



# CLIENT HANDBOOK

CLIENT NAME:		
YOUR NEIGHBOURHOOD OF CARE IS:		
YOUR PROGRAM MANAGER IS:		
TELEPHONE: 519-969-8188	EXT.	FOR PROGRAM MANAGER
	EXT.	FOR ALSO STAFF

The latest version of this manual is available on our website

[www.alsogroup.org](http://www.alsogroup.org)

CONNECT WITH US



# ABOUT THIS HANDBOOK

This handbook is yours to keep.

It tells you about our services  
as well as what to expect as a client of ALSO.

Please share this with your family or others who support you.

Keep this handbook in an area where you  
and **ALSO staff** can easily find it.

# THE PATIENT BILL OF RIGHTS

**AS A PATIENT, FAMILY MEMBER, SUBSTITUTE DECISION MAKER OR CAREGIVER, YOU HAVE THE RIGHT TO EXPECT THAT EVERY HOME AND COMMUNITY CARE SUPPORT SERVICES EMPLOYEE, BOARD MEMBER AND CONTRACTED HEALTH SERVICE PROVIDER SHALL RESPECT AND PROMOTE YOUR RIGHTS AS FOLLOWS:**

- 1. To be dealt with in a respectful manner** and to be free from physical, sexual, mental, emotional, verbal and financial abuse.
- 2. To be dealt with in a manner that respects your dignity and privacy**, and that promotes your autonomy and participation in decision-making.
- 3. To be dealt with in a manner that recognizes your individuality** and that is sensitive to and responds to your needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
- 4. To receive Home and Community care services free from discrimination as per the *Human Rights Code* or the *Canadian Charter of Rights and Freedoms*.**
- 5. A patient who is First Nations, Métis or Inuk** has the right to receive home and community care services in a **culturally safe manner**.
- 6. To receive clear information** about your home and community care services in a format that is accessible to you.
- 7. To participate in the assessment and reassessment of your needs**, as well as the development and revision of your care plan.
- 8. To designate a person to be present with you during assessments**, and to **participate in the development**, evaluation and revisions to your care plan.
- 9. To receive assistance in coordinating your services.**
- 10. To give or refuse consent** to the provision of any home and community care service.
- 11. To raise concerns or recommend changes** related to the services that you receive, and with policies and decisions that affect your interests, without fear of interference, coercion, discrimination or reprisal.
- 12. To be informed of the laws, rules and policies** affecting the delivery of the home and community care services, including this Patient Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the services you are receiving.

# RIGHTS AND RESPONSIBILITIES

As a client of ALSO you have certain rights.

You also have certain responsibilities.

Knowing your rights and responsibilities will help you as well as us make sure you get the best possible service.

# TERMS YOU WILL SEE AND HEAR

**CLIENT:** Any person who uses our services is called a client.

**ATTENDANT SERVICES:** Personal care assistance provided to you, whether at home, school or work.

**ALSO STAFF:** The paid Attendant Service Worker or Community Support Worker that delivers services to you.

**BOOKING:** A booking refers to a scheduled block of service assigned to a specific client and to complete pre-determined tasks.

# CONTENTS

Bill of Rights ..... 3

Rights and Responsibilities ..... 4

Terms you will see and hear: ..... 4

Responsibilities..... 7

Your Service Agreement ..... 9

Standardized Assessments..... 9

**DIRECTING YOUR CARE ..... 10**

Personal Care ..... 10

Tasks..... 11

Assisting with Medications ..... 12

Housekeeping ..... 12

Groceries..... 12

Transportation ..... 13

Backup Plan ..... 13

Pet Care ..... 13

Fee for Service ..... 13

**HEALTH AND SAFETY ..... 14**

Common hazards and what to do: ..... 14

Emergency Preparedness..... 17

**WHEN THINGS DON'T GO AS EXPECTED ..... 18**

**YOUR PRIVACY ..... 19**

<b>ABOUT ALSO</b> .....	<b>20</b>
Philosophy of Independent Living .....	20
Mission Statement.....	22
Vision Statement .....	22
Values .....	22
<b>OUR OPERATIONS</b> .....	<b>23</b>
<b>OUR SERVICES</b> .....	<b>25</b>
Client Intervention Services.....	25
Attendant Services .....	25
Collaborative Housing.....	25
Assisted Living Services.....	26
Personal Support/Independence Training (Outreach):.....	26
Acquired Brain Injury (ABI) Support Services.....	27
Participation Industries .....	29
Social Recreation .....	29
Get Involved .....	30
Resources.....	31
Planned Gifts.....	32

