



*“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](http://www.nacl.ca)**

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***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 100 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 Monday-Friday (8:30 a.m. – 4:30 p.m.) call: 519-426-5000**

**After office hours in case of Emergency call: 519-428-0224**



Hamilton-Niagara Region

## **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:**

**Jolene Toth**

**Supervisor, Community Outreach Services**

[jolenetoth@nacl.ca](mailto:jolenetoth@nacl.ca)

**519 426 9513 ext. 213**

**Deanna Davidson**

**Manager, Community Outreach Services**

[deannadavidson@nacl.ca](mailto:deannadavidson@nacl.ca)

**519 426 9513 ext. 202**



## **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

E-Mail:  
[deannadavidson@nacl.ca](mailto:deannadavidson@nacl.ca)

## **Community Outreach Services**

Community Participation Supports account for a significant amount of the supports provided in NACL's Community Outreach Services. Community Participation Supports offer unlimited opportunity for people to explore their community and partake in activities and events of their choosing. Services are individualized to be specific to the person – the supports of each individual look different from the supports that are desired by others. Employees in Community Participation Supports work with individuals to dream and explore what awaits and what could be in the community. Supports are provided by employee teams that are geared to the life situations of the individual, particularly to youth over the age of 18, adults and seniors.

## **Supported Independent Living**

People receiving the Supported Independent Living (SIL) service 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. Support 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.

## **Host Family**

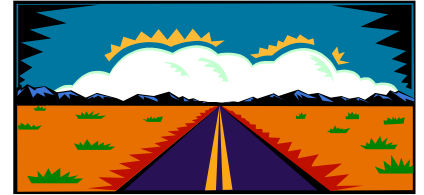
Host Family arrangements include Family Home Providers who share accommodations with a person involved (home sharer) with the agency. The Family Home providers are responsible for providing emotional support and assisting the person with day-to-day living skills. The home sharer is welcomed into and 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 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.

## **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.

## Transportation Services

NACL owns and operates a fleet of vehicles that are used to transport people to varying locations in Norfolk. 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.



For more information contact:

**Deanna Davidson,**  
**Manager, Community Outreach Services**  
**519-426-9513 ext 202 or email**  
[deannadavidson@nacl.ca](mailto:deannadavidson@nacl.ca)

## Lifestyle Services

### **Shared Supports (Traditional Group Living)**

Shared residential supports are offered in an individualized manner to assist people in choosing, setting up and providing support in a living situation that meets their specific needs and personal preferences. While living with roommates, this service provides a range of support in response to individual requests in a person-directed way that fosters independence and the involvement of the person’s family and friends. Supports are focused to help people develop skills, interests and friendships through experiences in their community. Choice and decision making are promoted in all aspects of this service.



## Overnight Respite Service

NACL has respite beds available for women/men 18 years of age or older who are registered with Developmental Services Ontario (DSO) and waiting for residential support. Every person, their family or care givers must complete the required documentation package, which outlines daily support requirements, as well as medical, emotional, and behavioural supports. People interested in using the Respite Bed must:

- Meet with and be considered appropriate as a “Guest” by the current tenants of the home and NACL before acceptance on the Respite List
- Be able to be supported by the existing staffing model
- Have signed a Norfolk Association for Community Living Respite Care Services Agreement

For more information contact:

**Lori Hooyenga-Howe**  
**Manager of Lifestyle Services**  
**519-426-5000 ext. 221**  
[lorihooyenga-howe@nacl.ca](mailto:lorihooyenga-howe@nacl.ca)

# DIRECTORY OF SERVICES

## ADMINISTRATION

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

President, Board of Directors, Laurie Richards	Ext. 301
Executive Director, Stella Barker	Ext. 201
Human Resource Manager, Peter Ford	Ext. 212
Financial Services Manager, Teresa Eller	Ext. 213
Payroll /IT, Stephen Sparrow	Ext. 214
Accounts Payable, Joyce Shank	Ext. 218
Senior Administrative Assistant, Maeghan Lampman	Ext. 308
Senior Human Resources Assistant, Amanda Speir	Ext. 204
Receptionist, Jenni Shafto	Ext. 205
After Hours Pager	519-428-0224

## COMMUNITY OUTREACH SERVICES

45 Peel St  
Simcoe, Ontario, N3Y 1S3  
519-426-9513

Manager, Community Outreach Services Deanna Davidson	519-426-9513 Ext. 202
Supervisors: COS, Passports, SIL Joe Balint	Ext. 201
Bev Cody	Ext.300
Jolene Toth	Ext.213

## LIFESTYLE SERVICES

Manager, Lifestyle Services Lori Hooyenga-Howe	519-426-5000 Ext. 221
Supervisors: Kim Tomlinson	Ext. 202
Mandy Labonte	Ext. 203
Paul Found	Ext. 208
Gail Hamilton	Ext. 210
Sara Whitehead	Ext. 223
Tammy Durning	Ext. 224
Kris Smith, Dorothy Ernst (Scheduling - 519-426-5659)	Ext. 209
Lifestyle Administrative Assistant, Kimberley Haworth	Ext. 211

## EMPLOYMENT SERVICES

5 Queensway E,  
Simcoe, Ontario  
N3Y 5K2

Supervisor, Employment Services Teresa Westergaard-Hager	519-428-4069 Ext. 221
New Horizon Respite Services	519-429-8995



## **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><b>PERSONAL</b> Starts with the person’s own view of his or her life</p>	<p>"We have a much better idea of people's <b>DESIRES</b> and <b>DREAMS</b> than we have ever had."  - <i>The Arc of Steuben</i></p>
<p><b>OUTCOME</b> Defines what is important to the person</p>	
<p><b>MEASURES</b> 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><b>TRADITIONAL SYSTEMS:</b></p> <ul style="list-style-type: none"> <li>• The focus is on program standards</li> <li>• Service action is based on professional criteria</li> <li>• The person is assigned to program</li> <li>• Expectations for performance are defined by program</li> </ul>	<p><b>PERSONAL OUTCOME MEASURES®:</b></p> <ul style="list-style-type: none"> <li>• The focus on the person</li> <li>• Service action is based on the person’s criteria</li> <li>• Services and supports are designed for the person</li> <li>• Expectations for performance are defined by the person</li> </ul>
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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:

# PERSONAL OUTCOME MEASURES®



## MY HUMAN SECURITY

1. People are safe
2. People are free from abuse and neglect
3. People have the best possible health
4. People experience continuity and security
5. People exercise rights
6. People are treated fairly
7. People are respected



## MY COMMUNITY

8. People use their environments
9. People live in integrated environments
10. People interact with other members of the community
11. People participate in the life of the community



## MY RELATIONSHIPS

12. People are connected to natural support networks
13. People have friends
14. People have intimate relationships
15. People decide when to share personal information
16. People perform different social roles



## MY CHOICES

17. People choose where and with whom they live
18. People choose where they work
19. People choose services



## MY GOALS

20. People choose personal goals
21. People realize personal goals

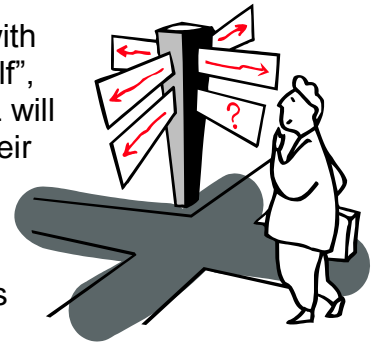


[www.c-q-l.org](http://www.c-q-l.org)

# 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

### 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 meet their support staff 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 Residential, 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 credited to the applicable staff member by the agency.

## **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.*

