

**APPENDIX 4**



**Associate Agency & Organizations  
Service Descriptions**

<b><i>Abigail's Learning Centre Inc.</i></b> <b>for Children, Parents and Families</b> 119 Station Street Belleville, ON, K8N 2S8	<b>Telephone: 613-961-1884</b> <b>Fax: 613-961-1893</b>
<b>Email:</b>	
<b>Website:</b>	

## **Purpose**

Abigail's offers excellent programs and activities that help prepare children to do well at school and to enjoy being with their classmates.

Parents are free to choose and take part in programs and activities which will enrich their parenting skills and personal strengths; and further, develop their self confidence as unique and valued community members.

Abigail's offers practical ways and means to parents who wish to enrich the quality of family life at home.

1. Abigail's provides a warm, secure, and caring environment in which children, parents, and families can play and learn together in mutual respect and peace with one another.
2. Abigail's is open 5 days a week from 9:00am to noon.
3. Abigail's accepts children from 0 to 6 years of age.

## **Children's Program (supervised by qualified professionals):**

1. Learning through Play
2. Fine and Gross Motor Experience
3. Social Interaction
4. Verbalization Activities
5. Coordination Exercises
6. Literacy and Numeracy Skills
7. Music, Song and Dance
8. Arts and Crafts
9. Pretending, Drama and Dress-up
10. Play based Problem Solving

## **Parent Program Choices:**

1. Literacy Enhancement
2. High School Upgrading
3. Computer Literacy and Beyond

4. Time, Money, and Home Management
5. Child Nurturing and Stimulation
6. Social Life Skills
7. Anger and Frustration Management
8. Family Life Skills
9. Problem Solving
10. Community Resource Knowledge
11. Self Esteem & Self Empowerment
12. Family Wellness

### **Programs for Parents and Children:**

1. Help with becoming confident enough to take part in mainstream community life.
2. Help with identification and access to community resources which will better a family's future-life prospects.
3. Advocacy needs on request.
4. Literacy support and addition to a family's collection of learning/playing practice and materials.

<p><b>South East Community Care Access Centre</b>          Bay View Mall          470 Dundas Street East          Belleville, ON, K8N 1G1</p>	<p><b>Telephone: 613-966-3530</b>  <b>Toll Free: 1-800-668-0901</b>  <b>Fax: 613- 966-0996</b></p>
<p><b>Email:</b></p>	
<p><b>Website:</b></p>	<p><b><a href="http://www.se.ccac-ont.ca">www.se.ccac-ont.ca</a></b></p>

### **Mission Statement**

Our passion is health. Our strength is our people. Our promise is compassionate care.

### **Access to Services**

The Access Centre is the gateway to community-based health care services. One call links you to information and referral, school health services, a range of in-home health care and long-term placement services. Services are funded by the Ministry of Health and Long-Term Care, coordinated and monitored by the Access Centre and provided by a variety of agencies under contract with the Access Centre. Anyone can make a request for services.

## **Placement Coordination**

The Access Centre is the single point of access to all long-term care facilities. Applying through the Access Centre is the only way to find accommodation in Nursing Homes or Homes for the Aged.

## **Personal Health Services**

The Case Manager coordinates a range of professional services appropriate to the needs of the client. Once eligibility has been established, services are purchased from locally contracted agencies on the client's behalf. These services may include: nursing; occupational therapy; physical therapy; speech language pathology; social work; and dietetics

## **Homemaking/Personal Support**

Provision of Homemaking and Personal Support Services is based on a plan of care created by the case manager in collaboration with the client and family or caregiver. To receive homemaking, you must be in need of personal support.

## **Support Services**

In some cases, a case manager can provide access to these support services: Ontario Drug Benefits, Medical Supplies, Short Term Rental of Medical Equipment, Transportation, and Diagnostic and Laboratory Services. Information and Referral provides information and referral to community resources.

## **School Health Support Services**

School Health Support Services assist children with physical disabilities and medical problems to attend school and participate in school activities in Hastings and Prince Edward Counties. Requests for service can be initiated by a parent, educator, physician or other health professional. The Access Centre provides these professional services in the public, private or home school setting: Nursing, Case Management, Occupational Therapy, Speech Language Pathology, Physiotherapy, Dietetics.

<b>Addiction Assessment &amp; Counselling Centre</b> 218 Front Street Belleville, ON, K8N 2Z2	<b>Telephone: 613- 969-0077</b> <b>Fax: 613- 962-3211</b>
<b>Email:</b>	<b>Website:</b>

The Addiction Assessment and Counselling Centre is a multi- functional addiction treatment service offering assessment, referral and outpatient counselling (individual and group).

Services are available for gambling concerns.

Supportive consultation for significant others is available.

Cognitive/behavioural interventions are utilized, which include harm reduction and guided self-change strategies. Treatment planning is tailored to the individual.

Residential services (21-day program) are available locally for males, if indicated, following assessment and a sufficient detoxification period.

Residential services for females are available, if indicated, out of town by referral.

Referrals accepted from any source. Most services are available by telephone. Appointments are required. There is no cost and strict confidentiality is ensured.

<b>The Canadian Hearing Society (CHS)</b> 470 Dundas Street East, Unit 51 Belleville, ON	<b>Telephone: 613- 966-8995 Voice Mail</b> <b>Fax: 613- 966-8365</b> <b>TTY: 613-966-7381</b>
<b>Email:</b>	
<b>Website:</b>	

## Purpose

The Canadian Hearing Society provides services that enhance the independence of deaf, deafened and hard of hearing people, and that encourage prevention of hearing loss.

## CHS Core Programs

### 1. ONTARIO INTERPRETER SERVICES:

#### *How to Book a Sign Language Interpreter*

1. Call the Canadian Hearing Society (CHS) office nearest you, and ask for an Ontario Interpreter Services staff person.
2. Give the OIS staff person the following information:
  - Name and telephone number of the consumers.
  - Date, time and location of appointment
  - Name and phone number of contact person for the interpreter.
  - The purpose of the appointment.
  - The number of people who will be present.
  - Special circumstances such as video recording, media coverage, etc.
3. Call 2 – 4 weeks before your appointment. OIS needs as much notice as possible to book a sign language interpreter for you.
4. Contact your local CHS office for information on emergency requests.
5. Any assignment that is longer than two hours, or is complex, requires two sign language interpreters.

