



01/04/2020

Welcome to Traverse Independence

Head Office

1382 Weber Street East - Unit 1, Kitchener, ON N2A 1C4  
Email: [info@travind.ca](mailto:info@travind.ca) | Tel. 519-741-5845  
Website: [traverseindependence.ca](http://traverseindependence.ca)



## Table of Contents

<b>MISSION, VISION AND VALUES</b>	<b>5</b>
Mission	5
Vision	5
Values	5
<b>PROGRAMS AND SERVICES</b>	<b>7</b>
Residential Programs	7
Outreach Services	7
Day Programs (opportunity Centre and Beginnings)	7
The Opportunity Centre	9
Beginnings	9
Code of Conduct	9
<b>BEING A CLIENT OF TRAVERSE</b>	<b>11</b>
Client Bill of Rights	11
The Right to Privacy and Confidentiality	11
Client Responsibilities	11
Person Centred Care	13
How do we design the care plan?	13
Who decides on the care plan?	15
What about changes to the schedule?	15
Engagement/Involvement	15
Decision Making	15
Client Safety	15
Emergencies	16
Intake, Assessment and Transitions (Service Delivery Framework)	17
Your Client File	17
Care Plan	19
Research	19
Relationships	19
Harassment and Abuse	19
Your Right to File a Complaint	19
24-Hour On Call	20
Places to Call for Help or Information	21
Your Right and Your Staff's Right to be Safe	21
Personal Protective Equipment (gloves, masks, gowns)	21
Client Equipment	23
Lifts and Transfers	23
Stepping Stools	23
Smoking/Vaping – Tobacco and Marijuana	23
Weapons	23
Visitors	25
Pet Care	25
Substance Use	25
Property Damage	25
Damage to Traverse Independence Property	25
Diversity and Inclusion	27
Satisfaction/Quality	27
<b>TRAVERSE INDEPENDENCE CONTACT INFORMATION</b>	<b>27</b>



# WELCOME TO TRAVERSE INDEPENDENCE

## MISSION, VISION AND VALUES

### MISSION

We maximize our clients' ability to live independently by providing support services for adults with a physical disability or brain injury.

### VISION

Supporting people to traverse the distance to independence.

### VALUES





## PROGRAMS AND SERVICES

### RESIDENTIAL PROGRAMS

Traverse has a variety of residential programs, both in the Region of Waterloo and the County of Wellington. Not only do we have the Tagge Street Group Home for those who are slow to recover, but we also have Transitional Living beds that focus on moving back to independence in the community. In addition, there are two supportive housing locations that offer 24/7 personal support to clients living independently in an apartment. Clients who have graduated from the Transitional living program could be offered an opportunity to move into the ABI Affordable Housing program on Bowman Street. While residing in this program, they will receive 2 hours of Community Facility support each week.

### OUTREACH SERVICES

In some cases, ongoing weekly support is needed on a long-term basis. The community facilitator works with the community based rehab team to apply goals and strategies to daily living in the following areas of independent living:

- Scheduling appointments and transportation
- Budgeting and money management
- Menu planning, shopping, cooking
- Medical appointment attendance and support
- Implementing rehabilitation programming
- Household tasks
- Transportation training

### INTENSIVE CASE COORDINATION

Many of the clients who require the services of the intensive case coordinator have significant and complex barriers resulting from their brain injury. The Intensive Case Coordination team re-engages with the client, assessing their needs, draws up plans for the client and assists them to implement. The intensive case coordinator is skilled in system navigation from an acquired brain injury perspective. Each client in this program gets a personalized, flexible, and individualized approach and care plan, which most typically is short term in nature.

The intensive case coordination is a mixture of empowering the client to complete the care plan for themselves, completing the care plan for the client, and assisting the client and their caregivers to navigate community resources to expand the client's resource network. Case coordination works in partnership with community organizations, primary care, mental health, addictions, housing providers, and all other support systems that assist in addressing the needs of this complex population.

Clients in the Intensive Case Coordination program have access to ABI specialized psychiatry consultations and to occupational therapy services.





## DAY PROGRAMS (OPPORTUNITY CENTRE AND BEGINNINGS)

As a client of the day programs, you may reside in one of the many residential settings including your own private home and access the day program. You can find the calendar on our website at <http://www.traverseindependence.ca/en/brain-injury-services/resources/Opportunity-Centre-Weekly-Calendar.pdf>

The day programs are fully accessible and located along main Grand River Transit bus routes on Westheights and Driftwood in Kitchener, either route 1 or route 2. Once you are registered, you can join any or all of the activities.

