

**Wingham and District Community Living Association
Board Governance Policy**

Effective Date:	Pages	Section	Policy
October 1999	1 of 1	Ends	1.1 Vision

**Equality and
Acceptance with
Dignity for All.**

**Wingham and District Community Living Association
Board Governance Policy**

Effective Date:	Pages	Section	Policy
October 1999	1 of 1	Ends	1.2 Mission

We shall assist each individual with a developmental disability to achieve his/ her unique dreams and wishes by providing alternatives and encouragement and by fostering communication between individuals, families, friends, and the community.

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Effective Date:	Pages	Section	Policy
October 1999	1 of 2	Ends	1.3 Values

The vision and mission of our association are defined in the values we hold:

Reason for Existence

Our reason for existence is to support persons with a developmental challenge and their families.

Dignity and Respect

All people have the right to be treated with respect and dignity. Our support services and work practices will reflect this.

Community Life

Each person has the right to live fully in their own community. We support access to community opportunities.

Informed Choice

Persons can make better decisions about their lives when they are fully informed. We will provide information about choices and opportunity for a variety of experience so people can practice informed choice.

Positive Relationships

Relationships characterized by shared power, mutual respect, honesty and negotiating through differences will form the context of our affiliation with people.

Life Planning

We believe that everyone has preferences for their life. All persons supported by the association will have opportunity to develop their own life plan at whatever level and at whatever pace they choose. We will support them, their family and friends in this endeavour.

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October 1999	2 of 2	Ends	1.3 Values

Continual Learning

We will maintain an environment where it is safe and acceptable for persons to realize their dreams, where inquiry and commitment to the truth is the norm, where experimentation is allowed and where challenging the status quo is expected.

Risk

We understand that growth requires a balance of opportunity and reasonable risk. Our support will encourage reasonable risk as a means to experience life and to grow.

Understanding One Another

We maintain that all behaviour has communicative intent and it is our responsibility to discover its meaning and act on its purpose in a way that preserves a person's dignity, safety and well-being, as well as the safety and well-being of others.

Family

We believe that all people have a longing to belong in a family. We respect and encourage the relationships that each person may have with their family members. We honour the need of those persons who have no known family, to be with other persons they have chosen.

Prevention

We acknowledge and value the prevention of developmental challenges and the diminishment of their impact through early intervention.

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October 1999	1 of 1	Ends	1.4 Support Services

1. The services provided by the Association shall be an expression of our Vision, Mission and Values. Accordingly the planning and implementation of all support services must have the following key features:
 - a) Opportunities for the individual to grow towards greater inclusion in the community
 - b) Opportunities for the individual to learn how to live more independently in the community
 - c) An individual plan and planning process for each person
 - d) Voluntary participation by other significant persons, be they family, friends or neighbours, in any planning circle that forms to support the individual
 - e) Association programs shall not be the only source of support open to the individual; other opportunities and possibilities for support and community living shall be sought and encouraged ; while allowance will be made for congregate or group programs that a person wants to be part of, there will be an emphasis on inclusion in existing community activities
 - f) Association programs shall cooperate and collaborate with other support services and community resources when possible and practical, to promote ease of access for individuals
 - g) Association programs shall evolve in their cooperative working relationship with Coordinated Access as it is implemented and developed.

2. The range and variety of support services may vary over time in response to emerging needs, changing expectations of the community and availability of resources. The Association shall offer the following types of services:

Residential Employment Supported living in the community Support to families Individual life planning support Support for persons as they age Education and training	Recreation Individual Advocacy Systemic Advocacy Public Education,
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October 1999	1 of 2	Ends	1.4.1 Applying for Support

Note: This application process may be amended from time to time to ensure congruence with the evolving requirements of Coordinated Access.