# YOUR RESPONSIBILITIES:

- To direct how we provide your services by clearly instructing ALSO staff on how your support services are performed within the scope of your service agreement. Where appropriate, suggest improvements on how services are provided as well as offer encouragement for a job well done.
- Cooperate with and treat ALSO staff with respect and dignity. Avoid abusive or disruptive behaviour, verbal or physical abuse, intoxication and threats. Neither expose nor involve ALSO employees to or in illicit behaviors or activities.
- Advise the Program Manager immediately on becoming aware that you or any person present while receiving care may have an infectious disease during the active infectious period when the disease could be easily transmitted (diseases including but not limited to Tuberculosis, MRSA, VRE, Measles, Shingles, COVID).
- Assume responsibility for your medication, with the assistance of ALSO staff when necessary.
- Assume full responsibility and direct staff in the delivery of services that fall under the Regulated Health Professions Act:

## **REGULATED HEALTH PROFESSIONS ACT**

*Non-routine tasks that require preplanning and training and must be added to your Service Agreement*

- Intramuscular injections
  - Bowel routine
  - Intermittent catheterization
  - Suctioning
  - Tracheostomy care
  - Blood glucose monitoring
  - Enteral feeding
- Ensure all transfers will be completed based on the recommendations of an Occupational Therapist and performed with consideration to the health, safety and the comfort of both client and staff.

- Make sure your home is safe for ALSO staff to work in. Ensure clutter does not block paths.
- Let us know if you are not going to be home for your scheduled booking.
- Read and understand your Service Agreement before signing it.
- Have a backup plan for times when services could be interrupted. Ex. A family member can assist with your care if ALSO staff are not available.
- Be organized and ready to go at your scheduled time, use your allotted time in the manner intended and to your best advantage.

## **ALSO STAFF RESPONSIBILITIES:**

- To follow the Client Bill of Rights at all times and without exception!
- To be prompt and stay the duration of the agreed time
- To complete all tasks outlined in your individual service agreement
- To follow your direction on additional preapproved tasks that can be completed during the course of your scheduled booking

## **ASSISTED LIVING SOUTHWESTERN ONTARIO RESPONSIBILITIES:**

- Deliver the best service possible to clients in keeping with The *Client Bill of Rights* and the Ontario *Community Support Services Act* as a whole.
- Adhere to assessment and eligibility criteria.
- Ensure fiscal responsibility to our funders within the current legislation adhering to service maximums and targets.
- Adhere to all other relevant legislation including the *Employment Standards Act*, the *Human Rights Code*, and the *Occupational Health and Safety Act*.
- Balance how our services are delivered through agency policy and procedure, and the *Collective Agreement* that applies to ALSO and its employees.



# YOUR SERVICE AGREEMENT

Your service agreement is a legal document that outlines all of the tasks agreed between you and ALSO. The Agreement outlines both our and your responsibilities and includes the following information:

- Your name, address, telephone number, email address
- Emergency contacts
- Personal care details
- Any other services agreed to such as homemaking or med preparation medication assistance.

Service Agreements are important tools and it is important that you understand the contents and report any requested change to your Program Manager.

Your Program Manager will meet with you at least annually to review your services to ensure they continue to best meet your needs. Your service needs may change over time and may not require as much assistance necessitating service hours to be reduced. In other cases, service needs may increase and additional hours may be provided.

If you experience a change in your care needs, please contact your Program Manager.

## STANDARDIZED ASSESSMENTS ("INTER RAI CHA" ASSESSMENTS)

Any person in receipt of services funded through the *Home and Community Care Support Services* are asked to participate in a regular assessment of their needs.

This assessment may be done by a trained ALSO assessor, Home and Community Care Support Services or a partner community agency. Your Program Manager will use your assessment to help develop your service agreement.

Assessments are uploaded to the Integrated Assessment Record (IAR) application so that all service providers are able to see your information without having to ask you to repeat information.

The IAR is highly confidential and audited so that only approved persons can view your personal health information.

# **DIRECTING YOUR CARE**

## **DIRECTING YOUR CARE: UNDERSTANDING WHAT YOU NEED, WHEN YOU NEED IT.**

Directing your care means taking responsibility for the way your services are provided. You or your designate must be able to inform what tasks you will need for ALSO staff to perform, when these tasks are to be performed and how you wish the tasks to be performed. You may use tools such as a check sheet to assist you in directing your service provision.

The key competencies which will assist you are:

1. Knowledge of your individual needs
2. Being able to explain how assistance is to be provided
3. Having all supplies on hand
4. Being organized
5. Using time efficiently

## **YOU MUST BE PRESENT**

ALSO staff are not permitted to enter your home or provide service if you are not present. If ALSO staff arrive at the scheduled time and you are not home, the ALSO staff will wait no more than 15 minutes. If there are concerns for your safety, the ALSO staff may alert the building manager or your emergency contact. If you are not present, the ALSO staff will leave and the booking will be forfeited. If this occurs with regularity your services may be suspended or terminated.

There may be times when a scheduled booking needs to be cancelled or rearranged. We ask that you give your Program Manager or Program Lead at least 24 hours' notice. If we are able to reschedule to a different time without interfering with other client's scheduled service or accruing additional staff costs, we will gladly do so.

