



Family Handbook

For individuals with developmental disabilities
supported by Reena and their families.

PRESIDENT & CEO

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Shalom and welcome,

The Handbook for Individuals Supported By Reena and Their Families (“The Family Handbook”) was first produced in 2003 by a task group of Reena’s Continuous Quality Improvement (CQI) Committee. Its purpose was to give families a formal understanding of Reena’s operations and what they and the agency could expect from each other.

The Handbook was updated in 2010 to reflect changing legislation. This edition addresses changes in procedure, and reflects the vital importance of creating partnerships with families. This revised Handbook clarifies how partnership works between the individual, their families, Reena, community and government. I urge all families, long standing and new, to refer to the important information contained in this Handbook to gain a deeper knowledge of the changes and growth that have taken place in Reena and within the community over the years.

Be assured that Reena will work with you to create a partnership that will enhance the life of your family member.



Bryan Keshen
President & CEO

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Introduction

The Handbook for Individuals Supported By Reena and Their Families provides a guide for individuals, their families and staff. Reena believes that family and staff relationships are critical elements in its efforts to improve the quality of supports. The Handbook contains information about Reena and its programs and sets out realistic expectations and guidelines for both staff and family members. It is our hope that this handbook will assist families, individuals and staff throughout the various stages of collaborative interactions to maximize everyone's experiences.

Reena is a unionized work place under OPSEU Local 554.

Reena Governance

A Board of Directors of eighteen (18) people governs Reena and is responsible for oversight of the entire agency. A Board Nomination Committee ensures that members have the expertise and experience to represent families, including persons with a developmental disability. Board meetings are held every six weeks. There are several Board-level committees, including Continuous Quality Improvement (CQI), Finance and Government Relations. Although the Board is not responsible for day-to-day operations, it does bear ultimate responsibility for the nature, extent and quality of Reena programs and supports. The Board is also responsible for the provision and monitoring of agency finances.

History

Reena was incorporated in 1973 by a group of concerned Jewish parents, under the leadership of Rabbi Joseph Kelman z"l. These parents strongly believed in the right of their adult

children to enjoy life in their community as valued and contributing members. In 1977, Reena began receiving funding from the Ministry of Community and Social Services (MCSS). Since then, Reena has expanded to effectively respond to the community's needs, and support the Ministry's goal of Transformation of Developmental Supports. Reena has successfully transitioned many individuals as they moved from Institutions to housing options within the community. The last Institution in Ontario closed on March 31, 2009.

Reena Values & Philosophy

Reena is a community-based organization whose philosophy and values are rooted in a framework of Judaic principles. Within this framework, Reena also recognizes the importance of providing supports to individuals of all faiths to enable them to remain connected to their roots, culture and heritage.

Reena's values are based on Judaic principles. They govern all decisions made and encompass interactions with all of our stakeholders. Reena's values are CLEAR:

- C** **CARE**
CHESED VE TZEDEK
COMPASSION AND JUSTICE
- L** **LEADERSHIP**
TIKUN OLAM
REPAIR THE WORLD
- E** **EMPOWERMENT**
V'AHAVTA L'REACHA KAMOCHA
VALUE OTHERS AS YOU VALUE YOURSELF
- A** **ACCESSIBILITY**
LIFNEI IVER AL TASIM MICHSHOL
REMOVE BARRIERS
- R** **RESPECT**
KVOD HABRIYOT
HONOUR OUR HUMANITY

MISSION

Reena promotes dignity, individuality, independence, personal growth and community inclusion for people with developmental disabilities within a framework of Jewish culture and values.



Strategic Plan

In 2015, Reena launched its five year plan for 2015 – 2020 with a blueprint to build on the strengths of the agency, including our culture of care, partnerships and innovation. Our values inform everything that we do at Reena. For more information on Reena’s Strategic Plan, please visit our website at www.reena.org

Age of Majority

Unless an individual has been deemed by a court of law as incompetent, all individuals supported by Reena are protected by the laws pertaining to age of majority and are considered legally responsible as adult citizens. Individuals supported by Reena over the age of majority are adults regardless of any condition, diagnosis, or evaluation that describes them as having a developmental disability.

Privacy

In order to protect the privacy of the individuals we support, it is our expectation that videotaping, audio-taping, or photographing anyone may not occur without the expressed written permission of those persons.

Please refer to Reena’s Privacy policy for more information.

