



“Promoting and supporting the inclusion of people with developmental disabilities in all aspects of community life since 1953.”

INFORMATION BOOKLET

Norfolk Association for Community Living

644 Ireland Road

Simcoe, ON

N3Y 4K3

519.426.5000 | www.nacl.ca

INFORMATION PACKAGE

TABLE OF CONTENTS

Page	
3	Norfolk Association for Community Living – Overview
4	NACL Services Information, Job Links
5	<u>Community Outreach Services, Passport</u>
4	Job Links
6	Business Ventures
7	New Horizons Respite Service
7,8	<u>Lifestyle Services</u>
8	Transportation Services
9	Directory of Services
10	Membership
10	Volunteers
11-15	An Introduction to Personal Outcomes
16	Life Plan, Fees
17	Rights and Responsibilities
18	Comments, Questions, Ideas

To access any NACL services please make referral through

***Development Services Ontario
1-877-376-4674***

Your access point for Adult Development Services





Overview



The words "Community Living" reflect the growing understanding that the right to live a fully integrated life within the community - to live, to go to school, to work, to enjoy recreation and to be active in retirement - belongs to all.

Incorporated as a not-for-profit agency in 1953, NACL is one of 400 local agencies supporting people with developmental disabilities across the province of Ontario. NACL is proud to be one of the original five Associations of this nature in Ontario.

NACL provides a range of services based on the personal goals and needs expressed by people with developmental disabilities. Our services promote and support the inclusion of people with developmental disabilities in all aspects of community life.

About Us

NACL's Board of Directors, elected annually by the NACL membership is responsible for the Association and the policies, which govern its support services. The agencies support services are funded by the Ministry of Community and Social Services, United Way of Haldimand-Norfolk, fundraising and personal donations.

Over the years our agency has grown from a segregated preschool operated by volunteers to a multi faceted support system. At present, NACL provides residential lifestyle support and respite services for approximately 90 people and career support services for over 115 people with developmental disabilities in Norfolk County. Approximately 35 people utilize our transportation service on a daily basis. Services provided are based on the needs and goals of the people we support.

NACL is a charter member agency of **OASIS** (Ontario Agencies Supporting Individuals with Special Needs), an umbrella support network formed from a coalition of agencies in Ontario providing direct service support to people with developmental disabilities. NACL is also a member of CLO (Community Living Ontario), a provincial association that promotes citizenship, belonging, and equality of people who have an intellectual disability. CLO is dedicated to developing inclusive communities.

To contact our office (8:30 a.m. – 4:30 p.m.) call: 519-426-5000

After hours (4:30 p.m. – 8:30 a.m.) call our pager: 519-428-0224



N.A.C.L. Services Information

Community Outreach Services

Job Links

Job Links facilitates career opportunities for people who would like to work. Job Links offers a full range of career services including resume writing, interview skills, job search techniques, and skill analysis. Initial on-the-job support is also provided to attain the skills necessary to maintain employment. Job counsellors work with people to determine interests, skills, and to encourage educational upgrading where possible.

Job Links is located in The Employment Centre. The Centre operates on a partnership basis and includes other employment services (ie. Service Canada and Fanshawe College's Community Career & Employment Services). Having all these services, which focus on community employment located in the same building, provides a greater sharing of resources and better service for the community. The Employment Centre offers a Resource Centre which includes computers for resume development and career research in addition to a resource library and video library.

A component of Job Links is School to Work Transitions (SWT). SWT is designed to assist youth who are leaving high school. A job counsellor works with students who are leaving school to assist them with obtaining employment. The goal of SWT is to ensure students continue developing their career opportunities with no interruptions.

Job Links is continually looking for new projects that assist people to gain work experience or marketable job skills. A Job Readiness Training Service for people on our waiting list and students in their last year of school is offered. This includes 3 modules, focusing on career goal setting, preparing resumes, interview skills, rights and responsibilities and skill assessment. These modules take place at The Employment Centre and assist people to utilize the resources of the Centre.

People involved in Job Links work in a variety of different jobs including janitorial, restaurant work, manufacturing, recreation facilities, grocery stores, service organizations, retail, etc. Some of these jobs are full time, part time or seasonal depending on the person's interests and employment opportunities available.

