



SERVICE  
COORDINATION  
SUPPORT  
SERVICE  
COORDINATION  
SOUTIEN

 **DSO**  
Developmental Services Ontario  
Eastern Region

Ottawa  
  
respiteservices.com

# YOUR GUIDE

## TO UNDERSTANDING YOUR RIGHTS AND RESPONSIBILITIES



[scsonline.ca](http://scsonline.ca)

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## ABOUT YOUR GUIDE

You will receive a copy of *Your Guide to Understanding Your Rights and Responsibilities* (Your Guide) when you begin receiving a service from SCS. You are also welcome to request a copy of Your Guide at any time.

Services from SCS include:

- Children's and Adult Case Management
- Developmental Services Ontario Eastern Region (DSOER)
- [respiteservices.com/Ottawa](http://respiteservices.com/Ottawa)
- Residential and Community services

You will find more information about our services on the next page.

In Your Guide, you will learn about:

- Our mission and the services we offer
- Your rights
- What you can expect from us and what we ask from you when we are working together
- Our response times
- What is abuse and who to contact if it happens to you
- Your privacy

## OUR MISSION

SCS supports people with developmental disabilities and children with autism in finding available resources and planning for the future of their choice.

SCS is your pathway to informed choices and opportunities in your community.

### MEANING OF SCS:

#### SERVICE

We empower you to make informed choices and plan for the future of your choice.

#### COORDINATION

We work with you, your family, service providers and community resources to coordinate your supports.

#### SUPPORT

We strive to understand your unique situation before exploring options to put your plan into action.

## OUR SERVICES

### CASE MANAGEMENT

Case management at SCS is a collaborative, inclusive and individualized process. We work towards goal setting, planning, advocating and exploring available community resources to support the achievement of personal outcomes. This service is offered in Ottawa.

### RESIDENTIAL AND COMMUNITY SERVICES (RCS)

If you are a youth in extended care with the Children Aid Society (previously known as Crown Ward) transitioning to adult services and receiving residential services with private supports, a Resource Coordinator can work with you to monitor the quality of your current services and develop a plan to meet your goals.

### RESPITESERVICES.COM/OTTAWA

Respiteservices.com/Ottawa is hosted by SCS. It is a secure website with tools that match you with Direct Support Providers who can provide respite. This service is available to children and adults with developmental disabilities and/or autism in Ottawa.

## DEVELOPMENTAL SERVICES ONTARIO EASTERN REGION (DSOER)

If you live in the Eastern Region<sup>1</sup>, have a developmental disability, and are 18 years old<sup>2</sup> you must apply through DSOER to see if you are eligible to receive adult ministry-funded supports available in your community. DSOER will help you:

- Understand and complete the application process
- Determine the kind of services and supports you need
- Get access to funded services and supports that you need when a spot is available
- Find information in your community

1. The Eastern Region includes Ottawa; the United Counties of Stormont, Dundas and Glengarry; the United Counties of Prescott and Russell; and Renfrew County.

2. You can only access services when you turn 18. However, you can start at 16 to speed up the process and be ready to find services when you turn 18.

### IMPORTANT:

- SCS does not offer residential services or day programs.
- SCS is not a crisis centre. If you are in crisis, you should contact the appropriate direct service.

## LAWS

In Ontario, there are laws and rules that have been created to protect you. SCS follows the requirements for the following laws:

- Accessibility for Ontarians with Disabilities Act, 2005.
- Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008.
- Child and Family Services Act, R.S.O. 1990, Chapter C.11.
- The French Language Services Act, R.S.O. 1990, Chapter F.32.
- The Ontario Human Rights Code, R.S.O. 1990, Chapter H.19.

# WORKING TOGETHER

You and your family must be treated with dignity and respect by SCS. We want you to feel comfortable in the decisions that you make. We use a person centered approach to help you plan for available community resources.

## WHAT YOU CAN EXPECT FROM US:

- To be received in a setting that is accessible, safe and friendly
- To receive the latest information about developmental services and community supports available to you
- To be supported in understanding the information you receive
- To have your appointments start and end on time
- To review your records, if you request it, and know how the information in your file is being used
- To participate, as much as you like, in your planning
- To include in your plan options that promote:
  - Your individual choices
  - Your rights
  - Opportunities to be independent
  - Opportunities for social inclusion (to be involved and included in your community)

## WE ASK YOU TO:

- Be respectful and courteous to all persons and property during your visit at our office
- Arrive on time for your appointments
- Call if you will be late or if you need to change the time of your appointment
- Try to offer a safe environment when we come to your home for a visit (your case manager will let you know if something is not safe)
- Provide us with your feedback. See back of this document to find out how to provide feedback

## KNOW YOUR RIGHTS

All people have rights. This means you have the right to:

- Be included in making decisions about your life
- Be treated equally to everyone else
- Be treated with respect. Nobody has the right to make jokes or be mean about your disability, family, culture, sexuality, or anything about you.
- Receive services in either English or French
- Accessible services that meet your needs
- Privacy. You can choose who knows information about you.