### The Opportunity Centre

Hours are posted on the Traverse Independence website. [www.traverseindependence.ca](http://www.traverseindependence.ca)

The focus of this day program is on connecting and empowering adults with acquired brain injuries (ABI) in a supportive, social environment. Just as our centre's name implies, the Opportunity Centre is about creating opportunities for everyone.

Whether it is socializing and connecting with other adults or developing specific cognitive and physical skills, the Opportunity Centre's programs will assist participants to focus on independence. The Opportunity Centre incorporates recreation and leisure activities into its programs. A free hot lunch is offered daily, thanks to a membership with the Food Bank of Waterloo Region. Attendant services are available for additional assistance with personal care.

### Beginnings

Typically, clients in the Beginnings program have needs that prevent them from participating in Opportunity Centre programs. Beginnings offer more structure and a quiet environment, with a smaller number of clients in the program.

The program offers an opportunity to socialize, build friendships, relearn skills and develop new ones. Beginnings has an accessible setting where attendant services, behavioural facilitators, and life skills staff are available on a higher staff ratio than at the Opportunity Centre programs.

### Code of Conduct

In order to keep it a safe and fun experience for all, the following rules must be followed. Situations will be managed discreetly and privately between employees and clients. Clients may be asked to leave the premises for a period of time if they do not follow the rules.

- Respect
- Respect for the premises and it's belongings
- Respect for the clients and their belongings
- Respect for the staff and their belongings
- Appropriate language and behaviour - language and behaviour needs to be non-offensive.
- No alcohol or drugs allowed. Must not be under the influence of any substance or in a condition that may jeopardize the health, safety or security of clients or staff.



## BEING A CLIENT OF TRAVERSE

### CLIENT BILL OF RIGHTS

You have the right to:

- Be treated with courtesy, respect and dignity.
- Be treated as an individual.
- Be informed about services in the agency and the community.
- Participate in the planning of your service.
- Say yes or no to service.
- Voice your concerns.
- Review your client file.

### THE RIGHT TO PRIVACY AND CONFIDENTIALITY

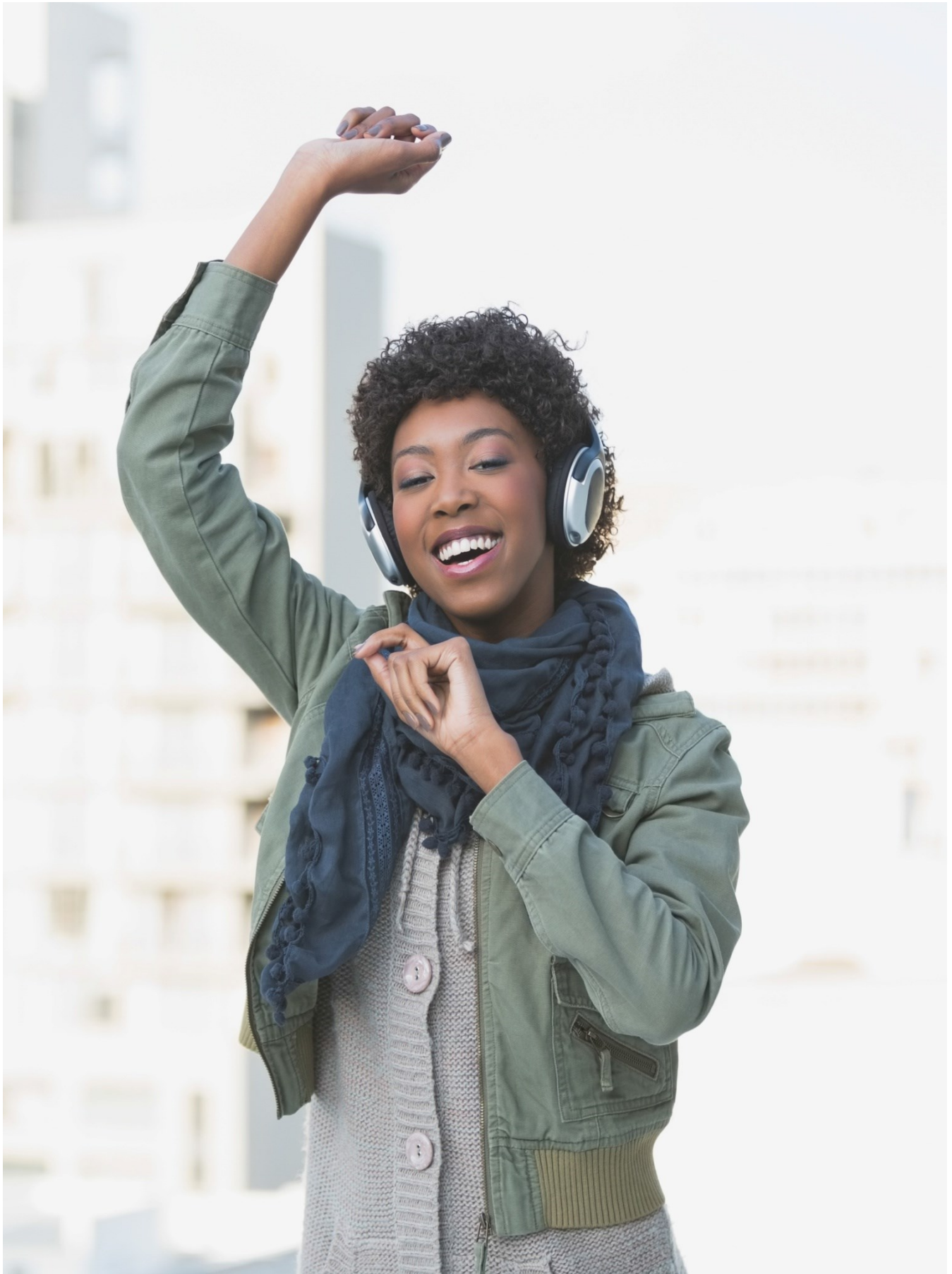
You have the right to privacy. This right shall be recognized and protected to the greatest extent possible. All information about you is considered personal and confidential and will be used to plan the level of services you need. You must sign a Release of Information Form before anyone at Traverse Independence can discuss your personal information with, for example, your doctor or a family member.

