

# Developmental Services Ontario Hamilton-Niagara Region

## Service de l'Ontario pour les personnes ayant une déficience intellectuelle de la région de Hamilton-Niagara

Volume 1, Issue 3  
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Upon designation July 1<sup>st</sup>, 2011  
Administered by Contact Hamilton

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### A Time of Transition

We are very busy getting ready for the opening of the DSO Hamilton-Niagara Region on July 4<sup>th</sup>. Some of our main activities are focussed on hiring staff, developing a training and orientation plan for the staff, getting our policies and procedures ready, developing our phone system, finding office space in each of the communities where our staff can work, transferring information from the Contact agencies to the DSO and, recruiting a regional board of directors. We are meeting with agencies from across the region and the DSOs from across the province. We are developing information sessions that will be held in June so that people can learn about the DSO.

While July 4<sup>th</sup> marks our official opening, we will still have work to do after that day. We will continue to work with our communities across the region to further develop our service. **We thank you for your support and patience during our development and transition phases.**

You can find our newsletters in English and French on the Contact Hamilton website at [www.contacthamilton.ca](http://www.contacthamilton.ca). If you do not have internet access and are not already receiving our newsletter by mail, we would be happy to mail you a copy of the newsletters; please complete the form below and mail it to us.

<b>Please mail me the newsletter:</b>	Circle:	ENGLISH	FRENCH
NAME:	_____		
ADDRESS:	_____		
CITY/TOWN:	_____	PC:	_____
Thank you. Please detach this form and mail it to: DSO Hamilton-Niagara Region c/o Contact Hamilton, 140 King St. E. Suite 4, Hamilton, ON L8N 1B2			

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## DSO Staff Announcement

We are excited to introduce our DSO Hamilton-Niagara Region staff:

- Manager – Leanne Mione
- Intake Coordinator – in process
- Direct Funding Coordinator – Martha Harvie
- Access Coordinators:
  - Brant– Maxine Lean
  - Haldimand and Norfolk – Christine Harrop
  - Six Nations and New Credit – Bonnie Laforme (Bonnie will also provide Access Coordination to the communities of Brant and Haldimand and Norfolk)
  - Niagara – Eva Berswick and Joyce Hildebrand
  - Hamilton – Kristen Emery, Erin Sellars and Sylvia Chitty

Staff began work the week of May 24<sup>th</sup>. They are learning about the DSO and getting the training they need to do their jobs. The key responsibilities for each of the staff positions are:

### Manager

- Works with each of the communities to make sure that access to services happens as smoothly as possible
- Supervises the DSO staff
- Manages complaints

### Intake Coordinator

- Provides information to people not registered with the DSO
- Confirms eligibility for adult developmental services for new people requesting services
- For people that are eligible for services, sets up the application appointments with an Access Coordinator
- Provides information in French as requested

### Direct Funding Coordinator and Access Coordinator

- Manages direct funding contracts (when they are available)
- Provides back-up Access Coordinator services as required
- Provides back-up coverage to the Intake Coordinator

### Access Coordinators

- Completes the application for services with the person and their support network
- Makes recommendations about available services
- Provides ongoing information as requested by the person
- Checks-in on an annual basis with people on the wait list to make sure their information is correct.

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## Service Locations

The DSO Hamilton-Niagara Region's main office is located at:  
140 King Street East, Suite 4  
Hamilton, ON L8N 1B2

Access Coordinators will have satellite offices in local communities across the region. We are in the process of confirming our satellite offices. Locations will be announced in the June newsletter.

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## Phone Numbers

It will be easy to get in touch with DSO Hamilton-Niagara Region. We have a toll free number and local numbers. Regardless of the phone number that you call, you will be greeted with a message that welcomes you and lets you know that our Receptionist will take your call in a few moments. This lets you know that you have called the right place. Our Receptionist will come on the line and speak with you.