## OUR RESPONSE TIMES

We are open Monday to Friday from 8:30 am to 4:30 pm.

Call us at 613-748-1788 or email us at [admin@scsonline.ca](mailto:admin@scsonline.ca).

Our phone is answered by a computer system:

- You may enter the extension of the person you are trying to reach, or
- Press 0 to speak to the receptionist. Tell the receptionist whom you want to talk to. They will transfer your call to that person.

If your call is urgent, press 0 to speak with the receptionist Monday to Friday from 8:30 am to 4:30 pm. Tell him or her that you need to speak with the worker who is on-call. The on-call worker is available Monday to Friday from 8:30 am to 4:30 pm.

When you call or send an email, your worker will respond to you within three working days. If your worker is not returning your call within three working days, please let us know by sending an email to [feedback@scsonline.ca](mailto:feedback@scsonline.ca).

A working day is any day (other than Saturday, Sunday or statutory holiday) on which SCS is open.



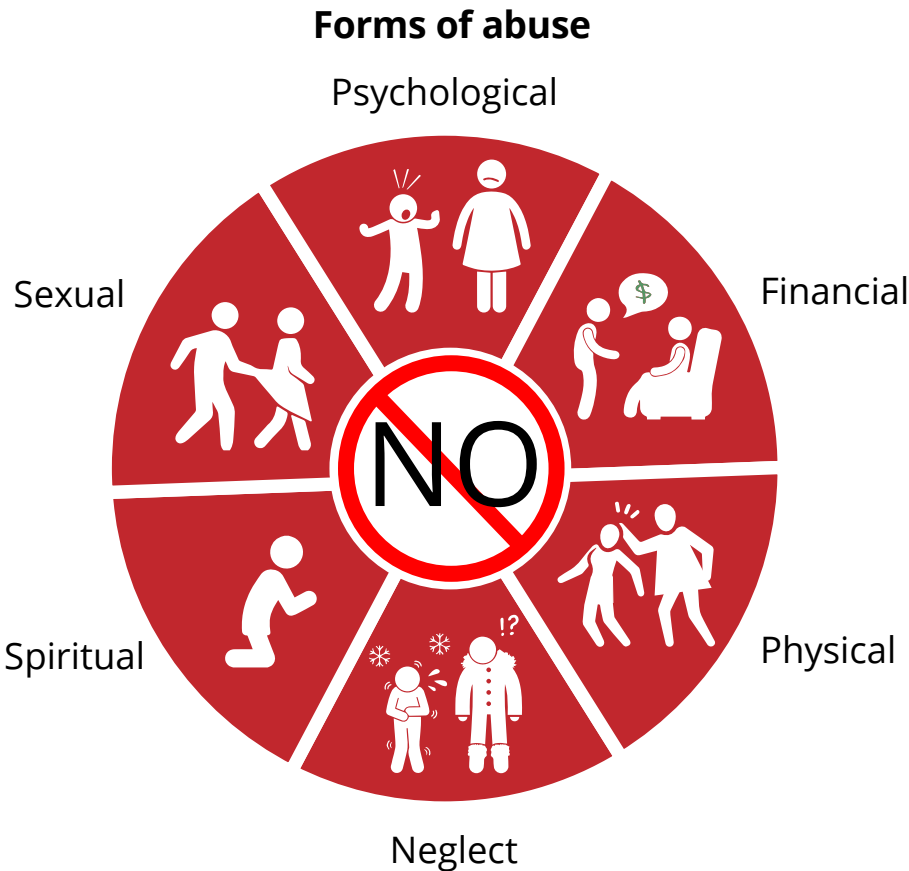
# ABUSE PREVENTION

You have to know what abuse is, you have to know when abuse is happening to you, and you have to know how to tell someone you trust.

## WHAT IS ABUSE?

Abuse is about someone who has control over you and is using it to hurt you. Abuse can happen at home, on the street, on public transportation and other places.

People with disabilities are more likely to find themselves in situations where they can be abused. Learn to recognize the forms of abuse.



## PHYSICAL ABUSE

### SOMEONE IS CAUSING YOU PAIN OR INJURING YOU

- Someone is grabbing, hitting or punching you



## SEXUAL ABUSE

### SOMEONE IS HARASSING OR TOUCHING YOU IN A SEXUAL WAY

- Someone tells you things about your body and it makes you feel uncomfortable
- Someone touches or wants to touch your private parts (genitals) or your body without your permission
- Someone makes you, or wants you to, touch his or her private parts (genitals) or body without your permission
- Someone makes you touch or look at other people's private parts without your permission



## NEGLECT

### SOMEONE IS NOT GIVING YOU THE THINGS YOU NEED

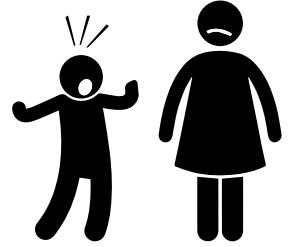
- You don't get enough heat, food, clothing, personal or medical care, or good supervision



