

INFORMATION HANDBOOK



*Providing Quality Specialized
Services to People with
an Intellectual Disability,
their Families and
Community Partner Agencies*

Affiliated with Woodstock Hospital

The information in this booklet is for people who are receiving services from Regional Support Associates. If you need help reading it, please ask a family member, friend, direct support professional, or one of our RSA staff.

The Information Handbook is also available in French. Please let us know if you would like a French language copy.

Le manuel d'information est également disponible en français. S'il vous plait laissez nous savoir si vous souhaitez obtenir un exemplaire en langue française.

Welcome to Regional Support Associates!

On behalf of everyone here at Regional Support Associates, I would like to welcome you.

Regional Support Associates, or RSA, is Southwestern Ontario's specialized clinical and case management service provider for people with intellectual disabilities. Affiliated with Woodstock Hospital, RSA offers services for the person, their family and agencies supporting them in their community. The services we provide are informed by our expertise and specialized training within behavioural consultation, case management, psychology, psychiatry, primary health care, speech and language pathology, occupational therapy, social work, psychotherapy and trauma informed care. RSA provides services within Southwestern Ontario, including: Oxford, Elgin, Huron, Perth, London, Middlesex, Haldimand, Norfolk, Lambton, Chatham-Kent, Windsor-Essex, Grey and Bruce counties. In most cases, we can provide services in a location that is easiest for you, such as your home or at an agency where you receive support. You can also receive our services at an RSA office. There are no fees for our services for people who are eligible and who live within the Southwest region of Ontario.

We have prepared this Information Handbook for you; it has important information in it about how we can work together. If you have any questions, please ask any of the RSA staff members you work with or call our office at 1-800-640-4108 ext. 7212.

We look forward to working with you.

Sincerely,

Jason Young

Director

MISSION

To Provide High Quality Specialized Services to People,
Families and Community Partners

VISION

That the lives of people with an intellectual disability will be enhanced through specialized clinical & case management services. RSA is dedicated to reaching this vision through:

- Being responsive to the needs of people, families and community partners
- Ensuring portable, accessible and accountable services
- Providing innovative, evidence and outcome-based best practice approaches to service
- Promoting the emotional and physical safety and well-being of everyone receiving our services
- Attracting and retaining an interdisciplinary team of experienced and skilled professionals
- Fostering collaborative partnerships

VALUES

RSA's Team is:

- ▶ Compassionate and caring
- ▶ Respectful
- ▶ Ethical and accountable
- ▶ Passionate about what we do

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Referral Process and Eligibility

Like all developmental services in Ontario, RSA services are accessed through Ontario's centralized access point, Developmental Services Ontario (DSO). Your local DSO office can be contacted to arrange an appointment. To find a local DSO office, visit the DSO website at www.dsonario.ca and click on "Find Your Local DSO". Near the end of this booklet you can record that contact information for future reference.

There are three exceptions to this referral process. You can contact us directly at 1-800-640-4108 ext. 7212:

1. if you are seeking the services of our Dual Diagnosis Justice Case Managers
2. if you have received behavioural support services from us within the past 6 months, and you require a re-referral
3. if you have been in receipt of complex support coordination in the past and you require a re-referral, specifically for this service, regardless of how long ago