### 2. GENERAL SOCIAL SERVICES (GSS) PROGRAM

- **Special Assistance** to help consumers overcome language and cultural barriers in everyday living situations.
- **Short-Term Intervention** to assist consumers to deal with an immediate, urgent situation by providing brief intervention.
- **Case Management** to help consumers who need coordinated long-term support in the community.
- **Supportive Counselling** to help individuals and their families find solutions to problems of everyday living.
- **Restoration** to enable independent functioning by providing coping strategies, information on technical devices and emotional support.
- **Referral Service** to assist consumers to obtain help from other community services.
- **Consumer Advocacy** to promote and support community services to be accessible to deaf, deafened or hard of hearing consumers.

### 3. HEARING CARE COUNSELLING PROGRAM

- Hard of hearing seniors (over 55) who are having difficulty hearing their family, caregivers and friends, the television or telephone, etc.
- Younger adults with other disabilities as well as hearing loss, requiring home-based services.
- Conduct **home visits**.
- Provide **education**.
- Demonstrate and recommend **communication devices**.

### 4. CHS OPTIONAL PROGRAMS

#### 1. Assistive Devices:

- Hearing Aid Program.
- Technical Devices.

#### 2. Health Care:

- Audiology.
- Speech-Language Pathology.
- Hearing Help Classes.

#### 3. Counselling:

- CONNECT Counselling Services.

#### 4. Access and Support Services:

- Educational Support Services.

#### 5. Education:

- Literacy and Basic Skills.
- Sign Language Services.

**CHILDREN'S MENTAL HEALTH SERVICES**  
**Serving Children & Families in Hastings & Prince Edward Counties**

<b>Belleville Administration Office</b> 161 Bridge St. West P.O. Box 25053 Belleville, ON, K8N 3E1	<b>Telephone:</b> 613- 966-3100 <b>Fax:</b> 613 966-2744
<b>Trenton Office</b> 84 Division St., Trenton, ON, K8V 4W5	<b>Telephone:</b> (613) 392-4331 <b>Fax:</b> (613) 392-2283
<b>Picton Office</b> 124 Main St., P.O. Box2329 Picton, ON, K0K 2T0	<b>Telephone:</b> 613- 476-8252 <b>Fax:</b> 613- 476-2287
<b>Madoc Office</b> 108 Russell St. Madoc, ON K0K 2K0	<b>Telephone:</b> 613-473-1685 <b>Fax:</b> 613-473-9950
<b>Bancroft Office</b> 8 Hastings St. N. Box 88 Bancroft, ON K0L 1C0	<b>Telephone:</b> 613-332-3807 <b>Fax:</b> 613-332-9976

### **Mission Statement**

1. To intervene in the least intrusive way with community-based mental health services.
2. To ensure the provision of a full range of children's mental health services, including specialized and residential treatment.
3. To develop and maintain high quality service programs that are accessible, reliable, available and cost effective.
4. To ensure meaningful consumer and community participation in the development and delivery of services, as well as evaluate the effectiveness of services.
5. To build on and strengthen the services currently available.
6. To develop close partnerships with other agencies linked in serving children and their families.
7. To mobilize volunteers and other resources to strengthen the delivery of services.

Each CMHS office is staffed by a team of professionals who are responsible for providing a wide range of therapeutic services to children and families. The service principles of the organization reflect a philosophy of service that is:

- Flexible.
- Community- based.
- Client focused.
- Responsive to needs.
- Available in all geographic regions.

### **How to Make a Referral**

Call your local office between the hours of 8:30 a.m. - 4:30 p.m. Monday to Friday and the referral information will be taken. An intake worker will then contact the client/family within a few days to complete an intake assessment (usually done by phone at an agreed upon time).

If you are making a referral on behalf of a child or family you are responsible for obtaining their informed consent. Consumers must be voluntary to participate in an intake interview and therapy. Children over 12 may refer themselves or must consent to referral made on their behalf.

After a referral has been accepted an assessment is initiated to determine what therapeutic assistance would be most appropriate.

Following an assessment a family/child may receive therapy in one of the community-based programs.

### **Community Services**

Include the following services provided by the locally based service teams:

- Assessment Interviews
- Individual & Family and Group Therapy
- Treatment & Prevention Groups
- Crisis Counselling
- Case Consultation Services
- Case Management & Referral
- Intensive In-Home (Family Preservation)
- Community Development & Education

## Early Years Program

Is a range of assessment, counselling strategies, intensive in-home parent training, and support group initiatives specifically to assist parents of children under the age of seven. Some Early Years Services are delivered in partnership with other locally based service providers.

## Intensive In-Home

Is an intensive in-home parent training program where a Child and Youth Worker attends the client's home during regularly scheduled identified high stress times during a six to eight week time frame to teach the family appropriate behaviour management and coping skills.

## Psychiatric & Psychological Services

**Consultation / Assessment / Treatment.** These services are available when deemed appropriate for the client.

## Residential Services

The Residential Treatment Facility, **Honeywell House**, is a highly structured staff model treatment program. This program is for young people between the ages of 8 to 15 who are experiencing emotional and/or behavioural difficulties at home, school and in the community.

The goal of this program is to reintegrate the young person into their home and school following an average stay of 14-90 days.

**The Hastings County Board of Education provides an on-site classroom, staffed by a full-time teacher and Child and Youth Worker, to meet the educational needs of the young people involved in the residential program.**

**Therapeutic Foster Homes** provide a parent model staff-supported treatment option for children under the age of 12. Beds are available in South Hastings and Prince Edward County.

## Complaints Procedure

If you have a concern regarding the services you are receiving, there are steps you may take to address this concern. Initially, please bring it to the attention of the person with whom you are working. If you are not satisfied, you may ask to speak with their

Supervisor. If your concern still remains, you may then contact the Executive Director, either in person with an appointment or in a letter addressed to the Executive Director, Children's Mental Health Services, 161 Bridge St. West, Belleville, Ontario, K8P 5E0 (613) 966-3100.

If you wish to speak with someone outside of Children's Mental Health Services, you may address your concern to the Ministry of Community and Social Services, Kingston Regional Office, 11 Beechgrove Lane, Kingston, Ontario, K7M 9A6 (1-800-646-3209). Also, you may contact the Office of Child and Family Service Advocacy, 2nd Floor, 2195 Yonge Street, Toronto, Ontario M7A 1G2 (1-800-263-2841).

