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Partner Agencies

Check out www.dsto.com for information about partner agencies and developmental services provided in Toronto.

Addus	416-544-8847
Bob Rumball Centre for the Deaf	416-449-9651
Christian Horizons	416-630-3646
Community Living Toronto	647-426-3220/3219
CORE	416-340-7929
Corbrook	416-245-5565
Common Ground Cooperative	416-421-7117
COTA Health	416-785-9230
Family Service Toronto	416-971-6326
Geneva Centre for Autism	416-322-7877
Griffin Centre	416-222-1153
Harmony Place Support Services	416-510-3114
JVS Toronto	416-782-3976
Kerry's Place Autism Services	416-537-2000
L'Arche Toronto Homes Inc.	416-406-2869
Mary Centre	416-630-5533
Meta Centre	416-736-0199
Montage Support Services	416-780-9630
Muki Baum Treatment Centres	416-630-2222
New Leaf	905-478-1418
New Visions Toronto	416-868-1493
Operation Springboard	416-913-1301
Participation House Toronto	416-439-3226
Pegasus	416-691-5651
Reena	905-889-6484
The Safehaven Project for Community Living	416-535-8525
Salvation Army Broadview Village	416-425-1052
Society of St. Vincent de Paul	416-265-2605
Surex	416-469-4109
Surrey Place Centre	416-925-5141
Unison Health & Community Services	416-653-5400
Vita	416-749-6234
Woodgreen Community Services	416-645-6000

For referrals contact any of the above agencies.

Other dsto partner agencies:

CARD - Community Association for Riding for the Disabled

Frontier College

Goodwill

Salvation Army Booth Industries

OPENING THE DOOR

Toronto Developmental Services Agencies, consumers, and the Toronto Region of the Ministry of Community and Social Services are working together to improve the quality of life of adults with developmental disabilities-today and into the future. We are committed to the equitable, strategic and effective use of all available resources in meeting the needs of adults with developmental disabilities and their families.

Working Together

Respite is defined as a temporary break for the caregiver from their care giving responsibilities. The recognition of the importance of respite for families who have an individual living at home with a developmental disability has been key to sustaining a collaborative approach for the provision of respite for both children and adults.

The Respite Network in Toronto uses that collaborative approach to assess family need, identify gaps and make recommendations that would inform the service. The Network is comprised of agencies that either provide respite programs or have an interest in respite being provided. The Respite Network (formerly Respite Cluster) has been serving families in Toronto for over 10 years.

The central access mechanism that was created within the Respite Network in order

to simplify registration to a program is respiteservices.com. Respiteservices.com is hosted by Geneva Center for Autism but works on behalf of all agencies at the Network as well as within the community at large.

Until the new access process begins later this year, a family or a professional can either connect directly to an agency or can go to www.respiteservices.com and register. Families or professionals can also call **416-322-6317 ext. 1** and speak to the Administrative Assistant to be referred for support. That support involves an Access Facilitator who can assist a family to navigate the respite system in Toronto. That system is comprised of out of home respite options such as weekend day respite or residential respite, as well as the in home worker database known as the CHAP program.

For people like William



My name is William and I have been supported by a worker from Mary Centre for the past two years. We get together every Wednesday in the afternoon. We go to the library where I work on the computer and go on the Internet and check my face book for messages from family and friends. I check my e-mail for messages from family and friends. My family and friends are in the United States, Canada and Portugal and it makes me feel happy. After the library we go for coffee and a mall walk and sometimes in nice weather go for a walk outside.

Some of the other things I do in my life are: On Monday,

I go to University where I take Community on Campus. Community on Campus is a special program run by U of T Erindale Campus and Community Living. I participate in different activities such as in the morning, a volunteer and I go for coffee and talk and then I work on math, followed by time on the computer.

After lunch, I workout on exercise equipment, and also take classes such as "Introduction to philosophy" and "Introduction to Anthropology."

On Tuesday, Thursday and Friday I go to the base site which is run by Community Living Toronto.

When I finish University my goal is to get a job.

Reprinted with Permission from Mary Centre

What is the purpose of respite?

Respite was designed to provide a temporary break for the caregivers in recognition of the care giving responsibilities that a family must undertake when supporting an individual who has a disability.

What is the Respite Network?

The Respite Network in Toronto is comprised of Transfer Payment Agencies from both the Ministry of Children and Youth Services and Ministry of Community and Social Services. Those agencies typically provide a respite program in a collaborative approach with the community. Also part of the Respite Network are agencies that have an interest in respite being provided in order to support an individual and their family. Those agencies are typically services that do not provide an actual respite program but may wish to refer service users to programs. This would include agencies that provide case management and crisis services.

What is the purpose of the Respite Network?

