

# RSA



Regional  
Support  
Associates

# Information Handbook




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Providing Quality Specialized Services  
to People with an Intellectual Disability,  
their Families and Community Agency Partners

*Affiliated with Woodstock Hospital*

333 Athlone, Suite 201  
Woodstock, Ontario  
N4V 0B8  
Toll Free 1-800-640-4108  
Fax (519) 421-4249  
[www.regionalsupport.on.ca](http://www.regionalsupport.on.ca)

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- 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.*

# Table of Contents

04

Welcome

05

About Us

06

Our Mission, Vision and Values

07

Our Catchment Area

08

Working Together to  
Make Decisions

09

Our Commitment to Privacy

10

Preventing Abuse

11

Preventing Abuse Continued

12

Our Team and How We Can Help

13

Compliments and Complaints

14

Contacts

15

Get In Touch

16

Notes

17

Handbook Receipt



# Welcome

On behalf of everyone at Regional Support Associates (RSA), welcome!

RSA is here to support people who are eligible to receive services through Developmental Services Ontario (DSO) in the Southwest region. We are connected to Woodstock Hospital and provide outreach services to you, your family and the people who support you.

Our team has special training in:

- Understanding and managing behaviours
- Helping with planning and organizing supports
- Psychology and mental health
- Health care
- Speech and communication
- Occupational therapy (helping with daily activities)

We always use a caring and understanding approach.

We offer services in many areas of Southwestern Ontario, including:

Oxford, Elgin, Huron, Perth, London-Middlesex, Haldimand, Norfolk, Lambton, Chatham-Kent, Windsor-Essex, Grey and Bruce counties.

We can come to where you feel most comfortable, like your home or support agency. You can also visit an RSA office if that works better for you

We've made an Information Handbook for you. It explains how we can work together. If you have any questions, you can ask any RSA staff member or call us at **1-800-640-4108**.

We are excited to work with you!

Jason Young  
Director

# About Us

**RSA**

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## About Our Services

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Our services are short-term and focused on giving helpful advice and recommendations. We work closely with you and your support team to offer ideas and strategies that can help, but we are not a long-term care provider.

## Your Rights

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While you are receiving services, you have the right to:

- Be treated with respect and fairness
- Have your personal information kept private
- Understand the type of service you are receiving
- Be involved in decisions that affect you
- Ask questions or speak up at any time
- Get information about your rights in a way that makes sense to you
- Share any concerns or complaints without fear

## Your Responsibilities

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To help us support you, we ask that you:

- Be as involved as you can in the service process
- Share information that may help us understand your needs
- Let us know if you have any questions or if something doesn't feel right
- Understand that our time with you is limited, but we're here to help during that time
- Understand that we will also ask you for your input throughout the duration of our involvement with you.

## Need More Information?

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You can ask for a copy of your rights and responsibilities anytime while you're receiving services. We'll make sure it's explained in a way that works best for you routinely during our involvement.

# OUR PURPOSE

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*When people with an intellectual disability experience their most complex challenges, RSA provides specialized and clinical services, in collaboration with others*

# OUR VALUES

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## Integrity

We strive to build trust and accountability. We follow through on what we say we will do, and commit to professional, respectful interactions at all times.



## Flexibility

We look for creative options and ways to adapt our approaches and practice to meet your needs. We build on promising practices.



## Transparency

We share information with you openly, and use language that enables us to understand each other.



## Collaboration

We work alongside you, learning about what matters most to you, and what support you need. We will use our professional knowledge, experience and insights to help you set and achieve goals



## Empathy

We are active listeners, asking questions and working toward a deep understanding of your experiences.



## Open-Mindedness

We strive to make you feel heard, without making assumptions or judgements.

