



***'A Home that is Right for Me'***

# **How to Create Your Own Individualized Residential Model**

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**A Guide for Persons with a  
Developmental Disability, their Families,  
Agencies and Other Supporters**

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on behalf of **the Ministry of Community and Social  
Services (MCSS)**

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## Part 1

Build a Vision and Plan, and Explore Options

*What will the home look like?*

1. Build a clear vision for 'home.'

*What are your housing options?*

2. Get informed about individualized residential models (IRMs).
3. Explore and weigh your housing options.

*Who is going to help the person?*

4. Find out about the person's informal, or natural supporters.
5. Build partnerships with agencies.
6. Build a support circle or team to support the person's dream.

*How will you plan?*

7. Build a plan to make your vision of home a reality.

# Four Parts to Finding the Home that is Right for You

## Part 4

Sustain the Home Over Time

1. Continue to manage the funding.
2. Measure quality.
3. Plan to sustain the home later on in life.

## Part 3

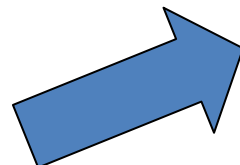
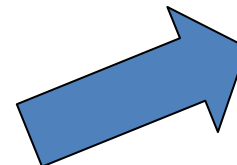
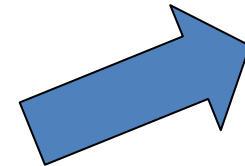
Find Supporters

1. Find and recruit support staff.
2. Train, manage, and keep support staff.
3. Put plans in place for safety, security, and risk.

## Part 2

Figure out Costs and Funding Sources

1. Cost out the plan.
2. Look for funding and resource options.



## 'A Home that is Right for Me'

The process of 'finding home' includes experiences and steps that most people will take when they want to create an individualized residential model. This guide organizes these steps into four main sections, or parts.



**Individualized Residential Model** means a home that is right for you. We will shorten it to IRM in this guide.

You may also hear it called an 'individualized residential approach' or an 'individualized residential arrangement.'

These sections are based on meetings the Ministry of Community and Social Services held across Ontario. They talked with people and organizations who have been involved with creating individualized models.

### How to Read this Guide

Many of these ideas are arranged in lists, depending on whether you are:

- a person with a developmental disability
- the family member or friend of a person seeking a home that is right for them
- an agency that works with people with a developmental disability

You might find that you do not always carry out these steps in the same order. This is okay. Remember that the process of finding the right home might be different for each person. The focus is on learning what goes into it. Feel free to skip to the section that best applies to the part you are working on right now.

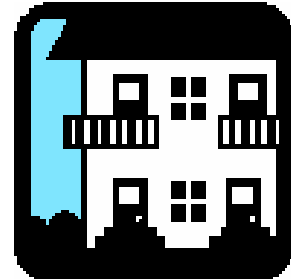
***At the end of this Guide, you will find links to websites that can help you with each of the steps***

# Part 1 Build a Vision and Plan, and Explore Your Options

## *What will the home look like?*

### Step 1 Build a clear vision for 'home'

If you or someone you care about is looking for the right home, it helps first to explore your hopes, dreams, and vision for the future.



You may be quite comfortable talking about your vision with your family, friends and the people you trust. These people are your 'support circle.' Others have found it helps to involve someone else, such as:

- a **facilitator**, perhaps from the agency you work with
- a social worker, lawyer or other person who can act as a **broker** to ensure your interests
- an outside, or 'third-party' **planner** who has training to help people with life planning (remember that you might have to pay for this option).

*I thought I had a clear idea – but realized I needed some prompting to think in different directions – I found it enormously helpful.*

*Parent*

### Questions to get you started

Below are some questions that may help someone think about their vision for their home.

**What is important about home for them? What would this look like if it was achieved?** Some ideas are:

- feeling safe and secure.
- having their own key and coming and going as they wish.
- being in charge of who comes and goes.

- choosing who they live with and who supports them.

**What are the good things the person wants in their 'home'?**

**What would they see if these things were there?** Some ideas are:

- people and things
- the environment around them
- how it feels to be there.

**What kind of support does the person need? How much do they need? What would they see?** The person may feel that the people in their home should:

- listen to them and take their word seriously
- do what they say they will
- call before they come over.