Continuous Quality Improvement (CQI) Committee of the Board

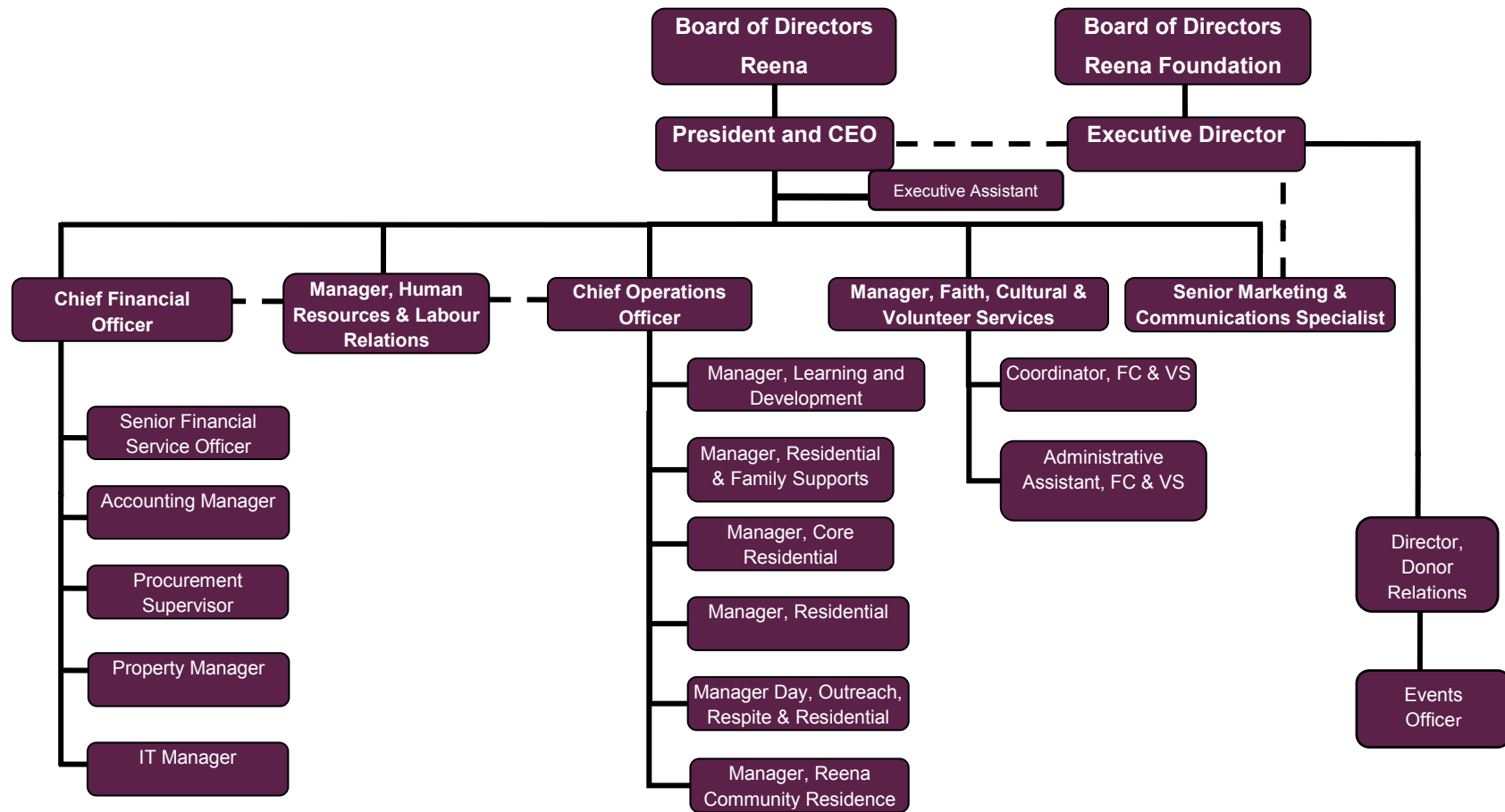
CQI monitors Reena’s activities and initiatives. The committee’s mandate and objective is to ensure that the quality of care and services provided by Reena and its policies are reviewed on a proactive and progressive basis to best serve the needs of the individuals Reena supports. The Committee monitors and promotes Reena’s adherence to Regulation 299/10 Quality Assurance Measures (QAM), the Standards of the *Accessibility for Ontarians with Disabilities Act (AODA)*, *Occupational Health and Safety Act (OHSA)* and other relevant legislation.

Membership is comprised of staff, Reena Board members, family, individuals and community members. The Chair reports to the Reena Board, regularly updating on activities of the CQI and reporting Board matters back to CQI. The Chair prepares an annual summary of the activities and recommendations from the committee for inclusion in Reena’s Annual Report.

Functions:

- Review Serious Occurrences to ensure compliance to the Ministry of Community and Social Services guidelines and regulations.
- Review annual roll-ups of Serious Occurrences and Feedback and Complaints as per Quality Assurance Measures.
- Make recommendations to the Reena Board to ensure compliance with QAM.
- Regularly review all Reena policies, including Quality Assurance Measures and any relevant legislation.
- Monitor Reena’s adherence with Regulation 299/10 Quality Assurance Measures, Standards for the AODA, OHSA and other relevant legislation.
- Monitor and review the use of restrictive/intrusive procedures and behavioural plans within Reena and make recommendations where necessary. Ensure that third party reviews by independent consultants of all individual behaviour plans are provided as per the Behaviour Support Plan Review Committee.
- Provide feedback and recommendations to the Behaviour Support Plan Review Committee and review updates from Program Managers, up to three times annually, as per QAM, on the use of restrictive and intrusive procedures.
- Actively promote Reena’s commitment to QAM, AODA, OHSA and other relevant legislation to staff, families, individuals and supporters through Reena’s available communications channels.
- Update CQI mandate to reflect legislative changes, as required.
- Form ad hoc committees, as required.
- Review the Terms of Reference annually.

Organizational STRUCTURE



RANGE OF SUPPORTS

Outreach

Reena's Outreach and Respite and Enrichment Programs provide quality respite options to individuals living with their families in the community. There are a variety of social enrichment programs for children, youth and adults throughout the year. Programs are located in several locations within the community and are structured to meet the differing needs of families. Some examples of programming include:

- Café Lundi
- Creative Arts
- March/Winter Breaks
- Residential Respite for Children and Adults
- Special Olympics Bowling and Basketball
- Swim Club
- Athletic Club
- Summer Camp North and South
- Cooking Club

Residential Respite

Planned respite is a proactive and preventative measure for families. It is important in many ways. It can prevent a family from going into crisis by giving them time away to spend with other family members. It provides a safe and supportive environment for their developmentally disabled family member to learn and flourish.

Reena provides residential respite to children, youth and adults.

Accommodations include:

- A three-bedroom, fully wheelchair accessible apartment within an inclusive apartment complex for youth and adults, available seven days a week.
- A two-bedroom within a fully wheelchair accessible house for children, available from Friday – Sunday.

Reena Day Options

Reena provides multiple day program options in Toronto and York Region for over 160 individuals with a developmental disability. Each location provides a warm and stimulating environment to learn and grow. Programs are coordinated to the individual's abilities and support needs. Well-trained staff, who meet Ministry guidelines, offer flexible and responsive supports, with planned activities matched to the diverse skills and interests of individuals.

Community Participation & Day Program Options

Channels North & South

North: Joseph & Wolf Lebovic Jewish Campus

South: U of T Campus

- A half-day program, where participants access their communities for volunteering and job opportunities
- Pre-vocational training includes: interviewing and resume writing, the art of conversation and social skills
- Individuals will be supported in finding employment and/or volunteering opportunities

- Support groups and debriefing, and 1:1 counselling are just a small part of the daily activities

Day Program at the Reena Battle Centre

- Provides support to diverse groups, who are paired according to their support needs
- Large setting with many program options
- Full-day program incorporates meals-on-wheels, life and social skills, workshops, cooking, greenhouse, volunteering, nutrition, music, arts & crafts, etc.
- Snoezelen room and Soundbeam System



Older Adult Program

At The Schwartz Reisman Centre

Location: Joseph & Wolf Lebovic Jewish Campus

- Seniors day program for those who want to keep active
- Program geared for those with early onset dementia and Alzheimer's
- Exercise and swim, music, cooking, daily outings, volunteering, Snoezelen room, etc.