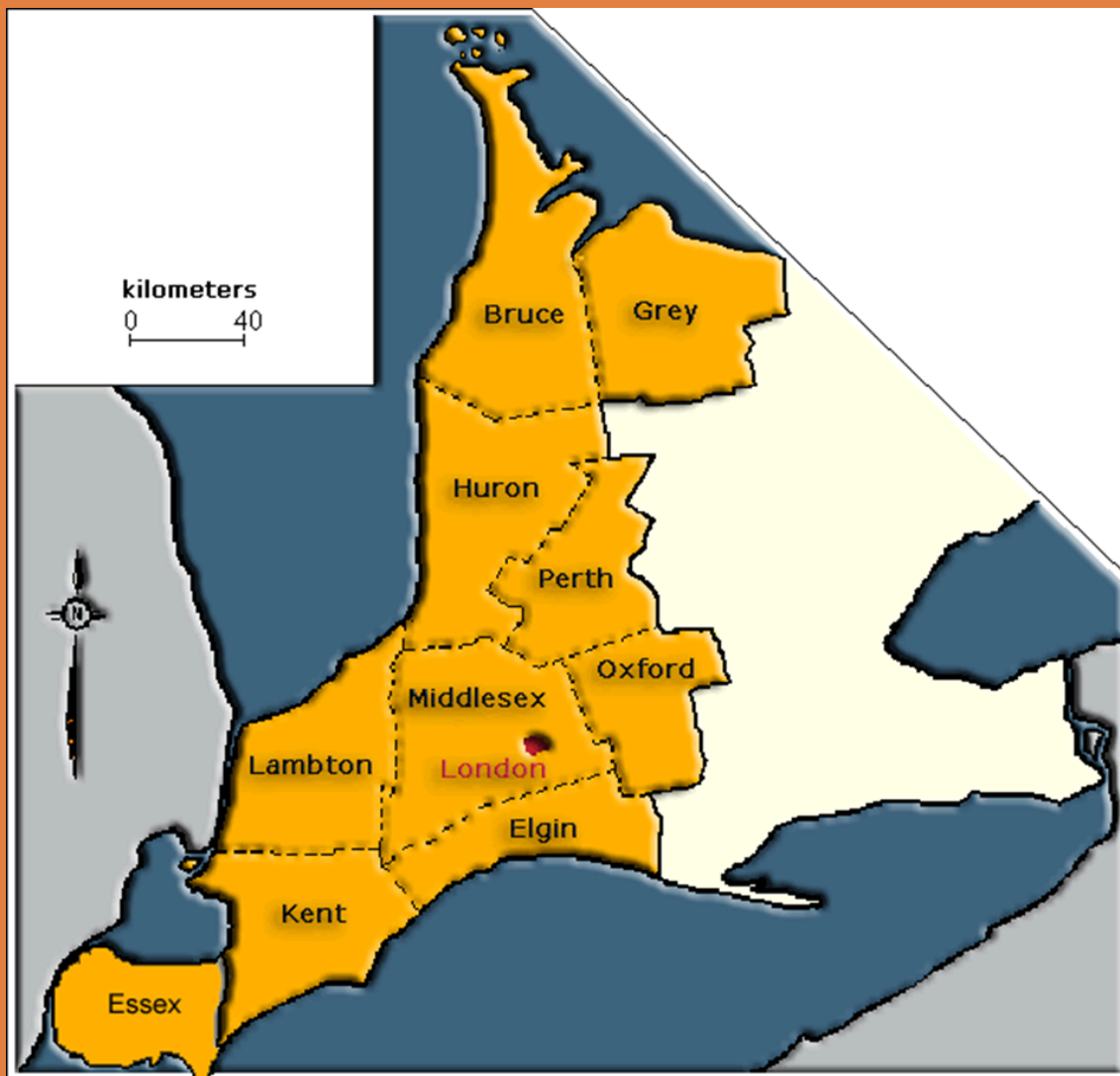


# VISION

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*People living their best lives in the communities they call home*

## Our Catchment Area



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

# Our Commitment to Privacy

At Regional Support Associates, protecting your privacy is very important to us. We are very careful to protect all information that we learn about you.

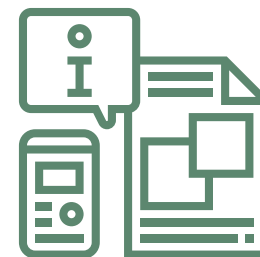
Information that we have about you may include things like your name, date of birth, medication, health history, support history and information about the supports and services received from RSA. The information we have helps us to know you better and helps us find the best way to support you.

We will ask for your permission (consent) to get information about you to help us do our job, we will also ask for permission if we would like to share information about you with other people. You or your legal substitute decision maker, have the choice to give or decline permission for RSA to collect and share information. At any time, you can change your mind and tell us to not collect and/or share information anymore.



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 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 Manager or Director, contact information is found on page 15 of this handbook. However, if you have concerns staff 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 Commission of Ontario by contacting them at 1-800-387-0073 or at 2 Boor St. E., Suite 1400, Toronto, ON M4W 1A8.

RSA may use Artificial Intelligence (AI) tools to improve service delivery, documentation, and administration while fully complying with privacy laws and ethical guidelines. No personally identifiable information will be shared with AI platforms. Clients and Substitute Decision Makers may inquire about AI use in services by speaking with the RSA staff member that they are working with.

# Working Together to Make Decisions

At Regional Support Associates we will work with you, your family and support providers to make informed decisions about the services we provide. Our goal is to empower you to participate in the decision making process about the services you receive if you are able to make these types of decisions. There are times when persons we support may depend on the assistance of family members or other significant persons in their lives to help them make decisions or to make decisions on their behalf.