### ***A vision for home made real***

*Two men, 32, are longtime friends who met through a sports team for people with developmental disabilities.. They moved into 2-storey garden condominium with fenced backyard.*

*Two families purchased the home together. Each of them has private space, his own full bathroom and bedroom. They use the third bedroom as a computer room.*

## **Your vision. Your choices. *Ideas for people seeking a home that is right for them***

If you are the person seeking your right home, here is what you can do:

- Start planning and thinking about your vision early, before leaving the school system.
- Talk to other people who have found a 'home' that was right for them. Ask them about their dreams.
- Think about the things you need help with at home. What would you like to learn to do more of on your own?
- Learn about housing options.
- Talk with your support circle about your future vision of home. If you are unable to speak, use other ways to let them know what you want.
- Go to all of the planning sessions with your support circle. If you cannot go, or find parts of this too difficult, tell someone you trust about your vision of home. They can take your ideas to the planning session.
- Think about what is important about home, such as
  - where you live
  - who you live with
  - who you have to support you.

## ***Ideas for family, friends and support circle members***

If you are in the support circle for the person seeking their right home, here is what you can do:

- Focus on the 'feel' of the home, and not just on the things that are in it.
- Recognize that the person needs you to support their dreams and get them thinking. This helps them create a clear vision of what they are looking for in their home.
- Bring in people who can help the person take the first steps toward the home that is right for them. Include creative people who know the person well.



- Practice putting the person first. Listen and understand what the individual wants and prefers.
- Hold back from wanting to protect the person. Resist offering the solution you think is best for them.
- Be open to debates and challenges. Really listen to their vision Be willing to try out new ideas and give the process the time it deserves.

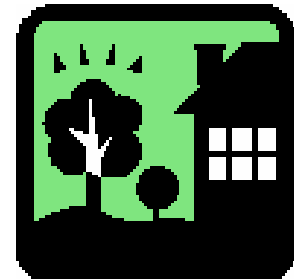
*It took many years to get a clear vision of what a home and life for our daughter should look like. It took a lot of going down different paths working with agencies to get it right.*

Parent

## ***What are your housing options?***

### **Step 2 Get informed about individualized residential models (IRMs)**

Persons with a developmental disability and their families can become informed about IRMs. Agencies can help them by providing the information they need.



### **Get informed. *Ideas for people seeking a home that is right for them***

If you are the person seeking your right home, here is what you can do:

- Get informed about options for living with others or on your own.
- Talk with your friends about what being on your own means. Learn from each other.
- Visit your peers who already live independently. Talk to people who are in a variety of situations.
- Learn about what is involved in running a home. Think about:
  - budgeting
  - staying safe and secure

- healthy eating
- having visitors
- dealing with change and being lonely.

### ***Ideas for family, friends and support circle members***

If you are in the support circle for the person seeking their right home, here is what you can do:

- Find out what else is happening in the province. Seek advice and support from professionals. They can share ideas that have worked well for others.
- Be willing to move out of your 'comfort zone' to honour what the person wants. Learn from other people about how they coped with that.
- Connect with an agency and learn about what they can assist with.
- Tell the Ministry of Community and Social Services (MCSS) and other providers about your needs.
- Think outside of the current menu of agency services.
- Learn about what you have to do for reporting and being accountable for how government funding is used.
- If you are a parent of the person seeking their right home, you can talk to other families:
  - Ask for their success stories. They can inspire you and start you thinking.
  - Join or start a parent group.
  - Think creatively with other families. How can you share resources and work together on solutions?

Being **accountable** means keeping full records of how you spend government money, and sharing any information the funder asks for. This is how you 'account' for the ways you used the money.

- Look into planning options in your local area, so that you know what your choices are when funding is available. Talk to any of these people:
  - agencies
  - people who act as brokers on behalf of people with developmental disabilities and their families, such as lawyers or social workers
  - family organizations
  - others outside your usual contacts, such as local businesses.

### ***Ideas for agencies***

If you are with an agency supporting the person seeking their right home, here is what you can do:

- Encourage parents to start thinking and planning early.
- Hold orientation and information sessions for families and meet with them when new programs come up.
- Help build a parent group.
- Help families know what some of the best practices, approaches and options are. Let them know who they can connect with in the province to find out more.
- Share information about housing and planning options. Venues include:
  - town halls
  - public forums
  - training sessions
  - family groups and networks.

