

<b>Manual</b>	<b>Community Integration Program Procedure Manual</b>
<b>Subject</b>	<b>1 – Service Description</b>
<b>Date Approved:</b>	<b>March 31, 2011</b>
<b>Review/Revision Approved:</b>	<b>July 5, 2016</b>

## Service Description

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### Policy

Family Service Thames Valley shall ensure that the Community Integration Program provides a range of services for individuals with developmental disabilities and their families/friends as funding and staffing realities permit.

Eligibility guidelines for this program are consistent with the Policy Guidelines for the Adult Protective Service Worker (APSW) Program (2008) and criteria established by Developmental Services Ontario. The Community Integration Program is comprised of two programs; the APSW program and the Family Support Worker (FSW) program. Recipients of the APSW service include adults who are over the age of 18, have a developmental disability, reside in London, Middlesex County or Elgin County and are requesting assistance. Adults must be living independently in the community or, if they are residing with their families, they must be currently planning on moving towards independence.

Recipients of the FSW service include families who have children up to the age of 18 with a developmental disability, reside in Middlesex County, and are requesting assistance.

The vision of the Community Integration Program is “to support a vision of self-determined people growing in meaningful, supportive relationships within safe and just communities.”

In seeking to attain this vision the following goals have been developed:

- To support individuals with a developmental disability to achieve their self-determined goals.
- To foster integration and promote independence.
- To increase community awareness and understanding of developmental disabilities.
- To respond to community issues that concern persons with a developmental disability.
- To develop, encourage, and participate in community networking as it pertains to services and supports for people with a developmental disability and their families.
- To promote the involvement in community.

The Community Integration Program team staff will provide a range of services to support and promote the autonomy of individuals with developmental disabilities and to improve their overall well-being and their quality of life.

Services provided by the Community Integration Program include:

1. Assisting individuals to live and participate in their communities.
2. Assisting individuals and families to determine what their support needs are.

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3. Working with individuals and community services to advocate that all people have equal access to the necessary supports; which includes legal, housing, mental health, cultural, recreational, social, physical health.
4. Seeking out and sharing knowledge about the community and acting as a resource and support to individuals, their family and friends and other service providers.
5. Educating and advising people as to their rights, options and responsibilities as citizens of their community.
6. Assisting people to develop social networks to enhance the quality of their lives as well as diminish their dependence on service providers.
7. Supporting people to make friends and stay connected to their community.
8. Facilitating individual planning and goal setting based on the values of a person centred approach.

There is no fee for service since the Community Integration Program is fully funded by the Ministry of Community and Social Services.

Community Integration staff are committed to working in conjunction with other London, Middlesex, and Elgin service providers, and in particular, developmental services providers to promote community cooperation. The Service Description policy will be made available upon request to all Community Integration Program personnel, recipients of the service, referral sources and the general public.

## Procedures

1. APSW's and FSW's will promote awareness of its services and supports throughout London, Middlesex County and Elgin County by means of involvement in community networking activities and public education.
2. APSW's and FSW's will provide professional, confidential services that are sensitive to the background, culture, beliefs, life experiences, and differing needs of it's clients.
3. APSW's and FSW's will provide services and supports that are appropriate to the differing developmental levels of its clients.
4. Each Community Integration Program client will receive a Community Integration Program Principles of Practice sheet which outlines an overall description of Family Service Thames Valley programs, specific Community Integration Program descriptions and approach to service provision, confidentiality, and privacy information, as well as limitations of confidentiality. The client will sign a "CLIENT RIGHTS AND SERVICE PLAN AGREEMENT" form indicating that he or she has read the information or that it has been read and explained to him or her, and it will be placed in the client's file.
5. In agreement with the clients, the APSW's and FSW's will provide a variety of direct service interventions including, but not limited to, service coordination, person centered planning, advocacy, and referral to other agency and/or community resources.

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6. The Community Integration Program will endeavour to provide service as expeditiously as possible. If the agency does not offer the service needed by the prospective client, the Community Integration staff will refer the individual to the most appropriate agency/organization.