

## Residential Support Programs

### Overview

Our residential services span a large geographical area, encompassing the townships of Scugog, Brock and Uxbridge. Supports are provided in home-like settings, tailored to meet the unique needs of each person. All of our residential services are geared to adults.

The **S.I.L. (Supported Independent Living) program** is designed to support people in their own homes (typically apartments) on an “as needed basis.” Supports range from a few hours to several hours per week, so people can only access this service successfully if they have already gained a significant level of independence. The frequency, schedule and content of support varies with each person but focuses on skill building and support in the areas of personal finances, nutrition/meal planning, personal care, housekeeping, employment, accessing community/medical services and leisure/recreational pursuits. Because people are living in their own homes, they must be financially prepared to cover the cost of their rent, utilities, groceries and all personal expenses.

Our **Group Home model** is tailored to meet the needs of people who require 24 hour support. Our homes are typically co-ed environments. Staffing levels reflect the needs of the people living there. While all locations provide 24 hour care, this looks different in each home. In terms of overnight support, some homes have an overnight staff who is awake the entire shift, others have an overnight staff that sleeps during part of the evening, while others receive their overnight support via an electronic surveillance system. People living in our group homes generally receive an income via the Ontario Disability Support Program; and at age 65 this is automatically replaced by federal income supports. This income covers the residential fee that is established by the Ministry of Community and Social Services and which must be paid to the Association at the beginning of each month. A small “comfort allowance” is retained by the recipient. All essential needs (including clothing, food, housing, etc.) are provided by the agency; the comfort allowance is strictly for discretionary spending (e.g. entertainment, vacations, etc.).

A third residential option is the **Family Home program**. This option affords people the opportunity to live in a more typical family context. Services are delivered by Family Home Providers and not by employees of the agency. Family Home Providers offer a caring and supportive environment that encourages the person to participate in all aspects of family living. Similar to the group home model, people accessing Family Home are responsible for a monthly room and board fee that is fully covered by their government income supports.

## **Applications for Service and Eligibility Considerations**

Throughout Ontario, people wishing to apply for Residential Support Services must contact their regional Developmental Services Ontario office (DSO). The DSO that is concerned with Durham Region is housed at York Support Services Network

25 Millard Ave. West  
Newmarket, ON L3Y 7R6  
Toll Free 1-866-257-9776  
Website dsontario.ca

We are happy to speak with people about our services in advance of the DSO becoming involved. We can also help people and their families to prepare for their initial contact with the DSO; however we cannot provide services for people until they have been deemed eligible by the DSO. To make this determination, a representative from the DSO will ask for a psychological assessment and for documentation confirming the person's age and proof of Ontario residency.

\*It is important to note that there is a large waiting list for these residential services and it is impossible to predict when vacancies will become available.

## **Contact Information**

Our website [www.cldn.ca](http://www.cldn.ca)

Christie MacDermid is our Manger of Support Services and she will be your primary contact until such time as you have begun to receive service from the Residential program or another one of our various services. . Christie can also help you navigate the process for applying to the DSO. Christie's number is 905-985-8511 x 239 or you can contact her at [Christie@cldn.ca](mailto:Christie@cldn.ca)

## **Staff Supports**

The quality of our services depends entirely upon our staff; they act as guides, mentors and coaches to the people we support. If we could afford it, we'd have one staff for every person that lives in one of our Group Homes; then, everyone could be out, all day, pursuing their individual interests with one to one assistance. The affordable reality is that everyone gets out regularly, but everyone has to wait their turn, too.

As is common in the developmental services sector, our staff have been unionized. This is not a bad thing, but rights and protections for staff sometimes seem like obstacles and frustrations to service users. For example, our staff do transfer pretty regularly from one program to another; this is a right that they have acquired over time, and people often complain about a resulting lack of consistency.

Never in our history has there been a strike or any kind of work stoppage, but people should be aware that this is always a theoretical possibility in unionized environments.

## **Your Rights as a Participant**

Everyone supported by Community Living Durham North enjoys a variety of rights, but you need to know about them before you can exercise them. Along with this Service Description, you will be given our policy *B-24 - Statement of Rights*. This list of rights was developed by the A-Team, a group of self-advocates who receive support from the agency.

If, at the conclusion of the application process, we are able to provide supports to you, and you choose to participate, we will begin to work together on the development of a Personal Support Plan. This plan will recognize your right to choose your own goals and to have help achieving them. It will probably also be necessary at that time for you to sign certain types of consents. For example, to help you achieve your goals our staff may need to have certain information. And, since you have a right to privacy, you will need to consent to them having this information.

## **Your Responsibilities as a Participant**

All of your rights have a different side to them - the responsibility side.

You have a right to choose your own goals, but you also have a responsibility to participate in planning.

You have a right to be safe; and you have a responsibility to abide by necessary rules that are designed to keep everyone safe, like participating in fire drills.

Finally, there is a cost associated with participation in some programs and where such is the case you will have to fulfill your financial obligation.