*We first became interested in Life Sharing residential models when we learned about the L'Arche movement. With L'Arche, non-disabled companions made a commitment to share their lives with someone who has a disability. We then learned about the Supportive Roommate model. In this setting, ordinary citizens live with persons with disabilities in exchange for reduced rent.*

*We decided that for us combining both models was best. They helped us*

*secure a stable, loving, and nurturing living place for our daughter.*

Parent

### **Step 3 – Explore and weigh your housing options**

As you get started, make sure everyone looks at every option. Prepare to try different settings to find the ideal home.



Identify how to manage the cost of independent living. House-sharing is one way to do this. If the person has family who can help with finances, learn about what is available through agencies and government.

#### **Your options. *Ideas for people seeking a home that is right for them***

If you are the person seeking your right home, here is what you can do:

- Make your voice heard about where and how you would like to live. For example, think about whether you want to be close to the:
  - community centre
  - swimming pool
  - church or other religious centre
  - other services.
- Be clear about whether you prefer to live with house mates, or on your own.
- Learn about the kinds of housing in your area.
- Be fully informed. Ask that people making any agreements about you discuss them with you and have you sign them.
- Ask about whether funding is available to support you.
- Be prepared to challenge those who do not agree with your choices, or who question your point of view.

### ***Ideas for family, friends and support circle members***

If you are in the support circle for the person seeking their right home, here is what you can do:

- Think about the area where the person would like to live.  
Consider these questions:
  - Where do they work or volunteer?
  - Where do their friends live?
  - What essential services are close by?
- Learn about the housing market or shared living options in the person's area of choice. Find out about affordable housing. Learn if supported units are part of the municipal plan.
- Look at the realities of:
  - renting versus owning
  - shared ownership
  - different ownership options.
- Make the 'short list' of possible homes, then look at the pros and cons of each. Discuss these issues honestly.
- Look around for people and groups who can partner with you. Look outside the Developmental Services world to find options. Talk to:
  - private investors
  - developers
  - service clubs
  - businesses and corporations.

### ***Ideas for agencies***

If you are with an agency supporting the person seeking their right home, here is what you can do:

- Support the people and their families to think and learn about options.
- If they qualify, encourage them to apply for affordable housing.

## ***Who is going to help the person?***

### **Step 4 Find out about the person's informal, or natural supporters**



People seeking a home that is right for them can think with their families about what 'support' means to them. Think about the informal, or natural supports in your world. Include those who have supported you, or who will support you in future.

You can challenge community members to make it easier for a person with a developmental disability to be a bigger part of their community.

*There is great power in informal structures. Safety and security does not come from formal structures. It comes from the people who freely give their time to be in relationships with vulnerable people, and from their commitment to their well-being.*

- Agency Executive Director

*I notice that people start to look for community first, rather than agency. That leads to more creativity.*

Agency staff

### **Your support system. *Ideas for people seeking a home that is right for them***

If you are the person seeking your right home, here is what you can do:

- Think about what natural connections have been positive and comfortable.
- Think about places in the community that have been welcoming – where connections have been built.

### ***Ideas for family, friends and support circle members***

If you are in the support circle for the person seeking their right home, here is what you can do:

- Look at the community with open eyes. Think about who may be able to be a natural support. Even push a little. Here are some people you can turn to:

- friends.
- your faith community.
- people in the neighbourhood.

## ***Who is going to help the person?***

### **Step 5 – Build partnerships with agencies**

Many agencies in Ontario are doing leading work when it comes to helping families arrange IRMs. These agencies have done a lot to build partnerships with people with a developmental disability and their families.



It's important to research your local agencies in the early stages of planning. Ask yourself:

- What do the different agencies offer?
- What values do they work from?
- What options exist for them to be involved (besides being the 'paymaster')?

People with a developmental disability and their families can work to build a strong relationship with an agency. Then they will have caring, concerned professionals available when they may need them. It is only over time that an agency can come to know the person and their dreams and preferences.

You can have a discussion about:

- How involved the person and family want an agency to be? How involved will they be?
- Which one of you will administer, or manage, the process of finding a home that is right for the person? Who has the skills, the resources, and the will to help? Think about who can do jobs such as paperwork, hiring, and contracts.

