

Community Living South Muskoka



Volunteer Handbook

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WELCOME!

The purpose of this handbook is to provide you with information that will help you make the most of your Volunteer experience at Community Living South Muskoka. Throughout this handbook our organization may be referred to as Community Living South Muskoka or by its acronym CLSM.

In these pages, you will find information about CLSM, our mission and vision statement, and guiding principles as well as a wealth of practical information useful to the Volunteer.

While CLSM has tried to cover most of the bases here, we cannot include one very important piece: face – to – face communication. No matter how complete, this handbook does not replace discussing ideas and observation with the Volunteer Coordinator. Questions about the Volunteer program should be directed to the Volunteer Coordinator. Please feel free to speak with me at any time.

CLSM appreciates that the contribution you make is unique and of tremendous importance to the people whose lives you will touch. We trust that this benefit is mutual, and strive to make it so. Please let us know how we can better support you in your Volunteer role.

CLSM hopes you find this booklet informative and helpful as you begin your Volunteer experience.



Community Living South Muskoka

Serving those with a Developmental Disability



Founded in 1960 by a group of concerned parents and incorporated in 1967, Community Living South Muskoka (CLSM) is a registered charity that provides support to over 400 individuals with a developmental disability and their families. CLSM serves individuals residing in South Muskoka from Severn Bridge and Port Severn/Honey Harbour to the South and from Mactier to midway between Bracebridge and Huntsville in the North. For Respite Services and Family Home programs we support individuals in the entire District of Muskoka.



- Family Home is provided in the entire District of Muskoka.
- Services along the dotted line are dependent on which school area is being attended.
- All services are available in the coloured areas below the dotted line.

Adult Services

Community Participation Supports

The goal of our CPS service is to ensure that everyone participates fully and is a valued community member. To accomplish this, we provide individualized supports that meet personal goals as identified through person centred planning. We support people to participate in recreation, leisure and hobbies in their community. We also provide support to create volunteering opportunities and pre-employment supports. When not out in community, our skilled staff provides a respite day support model in one of our two main locations in Bracebridge and Gravenhurst with a focus on fun and socialization.

Employment Services

This service advances the training and employment options within the community for adults with developmental disabilities. Job coaches assist with obtaining employment and provide one to one assistance while the individual learns the tasks required on the job site.

Accommodation Services

Community Living South Muskoka operates a number of accommodation services and options to ensure that individuals have appropriate homes that they are able to call their own. Staff provide support and training to assist people to live in the community and to become independent, responsible citizens. Accommodation services offered include Group Homes, Supported Independent Living, Enhanced Supported Independent Living and Family Home.

Family Home Program

The Family Home Program provides support to adults and children with developmental disabilities who have chosen to live as part of a family in their own community. It is the goal of the Family Home Program to provide all adults and children with developmental disabilities with a supported, integrated, yet independent living option.

Adult Respite Services

Adult respite is available to families who care for individuals 18 and over with a developmental disability by assisting them to arrange for a short break from the full time responsibility of caregiving.

Passport Services

Community Living South Muskoka provides individually tailored supports, matched to goals and needs to individuals who receive Passport funding through the Ministry of Community and Social Services. Facilitating participation requires highly skilled direct support professionals who are committed to diverse, flexible, seamless and reliable supports. We help families to have a stress free experience by coordinating the desired supports and services, recruiting, hiring and supervising trained professional and managing the financial and administrative responsibilities.



Children's Services

Special Needs Resource Teacher Program

Special Needs Resource Teachers serve children ages 2 to 6 years of age who have one or more delays in their development. The goal of the service is to ensure that Muskoka has an inclusive early year's system, with Special Needs Resourcing providing support to both the child's developmental needs and the Early Years Licensed Providers. Our Resource Teachers perform the role of a case manager and assist the family in accessing services for their child. The Resource Teacher Program also oversees the Childcare Program Assistant funding, ensuring an extra pair of hands so children with complex needs can attend both licensed childcare and summer camps.

Family Support Program

Our Family Support Workers support families who have children and youth ages 3 to 18 years who have a developmental disability. Their role is to help families' access resources to enhance their child's development and ensure they can fully participate at both school and in their communities. The Family Support Worker acts as a case manager, coordinating resources and assisting in the development of an individual family support plan including both life and school transition goals.