Traverse Independence staff have a master key to all apartments in order to have access for the provision of services and in case of emergencies. We will not allow anyone admittance into the apartment for whatever reason, in your absence, without prior consent. If you are expecting visitors and they contact the office to be allowed into the building, we will only do so if you have first asked us to allow them in.

We celebrate many special occasions where we take pictures. Of course, your privacy is very important to us so we always ask your written permission to use your picture publicly. We have a Facebook site that you may be interested in following. This is where we may post your picture, or on our website and in our brochures.

### CLIENT RESPONSIBILITIES

- Treat all employees with respect and dignity.
- Follow all of the “house rules” for the site you are living in.
- Maintain a safe work environment for employees, free of harassment and hazards.
- Report client safety incidents
- Cooperate with reasonable requests by the organization.
- Participate in the orientation and training of employees.
- Attend your client care planning meetings.
- Participate in evaluation of employees and the program as requested.
- Direct your own care to the greatest degree possible.
- Notify Traverse Independence of any changes required to your care plan.



- Provide timely notice if you are moving, requiring a schedule change or if you are canceling services.
- Notify Traverse Independence of any changes that may change your eligibility for service.

## PERSON CENTRED CARE

It is important that you know you have the right to put forth opinions on the services we deliver and how we constantly improve the quality of those services. The following framework has been put forth as a basis for those conversations. We are committed to asking your opinion on a regular basis through face to face meetings, surveys and email requests.

Core principles of the framework are based in our strategic plan and our values, which were developed by staff and clients: CARES – Compassion, Accountability, Respect, Excellence and Support.



## HOW DO WE DESIGN THE CARE PLAN?

You and your caregiver/family will work with our team to develop your care plan including goals and objectives. Attendants are available 24 hours per day, 7 days a week in our residential settings. What employees help you with depends on your care plan. One-to-one services will be scheduled for a community facilitator to assist you with specific goals. The community facilitator will arrive at your home or housing unit at a pre-arranged time.



## **WHO DECIDES ON THE CARE PLAN?**

At any given time, you can meet with the service coordinator and/or manager to discuss changes to your service. The resulting agreement is your formal contract with Traverse Independence. You will get a copy of this agreement along with your schedule.

## **WHAT ABOUT CHANGES TO THE SCHEDULE?**

Any changes or concerns related to the schedule should be directed to the service coordinator. Twenty-four hours' notice is preferred so that we may accommodate your request. Without this length of notice, due to other routines or commitments we may not be able to accommodate your request. The exception to this is an emergency.