## **Who will do what?**

You can sort this out in a few different ways. It depends on what the person and their support circle need, and what resources they have available. Here are three ways you can do it:

### ***Option 1 – Agency takes the lead***

The agency asks the person and their family to advise them about tasks such as:

- hiring and keeping track of staff.
- looking after contract arrangements.
- managing funds.
- watching over quality.
- thinking about risks.

### ***Option 2 – Partnership arrangement***

In this case, many options exist for the agency, family, and the person to share responsibilities.

Make sure you clearly understand and keep a written record of each person's responsibilities. It is a good idea to keep a service agreement. This becomes the guide for the relationship and makes sure all the pieces get done by the right people.

### ***Option 3 – Agency has a 'brokerage' role to ensure funding flows. The people receiving the funding do the rest.***

The person or the family manages all other aspects of the IRM. They also make sure they provide all reports that the funder or others ask for.

Some families are very willing to take the lead. They comment that 'it's like running a small business'. It doesn't have to be complicated. Actually, it can be quite straightforward once the systems are in place and it's clear what is expected of everyone.

If the family is involved, they may choose to take on these responsibilities:



- Co-ordinate meetings to review their work with the agency, every six months or yearly.
- Oversee and ensure plans in the service agreement are put into place, and that they become part of the everyday routine.
- Provide statistics, receipts, and invoices to the lead agency every month when they do receive funding from the agency.
- Be fully responsible for support staff using an independent contractor agreement. Tasks include:
  - recruiting
  - hiring
  - training
  - scheduling
  - encouraging and motivating them to stay on
  - paying them.
- Provide all needed hiring documents to the lead organization. These include:
  - medical and police clearance
  - First Aid and CPR qualifications
  - ensuring that support staff meet these requirements each year.

*Only about one in five families will choose to direct and manage their funding. When families are older, they will turn to the agency they had a relationship with all along to partner with them. We don't need to worry. Families will turn to us, and there will always be lots of work for agencies if we are responsive and worthy of their trust.*

Agency Executive Director

*We all have to let down barriers and accept that this is an opportunity to work together. And we have to set aside our defences and put the person at the centre. We must work on their behalf. Agencies who partner with families can help to steer the process, but can also help you figure out how to make a real home for the individual.*

Agency Executive Director

### ***Ideas for family, friends and support circle members***

If you are in the support circle for the person seeking their right home, here is what you can do:

- Figure out what specific skills and resources you need from agencies.
- Research the agencies in your area. Interview them to find which one best responds to the person's needs. Find out about their core values and their experiences in partnering with families. Ask what their plans are for the future when it comes to IRMs.
- Stay open to the ways an agency can partner with you. Keep a positive outlook. Give the agency the chance to show their value. And give it time. Building trust takes time
- Share your hopes and dreams with agencies. Ask for help to achieve them.

*For me personally and for my son it's the common values that you work from. If you don't have that, you don't have the respect and the trust.*

*The ways my son contributes as a citizen. Those things are the key. You can't work with an organization that has a different set of values than you do.*

*Parent*

### ***Ideas for agencies***

If you are with an agency supporting the person seeking their right home, here is what you can do:

- Assess appropriate options and see the possibilities.
- Find out what kinds of support they need, and the costs. Include what support they will need to manage that support.
- Recruit people to provide support and training.
- Supervise workers.
- Help people who apply for support.
- Find a skilled planner to help people to plan.
- Ensure that the person's plan is carried on if family members can no longer help.

- Make it a point to find out what is happening with IRMs in your own community. What are families, people with a developmental disability and other agencies doing?
- Take direction from the person and family to put their plan in place.
- Ask people with a developmental disability and their support circle on what type of supports they need.
- Be open to proposals about new ways your agency can offer support.
- Communicate and build trust based on an honest and open relationship.

*We don't fund programs – we fund individuals' needs. It's important to invest in people, not programs.*

Agency Executive Director

## **Step 6 Build a support circle or team to support the person's dream**

You may call the people who help you your 'support circle,' or simply your 'team.'

Each support circle or team is unique. Most of them include as few as eight people, or as many as 20.

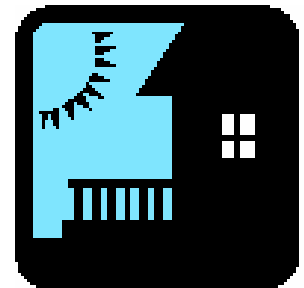
Your support circle may include:

- friends
- family
- community members
- trusted supporters
- agency staff.