## COMMUNITY ADVOCACY AND LEGAL CENTRE

<b>Belleville Office</b> 158 George Street Belleville, ON	<b>Telephone:</b> 613-966-8686 <b>Toll Free:</b> 877-966-8686 <b>TTY:</b> 613-966-8714 <b>TTY Toll Free:</b> 877-966-8714 <b>Fax:</b> 613-966-6251
<b>Hours of Operation:</b>	<b>Monday to Friday 9:00 a.m. to 5:00 p.m.</b>
<b>Bancroft Office</b> Bancroft Professional Centre 16 Billa Street, Suite 206 Bancroft, ON	<b>Telephone:</b> 613-332-2715 <b>Toll Free:</b> 877-966-8686
<b>Hours of Operation:</b>	<b>Monday only 9:00 a.m. to 4:00 p.m.</b> <b>Appointment necessary</b>
<b>Madoc Office</b> 68 Durham Street South Madoc, ON	<b>Telephone:</b> 613-473-4839
<b>Hours of Operation:</b>	<b>Fridays only 9:00 a.m. to 4:00 p.m.</b>
<b>Picton Office</b> 74A King Street Picton, ON K0K 2T0	<b>Telephone:</b> 613-476-6941
<b>Hours of Operation:</b>	<b>Tuesdays only 9:00 a.m. to 4:00 p.m.</b>
<b>Website:</b>	calcgen3@lao.on.ca

### Mission Statement

The Community Advocacy and Legal Centre provides access to justice through quality legal services, advocacy and information for people living on a low income or in poverty.

The Community Legal Clinic is a non-profit community service.

Staff provide FREE legal information, advice, assistance and representation to people living on a low income in Hastings and Prince Edward Counties.

The legal clinic is funded by Legal Aid Ontario. A community – based Board of Directors is responsible for the clinic’s operation.

Information and advice in our areas of practice are freely given. Legal representation may be given to those that meet our financial eligibility and case selection criteria.

The following services are provided:

- Legal information and advice
- Tenant Duty Counsel

- Representation before courts and tribunals
- Legal education session & materials
- Community capacity building services
- Law reform activities
- Referrals to appropriate services and to other sources of legal help

## Legal Services

Information, advice and assistance may be given to any resident within Hastings and Prince Edward Counties in the following areas:

- Tenant Rights
- Social assistance (Ontario Works & Ontario Disability Support Plan)
- Canada Pension Plan - disability
- Workplace Safety and Insurance Board
- Human Rights
- Employment Law
- Criminal Injuries Compensation
- Special Education Issues
- Consumer Law

**NOTE: WE DO NOT DO REAL ESTATE, FAMILY OR CRIMINAL LAW. WE DO NOT ISSUE LEGAL AID CERTIFICATES.**

## Complaints Procedure

Complaints shall be addressed to the Executive Director in writing by the complainant, unless the complainant is a current or past client who is unhappy with the services received. In this case, the client will be asked to call the Executive Director directly to make the complaint.

Within five working days of receiving a letter of complaint, or a telephone message with a complaint, the Executive Director will call the complainant to investigate. If the complainant is not satisfied with the investigation, the complainant will be advised of their right to complain to the Executive committee or Legal Aid Ontario.

If the complainant chooses to go the Executive Committee, a meeting with the Committee will be set within 10 working days.

The Executive Committee shall, upon completion of its investigation, prepare a written decision with reasons. A copy of the decision shall be provided to the complainant and the Executive Director, and will be reported to the Board of Directors.

The complainant will be advised of the right to complain to Legal Aid Ontario. If the complainant is not satisfied with the decision of the Executive Committee.

Upon receipt of a request by a complainant or Legal Aid Ontario the Board of Directors will forward a copy of the decision of Legal Aid Ontario. Clinic confidentiality guidelines will be observed at all times.

If you have other legal problems you may wish to contact:

- **Legal Aid at: (613) 962-9634**
- **The Lawyer Referral Service at: 1-900-565-4577 (a \$6.00 fee will be charged to your phone bill)**

### ***Community Visions & Networking***

Location:	265 Charles St., Belleville, ON, K8N 3B4
Telephone:	(613) 966-8484
TTY:	(613) 966-8547
Fax:	(613) 966-0724

**Hours of Operation: Monday to Friday 8:30 – 4:30**  
**Support hours are scheduled, as required, 24 hrs a day,**  
**7 days per week**

### **Mandate**

Community Visions & Networking is mandated to support people who are challenged, deaf, hard of hearing, or have a communication difficulty, and who need and seek assistance to enhance their opportunities to live interdependently and to access their community.

### **Principles of Service**

- Every person has dreams and hopes and that opportunity to realize them affects how they perceive themselves and how others perceive them.
- People have control over their own lives and choices and that everyone needs to have information, knowledge, experiences and opportunities to make informed decisions.
- How people choose to involve themselves in their community affects their quality of life.
- People learn through life's many challenges and risks which promote enthusiasm, personal growth and help to determine future direction.
- Given the opportunity, everyone can have diverse relationships with family, friends, and community members that encourage mutual participation and can lead to a fulfilled life.
- In work experiences, living conditions and opportunities for health and fulfillment that contribute to social and self respect.
- People require a place to live of their choosing, where they can exercise ownership, reflect their personality through their possessions and choices and decide with whom they share this space.

**Community Visions and Networking supports individuals who are disabled, deaf, and hard of hearing or have communication difficulty.**

Support services are holistic in nature providing flexibility, which ensures services reflect the direction given by the individuals supported.

Supports include employment, medical, social, recreational, financial, educational, interpreting, in home supports and community networking.

Application and needs assessment forms are required.

Self referrals are accepted.

Waiting times for service vary.

### **Complaints Procedure**

People supported by Community Visions & Networking are encouraged to discuss any issues they may have with an employee with management. If requested, changes to support staff will occur. An external review committee may be available in the future.

### ***Counselling Services of Belleville and District***

Location:	12 Moira Street East, Belleville, ON, K8P 2R9
Telephone:	(613) 966-7413
Fax:	(613) 966-2357
TTY:	(613) 966-5338
Email:	csbd@csbd.on.ca
Website:	www.csbd.on.ca

**Hours of operation: Monday to Friday 8:30 – 4:30**

### **Mandate**

A non-profit charitable organization. Through our services we provide assessment, counselling, advocacy and support.

Many of our clients have been victims of partner abuse and/or sexual violence. When that is the case, we provide information, make referrals to support the client's access to services related specifically to the abuse. If the client is experiencing a barrier hampering their ability to access such services we provide additional support to facilitate a referral.

Within our counselling and support services we incorporate an awareness of issues of violence into our practice. We routinely ask about violence, and where violence is occurring, or has occurred, then issues of safety become the initial issue to be addressed. We facilitate referrals to specialized services as appropriate.

