



BELLWOODS
INNOVATING INDEPENDENCE

Client Handbook

2022





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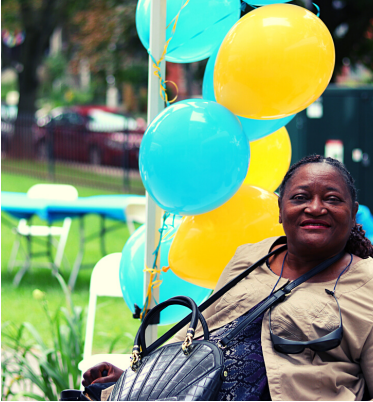
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WELCOME MESSAGE



Welcome to Bellwoods! This handbook has been developed for you. It will help you learn more about us and what you can expect as a client of Bellwoods.

Our organization is committed to creating an open and supportive atmosphere where clients are supported in their goal of independent living in alignment with our vision, mission and values:



Vision

We envision a future where barriers do not exist.



Mission

Fostering independent living through excellence and innovation.



Values

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

ABOUT US

Who we are

Established in 1957, Bellwoods Centres for Community Living Inc. is a charitable, not-for-profit organization that provides community-based support services for people with physical disabilities who want to remain living independently in the community. Our services are provided to clients who reside at one of our many housing sites or through attendant outreach services in a client's home, school or place of employment. We also operate a short-term transition program (<120 days) to support people who have been discharged from hospital following an illness or a debilitating injury. In recent years, our client caseload has expanded to serve a growing number of seniors, individuals at risk of homelessness, and patients transitioning from hospital after a catastrophic illness or injury. Our personal support and Independent Living (IL) facilitation and education services are provided to people 16 years of age or older with physical support needs.

What we do

Bellwoods offers clients non-medical support services, accommodation, and independent living education through a spectrum of services that include supportive housing, attendant outreach services, transition programs and a variety of educational activities. Our programs and services encourage the development of life skills in a safe environment using a team approach that reflects clients and staff working in partnership to respect the rights of the clients and their potential.

Bellwoods actively promotes an independent living philosophy for people with varying physical disabilities. In Spring 2022, in consultation with the **Bellwoods Community Advisory Council** the meaning and philosophy of independent living was confirmed as follows:

Independent Living (IL) is a philosophy, a way of looking at society and disability, a worldwide movement centred on people living with disabilities working for equal opportunities, self-determination and self-respect.

The capstone of IL is choice: the ability to make decisions about services, when and what kind of services, and by whom. It is a right that comes not simply with the completion of tasks by support workers but the respect and trust that ensures and protects the dignity of both parties.

People are accorded choice without edicts, within reasonable structures of possibilities that includes flexibility, give-and-take. The relationship between attendant and client is facilitated by a common understanding of norms and expectations. That requires a commitment on all parties to communication that is understandable, plain-language and means-accessible: the language is clear and the method of delivery—whether in-person, publicly-posted, or electronic—is easily available.

With choice comes risk; people living with disabilities are not asking to live risk-free lives but to enjoy the same range of options and the same degree of self-determination that people without a disability take for granted.

Accessibility

Bellwoods is committed to treating all people in a manner that supports their dignity and independence. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Bellwoods evolves its policies and procedures in compliance with the Act and its standards for customer service, employment, transportation, environment, and information and communication.

We actively encourage clients to provide feedback on accessibility. Feedback forms along with alternate methods of providing feedback, such as verbally (in person or by telephone) via mail or email will be available upon request. All clients will receive acknowledgement of their feedback, along with any resulting actions based on concerns.

If you have any questions or comments regarding accessibility at Bellwoods or if you require further information regarding accessible formats, communication supports, or our website in terms of accessing and/or utilizing accessible formats, contact our Communications and Development Associate at (416) 447-1168.