Job Links is located at:
The Employment Centre
5 Queensway East
Simcoe, Ontario
N3Y 5K2

For more information, please call:
(519) 428-4069

E-Mail:
teresawestergaard-hager@nacl.ca

Community Outreach Services Cont'd...



Funding for Community Participation and Caregiver Respite Supports

Passport is funding provided by Developmental Services Ontario for individuals with disabilities to participate in their community. There is an application process that determines how much funding a person is eligible for on an annual basis, taking into consideration their living arrangement and support needs. This funding can be used for anything that assists with personal development, community participation and caregiver respite. This can include

- easing the transition from school life,
- developing independence,
- build social, emotional and community-participation skills,
- personal interest classes or further education,
- participating in enjoyable activities in the community,
- and volunteering or preparing for a job.

People and/or primary caregivers can manage their own funding to pay for activities directly, independently hire support staff or purchase services from a community agency such as NACL. They can alternatively choose to use a community agency as a broker to manage funding for them and arrange supports according to their wishes.

How can NACL help?

Norfolk Association for Community Living is a MCSS funded transfer payment agency that people can purchase services from with their passport funding. Our purchasable services include person centered planning, community participation supports, employment supports, respite services, and independent living supports.

NACL can also act as a broker that manages funding and communications with DSO Passports on a person's behalf. We assist with service exploration, create invoices, submit receipts, hire support workers and budget for the year. If individuals choose to use this option there is a 10% administration fee that is covered in the total funding amount. This takes the administrative responsibilities off of the caregiver's plate providing them with more time to enjoy with their family.

Questions?

For more information contact:

Amanda Massi

Service Provision Administrator

amandamassi@nacl.ca

519 426 9513 ext. 213

Community Outreach Services Cont'd...

Business Ventures

Business Ventures provides a career support service in the area of employment brokerage and linkage support for people who are self employed. Each involved person has access to a physical work area, services from a Job Counsellor and opportunities for involvement in self selected work tasks. Over the years those involved have developed two small businesses, including:

- Ventures Cafe and Catering Service
- Business Ventures Car Wash

Each of these businesses uses a profit sharing model. For people not interested in these business operations, the third business opportunity is **Business Support Services**. This store is located in a strip mall in the downtown core. Numerous services are provided for the local business community. The most common services include: packaging and assembly of various hotel novelties, photocopying, laminating, fax services, book binding, shrink wrapping, festive occasion items - particularly, a full line of wedding novelties. As service requests are received they are routed to the appropriate department (packaging, assembly or customer service). Routine orders are completed off a standardized price list developed by those directly involved. Non routine requests are reviewed by the most appropriate department. The task specifications and pricing are determined with the assistance of a support staff and service manager. When the contractual terms are agreed to by the business contact and those agreeing to do the work, the work begins. Upon completion of the work, invoices are issued with the payment received split between those involved based on individual contributions to the completion of the specific task. A Contractor's Council exists and serves as the operational umbrella for this store.

Several people choose to be involved with this career support service on a part time basis and some choose to take part in other agency-provided services. This multi spectrum involvement is encouraged to assist people in pursuing their career related goals. Contractor meetings are held regularly for general information sharing, to elect representatives for the Contractor's Council, to encourage feedback on existing activities and to promote ideas for change which reflect current interests and goals. Job coaches provide ongoing support reflective of the individual career interests and goals expressed by each person.

For more information on support offered by Business Ventures please contact:

[Deanna Davidson, Manager, Community Outreach Services](#)

[Ph: \(519\) 426-9513 ext 202](#)

[Email: deanna@nacl.ca](mailto:deanna@nacl.ca)

For more information on the services provided by the businesses under the Business Ventures umbrella, please contact:

Business Support Services	519-426-9227
Ventures Cafe and Catering Service	519-426-5000 ext. 216
Business Ventures Car Wash	519-426-5000 ext. 222

New Horizons Respite Service

This service, although very small, provides opportunities for individuals to participate in community events and activities for short periods of time. Although supports are scheduled they are not rigid, and vary from week-to-week and month-to-month. These small, variable periods of time allow short opportunities for caregivers to have a period of respite from their loved ones and allows the caregiver to participate fully in other areas of their lives.