For each of our programs, with the exception of the Supervised Access Service, our hours of operation are Monday through Friday 8:30 to 4:30. We do not provide after hours or emergency services. Our Supervised Access Service offers flexible hours of service, but does not provide crisis or emergency response.

**There are nine distinct programs as follows:**

#### **1. Adult Protective Services**

Adult Protective Services is a program committed to providing support and service coordination to adults who have a developmental disability. The program's philosophy is based upon the belief that quality of life is protected and enhanced when one is valued and respected and has opportunities to develop positive relationships within a community.

that is inclusive of all its members.

Areas of assistance may include:

- supporting individuals to speak on their own behalf;
- promoting and negotiating the individual's access to services and supports as directed by the individual;
- short and long-term planning to address current and anticipated needs;
- supportive counseling.

Adult Protective Services is a voluntary service and provides support dependent upon the consent and wishes of the individual.

Services are offered in the counties of Hastings and Prince Edward.

The Adult Protective Services Program is funded by the Ministry of Community and Social Services and the Ministry of Children and Youth Services.

## **2. Autism Intervention Program**

The Autism Intervention Program is an intensive behaviour intervention program for children with autism and is offered in partnership with Pathways for Children and Youth, South East Regional Autism Program. The program offers: assessments, referrals to other agencies, Individual Service Plans, Case Management, Intensive Behaviour Intervention, planning for transitions to child care centres and/or school and linkages with other agencies.

The program provides teaching in social, play, thinking, language and self-help skills for children with autism. The program uses applied behavioural analysis and verbal behaviour techniques.

Depending on the child's service plan, the therapist will typically work with a child for 15 to 25 hours per week

Services are offered in Hastings and Prince Edward counties.

The program is funded by the Ministry of Community and Social Services and the Ministry of Children and Youth Services.

## **3. Behavioural Consulting Services**

Behavioural Consulting Services is a community support program for individuals over the age of two years who have a diagnosed developmental disability. Pre-school aged children who are at risk of developmental delay may be eligible for service. Such referrals are considered on a case by case basis.

The Behavioural Consultant works with those who provide care to an individual who has a developmental disability to develop strategies that encourage skill acquisition or behaviour change. All strategies are designed to build upon existing strengths and promote full participation in family and community life.

Behavioural Consulting Services offers consultation and training to community service providers and agencies regarding the development of behavioural support strategies.

Referrals are accepted from parents, agencies, physicians, schools, etc. with the consent of the individual/family being referred.

Services are offered in the counties of Hastings, Prince Edward and Lennox & Addington.

The Behavioural Consulting Services Program is funded by the Ministry of Community and Social Services and the Ministry of Children & Youth Services.

#### **4. Family Court Clinic**

The Family Court Clinic provides independent assessment of children and families involved in child welfare and young offender matters.

The purpose of the assessment is to provide information and opinion to the referring judge, which contributes to awareness and knowledge of the psychological and social issues related to the child and family appearing before the court. Throughout the assessment process the focus is on identifying relevant needs and developing recommendations that promote the least restrictive alternative, as well as the best interests of the child/family. Recommendations often include referral to appropriate community resources and clinical services

#### **5. Family Resource and Support**

Family Resource and Support Family Resource & Support is a child and family centered community service. It is designed to assist families who have a child(ren) from birth to 17 years, living at home, who has a diagnosed developmental disability. Pre-school age children who are at risk of developmental delay may be eligible for service. Such referrals are considered on a case by case basis.

Areas of assistance may include:

- assessment of the child and family's resource, service strengths and needs
- short and long-term planning to address current and anticipated needs
- sharing resource information specific to the child and family's needs
- supporting the family to promote and negotiate their child's access to services and community supports that will enhance developmental progress and quality of life
- service co-ordination to work toward identified goals.

Services are offered in the counties of Hastings and Prince Edward.

## **6. Home Personnel Resource Program**

The Home Personnel Resource Program provides service to children and adults who are eligible for funding support such as Assistance for Children with Severe Disabilities and Special Services at Home through the Ministry of Community and Social Services and the Ministry of Children and Youth Services.

The Home Personnel Resource Program offers the following:

- help to apply for funding such as: Assistance for Children with Severe Disabilities (ACSD), Special Services at Home (SSAH) and ASD Respite;
- assistance to navigate the respiteservices.com website to access the data bank of qualified caregivers that have completed an initial screening process and may be hired by a family to provide respite care and/or individual support;
- information for families and caregivers regarding hiring and employment issues;
- service co-ordination, including recruitment, hiring and supervision of support staff, for adults who receive annualized individualized funds to hire personal staff to assist them to live independently;
- information about community resource options for families and individuals.

Referrals are accepted from a variety of sources with the expressed permission of the client and/or family. The H.P.R.P. is provided to individuals residing in the counties of Hastings, Prince Edward and Lennox & Addington.

The Home Personnel Resource Program is funded by the Ministry of Community and Social Services and the Ministry of Children & Youth Services.

## **7. Individual, Marital and Family Counselling**

Counselling is provided to individuals, couples and families who are experiencing personal or relationship problems. The service strives to provide prompt, affordable therapy in a caring, effective manner. The focus for counselling may be on the individual, couple or family.

Counselling is provided on a fee for service basis. However, Counselling Services of Belleville and District strives to ensure that no one is denied access due to financial limitations. Individuals may apply for subsidy dollars which are geared toward income and ability to pay.

Referrals are accepted by telephone or in person, from individuals, professionals and agencies with the consent of the individual being referred. Confidentiality is assured.

Services are offered to those residing in the Quinte area.

The Individual, Marital and Family Counselling Program receives funding support from the United Way of Quinte and the County of Hastings.

## **8. Infant and Child Development Program**

Infant and Child Development is a family-centred program designed to assist infants and children from birth to 5 years of age who have an established biological or psychosocial risk of developmental delay, to attain an optimal level of development.

Babies start learning about their world at birth by looking, hearing, tasting, touching, smelling and moving. This learning generally follows a predictable path and new abilities are acquired in about the same order for most children. For those infants whose developmental progress may be at risk, program staff provide parents with the information they need to help their child learn to his or her potential. During regular home visits, play-based activities that will promote physical, intellectual and social/emotional learning are recommended.

Referrals are accepted from families, service agencies, physicians, etc. with the consent of the parent or guardian. Infant and Child Development services is available to families and children residing in Hastings and Prince Edward Counties.

The Infant and Child Development Program is funded by the Ministry of Community and Social Services and the Ministry of Children & Youth Services.

## **9. Supervised Access Services**

Supervised Access Services provides a supportive environment to assist individuals involved in custody and access disputes, to visit with their children. Children and their non-custodial parent or other family members can utilize a safe, neutral and child-focused setting where visits and exchanges can take place under the supervision of trained staff and volunteers.

