



INDEPENDENT LIVING PROGRAMS

SUPPORTIVE HOUSING
ATTENDANT OUTREACH SERVICES

JULY 2024



INFORMATION SHEETS



ABOUT US

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

The needs of Bellwoods supportive housing (SH) client population is changing. Traditionally, the program was designed to support the activities of daily living (ADL) for individuals who wanted to remain living independently in the community and required access to pre-scheduled support services, with staff available 24/7 and/or on short notice. Today, clients have increasing complex medical and psycho-social issues that in addition to PSW support, require increasing supports including clinical resources/education provided by RPN's, community integration workers and other allied health professionals.

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. Service Coordinators work with clients to accommodate their changing needs and lifestyles.

As an organization providing direct services to persons with disabilities we are committed to improving and enhancing future programming for those who to remain living in the community. Supportive Housing/Attendant Outreach Services are a real, proven alternative to inappropriate residence in hospitals or long-term care facilities.

WHAT WE BELIEVE IN

Our Vision:

We envision a future where barriers do not exist.

Our Mission:

Fostering independent living through excellence and innovation.

Our Values:

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



SUPPORTIVE HOUSING (SH)

1082 Dundas Street West

Supportive Housing (SH) is one of Bellwoods Independent Living Programs (ILP). 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.

Client Profile in Supportive Housing/Housing Hub Program



55 years

Average age
(Range 23-83 years in SH)



Slightly more males than females



10 years in SH

Average length of stay
(Longest resident = 36 years)