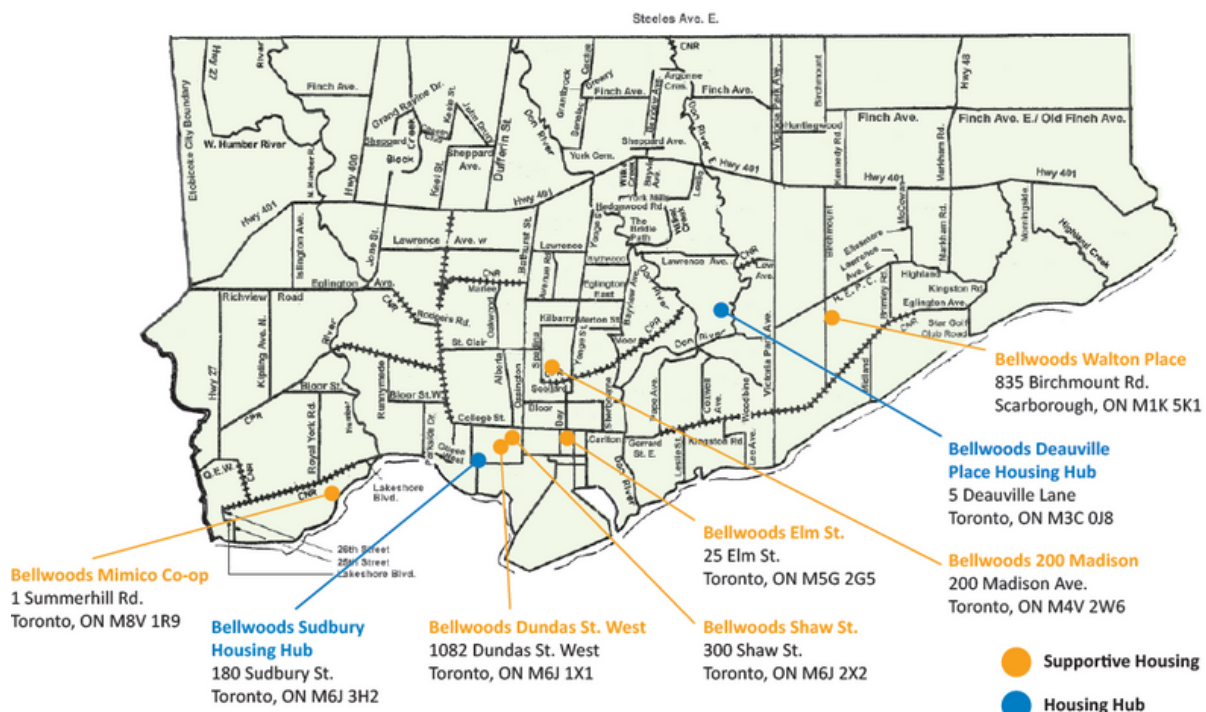
Equity, diversity & inclusion

Bellwoods is dedicated to providing an atmosphere free from barriers to promote equity, diversity and inclusion. Fostering an environment that respects people's diversity, dignity, ideas and beliefs – and ensuring equity and diversity in employment and service delivery - is a priority. We demonstrate our commitment to this by providing a supportive work environment and a corporate culture that welcomes and encourages equality and inclusion for all. All human resources decisions are made without regard to race, creed, religion, sex, gender identity, gender expression, family status, language, place of origin, or disability.

PROGRAMS & SERVICES

In keeping with the philosophy of Independent Living (IL), clients direct their own services with staff onsite for pre-scheduled services. Flexibility is key to the success of the booking (scheduling) system that coordinates support services provided to clients. The Service Coordinators work with clients to accommodate their changing needs and lifestyles.

Supportive Housing (SH) provides access to 24-hour on-site personal support services in accessible, rent subsidized apartments. Bellwoods has several supportive housing sites. It owns two dedicated supportive housing buildings (located adjacent to one another - 1082 Dundas and 300 Shaw), and holds arrangements with other housing providers offering supportive housing in Cooperative Housing, at Toronto Community Housing buildings and in partnership with private housing developers. Units have varying levels of subsidy.



- Sudbury Housing Hub includes 10 accessible apartments and is located at 180 Sudbury Street, Toronto, ON.
- Deauville Place Housing Hub includes 10 accessible apartments and is located at 5 Deauville Lane, Toronto, ON

HH also offers opportunities for individuals living in the building (beyond those living in Bellwoods' designated apartment units) to access services as well.

Geographic clustering of clients improves effectiveness in service provision.



Transition Programs are time-limited, goal-oriented programs that support the transition of individuals who are returning to the community from hospital. At Bellwoods, the transition program is known as **Community Connect (CC)** and is located at Bellwoods' 300 Shaw Street supportive housing site. The program provides housing and supports for participants for up to four months. Clients in the CC Program receive education and training in independent living skills, adaptive coping skills and the responsibilities of directing services, and work with staffs to support their transition to a more permanent residence in the community.

The CC Program is one of the reintegration care units (RCUs) that are currently being funded by the Ministry of Health and Ontario Health (Toronto Region) as part of a pilot project testing the value of Short-Term Transitional Care Models (STTCMs) to support discharge from hospital.

Independent Living Facilitators provide goal-oriented assessment, and consultation, to support clients. Client's may be existing Bellwoods community members or individuals across a variety of hospital or community-based settings. The team of IL Facilitators offer a community-based education program for adults (16+) with a physical support need. Services offered do not replace or duplicate available Home and Community Care resources. Services provided are goal-oriented and aimed at improving safety and independence (e.g., home safety assessment, assessment and provision of mobility and seating aide). The program also provides help with community navigation as well as activities of daily living/independent living skills intervention.