Visit sites are located in Belleville, Picton and Bancroft. Any individual or family member wishing assistance is encouraged to call. Voluntary referrals are only appropriate when the parties consent to the service. Referrals are also received from the Courts, lawyers representing the parents or the children's lawyers. All referrals are accepted on a first come first served basis. If space is not available, families are placed on a waiting list. All visits and exchanges and initial interviews are prearranged by the service.

There is a nominal fee per supervised visit and/or full exchange service. For a fee, we can provide the court or lawyers with reports of factual observations about the participant's use of the service.

Services are offered in the counties of Hastings and Prince Edward.

### **Complaint Procedure**

- Any client or collateral person who expresses a complaint about the service they have received, will be provided with a copy of the Complaint Policy
- In the event that a client/collateral requires assistance to put their complaint in writing, the agency will assist in finding a neutral third party.
- The relevant staff member will discuss the issue with the individual, review the complaint procedure, document the conversation and advise the program manager accordingly.
- The client/collateral may wish to submit a written summary of the situation and or speak with the clinical services manager or the program manager.
- Upon receipt of the information the matter of concern will be reviewed with all respective persons
- A written report of this review will be prepared and shared with the client/collateral, the respective staff member and the Executive Director within five working days.
- If the client/collateral is not satisfied with the decision reached, & upon written notification to the Executive Director, the matter will be reviewed by the Executive Committee of the Board of Directors. The client and all relevant parties will be informed in writing of the findings of the Board of Directors within five working days.
- Having completed the review process, should the client/collateral wish to pursue the matter further they may refer the matter to the respective Ministry.

<b><i>Crisis Intervention Centre</i></b>	
Location:	Cavel Building Floor #6 245 Dundas Street East, Belleville, ON, K8N 5K5
Telephone:	(613) 921-5510 (613) 969-7400 ext. 2753
Crisis Line:	(613) 310-open (6736)
Toll Free:	(888) 757-7766
Fax:	(613) 969-8448

**Hours of Operation: Crisis Line is available 24 hours per day 7 days per week.**

## **Introduction**

Crisis Intervention Hastings/Prince Edward provides a range of mental health service, including immediate response, assessment, referral and short term counselling support. Services can be accessed through our crisis line; we offer walk in and QHC hospital emergency room response, as well as outreach clinics in Bancroft, Picton, Trenton and Madoc. Mobile response in urgent situations, to safe and secure sites, can be arranged. Appointments are available any day, including holidays, between 7:30 and 23:30. Adults, 16 years or older experiencing a mental health crisis resulting from psychiatric, emotional, psychosocial or situational factors, can call. Services are confidential and at no cost.

## **Referrals**

- The Crisis Team is available to any adult (16 years and older), couples or families experiencing a psychiatric, emotional, psychosocial or situational crisis requiring an immediate, short-term intervention.
- Persons may call directly and do not require a doctor's referral.
- The Crisis Intervention Centre can be accessed through a family doctor, health or social service agency, the Quinte Healthcare Belleville General or by simply calling (613) 969-5511 and asking for the Crisis Centre.

The Centre has a multi-disciplinary team:

- Social workers

- Nurses
- A Psychometrist
- A Consulting Psychiatrist (ready to respond to crisis calls and offer emergency mental health intervention in the form of assessments, referrals, short term crisis resolution or simply information).

**The staff are knowledgeable about the range of community resources available and are able to make referrals or provide information as needed.**

### **Community Linkages**

A representative from the Crisis Team is available to provide consultative and educational services to any agency or organization who may come into contact with people in crisis.

***For more information, contact the Crisis Intervention Centre at:  
(613) 969-5511, ext. 2753.***

***Family Space***

Location:	301 McDonald Ave, Belleville, ON, K8N 3Z3
Telephone:	(613) 966-9427
Toll Free:	(800) 952-2279

**Mission Statement**

To provide a variety of quality services and supports to enhance the well-being, development and education of all children, in partnership with caregivers, parents and community.

**Programs & Services Offered**

- Early Learning Programs: Free drop in playrooms for parents, caregivers and their children birth to six years.
- Community Outreach: Early Learning Programs (playgroups).
- Parent Courses, Information & Discussion Groups: Offers parent courses and discussion groups at the centre and at locations where the program has been requested.
- Newsletters: Seasonal newsletters are published and distributed to participants of the Early Years Centre as well as child care agencies in the area. Newsletters contain information regarding upcoming events, creative play activities and tips relating to quality childcare.
- Pre-Post Natal Services: Increased partnerships with health professionals.
- Workshops & Conferences: Offers workshops and conferences with a focus on issues relating to children, families and child care providers.
- Mobile Resource Library: Lending van delivering resources, parenting books, and toys in the community.
- Resource Lending: Participants may borrow a variety of toys, learning tools, parenting books, children's books CD's, computer software and cassette tapes.

- **Licensed Home Child Care Program:** Offers families a safe, stimulating home environment with flexible hours including weekend and evening care for children aged six weeks to twelve years. Family Space approves caregivers after meeting Fire, Health, Safety and Criminal References.
- Caregivers are located in the Belleville and Trenton areas and subsidy is available to eligible families. An Early Childhood Educator regularly monitors the home and provides ongoing support to the caregiver and families.
- **Resource Consultant Program:** Offers support and services to families of children with special needs. This program provides information that will assist in choosing a child care program and other community services while answering questions about child development. It also provides information, support, consultation or hands on assistance to child care programs to facilitate the participation of children with special needs.

## **Satellite Offices**

### **Prince Edward Childcare Services**

Tel: (613) 476-8142

Fax: (613) 476-4052

E-mail: khpeccs@kos.net

Website: [www.pechildcareservices.com](http://www.pechildcareservices.com)

### **Trenton Military Family Resource Centre**

Tel: (613) 392-2811

Fax: (613) 965-7371

E-mail: [Trentonmfrc@8wing.dnd.ca](mailto:Trentonmfrc@8wing.dnd.ca)

Website: [www.8wing.trenton.dnd.ca/mfrc/](http://www.8wing.trenton.dnd.ca/mfrc/)

## **Linkages**

Family Space & Early Years has training partnerships with many community organizations.

## **Referrals**

Self-referrals.

Some referrals may come through CAS. If abuse suspected, procedure as per mandated reporting outlined in CFSA. Workers trained to deal with disclosure and have a general understanding of the impact of family violence. Workers receive training from Mental Health and Children's Aid Society. Provide support, information and referral information as requested by families.



