

# INDEPENDENT LIVING PROGRAMS

SUPPORTIVE HOUSING  
HOUSING HUBS  
ATTENDANT OUTREACH SERVICES

SEPTEMBER 2019



INFORMATION  
SHEETS



# ABOUT US

Established over 60 years ago, Bellwoods is a charitable, not-for-profit organization providing community-based, client-directed support services, independent living education programs, and accessible, affordable housing. Services are provided to adults (16+) with physical support needs, seniors, and individuals with mental health and addiction challenges as well as those at risk of homelessness. Bellwoods has been accredited by Accreditation Canada since 2007 and in 2013 and 2018 received the highest accreditation: "Accredited with Exemplary Standing."

Bellwoods provides personal support services to people living in the community and at its supportive housing sites. It also offers a range of Transition Programs that include education and care navigation as well as a reintegration unit and an in-home respite program to support clients ready to leave hospital following an illness or a debilitating injury.

Through partnership development, Bellwoods focuses on meeting the needs of clients and responds to community needs and health system priorities. Our voluntary Board of Directors represents the communities we serve.

## WHAT WE BELIEVE IN

### **Our Vision:**

We envision a future where barriers do not exist.

### **Our Mission:**

Transforming lives through excellence and innovation in independent living.

### **Our Values:**

- Client & family centred services
- Delivering high quality programs
- Building collaborations & partnerships
- Performance excellence
- Ensuring staff are valued, engaged & supported



# SUPPORTIVE HOUSING (SH)

1082 Dundas Street West

**SUPPORTIVE HOUSING (SH)** is one of Bellwoods Independent Living Programs (ILP). Supportive housing provides access to 24-hour on-site personal support services in accessible, rent-geared to income apartments.

Bellwoods has six supportive housing site. It owns two dedicated supportive housing buildings (1082 Dundas and 300 Shaw), and holds arrangements with four other housing providers offering supportive housing in Cooperative apartments, Toronto Community Housing buildings and in partnership with private housing developers. Units have varying levels of subsidy.

Flexibility is key to the success of the booking system that coordinates support services provided to clients.

The scheduling system attempts to accommodate the changing needs and lifestyles of clients and allows staff to maximize available time to assist clients.

## **PROGRAM CONTACT**

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# SUPPORTIVE HOUSING (SH)

## SUPPORTIVE HOUSING SITES/PARTNERS



**SHAW STREET**  
32 fully accessible one-bedroom and bachelor apartments. 15 units are dedicated to our Community Connect (CC) Program



**DUNDAS STREET WEST**  
31 fully accessible one-bedroom apartments



**MIMICO CO-OP**  
13 accessible apartments integrated into the Mimico Cooperative Apartment Project



**ELM STREET**  
13 accessible apartments integrated into the Elm Street Support Housing



**WALTON PLACE**  
12 accessible apartments integrated into the Walton Place



**200 MADISON**  
20 accessible apartments integrated into the Madison View Site



# SUPPORTIVE HOUSING (SH)

## GOAL(s) OF SH

To provide 24/7 onsite access to support services assisting clients in carrying-out activities of daily living. Program co-ordination support is also provided to clients to support life-skills training and to co-ordinate access to relevant resources in the system.

## SCOPE & DURATION OF SERVICES

Support services are offered onsite on a twenty-four (24) hour basis seven-days-per-week. In keeping with the philosophy of independent living, clients direct their own services and must be safe in-between bookings. Services are needs-based and are shared with other members residing at the supportive housing site.

Services are arranged on a prescheduled basis. SH services are non-medical and individuals living in supportive housing must be able to be safe in-between bookings. Ad-hoc services may also be accessed through coordination with on-site staff. Supportive housing services range in length with clients generally receiving multiple short visits throughout the day depending on the type of services needed.

## ELIGIBILITY & APPLICATION REQUIREMENTS

Applications for supportive housing must be made through the Attendant Services Application Centre (ASAC) which is housed at the Centre of Independent Living Toronto (CILT). Assessments are conducted by ASAC partners which include Bellwoods. This coordinated process of application and assessment allows for eligibility and needs of applicants to be prioritized and a waitlist developed in collaboration with all partners.

Bellwoods' supportive housing clients sign a Service Agreement and complete an annual Client Service Plan that define the terms under which services are provided.