BEING A CLIENT OF BELLWOODS

Client bill of rights

Client service is the core business of Home and Community Care Support Service providers. Clients, caregivers and families are key partners in care, supported by a **Client Bill of Rights** that sets the foundation for interaction with Bellwoods' staff, and our contracted service provider organizations. These rights are outlined in Section 9(1) of Ontario Regulation 187/22 under the Connecting Care Act, 2019 and are closely aligned with Bellwoods' Mission, Vision and Values, as well as our Strategic Priorities. Every health service provider or Ontario Health Team (OHT) is required to ensure a copy of the **Client Bill of Rights** is posted in their business premises and on their website.

As a client, family member, substitute decision maker or caregiver, you have the right to expect that every Home and Community Care Support Services employee, Board member and contracted health service provider shall respect and **promote your rights as follows:**

1. **To be dealt with in a respectful manner and to be free from physical, sexual, mental, emotional, verbal and financial abuse.**
2. **To be dealt with in a manner that respects your dignity and privacy, and that promotes your autonomy and participation in decision-making.**
3. **To be dealt with in a manner that recognizes your individuality and that is sensitive to and responds to your needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.**
4. **To receive home and community care services free from discrimination as per the Human Rights Code or the Canadian Charter of Rights and Freedoms.**
5. **A client who is First Nations, Métis or Inuk has the right to receive home and community care services in a culturally safe manner.**
6. **To receive clear information about your home and community care services in a format that is accessible to you.**
7. **To participate in the assessment and reassessment of your needs, as well as the development and revision of your care plan.**
8. **To designate a person to be present with you during assessments, and to participate in the development, evaluation and revisions to your care plan.**
9. **To receive assistance in coordinating your services.**
10. **To give or refuse consent to the provision of any home and community care service.**
11. **To raise concerns or recommend changes related to the services that you receive, and with policies and decisions that affect your interests, without fear of interference, coercion, discrimination or reprisal.**
12. **To be informed of the laws, rules and policies affecting the delivery of the home and community care services, including this Client Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the services you are receiving.**

Note: The statement above is adopted from the rights outlined in Section 9(1) of Ontario Regulation 187/22 under the Connecting Care Act, 2019

Along with client rights come responsibilities as well. Please be reminded that as a client you have a responsibility to:

- ➡ Treat all Bellwoods' staff in a courteous and respectful manner, free of mental, physical, and financial harassment and/or abuse
- ➡ Work with Bellwoods' staff in a manner that respects health and safety
- ➡ Including containing any aggressive or abusive behaviours and respecting the rights and abilities of others
- ➡ Follow your individual service plan and inform Bellwoods of any changes in your needs
- ➡ Observe Bellwoods' policies and procedures regarding canceling or refusing service
- ➡ Respect and act in accordance with Bellwoods' policies
- ➡ Respect the right of other clients to privacy and refrain discussing others' personal information or health information with other clients and staff

The right to privacy & confidentiality

Bellwoods is a health information custodian (HIC) under the Personal Health Information Protection Act 2004 (PHIPA). This provincial legislation establishes rules concerning the collection, use and disclosure of personal health information. As a health information custodian, Bellwoods and its staff are responsible for ensuring that the personal health information of all applicants and clients is treated with respect and sensitivity. The personal health information (PHI) collected in each client's assessment belongs to the client. The privacy and protection of your PHI is a priority for all providers.

You have the right to privacy. This right shall be recognized and protected to the greatest extent possible. All information about you is considered personal and confidential and will be used to plan the level of services you need. There must be a clearly justifiable and documented purpose for obtaining and sharing information about a client outside of the "circle of care" which refers to Bellwoods staff and other agencies requiring this information to provide essential services or care as outlined in PHIPA. You must sign a release form – *Authorized for Disclosure* - before anyone at Bellwoods can discuss your personal information with, for example, your doctor or a family member.

We have a LinkedIn and Twitter account that you may be interested in following. This is where we post information about Bellwoods, its people, program and activities. Visit our website or follow us on LinkedIn or Twitter.



<https://bellwoodscentres.org/>



Bellwoods Centres for
Community Living



@BellwoodsCntrs

Your client file

If you or your caregiver wishes to see your client file, you may do so by submitting a verbal (which will be documented) or written request to the Manager of your program. If you want your file corrected because you think something is not accurate, you can request a change to the information. We have a policy about this that you can request at any time.

Client engagement

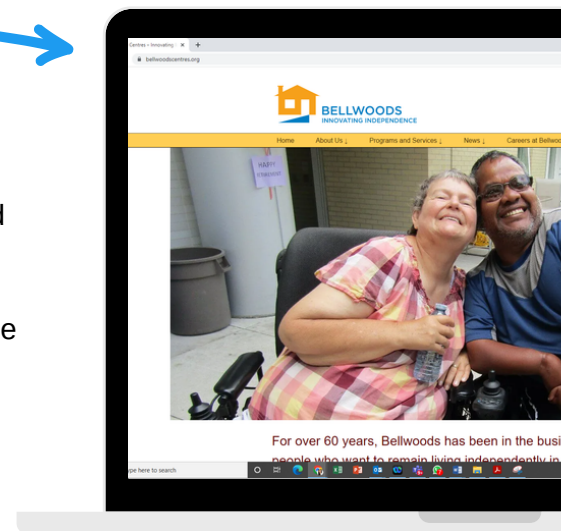
It is important that you know you have the right to put forth opinions on the services we deliver to help us improve the quality of those services. We are also committed to asking your opinion on a regular basis through client forums, surveys and email requests.