Pathways North and South

North Location: Reena Community Residence

South Location: Spadina & Queen in Toronto

- A full-day program with inter-active workshops, cooking, health and wellness, guest speakers, etc.
- Very active with community partnerships, outings, volunteering and fun activities
- Promotes life and social skills, and vocational training

Core Residential Supports

Supports are organized into Community Support Groups (CSG). Each group is comprised of individuals who live in a range of accommodations and who require varying degrees of support. A Residential Resource Supervisor and qualified full time support workers service each CSG.

There is only limited funding for professional health related service (such as assessments). If an individual requires on-going services from occupational therapists, behaviour therapists, physiotherapists, dietitians, podiatrists, etc. families and or the individual will be expected to cover the costs.



Residential & Family Supports (R&FS)

Reena's Residential and Family Supports Department is the first point of entry into our range of fee-for-service day programs, including the Pathways and Channels programs. Our intake social workers can assist by providing up-to-date information on how to navigate the service system for individuals with developmental disabilities.

When applying for government funded residential or day services, it is important to be aware that Developmental Services Ontario (DSO) offices have been established in every region of Ontario. Their purpose is to receive all applications for Ministry of Community and Social Services funded services and supports for adults in the province. They also manage the Passport program.

If your family member is 16 years of age or older, you may apply for services in:

- Toronto through DSO Toronto at 1.855.372.3858
- York Region through DSO Central East Region at 1.855.277.2121

For more information visit their website at www.dsontario.ca

Passport PROGRAM

The Passport Program is funded through the Ministry of Community and Social Services, which provides guidelines on what the program covers.

Passport Funding Can Be Used For:

Community Participation And Activities of Daily Living

- Programs, classes and supports that help develop independence, social and life skills
- Participation in community activities and events
- Pre-employment and employment supports
- Transportation

Caregiver Respite

- Temporary help to relieve primary caregivers during the day or night, at home or out-of-home.

Person-Directed Planning

- To develop a person-directed plan building on an individual's strength and interests, with supports identified to achieve their goals.
- Supports may be purchased from independent planners, facilitators or DS agencies

Administration

- Some employer costs, such as CPP contributions, EI, WSIB and vacation pay

Passport Funding Cannot Be Used For:

- Housing and home maintenance
- Household items and electronics
- Personal need items, such as: dental care, internet and food
- Fee for therapies, such as: speech and language, physiotherapy and massage
- Assistance devices and specialized equipment
- Services covered by ODSP (drug benefits, medical aids)
- Tuition for post-secondary education paid by OSAP
- Vehicle purchases, modifications, leases and rentals

Note: In exceptional cases, the Passport agency may allow expenses not normally covered under the Program.

For more information visit:

www.mcass.gov.on.ca/en/mcass/programs/developmental/servicesSupport/passport.aspx



*Reena Ready to live, work and play
in the community.*

Volunteer, Faith & Culture DEPARTMENT

Volunteers

Reena volunteers play a vibrant role in supporting people with differing abilities to become as self-sufficient as possible, with opportunities to live up to their potential. There are many areas in which volunteers can participate, including direct service, administration and special events.

Direct service volunteers work with the individuals whom Reena supports, either one-on-one or in a group setting, assisting staff in a number of program areas. Administrative volunteers share their computer and office skills, working in one of our many departments. Special event volunteers help to organize and run fundraising events that benefit Reena.

By becoming a volunteer, you can:

- Make a difference in the lives of individuals with developmental disabilities
- Develop new skills and gain experience
- Discover hidden talents
- Gain a sense of accomplishment
- Develop new friendships

Judaic Supports

The commitment of the founders of Reena to their families' rich Jewish heritage and values is emphasized through Judaic programming and a Jewish environment. Through the celebration of the Jewish Sabbath, holidays and dietary laws, we help Jewish individuals gain more knowledge about their heritage. This not only supports spiritual development, it also gives

the individuals a connection to their roots and culture as participating members of the Jewish community.

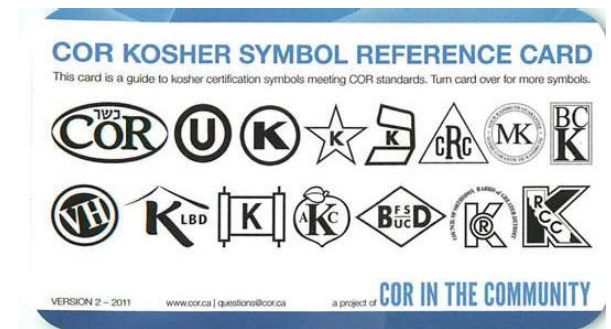
Because we are a faith-based agency, we recognize the importance of helping individuals of all faiths connect with their traditions and customs. It is expected that staff and volunteers should do their part in supporting individuals of all faiths and cultures. This can be accomplished by assisting with attendance at their places of worship, or cultural centres.

Reena does not celebrate Christmas, Easter, and other non-Jewish religious holidays. However, we encourage and support non-Jewish individuals within our residential system to celebrate according to their faith and to display their personal religious and cultural symbols in their private spaces (usually their bedrooms).

All agency-sponsored activities will observe kosher dietary laws.

A number of religious practices take place in Reena homes. Individuals who receive supports from Reena are expected to respect these practices and abide by the following:

All Reena owned properties are kept kosher. No food, including homemade, can be accepted from family/private homes. Families are informed that any food brought into a Reena group home must have the Kosher Certification displayed on the package/box, as noted.



During the Sabbath and Jewish religious holidays, hot meals will not be prepared, household cleaning and laundry will not be done, and staff will not use electrical appliances including televisions, computers, IPADS, etc. Jewish individuals will be encouraged to attend synagogue on Saturday mornings and Jewish holidays.

The performance of Sabbath rituals will be observed in Reena's group homes. These rituals will include: Lighting Sabbath candles, Kiddush, Blessing over challah, Traditional meal, and Havdallah at the conclusion of the Sabbath.

Keep in touch!

facebook.com/reenafoundation

twitter.com/reenafoundation



Residential Support

Reena has a number of residential locations, where well-trained staff provide supports and services to persons on an individualized, and as-needed basis. Housing options include apartments, group homes and triplexes. Staffing ranges from minimal hours required to 24/7 support.