Lifestyle Services

The goal of Lifestyle Support Services is to provide a variety of self directed residential support options. A full range of support is provided in response to individual requests. Support is reflective of each person's interests and goals and provided in a manner, which fosters independence. Involvement of the person's family and friends is of paramount importance. In general, Lifestyle Support Services assists people to further develop skills, interests and friendships through experiences in their community. Specifically, this support option assists people in choosing, setting up and maintaining a living situation that meets their specific needs and personal preferences. The Association provides support staff and pays all expenses related to staffing.



People live in their own homes or apartments and receive the amount of support, which reflects their individual interests, needs and goals. They pay all costs related to the maintenance of their home i.e. room and board, rent, utilities, furnishings, food, supplies and other living expenses. Small groups of people live together and some live alone if they so choose.

There currently 48 homes in the Norfolk area where Lifestyle Services are provided. The majority of homes are in Simcoe, as this appears to be the hub of our rural community. Homes, however also exist in Port Dover, St. Williams and Waterford.

A variety of support options exist and are described in the following paragraphs. The Association is committed to providing whatever type of Lifestyle Support a person requests in relation to the available funding. The support options, which exist, are based on expressed need.

People receiving Tenant Support live either by themselves or share accommodation with one or two other persons. They may receive as little as 2 hours of support per week or up to forty hours of support per week. This depends on the person and their specific interests, needs and goals. Usually, staff assists with medications, meal preparation, grocery shopping, housekeeping and other daily living requirements. People have demonstrated that they are comfortable and have the skills to be alone for long periods of time. If a person becomes ill or for whatever reason requires additional support, the Association provides the extra support necessary during these times.

Family Home arrangements include Family Home Providers who share accommodations with a person involved (home sharer) with the agency. The Family Home providers are responsible for providing emotional support and assisting the person with day-to-day living skills. The home sharer is welcomed into and becomes an integral part of the family unit. Two types of Family Home arrangements exist. Individual Family Home Providers can live in an apartment rented by

Lifestyle Services Cont'd

the person and share food and utility costs. Alternatively, Family Home could include an individual or family who choose to share their home on an enhanced room and board basis. All Family Home Providers are paid on a contractual basis.

In-Home Support was designed to meet the needs of adults who live, and choose to remain living, with their family. It was developed as a result of requests from families who wished to see their sons or daughters continue living at home, staff support within the home being a necessary requirement. Up to three hours per day of support is provided in the areas of recreation, cooking, home maintenance, budgeting and community awareness.

In general, Community Support includes staff being present whenever a person is at home (usually 16 hours per day). People involved need a high level of support to meet their day-to-day needs and goals and live with two to three housemates. Most people are involved in a career support service also operated by the Association.

The residential option of Holistic Support is similar to the Community Support option with a few main differences. The involved people are not usually involved with any other support service. Activities take place during the day based on the needs and aspirations of the people involved. People involved require differing levels of support to meet their day to day needs and goals and can live with one to four housemates This option has additional staffing incorporated to facilitate maximum community involvement.

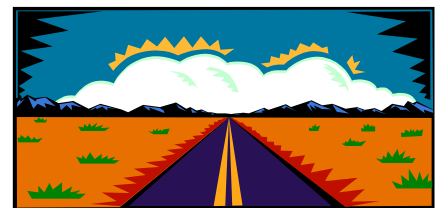
Respite Services are offered to people who live at home with their families to give their caregivers a much-needed break. Residential Respite is available for individuals for periods of up to two weeks. This option is available at two of the holistic supported homes, therefore the people who live there decided from the applicants interested who would be a welcome "guest" in their home. There is a fee for those individuals utilizing this service.

For more information on Lifestyle Support Services please contact:

[Lori Hooyenga-Howe](#)
[Director of Lifestyle Services](#)
519-426-5000 ext. 221

Transportation Services

NACL owns and operates a fleet of vehicles that are used to transport people to their chosen services, as available. A "NACL Vehicle and Driver Safety Information" pamphlet that outlines the rules and responsibilities for the people using and operating this service is available. A bus pass can be purchased for a nominal fee to use this service.