## **Mission Statement**

Our mission is to enable the people of Hastings and Prince Edward Counties to achieve and maintain optimal health through health protection and promotion, as well as disease and injury prevention

The Health Unit works to prevent conditions that may put people's health at risk. We work with individuals and families to build skills and develop healthy environments in the home, at school, in the workplace and in the community.

The Health Unit provides numerous programs and services. For a complete listing of Health Unit services and programs, refer to our website at [www.hpechu.on.ca](http://www.hpechu.on.ca).

The following is a list of some programs and services that may assist individuals and families affected by domestic, family or sexual violence:

### **CHILD AND REPRODUCTIVE HEALTH**

- Prenatal classes
- Healthy Babies Healthy Children (HBHC) Program
- Baby Clinic
- Baby Tot Line – phone information and help line
- Parenting education
- Prenatal and Child Development Program including abuse in pregnancy

### **INJURY PREVENTION AND FAMILY ABUSE PREVENTION**

- Routine Universal Comprehensive Screening (RUCS), In some programs where services are provided to individuals women are screened for abuse e.g. HBHC, Sexual Health Clinics, Baby Clinics, Baby Tot Line, Dental clinics, Prenatal classes
- Information and resources about the effects on children who witness violence

### **SEXUAL HEALTH AND SEXUALLY TRANSMITTED DISEASE INCLUDING HIV/AIDS**

- Information, counseling, referral and some clinical services provided. Services include: access to reduced cost contraceptives, provision of emergency contraception (ECP), HIV testing, testing for sexually transmitted infections (STI), assistance to access prescription medications to treat an STI, free pregnancy testing, pregnancy option counseling, free condoms, Pap testing for women with barriers to accessing this screening test. **ALL SERVICES ARE CONFIDENTIAL**
- Information for parents about talking to their children about healthy sexuality
- Education on a variety of sexual health topics including healthy relationships.

## MENTAL HEALTH SERVICES (MHS)

<b>Belleville Office</b> 314 Pinnacle Street, 2 <sup>nd</sup> Floor Belleville, ON K8N 3B4	<b>Telephone:</b> 613-967-4734 <b>Fax:</b> 613-968-4312
<b>Trenton Office</b> 74 Dundas Street W Trenton, ON K8V 4T9	<b>Telephone:</b> 613-394-1655
<b>Picton Office</b> 43 Main Street Picton, ON K0K 2T0	<b>Telephone:</b> 613-476-2990
<b>Tweed Office</b> 41 McClellan St. Tweed, ON K0K 3J0	<b>Telephone:</b> 613-478-99983
<b>Bancroft Office</b> 8 Hastings St. North Bancroft, ON K0L 1C0	<b>Telephone:</b> 613-332-0511
<b>Email:</b> jevans@mentalhealthservices.ca	<b>Website:</b> www.mentalhealthservices.ca

### **Hours of Operation: Monday to Friday 8:30 to 4:30**

On call staff is available to residents of agency owned and operated group homes only.

### **Introduction**

As a community-based mental health agency, we help people over the age of 16 who have a mental illness or mental health concerns. Because we are funded by the Ministry of Health and Long-Term Care, our services are free.

We work with people who have Schizophrenia, Depression, Bipolar Disorder, Personality Disorder, Severe Anxiety, Dementia, Alzheimer's disease, or Post Traumatic Stress Disorder.

Our staff travel throughout Hastings and Prince Edward Counties to work with people in their homes or in the community.

Our services include Case Management, Counselling, Court Diversion, Hospital Liaison, Housing, Social and Recreational programs, Support Groups, Client Advocacy, and Family Support and Education.

## **Mental Health Counselling**

- individualized assessment, treatment and intervention
- client directed goal planning
- client advocacy
- service co-ordination
- linkage to services and resources
- family support and education

## **Hospital Liaison Mental Health Counselling**

- referrals to this program are received from hospitals only, for individuals who wish to return to Hastings and Prince Edward Counties
- mental health counselling services are provided immediately upon discharge from hospital to assist in the transition from hospital to community living
- after liaison, client is referred to regular mental health counselling

## **Housing**

- permanent supportive co-operative living (group home)
- permanent supportive independent living
- housing resources
- homelessness prevention and intervention
- linkage to services and resources
- advocacy

## **Groups**

- consumers support group
- recreational group
- family member support group

## **Psycho-Social Rehabilitation**

- medication monitoring
- budgeting
- interpersonal skills
- activities of daily living
- social/recreational opportunities

## **Mental Health Court Diversion**

- voluntary treatment alternative to criminal conviction in relation to minor offences
- consultation and support with criminal court matters
- access to all MHS programs

## **Family Support Network**

Mental Health Services-Hastings and Prince Edward Corporation sponsors the Family Support Network. This group of volunteers has the goal of developing and maintaining a district-wide support program for families who are affected by mental illness. The Family Support Network supplies information about mental illness and local services and supports. It also provides opportunities for families with concerns to gather for mutual support.

## **Services for Victims of Partner Abuse and/or Sexual Assault**

MHS is not mandated to provide supports and services to victims of partner abuse and their children or victims of sexual assault. As a practice, if a client of MHS is a victim of sexual assault and/or partner abuse and/or their children are, we will provide support to the individual/family to access specialized services in this area an/or exercise our duty to report. It is not unusual to provide mental health support and services to an individual who is actively involved in counselling with the Sexual Assault Centre.

We provide counselling to clients who are experiencing symptoms related to PTSD and trauma.

## **Complaint procedure**

Clients are encouraged to discuss any issues with their MHC, if unsatisfied with or there is no resolution, they may either speak to or write a letter to their MHS immediate supervisor, if unsatisfied or no resolution, they may speak to or write a letter to Executive Director, if unsatisfied or not resolution, client may write a letter to Chairperson of the Board of Directors.

***Pathways to Independence (PTI)***

Location:	289 Pinnacle Street Belleville, ON, K8N 3B3
Telephone:	(613) 962-2541
Fax:	(613) 962-6357
Website:	<a href="http://www.pathwaysind.com">www.pathwaysind.com</a>
E-mail:	<a href="mailto:info@pathwaysind.com">info@pathwaysind.com</a>

Pathways to Independence supports people with developmental challenges, Acquired Brain Injury and those who may be dually-diagnosed with residential options, day and vocation programs and services.

**Mission Statement**

**To facilitate a way of life that enables individuals with challenges to realize their potential and achieve self- empowerment.**

**Vision**

That all people enjoy a high quality of life as an accepted member of their chosen community.