Some Reena locations have been named in honour of those generous families that have helped us to build homes so that we can expand and support a greater number of individuals. Reena acknowledges with thanks all families for their support.

The following homes are named in honour of these generous families in the community:

- Yetta Berman Family Home
For children with autism
- Martin and Heather Goose Home
For young adults with autism
- The Al and Faye Mintz
Reena ElderHome
- The Philip and Rose Shore Family Home
- The David and Luba Smuschkowitz
Reena ElderHome

Donations/Gifts

Reena Foundation Mission

To inspire its communities to invest in a better quality of life for people with developmental disabilities. We invest our community's contributions in the best care available.

Donations to support Reena can be made to:

- Respite and Enrichment Programs, which are so important to families, are fully funded annually by the community

- Tribute Cards, honouring a friend or loved one, are beautifully designed cards drawn by an individual with a developmental disability who is supported by Reena
- Endowment Funds, which help establish permanence to vital programs, are an ideal way to create a lasting legacy at Reena from you and your family
- Planned Gifts, wherein you bequeath a gift or insurance, ensuring that Reena can continue to carry forward crucial programs on behalf of individuals with developmental disabilities
- Capital Projects, whose building costs are supported by campaigns to raise funding

Special Events

We are always looking for talented volunteers who are willing to offer their services on one of our fundraising event committees. Many special events take place throughout the year, such as, our Annual Striking For Reena Bowling Event.

To learn more about how to support Reena:

Visit: www.reena.org

Call: (905) 764.1081

Email: info@reenafoundation.org

Thank You Gifts

Employees of Reena are not allowed to accept personal gifts from a person with a developmental disability, a supplier to Reena, or a family member of a person with a developmental disability, or a family member of a supplier to Reena. Employees should strongly discourage the individual or company from presenting a gift and should explain Reena's policy and politely refuse to accept it. An offer to dine out shall be construed as a gift and should be similarly refused.

It is unacceptable for any Reena staff to directly solicit any type of gift from a person with a developmental disability/family member or supplier.

Those wishing to thank a staff might consider making a donation in their honour to the Reena Foundation.

Ontario Disability Support Program (ODSP) & Old Age Security (OAS)

Low income adults with disabilities may be eligible to receive monthly Ontario Disability Support Program (ODSP) payments. ODSP recipients are also covered for many drugs and basic dental benefits, until they reach the age of 65. The Support Program also covers vision care including eyeglass coverage, incontinence supplies, transportation to medical appointments, and some other medical supplies, such as those required by diabetics.

After age 65, ODSP is replaced with Old Age Security (OAS). Many individuals may qualify for Guaranteed Income Supplement (GIS) benefits, as well as Ontario Guaranteed Annual Income Supplement (GAINS). There is a substantial immediate increase in monthly payments for those with no other source of income, but many ODSP benefits are lost and must be paid for by the individual. While the Ontario Drug Benefit Program (ODB) is available at age 65, most eyeglasses are not covered. It does not cover incontinence and medical supplies, transportation to and from medical appointment, or dental. When dentures or other high cost dental services are required, dental coverage may be available through the Ontario Works (OW) Office, but must be pre-approved. Families should be aware that Rent Programs

are affected by moving from ODSP to OAS. You should understand and prepare for financial changes once your family member turns 65 years of age, because you will be required to cover any shortfall in rent or any other expenses that may be incurred.

Families are encouraged to meet with representatives of the ODSP office for answers to any questions that they may have. Visit the ODSP website for more information and for current ODSP regulations: www.mcass.gov.on.ca/en/mcass/programs/social/odsp.

Costs Upon Entrance Into Service at Reena

A contract between the family and Reena must be signed before the individual enters service. The contract will include levels of support and financial agreements and is reviewed when the individual's needs change. Financial coverage for additional needs will be the responsibility of families and/or the individuals.

Application must be made for monthly Ontario Disability Support Program (ODSP) payments prior to entering into service at Reena. The family is financially responsible for all amounts equivalent to the monthly ODSP payments until such time as ODSP is received by, or on behalf of, the individual. The family is also responsible for drug and dental coverage during this period.

ODSP has the option of reviewing individual finances on an annual basis. Families must supply financial information as requested by ODSP in a timely manner, including any changes in an individual's financial status. Reena looks after filing income tax returns for most residential individuals living in traditional group

homes, as well as some SIL individuals.

If the family chooses to look after the filing of income tax returns for their family member, the family must ensure that copies of the Canadian Revenue Agency (CRA) Notice of Assessment are provided to Reena or to the ODSP office when requested.

ODSP monthly payments may be suspended if changes in financial situations have not been reported to the ODSP office, or if certain required documents are not submitted. Where families have not provided requested information on a timely basis, families will be responsible for payments to Reena of amounts equivalent to all ODSP benefits (including drug, dental, incontinence supplies, etc.).

Once an individual turns 65, ODSP benefits are no longer available. Reena will assist the individual in applying for federal Old Age Security (OAS) and the Guaranteed Income Supplement (GIS). Individuals who qualify for GIS generally also qualify for Ontario Guaranteed Annual Income System (GAINS). The federal government reviews the GIS benefit annually, based on the annual CRA Notice of Assessment, which also affects eligibility for Ontario GAINS benefits.

Families are expected to provide any information or documents required for approval of these benefits, and be financially responsible for the equivalent amounts. Most prescription drugs are covered by the Ontario Drug Benefit (ODB) program for seniors. Seniors who qualify for full OAS/GIS/GAINS benefits receive a significantly higher monthly payment than the maximum ODSP payment. This income is expected to cover lost benefits, such as: dental plan, dentures, eyeglasses, incontinence supplies, etc. The



individual is expected to cover any shortfall from personal funds, and if funds are not available, the family is required to cover these personal expenses.

Rent

A rental agreement must be signed. Rent is payable from the day tenancy begins. Rent is due on the first day of each month. The family is responsible for rent until such time as ODSP allowance is received by, or on behalf of, the individual.

Maintenance Costs

A family may be required, from time to time, to contribute to the maintenance of the living environment in which their family member lives, or to repair or replace something the family member damages. This may take the form of monetary contributions, or the actual provision of dishes and cutlery, furniture, or other items susceptible to normal wear and tear. These items will either be purchased new or provided in a new condition.



