

Caledon
Community
Services

2016

Respite Program Client
Handbook/Accreditation

CCS' Vision, Mission and Values Statement

Vision: "Healthy Engaged Compassionate Community for All"

Mission: "To help people help themselves by working creatively and responding to community needs"

Values:

- 1) **Leadership** – We commit to continuous improvement
- 2) **Integrity** – We act responsibly, honestly and ethically in all we do
- 3) **Responsiveness** – We anticipate and act on emerging community needs
- 4) **Inclusiveness** – We celebrate and respect the diversity of our community by promoting equitable access to services and opportunities
- 5) **Innovation** – We will not shy away from untried ideas and methods to address complex community needs
- 6) **Partnership** – We collaborate to advance shared and client interests

CLIENT RIGHTS

CCS' clients have the right to:

- Use services if you are eligible and they are available.
- Choose your goals.
- Have a copy of your plan and the right to receive help to understand it.
- Be involved in planning for yourself.
- Know how long you will receive services.
- Refuse services.
- Privacy.
- Know what information about you will be kept and where it will be kept.
- See your information.
- Know when services will end.
- Receive as much notice as possible of a changed or cancelled appointment
- Be treated with respect.
- Be safe from being hurt. This includes somebody taking your money, making fun of you, threatening you, hitting you or touching you when you don't want to be touched.
- File a complaint or appeal a decision without retaliation.

What is CCS' Respite Program?

The Respite Program is a service that provides eligible clients with access to individuals which Caledon Community Services has deemed appropriate to provide Respite Services. Respite services include personal companionship, activities, accompaniment to social and recreational events, and some light household activities such as snacks and meal preparation.

What does CCS Provide?

CCS advertises for Respite Workers and interviews potential candidates to be included on our list. To be considered for the CCS Respite Worker list individuals must provide the following:

- A clear Criminal Reference/Vulnerable persons
- 2 References – from previous work with Seniors or other vulnerable persons
- Valid First Aid and CPR Certificate

Who is Eligible for Respite Services?

The Respite Program is available to citizens of Caledon who are 55 years of age or older; or to adults with disabilities who are at least 19 years of age.

Where is Respite Services provided?

Respite Services can be provided in your home, in the community, or any public venue.

How do I get Respite Services?

Referrals are received directly from potential clients or their family members; as this brokerage program operates in a fee for service model.

Contact Caledon Community Services at 905-584-2300 ex.225 to arrange an assessment. The assessment will be conducted over the telephone and costs \$50.00.

Once it has been determined that your needs match what the Respite Workers provide, the Program Coordinator will give you a list of three names for you to contact.

If you find a suitable worker from this list you are responsible to negotiate the following with the Respite worker directly; job duties, hourly rate and service schedule. If you do not find a suitable Respite worker you may contact the Coordinator to obtain three additional names.

Service Plan

You negotiate the services you want to receive directly with the Respite Worker you select.

Cost of Service

Respite workers generally charge \$14.00 - \$16.00 per hour; however, you must negotiate the hourly rate you are willing to pay with the Respite worker you select.

Cancellation of Service

What do I do if I need to cancel my visit?

To cancel your scheduled respite visit, you must contact your Respite worker directly.

Exit Criteria

If your needs exceed the level of service that can be provided by a Respite Worker, you will no longer be included in the program.

FEEDBACK, SUGGESTIONS and COMPLAINTS

Direct Comments

You may provide direct feedback to your worker or to the Program Coordinator at any time.

Satisfaction Surveys

CCS administers client satisfaction surveys which you may be asked to participate in.

Exit Interviews

CCS administers client exit interviews which you will be asked to participate in.

How do I make a Complaint?

- Clients can forward complaints about the Respite Program to the Program Coordinator.
- All complaints regarding service delivery will be dealt with in a fair and prompt manner.
- Any complaints made by you will in no way negatively affect the quality of current or future service delivery.
- Clients wishing to make a written complaint will be given the CCS' Complaint Satisfaction form.

CCS promotes open discussion of a client's problems or concerns with his/her immediate service provider(s) as a means of conflict resolution.

Contact Information

CCS' Main Office 905-584-2300 Ex. 225