Bellwoods is also firmly committed to strengthening the engagement of clients in planning and projects. We welcome feedback on your experience, our services and staff. Feedback is used to monitor and improve our services for the benefit of our community. There are a number of client engagement forums in place that are based on a partnership between clients and staff. More work is being done to facilitate and encourage regular feedback and engagement of clients at the Board, Organizational and Site/Program Level.

Client communications

Bellwoods uses a variety of tools and methods to communicate important information to our clients. Examples include:

- **Community Councils/Town Hall Meetings** are held quarterly, or sometimes more frequently, at each of the sites where Bellwoods clients live and at one of the sites, for our Attendant Outreach clients. These meetings provide an opportunity for our senior leadership team to provide organizational updates, as well as for clients to provide feedback and suggestions on programs and services.
- Bellwoods' website: **www.bellwoodscentres.org** includes a wealth of information on Bellwoods' programs and services, funding sources, community activities, external partners and resources.
- Community/client newsletters are published six times a year and provide information about current activities and updates on programs/services and staff.
- Memos, flyers and bulletins are periodically sent to clients. These usually include time-sensitive information related to Bellwoods-sponsored events (e.g., summer barbecue, Annual General Meeting); proposed changes/ enhancements to programs and services (e.g., scheduling); or corporate announcements and upcoming events, (e.g., influenza prevention plan).



YOUR SERVICE PLAN

You will work with our team to develop your service plan including goals and objectives. What staff help you with depends on your **Service Agreement**. For some one-to-one services will be scheduled with an Independent Living Facilitator to assist you with defining specific goals. **Service Plans** are reviewed annually and revised according to changing needs.

Admission Process

As a client of Bellwoods you will need to participate in a number of standardized assessments. These tools help us to get accurate information on your skills, abilities, and challenges. Some assessments are administered at intake and some are done on an annual basis. These assessments help us to do a better job for you and help us to better understand the needs of our clients overall.

After the initial intake and assessment phase, we will use the information gathered to put together some basic observations on strengths and challenges, which we will use to do a more complete assessment. We can also refer you to additional services and supports you may require (e.g., housing wait lists, mental health supports, food security program).

Service Plan

Once the assessment phase is complete, Bellwoods staff will meet with you and your caregiver and/or family member to work on your service plan. Once your Service Plan has been confirmed, we will work with you to schedule your daily services. This plan will become your regular schedule. If you would like to make a permanent change to your regular schedule, please contact your Supervisor and they will work with you to address your request.

The resulting agreement is your formal Support Service Agreement with Bellwoods. Your Agreement will be signed by you. It confirms:

- | | | | | | |
|----------|---|----------|--|----------|---|
| 1 | The client is an adult with a physical disability who requires support services | 2 | The number of support service hours required, and the weekly maximum of service hours to be provided | 3 | The Individual Service Plan (i.e., schedule of client-specific services to be provided) |
|----------|---|----------|--|----------|---|

You will get a copy of this agreement along with your schedule. our service plan is reviewed annually or sooner if changes need to be made.

Personal Support Services

Personal support services are provided under the client's direction, by front-line staff on a pre-scheduled visitation basis. Services are provided to individuals who have signed the Support Service Agreement and are capable of directing their services. A family member or person designated by the client may provide interpretation of the client's instructions but cannot direct the attendant on behalf of the client. Support Services include but are not limited to assistance with:



Personal Care



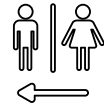
Bathing & washing



Dressing & undressing



Transfer assistance



Toileting

Services may also include support with light meal preparation, serving, feeding assistance, and clean up assistance as determined by the service agreement, based on client need, location, capability, and living arrangements.

Assisting clients with self-administering medications

Each client is solely responsible for:

- Ordering all prescription and non-prescription medication
- Communicating with their primary care practitioner regarding their own medication and health management activities.


The need for assistance with self-administration of medications is reviewed annually during the review of the service plan or if/when the client advises Bellwoods of a change. Bellwoods staff provide medication assistance as part of supporting clients with the activities of daily living (ADL), instrumental activities of daily living (iADL) service delivery under section 29(1)(e) or in case of emergency as defined in section 29(1)(a) of the *Regulated Health Professionals Act* (RHPA), and only when the medication is pre-packaged and has clearly marked pharmacy-applied labels.