Clothing and Personal Items

It is expected that the individual will bring into residential service the clothing necessary for daily living and personal items including toileting supplies. The family will ensure that wardrobe and personal supplies are maintained to a standard appropriate to the individual's choice and lifestyle.

Furnishing Costs

Families/ parents are expected to contribute to the provision of furniture and fixtures. These items must be new and should reflect the taste of the individual and the style of the setting in which the individual will be living. Actual requirements will depend on the setting into which the individual is moving. A specific list of required items will be discussed during the intake process.

Insurance

Families must insure valuables and personal belongings brought into a residential setting, as these items will not be covered by government funding. Provisions will be made for an individual who has no existing family.

Transitioning

Reena supports a diverse group of individuals, whose needs may change throughout their life span. As an individual enters into older adulthood, there are bound to be new and challenging physical, medical or behavioural needs. During this time of transition, Reena will partner with other agencies and will also interact with families to problem- solve and bring in other resources such as CCAC and adult day programs. Meetings and discussions with family will assist in the transition planning to ensure that your loved one maintains a connection with Reena, as well as a good quality of life as s/he manages the aging process and its challenges.

During this transitional time, it is important for families to work with Reena and the wrap-around support team. If the team concludes that the individual's current environment is not the best match, it will develop a Transition Plan that may include going back to Developmental Service Ontario (DSO) for increased supports and/or transferring to a Long-Term Care placement.

Reena reserves the right to determine when the needs of the individual can no longer be met at their current location. In this case, Reena will help transition the individual to another location within Reena or another agency.

Death/Funeral Arrangements

According to Reena's current Support Services Agreement (14):

"Where funeral arrangements have been pre-arranged on behalf of the Individual, a copy must be provided to Reena. The Responsible Party acknowledges that Reena shall not be responsible for funeral arrangements of the

Individual or for any costs associated thereto and should funeral arrangement not have been made on behalf of the Individual that such funeral arrangements will be based on Ontario Disability Support Program ("ODSP") funding."

If an individual passes away and the family is unable to pay for funeral expenses, the appropriate Employment and Social Services Office will be contacted to pay for the funeral. Social Services will only provide a basic funeral. In such circumstances, the family is not permitted to provide additional funds in order to pay for most extras, including an upgraded coffin.

Employment and Social Services will not pay for any expenses related to erecting a memorial stone, or religious requirements such as Jewish funeral requirements. These costs can be significant, and families with limited funds may choose to prepay some of these funeral costs to the best of their financial ability, in order to avoid this situation.

If the Employment and Social Services Office becomes involved in the funeral of a loved one, families should be aware that any funds in a bank account in the individual's name will be used by Social Services and applied toward the funeral expenses. Help with funeral costs can include:

- Funeral services - Employment and Social Services will pay for the transfer of the body for cremation, burial or for a traditional funeral service.
- Burial services - Employment and Social Services will purchase a burial plot. If the deceased person owned a plot, Employment and Social Services will pay to open and close the grave. Employment and Social Services also covers the cost of scattering

the remains in a cemetery or a burial in a pre-owned plot.

- Cremation services - Employment and Social Services will pay for cremation, including a standard urn. Employment and Social Services also covers the cost of scattering the remains in a cemetery or a burial in a pre-owned plot.

To determine eligibility, a caseworker will consider the financial situation of the deceased person and his/her spouse at the time of death. This includes, but is not limited to: looking at assets, income, RRSPs and life insurance.

It's important to be aware that Employment and Social Services:

- In the City of Toronto will provide this benefit if the individual has assets of no more than \$5,000, and in York Region will provide this benefit if the individual has assets of no more than \$3,000.
- Must authorize services before a contract is signed with a funeral home or cemetery. Preference is that the executor/executrix start the funeral arrangements, and that without an executor/executrix, the person applying for this help should be the person making the arrangements at the funeral home.
- Is entitled to recover the funeral costs from all sources available to the deceased person. If the death occurs after office hours, the Funeral Director must be advised that financial help from Employment and Social Services will be requested.
- Expects that if the deceased person was not in receipt of Ontario Works or ODSP, an application must be made at an Employment and Social Services office for those individuals over the age of 65.

Estate Planning

It is important for families to consider the long-term needs of a child with disabilities. We encourage all families to give serious consideration to Estate Planning. Reena expects that the family will ensure that arrangements regarding the estate of the individual are current and are reviewed annually.

When drafting a will, and where a disabled person is named as a beneficiary, special care must be taken to ensure that ODSP benefits are not suspended. Any income from a trust must be disclosed to ODSP and is part of the (annual) review process by ODSP. Otherwise, families should be prepared to bequeath enough assets to a disabled person to replace provincial ODSP in perpetuity. Your lawyer should, at all times, be familiar with current ODSP regulations and rules of eligibility.

Where it is obvious that an individual is not capable of managing his/her financial affairs, it is preferable that the inherited assets not be placed in the care of the individual. Should this occur, there is every possibility that the Ontario Public Guardian and Trustee (OPGT) will be involved and insist on managing the estate.

Henson Trust

A Henson Trust (sometimes called an absolute discretionary trust), in Canadian law, is a type of trust designed to benefit disabled persons. Specifically, it protects the assets (typically an inheritance) of the disabled person, as well as the right to collect government benefits and entitlements. Absolute control of the funds rests with one or more trustees, who must be familiar with ODSP regulations. This ensures that the proceeds are used to benefit the individual, without risking the eligibility of ODSP benefits.

From time to time, authorized Reena staff may approach the trustees of a Henson Trust with requests for funds for personal needs that are unfunded by any government program and that the individual is not able to cover, or for expenses or activities that would otherwise not be covered by group home budgets. Vacations or social outings are examples that should be considered by the trustees of a Henson Trust as being beneficial to their loved ones. In the case of seniors, who have lost ODSP benefits due to their age, funds may be required for expenses such as incontinence supplies, dentures, motorized wheel chairs, etc.

Should trustees refuse to free up funds from the Trust when requested by an authorized Reena staff, Reena may be compelled to bring these matters to the attention of the Public Guardian and Trustee, as a violation of the spirit and intent with which the Henson Trust was established. The purpose of a Henson Trust is NOT to accumulate funds. The purpose at all times should be to benefit the person named in the Trust. It is expected that families will provide funds for the benefit of their family member that are not included in Reena's budget.

