

An Update on...

Developmental Services Ontario Central West Region

Sunbeam Residential Development Centre - Kitchener

INFORMATION BULLETIN: JUNE 10, 2011

A NEW WAY TO ACCESS ADULT DEVELOPMENTAL SERVICES AND SUPPORTS

Starting July 1, 2011, adults with developmental disabilities will have a new way to apply for developmental services and supports. Nine regional contact points, called Developmental Services Ontario (DSO's), will provide information to callers, confirm eligibility for services and supports, and help people apply for services that will help them meet their goals and needs.

Sunbeam Residential Development Centre will operate the DSO for Central West Region. Central West Region includes Waterloo Region, Wellington and Dufferin Counties, and Peel and Halton Regions. By calling a toll-free phone number, adults with developmental disabilities and their caregivers will be able to connect with services and supports. Reception services will be provided in both English and French.

People will be able to apply for:

- Residential Services and Supports
- Caregiver Respite
- Community Participation Supports (Services and supports to assist a person with a developmental disability with social and recreational activities, work activities, volunteer activities)
- Specialized Supports, such as Service Coordination or Clinical Services; and,
- Person-Directed Planning

If you are already on a waiting list for these services in your community, you will be contacted about transferring your information to the DSO.

WHAT WILL HAPPEN WHEN YOU CALL

When you call our agency, a receptionist will ask where you live. They will then connect you with a DSO coordinator in your community who can provide information and talk about the application process with you.

YOU... AND YOUR COMMUNITY DSO OFFICE

Developmental Services Ontario Central West Region will have five community offices. The offices will be located in Brampton, Mississauga, Milton, Guelph, and Kitchener.

A team of DSO coordinators and "assessor/service navigators" will be assigned to a community office. But we will meet with people in places that works for them – their home or another community setting. People will not have to travel to our office to complete an application for services and supports.

OUR DSO STAFF TEAM...

Our DSO staff team has been busy preparing for implementation of our new agency! Each person is completing a provincial training program on using the new application and needs assessment process for Ontario. In addition, we will be providing training and support in culturally respectful practice, person-directed planning, writing in Plain Language Format, and ways to help people become more involved in their communities. During our first year, we will be working with partner developmental service agencies to ensure that we have a good understanding of the services they offer.

KEEPING YOU INFORMED: HOW WE WILL KEEP YOU UP TO DATE

As Developmental Services Ontario Central West Region develops, there will be key information to share. This series of Information Bulletins will be sent at regular intervals. The next Bulletin will provide information on the new Ontario Application for Developmental Services and Supports, including the Supports Intensity Scale. It will be sent on Friday, June 17th.

We are currently upgrading our telecommunications and email systems. However, we have set up a temporary email address so that we can respond to any questions you might have. If you would like to receive this bulletin by email or for further information, please contact:

Developmental Services Ontario Central West Region Email: dsocwr@rogers.com (519) 741-1121, extension 2230