## **PERSONAL CARE**

Services revolve around personal care. Our main focus is assisting with hygiene, grooming, transfers, washroom assistance, etc. We are able to include assistance with independent activities of daily living including laundry and essential housekeeping but this cannot be the sole focus of the service we provide.

## ROUTINE TASKS

*Specific training to your personal care is still required*

- Transferring
- Personal hygiene
- Toileting
- Mechanical lift transfers
- Range of motion exercises
- Meal preparation
- Light housekeeping fitted around personal care
- Medication reminders
- Stoma care

## REGULATED HEALTH PROFESSIONS ACT

*Non-routine tasks that require preplanning and training and must be added to your Service Agreement*

- Intramuscular injections
- Bowel routine
- Intermittent catheterization
- Suctioning
- Tracheostomy care
- Blood glucose monitoring
- Enteral feeding

## PROHIBITED TASKS

*Our staff are instructed they should NOT be:*

- Moving furniture
- Climbing chairs or ladders
- Going shopping for clients
- Loaning or borrowing money from/to clients or their family/guests
- Using a client's bank card
- Shoveling heavy snow
- Doing outside yard work
- Babysitting
- Fixing appliances
- Doing plumbing work
- Cutting toenails
- Cutting hair

# ASSISTING WITH MEDICATIONS

ALSO staff can remind you when to take your medications. When physical assistance is required, attendants can provide physical assistance. Clients must assume responsibility for managing their own medications. We strongly advise that clients have their medications delivered in dosette or blister pack form and delivered directly from the pharmacy.

# HOUSEKEEPING

ALSO is not a homemaking service, and we do not place emphasis on this activity. We will assist with essential housekeeping fit in around personal care when it has been identified in the service agreement. For housekeeping services that exceed “light” housekeeping, ALSO can assist with a referral to a homemaking agency.



# GROCERIES

When you have no informal help to assist you with obtaining groceries, we will assist you to place your orders for groceries on-line and arrange for delivery, if applicable. In extreme circumstances, we will assist you with picking up your groceries; however, we encourage the use of community resources for this task.

## **TRANSPORTATION**



ALSO staff will assist with arranging transportation if needed. We encourage you to be registered with Handi Transit or Carelink, use an accessible cab or other accessible public transportation.

## **BACKUP PLAN**

There are times when we unexpected events resulting in delayed service or staff shortages. It is important that you have a backup plan for assistance other than ALSO. We will always do our best to be there for your scheduled visit, but there could be times when you should expect delays or an unfamiliar person.

If there is a staffing shortage this might mean that an unfamiliar/un-orientated staff is sent to your booking. A lead attendant or Program Manager will call to advise you of this change. If you do not want this to happen, you may choose to use your personal backup plan.

## **PET CARE**

ALSO staff can assist clients to complete basic pet care. This must be arranged in advance with your Program Manager and included in your service agreement. We cannot assume responsibility for pet care in your absence, so having a backup plan is essential. For example, if you are admitted to the hospital, ALSO staff will not enter your residence without you being present; you need to make other arrangements for your pet care. We ask that you determine your backup plan and include this in your service agreement so that arrangements can be made when needed. We will not look after your pet without you being present; the role of your attendant is to support you to complete pet care.

## **FEE FOR SERVICE**

Additional time can be purchased by clients on a Fee for Service basis. Please contact your Program Manager for current fee rates.

# HEALTH AND SAFETY

Under the *Occupational Health and Safety Act*, our workers are entitled to a safe workplace. We need to work together to ensure your home is a safe and healthy place to provide service.

## COMMON HAZARDS AND WHAT TO DO:

If you smoke cigarettes, marijuana or vape:

- Please make sure there is no smoking at least 15 minutes before the ALSO staff arrive.
- Please ensure that you allow for the smoke to clear and have proper ventilation
- Ensure there is no smoking/vaping during the visit.
- Please ensure that you smoke/vape responsibly and do not put yourself at risk or others whose lives could be affected by a fire started by a lit cigarette.
- If you smoke during or immediately before a booking, the ALSO staff will remove themselves for at least 15 minutes to allow the smoke to dissipate. The lost time will not be made up.



## DO YOU HAVE PETS?

**Are they loose in your yard or home?**

Loose animals can present a safety hazard for our staff. Please ensure you maintain control of your animals at all times.

## DO YOU HAVE A DRIVEWAY OR SIDEWALK THAT YOU ARE RESPONSIBLE FOR?

Please make a plan in advance for snow removal during the winter months. Walkways, porches, steps and driveways need to be clear of snow and ice for staff to safely get to your home.

## DO YOU USE NEEDLES OR SHARPS?



- You must dispose of these safely. Disposal containers and sharps handling tools are available free of charge at most pharmacies. Loose needles and sharps lead to needle stick injuries for staff. You must dispose of them properly.
- Follow your Physician's instructions if you require assistance with glucose monitoring or assistance with your insulin
- Ensure you have equipment and supplies and that they are in good working order (Example: insulin on hand, test strips and do not overuse your sharps)



## DO YOU REQUIRE MOBILITY AIDS?

Make sure your mobility equipment is in good working order. We can help you arrange for service or maintenance if required. ALSO Staff will only assist you with mobility in the manner identified by an Occupational Therapist.