Approximately 10 years ago agencies were providing respite programs on an individual basis. At that time those agencies were approached to consider how respite could be provided on a more collaborative basis. As a result the Respite Cluster was developed, now known as the Respite Network. The purpose has been to have representatives of the agencies in Toronto make recommendations as to what respite should look like for families. The statistical data used in order to make those recommendations is gathered through family satisfaction surveys; family focus groups and family feedback throughout each of the programs.

What are the criteria for accessing a respite program?

The agencies of the Respite Network typically support children who have a developmental and/or medical disability including autism. As well, adults with a developmental disability including autism are also served.

How do I find a respite program?

In Toronto there is a centralized access mechanism that is operated on behalf of the Respite Network. That access mechanism is known as respiteservices.com. Though respiteservices.com is hosted by the Geneva Center for Autism the access mechanism assists individuals with disabilities other than autism and connects to all other agencies within the Respite Network. In order to access respiteservices.com an individual can go directly to respiteservices.com and after choosing the region of Toronto can then register with the service. Or an individual can contact the Administrative Assistant at **416-322-6317 ext. 1** to refer themselves for services.

If an individual so chooses they may also contact an Agency directly in order to access that agency's specific respite program. That agency will also assist the family to register with respiteservices.com in the event that other services are required.

What is the difference between in home respite and out of home respite?

In Home respite typically refers to a worker coming into the family home and engaging in activities with the individual. Those activities may include community access and support within a program but the family employs the worker.

Out of Home respite typically refers to a program in the Community where an individual can attend and receive supports and services. Those programs can be seasonal such as Summer Camp or March Break camp. A program may occur during the day on a weekend or the program may be for an entire weekend known as residential respite. The programs have trained staff and activities that again emphasize community access and meaningful activity for the individual while the caregiver gets relief from their responsibilities.

Are there fees for these programs?

There is usually a "user" fee associated with the Out of Home programs but it is often a nominal charge. Families should discuss any concerns with the actual program.

For the In Home worker the family is the employer and so there is a rate of pay to be paid. The family can set the rate of pay based on their funding options.

When I register with respiteservices.com what can I expect?

Once an individual family has registered with respiteservices.com they can expect to be connected to an Access Facilitator. An Access Facilitator is a staff member at respiteservices.com that assists in providing short-term case management in regards to navigating the respite system. This individual will assist with

all aspects of developing a respite plan, which can include the following:

- Accessing funding options
- Accessing Out of Home respite options
- Accessing the CHAP worker database for an In Home worker
- Resources regarding the options the family is looking for
- Assistance with interviewing workers
- Connecting to training opportunities within the community

What is a "Respite Plan"?

A Respite Plan is a document that is developed by the family and the Access Facilitator in order to ensure that services are being accessed by the family that meets their needs. The plan will look at a year of service and access the need for an individual family in order to ensure an acceptable level of support. It is very individualized and geared to a family and the services they wish to be connected with. The plan is then shared with the agencies that are being contacted for service so that it is clear what the need of the family is as well as the need of the individual who will be enjoying the program.

How does respiteservices.com connect me with a CHAP worker?

The worker database known as the CHAP program operates through respiteservices.com on behalf of the Respite Network. A family registers and is entered onto the database. Workers are also entered onto the database. When a family requests a worker a computerized match is made for a worker that would best meet the skills and qualifications the family has identified on their profile. Once the matches are selected by an Access Facilitator the profiles are received by the family. All workers are considered self-employed and the family must interview and select the worker for their family. The Access Facilitator can assist in the interviewing of the workers to ensure the best match is made. Once a match is made then the worker starts providing services. A family will then become "inactive" on the database until such time as more services are required. Finding a worker can be a long process but the commitment to finding a worker that connects well with not only the individual who has a disability but also with the family is paramount.

How are the workers screened?

Each individual who wishes to become a CHAP worker is required to go through the following process:

- A resume and registration form must be sent in to the Administrative Assistant at respiteservices.com. These would be sent on line via info@respiteservices.com. A resume can also be faxed in to 416-481-1512 or mailed in.
- Once the resume is received it is assigned to an Access Facilitator
- Once the Access Facilitator determines the individual to be a candidate an interview date is set up.
- At the interview the candidate answers questions in order to ensure they understand the role as well as giving them an opportunity to identify their skills and talents
- Two professional references must be provided that can be phoned
- A clear "Vulnerable Persons" Police Reference Check must be provided
- The candidate must attend a one day orientation session
- Once all of the above qualifications have been met successfully then the individual will be entered onto the database and a search of families done.

What is the role of the Network Facilitator?

The Network Facilitator is the individual who not only oversees respiteservices.com but also acts as the communication system for the Respite Network. It is this individual's role to ensure that communication from families to the Network is adequate and to ensure that communication from the Network to families is also adequate. This individual answers to the Co-Chairs of the Respite Network.