1. All persons seeking support from the association will be advised of the application process described in this policy and any requirements that they must meet in providing information or attending appointments. All information provided shall be kept in confidence.
2. All persons or families seeking support shall:
 - a) Be encouraged to participate in the application process on their own behalf
 - b) Be advised of their right to invite significant other persons, be they family, friends, neighbours or advocates, to support them in the application process
 - b) Be considered against the applicable criteria for the services they are requesting
 - d) Be informed of other association services that may be applicable to their needs
 - e) Have their application processed in a manner that is fair, unbiased and timely
 - f) Be advised in writing of the outcome of their application, and where they are denied access to service, they shall be advised of the reason.
3. A person or family who has been denied access to services shall be advised of their right to appeal the decision by the following means:
 - a) A letter requesting an appeal must be sent to the Executive Director within four weeks of their receipt of the letter denying access to service. Where the person is unable to communicate in writing, the appeal letter may be prepared by anyone not employed by the association in a paid or unpaid capacity
 - b) An appeal meeting shall be scheduled with the Executive Director or designate and the Program Manager involved in processing the application.
 - c) The applicant may bring anyone they wish to assist them in their appeal. The applicant and/or their advocate may present their evidence and /or argument for the appeal at the meeting.

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d) A decision will be made and conveyed to the applicant in writing within ten days of the appeal meeting

4. A person who has been accepted for support shall:

- a) Be given opportunity to participate in the development of their own support planning process
- b) Receive support until they voluntarily withdraw from service, or in the case of a child, are withdrawn by their family, or until the Association withdraws support in accordance with applicable board policy.

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1. The Association will always strive to meet the needs of all those individuals and families who ask for support.

2. There may be circumstances where the Association can no longer provide support to a particular individual or family.

3. The Association may withdraw support services subject to any one of the following reasons:
 - a) A lack of resources
 - b) The inability of the Association to provide appropriate and meaningful support to an individual
 - c) Real physical danger or bodily harm that is posed by the individual or family towards others in the program.

4. In all cases where withdrawal of services is contemplated, a first response will always be, to make every effort to ensure support for the person through Association or other community programs.

5. Withdrawal from service will be initiated by the Association as a last resort.

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1. General criteria to determine the eligibility of a person or family for service are that they be a resident of:
 - a) Bruce County:
 - Townships of Culross and Kinloss
 - Towns of Teeswater and Lucknow
 - b) Huron County:
 - Townships of Turnberry, Howick, Ashfield, West Wawanosh, East Wawanosh, Morris and Grey
 - The Towns of Wingham, Wroxeter, Gorrie, Dungannon, Carlow, Auburn, Whitechurch, Auburn, Belgrave, Blyth, Bluevale, Brussels and Walton

2. In the interests of ensuring a seamless service system for families and as may be required / permitted under Coordinated Access, persons meeting the following criteria may be considered eligible for support from the Association:
 - a) Living in an area that borders the catchment area and unable to receive support from services in that area; eligibility shall be determined in consultation with the service provider(s) in that adjoining area to confirm that service cannot be provided.
 - b) Former resident of the catchment area denoted in item 1 above, residing in an institution or other facility and wishing to return to their home community.
 - c) A person or family moving out of the catchment area and whose situation warrants continued support from the Association; such continuing support is subject to the availability of resources.
 - d) A person or family who are moving into the catchment area and require bridging support prior to their move.

3. A person who meets any of the above criteria must also be considered against the age and other criteria of the specific funded program; such criteria may be defined in provincial legislation or regulation or in the Association's descriptions of its support services.

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1. The Association acknowledges:
 - a) The need of families for support with their family member who has a developmental challenge
 - b) The life long commitment which families make to planning with and caring for their member
 - c) That many families look to the associations and other service providers for help in the work of planning and caring.
2. Accordingly, the Association makes this commitment to families. We will:
 - a) Operate services that are responsive to the needs of families
 - b) Continually work to improve the quality and appropriateness of these services based on the results of evaluation studies and the evolving understanding of our communities to the needs of persons with a developmental challenge
 - c) Ensure that supports to families remain in place in some form to the utmost of our capacity. Changes that must be made to services due to new expectations from funders or material changes in funding will be made with the utmost care and understanding of the ongoing need of families for support.