue on your behalf with your permission.

You can look at any information kept on file by Community Living Haldimand about you just by asking at any time. Your coordinator will help you to get the files and they will go over the information with you. At no time will your personal information be shared with another agency unless we have received written permission from you allowing us to do so.

From time to time photographs of you may be taken while you are participating in activities or events. Whenever possible these photos will be shared with you. On occasion Community Living Haldimand will ask for your permission to use photos of you for story-telling and promotional presentations. It is important that you tell your support staff if you do not want your photo to be taken or used and it will be noted in your file

I have read the Privacy Statement for People Supported, or I've had it read and explained to me, and I understand and agree with how my personal records are being used by Community Living Haldimand.

NAME (print) Signature Date

WITNESS NAME (print) Signature Date

YOUR RIGHTS – TAKING RISK

Informed Choices and Decision Making

Community Living Haldimand "believes in maximizing and promoting the ability of individuals to make their own decisions."

Community Living Haldimand believes people should be given information to make "Informed Choices and Decisions" These are choices with all the information needed to understand a decision. This allows both positive (good things) and negative (not good things) happen.

It is believed that letting positive (good things) and negative (not good things) happen is an important part of life and helps people learn. Most importantly Community Living Haldimand respects and supports your rights under the Canadian Charter of Rights and cannot take the role of guardian and decision maker.

Community Living Haldimand employees will give you (in language that you understand) information about the choices available, possible results of the decision you make, and/or get information outside of the agency. This may include doctors, lawyers, public health nurse or banks, etc.

Your support staff will spend time with you talking about the possible dangers involved in what you do or the decisions that you make. They will help you understand the possible danger, so you have the information needed to make a choice that you are most comfortable with. There are times that the danger may be very small, and it is worth the possible risk, so you can do something interesting or new. But, when the danger is big and could have health or safety risks to you, Community Living Haldimand may need to restrict one or some of your rights depending on your understanding of the risk you are taking. These restrictions may be agreed to by you and/or your family.

When a restriction is put into place and you don't agree or understand, Community Living Haldimand will give you a fair chance to talk about it and possibly change the restriction through an External Rights Review Committee. This is a group of people that meet as needed and help make sure that any rights restrictions put in place by Community Living Haldimand are necessary (needed)

External Rights Review Committee - is committed to treating each person fairly by making sure that decisions about their lives are made in a fair and balanced way and makes sure that each person's concerns are heard. People must be informed, must be heard, and must be asked permission and give consent to: support, treatment, information sharing and decisions affecting their lives. People must be able to disagree and object to support that puts restrictions in their life. The External Rights Review Committee gives a review process for those who are getting support from Community Living Haldimand to make sure their rights and personal freedoms are protected. You can talk to your support staff to help you get connected to this committee or you can call the general inquiry line. The number to call is; 905-772-3344 ext. 100. They will connect you to the right person

YOUR RIGHTS – ABUSE PREVENTION AND REPORTING

Community Living Haldimand is first and foremost committed to your well-being and safety while receiving supports and services. The agency will provide you with opportunities to make choices and accept consequences for your actions and does not use punishment or confinement of any kind. The agency will ensure that your rights as an adult, stated by the Canadian Charter of Rights and Freedoms and the Human Rights Code, are being met.

The agency will not tolerate abuse of any kind when providing services and supports. Abuse refers to any act or situation which may be physical, verbal, sexual, emotional or psychological in nature that demeans, harms, or infringes on personal rights or dignity, or places an individual at risk to personal health and safety.

The agency will ensure that all people living and working within the organization will receive the support, training and assistance necessary to take action in identification and response, prevention of abuse and neglect, and promoting well being. All employees, caregivers, and volunteers of the agency will receive Abuse Prevention and Reporting Training and review the agency's policies and procedures when they become involved with the agency and each year thereafter.

You will have the opportunity to learn about and understand what abuse is, how to prevent abuse and what you can do about it. This will be offered to you each year in a group training session; if you choose not to participate in the training session and would prefer to learn about this in a smaller group or one-on-one with your support staff, that will be arranged for you. Your coordinator will discuss this with you. The agency will ensure that you, and/or your family member, are fully informed of the complaint procedures and feel comfortable to exercise your rights.