**Philosophy & Guiding Principles**

- Each person is recognized as a valued and whole individual
- Each person is capable of growth, change and the life-long pursuit of learning
- Each person is unique in all attributes, interest, capacities, motivation, learning styles and personality.
- Each person has the right to make decisions that will affect the quality of their lives and permit them to pursue their own destinies.
- Community resources and services must be fully accessible
- The rights of all people must be defended against discrimination
- Each person has the right to a life-enhancing and safe environment.

*Pathways offers the following programs & services:*

### **24-Hour Supported Homes**

Staffed seven days a week, 24 hours a day, our supported residences provide a caring environment to small groups of people making and sharing a home. Located in both rural and urban environments across south eastern Ontario, Pathways residences are customized to meet the physical and social needs of the residents.

### **Supported Independent Living**

For those individuals who prefer and are able to live on their own, Pathways to Independence provides high quality apartments. Professional staff provide support to people based on their individual needs.

### **Family Homes**

Following a rigorous approval and matching process that includes assessing shared interest, compatibility, location and access to services, a supported person lives with a family and shares in their lives. Supported by their natural family and professions from Pathways to independence, the Family Home program provides a stable living option to people.

### **Respite Care**

Pathways to Independence provides temporary accommodation at a 24-hour supported home or a family home in an emergency or as a break from other living arrangements.

**Belleville & Picton Community Connections** - offers social interaction, learning opportunities and community experiences.

**Bronson Centre Community Connections** - located in central Ottawa, the centre offers social interaction, learning opportunities and community experiences.

**Club ABI** a drop in centre that offers opportunities to people with Acquired Brain Injury to acquire new skills, build social networks and have fun.

**Pathways Car Wash** - offers vocational training and employment opportunities to the people we support by providing interior and exterior car cleaning services to the community.

**Pathways Bakery** - offers vocational training and employment opportunities to the people we support by providing delicious baked goods to the community.

**Snoezelen Room** - offers gentle sensory stimulation in an atmosphere of self-

control, autonomous discovery and exploration.

**Employment Opportunities** - provides employment preparation to individuals for competitive employment or volunteer opportunities in our communities.

In addition to these innovative programs and services, Pathways to Independence works with many partners, such as Habitat for Humanity, to provide other services and programs to the people we support. These partnerships promote a strong social network in the communities in which we live, work, play and learn.

### ***Prevention of Elder Abuse Network (PEAN)***

Chair of PEAN Laurie French	Phone: 613-962-3530
South East Community Care Access Centre	Toll Free: 1-800-668-0901
200-1471 John Counter Blvd.	Fax: 613-966-0996
Kingston, ON K7M 8S8	

Is a Network of members from organizations and individuals committed to the issues of elder abuse. The Network believes that the elimination of abuse of seniors will required the development of effective integrated response to abuse that respects the rights of seniors.

#### **Mission Statement**

PEAN will:

1. Work to prevent elder abuse by increasing awareness and understanding of elder abuse issues, seniors rights, requirements for safe and secure aging, and relevant services in Hastings and Prince Edward Counties.
2. Promote and maintain a collaborative, coordinated response to disclosures and allegations, identification and response to elder abuse in Hastings & Prince Edward Counties.

#### **Vision Statement**

We envision a community that is a safe, secure, respectful and supportive for seniors to live and enjoy independence free from abuse.

#### **Values Statement**

1. We value the commitment and contribution of network members that includes strong representation from the seniors community and service providers to work cooperatively in fulfilling the networks mission.
2. We value the right of all seniors to be his/her own decision-maker if mentally competent.
3. We value the right of seniors to have access to safe shelter, access to their own funds, emotional and personal support, and control over their own lives.

PEAN works in conjunction with the Ontario Network for the Prevention of Elder Abuse (OPEA). For further information see: [www.onpea.org](http://www.onpea.org)

***Quinte United Immigrant Services (QUIS)***

Location: 41 Octavia Street, Belleville  
Telephone: (613) 968-7723  
Fax: (613) 968-2597

QUIS assists immigrants in the process of settlement and adjustment.

**Includes:**

- English language, orientation & tutoring.
- Economic support.
- Employment preparation.
- Public Education (QUIS works in schools to promote anti-racism and cultural awareness).
- Translation and interpretation services available. (For more information on translation services see Eastern Ontario Translation and Interpreter Services)

Appointments preferred but not required.

**Community Linkages:**

- QUIS sees many cases of abuse where victims do not know their rights. They fear complaining will lead to deportation – when abuse is disclosed QUIS staff refer to appropriate service.
- Interagency Education.

**Trenton Military Family Resource Centre (MFRC)**

Location:	Siskin Centre, 50 Rivers Drive East, 8 Wing/ CFB Trenton
Mailing Address:	P.O. Box 1000, Station Forces, Astra, ON K0K 3W0
Telephone:	(613) 965-3575
Fax:	(613) 965-7371
Email:	<a href="mailto:lamothe.r@forces.gc.ca">lamothe.r@forces.gc.ca</a>
Website:	<a href="http://www.trentonmfrc.cfbtrenton.com">www.trentonmfrc.cfbtrenton.com</a>

**Mission Statement**

**The mission statement of the Trenton Military Family Resource Centre is to provide “services and resources that support the well-being of military families.”**

**Programs**

The Trenton MFRC provides a number of programs including:

**Information & Referral Services**

The I&R program promotes the MFRC programs and other relevant community programs, services and activities.

**Employment Assistance**

This program has been created to assist spouses of Military Members and Reservists in finding gainful employment.

**Personal Development**

The Personal Development programs are offered to enhance all aspects of military family life. These programs provide individuals with opportunities to connect with others and develop their interpersonal skills and abilities.

**Family Separation and Reunion**

The MFRC recognizes the significant physical and emotional demands placed on military families as a result of deployment or extended duty, and together with 8 Wing and national military authorities, provide a number of services designed to assist those who are coping with separation for whatever reason.

**Prevention, Intervention, Support & Francophone Counselling**

This service assists family members in dealing with issues and concerns before they become a crisis. Assistance and support are also available in a crisis. In addition a Francophone Community Counseling program is provided in partnership with the Ministry of Community and Social Service of Ontario.

**Youth Programs**

For youth 6-12 years and teens 13-18 years, the MFRC works with youth, teens and community partners to ensure the provision of youth/teens programs which promote emotional and social well-being and which address identified needs. Some of these programs are: babysitting course, home alone, self-defense, bike safety and self-esteem groups.

**The Playroom Corner - Children from Birth to 6 Years**

Parent/Tot programs led by trained facilitators.