Reena has a Henson Trusts brochure available at: www.reena.org/wp-content/uploads/2015/09/hensontrust.pdf

As the organization to which you have entrusted your loved one, Reena would appreciate your consideration of naming Reena as the beneficiary of any residual assets in the trust at the time of establishing your Henson Trust agreement. Such gifts will go towards improving the quality of life of people with developmental disabilities for generations to come.

Registered Disability Savings Plan

The Registered Disability Savings Plan (RDSP) was established by the federal government on December 1, 2008. A disabled individual meeting specific criteria is eligible to open an RDSP account at a financial institution in Canada.

The RDSP will allow the individual with a disability, or others, to accumulate savings on a tax-deferred basis for the individual. While contributions to the plan are not tax-deductible, the income that accrues on contributions will not be taxable while held in the RDSP. Income and grants paid out of the plan to the beneficiary will be taxable in the hands of the beneficiary, likely at a low rate.

Full details: www.cra-arc.gc.ca/E/pub/tg/rc4460

The Ontario Ministry of Community and Social Services has stated that RDSP contributions will not affect eligibility for ODSP and ODSP recipients can withdraw funds from an RDSP without affecting ODSP benefits.

Involvement In Daily Living

Family members are expected to share in the responsibilities of the day-to-day life of the person receiving residential supports from Reena. These include, but are not limited to:

- Visits with the individual
- Visits by the individual to the family home
- Accompanying the individual to medical and other appointments
- Involvement in social outings
- Involvement in holidays and special events celebrated by the family, such as birthdays, anniversaries, etc.
- Participation in Reena sponsored social and cultural events

Funds to Enable Greater Inclusion

Families should understand that the Ontario Disability Support Program (ODSP) is very limited, and is not sufficient to cover incidentals, social outings to movies, dinners, concerts and enrichment community opportunities that other family members enjoy or take for granted. Reena expects families to contribute funds to their family member to enable them to make the most of opportunities to participate in community activities and provide a dignified personal life for the individual.

Individual Support Plan (ISP)

Individualized Support Plans provides a person-centred approach to planning. An ISP is a formalized process by which an individual's choices and preferences are identified and documented, and goals are set based on needs and wishes.

Reena has always had an annual planning process in place. This is now mandated by QAM (Quality Assurance Measures Regulation 299/10), which came into effect on January 1, 2011. The focus of the ISP is on individual choices and preferences that involve community resources, with an emphasis on promoting health and maintaining safety.

ISPs are reviewed annually with the individual and any person acting on their behalf. The individual is supported to participate as fully as possible in the review and in the development of the ISP. Documentation includes:

- Date of review
- Specific funded services and the manner in which they are to be provided
- Amount of allocated resources
- Goals, preferences, needs and expected outcomes

- Community resources (medical, employment, recreational, etc.)
- Roles and responsibilities of those responsible for the plan's implementation
- Safeguards to protect the health and safety of the individual
- Level of support requested or needed to manage day-to-day finances

Individual's Rights

Upon admission and annually thereafter, individual's rights will be reviewed with the individual and his/her family/advocates at the annual Individual Support Plan (ISP) meeting. Their rights will be reviewed with suitable language and context for the individual to understand to the best of their ability.

Each individual has the right to:

- Participate in the development of their ISP and any changes made to it
- Be provided with clothing that is of good quality and appropriate for the individual's activities and prevailing weather conditions
- An environment in which s/he maximizes his/her full potential
- Participate in community, recreational and athletic activities that are appropriate for the individual
- An environment free of abuse, harassment and discrimination
- Receive medical and dental care at regular intervals and whenever required
- Educational programs that will help the individual to reach his/her full potential
- 24-hour contact with family
- Privacy in receiving and sending mail or correspondence
- Access to records
- Receive meals that are well-balanced, of good quality, in accordance with the Canada

Food Guide and appropriate to his/her dietary requirements

- Access to the Complaint's Procedure/ Advocacy Office
- Be informed, on admission, in a language suitable to the individual's level of understanding:
 - o Their rights under legislation
 - o Their responsibilities while at Reena
 - o The rules of their residence

Visits

Visitors are welcome to arrange for visits to Reena's residential locations and day programs. Visits should be arranged in advance, if possible, with appropriate staff. The following guidelines are recommended:

- When a friend or family member wishes to visit the individual's home, s/he should call the home and speak with his or her family member (if applicable) and to the staff.
- When a family wishes to have their family member visit overnight, the location resource supervisor must be informed of pick up and return times to ensure the safety and readiness of the individual.

Visitors are not permitted to use any form of audio or video equipment to record or transmit any information obtained about any individual(s) or staff in any of Reena's programs or locations. For special occasions, please contact the supervisor, in advance of the event, who will follow Reena's policies and procedures. Please refer to Reena's Privacy policy for more information.

Medical Considerations

A statement of medication regimen at the time of entrance into residential service is required. One week's supply of the individual's medication must be provided to the responsible staff person

upon admission into a Reena program.

Medical and dental check-ups must be done within three months prior to entering service. Families need to ensure that all documentation and results are received by Reena. If the individual sees other specialists (such as a neurologist, optometrist, ophthalmologist, psychiatrist, etc.) a current report is required upon admission to a Reena program.

Reena understands and recognizes the importance of the family's continued involvement in the life of their family member once s/he is in service. A cooperative partnership between family members and Reena is a major factor in leading to a positive experience for all persons involved.

Personal Information

Proper legal identification must be provided to the Residential Supervisor prior to entering residential service. This includes:

- A birth certificate
- Health Card Number
- Social Insurance Number
- Information about relevant insurance policies, annuities, trusts, etc.
- ODSP Drug Card
- A recent photograph
- A family photo album

Family/Staff Interactions

All Reena staff must attend and complete a two-day Family Involvement course offered by Reena. This course focuses on building stronger and better relationships between families, staff and individuals.

It is important to reiterate that Reena welcomes and encourages interactions between parents, other family members, individuals and staff.

We believe that when parents and staff work together to realize Reena's Mission Statement/ Mandate, it results in the best teamwork and spirit.

We encourage you to visit your family member as frequently as you would like, but consider the family member and house mates schedule. This way, your visit will support the individual without affecting others who live at the location.