## SHOES

Please note it is required that staff wear close-toed shoes with a good tread at all times when working. You can ask staff to have separate indoor shoes that they bring with them and wear in your home.

## INFECTION CONTROL AND PERSONAL PROTECTIVE EQUIPMENT (PPE):

### HAND WASHING / GLOVES

Clean hands are essential to keep you healthy. You can expect your ALSO staff to wash their hands when entering and again before leaving your home and after providing direct contact assistance. We ask that you have soap by the sink and a paper towel so the staff can dry their hands. Some staff may choose to use an antibacterial sanitizer which is shown to also be an effective method of killing germs. Another way of reducing the risk of infection is through the use of gloves. ALSO staff will use a new pair of gloves every time they are coming into contact with body fluids.

## **GOWNS**

ALSO staff will wear disposable gowns in the event infectious agents are present. This requirement is to protect you the client, the staff and other clients we serve. The gowns will be disposed of in a safe manner in accordance with Public Health Guidelines and ALSO's Policies and Procedures.

## **DISPOSABLE MASKS AND N95 RESPIRATORS**

ALSO staff will wear disposable masks or N95 Respirators when airborne infectious agents are present. This requirement is to protect you the client, the staff and other clients we serve. The type of mask will be determined by the type of infectious agent and/or directed by the Management Team. All masks will be disposed of in a safe manner in accordance with Public Health Guidelines and ALSO Policies and Procedures.

## **GOGGLES AND SHIELDS**

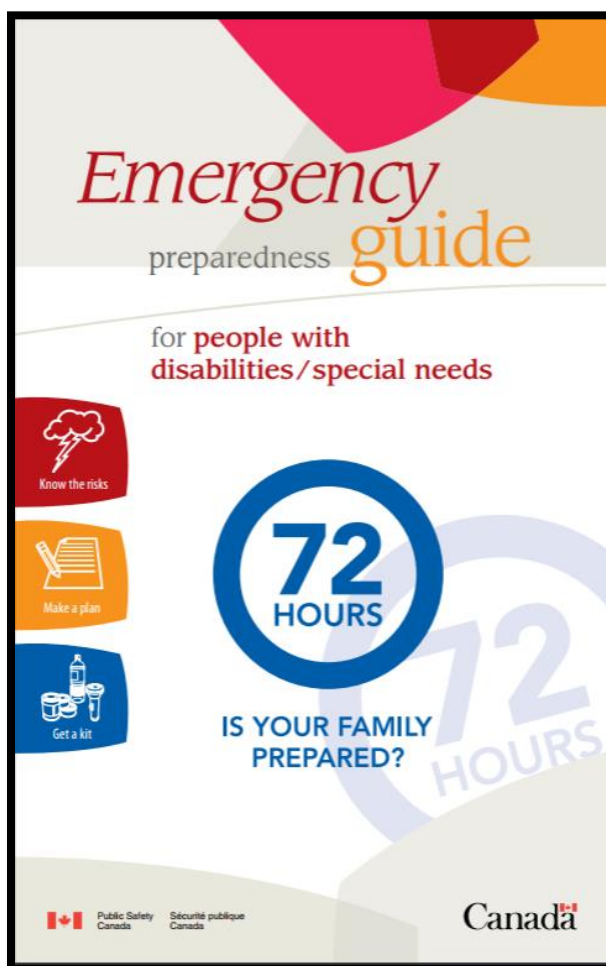
ALSO staff will wear reusable goggles and/or shields when infectious agents are present, when aerosol treatments are being completed or there is a risk of splash with body fluids. This requirement is to protect you the client, the staff and other clients we serve. ALSO staff will clean their goggles and shields with cleansing agents approved by ALSO Management Team in accordance with Public Health Guidelines and ALSO Policies and Procedures.

## **ALSO PROVIDES PPE FOR ALL EMPLOYEES**



# EMERGENCY PREPAREDNESS

Emergency preparedness is a shared responsibility. Everyone should be prepared to cope for at least the first 72 hours of an emergency. People with disabilities may have extra considerations to plan for.



For instance, bad weather could prevent ALSO staff from arriving at the agreed time. ALSO will do it's best to find a replacement worker but we also encourage you to think about a backup plan for your care.

Please take the time to review the **EMERGENCY PREPAREDNESS GUIDE FOR PEOPLE WITH DISABILITIES/SPECIAL NEEDS** – **weblink is** in the RESOURCES section of this booklet.