## **ENGAGEMENT/INVOLVEMENT**

There are many opportunities for family and/or caregivers to be involved and be an active member of the care planning team starting with the assessment, working through the care planning and finally the transitions. If the family member is not a decision maker, or the client does not want them to be involved, we must keep all information private.

## **DECISION MAKING**

Clients have the right to make decisions on their own. This could be around the care plan and finances. If you need someone to make decisions then a power of attorney, substitute decision maker, or public guardian can be requested. We can help with this. You will need paper work to ensure that the substitute decision maker is confirmed.

Clients will always be involved in your care planning and your goals even if you need the help of your substitute decision maker, family, or caregiver.

## **CLIENT SAFETY**

This is a top priority for us. So what does that mean?

We may ask you to say your name and birth date right before employees start your service. This may seem strange, but we are just practicing good standards and making sure, you get the right care at the right time.

We will make sure you get the right medications, at the right time. Therefore, this means that, while you are in our housing program, our employees will store your medications and give them to you until you are able to do so safely by yourself. We will work towards this before you transition to an independent setting such as your own home

We will keep the environment safe and clean and staff will practice good hand washing at all times.

We will keep you safe from abuse and you need to report anything you see, hear or feel. You should encourage your family or caregivers to do the same. We want to hear about everything.





We will assess your risk for taking a fall. If it seems like this might be an issue for you we will put in place a falls prevention program, which may include things like exercise, conditioning, health food choices.

You have a role in client safety! Traverse has a client safety incident management system so this means we encourage everyone, including you, to report safety incidents. We rank them as harm, no-harm and near miss incidents. We use these reports to help us make system improvements as we analyze them throughout the year with the help of the Client Safety Committee.

If you want to file a client safety incident report, please contact the service coordinator or the manager of your program. These reports are kept in confidence. You can do this report verbally or on our incident report form, whichever is easiest for you.

## **EMERGENCIES**

We have a plan that covers what will happen in an emergency such as a flood, power outage, fire or even an epidemic. We will keep you and your family informed and let you know what you can expect.

## **INTAKE, ASSESSMENT AND TRANSITIONS (SERVICE DELIVERY FRAMEWORK)**

As a client or caregiver of Traverse Independence you will need to participate in a number of standardized assessments. These tools help us to get accurate information on your skills, abilities, and challenges.

Some tests are administered at intake and some are done on an annual basis. These tests help us to do a better job for you and your family, and to better understand the needs of our clients overall.

After the intake and assessment phase, we will use the information we gathered to put together some basic observations on strengths and challenges, which we will use to do a more complete assessment. We can also refer to additional services such as the ABI Intensive Case Coordination program, mental health and addictions supports, housing waiting lists and many other things. The first four to twelve weeks of service will be an assessment phase.

Once the assessment phase is complete, your service coordinator or community facilitator will meet with you and your caregiver and/or family member if you have one to work on your care plan. Together you will design a care plan that summarizes your goals and objectives. You will sign your plan to show that you agree to it.

Going forward, we will write regular updates and progress reports to highlight your accomplishments and successes.

If the day program is the only program you are accessing you may not need a full assessment or a care plan with goals and objectives. However, you will get an annual report highlighting your participation in the activities.

## **YOUR CLIENT FILE**

We will regularly enter information in the electronic client file in the form of case notes. Reports summarizing progress and assessments are also part of the file. If you or your caregiver wishes to



see your client file, you may do so by submitting a verbal (which will be documented) or written request to the manager of your program. We will be happy to help you with this request. If you want your file corrected because you think something is not accurate, you can request a change to the information. We have a policy about this that you can request at any time.

If something happens to you that is unwanted such as an accident, that information will be documented in an incident report. We use these reports to make sure we support you to close out the issue and we use them to trend information so we can prevent such things from happening again. We also have a policy on immediate disclosure so we will contact the caregiver/family member or decision maker.

## **CARE PLAN**

Annual care plan meetings will take place for each client to review the service plan, goals and care needs. This meeting is open to anyone the client chooses to have present.

## **RESEARCH**

On occasion, we may collaborate with research projects. Every project must be approved by the board of directors and overseen by the CEO. We always adhere to the rules and ethics of the research facility. You may choose to participate or may choose not to. Participation is not a requirement for Traverse Independence clients.