### **Key things to consider**

You will want to create the support circle early. The people in that circle can help you to plan and create your vision from the start.

As you plan, share the qualities that are important to the person with a developmental disability, such as their:



- values
- beliefs
- culture
- lifestyle.

You also want to ensure that all team members understand the concepts of social inclusion. Remind them that it is important to let people take some risks in how they choose to live.

Support circle members may take on major responsibilities to directly support the person. Or, they may only be involved in planning and making decisions.

Include people who bring in different points of view, such as the:

- person you confide in
- person whose opinion is important to you
- Loving, warm, caring person
- Family members who carry your needs in their hearts
- People who keep the bigger issues in mind.

**Your circle of support. *Ideas for people seeking a home that is right for them***

If you are the person seeking your right home, here is what you can do:

- Help build your support circle. Who do you trust? Who has listened to you before and taken your words seriously?
- Find ways to tell your support circle the details of your dream. Tell them what you need.
- Think of anything that makes you nervous about their dream of 'home.'
- Think about how to include important people who can help from a distance. For example, can you use a computer with a web cam or teleconference?

### ***Ideas for family, friends and support circle members***

If you are in the support circle for the person seeking their right home, here is what you can do:

- Ask the person who they want in their support network. Make sure their voice is heard.
- Find ways to help to build relationships in your community. This will create more possibilities for your support team.
- Consider what qualities the team members should have. What kind of knowledge do you need? How involved do they have to be?
- Spend lots of time helping each person get to know the individual. Remember that they may get acquainted more deeply than they might have in a relationship.
- Decide how decisions will be made. Think of how to include the opinions of people who cannot be there when you make a decision.
- Consider using a facilitator to help with building the team and exploring important values and beliefs.

Plan for how you will manage issues. Deal with each concern as it comes up in the support partnership.

## *How will you plan?*

### **Step 7 Build a plan to make your vision of home a reality**



*The important thing was getting the assistance with making the plan. It was good having that as a blueprint or guideline early on.*

Parent

The plan helps people lay out a step-by-step pathway to their home. It is worthwhile to create a good plan, even if funding isn't available to support it right now.

#### **Getting started**

Consider engaging a planner or facilitator to assist. You can find one through an agency. Or, you could hire a third party facilitator. This will be a neutral person who is not directly connected with one of the agencies. Your way of building the plan could include person-directed planning. Person-directed planning is a process to help people lay out their life vision and goals, and how to achieve them.

Describe roles for each person in the support circle.

#### **Setting targets**

- Set measures or markers of success that are clear and understandable. Then you can show that you are making progress toward results.
- Use realistic time frames for measuring progress.
- Decide who will be accountable so that the plan is carried out.

#### **Evaluating your plan**

- Understand that planning and life-long learning do not end at a certain point. Plans evolve over time:
  - The plan should be flexible.
  - It will be reviewed regularly.

- It will need changes over time.

### **Including elements of the individual**

The dream is a great place to start. Along with it, the plan for home needs to include information about the person you are planning for. Ask yourself:

- What are their strengths, skills, gifts, and assets? How do these relate to where they live and how they take part in their community?
- What relationships mean most to them?
- What specific support do they need and prefer?
- In what areas might they need help? Think about things like
  - Independence
  - Safety
  - Their personal and health care.

### **Build your plan! *Ideas for people seeking a home that is right for them***

If you are the person seeking your right home, here is what you can do:

- Be involved in every part of making the plan.
- Ask questions. Challenge people and tell them what is important to you.

### ***Ideas for family, friends and support circle members***

If you are in the support circle for the person seeking their home, here is what you can do:

- Make it clear from the start that the person who is seeking their home will own the plan.
- Be willing to move forward with planning even when you have no funding.
- Involve the support circle and other key people who have been part of their life.

- Keep planning separate from making decisions. You do not want it to be about picking from an agency menu. The focus is on what the person needs, not on who will provide it.
- Seek out a facilitator. Talk to other families and agencies to find out what services exist. Learn some practical planning skills if you are not going to work with a facilitator.
- Decide how the plan will allow the person to continue to grow and develop. Make sure it is flexible.