2.7 hours daily

Average daily service hours with a range of 0.5 hours to 8 hours daily

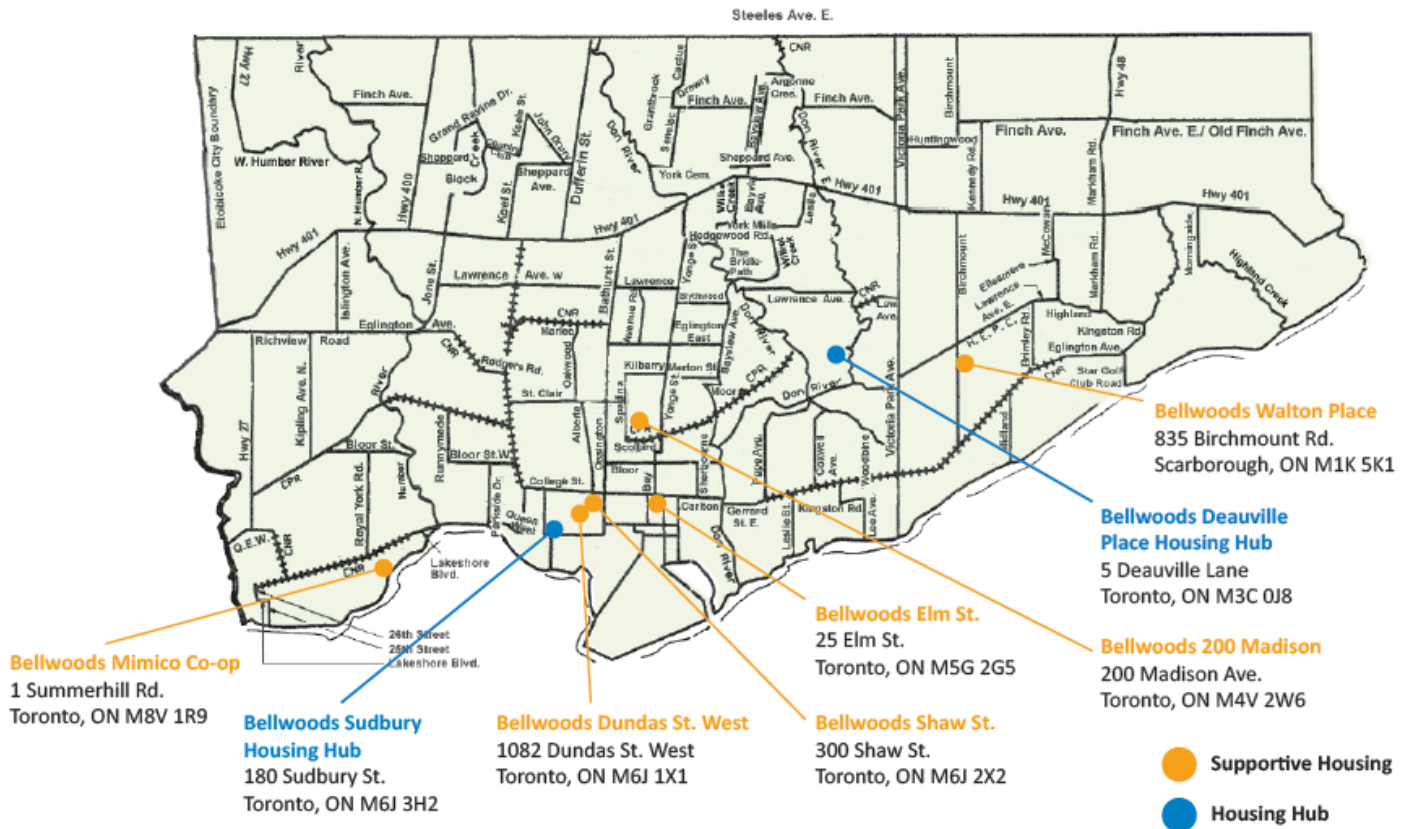


Disabling conditions include spinal cord injury, cerebral palsy, stroke, multiple sclerosis, muscular dystrophy, etc.

Services provided daily include activities of daily living (ADL) and instrumental activities of daily living (IADL) support with transfers, dressing, bathing, meal preparation, medication assistance (physical assistance to provide and medication reminders), bowel and bladder supports (this includes toileting, bowel treatments and intermittent catheterization), ventilation/breathing supports.

SUPPORTIVE HOUSING (SH)

SUPPORTIVE HOUSING & HOUSING HUB SITES



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 onsite access to support services to assist clients in carrying-out activities of daily living. Support is also provided to support life-skills training and co-ordinate access to relevant resources in the community.

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 between bookings.

Services are needs-based and arranged on a prescheduled basis. SH services are non-medical and individuals living in supportive housing must be able to be safe 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 centralized process of application and assessment allows for eligibility and needs of applicants to be prioritized and a waitlist developed in collaboration with partners.

Supportive housing clients sign a Service Agreement and complete an annual Client Service Plan that define the terms for provision of their services.

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

For more information contact us at:



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Toronto, ON. M3N 3N7



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300 Shaw Street



HOUSING HUBS (HH)

Deauville Place

Housing Hubs (HH) 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. Currently, Bellwoods has two housing hubs locations:

- *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.

Services provided to individuals living in housing hubs must be able to be safe between bookings. Services provided in HH range in length with clients generally receiving multiple short visits throughout the day depending on the type of services they require.

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

Flexibility is key to the success of the booking system that coordinates support services provided to HH 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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HOUSING HUBS (HH)

GOAL(s) OF HH

To provide access to support services to assist clients in carrying-out activities of daily living. Support is also provided to clients to support life-skills training and to co-ordinate access to relevant resources in the community.

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 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.





ATTENDANT OUTREACH (AO) SERVICES

Independent living in the Community

Attendant Outreach Services (AO) provide personal support services to individuals in their home, school or place of employment. AO services include help with personal support, light housekeeping services and independent living supports. Services are non-medical, offering of AO is usually based on the geographical location of the client. Services are pre-scheduled and not time-specific. While we do our best to have your services delivered when scheduled, there is a two-hour window. For example, a Personal Support Worker (PSW) scheduled for 9:00 a.m. may result in staff arriving between 8:00 a.m. and 10:00 a.m. Geographical clustering of clients improves effectiveness in service provision.

Client Profile of our Attendant Outreach Services Program



- Age, disability, complexity challenges.
- Clients who are complex but living at home are at risk of institutionalization without these supports.
- Partner agencies do not have the capacity or the specialized skills to support adults with disabilities.
- 30-40 PSW vacancies, most of these are in our PSW outreach program (PSWs don't want to travel downtown, parking and travel costs, lack of fulltime hours/shifts).
- Bellwoods plays an important role in keeping people out of the system and safe in the community. Without immediate action from Ontario Health/Ministry of Health, the Attendant Outreach program is at serious risk of being discontinued.

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 live as independently as possible in their own homes.

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 based on the geographic location of clients. 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. The centralized process of application and assessment, allows for eligibility and needs of clients to be prioritized and a waitlist 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.

LOCATION

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

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