# WHEN THINGS DON'T GO AS EXPECTED

Should you have an issue or problem related to your service, please follow these steps:

- STEP 1:** If it involves ALSO staff, approach them as soon as possible and try to reach a resolution.
- STEP 2:** If this does not resolve the issue, communicate your concern to your Program Manager using the *Concern Report* form or by telephone. Your Program Manager can help you fill in the form if needed.
- STEP 3:** Program Manager communicates with all parties, makes recommendation for resolution. This may include a joint meeting between all parties.
- STEP 4:** Program Manager identifies recommendation in writing on the *Concern Report* form and forwards report to a Senior Manager for input, approval and sign off. The signed report is then returned to client.
- STEP 5:** If issue remains unresolved, the client may request a meeting with the Director of Service and Operations and/or the Executive Director.
- STEP 6:** If issue still remains unresolved, the client can request to have their concern reviewed by the: **Health Services Appeal and Review Board** ([www.hsarb.on.ca](http://www.hsarb.on.ca)) 1-866-282-2179 TTY/TDD 1-877-301-0889 email: [hsarb@ontario.ca](mailto:hsarb@ontario.ca).

**You have the right to make a complaint, receive a response and appeal that response if you are not satisfied. We want to constructively problem-solve with you.**

# YOUR PRIVACY

With your express consent, we collect personal health information in order to be able to provide the care and services you need. This information may be used by a variety of ALSO employees on a “need-to-know” basis. For example, your worker needs to know pertinent medical information such as whether you are diabetic or epileptic. This information can help them respond to your needs. Your Program Manager could, with your permission, make a referral to another community support agency such as Community Mental Health - they may need to know about prior history related to your current needs.

ALSO has appointed a Privacy Officer to ensure that ALSO is compliant with all laws, policy and procedures related to personal information and personal health information.

Privacy Officer: Leo Muzzatti 519-969-8188 ext. 234

ALSO clients have an electronic file that contains application and intake information, service agreements, incident or concern reports, occupational therapist reports, etc. These records are kept securely in a cloud based file. Access to your records needs to be approved by the ALSO Privacy Officer prior to review. You can access your personal files by contacting the ALSO Privacy Officer.

We require consent to share your information with anyone. You can withdraw your consent at any time by contacting the ALSO Privacy Officer. Withdrawing your consent may hinder ALSO’s ability to assist you. The Privacy Officer can better relate the circumstances of withdrawing consent.

## ABOUT ALSO

# HOW WE BEGAN ...



The roots of Assisted Living Southwestern Ontario go all the way back to 1938 when a workshop for adults and children with physical disabilities opened on Ouellette Avenue in Windsor. This organization was called the *Ontario Federation for Cerebral Palsy*.

In 1991, we formally adopted the name *Association for Persons with Physical Disabilities* (APPD) of Windsor and Essex County.

In 2010, APPD underwent another name change to *Assisted Living Southwestern Ontario*. This name better reflects the diverse assistance we offer to adults with physical disabilities, brain injury survivors and the senior population of our community.

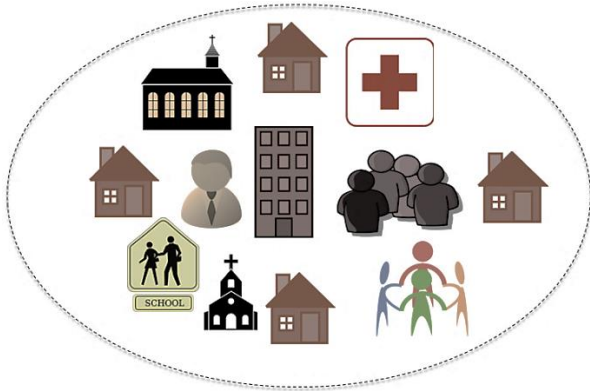
## PHILOSOPHY OF INDEPENDENT LIVING

It is the right of individuals to live with dignity in their chosen communities and to participate in all aspects of their lives.

The philosophy of independent living encompasses the concept of “The Dignity of Risk” which is - the person with a disability should have the opportunity to:

- make their own decisions
- take risks
- make their own mistakes
- take responsibility for the consequences

# TODAY WE ARE BUILDING OUR **NEIGHBOURHOODS OF CARE**



Today we serve over 1000 clients and their families each year. We are growing “**Neighbourhoods of Care**” to harness the good energy of community partner agencies and individual volunteers in the ecosystem of our clients.

**ALSO is a non-profit organization and receives funds from:**

Home and Community Support Services, Windsor/Essex

Ministry of Community and Social Services

Human Resources Development Canada and

City of Windsor



## MISSION STATEMENT

To be change makers towards equality, diversity and accessibility.

## VISION STATEMENT

We envision a day when people with physical disabilities fully participate in all aspects of community life as the norm and not the exception.

## VALUES

### QUALITY

We are committed to continuous improvement

### ACCOUNTABILITY

We guarantee responsibility and accuracy to our clients, staff, funders and the community as a whole

### RESPONSIVENESS

We respond positively to change and challenge

### RESPECT

We value each individual. Clients are the expert in their own service delivery.

### ACCESSIBILITY

We advocate for increased access in all aspects of life.