Children's Respite Services

Respite Services are designed to provide the primary caregiver of a child with special needs with a break from caregiving responsibilities. It can take place in a variety of settings, and is flexible in time from a few hours to overnight breaks.

Volunteers

Volunteering is a great way to use your talent, develop new skills, meet people, contribute to the community, and to be involved! If you would like to volunteer with us or would like more information please contact Taylor Watson , Tel: (705) 645-5494 x.244 or email: twatson@clsm.on.ca. If you would like to view the Community Living South Muskoka Volunteer Handbook please visit our website at www.clsm.on.ca.

Vision, Mission & Values

Vision - The "Go To" expert for those impacted by a developmental disability.

Mission - Community Living South Muskoka provides lifetime support to all those impacted by a developmental disability, utilizing skilled staff and effective partnerships involving the individual, the family and the community with the result that the individual is accepted as a valued community member.

Key Values -

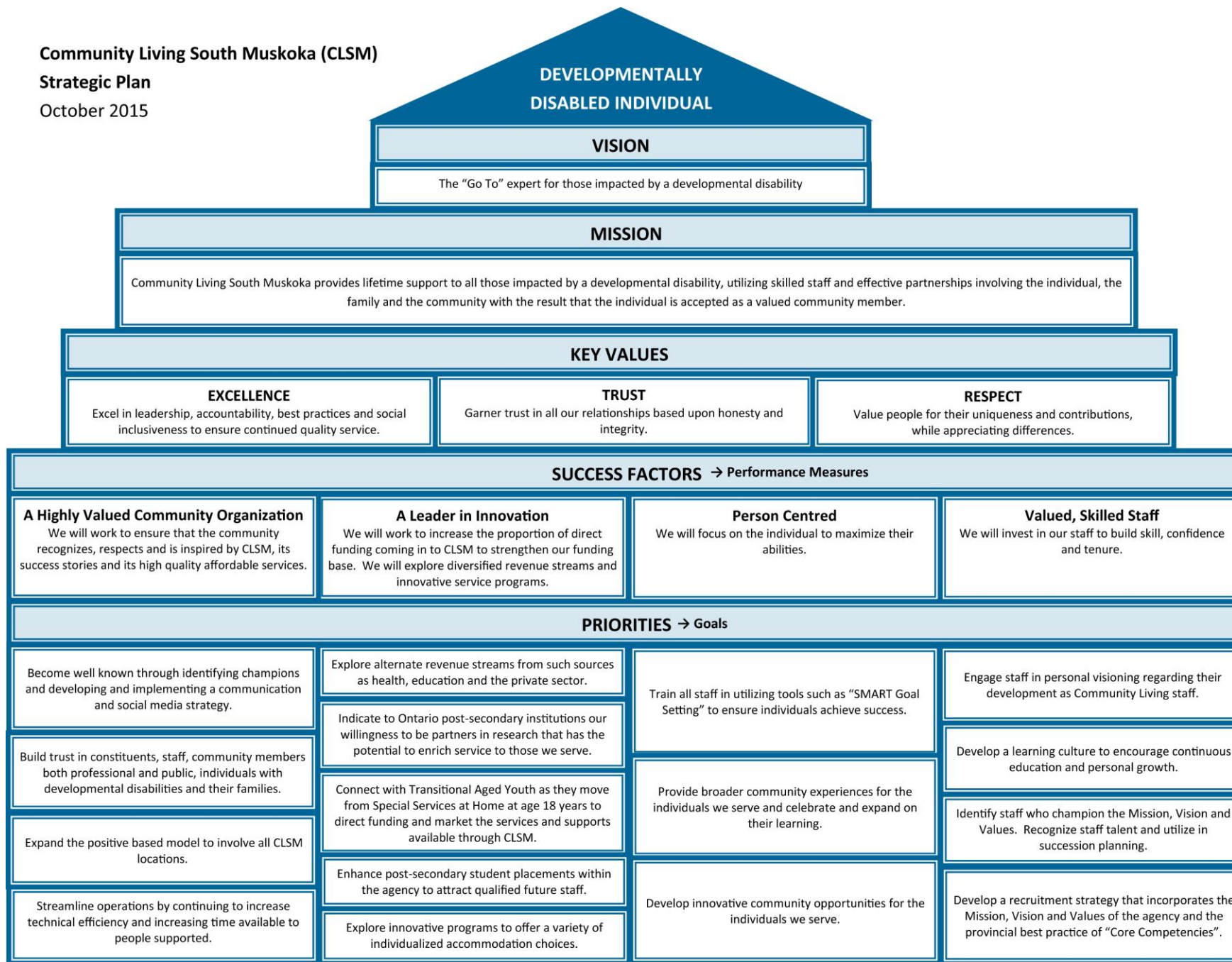
- **Excellence**
Excel in leadership, accountability, best practices and social inclusiveness to ensure continued quality service.
- **Trust**
Gain trust in all our relationships based upon honesty and integrity.
- **Respect**
Value people for their uniqueness and contributions, while appreciating differences.