### ***A sample 'skeleton' plan***

#### **Paid support workers**

- How many do you need, and from where?
- What role will they play?
- How many hours will you need them, and at what times?

#### **Unpaid support**

- Who can help from the person's community or support circle?

#### **Boundaries**

- What are the roles and responsibilities of different partners? Will the support worker be a roommate through shared housing? Or, will they live there rent-free in exchange for support?

#### **Safety and risk factors**

- Are there areas we have to watch for?

### ***Ideas for agencies***

If you are with an agency supporting the person seeking their right home, here is what you can do:

- Have a contact person who can help with applications and plans.



- Help people plan with their families for the future. Or, help them find independent planners to help them.

*Independent facilitation can create 'aha' moments. It challenges us to do things differently.*

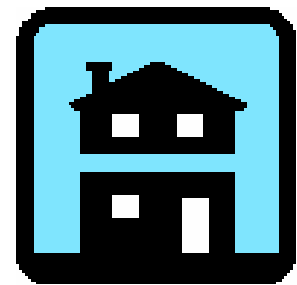
Agency Executive Director

## **Part 2 Figure out Costs and Funding Sources**

### **Step 1 Cost out the plan**

Before you look at funding options, it can help a lot to look at what each part will cost, such as:

- physical housing (rent, mortgage, etc.)
- support needs
- security features.



Remember to look at funding the person already has, and what savings the family can add. Then you will have the full picture.

### **Money matters. Ideas for everyone**

Here is what you can do:

- Set up a partnership between person, support circle and agency. Agencies have a great deal of experience with this sorting out costs.
- Be willing to do some homework. Find out the exact costs for each part of your plan.
- Include future increases for cost of living.

### **Step 2 Look for funding and resource options**

It can be frustrating to get funding in place. But it can also be a process of being creative to solve problems.

## **Existing funding from agencies**

Agencies are being more creative about how they support individualized approaches. For example, many agencies have helped people move from a group home to a more independent way of living.

If so, you can ask your agency about how they can keep providing residential funding and transfer it to the Individualized Residential funding stream.

## **New Ministry funding**

There is not always new funding for residential services in a given year. But new funding might be available in the future.

## **If no funding is available right now**

You do not always need to wait for new Individualized Residential funding. Instead you can move ahead in creative ways by finding a mix of resources. . Here are some useful strategies:

- Find out how much income a person has to help pay for rent. Income may come from their job and/or the Ontario Disability Support Program.
- Think about what the family or support circle members can offer.
- Think of whether there are creative ways to 'try out' a more independent situation. Maybe there is an area of the family home where the person can have more privacy, where you can still watch over how it is going.
- Find out whether there are affordable housing options to reduce housing costs. Municipalities are responsible for providing this.
- Find out if there is an agency in the area that offers individualized dollars.
- See if a landlord or private developer can help you apply for a rent subsidy.
- Look for start-up funds from organizations such as service clubs, (like the Lions Club), or other community organizations
- See if there is supportive housing available that is funded by Ministry of Health and Long-Term Care
- Look for rent subsidies provided by your municipality.

- Find out if there are other supports available that can help you to participate in your community. For example, there is the MCSS Passport program.

### **Other government funding**

As mentioned, there are other funding sources. Make partnerships with other funders or organizations that provide access to services, such as

- Community Care Access Centres
- Local Health Integration Networks
- Ministry of Municipal Affairs and Housing.

Grants or tax credits may also exist related to:

- housing
- renovation
- retrofitting
- in-home suites.

### ***Ideas for family, friends and support circle members***

If you are in the support circle for the person seeking their right home, here is what you can do:

- Make a list of possible funding sources and options, including community resources.
- Look at how much funding you need. Look at different ways to have a home and how it affects the amount of funding you need.
- Connect with other families to learn about ways to share resources and support.
- Think about applying for affordable housing in the community.

### ***Ideas for agencies***

If you are with an agency supporting the person seeking their right home, here is what you can do:

- Be informed about other service sectors and community organizations which can provide support for affordable housing.

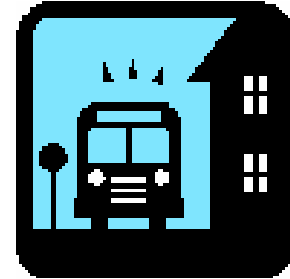
- Help people form relationships with these organizations.