Please ensure that if you are considering bringing in food to your family member within the group home setting that you consult with staff on where to purchase kosher items. Non-kosher food is not allowed in the group home.

Below are some of the behavioral patterns that promote individuals' independence, while creating a healthy relationship with staff:

- Celebrate holidays together at your family member's group home, the family home, or place of worship.
- Plan and make outings, trips and other enhancing experiences for your family member.
- Raise concerns about your family member, staff or the home, with the location resource supervisor.
- Alert staff concerning your family member's likes or dislikes.
- Provide staff with suggestions about what works or does not to work with your family member.
- Volunteer to work with staff for special occasions that may benefit both your family member and other individuals in the home.

Violence In The Workplace

Reena adheres to all regulatory standards and requirements regarding the safety of the individuals with developmental disabilities whom we support. We have a zero tolerance policy for any incidents of abuse and/or violence, with an educational component to teach and support all individuals to report any occurrence. We have a formal investigation process with trained teams that thoroughly investigate all complaints. We are committed to best practices in ensuring the health, wellbeing and safety of the individuals we support and our employees.

According to Reena's Violence in the Workplace policy (OHS Sec. 7), all Reena employees, volunteers, students, and contracted service providers have the right to a violence-free workplace. Reena will not tolerate any type of violence or unacceptable behaviour in the workplace or during work-related activities perpetrated by or against our employees, persons with developmental disabilities, volunteers, students, families and contracted service providers. All allegations of violence will be taken seriously and dealt with in a timely and confidential manner.

The following is an excerpt from Reena's Violence in the Workplace policy. "Unacceptable Behaviour" means physically or psychologically aggressive behaviours that could reasonably be perceived as unprofessional, disrespectful, intimidating, hostile or harassing. Unacceptable behaviour includes, but is not limited to:

- Use of patronizing or condescending tone or words
- Invasion of another person's physical or personal space, possessions or property
- Threatening or aggressive body language or

facial expressions

- Berating a person, whether alone or in front of others
- Exclusionary behaviour including the silent treatment
- Hitting, kicking, punching, pushing, shoving, slapping, pinching, grabbing, biting
- Carrying or brandishing weapons of any sort
- Throwing objects with a view to causing physical injury or fear
- Destruction of the workplace or the property of another in the workplace
- Verbal aggression including shouting, swearing, derogatory or degrading statements
- Obscene or harassing telephone calls - Using exclusionary language, i.e. speaking in a language that others in the workplace do not understand with the intent to exclude them from the conversation.

"Verbal Abuse" means the use of vexatious comments that are known or ought reasonably to be known, to be unwelcome, embarrassing, offensive, threatening or degrading to another person, including but not limited to swearing, insults or condescending behaviour.

"Workplace Bullying" means a repeated pattern of any inappropriate behaviour, direct or indirect, aggressive or passive, whether verbal, physical or otherwise, performed by one or more persons against another person or group of people, which could be reasonably regarded as undermining their right to dignity at work.

The following are some examples of issues that may impede a productive working relationship between you and Reena employees.

- Micro-managing the individual's daily activities, dress, nutrition, choice of activities and or friends, etc.

- Being confrontational with staff rather than communicating in a positive, tactful, respectful manner, including listening to their point of view.
- Raising your voice, or speaking in a manner by tone, cadence or words that a staff finds distressing, either in a private or public setting.
- Contradicting established plans, programs, arrangements by "second guessing" decisions made about the support of individuals.
- Trying to change existing rules by implying by words or actions that the rules do not apply to your family.
- Trying to change those decisions made independently by your adult family member.
- Resisting or undercutting advice of the individual's medical provider.
- Behaviors that may be perceived to be prejudiced.
- Not respecting established agency boundaries as communicated by Reena staff.
- Arriving un-planned to location and expecting staff to be able to stop what they are doing to assist you.
- Asking staff to disclose private information about another individual.
- Asking staff to focus on your family member only, without considering the others they support
- Failure to follow medication administration guidelines, behavioural plans, dietary restrictions, etc. when their family member is with you.

As of February 1, 2016.

Protocol For Disruptive Behavior

A family member may, at one time or another, exhibit behaviors that might seem disruptive. When staff identifies a pattern of such behaviour,

as defined by its persistence and disruptive nature, the following protocol will be followed:

- Staff will report this behaviour to their immediate supervisor.
- Staff working with the individual whose family demonstrates a documented pattern of unacceptable behaviors will be asked to attend a meeting with everyone involved. At this meeting the inappropriate behavioral patterns will be identified and Reena will ask that such behavior be stopped. If this feedback results in a sufficient reduction or cessation of the observed pattern no further action will be taken.
- If there are continuing challenges, Reena will seek resolution, using all options available. If the issues are not able to be resolved, it is expected that families will engage in effective problem solving to continue to seek resolution.

Staffing

It is important for families to know that staff supporting their family member may change. Staff turnover can be very difficult, not only for the individuals we support, but also for the families. It is always difficult for the individuals and their families to see the departure of staff with whom they have developed a good relationship. Reena will do everything possible to inform individuals and their families of any such changes and/or turnovers.

Locations are staffed on the needs of the individual. Work shifts depend on the location. Staffing ratios are dependent upon two main factors: individuals' articulated needs and government funding. In some cases, one staff may support three to four individuals in a group home, while in SIL one staff may support up to 10 individuals or more.

Sample Of Weekly Activities At A Reena Group Home

In-house activities

- Movie Night, Bowling/League Bowling, Swimming, Library
- Outings to the park, museum, Kadima, trip to the Zoo or Science Centre
- Sabbath preparation and meal, singing, reading of Torah, telling of Jewish stories
- Synagogue / Spirituality
- Household chores include grocery shopping, laundry, and tidying

During the Evening Shift, staff will:

- Check on all individuals
- Read Communication Book
- Check bulletin board for memos
- Check phone messages
- Take individuals for pre-meal walks, or to doctors' appointments as required
- Prepare supper (with individual's assistance)
- Household chores (with individual's assistance)
- Fold and put away laundry with individual's participation to enhance and develop skills
- Prepare individuals for outing or programming time, prepare educational exercises (reading, writing, working on computers)
- Complete weekly medication intake
- Prepare/give snack (with individual's help)
- Help individuals prepare for bed
- Help individuals with evening hygiene routine
- Empty garbage
- Check for property issues
- Complete paperwork, write Communication Book notes, etc.
- On-going behavior management
- Monitoring individuals' personal goals

Typical Overnight Awake (ONA) duties would include the following:

- Check on all individuals
- Read Communication Book

- Check bulletin board for memos
- Security check of all windows and doors
- Check phone messages
- Wake up individuals to use the washroom if needed
- Check and change incontinence briefs
- Clean all washrooms
- Empty all garbage cans
- Clean laundry room
- Disinfect sinks and baths
- Clean out refrigerator
- Clean stove and oven
- Sweep and mop all floors
- Ensure all individuals wake up on time, according to their routine
- Help with morning baths and showers, shaving, and dressing
- Do laundry
- Dispense medication
- Prepare and serve breakfast (with individual's assistance)
- See individuals on their way to work, day programs, as required.