Contact

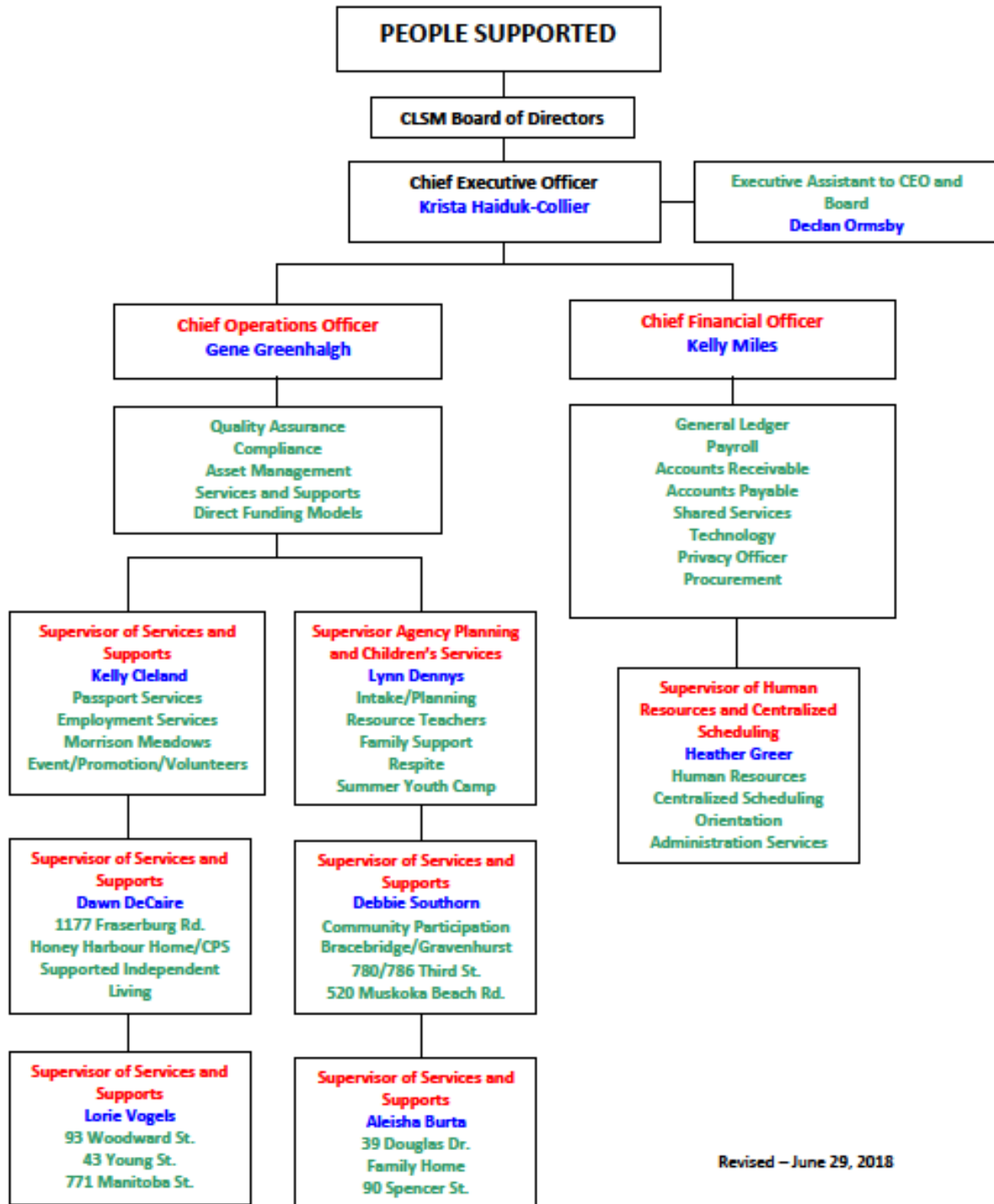
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Chief Financial Officer - Kelly Miles
Tel: (705) 645-5494 x. 248
Chief Operating Officer - Gene Greenhalgh
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Community Living South Muskoka (CLSM)
Strategic Plan
 October 2015