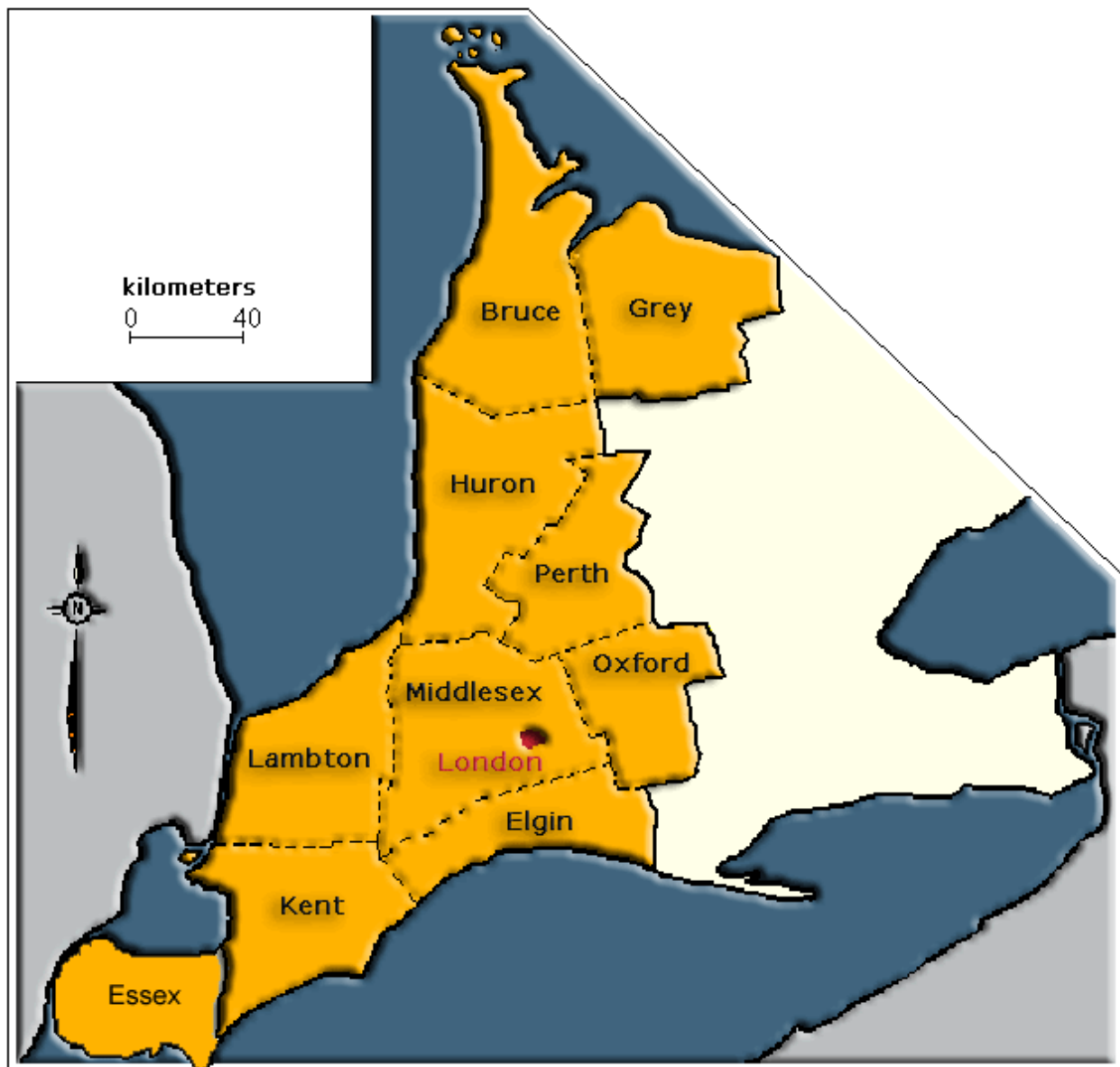
In order to be eligible for RSA services, a person must meet eligibility requirements as defined by the **Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008**. Specifically, a person must:

- a) have a developmental disability, as confirmed by a psychological assessment;
- b) be at least 18 years of age; and
- c) reside in Ontario.

In addition, the person must demonstrate a need for the types of services that RSA provides.

For more information about accessing RSA services, please contact us at 1-800-640-4108 Ext. 7212.

Our Catchment Area



We provide specialized clinical and case management services for adults with an intellectual disability throughout Southwestern Ontario, in all of the counties shown in the map above.