**Childcare**

Providing services, information and resources about childcare.

**Volunteers Corner**

The Volunteers Development and Involvement program complements, enhances, and ensures the existence of services and programs at the Centre. Volunteer opportunities are available for both adults and youth.

While service providers in MFRC programs are aware of the issues of partner abuse and sexual violence, two MFRC program are specific to victims of violence: the Family Violence Crisis Team and the Bilingual Violence Against Women Program.

**Family Violence Crisis Team****MISSION STATEMENT**

To provide a comprehensive response to family violence in order to assist service members at all levels and their families in understanding family violence, their response obligations, and to provide education and training opportunities for all military personnel (regular and reserve), their families and Family Violence Crisis Team members as stated in the DAOD 5044-4 [http://admfincs.mil.ca/admfincs/subjects/daod/5044/4\\_e.asp](http://admfincs.mil.ca/admfincs/subjects/daod/5044/4_e.asp)

**OBJECTIVE**

To work toward prevention of all family violence at 8 Wing Trenton military community by partnering with our civilian colleagues in order to provide a comprehensive and seamless response to family violence.

## **CONTACT US**

For General Information, contact Team Leader: Wing Social Work Officer at 613-392-2811 local 3045 or Team Co-chair, Bilingual Violence Against Women Counselor at the Military Family Resource Centre at 613-392-2811 local 7670 and email [lamothe.r@forces.gc.ca](mailto:lamothe.r@forces.gc.ca)

## **FAQ's**

### **What do we offer?**

A partnership between the civilian and military services to provide a coordinated and comprehensive response to Family Violence as well as education and training opportunities for all military personnel, their families, and the Family Violence Crisis Team members.

### **How can I help?**

Speak out against family violence, participate in family violence initiatives, volunteer, and be a role model for others.

## **Bilingual Violence Against Women Program**

### **MINISTRY SERVICE OBJECTIVES:**

To provide community-based general counselling, support and referral services for women and their children who have experienced abuse and/or sexual assault, including historic sexual abuse in childhood in order that they may live free of domestic violence.

Types of counselling services include: crisis/support counselling (includes safety planning; advocating, providing rights information, referral, follow-up support, outreach); sexual assault counselling; and long-term therapeutic counselling to assist women who have experienced abuse to gain a more in-depth understanding of woman abuse and empowerment and cope with the effects of violence.

To support the development of a personal safety plan for women and their children, who have experienced abuse, in order to confirm their immediate safety and help them avoid further abuse.

Services are available for women and their children who identifies herself or is identified as having been physically, sexually, psychologically, financially or emotionally abused by her partner and/or significant other, is eligible for services. Services are terminated at the request of the client or a mutual agreement with the client and the counselor.

### **PROGRAM GOALS**

Increase safety of women and their children who are fleeing violent relationships and prevent further re-victimization.

Support women to understand their rights, self esteem needs, and safety planning and violence prevention strategies.

Support Mothers, in their parenting skills, as they assist their children to heal from the effects of witnessing violence.

### **Community Linkages and Service Collaboration**

Staff participate as a member on the Quinte Coordinating Committee Against Violence.  
Staff are a member and co-chair of the CFB Trenton Family Violence Crisis Team Advisory Committee.

**Youth Habilitation Quinte Inc. (youthhab)**

Location:	210A Front Street, Belleville, ON
Telephone:	(613) 969-0830
Fax:	(613) 969-1464
Websites:	www.youthhab.ca www.hastingshousing.com
Email:	kyleew@youthhab.ca

**Hours of operation: 8:30 a.m. - 4:30 p.m.**

**Mandate**

Youth Habilitation Quinte Inc. is a community based non-profit organization that was established to address gaps in service for youth. Youthhab helps individuals obtain and maintain the three essentials for quality of life: housing, good mental health and employment. Services include:

**Mental Health Counselling Services****Counselling Program**

- Assessment and individual counselling services to young people between the ages of 16 and 24.
- Group counselling – healthy relationships, anger management, self-esteem, healthy life style and stress management.

**In-School Counselling Program**

- On-site at the high schools ongoing counselling to deal with issues, which may include depression, anxiety, family conflict, anger, etc.
- Referrals to Youthhab's housing or employment programs or other community resources

**Eating Disorders**

- Individual and group counselling for individuals suffering from eating disorders.

## **Anger Management**

- Groups focus on understanding anger and the ability to change how we react when angered.

## **Three Specific Housing Programs**

### **Transition Home**

Provides safe and affordable housing with flexible supports in a homelike atmosphere. The home is staffed 24 hours a day. The program is for youth 16 to 24 years of age and includes the following services: subsidized supportive housing, individualized case planning, individual and group counselling, life and social skills training, and assistance in preparing the young person to make the transition back home or to a more independent living situation.

### **Cooperative Housing**

This program provides staged supported housing to a young person until they are prepared for a more independent living environment. In the Cooperative Housing Program a young person shares a home with two or three other residents.

### **Hastings Housing Resource Centre (HHRC)**

Helps low-income people 16 years of age and older to locate, secure and maintain temporary and permanent housing. The HHRC identifies local housing needs and provides assistance to people who are seeking information about available rental accommodation, housing programs, and provides literature regarding the Residential Tenancy Act.

## **Career Edge Employment Programs**

Provides information and assistance to individuals seeking options in:

- Career Planning
- Skills enhancement
- Job search strategies
- Self-employment

## **Job Connect Trenton**

### ***Services***

- Job search assistance
- Job placement and referral services

- Regular seminars such as WHMIS and Smart Serve
- Apprenticeships

### **Job Junction**

For young people 16 to 29 years of age who are having difficulty find and keeping a job. Job Junction consists of workshops and on-on-one assistance that will help the young person find employment.

### **Summer Jobs Service**

Provides students age 15 to 24 with the opportunity to gain employment experience.

### **Complaint Procedure**

Every client will be provided with an opportunity to express concerns or complaints directly to his/her case manger or to another staff person.

A request to resolve a specific concern or complaint may be made, in writing, to the Executive Director by the client directly or by another person representing the client.

Upon receipt of written complaint to the Executive Director, the matter of concern will be addressed with the Program Supervisor. A written report of the review will be prepared for the Executive Director and the summary will discussed with the client. This review will be completed within five (5) working days of the request being made.

If the matter is still unresolved, upon further written notification to the Executive Director, the Board of Directors will review the matter. The client will be informed in writing of the findings within five (5) working days after the next board meeting.

At any time, the client has the option to access the Program Supervisor of the appropriate Ministry.