## PSYCHOLOGICAL ABUSE

### SOMEONE'S WORDS, VOICE OR ACTIONS MAKE YOU FEEL LOW

- Someone calls you names, insults you, threatens you or yells at you
- Someone stops you from seeing your family, your friends, or people you like



## FINANCIAL ABUSE

### SOMEONE IS USING YOUR MONEY FOR BAD REASONS

- Someone uses or controls your money or your things and you don't want them to
- Someone steals your money or your things from you



## SPIRITUAL ABUSE

### SOMEONE USES YOUR FAITH OR RELIGION AGAINST YOU

- Someone stops you from practicing your faith or religion
- Someone makes fun of your beliefs
- Someone handles the objects that you use for practicing your faith or religion



# **ABUSE IS AGAINST THE LAW: TELL SOMEONE**

## **YOU NEED TO TELL SOMEONE**

If you think you are a victim of abuse, you need to tell someone to keep yourself safe, or report it to authorities. (police)

If someone thinks or knows you are being abused they have a duty to report it to authorities. (police)

After reporting your situation, you can ask to talk to someone for support. Your support worker, case manager, social worker, teacher or doctor can help you find someone to talk to and help you understand the way you feel.

You will find important phone numbers on the next page.

## **IF YOU ARE IN DANGER**

Call 9-1-1 immediately if there's an immediate threat, someone is causing you pain or injuring you, or someone is sexually abusing you.

## **IF YOU ARE IN A CRISIS**

You may be in a crisis if you feel like you won't be able to solve a situation that may worsen with time. For example, you just had a dispute with your family or your friends, you think they won't talk to you anymore, and you feel very sad about it.

# IMPORTANT PHONE NUMBERS

If you think you are a victim of abuse, you are in danger, or you are in a crisis, here's who you should call:

	<b>OTTAWA</b>	<b>UNITED COUNTIES OF PRESCOTT-RUSSELL</b>	<b>RENFREW COUNTY</b>	<b>STORMONT, DUNDAS AND GLENGARRY</b>
<b>ABUSE</b>				
<b>CHILDREN</b>	Children's Aid Society: 613-747-7800	Valoris Children's Aid: 1-800-675-6168	Family and Children's Services: 1-800-267-5878	Children's Aid Society: 613-933-2292
<b>ADULTS</b>	ReportON: 1-800-575-2222			
<b>SENIORS</b>	Elder Abuse Ontario: 1-866-299-1011			
<b>DANGER</b>	Call 911 or:			
	Ottawa Police Services: 613-230-6211	Ontario Provincial Police: 1-888-310-1122	Ontario Provincial Police: 1-888-310-1122	Ontario Provincial Police: 613-534-2223
<b>CRISIS</b>	Child, Youth and Family Crisis Line: 613-260-2360 (In Ottawa)   1-877-377-7775 (Outside Ottawa)  Individuals 16 Years or Older: 613-722-6914 (In Ottawa)   1-866-996-0991 (Outside Ottawa)			

# YOUR PRIVACY

Any information about you is nobody else's business. The only way we can share information about you is if you say "YES" we can tell somebody else.

## **Collection, Use and Disclosure of Your Information by SCS**

We will ask you to fill out and sign a consent form when you begin using our services. This form allows us to:

- Provide you with information about services
- Help you complete the registration process to access services
- Help you develop the goals that you want to achieve
- Refer you to other organizations offering services

We will talk more about this form during one of our first meetings.

## **Your Information is Private**

People must keep your information private and are not allowed to share your information without your permission.

Call us at 613-748-1788 extension 245 or send us an email at [privacy@scsonline.ca](mailto:privacy@scsonline.ca) if:

- Someone tells information about you without your permission
- You have questions about your privacy

# PEOPLE WHO CAN HELP YOU STAY SAFE

(Someone you trust can help you fill out this section)

**My family:**

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**My friends:**

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**My neighbours:**

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**People in my community:**

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**People at my work:**

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**Other people I know:**

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## FEEDBACK

We welcome your feedback and encourage you to share any comments or concerns about our services. You can do this by:

- Phone at 613-748-1788 (press 0 for assistance)
- Email to [feedback@scsonline.ca](mailto:feedback@scsonline.ca)
- Sending a letter or in person at:  
Service Coordination Support (SCS)  
1400 St Laurent Blvd., Suite 507  
Ottawa, ON K1K 4H4
- Online at [www.scsonline.ca](http://www.scsonline.ca)

All feedback is read by our Manager, Quality and Knowledge Implementation, who takes action on it. If you are waiting for a response, we will contact you within five business days after we received your feedback.

For more information, you can ask for our Feedback policy.

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## GENERAL INFORMATION

Service Coordination Support (SCS)  
1400 St Laurent Blvd., Suite 507  
Ottawa, ON, K1K 4H4

Tel: 613-748-1788 | DSOER: 1-855-376-3737 | TTY: 1-855-777-5787  
Email: [admin@scsonline.ca](mailto:admin@scsonline.ca)

Also available in French.