Our Commitment to Privacy

Protecting your privacy is very important to us. We are very careful to protect all information that we learn about you.

Information that we have about you may include things like your name, date of birth, medication, health history, support history, and information about the supports and services received from RSA. The information we have helps us to know you better and helps us find the best way to help and support you.

We will ask for your permission (consent) to get information about you to help us do our job. We will also ask permission if we would like to share information about you with other people. You, or your substitute decision maker, can choose to give permission or not; that is your choice. You can also change your mind and tell us not to collect or share information anymore; that is also your choice.

There are times when we have to share information about you without your permission. Examples of these times are:

- Any time we are concerned about your safety. This might be because we suspect, or we have been told that you are being abused, assaulted or neglected in some way;
- When we suspect or someone has told us about a child who has been, or is being abused or neglected;
- When we suspect or are told about recent or foreseeable and imminent harm to you or someone else;
- If we are required by law and/or ministry legislation.

We also share information about you with other members of our RSA Team when we need to in order to make sure you are getting the best possible services and supports from us.

You can ask to see the information we have on file about you and if you think some of the information we have on file is incorrect, you can ask for it to be corrected.

If you have questions or concerns about privacy you can discuss these with your RSA staff member or an RSA Supervisor or Director. If you have questions or concerns they are unable to answer, you may contact the Privacy Officer at 519-421-4233. You also have the right to make a privacy complaint to the Information and Privacy Commissioner of Ontario by contacting them at 1-800-387-0073 or at 2 Bloor St. E., Suite 1400, Toronto, ON M4W 1A8.

Working Together to Make Decisions

At RSA we will work with you, your family and support providers to make informed decisions about the services we provide. Our goal is to help you take part in making decisions about the services you receive, if you are able to make these types of decisions. Sometimes people rely on the help of family or other important people in their life to help them make decisions or to make decisions for them.

Before we can begin to provide services we need your agreement (consent) or the agreement of the person designated to make decisions on your behalf. Consent to services is when someone says “yes”. Saying “no” is called refusal. A decision about services is only made when you and/or your substitute decision maker have been able to have all your questions about the proposed service answered.

Someone is able to decide about his/her own services if he/she:

1. understands the information needed to make the decision; and
2. understands the harms, benefits and expected outcomes of receiving or not receiving the service.

Someone might be able to make a decision for themselves one day, but not another. Someone might be able to make some decisions on their own, but might need help making other decisions.

STATEMENT OF CLIENT RIGHTS

has been developed together with people receiving service and will be upheld for all clients, family and/or their substitute decision makers. RSA is committed to promoting awareness and understanding of the Statement of Client Rights with all of those receiving our services.

THE RIGHT TO BE TREATED WITH RESPECT

- To be recognized and treated as a person with unique needs, personal wishes, preferences and goals
- To be listened to and treated with consideration and value

THE RIGHT TO BE FREE FROM HARM

- To feel comfortable and safe
- To be free from physical, sexual, verbal, emotional and financial abuse
- To have assistance and support if there is a risk for harm
- To receive services and treatment that promote and protect physical, emotional and social well-being
- To receive services and treatment that provide as much control as possible to the person receiving support

THE RIGHT TO BE INVOLVED IN DECISIONS

- To be included in all planning of services and treatment
- To receive information about services and treatment in a way that can be understood
- To have questions answered before agreeing to any services
- To give, withdraw or refuse consent to any service or treatment
- To be assumed to be capable of making decisions unless found to be incapable

THE RIGHT TO PRIVACY

- To give permission as to how personal information is collected, used and shared
- To know what personal information is kept and to request that any personal information be corrected
- To be heard if there is any disagreement about personal information recorded and have a process for discussion

THE RIGHT TO COMPLAIN

- To express a concern or complaint without fear of it affecting service
- To have a complaint acknowledged
- To be informed of the complaint process
- To have support, if desired, in making a complaint

