



## 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 Adult Support Program?**

The Goal of the Adult Support Program is to enable adults with developmental disabilities living within their particular community setting to lead lives which reflect their values and choices.

The Adult Support Program:

- ★ **Believes** that individuals 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 people 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

## **How can we Help?**

1. Service Co-ordination / Case Management
2. Assistance to access necessary and available community services
3. Consultation with Families, Individuals and Service Providers
4. Transition planning
5. Access to Respite Care Service
6. Outreach
7. Direct Service may include:
  - Help to find accommodation
  - Help with budgeting
  - Short-term emotional support
  - Assistance if you have to go to court
8. Information services
  - library
  - community education / speaking engagements
  - consultation to other programs or service providers

## **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:**

When service begins, an Adult Support 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 Adult Support Program 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:**

Adult Support Workers provide support and encouragement to peer / parent support groups, and may be able to assist parents and community members to connect with local groups and associations.

From time to time Adult Support 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 an Adult Support 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 Community 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, an Adult Support 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.