Learning & Development (L&D) **DEPARTMENT**

Reena has always been at the forefront of professional training in the field of developmental disabilities and is a member of the Canadian Society for Training and Development. We offer a comprehensive training program for our own staff, as well as for staff from other agencies. In recent years, approximately 200 training events took place, with more than 7,000 registrants from Reena and over 60 external agencies. L&D offers comprehensive training courses to ensure staff are given the tools to provide the highest level of care for the individuals we support.

Through a train-the-trainer process, Reena has developed an excellent in-house capacity, reducing the need to use external consultants. The instructor groups are comprised of senior front-line staff, supervisors and managers.

Reena offers mandatory courses and enrichment courses to all (full and part-time) staff in the classroom and on-line. Mandatory courses include: Orientation; Introduction to Developmental Disabilities and Dual Diagnosis; Medication and Pharmacology; Standard First Aid; CPR; SMG: Creating and Managing Safe Environments; Practices and Principles of Applied Behavior Analysis Reducing the Risk (Abuse Prevention) & Reducing Vulnerability; Back Care Lifts and Transfers; Routine Practices and Infection Control; Individual Support Plans; Judaic; Occupational Health and Safety (featuring WHIMS and Fire Safety); Environmental Management; Family Involvement; Sexuality

and the Developmentally Disabled Person; Nutrition; Creative Programming; Aging with a Developmental Disability; Violence in the Workplace Prevention; Quality Assurance Measures (QAM) Regulation 299/10; and the Accessibility for Ontarians with Disabilities Act; Working Together: The Human Rights Code; and Introduction to Core Competencies.

Reena also offers enrichment courses, including: YorkSafe Food Handling Certificate; Understanding Autism; Faith and Cultural Sensitivity; Seizure Disorders; Bereavement; Professional Communication Skills; Stress Management; Introduction to Total Communication and Programming; Holocaust Education: The First Victims; and a number of specialized training courses.

For a complete list of our training calendar, please visit our website: www.reena.org



Complaints Procedure

Reena strives to work together with families to resolve issues. However, should an issue need resolution, the mechanism to lodge a complaint is as follows:

- Contact the location resource supervisor to discuss the concern or complaint
- Contact the program's resource manager, who may call a conference if appropriate
- Contact the Chief Operations Officer
- Contact the President and CEO
- Contact the Chair of the Reena Board
- If the issue is not resolved, the Ministry of Community and Social Services may be contacted.

The entire policy is available at: www.reena.org

Responsiveness Feedback Survey

Reena is recognized within the disability sector as an innovative leader, with a well-deserved reputation for transformation. Reena is committed to excellence in its delivery of services to individuals and their families. This important responsibility is only possible through a healthy collaboration with families.

Rationale for Monitoring:

There is a three-fold rationale for monitoring the responsiveness of Reena's services and supports:

1. To reinforce the agency's mission and values;
1. To strengthen the relationship between the partners (e.g. the individual, their family, Reena staff, and other agencies); and
1. To improve the delivery of services and supports

Monitoring Ongoing Service:

One reason for monitoring ongoing service is to encourage the partners in the service

arrangement to share points-of-view about how well the partnership is working for them. At the end of each ISP meeting and six-month/annual review, each family member and/or participant in the service partnership is asked to complete a Reena Responsiveness Feedback Survey questionnaire. The questionnaires are strictly confidential and will be collected at the end of the ISP meeting and forwarded to Reena's President and CEO.

The Survey assesses the following aspects of the service partnership:

- Status (participants are valued members of the team and are treated with respect)
- Inclusion (participants feel they are included in activities, events and decisions to the extent they wish, and that their views are solicited and considered)
- Appropriateness (there is a good match between the individual's needs and aspirations, and the services and supports provided)
- Responsiveness (services and supports are sensitive to, and attempt to accommodate, individual differences)
- Coordination (efforts are coordinated where an individual or family is receiving more than one service and/or support)
- Satisfaction (level of participant's overall satisfaction with the functioning of the team)

General Discharge Policy

It is our policy to discharge an individual if it is:

- Requested by the individual; OR
- To an alternate resource, which can meet the needs of the individual and family in a manner that Reena cannot.

Procedures For Discharge

Before any recommendation of discharge is

made attempts will be made to explore as many options as possible to continue support. When Reena determines that it can no longer provide appropriate support to an individual, a meeting is held to discuss a discharge plan with individual and family members, appropriate consultants, managers, supervisors, front line staff, social workers, family members, the individual and the Chief Operations Officer. When it is the individual who is requesting discharge, a meeting with all appropriate parties to discuss strategies and options will take place. The individual will be requested to sign a letter confirming his/her desire to discharge him/herself from the supports of Reena. If the individual chooses not to sign, it will be documented with signature of a witness and put in the individual's Main File.

If Reena does not agree that it is in the best interest of the individual, this will be stated and put in writing to the individual and in the individual's Main File. The individual's decision is the ultimate decision. If requested, the individual will have an option of obtaining counselling or any other supplementary support, within a period of three months after discharge. When the individual is out of service by his/her own choice or taken out of service by family, a meeting with all appropriate parties will take place to decide whether or not the individual will return to Reena or leave.

Once the individual leaves, Reena cannot guarantee reinstatement of housing or any other core supports. Reena will not hold a vacant spot for an individual who chooses to leave or who is taken out of service by their family.

Proceedings of any and all of the above steps will be documented and kept in the individual's Main File.



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