DIRECTORY OF SERVICES

ADMINISTRATION

Main Office:
 644 Ireland Rd., Simcoe, ON N3Y 4K2
 519-426-5000 FAX 519-426-5744
naclinfo@nacl.ca

President, Board of Directors, Franciss Dykstra	Ext. 301
Executive Director, Stella Barker	Ext. 201
Human Resource Manager, Rachel Blum	Ext. 212
Financial Services Manager, Teresa Eller	Ext. 213
Payroll /IT, Stephen Sparrow	Ext. 214
Accounts Payable, Joyce Shank	Ext. 218
Senior Administrative Assistant – Gloria Field	Ext. 308
Receptionist, Joan Akester	Ext. 205

LIFESTYLE SERVICES

Manager, Lifestyle Services Lori Hooyenga-Howe	519-426-5000 Ext. 221
Supervisors:	
Kim Tomlinson	Ext. 202
Colleen Cowan	Ext. 203
Maeghan Lampman	Ext. 208
Gail Hamilton	Ext. 210
Tara Lesage	Ext. 223
Tammy Lalone	Ext. 224
Dorothy Ernst (Scheduling - 519-426-5659)	Ext. 209
Lifestyle Administrative Assistant, Amanda Speir	Ext. 211
After Hours Pager	519-428-0224

COMMUNITY OUTREACH SERVICES

Manager, Community Outreach Services Deanna Davidson	519-426-9513 Ext. 202
Supervisor, Community Outreach Services Joe Balint	519-426-9513 Ext. 201
Supervisor, Supported Independent Living Bev Cody	519-426-9513 Ext.300
Service Provider Administrator (Passports) Amanda Massi	519-426-9513 Ext. 204
Supervisor, Employment Services Teresa Westergaard-Hager	519-428-4069 Ext. 221
Community Participation Youth Services (GCF)	519-426-9513 Ext. 206
Community Participation Adult Services (CC)	519-426-9513 Ext. 208
Community Participation Senior Services (SS)	519-426-9513 Ext. 301
Passports	519-426-9513 Ext. 213
New Horizons Respite Services	519-428-4069 Ext. 225
Ventures Café & Catering Services	519-426-5000 Ext. 216
Car Wash Services	519-429-5839
Business Support Services	519-426-9227
Job Links	519-428-4069

Membership

By becoming a member of the Norfolk Association for Community Living you will have the opportunity to:

- Join a group of people committed to making a difference.
- Exercise voting rights and privileges at the Annual General Meeting.
- Receive notices, agendas and supporting documents for all General Membership meetings.
- Receive invitations to NACL Information Meetings.
- Receive all Association mail-outs and our newsletter "Insight".
- Help us advance our mission on behalf of people with disabilities.
- Be a member of our Board or Committees.

A strong membership base is important to the Norfolk Association for Community Living. It helps us to lobby on behalf of people who have a developmental disability.

Volunteers

The support which NACL provides is dependent on volunteer services. Volunteers are actively recruited by the Association on an ongoing basis with the intent of enriching the services and enhancing the support provided by the Association.

NACL's volunteer Board of Directors acts as the governing body of the association. The Board is composed of twelve members who represent a wide range of interests within the community. There is a direct relation between the members, sponsors and the population served. New members are always welcome!



Personal Outcome Measures® are a powerful tool helping deliver quality services that are defined by the people we support. For decades, they have been an effective data set for valid and reliable measurement of individual quality of life.

<p>PERSONAL Starts with the person’s own view of his or her life</p>	<p>"We have a much better idea of people's DESIRES and DREAMS than we have ever had." - <i>The Arc of Steuben</i></p>
<p>OUTCOME Defines what is important to the person</p>	
<p>MEASURES Offers objective determination of whether people are getting what is personally important</p>	

Instead of looking at the quality of how the services are being delivered, Personal Outcome Measures® look at whether the services and supports are having the desired results or outcomes that matter to the person.