### COLLABORATION

We seek efficiencies through partnerships both internally and externally

### LEADERSHIP

We lead by finding solutions

# OUR OPERATIONS

## BOARD OF DIRECTORS

ALSO is governed by a Board of Directors. They are responsible for overseeing the leadership of our organization and establishing broad policies.

## SENIOR MANAGEMENT

Our Senior Management Team is made up of our:

- Executive Director
- Director of Human Resources and Organizational Development
- Director of Service
- Director of Performance, Accountability, Quality and Operations
- Director of Strategy, Partnership and Enhanced Services

## ABI SYSTEMS NAVIGATION

ABI Supports & Systems Navigator (Acquired Brain Injury)

## CLIENT INTERVENTION SERVICES

Client Service Navigator & Rent Supplement Program

## PROGRAM MANAGER

Each Neighbourhood of Care has a Program Manager. They are responsible for:

- Assessment and service plans
- Scheduling
- Issue resolution
- Service coordination and referral *IE: professional services such as an Occupational Therapist.*
- Performance management of staff

## SCHEDULING DATA OPERATOR

- Complete scheduling and data entry within digital scheduling platform – Alayacare.
- Complete shift replacement

## LEAD ATTENDANT

Each Neighbourhood of Care assigns a Lead Attendant to each shift. Leads are not Supervisors - they are Attendant Service Workers who have agreed to take on additional responsibility such as:

- Advising you of changes to your schedule
- Answering routine phone calls
- Assisting Program Manager with some administrative duties

## **ATTENDANT SERVICE WORKER/COMMUNITY SUPPORT WORKER**

Attendant Service Workers and Community Support Workers are the back bone of our organization.

They are responsible for providing the care and services outlined in your service agreement.

## **YOU MUST KNOW WHEN YOU NEED HELP AND HOW TO GET IT.**

Our goal is that ALSO staff will facilitate the breaking down of barriers that exclude some persons with disabilities from fully accessing employment, education and the community as a whole.

These services are delivered in different functional centers funded by the *Ministry of Health and Long Term Care (MOHLTC)* via the Home and Community Care Support Services

ALSO staff are scheduled to attend bookings for personal care tasks such as bathing, grooming, dressing, washroom assistance, wound care, transfers and Instrumental Activities of Daily Living (IADLs) such as meal preparation, light homemaking and laundry.

Applicants must be 16 years of age or older and have a valid Ontario Health Card.



# OUR SERVICES

## CLIENT INTERVENTION SERVICES

After completing a short telephone intake, our Client Service Navigators are available to assist clients with short term crisis intervention and prevention including information, planning and referral.

### WE CAN ASSIST YOU WITH:

- Transitioning home from hospital or Long Term Care
- Application to accessible, affordable housing
- Help you get assessments and access equipment
- Filling out forms and applications such as ODSP, CPP, OAS
- Help you access advocacy to assist you with conflict resolution or to leave an abusive situation

If you need assistance with any of these tasks, please let your Program Manager know or call our Client Service Navigator at 519-969-8188 ext. 229.

## ATTENDANT SERVICES

Attendant Services is assistance with personal care and tasks of daily living for adults with permanent physical disabilities, survivors of acquired brain injuries and the senior population of our community. These individuals can self-direct and can be left alone for periods of time throughout the day.

## COLLABORATIVE SUPPORTIVE HOUSING

In 2022, ALSO with funding from Ontario Government, City of Windsor and County of Essex opened its doors to 2 supportive housing homes that will create 26 supportive housing units in the City of Windsor and 18 units in Essex county for vulnerable populations including Indigenous peoples, people with disabilities and those at risk of homelessness.

# ASSISTED LIVING SERVICES



Assisted Living is delivered in two categories: Supportive Housing and Mobile Supports. Both models are intended for clients who need access to Attendant Services throughout a 24-hour day and cannot have their needs met on a visitation basis alone. Generally, this means requiring over three hours of service per day or those needing assistance with unpredictable calls such as washroom assistance.

**SUPPORTIVE HOUSING SERVICES** are delivered in the client's home within an integrated apartment setting. There is a staff office located in the building. Staff are a phone call away.

**MOBILE SUPPORTS** are delivered in the client's home in a *Neighbourhood of Care*. These neighbourhoods are set up within a short geographical area from a 24-hour site. Clients' predictable care needs are set up on a scheduled basis; however, unpredictable non-emergency requests for assistance are still only a phone call away.

Where needed, clients are provided with an alert alarm so they can contact Emergency Services directly; clients can also be provided with a lockbox so staff can unlock their door and attend outside of booked calls or in the middle of the night.

## PERSONAL SUPPORT/INDEPENDENCE TRAINING (OUTREACH):

Services are provided on a **pre-arranged visitation basis** in the home of the client. The service maximum is 21 hours per week. The objective is to provide assistance where and when the client needs it including in the workplace and at school.