**COMMUNITY LIVING SOUTH MUSKOKA
ORGANIZATIONAL STRUCTURE**



Revised – June 29, 2018

VOLUNTEERING – A GREAT WAY TO GROW

At CLSM we will strive to ensure that your Volunteer experience is a positive and rewarding one. There are many areas in which you can become involved with CLSM. Looking through this booklet will give you some idea of what assignments are available. If you have any special skills or talents you would like to share, please let us know! We may be able to arrange a specialized assignment for you.

TIPS FOR PROMOTING INDEPENDENCE AND SELF-ESTEEM

1. Get to know the person as an individual by focusing on his/her strengths; help him/her to use these where possible.
2. When working with a person involve her/him in any decisions to be made about the activity. Encourage the person to pursue her/interests.
3. Encourage the person to be as independent as possible in the activity. Focus on their strengths and abilities.
4. Communicate in a way that can be easily understood.
5. Treat the person with respect at all times.
6. Recognize the person's achievements by letting him/her know when he/she has done well. Praise their successes.
7. When visiting or supporting a person in the community you are representing CLSM and you are a role model to the person you are supporting. Please consider this when dressing for the occasion.

VOLUNTEERING BENEFITS PEOPLE WHO HAVE A DEVELOPMENTAL DISABILITY

With your help, the Individuals we support can:

- Be included in their community
- Develop a new interest or awaken an old one
- Take part in a community activity
- Learn a new skill
- Know the joy of friendship

VOLUNTEERING BENEFITS YOU

Through Volunteering, you can:

- Develop communication skills
- Enhance your abilities in a particular area
- Hone your creativity
- Develop organizational skills
- Realize the joy that comes from making a difference in another person's life
- Educational opportunities
- Opportunities for new experiences
- Opportunity to sit on a Volunteer board
- Feeling like a valued member of your community

- Use your talent
- Develop new skills
- Meet people
- Contribute to the community
- Get involved!

RIGHTS, RISK, RESPECT AND RESPONSIBILITY

CLSM must educate people about the fact they have rights, and must support the person's wishes to exercise their rights. We must educate that with every right there is also risk and responsibility. The support we provide doesn't just help people live out their dreams; it also assists them to weigh the risk and responsibility involved in living a meaningful life.

A plan needs to be developed to assist everyone towards making an informed decision. This plan could involve the family/friends/ Volunteers/care providers and/or community professionals but most importantly anyone who the individual we support wants present. It is their plan not ours.

As we provide support we can easily change in many ways. Ask yourself when you are supporting someone "Would I want this treatment for myself or a family member?"

Everyone must realize respect is a two way street. We, however, need to practice a respectful approach in all of our actions as we are the role models.

VOLUNTEER RIGHTS

A Volunteer has the right to:

- A position that is worthwhile and challenging, and that can promote learning and growth
- Be trusted with necessary confidential information
- Information on the agency including our structures, insurance and funding
- Orientation and training
- Support, guidance and direction
- Appropriate recognition
- Reimbursement for out of pocket expenses whenever arranged
- Be respected as a team member
- Evaluation of your job performance
- To be heard

VOLUNTEER RESPONSIBILITIES

A Volunteer has a responsibility to:

- Be sincere in the offer of service and believe in the value of the Volunteer position
- Maintain the dignity and integrity of the Volunteer program and CLSM with the public
- Respect confidentiality
- Follow agency guidelines
- Prepare for each work assignment