<p>TRADITIONAL SYSTEMS:</p> <ul style="list-style-type: none"> • The focus is on program standards • Service action is based on professional criteria • The person is assigned to program • Expectations for performance are defined by program 	<p>PERSONAL OUTCOME MEASURES®:</p> <ul style="list-style-type: none"> • The focus on the person • Service action is based on the person’s criteria • Services and supports are designed for the person • Expectations for performance are defined by the person
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The Personal Outcome Measures® contain 21 items that define quality from the individual’s perspective. These are the key indicators and experiences that people and their families have said are most important to them. The Personal Outcome Measures® are organized into the following factors:

3 KEY FACTORS & 21 PERSONAL OUTCOME MEASURES ®

My Self | *Who I am as a result of my unique heredity, life experiences and decisions.*

- People are connected to natural support networks
- People have intimate relationships
- People are safe
- People have the best possible health
- People exercise rights
- People are treated fairly
- People are free from abuse and neglect
- People experience continuity and security
- People decide when to share personal information

My World | *Where I work, live, socialize, belong or connect.*

- People choose where and with whom they live
- People choose where they work
- People use their environments
- People live in integrated environments
- People interact with other members of the community
- People perform different social roles
- People choose services

My Dreams | *How I want my life (self and world) to be.*

- People choose personal goals
- People realize personal goals
- People participate in the life of the community
- People have friends
- People are respected

Personal Outcome Measures® Cont'd

My Self

1) **People are connected to Natural Support Networks**

People have as much contact (visits, phone calls, e-mails, letters etc) with their families and others close to them as they desire.

2) **People have intimate relationships**

People experience intimacy (whatever this means to them – could be touch, emotional closeness, spirituality, having a spouse, partner or kids etc) in the amount that they desire.

3) **People are Safe**

People are safe at home, work & in leisure activities. People feel safe.

4) **People have the best possible health**

People have their own definition of what being healthy means to them. People are in good mental & physical health. People receive medical interventions that are effective, comprehensive and personalized.

5) **People exercise rights**

People are informed about their rights and are able to exercise them to the extent that they desire. Rights restrictions are viewed as temporary measures, not long term solutions.

6) **People are treated fairly**

People are given due process regarding rights restrictions. People are treated equally.

7) **People are free from abuse and neglect**

People are free from all forms of abuse & neglect including physical, verbal, emotional, financial, sexual, exploitation and being denied basic needs. If a person has been abused in the past, they are free from ongoing distress or are receiving help to cope with it.

8) **People experience continuity & security**

People experience some control over the changes in their life. People have enough money for basic necessities and insurance for belongings has been explored.

9) **People decide when to share personal information**

People know about the information that is kept about them. People are asked prior to the sharing of information. People have the option of keeping information private, if they desire.

Personal Outcome Measures® Cont'd

My World

10) People choose where & with whom to live

People are able to select the type of home they would like to live in, and who they would like to live there with.

11) People choose where they work

People work where and how much they choose. People do not have to work if they choose not to, but must have been offered a wide variety of options to be able to make this decision.

12) People use their environments

People are able to fully access their home, work & leisure environments. There are no locked areas in a person's home or rules that prohibit access. Modifications are made to make the environment more usable for the person. Transportation is available when desired.

13) People live in integrated environments

People have opportunities to spend time (where they live, work and when participating in the life of the community) with others who do not have a disability. People are exposed to a number of integrated environments and their preferences surrounding integration are respected. People are supported to participate in events that reflect their culture.

14) People interact with other members of the community

People are able to interact to the extent that they choose with other people in the community. People are given skills to enhance their communication if necessary.

15) People perform different social roles

People have active, contributing roles in the community (volunteering, fundraising, handing out bulletins at church, shovelling a neighbour's driveway, sponsoring a child, baking for a bake sale etc). People can choose not to have social roles, but must have been offered a variety of experiences before making this decision.

16) People choose services

People are able to select the services (doctor, dentist, bank, grocery store, barber etc) that they prefer. Options of available services are explored.

Personal Outcome Measures® Cont'd

My Dreams

17) People choose personal goals

People are working towards things that are important to them, not just important for them. Goals are about what the person wants to accomplish in their life and their vision for the future.