## **RELATIONSHIPS**

### **Harassment and Abuse**

Harassment and abuse are serious matters and must be dealt with promptly. Traverse Independence will support everyone to deal with any situation of harassed or abuse. The main job is to report the situation to the service coordinator or manager as quickly as possible. All information will remain confidential.

The following are guidelines:

- Talk to someone you trust. This might be a member of your family, a friend, a minister, a counselor or therapist, an attendant, the life skills facilitator/community facilitator, the service coordinator, or the program manager. You can also call a crisis hotline or sexual assault centre.
- Do not let your fears stop you from speaking out. Fear of retaliation, intimidation, embarrassment or feelings of guilt may persuade you not to make a complaint. However, harassment and abuse will probably continue if not dealt with properly. Therefore, it is important to register a complaint.
- Ask for help if you need it and take things one-step at a time.

### **Your Right to File a Complaint**

You have the right to file a formal complaint at any time. You can do this by speaking directly with the service coordinator or manager of the program. It is their responsibility to respond quickly to your complaint.



They will meet with you to discuss your concerns and will work with you to develop a plan to improve the situation if necessary. This will be done privately and you should not feel worried about complaining.

If you feel that you are being treated differently because you complained, or if someone harasses you over it, report that right away to the program manager.

If you are still not happy you can contact the Health Services Appeal and Review Board (HSARB), which is an independent body that will take a look at your concerns.

## 24-HOUR ON CALL

Staff have access to a 24/7 system that connects them with a manager. This system is used for oversight in an emergency or in a difficult situation. If you are feeling the need to speak to a manager after hours you may ask the staff to contact the on-call supervisor.

## PLACES TO CALL FOR HELP OR INFORMATION

AGENCY	CONTACT INFORMATION
Here 24/7 is a crisis line and intake for mental health and addictions services	Phone: 1-844-437-3247
InfoAbility is an information and referral service	Toll-free: 1-800-665-9092 Internet: <a href="http://www.infoAbility.org">www.infoAbility.org</a>
Advocacy Centre for the Handicapped	Phone: 416-482-8255 TTY: 416-482-1254 Internet: <a href="http://www.archlegalclinic.ca">www.archlegalclinic.ca</a>
KW Sexual Assault Support Centre	Phone: 519-571-0121 TTY: 519-571-0864 Email: <a href="mailto:kwsasc@web.net">kwsasc@web.net</a>
Waterloo Regional Police Services	Non-emergency phone: 519-653-7700
Health Services Appeal and Review Board (HSARB)	Phone: 416-327-8512

## YOUR RIGHT AND YOUR STAFF'S RIGHT TO BE SAFE

Traverse Independence has an obligation to protect the client's health and safety but also the health and safety of the people who work with you.

### Personal Protective Equipment (gloves, masks, gowns)

Our employees must wear personal protective equipment when they are providing personal care. This includes situations where they think they might be exposed to bodily fluids such as urine. Changes in your health may require the purchase of additional personal protective equipment, such as gowns and masks. Failure to supply the necessary equipment may affect our staff's ability to provide services.



In some of the programs you are responsible for keeping a supply of gloves, and any other items that staff may require, in your home, otherwise our employees will not be able to complete your service as planned. The service coordinator will discuss this with you individually.

### **Client Equipment**

The employee prior to use will inspect all equipment that is used by an employee during routines. Clients will be responsible for the repair of any equipment and staff will not use any equipment that is found to be in disrepair until such time that it can be repaired. Clients are responsible for

ensuring that maintenance inspections are completed annually on all equipment, by an approved vendor.

### **Lifts and Transfers**

Traverse Independence has very strict rules on how we lift (mechanical lift) or how we transfer. Sometimes we request a professional to come in and review the lift or transfer because we want to be sure it is safe. We may also ask our more experienced staff to train less experienced staff.

There will be times that we ask for a change on the way we are doing something to keep everyone safe. You have the choice of making the change or not, but if you choose not to, and it is deemed unsafe, we will not be able to continue providing that specific service.

### **Stepping Stools**

Our staff must use stepping stools. They are not allowed to use chairs, for example to reach certain areas in your home. You are required to supply a step stool or ladder with at least two steps for staff to do tasks that are out of arm's reach if you are in your own private home.

### **Smoking/Vaping – Tobacco and Marijuana**

The majority of our environments are smoke free. This means clients and visitors are not allowed to smoke in their apartment. Where smoking is permitted outdoors, you must ensure you smoke ONLY in designated smoking areas.