If you wish your services to be provided in French, please let the Receptionist know. *Si vous parlez français et que vous souhaitez pour vos services devant être fournis en français, s'il vous plaît laissez la réceptionniste.*

Please note that the phone numbers below are in effect as of July 4<sup>th</sup> and will not be answered until then:

**Toll free:** 1-877-DSO-HNR4 (1-877-376-4674)

**Brant:** 519-512-0010

**Haldimand and Norfolk:** 905-296-0104

**Hamilton:** 905-297-5604

**Niagara:** 289-477-5305

**Six Nations and New Credit:** 519-512-0011

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## DSO Provincial Website

There will be a provincial website for the DSO with links to each of the nine regional DSO websites (our DSO is called the DSO Hamilton-Niagara Region). In the provincial website you will find general information about the DSO and how to go about applying for adult developmental services. The provincial website should be available by July 4<sup>th</sup>. We hope to provide you with more information about this in the June newsletter. In the meantime, please visit our interim DSO Hamilton-Niagara Region website, found on the Contact Hamilton website: [www.contacthamilton.ca](http://www.contacthamilton.ca)

On our interim website you will find the following information:

- Links to our transition newsletters
- Links to various sites on the Ministry of Community and Social Services website
- Link to the Ministry of Community and Social Services newsletter, called Spotlight
- Link to the new ***Services and Supports to the Promote the Social Inclusion of Persons with Developmental Disabilities Act 2008***

Shortly, we will also be posting where you can find information about the following:

- ***French Language Services Act***
- ***Accessibility for Ontarians with Disabilities Act 2005 and its regulations***
- ***Human Rights Code in Ontario***

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## The DSO “Brand”

DSOs have a new logo. Starting July 4<sup>th</sup>, we will use that logo on our letterhead, signage, pamphlets and other promotional material and business cards. All the DSOs across the province will have the same logo except each region will have their own region’s name on their logo. Here’s a sneak peak at our logo:



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## The Role of the Access Coordinator

In the last newsletter, we wrote an article called “What the Service Will Look Like”. The article included information about who can call the DSO Hamilton-Niagara Region, what happens during and after the call and our obligations under the French Language Services Act.

Today we want to focus on the role of the **Access Coordinator**. The Access Coordinator role is very important as this is the person who will be working with people and their support networks. Here are some main points we want to share:

Once an Access Coordinator is assigned to a person, they are the person's Access Coordinator for as long as the person is registered with the DSO Hamilton-Niagara Region. This is very important because the person will not have to re-tell their story to new staff or make new relationships every time they have a service or information need. Seeking help is a big step and one that requires trust. We believe that keeping the Access Coordinator the same helps to build trust and a solid working relationship.

Some of the key responsibilities of the Access Coordinator include:

- *Completing the Developmental Services Application Package with the person and their support network.*
  - This is done in the person's home community and at the person's place of choice. This will be completed every 5 years.
- *Making service recommendations to the person and their support network based on information collected during the application process.*
  - Service recommendations include information about all available community services that are appropriate for the person.
  - Sometimes people have to wait for services; the Access Coordinator will share recommendations about services that may be helpful while they wait for what they need to become available.
- *Making referrals*
- *Providing the person with a binder where they can store important information about their application for service*
- *Responding to any questions the person may have or changes in the person's situation after the application is completed.*
  - The Access Coordinator will listen to the person and provide any required information. Where the person is in a crisis or urgent situation, the Access Coordinator will help to connect them to local community services.
- *Connecting with everyone on the waiting list once a year to make sure we have the most up-to-date information about the person so that when services become available, we are ready.*

# DSO INFORMATION SESSIONS

## Learn More about the DSO Hamilton-Niagara Region

Starting July 1st, there will be a change in the way that **adults** with developmental disabilities and their families apply for and receive services and supports.

Please join us for an Information Session to learn more about the DSO.  
DSO staff members will talk about the changes and answer your questions.

St. Catharines	June 14, 6:00 -8:00pm Presentation- 6:30	Community Living St. Catharines 5 Henry St., St. Catharines
Port Colborne	June 15, 6:00-8:00pm Presentation -6:30	Community Living Port Colborne 100 McRae Ave., Port Colborne
Brantford	June 16, 6:00-8:00 pm Presentation – 6:30	Community Living Brant 440 Elgin St., Brantford
Hamilton	June 20, 6:00-8:00pm Presentation – 6:30	Community Living Hamilton 191 York Blvd, Hamilton Caroline Entrance
Simcoe	June 21, 2:00-4:00pm Presentation – 2:30	Simcoe Recreation Centre 182 South Dr, Simcoe
Cayuga	June 21, 6:00-8:00pm Presentation – 6:30	Cayuga Secondary School 70 Hwy 54, Cayuga
Beamsville	June 22, 6:30-8:30pm Presentation 7:00	Community Living Grimsby, Lincoln and West Lincoln 4330 Lincoln Ave, Beamsville
Six Nations	June 27, 5:30-7:30pm Presentation 6:00	Community Living Six Nations 30 Cao Lane, Ohsweken