We wish to deliver service outside of the medical model with proficiency and flexibility.

# ACQUIRED BRAIN INJURY (ABI) SUPPORT SERVICES

Survivors of Acquired Brain Injury (ABI) often require specialized assistance. We employ the ABI Systems Navigator for the Home and Community Care Support Services. All intake of applicants recovering from an ABI are reviewed to ensure individuals are supported and offered the most appropriate assistance. This is made possible through direct support, education, advocacy and consultation for all involved. Services are available in Lambton, Kent and Essex Counties.

Service planning centers around independent living strategies such as:

- support with correspondence
- budgeting
- banking
- menu plan
- groceries, meal prep
- medication reminders
- complex appointments
- problem solving
- home organization
- time management
- arranging transportation
- community navigation.

## WE PROVIDE ABI SUPPORT THROUGH THE FOLLOWING PROGRAMS: ABI PERSONAL SUPPORT AND INDEPENDENCE TRAINING

Individualized service plans are set up so that persons who have survived a brain injury can achieve their goals and rehabilitate in the community. These services are available with or without personal care.

## ABI SUPPORTIVE HOUSING

A shared care living environment is available for survivors of ABI who require services throughout a 24-hour period. Individualized service plans are developed with each client according to their specific needs and aspirations. Trained staff are on site to assist with attendant care but the focus of this program is assisting survivors to live a full life in the community.



## CHRYSALIS DAY CLUB

Chrysalis is a member driven club based on meaningful work and the development of meaningful relationships.

- The Chrysalis Day Club is open Monday through Friday, 8:30 to 4:30pm
- Facilitators support members to operate the club
- Projects are based on skill, imagination and the talents of the participants



## REQUIREMENTS FOR THE CHRYSALIS DAY CLUB

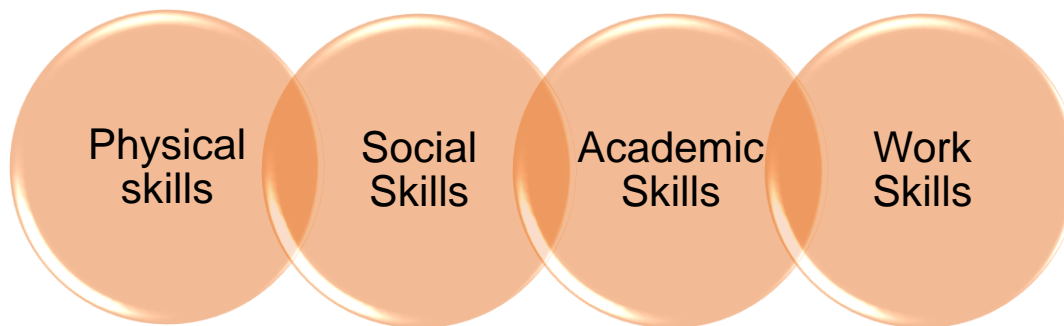
- must be 18 years of age or older
- must have an Acquired Brain Injury diagnosis
- Must not present with behaviours that place themselves or others at risk
- Must comply with the guidelines of the club.

# **PARTICIPATION INDUSTRIES**

## **A DAY PROGRAM**

Participation Industries is a day program for adults with physical disabilities.

Emphasis is placed on enhancing:



Service plans are developed and implemented to optimize and challenge each individual.

Clients volunteer in a variety of different ways in the day program and in the community.

Training and work experience is available in the areas of cash handling, stocking, inventory, food preparation, computers, literacy and janitorial/maintenance.

A goal of attaining competitive employment is not a requirement to participate.

## **SOCIAL RECREATION**

### **LET'S HAVE SOME FUN**

In addition to the day activity, employment, attendant services for adults with physical disabilities and those with acquired brain injuries, ALSO assists in the organization and sponsorship of a number of social activities and recreational outings.

We do not receive any government dollars to fund any of these initiatives and rely solely on a number of fundraising endeavors.

Many of the clients who benefit from the social recreation program attend at and participate in these fundraising events. The goal is to assist all clients to independently access the community activities of interest to them, by ensuring the necessary personal support, transportation, equipment and in some cases, financial resources are provided.

# GET INVOLVED

## THERE ARE MANY WAYS FOR YOU TO GET INVOLVED AT ALSO

**COMPLETE SURVEYS:** We conduct annual surveys - these are important tools to let us know what we are doing well and what we need to improve.

**Board of Directors:** Consider joining our Board of Directors.

**Committees:** Consider volunteering on an ALSO committee.

**General Volunteer:** We have lots of different volunteer opportunities for people who want to volunteer regularly.

**Periodic Volunteer:** Sometime we just need a little extra help; periodic volunteers help out when we need them.

**PARTICIPATE:** ALSO holds annual and periodic events for you to enjoy including our Christmas Party, and Summer BBQ's.

Or consider participating in our fundraising efforts at one of our events and help us raise funds for our cause.