Where required, Bellwoods staff will:

- Assist the client by making medications accessible to him/her/them if the client lacks the physical ability to administer his/her/their own medication.
- Only become involved at the request of the client if or when they require support and/or education in this area.
- Assist clients in the self-administration of medication through support with pharmacy-filled blister packs or teach/support clients in taking their own medication.
- Will not assist a client with their medication if there is a discrepancy between the directions on the pharmacy label and those provided by the client.

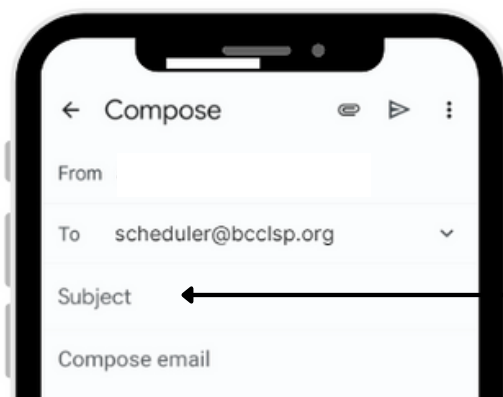
Service Coordination (Scheduling) & After-Hours Contact

Service Coordinators support your scheduling needs and work during regular business hours – Monday to Friday 8:30 a.m. to 4:30 p.m. Some days of the week they work onsite at our housing sites. They can be contacted at:

 (416) 696-9663

 scheduler@bccisp.org

If you are contacting a Service Coordinator by email, please put the following information in the subject line:




ATTN: [name of Service Coordinator]

Please only include the information that is relevant to your request. Sometimes, you may not know in advance that you require a scheduling change. For short-notice booking changes or cancellation requests, Service Coordinators are also available after-hours, seven-days-a-week. After-hours contact information:

After-Hour Times & Contact

Monday to Friday:
6:00 a.m. - 8:30 a.m.
4:30 p.m. - 12:00 a.m.

Saturday, Sunday & Holidays:
6:00 a.m. - 12:00 a.m.

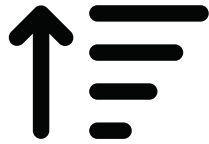
 (416) 696-8397

 scheduler@bccisp.org

Reminder

Any changes or concerns related to your schedule should be directed to the Service Coordinator who manages your schedule. Twenty-four hours notice is preferred so that we may accommodate your request. Without this length of notice, due to other routines or commitments your request may not be able to be accommodated. The exception to this is an emergency. Priority in the delivery of service is given to emergency situations and supporting clients who have commitments (e.g., employment, school, medical appointments).

CLIENT SAFETY & SAFETY OF THE BELLWOODS' COMMUNITY



This is a top priority for us.

Safe working environment

Bellwoods is committed to providing a safe and healthy living and working environment for all clients and staff. Clients and staff are expected to adhere to legislative and organizational policies associated with health and safety.

Each client is responsible for the management for his/her/their own household and in this regard shall:

- Maintain a safe and sanitary environment in compliance with relevant health and sanitation legislation;
- Provide and maintain (at the client's cost) such equipment and supplies as are necessary to keep your living environment safe and clean;
- Be an active participant in the resolution of a concern Bellwoods may have with respect to your safety or safety of staff providing support services; and
- Respect rules around pets. *Note: client pets need to be placed in a different room when care is being provided. (see below)*

Cooperation & conduct

It is expected that clients and staff conduct themselves in a manner that is in keeping with a cooperative, respectful, helpful, and professional organization, while working and when representing the organization.

- We may ask you to say your name right before staff start your service. This may seem strange, but we are just practicing good standards and making sure, you get the right care at the right time.
- We will support you in taking your prescribed medications at the right time.
- We will not tolerate unacceptable conduct (see below).
- We will keep the environment safe and staff will practice good hand washing at all times.
- We will keep you safe from abuse.

**We want to
hear from you**



Unacceptable Conduct

The following includes examples of unacceptable conduct:

Unacceptable Communication

- Verbal abuse (e.g. screaming, swearing)
- Defamation, libel and slander by means of gossip, deceit, nasty comments, offering dishonest accounts and making false accusations.
- Nasty gestures (e.g. flipping someone off)
- Discussion of confidential information concerning clients or staff that is part of the services delivered by Bellwoods without prior consent and approval from all parties involved.
- Committing fraud by falsification of organizational reports and records or the unauthorized use of these reports and records.
- Verbal harassment and/or discrimination against clients, staff or visitors on the basis of age, gender, sexual orientation, physical disability, race or ethnicity.