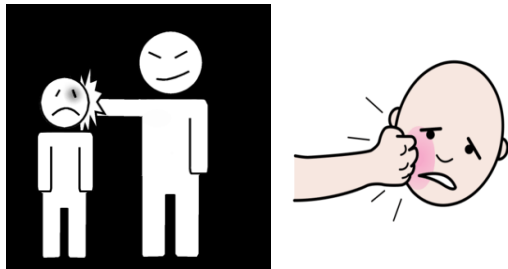
Thanks to Stephen, Cindy, Laurie, Brad, Linda, Shawn, Kris and Jeremy for their assistance in developing RSA's Client Rights

Preventing Abuse

Everyone has the right to be safe and free from harm. Abuse is wrong and against the law. We take all reports of abuse very seriously. If we think that you have been abused, we have to report it to the police. We won't tell anybody else about the abuse if we don't have your permission. We will work with you to help you be safe and feel better.

RSA has a zero tolerance policy for all forms of abuse and will take any disclosed, reported or suspected abuse seriously. RSA is committed to providing education about abuse, its prevention, and its signs and symptoms as well as taking steps to protect people from abuse.

Abuse can be physical, like hitting or kicking:



Abuse can be sexual, like touching in private areas when they shouldn't or you don't want them to:



Abuse can be emotional, like someone calling you a name, yelling at you, treating you in a way that makes you feel bad:



Abuse can be financial, like someone taking your money or your things to use for themselves:



ALL ABUSE IS WRONG!

If someone is being abused they may show some of these signs:

- Physical signs may include: cuts, bruises, soreness/tenderness of genitalia or other visible signs of physical trauma, weight changes, dishevelled appearance, unexplained sickness such as recurring stomach aches
- Unexplainable fears, feeling scared all the time or a fear of a specific person or place
- Extreme or unusual behaviour such as, excessive crying, depression, social withdrawal, aggression, angry and agitated behaviour or self-injury
- Feeling bad or dirty
- Sudden change in normal routine
- Change in personality
- Sleeping too much or having trouble sleeping

Indicators listed should be considered carefully as they are not necessarily evidence of abuse. Supporters should look for a number of indicators that appear together.

If someone is being abused they should:



If you suspect someone is being abused, you also have a responsibility to report it.

Our Team and How We Can Help

At RSA, services are delivered with an interdisciplinary approach. This means that there is interaction and communication among the various people involved in providing services. The team can include not only RSA professionals, but also the person receiving services, as well as his or her family and direct support professionals.

Our services are based on a BioPsychoSocial approach. This means looking at all of the factors which may be causing a person to experience challenges, such as any medical or health concerns, genetics or syndromes, mental health concerns, reactions to medications, a person's emotions, how a person learns, how they communicate, their relationships, their social supports, where they live and what their daily routines are.

We are also committed to services:

- that are portable and can be provided on-site based on the persons' needs in a timely fashion
- That are evidence informed
- by a method which is easy to access and of the highest quality, that are outcome-based with realistic and achievable goals
- which enhance personal empowerment and self-determination
- which enhance community skills and knowledge
- that promote and develop community partnerships

Regional Support Associates is a group of highly trained and qualified professionals with a broad range of expertise. With our knowledge and skills we can help with the following services:

Behavioural Intervention: Using our Biopsychosocial model of assessment, our clinician's assist, through consultation, in determining what may be contributing to challenging behaviour. "Behaviour" is oftentimes a person's only source of communication, so we must systematically rule out other potential causes (i.e. pain, medical issue, environmental issue, relationship issue, etc.). Once we learn more about you and the possible causes of challenging behaviour, we can create a plan for you and the people who support you to help you to be happier and more satisfied with your life.

Assessments: We provide psychiatric, psychological, behavioural, cognitive, occupational therapy, speech and language, and swallowing assessments.