This individual is responsible to answer questions from agency personnel about supports in the community as well as to provide support to the system. Communicating with the Ministry(s) is also considered to be part of the role. As well, this individual typically sits at Community tables in order to promote respite for families in Toronto as well as to gather data that will inform future planning for respite.

Currently the Network Facilitator and Supervisor of respiteservices.com is Lorna Powers and she can be reached at **416-322-6317 ext. 2** or via email at lpowers@respiteservices.com.

FREE EVENT!
NO REGISTRATION



ASL SERVICES
AVAILABLE

An annual event to learn more about the agencies, organizations & groups that provide services to adults with developmental disabilities and their families, including:

- The variety of services & supports available
- How to apply for services & supports
- Available government assistance programs
- Toronto's website for developmental services www.dsto.com
- Self Advocacy & Family Groups

Thursday, May 19th, 2011

9:30 am – 4:30 pm

**Japanese Canadian Cultural Centre
6 Garamond Court, Toronto, ON**

Join us for the following presentations:

10:00 am - 11:00 am

Developmental Services Ontario Toronto Region-Toronto's New Approach to Accessing Services

11:30 am - 12:30 pm

Strengthening the Personal Relationships of Adults with Developmental Disabilities

1:30 pm - 2:30 pm

From Clients to Citizens...Rights, Respect and Responsibility

2:30 pm - 4:30 pm

Self Advocates Space-a place for people with developmental disabilities to meet, socialize and talk about the presentations.

For more information call

Karyn Farber 416-925-5141 ext. 2717

We aspire to a scent free environment so please no perfumes or strong scents.

TTC DIRECTIONS

Take the 100 Bus (Flemingdon) bus from Eglinton Subway Station or Broadview Subway Stations to Wynford Drive.

DRIVING DIRECTIONS

South on Don Valley Pkwy to Wynford Drive, exit right on Wynford Drive to Garamond Court, Right on Garamond Court. The JCCC is on your left.

North on Don Valley Pkwy take Eglinton Ave. West exit, turn left on Eglinton Ave., turn right on Gervais Dr., right on Wynford Drive to Garamond Court, left on Garamond Court. The JCCC is on your left.



dsto Council Working to Improve Lives

The dsto Council is a unique partnership of self advocates, family members, representatives from the service provider community and MCSS regional office that come together as the dsto Council to bring the consumer perspective forward in the continuing growth of the dsto sector. The Council gives advice to both the Toronto Regional Office of the Ministry of Community and Social Services (the "government") and Toronto developmental services agencies on matters related to the well-being of adults with a developmental disability. The Council is made up of self-advocates, family members, community members, and representatives from boards or service agencies.

Our official mandate is "To provide a consumer perspective on the design and functioning of the Toronto Partnership for adults with developmental disabilities and their families."

The dsto Council will now have an annual report card to share what it has done and what it has learned each year. Council will also share comments and advice for agencies and the government on ways to improve the quality of people's lives. The annual report card will include Council's findings related to the well-being of individuals, or how people are doing. It will also include findings related to people's living conditions and the quality of services they receive.

The dsto Council helps make a difference in people's lives in many ways, including through its Aging and Lifelong Support Work Group and Relationships Work Group.

Aging is a big issue for everyone

The dsto Aging and Lifelong Support Work Group wants to

help individuals, families and social service agencies face the challenges of aging with a developmental disability. We're working to determine how many people there are in the general Toronto area who are over age 40 and have a developmental disability. We're trying to identify their needs. We want to understand what's being done now. And we're looking at best practices from around the world. Once we have this information, we'll share it with individuals, families, agencies and the government to encourage a coordinated response to improve the long-term well-being of adults with developmental disabilities in Toronto.

Building relationships benefits everyone

Individuals with developmental disabilities have identified the importance of relationships to their lives and the need to be supported to form and build relationships. Many people have shared that they struggle to make and keep relationships. The dsto Relationships Work Group wants to help individuals, families and the agencies that support them have a better understanding of how to build lasting and life-long relationships. We aim to help to build safe, strong, sustainable relationships across people's whole lives. Our purpose is to identify effective practices that foster and support productive relationships building. We have also learned from guest speakers, such as family members about how to build communities that include people with developmental disabilities. Agency staff are meeting to explore effective practices and to share and build knowledge. Once we have more information about ways to support people to develop stronger relationships, we will share this information with individuals, families, agencies and the government to help build stronger relationships for people.

Developmental Services Ontario for adults will commence on July 1, 2011 in all nine regions of the province. The lead agency for the Toronto Region will be Surrey Place Centre. Developmental Services Ontario's supports are based upon the legislated principles of citizenship, fairness and equity, accessibility and portability, safety and security, accountability and sustainability. All nine regional contact points will identify adults who are eligible for developmental services

and supports, will help to assess a person's level of need by utilizing standardized measures and assist families and individuals in understanding the developmental service's system.