Unacceptable Behaviour

- Physical threats by means of threatening gestures, entering someone's personal space without their consent, blocking their path or the exit.
- Physical harm or abuse by punching, kicking, pushing, pulling, tackling or applying physical force against someone and client neglect (by staff).
- Physical harassment and/or discrimination against clients, staff or visitors on the basis of age, gender, sexual orientation, physical disability, race or ethnicity.
- Soliciting, canvassing, and other business activities that violate the conflict of interest agreement of the staff or client without approval from Bellwoods.
- Stealing, misplacing or misappropriating organizational property, equipment and goods.
- Gambling or bets of any sort on any level.
- Use of illegal drugs or unauthorized alcohol during service provision, OR being under the influence of alcohol or illegal drugs during or interfering with service provision.
- Negligent or willful destruction of building, equipment, or property.

Unacceptable Client-Staff Engagement Behaviours

- Lending or borrowing of money, goods and assets between clients and staff.
- Staff accepting or handling a client's money on behalf of the client in the absence of the client, without prior authorization by a designated management representative.
- Staff accepting or clients giving/loaning client apartment/unit keys unless pre-authorized as a requirement for the provision of service.
- Clients asking for and/or staff accepting work for a fee, when such employment, service or business creates a conflict with or impairs the proper discharge of their official duties and responsibilities, even if outside of Bellwoods work time.
- During the provision of service, family and friends of clients and staff may not be present unless agreed upon in advance by the client and Bellwoods.

Client safety incident management

You have a role in client safety! Bellwoods has a client safety incident management process that encourages reporting of safety incidents. We rank them as harm, no-harm and near miss incidents. These reports are used to help us make system improvements.

If you want to file a client safety incident report, please contact the Supervisor or Manager of your program. These reports are kept in confidence. You can do this report verbally or on our incident report form, whichever is easiest for you.

Emergencies

We have a plan that covers what will happen in an emergency such as a flood, power outage, fire or infectious disease outbreak. We will keep you and your family informed and let you know what you can expect.

Harassment and abuse

Harassment and abuse are serious matters and must be dealt with promptly. Bellwoods will support everyone to deal with any situation of harassment or abuse. The main job is to report the situation to the Supervisor or Manager as quickly as possible. All information will remain confidential. The following are guidelines:

- **Talk to someone you trust.** This might be a member of your family, a friend, a minister, a counselor or therapist, a PSW, your supervisor, the service coordinator, or the Manager. You can also call a crisis hotline or sexual assault centre.
- **Do not let your fears stop you from speaking out.** Fear of retaliation, intimidation, embarrassment or feelings of guilt may persuade you not to make a complaint. However, harassment and abuse will probably continue if not dealt with properly. Therefore, it is important to register a complaint.
- **Ask for help if you need it and take things one-step at a time.**

Filing a complaint

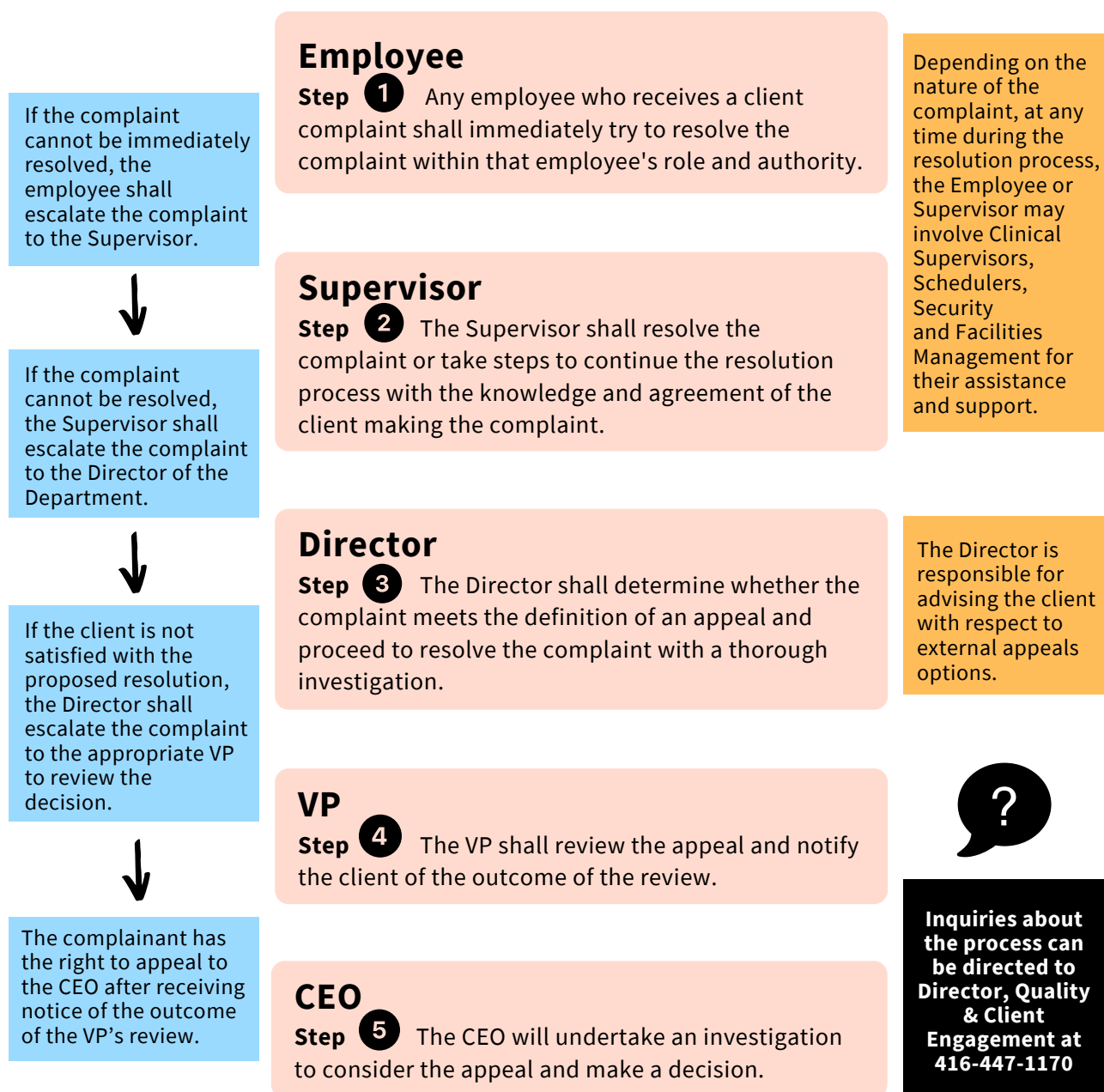
Bellwoods is committed to work with clients to improve the quality of services and supports provided. All feedback - **compliments, complaints, concerns or suggestions** - are welcome and viewed as opportunities to improve.