Some apartments where the clients have lived for a long time permit smoking. If you have one of those units you are not allowed to smoke while our employees are in the same room as you and you must purchase and use an air purifier. If you choose to smoke please ensure that you have extinguished 30 minutes prior to the employee's arrival.

Employees can request that you open a window if they feel the environment is too smoke filled. If they then still feel the environment is too smoky, they may request to provide the service at a later time. Clients are encouraged to purchase air purifiers if they choose to smoke in their apartment.

Likewise, employees are not allowed to smoke in your home.





## **Weapons**

Traverse Independence is vitally interested in the ongoing health and safety of our employees, as well as that of our clients, visitors and guests. Traverse Independence has adopted a weapons policy to ensure that we minimize the threat of injuries associated with weapons on our premises. As such, possession of a weapon is prohibited while on company premises and anywhere else that company business is conducted.

## **VISITORS**

Overnight guests are only allowed in our supportive housing settings (Union Lane and Strasburg Road). Please ensure that you inform staff if you plan to have a guest stay overnight. Employees are not responsible for taking care of your house guests.

All visitors must sign in at the staff office, except for visitors at supportive housing sites.

## **PET CARE**

All pet care must be negotiated in advance. All pet owners must provide proof of vaccinations each year and vaccinations must be kept up to date. Please be aware that a number of our employees have allergies, so should you get a cat or dog it may affect your services. Please note that pet ownership is not permitted at the Tagge Street site.

## **SUBSTANCE USE**

The Tagge Street Group Home and the Day Program are drug and alcohol-free zones.

We support an abstinence-based model; however, this may not work for all people so we look at each person's situation individually. If a harm reduction model is the most appropriate approach to care planning it will be considered.

## **PROPERTY DAMAGE**

Our employees provide many hours of service to you and in doing so have to handle some of your personal items, for instance a cooking utensil or a hairbrush. We expect staff to be careful and respectful in your home but sometimes things may get broken accidentally. If this happens, please report it to your service coordinator right away. Traverse Independence cannot replace items. This is a risk you take while receiving service. If an item is important to you, do not let staff use it or caution them to be extra careful. In the case of laundry, you must provide instructions for special care items.

## **DAMAGE TO TRAVERSE INDEPENDENCE PROPERTY**

We understand that accidents happen. We expect you to be careful and respectful in your home. Should something get damaged, please report it to your service coordinator right away as you may be held responsible for damages.



## DIVERSITY AND INCLUSION

Traverse Independence is dedicated to providing an atmosphere free from barriers in order to promote equity, diversity and inclusion. We celebrate and welcome the diversity of everyone involved with our organization. It is the policy of Traverse Independence to foster an environment that respects people's diversity, dignity, ideas and beliefs thereby ensuring equity and diversity in employment and service delivery. We demonstrate our commitment to this by providing a supportive work environment and a corporate culture that welcomes and encourages equality and inclusion for all.

We make sure our offices, facilities, and housing buildings are accessible for anyone, we follow all of the Ontario accessibility laws (AODA) and our plan is on our website.

## SATISFACTION/QUALITY

Each year we send satisfaction surveys to you and your family/caregiver. These surveys give you a chance to tell us what you think of our services and what we can do to improve them. It is important that we get your feedback so please take the time to fill them out. We will provide the results to you.

## INDEPENDENCE CONTACT INFORMATION

NAME AND TITLE	LOCATION	PHONE NUMBER
Toby Harris Chief Executive Officer	1-1382 Weber St. E. Kitchener, ON N2A 1C4	226-444-1277
Aaron Willmott Director of Client Services	1-1382 Weber St. E. Kitchener, ON N2A 1C4	226-444-3955
Alyssa Nelson Manager of Human Resources	1-1382 Weber St. E. Kitchener, ON N2A 1C4	226-444-3933
Sabrina Jesso Manager of Residential Services	120 Tagge Street Kitchener, ON N2K 3V9	519-588-6241
Karen Liphard Manager of Community Services	Driftwood Plaza 450 Westheights Drive #18A Kitchener, ON N2N 2B9	226-750-7703
Jim Izzard Manager of Transitional Living	78 Stanley Ave, Kitchener, ON N2K 2B2	519-575-8135
Ashley Chessell Intake Coordinator	1-1382 Weber St. E. Kitchener, ON N2A 1C4	226-444-3935
Leah Swann Intensive Case Coordinator	1-1382 Weber St. E. Kitchener, ON N2A 1C4	519-580-9206