Dual Diagnosis Justice Case Management: We provide case management services to assist people 18 years of age and older who have a dual diagnosis (developmental disability and behavioural and/or mental health issue) and are involved with the judicial system.

Enhanced Community Response: We work collaboratively with community partners to help provide a consistent and standardized process for adults with a developmental disability who are in urgent need of short term/temporary supports. We use a case management model to help minimize risks for the person and/or their family.

Complex Support Coordination: We provide direct case management and work collaboratively with community partners to coordinate supports and services for adults with developmental disabilities with high supports and complex care needs. We provide intensive case management that helps address the person's complex needs.

Compliments and Complaints

While we welcome positive comments about our services, it is also important for us to know when you have a concern. Occasionally misunderstandings or concerns can happen and we hope you will be open in discussing any problems, questions or complaints when they do occur. If you make a complaint, we will not hold it against you. You will not be denied services because you make a complaint.

We encourage you to raise any problems or concerns about service with the RSA consultant who is most involved in providing service. If a problem or complaint cannot be resolved by speaking with the RSA consultant, you are encouraged to speak with the Supervisor (*name and contact information provided on page 16*). You can also contact the Director of RSA, if you feel your complaint has not been resolved. In most situations, we will be able to work through any concerns or solve any problems to everyone's satisfaction.

If you feel your complaint has not been resolved, or that you received a response which is not satisfactory, RSA has a formal process for you to identify your complaint. You will be asked to submit your complaint in writing and if you need assistance, we encourage you to have help from a family member or friend.

- Once you've provided your complaint in writing, it should be sent to the RSA Director at 333 Athlone Avenue, Suite 201, Woodstock, ON N4V 0B8
- The RSA Director will contact you within five (5) business days of receipt of the letter to discuss your complaint, get more information if needed and to try to find a solution. Within ten (10) business days, the RSA Director will provide a written response to your complaint.
- If you are still not satisfied with how your complaint has been handled or don't feel that your problem has been solved, you can request that your complaint be heard by the RSA Advisory Committee.

You can request a copy of RSA's Complaint Procedure from any RSA staff member or by contacting our Woodstock office at 1-800-640-4108.

The name of the RSA staff member I work with is:

This is how I can reach them:

The name of their Supervisor is:

This is how I can reach their Supervisor:

My local DSO office is:

This is how I can reach my local DSO office:

Other Notes:

RSA Information Handbook Receipt

Please fill out this page after you have reviewed the RSA Information Handbook and give it to an RSA staff member. We will keep it on file at our office. If you would like a copy of this page just let us know and we will be happy to make a photocopy for you.

I have received the RSA Information Handbook.

I have had the opportunity to ask questions and discuss the contents of the Handbook with RSA staff.

My Name:

My Signature:

Date:

My Substitute

Decision Maker's

Name (if

applicable):

His/her Signature:

Date:

RSA Staff Name:

RSA Staff Signature:

Date:

Note: This page is to be signed and torn off and placed on record once the Handbook is reviewed.

**REGIONAL SUPPORT ASSOCIATES IS
COMMITTED TO PROVIDING A SAFE, SECURE
AND RESPECTFUL ENVIRONMENT**

EXPECTATIONS OF ALL VISITORS

All visitors are expected to:

- Treat RSA staff and others in a respectful manner
- Refrain from foul, abusive, or discriminatory language or actions. They will not be tolerated.

People who appear to be under the influence of alcohol or illegal drugs may be asked to leave the premises.

Anyone choosing to disrespect the above policies and refusing to modify behaviour may be asked to leave.

How to Contact Us

333 Athlone Avenue.
Suite 201
Woodstock, ON, N4V 0B8
Telephone: 1-800-640-4108
Fax: 1-519-421-4249

With Offices In:

Woodstock
519-421-4248

London
519-433-7238

Chatham
519-354-2156

Walkerton
519-881-0922

Windsor
519-974-9476

Visit our website at www.regionalsupport.on.ca

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