You have the right to file a formal complaint at any time. You can do this by speaking directly with the Supervisor or Manager. They will meet with you to discuss your concerns and develop a plan to improve the situation if necessary. This will be done privately.



Bellwoods follows a formal process for receiving, reviewing and responding to client complaints and allegations, including ensuring that issues are resolved in a timely, transparent, fair and equitable manner. Bellwoods has put in place a framework to support the effective management of client feedback whether it relates to an individual client and/or a systemic issue. This framework includes the *Client Feedback Policy* (Policy #: CS-B12-01) that ensures client feedback is heard and resolved in a timely, fair and equitable manner in accordance with a clearly defined process. If you are still not happy you can contact the Health Services Appeal and Review Board (HSARB), which is an independent body that will take a look at your concerns.

Process for Filing A Complaint



SAFETY

Bellwoods has an obligation to protect the client's health and safety but also the health and safety of the people who work with you. Both clients and staff are expected to know and understand their responsibilities upon commencement of services or employment at Bellwoods.

Personal protective equipment (gloves, masks, gowns)

Bellwoods follows applicable guidelines set by Public Health for managing and disposing of personal protective equipment (PPE). Our staff must wear personal protective equipment when they are providing personal care based on the guidelines. In some of the programs you are responsible for keeping a supply of gloves, and any other items that staff may require, in your home, otherwise our employees will not be able to complete your service as planned. Your support workers will discuss this with you individually.



Practising healthy behaviors

All Bellwoods clients and staff are expected to practice healthy behaviours to prevent and control the spread of infections. Bellwoods educates staff and clients on expectations on health behaviours. For example:

- Regular hand hygiene
- Covering mouth when coughing/sneezing
- Care in disposing tissues/PPE/etc.
- Symptoms of illness, e.g., fever, coughing/sneezing, sore throat
- Informing Bellwoods staff of infectious illness, where suspected or known
- Receiving annual influenza immunization and keeping other immunizations current
- Risks of droplet-spread respiratory illness
- Informing Bellwoods staff if not immune to measles, chickenpox or rubella
- Following safe food handling practices
- In the event of contagious illness, Bellwoods will ensure signs are posted regarding expectations about client participation in programs/services.

Monitoring safety

There are a number of practices undertaken to monitor client handling and other safety protocols. These include:



Client Audits that help to ensure client safety and enable improvements to quality of services provided:

- Bellwoods supervisory staff will conduct regular audits of service provision, together with each client and their support staff to ensure best practices for safety are being met and that service delivery meets or exceeds standards and expectations.



Review of Client Service Plans are undertaken on an annual basis:

- Each client is required to sign the Bellwoods Service Agreement upon commencement of services. Clients are also required to complete an annual update of their service plan, which includes assessments such as the interRAI assessment. This is an excellent opportunity for clients to discuss any changes in their needs; however, it is also important that clients advise Bellwoods of changing needs as they arise. Clients can request to meet with supervisory staff at any time during the year, not only at the time of the annual review and update.

Smoking/vaping – tobacco and marijuana

Clients must refrain from smoking one hour prior to schedule bookings, and are not to smoke during their booking. Where smoking is permitted outdoors, please ensure you smoke **ONLY** in designated smoking areas.