If an employee of Community Living Haldimand suspects or witnesses an incident of abuse they are required by law to immediately report this to the police. When the police have finished an investigation, and depending on the outcome, Community Living Haldimand will complete an internal investigation and follow up with anyone involved.

When an allegation of abuse is reported, Community Living Haldimand must report this to the Ministry of Children, Community and Social Services through a Serious Occurrence Reporting Procedure. The agency will provide immediate support and assistance to anyone reporting abuse. Depending on the situation your support staff may feel it is necessary to explain to you your rights and what types of assistance are available to you.

The agency will hire staff that are competent and who will be respectful of you and your property at all times. Staff working with you is expected to uphold your rights to be treated fairly and free from abuse of any kind. All staff that work with you will have a Criminal Record Check, employment and personal reference checks, and specific training around abuse issues.

YOUR RIGHTS – COMPLAINTS/CONCERNS

For people to get the best supports from Community Living Haldimand, they must have a way to share any concerns they may have. It is important for everyone to know how to have their concern heard and to be supported to speak up. Below is a list of ways that people can use to share a complaint or concern at any time.

1. Discuss the problem or concern with the staff member involved: People are encouraged to speak up if they have a problem, comment or complaint about their supports. They should first talk to the support staff that they have the concern with. They can do this by talking to the person when they see them, writing a letter/email to them or making a telephone call to them. People should only do this if they are comfortable doing it. If a person is afraid or uncomfortable in doing this, he/she can choose someone they trust to help them to speak up about their concern or complaint.

2. Talk to your Coordinator: Most people that receive supports from Community Living Haldimand have a coordinator. This person should be available for you to discuss your concerns with on an on-going basis. Hopefully, your concern will be addressed at this point, but if not, you can also talk to the supervisor of your support staff.

3. Talk to the Supervisor, Manager, Director or Executive Director: There may be times that you may also wish to speak to the supervisor or manager of the program, Director or the Executive Director. Again, you can do so by calling them directly, talking to them in person or by writing a letter. It is recommended that you address your concerns first with the supervisor of the program. The phone numbers are below if you wish to call them directly.

You can be connected with the person you are looking for by calling; 905-772-3344 ext. 100.

SUPERVISORS

Julie Longley
Melanie Lehman
Tammy Hartsell
Ann Marie Flatt
Kricia Gitta
Joanne Arnold

MANAGERS

Lori King – Supports and Services
Sue Bontaine – HR/Office Manager

DIRECTORS

Terry Dalimonte – Services & Community Development
April Papineau – Operations

EXECUTIVE DIRECTOR

Susan Wavell

4. External Rights Committee: Another way to have issues or concerns raised is to access this committee. This Committee will review and make recommendations regarding any rights restrictions or limitations placed upon someone supported by Community Living Haldimand. They will also determine if the issue is a restriction or limitation, make the plans to possibly remove them or look at other alternatives and will ensure that the restriction/limitation is consistently reviewed and/or looked at. People supported by the agency will be educated about the External Rights Committee and how to access it.

You can talk to your support staff to help you get connected to this committee or you can call the general inquiry line: 905-772-3344 Ext. 100. They will direct you to the right person.

5. Concern Line: Sometimes people may feel that their concern could be addressed differently and therefore a confidential telephone number has been set up for people to leave their messages. This phone number is provided to people on fridge magnets and information brochures. The messages from the concern line are checked 1x daily Monday-Thursday by the Office Assistant. The manager is to respond accordingly to the concern and keep an anonymous log of the concern and response. All complaints will be recorded anonymously and reviewed by the management team on a monthly basis.

The telephone number for the Concern Line is;
1-866-861-9393 Ext. 327 or 905-774-7323 Ext. 327

6. Advocacy, Prevention and Service Co-ordination Worker, A.P.S.W. program: You may wish to access this person should you require someone to help you advocate, to assist you in getting the services you require, someone to help you with accommodation issues, for referrals, etc. This program is brought to the Haldimand and Norfolk regions by the joint cooperation of Ministry of Children, Community and Social Services (MCCSS) and Haldimand-Norfolk R.E.A.C.H.