18) People realize personal goals

People have accomplishments and these accomplishments are recognized and celebrated. People have something to be proud of.

19) People participate in the life of the community

People are able to do all of the things that they enjoy in the community as often as they choose. People are offered a wide variety of leisure experiences.

20) People have friends

People have their own ideas about what a friend is. People have as many friends as they desire and they see their friends as often as they would like to.

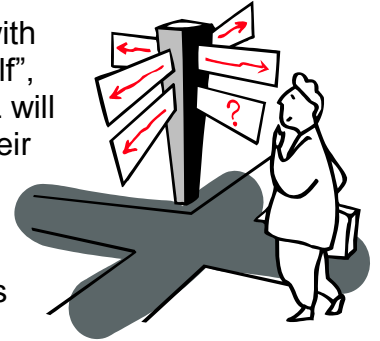
21) People are respected

People are treated with respect by everyone in their life (family, staff, roommates, employers, community etc). People's opinions are valued. A person's need for privacy is understood. People's preferences surrounding their daily routines are honoured.

LIFE PLAN

What is this?

The Life Plan is a planning tool called “My Journey” that is developed with each person. It focuses on Personal Outcomes in the areas of “My Self”, “My World” and “My Dreams”. All persons receiving support from NACL will be involved in the Life Plan process. The person requesting support, their family and friends directs the Life Planning process. This process ensures that the support each person receives is reflective of his or her needs and desires. The Life Plan also facilitates consistency of staff action, agency wide in relation to all support that a person receives while they are involved with NACL services.



Fees

Activity Fees

All individuals who attend a career support service with NACL, with the exception of Job Links, will contribute to the ongoing operations of the service via payment of an activity fee or purchase of an activity pass.

Fees vary throughout the departments and average cost is one dollar per each time that a person attends, whether that is for a full day or a partial day.



The sum of money that is collected is used to offset service related costs, including but not limited to the purchase of supplies, interim transportation costs (while attending the service) and other purchases deemed to be appropriate by the department manager and the people in receipt of support. Periodically the costs that are related to the specific services are reviewed with the individuals who are receiving the service.

Transportation Fees

Transportation services, provided by NACL are available on an individual basis pending approval. In some cases arrangements may be made to pick up an individual at home and take them to their support service location or place of employment. Return home services may also be available.

There is a service fee for use of the transportation service. Riders can purchase a bus pass and each ride, one way, is one punch on the bus pass.

In Lifestyle Services, individuals may be transported in an employee’s personal vehicle, of which individuals will pay a predetermined rate per kilometer. These funds are billed to individuals receiving support by the agency and billed to the applicable staff member by the agency. There is no fee applicable for transportation from one day service location/ employment location to another day service or employment location.

Rights and Responsibilities

A person receiving support services from NACL can expect...

- *To be treated with dignity and respect by all representatives of the agency.*
- *That all information the agency has concerning them will be kept confidential.*
- *That all representatives of the agency will respect each person's need for privacy.*
- *That all representatives of the agency will show respect for the property and personal possessions of each person in receipt of support.*
- *The most effective support provision based on each person's present and long- term needs and aspirations.*
- *A Life Plan based on each person's needs and aspirations.*
- *Self-determination – the final decisions about someone's life will be made by the person themselves.*
- *A formal grievance procedure – internal and external mechanisms exist.*
- *To be made aware of the policies and procedures of the agency that affect each person, and the specific rules of the services that they are involved with.*

People receiving support are expected to...

- *Treat others with dignity and respect.*
- *Respect the privacy of others.*
- *Treat the property and possessions of others with respect.*
- *Demonstrate responsibility by maintaining their chosen involvement in selected services.*
- *Follow the rules of the services that are developed for the benefit of all involved.*
- *Accept responsibility for their decisions and actions.*
- *Talk about concerns that arise with the people involved.*
- *Address issues and concerns through the established channels.*

Family/Friends/Advocates are expected to...

- *Work in partnership with staff in order to promote consistency, quality of care and ensure that opportunities for success are maximized with the person supported.*
- *Address issues and concerns through the established channels.*