Currently the nine lead agencies in the province are developing a provincial brand, website and hiring staff.

Developmental Services Toronto = dsto

There are more than 30 agencies that are funded by the Ministry of Community and Social Services to provide services and supports to adults with developmental disabilities and their families. These agencies are working with each other, with individuals and families, and with the Toronto Regional Office of the Ministry to provide the best services possible. This partnership is referred to as "dsto."

Who We Serve

dsto provides services and supports to individuals who:

- Are 16 years of age and older
- Live in Toronto
- Have a confirmed or suspected developmental disability

What We Provide

dsto provides information and referral, a wide variety of services and supports, and opportunities for adults with a developmental disability to meet others, as follows.

For Information

www.dsto.com

This website provides information on:

- The services and supports provided by developmental services agencies in Toronto
- News and events, such as upcoming presentations and conferences
- Government funding programs, such as Passport and Special Services At Home (SSAH)
- Groups that support individuals with developmental disabilities and their families
- Helpful resources, such as new publications and links to other websites
- Links to ConnectABILITY.ca, built for people with a developmental disability and their support networks. The site is organized by age group to help you find the right information for you.

dsto Agencies

Most dsto agencies can provide information on the services and supports available in Toronto and how to apply for them. To contact an agency, see the list of agencies and telephone numbers on the front of this Newsletter

dsto Annual Information Fair

Once a year, dsto agencies hold an information fair to provide information on:

- dsto agencies and what they provide
- Other community resources including government programs, Community Care Access Centres, Parks and Recreation
- Groups that support individuals with a developmental disability and their families

The Information Fair also includes presentations on topics of interest to individuals and families. The Fair is usually held in May. Check the dsto website, page 3 of this Newsletter, or contact any agency for details.

For Services

People New to dsto:

- If you have no existing connection to a dsto agency, contact any of the agencies listed on the front of this Newsletter
- As part of the application process, you will be offered short-term support, including help with getting connected to community programs and applying for government funding programs

People Already Connected to a dsto Agency:

- If you have an existing connection to a dsto agency, contact that agency to let them know the type of service or support you are looking for

Types of Services and Supports

dsto provides a variety of services and supports. Some can be

applied for directly, and some require an agency to act on your behalf.

Adult Protective Service Worker (APSW)

APSW's work directly with adults who have a developmental disability and live on their own without significant supports. They assist individuals in acquiring the skills necessary for daily living and for using mainstream community resources.

- Call (416) 963-8656 ext. 232 for male applicants and ext. 231 for female applicants

Community Participation Supports / Day Programs

A variety of social, recreational and training activities and programs

- Contact the agency that is helping you apply for service (also referred to as the "lead agency")

Crisis Supports

Time-limited residential and non-residential services, as well as supports to individuals and caregivers who require help in a crisis.

- Contact the Griffin Community Support Network at 416-222-3563

Family Support (Case Management)

This service addresses the needs of individuals living with their family. The support provided includes assistance with researching and referring to community activities and programs. The service is goal oriented and short-term.

- Contact the agency that is helping you apply for service

Person-Directed Planning

Using a variety of tools, person-directed plans explore who a person is, what their goals are, and provide an action plan for achieving those goals.

- Contact any of the following agencies:

Community Living Toronto, Intake and Access at (647) 426-3219 or 426-3220

Corbrook at (416) 245-5566 ext 222

Family Service Toronto at (416) 971-6326

Geneva Centre for Autism at (416) 322-7877 ext 296

Griffin Centre, Adult Intake at (416) 222-3563

JVS Toronto, Al Green Resource Centre at (416) 782-3976

Montage Support Services at (416) 300-9839 or (416) 780-9630

Operation Springboard, Intake at (416) 913-1301

Residential Supports

A variety of living arrangements made possible through varying levels of staff support.

- Contact the agency that is helping you apply for service

Respite Supports

Planned services that provide short-term relief and/or support to caregivers.

- Contact respiteservices.com or telephone any of the dsto agencies listed on the front of the Newsletter

Specialized Services and Supports

A variety of specific services and supports, including psychological assessment, counseling, and behavioral services.

- Contact the agency that offers the service or support that you require

Toronto Network of Specialized Care

Services for adults who have a dual diagnosis (developmental disability and mental health needs – which may include emotional or behavioral issues) or complex service needs.

- Contact www.community-networks.ca or 416-925-5141 Ext. 2731

For Meeting People

Self-Advocates Hang-Out

A monthly gathering of adults with developmental disabilities to have fun and discuss things of importance in their lives.

- Contact Anne-Marie Nowina 416-415-5000 ext. 3002