Weapons

Bellwoods is vitally interested in the ongoing health and safety of our employees, as well as that of our clients, visitors and guests. Possession of a weapon is prohibited while on our premises and anywhere else where Bellwoods' conducts business on behalf of our client and staff.

Visitors

Bellwoods has an overnight visitor policy and it relates to length of stay at its Dundas and Shaw sites and in locations where we hold a head lease. **In these buildings, overnight visitors are allowed for a maximum of seven (7) nights, if your guest requires to stay longer this may impact your subsidized rent.** *Employees are not responsible for taking care of your house guests.*

Pet care

At our Bellwoods-owned sites (Dundas and Shaw), if you decide to keep a pet, you are responsible for your pet including your pet's behaviour. You are also responsible for the behaviour of your visitor or guests' pet. This includes excessive noise made by the pet, as well as cleaning up after the pet. If you, or your visitor or guest, have a pet, you need to follow these guidelines:

- Keep your pet on a leash in all common areas. For example: when you leave your unit and when going outdoors.
- Be sure that your pet does not damage property or the belongings of others, is not a nuisance, or does not create unreasonable disturbances, as stated in your lease.
- Never leave your pet alone on your balcony.
- Safely secure pets if you know a contractor or staff member will be entering your unit to do maintenance or repairs when you are not home.
- Bag your pet's waste every time. Dispose of pet waste responsibly. Use outdoor garbage bins when outside with your pet.
- Never discard cat litter waste in the toilet.
- Double bag all pet waste (cat litter, bird cage linings) securely for garbage chute disposal.



If your pet: injures someone; causes damage; makes an unreasonable amount of noise; causes a nuisance; or causes another resident of the building or our staff to suffer a serious allergic reaction, and you do not deal with the problem in the way Bellwoods advises, *you may be evicted.*



Other reminders:

- You are not entitled to keep a species or breed of any animal which is inherently dangerous to the safety of other residents in the Building and which does not comply with the Residential Tenancies Act.
- To find out if you need a license for your pet and for other rules about pets, call the City of Toronto at 416-338-7387 or review the Pet Licensing section of the website.

Property damage

We recommend that all clients purchase tenant insurance to cover their belongings in case of a flood/fire etc.

At Bellwoods owned/ head lease properties, we expect you to be careful and respectful in your home. Should something get damaged, please report it to your Supervisor right away as you may be held responsible for damages. In addition, our employees provide many hours of service to you and in doing so have to handle some of your personal items, for instance a cooking utensil or a hairbrush. We expect staff to be careful and respectful in your home but sometimes things may get broken accidentally. If this happens, please report it to your Supervisor right away. If an item is important to you, do not let staff use it or caution them to be extra careful. In the case of laundry, you must provide instructions for special care items.

OUR LOCATIONS

Bellwoods staff work together in a team structure in one of four geographic communities as follows:

 West Community	 Dundas/Shaw Community	 Central Community	 East Community
PSW	PSW	PSW	PSW
Clients	Clients	Clients	Clients
Community Support Team	Community Support Team	Community Support Team	Community Support Team
Community Council	Community Council	Community Council	Community Council

Our Head Office is located at:





3 Concorde Gate Suite 200,
Toronto, Ontario, M3C 3N7



(416) 696-9663 / Fax: (416) 696-9481



admin@bellwoodscentres.org



www.bellwoodscentres.org



Supportive Housing Locations



Shaw



300 Shaw Street,
Toronto, ON.
M6J 2X2



T: (416) 530-1169
F: (416) 536-8189



Dundas



1082 Dundas Street
West, Toronto, ON.
M6J 1X1



T: (416) 534-1421
F: (416) 534-6578



Mimico Apt. Project



1 Summerhill
Road, Ste. 307,
Etobicoke, ON.
M8V 1R9



T: (416) 251-3498
F: (416) 251-7253



Walton



835 Birchmount
Road, Ste. 402,
Scarborough, ON.
M1K 5K1



T: (416) 755-5848
F: (416) 755-0427



Elm



25 Elm Street,
Ste. 404, Toronto,
ON. M5G 2G5



T: (416) 598-7720
F: (416) 598-4033



Madison



200 Madison
Avenue, Toronto,
ON. M4V 0A7



T: (416) 433-3608 or
(416) 432-8137
F: (416) 968-2999

Housing Hub Locations



Sudbury



180 Sudbury
Street, Toronto,
ON. M6J 0A8



T: (416) 537-1742



Deauville



5 Deauville Lane,
Ste. 706, Toronto,
ON. M3C 0J8



T: (416) 467-6694



BELLWOODS
INNOVATING INDEPENDENCE

CONTACT US

📍 3 Concorde Gate Suite 200, Toronto, Ontario, M3C 3N7

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