Before we can start offering services, we need your permission (consent) or permission from someone who is authorized to make that decision for you. Giving consent means saying “yes” to the services we provide. If you choose to say “no”, this 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.
2. Understands the potential risks, benefits and expected outcomes of receiving or not receiving the service.

Someone may find that they are able to make decisions for themselves on some occasions, while at other times, they may require assistance with certain choices. It is also possible that they can confidently make some decisions independently but may seek support with others.



# RSA

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In order to provide a safe, secure and respectful environment, when working with RSA there is **ZERO TOLERANCE** for the following behaviours:



NO DRUGS

- Verbal threats or acts of violence
- Threatening behaviour
- Foul Language



***FAILURE TO ADHERE TO THESE RULES  
COULD RESULT IN TERMINATION OF RSA SERVICES***



When RSA staff are providing services in the home, any pets must be secured in another room

# Statement of Client Rights

The 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 and 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 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.

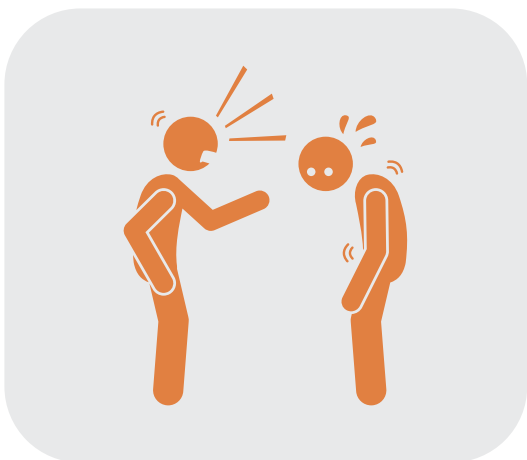
**Abuse can be physical, like hitting or kicking**



**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 emotional, like someone calling you a name, yelling at you, treating you in a way that makes you feel bad**



# Preventing Abuse

## 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 privates or other visible signs of physical trauma, weight changes, disheveled 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.

Supports should look for a number of indicators that appear together.

If someone is being abused they should:



**Say No, Stop!**



**Tell Someone You Trust**



**Call 911**

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

# Our Team and How We Can Help

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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 their family, direct support professionals and other members of their support network.

Our services are based on a bio-psycho-social 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 flexible and can be provided based on the person's 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, person-directed 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:

## Behaviour Supports

Using our bio-psycho-social model of assessment, our clinicians assist through consultation, in determining what may be contributing to behaviours of concern. "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, relationship, etc.). Once we learn more about you and the possible causes, we can create a plan for you and the people who support you to help you meet your needs and work towards achieving your goals

## Assessments

We provide psychiatric, psychological, behavioural, cognitive, occupational therapy, speech and language 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 concern) and are involved with the criminal justice 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 support and complex care needs. We provide intensive case management that helps address the person's complex needs.

# Compliments & Complaints

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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 to 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.

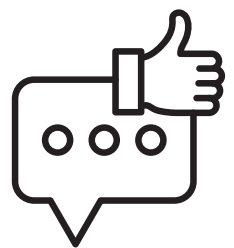
We encourage you to bring any problems or concerns about service to the RSA consultant who is most involved in providing service. If a problem or complaint cannot be resolved by speaking with the RSA consultant, you are encouraged to speak with the Clinical Supervisor. You can also contact the Director 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 completed your complaint in writing, it should be sent to the RSA Director at 333 Athlone Ave. Suite 201, Woodstock, On, N4V 0B8
- The RSA Director will contact you within five (5) business days after the receipt of the complaint, to discuss your complaint, and get more information if needed to try and 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 resolved, you can request 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

We value your feedback and encourage you to share your experience with RSA. You can do so anytime throughout your experience working with us by visiting our website at: <https://www.regionalsupport.on.ca/rsa-resources> and selecting the "Tell Us How We Are Doing" tab.

If you are unable or prefer not to complete the survey online, please let us know and we would be happy to provide you a paper-based version.



# Contacts

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

**This is how I can reach them:**

**The name of their Manager is:**

**This is how I can reach their Manager:**

**My local DSO office is:**

**This is how I can reach my local DSO Office:**

# Get In Touch



# RSA

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**Address:**

333 Athlone Ave, Woodstock, ON N4V 0B8

**Telephone:**

1-800-640-4108

519-421-4248

**Fax:**

1-519-421-4249

**Website:**

[www.regionalsupport.on.ca](http://www.regionalsupport.on.ca)





# RSA Information Handbook Receipt



Regional Support Associates

Please fill out this page after you have review 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 copy available to 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:**

**Substitute Decision Maker (if applicable):**

**Substitute Decision Maker Signature:**

**Date:**

**RSA Staff:**

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

