



## CATULPA COMMUNITY SUPPORT SERVICES

Welcome to Catulpa Community Support Services. We are pleased that you are interested in receiving services from our agency and would like to give you information about what you can expect. Catulpa is a social services agency funded through the Ministry of Community and Social Services and the County of Simcoe so there is no cost to you.

Margaret Gallow, Executive Director

**Vision** Our vision for the future encompasses a community where the people we serve are recognized and valued as contributing members of their community and are fully integrated into the activities of their communities. They have a variety of meaningful relationships, hopes, and dreams for the future.

**Mission** CATULPA COMMUNITY SUPPORT SERVICES INC. is dedicated to supporting people to become participating members of their communities by collaborating with families, service providers and broader community supports.

Catulpa Community Support Services is a non-profit charitable corporation governed by a volunteer board of directors. Tax receipts will be issued for donations to support our work.

### **What Services Does Catulpa Community Support Services Offer?:**

Catulpa is a social service agency funded through the Ministry of Community and Social Services and the County of Simcoe so there is no cost to you. We provide the following services:

- Early Intervention Program (Orillia and surrounding area)
- Community Resource Services for Children (Orillia, Midland, Alliston, Collingwood and surrounding areas)
- Community Resource Services for Adults (county-wide)
- Respite Care Service (Orillia, Midland, Alliston, Collingwood and surrounding areas)
- Specialized services such as Case Management for individuals and families with special needs agreements, Inclusive Recreation Services (county-wide)
- Simcoe County Community Action Program for Children (CAP-C)

## What is the Family Resource Program?

The Goal of the Family Resource Program is to work in partnership with families who have a school-aged child with a developmental disability and/or a physical disability to

- identify their strengths and needs,
- develop strategies to meet goals, and
- access necessary and available resources.

The Family Resource Service:

- ★ **Recognizes** that families are the primary support for a child
- ★ **Believes** that families have abilities, learning styles and life experiences that are unique
- ★ **Believes** that every person has the potential for growth and development
- ★ **Believes** that each person has freedom of choice
- ★ **Believes** that parents should be provided with information which enables them to make informed choices
- ★ **Believes** all people have a right to be a part of their community

## Services offered by Family Resource Program:

1. Planning with Families to
  - Access necessary and available community resources
  - Co-ordinate services
  - Encourage natural support systems (i.e. parent-to-parent contact)
  - Assist with transitions (i.e. to and from school)
  - Provide information regarding school related issues
  - Access respite care services
  - Access to community recreation opportunities
2. Support and Consultation with families and service providers
3. Community Outreach

## Support while you wait:

We will make every attempt to begin service as soon as possible. If it is necessary for us to place your name on a wait list for services, we encourage you to contact us if your situation changes or your need becomes urgent. We may be able to provide some short-term assistance, or assist you to access another service. You can call the Catulpa Contact Centre at 725-7997 or 1-888-666-6012 (toll free from area code 905).

### **Service Coordination (case management):**

When service begins, a Family Resource Worker will meet with you and/or your family members to discuss your goals and needs, and to provide information regarding services. If you like, we can assist you to coordinate services if you are involved with more than one service or agency. The nature and level of Family Resource involvement depends on the goals you identify, the plan related to the goals, and the assistance you need to work on the plan. This will be discussed during personal visits, either at your home or our office.

### **Support Groups:**

Family Resource Workers provide support and encouragement to parent support groups, and may be able to assist parents and community members to connect with local groups and associations.

From time to time Family Resource Workers facilitate parent and peer support groups in local areas. Let your worker know if you are interested in participating in a group.

### **Planning the Service with You:**

You are an important partner in planning. We need to know what you think is most important and we will discuss how we might help you with that. In planning we respect your personal / family values. Whenever possible, it is important to include people who know you well and care about you. We will review our work with you on a regular basis. If there is more than one service involved it is important to ensure that there is good communication and coordination so that services make sense to you and that there is no duplication of service and / or that gaps in service are identified.

### **Support after Service has ended:**

You may continue to receive the support of a Family Resource Worker as long as there are active goals to work on. There may be times when the support of a worker is not required, and at this time you may chose to leave service for a while. If at any time you would like to become re-involved with the Family Resource Service, and are still eligible for service, please call your worker or the Catulpa Contact Centre. In most cases there will not be a wait. If you are no longer eligible to receive service, a Family Resource Worker may assist you to locate a suitable service in your area.

### **Keeping Track of Your Information:**

When you become involved with Catulpa a file is opened for you. Information is used to plan services with you. Because basic information is maintained on a database this eliminates the need to give the information again should you return to us for more service or access a different service area within our agency.

All files are kept locked. The information they contain can only be given to another person if you have signed a document giving us permission to do so. All staff, students, and volunteers of Catulpa are required to sign a form ensuring that they will keep all information about you confidential. However, in a few cases when required by law, information may be released without your permission. This happens:

- If anyone is at risk of being harmed or harming others
- If we become aware that a child has been or is at risk of being abused or neglected
- If your records are requested by the courts

In each of these cases, every effort will be made to inform you of our requirements to release information to the appropriate authorities.

**Resources and Training:**

Our library contains books, videos and audio tapes on a range of topics that can be borrowed.

We participate in county-wide training for mediators and respite providers.

Workers from all of our programs are available to do consultations and presentations for groups.

**Let Us Know How We Can Improve Our Service:**

Catulpa attempts to work in partnership with you and appreciates feedback about our services. We want to hear from you if you are satisfied with our services. If you have any complaints or concerns regarding any aspect of our services, we encourage you to discuss this with your Catulpa Worker. If you don't feel comfortable in doing this or do not feel as though the issue was satisfactorily resolved you can contact the Manager or the Executive Director.

**Board of Directors:**

We are governed by a volunteer Board of Directors which consist of interested members from our communities and family members.

**Catulpa Community Support Service offers the following services:**

<b>Service Provided</b>	<b>For Whom</b>	<b>Location</b>
Community Action Program for Children (705)733-3227 ext 257	0-6 years of age, children living with parents who are young, who have low incomes, are new to Canada and / or socially isolated	Barrie, Orillia, Midland, Alliston / Bradford, Collingwood
Early Intervention Program (705)326-2214	18 months to school entry, regarding any concern about child development. Support to children in inclusive child care. Individual work with parent(s) and children. Service coordination.	Orillia and surrounding area.

Community Resource Services for Children: Family Resource Program Contact Centre (705)725-7997	School aged children with developmental and /or physical disability who live with their families. Planning and Consultation for families. Access to services.	Orillia, Midland, Collingwood and Alliston.
Community Resource Services for Adults: Adult Support Program Contact Centre (705)725-7997	Adults living independently or with family. Planning and Consultation, Access to services, Some direct service.	Throughout Simcoe County.
Inclusive Recreation Resource Project (705)733-3227 ext 245	Inclusive recreation opportunities, skill building workshops for adults, youth and children. Active living programs. Working in partnership with recreation providers.	Throughout Simcoe County.

Respite Services (705)733-3227 ext 235	Adults with developmental disabilities and children with developmental and / or physical disabilities living with their families. Parent relief, short term in-home or host home providers.	Orillia, Midland, Collingwood and Alliston.
Children's Case Co-ordination (705)792-5740	Provides information, consultation, and community case conferencing for children / youth and their families who have complex needs requiring special attention and creative service planning.	Throughout Simcoe County.