- Use time wisely; do not interfere with others work
- Acknowledge the need for training and participate fully
- Consult with appropriate CLSM staff when unclear on policy or action
- Provide positive and negative feedback when necessary
- Refuse money or gifts from individuals (small gifts or trinkets should be graciously accepted)
- Work as a team member
- Be loyal to the organization
- Accept the guidance and decisions of the Volunteer Coordinator
- To understand the function of the paid staff, and maintain a smooth working relationship with them and Volunteer responsibly

GUIDELINES

ACCOUNTABILITY

Keep all appointments, and be prompt. If you are unable to arrive when expected, please notify the appropriate staff member or Volunteer Coordinator

COMMITMENT

Make a commitment to the welfare of the individual and to the agency. Become familiar with and abide by the policies of CLSM. Commit to safety, and alert staff to any potentially dangerous situations.

CONFIDENTIALITY

Please respect Individual confidences. Do not discuss a person with others in the community. You should refer anyone requesting information to the appropriate staff member or Volunteer Coordinator. Volunteers will be required to review the Confidentiality Policy and sign and adhere to the Confidentiality Agreement to protect the private nature of information they may hear and see concerning people supported, staff and the organization.

ACCESS TO INDIVIDUAL INFORMATION

CLSM takes care to ensure that you have access to the information that you need to effectively volunteer. Please remember that this information is confidential. If you feel that you need more information about a particular person, please speak with the appropriate staff member or Volunteer Coordinator.

CONTRIBUTION TO TEAM

CLSM recognizes the significance of Volunteers as members of the team. Your observations about an individual are important. Please do not hesitate to speak with a member of the team if you have concerns or inquiries about a particular person's situation.

TRAINING

CLSM treats Volunteers as equal members of the team. Volunteers are encouraged to expand their knowledge and skills in working with people with a developmental disability. Volunteers will be provided free training opportunities through CLSM if necessary including Safe Management Training (SMG), First Aid/CPR, and any other appropriate training to enhance their skills. Archived webcasts and handouts are available on the OTN website at <http://webcast.otn.ca> for Volunteers to review. If you would like to take advantage of these training opportunities please contact the Volunteer Coordinator.

BEHAVIOURAL INTERVENTIONS

Volunteers are not permitted to carry out behavioural intervention strategies for challenging individuals. If a Volunteer be working in a program that supports people with behavioural conditions, the Volunteer will be trained on the appropriate behaviour protocols. Volunteers may be required to complete SMG training. It is the responsibility of staff on shift to handle any behavioural interventions that are required. The sole responsibility of the Volunteer would be to guide other people to safety, assist staff by telephoning for back up support if necessary, and/or to contact the OPP or emergency personnel to assist. The necessary contact numbers will be provided in this document.

DISCRIMINATION

CLSM accepts no discrimination and is an equal opportunity employer. As a Volunteer you must give fair and impartial treatment everyone you are working with.

HARASSMENT

Harassment is any improper behaviour by a person that is directed at, and is offensive to, any other person. It includes harassment within the meaning of the Canadian Human Rights Act, including harassment based on the following prohibited grounds of discrimination: race, national or ethnic origin, colour, religion, age, sex, marital status, family status, disability or conviction for an offence for which a pardon has been granted.

GRIEVANCES

Any Volunteer may write a letter of grievance to the Volunteer Coordinator. If the letter concerns the Volunteer Coordinator you can address your letter to the Supervisor of the appropriate area of work stating the reasons for the grievance. The Volunteer Coordinator or the Supervisor shall attempt to respond to the Volunteer within ten calendar days.

RESIGNATION

A minimum of two weeks' notice is requested when a Volunteer determines he/she intends to resign or is unable to make a scheduled appointment. Some Volunteers may be invited to an exit interview by the Volunteer Coordinator.

TERMINATION

When the Volunteer Coordinator has concerns about a Volunteer's job performance, they will interview the Volunteer and give him/her written and verbal warning outlining the problem and stating that the continuation of the problem may lead to dismissal. If the behaviour persists, then the Volunteer will be asked to resign.

BORROWING AND LENDING

No Volunteers of CLSM shall loan or borrow any materials or documents, unless approved by the Volunteer Coordinator.

ACCESS TO PROGRAM PROPERTY AND MATERIALS

As appropriate, Volunteers shall have access to CLSM property and materials necessary to fulfill their duties, and shall receive training in the operation of any equipment. Property and materials shall be used only when approved, and directly required for CLSM purposes.