[www.alsogroup.org](http://www.alsogroup.org)

CONNECT WITH US



# RESOURCES

- Assisted Living Southwestern Ontario 519-969-8188 [www.alsogroup.org](http://www.alsogroup.org)
- Health resources in your area [ErieStClairhealthline.ca](http://ErieStClairhealthline.ca)
- Erie St Clair Local Health Integration Network 519-258-8211  
[www.healthcareathome.ca/eriestclair](http://www.healthcareathome.ca/eriestclair)
- Family Services Windsor - 519-256-1831
- Brain Injury Association of Windsor/Essex County (BIAWE) -519-981-1329  
[www.biawe.com](http://www.biawe.com)
- Ontario Brain Injury Association - [www.obia.ca](http://www.obia.ca)
- Windsor Regional Hospital – Ouellette Campus 519-973-4411
- Windsor Regional Hospital – Metropolitan Campus 519-254-5577
- Ontario Health Services and Appeal Review Board  
9<sup>th</sup> Floor 151 Bloor St. W. Toronto, Ont. General Inquiry (416) 327-8512
- Windsor Police Non-emergency: 519-258-6111 Emergency: 911 TTY/TDD Calls  
519-258-6111 TTY/TDD Emergency: 911
- ARCH Disability Law Centre Toll Free 1-866-482-2724 TTY 1-866-482-2728
- Direct Funding Ontario (purchase your own services) 1-800-354-9950  
[www.dfontario.ca](http://www.dfontario.ca)
- Meals on Wheels 519-254-4866 ext 6215 or 1-888-470-2717
- City of Windsor services or information: 311
- Community and Social Services Help Line: 211
- Ontario Association of Independent Living Service Providers (OAILSP)  
- [www.oailsp.ca](http://www.oailsp.ca)
- Centre for Independent Living in Toronto (CILT) - [www.cilt.ca](http://www.cilt.ca)
- Spinal Cord Injury Ontario - [www.sciontario.org](http://www.sciontario.org)
- March of Dimes Canada - [www.marchofdimes.ca](http://www.marchofdimes.ca)
- Home and Community Care Support Services (HCCSS) [healthcareathome.ca](http://healthcareathome.ca)
- Public Safety Canada–Emergency Preparedness Guide -  
<https://www.getprepared.gc.ca/cnt/rsrscs/pblctns/pplwthdsblts/pplwthdsblts-eng.pdf>

**WE GRATEFULLY ACCEPT THE KIND DONATIONS OF THE PUBLIC.**

## **PLANNED GIFTS**

A planned gift is a charitable donation that will go to Assisted Living Southwestern Ontario in the future. Each type of gift has different benefits.

### **LEGACY GIFT**

What is a Legacy Gift and How Can I Leave One?

A legacy gift is a gift to a charity or non-profit organization in your last will and testament.

For 85 years, ALSO has been part of the extended family of many of our clients and in reality, we are a charitable non-profit organization first and family second. It saddens us when members of our client family pass. It also saddens us when Hospice and/or Cancer foundation receive mention when in fact, ALSO provided services for these patients for years prior.

Leave a gift that lives on and let your legacy start today. Legacy gifts are distributed after you pass away and can be made up of a specific dollar amount, a percentage of your assets, or an item of value.

Legacy giving is a way to leave the lasting legacy of generosity and captures an important part of your life story. Your gift might also cause others to think about their own philanthropic goals and inspire them to give back as well.

Just one sentence in your will can secure a better future for adults with disabilities in need. If you decide to make a gift in your Will, you are not alone. There are 1.5 million Canadians alive today who have planned bequests to charities. Their spirit of giving will live on and will help transform countless lives for generations to come. The word 'philanthropy' means 'love of humankind'.

If you'd like to discuss a legacy gift with us, we would love to hear from you.

### **BEQUESTS**

A bequest is when you include Assisted Living Southwestern Ontario in your will. The provision may be for a specific sum, a specific asset, or a percentage of your residuary estate.

### **DONATIONS THROUGH LIFE INSURANCE**

You may name Assisted Living Southwestern Ontario as the owner or beneficiary of a new or existing life insurance policy.



## LIFE INCOME GIFTS

Life income gifts, such as charitable gift annuities or charitable remainder trusts, can be set up through a financial advisor. In addition to representing significant donations to Assisted Living Southwestern Ontario, they also provide you with income and tax benefits.

## IN MEMORIAM GIFTS

If you would like to leave a legacy, Assisted Living Southwestern Ontario would be happy to assist with your funeral arrangements. Donations can be set up for you or a loved one at area funeral homes.

## IN HONOR GIFTS

Don't know what to buy that special person in your life on a special occasion like a birthday, wedding or Christmas. Consider making a donation to Assisted Living Southwestern Ontario and we will send a nice card indicating that a donation has been made by you to honour the special occasion, donation amounts are not shared.

**Our charitable registration number is 118848712.**

[www.alsogroup.org](http://www.alsogroup.org)

CONNECT WITH US