You must apply to the DSO (Developmental Services Ontario) to get an APSW. **1-877-376-4674**



HOW TO ACCESS SUPPORTS AND SERVICES

The individual interested in getting services or supports from Community Living Haldimand which are funded by the Ministry of Children, Community and Social Services (MCCSS) should contact and apply to the **Developmental Services Ontario (D.S.O.) at 1-877-376-4674 (dsontario.ca)**. The DSO will review the application and match the individual with available spots for supports and services that best meet the individual's needs and with permission will connect with the agency to arrange this. Some supports and services such as Group Living may have a waiting period.

No one is refused service based on race, sexual orientation, religion, ethnic origin or disability. If someone is interested in accessing services that are not paid for by the MCCSS, a fee for service contract can be developed with Community Living Haldimand 905-772-3344 ext. 100.

HOW TO END SUPPORTS AND SERVICES

Supports and services may end with Community Living Haldimand for a few reasons:

1. Self-initiated: you decide you no longer want and/or need the services and supports
2. Parent/guardian: initiates demission of a person from service
3. The person moves from the area or wishes to receive support from another agency
4. The agency-initiated demission
5. Death of the person receiving supports

Your coordinator will assist you with your plans to end supports and services as needed and will complete the necessary paperwork. An End of Supports and Services Form will be completed which will include:

- Your name, address and birth date
- Area(s) of supports and services you were receiving
- Date of supports and services ended
- Reason for leaving
- If your next of kin or guardian was notified
- Sign off your finances
- Referral to other agencies, as appropriate
- Your signature if applicable

You will receive a letter from Community Living Haldimand confirming the end of supports and services and your plans as applicable. Your personal records will be kept with Community Living Haldimand for seven (7) years following, after which they will be destroyed. If the ending of your supports is initiated by Community Living Haldimand you have the right to appeal that decision through the complaint/concern process mentioned earlier in this handbook.

QUALITY COUNTS

In the effort to ensure quality services and supports Community Living Haldimand engaged in an accreditation process with an approved accreditation agency called CARF and recently received a 3 YEAR ACCREDITATION. CARF reviewed the policies, procedures and practices of the agency through a process that measures how well Community Living Haldimand conducts the business operations of the agency and how well supports and services are being delivered to you. Community Living Haldimand has identified key areas of support in each support type that are referred to as Quality Indicators. These are the areas that were measured during accreditation:-

Group Living Performance Measurement Planning

- Individuals live in a safe, stable, secure and predictable environment where basic needs are met
- Individuals have the best possible level of health
- Individuals have meaningful relationships with friends, family and intimate partners
- Individuals are involved in work leisure and/or social activities in the community

Supported Independent Living Performance Measurement Planning

- Individuals will have and maintain skills for independence
- Individuals have the best possible level of health
- Individuals have meaningful relationships with friends, family and intimate partners
- Individuals are involved in work, leisure and/or social activities in the community

Host Family Performance Measurement Planning

- Individuals live in a safe, stable, secure and predictable environment where basic needs are met
- Individuals have the best possible level of health
- Individuals have meaningful relationships with friends, family and intimate partners
- Individuals are involved in work, leisure and/or social activities in the community

Community Access/Participation Support Performance Measurement Planning

- Individuals have meaningful relationships with friends, family and intimate partners
- Individuals are involved in work, leisure and/or social activities in the community

Communities in Motion Performance Measurement Planning

- Individuals are connected to a network of natural supports

School to Community Transition Performance Measurement Planning

- Individuals are aware of and connected to supports and services that are available

COMMUNITY LIVING HALDIMAND

PARTICIPANT HANDBOOK – SIGNATURE PAGE

I have read the Community Living Haldimand Participant Handbook, or have had it read and explained to me, and I understand and agree to the contents of this handbook.



Signature: _____
Participant

Date: _____

Signature: _____
Parent/Guardian, as appropriate

Date: _____

Signature: _____
Coordinator

Date: _____

Signature: _____
Supervisor

Date: _____