RESPECT

Respect the right to privacy and to be treated with dignity for everyone that you come in contact with.

DIGNITY

As a Volunteer, you will hear a lot about recognizing and respecting a person's dignity. Dignity is hard to define, but luckily, you do not need a concise definition to respect it. The following guidelines may be of some help to you:

- Avoid using patronizing tones or terms when talking to an individual. Speak in a tone that you would use with an adult friend. Avoid terms like 'DEARIE', 'SWEETIE', or 'HONEY', call the person by the name she/he prefers.
- Listen to what a person says to you. Be understanding, patient and most important, responsive.
- Do not talk about a person's embarrassments to others.

***** IMPORTANT POINTS TO REMEMBER *****

1. When you visit a person supported you are truly a guest.
2. Each person has likes, dislikes, interests and opinions.
3. Through the years each person has gained a wealth of experience and wisdom. These can be shared, resulting in a mutually enriching relationship.
4. Respect the person's confidentiality.
5. Your care and concern are important qualities. Demonstrate these to the person; this will let her/him know they are worthwhile.
6. Treat everyone with respect.
7. No pictures are to be taken of the people CLSM supports without authorization from staff in charge.
8. Confidential information should not be discussed with family, community or friends. For assignments use only the person's first name.
9. Transportation to and from placement will not be provided. Persons on placement are not permitted to drive CLSM vehicles.
10. The people we support are very impressionable. CLSM presents you as a role model. A conservative style of dress is preferred as outlined in the attached dress code policy.
11. Do not give out your telephone number or take anyone else's, and do not make after hours plans or commitments with the people we support unless approved by the Volunteer Coordinator.
12. Only volunteers that have arranged to be on the placement will be accepted. You will not be allowed to bring along friends or relatives to assist with your placement.
13. Placements are to be treated like a job. They help develop good work ethics and help to obtain work experience in a field of interest to you. Courtesy would dictate that you provide appropriate notice when you will be unable to attend.

COMMUNICATING WITH THE VOLUNTEER COORDINATOR AND STAFF

It is important to provide feedback to the Volunteer Coordinator if/when necessary. Let them know what you are enjoying about your Volunteer experience and of any difficulties you may be encountering so that they may be resolved quickly. Communicating effectively with other staff members is an important part of the team approach. Often Volunteers can offer valuable information

to staff which can be useful in daily planning. If you have any concerns regarding a person you are working with or you do not understand what they are trying to tell you, check with a staff member.

DIFFERENT WAYS TO VOLUNTEER

EVENTS, RECREATION AND LEISURE

Many of the people we support like to participate in recreational and leisure activities and could use your help! CLSM also runs and hosts a variety of fundraisers, festivals, events, and recreation/leisure activities that you could get involved in.

COMMUNITY/FRIENDSHIP SUPPORT

Many of the people we support would simply like a friend to spend time with out in the community. Activities vary and may include going for lunch/dinner, grabbing a coffee, or going shopping. The people we support may not have as many opportunities to socialize with others in the community. With this type of support, an individual is linked with a Volunteer and the Volunteer welcomes them into his or her daily activities, either as the pair or with the Volunteer's family. This can open up a whole new world for the individual as well as the Volunteer. Individuals and Volunteers are carefully matched on the basis of age, interests and personalities.

GENERAL SUPPORT

CLSM supports over 400 Individuals and roughly 200 staff; if you are looking to help out in or office, we will be able to find someone who needs a hand! Just let the Volunteer Coordinator know your area of interest and they will work to find you a suitable placement.

If any of these positions interest you or you want more information, contact the Volunteer Coordinator Taylor at twatson@clsm.on.ca or (705) 645-5494, ex 244.

IMPORTANT CONTACT INFORMATION

Community Living South Muskoka Head Office

15 Depot Drive
Bracebridge, ON
P1L 0A1
(705) 645-5494

- Privacy Officer and Executive Assistant – Declan Ormsby (ex. 285)
- Events, Promotions and Volunteer Coordinator – Taylor Watson (ex. 244)

Ontario Provincial Police (OPP) Bracebridge Detachment

690 Cedar Lane
Bracebridge, ON
P1L 0A1
Non-Emergency Line - (705) 645-2211 | (888) 310-1122