- The Service Agreement outlines the responsibilities of both Bellwoods Centres and the client.
- The Client Service Plan articulates the specific needs and preferences of the client for service delivery.



300 Shaw Street



# HOUSING HUBS (HH)

Deauville Place

**HOUSING HUBS (HH)** are one of Bellwoods Independent Living Programs (ILP). HHs are a creative and efficient way to expand opportunities for supportive housing to clients that require 24/7 access to services without the requirement of having staff on-site at all times.

Flexibility is key to the success of the booking system that coordinates support services provided to clients. The scheduling system attempts to accommodate the changing needs and lifestyles of clients and allows staff to maximize available time to assist clients.

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## **LOCATIONS**

Bellwoods has housing hubs at two locations:

- Deauville Lane site - 5 Deauville Lane (10) clients
- Sudbury site - 180 Sudbury - (9) clients



# HOUSING HUBS (HH)

## GOAL(s) OF HH

To provide 24/7 access to support services to assist clients in carrying-out activities of daily living. Program co-ordination support is also provided to clients to support life-skills training and to co-ordinate access to relevant resources in the system.

## SCOPE & DESCRIPTION OF SERVICES

HH differ from permanent supportive housing sites in that they offer access to 24/7 service; however, staff is not necessarily onsite 24/7. The model allows for variation in service provision including short, urgent ad-hoc and/or overnight visits. In keeping with the philosophy of independent living, clients direct their own services with staff onsite for pre-scheduled services. Services are non-medical and individuals living in housing hubs must be able to be safe in-between bookings. HH services range in length with clients generally receiving multiple short visits throughout the day depending on the type of services required.

## ELIGIBILITY & APPLICATION REQUIREMENT

Housing Hub clients sign a Service Agreement and complete an annual Client Service Plan that define the terms under which services are provided.

- The Service Agreement outlines the responsibilities of both Bellwoods Centres and the client.
- The Client Service Plan articulates the specific needs and preferences of the client for service delivery.



180 Sudbury



# ATTENDANT OUTREACH (AO) SERVICES

Independent living in the Community

**ATTENDANT OUTREACH SERVICES** is one of Bellwoods' Independent Living Programs (ILP). Attendant Outreach (AO) services provide a creative way of delivering services to individuals living in the community helping with physical care needs and light homemaking.

Flexibility is a key to the success of the booking system for support services provided to clients. The scheduling system attempts to accommodate changing needs and lifestyles of clients and allows staff to maximize available time to assist clients.

## **PROGRAM CONTACT**

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## **LOCATION**

AO services provide personal support services to individuals in their home, school or place of employment.



# ATTENDANT OUTREACH (AO) SERVICES

## GOAL(s) OF AO

The goal of AO Services is to support individuals with physical care needs to allow them to continue to live as independently as possible in their own homes throughout the city.

## SCOPE OF SERVICES

AO Services include help with personal support, light housekeeping services and independent living supports. Services are non-medical. In keeping with the philosophy of IL, clients direct their own services by instructing staff in the specific services to be provided.

Offering of AO services is usually based on the geographic location of client. Geographic clustering of clients improves effectiveness in service provision. However, if an applicant has high needs and is outside a clustered area service offers will be made based on priority status.

Services are generally provided on a pre-scheduled basis during the hours of 6:00 am and 12 midnight. Services are delivered with minimums of one-hour blocks of time and clients must be able to manage safely in between service bookings. Clients in AO services have a maximum service availability of up to 120 hours per month or approximately four (4) hours per day.

## ELIGIBILITY & APPLICATION REQUIREMENTS

AO clients make application for services through the Attendant Services Application Centre (ASAC) which is housed at the Centre of Independent Living Toronto (CILT).

Assessments are conducted by ASAC partners which include Bellwoods. Through this coordinated process of application and assessment, applicant's eligibility and needs are prioritized and a waitlist is developed in collaboration with all partners. As vacancies arise, services are offered.

Each client signs a Service Agreement and completes an annual Client Service Plan that helps to define the terms under which service is to be provided.

- The Service Agreement outlines the responsibilities of both Bellwoods and the client.
- The Client Service Plan articulates the specific needs and preferences of the client for service delivery.