## **Part 3 Find Supporters**

### **Step 1 Find and recruit support staff**

The person's individual plan should name the type of supports they will have. It should also outline:

- what they are looking for in their supports
- what work will be provided
- what times and how many hours they will need supports.



The person, their support circle and the agency can work through the hiring process and orient and train new staff together. They can also agree on what natural support persons will do.

Some people have partnered with agencies to help them find the right staff. Others have found that they are more comfortable finding support staff on their own.

Here are some ways to achieve success.

#### **Listen to what the person looking for a home wants.**

Involve them in the process. As one parent has said, "people have good instincts" about who is the right person to support them.

Keep in mind that the right support person may not always have special training. They may have life experience, and common interests with the person.

#### **Expect that your needs will change over time.**

Once a person is living in their home, they can be more confident in their own abilities.

Many parents say their son or daughter needed 24/7 support in the beginning. But over time, their support needs and costs went down quite a lot. By then, more unpaid natural support people were offering help.

Many families have found creative ways to get the funding they need for staff support. Often they combine funding and support options, such as:

- using an agency program for 12 to 15 hours per week
- receiving Individualized Residential funding for 10 to 15 hours per week
- having lots of support from family, friends and neighbours. This can be scheduled and unscheduled.

*I get a cheque from the agency, I hire my workers, I ask them to do what I need, I get them to do their timesheets, I check them, I pay them by cheque, I send the sheets to (the agency). If there are problems I find a new worker. I am the boss!*

Self Advocate

### **Hiring those who will help. *Ideas for people seeking a home that is right for them***

If you are the person seeking your right home, here is what you can do:

- Think about what is important about the people who help you. How do you want them communicate with you? What exactly do you want them to do?
- Be as involved as possible in the hiring process. Take part in:
  - interviews
  - reviewing applicant resumes
  - setting their job description.
- When you interview, use your good instincts to get a feel for the person. Know whether you are comfortable with them or not.

*The most important thing was that our son was always included. Nothing was decided without him there. He didn't like meetings. So we called them coffee breaks instead of meetings.*

*Now he speaks up at meetings. It used to be that he wouldn't say anything. You have to ask the questions in different ways. He was involved in the hirings, and a couple of firings too. And he was very proud of it.*

Parent

### ***Ideas for family, friends and support circle members***

If you are in the support circle for the person seeking their right home, here is what you can do:

- Understand that support workers are independent contractors. Where an agency is providing support staff, get to know any:
  - employment practices and standards
  - regulations which may apply, such as Workplace Safety and Insurance Board (WSIB)
- Take steps to ensure you have natural, or unpaid, supports in place. Make the most of what families, friends, and neighbours offer. They pick up where the paid support hours leave off.
- Get over the feeling that you should hire only family and friends. Be very clear about who is a paid worker and who is a friend.
- Be direct and clear about what the person wants. But also be open to possibilities. For example, you could share one or more workers with another family.
- Partner with other families, because recruiting staff takes a lot of time and is costly. You can:
  - Interview workers in a group with other families.
  - Reach out beyond your close community.
  - Share advertising space.
- Network with agencies too. They get resumes all the time. You can also talk to churches and community groups to find support people.

- Document, or keep a record for next time, of the process and results.

*Yes, the agency takes a big role in our case. So they give us options, but the final word is my daughter's and ours. Our daughter sometimes has problems expressing herself and so on. We discussed options with her and did some trials. Finally she said she wanted to live in the house and chose the person to live with.*

Parent

### ***Ideas for agencies***

If you are with an agency supporting the person seeking their right home, here is what you can do:

- Create good partnerships with families. Offer to help them with interviewing and attracting candidates.
- Provide a "How-To" guide for families and a collection of resources and templates, such as information on:
  - qualifications needed
  - asking for references
  - benefits
  - liability
  - contracts.
- If your agency provides the workers, be clear on employment standards that apply to individualized supports.
- Create a pool of supporters who have been pre-screened. Refer them to the families.
- Screen the resumes you receive so that you have a supply of possible workers.

*The agency is good at respecting our son's personhood. They will screen people who have applied to work as a support worker to see whether or not we should interview them. We and our son make the decision whether to hire them or not.*

Parent

## Step 2 Train, manage, and keep support staff



Managing support staff includes several continuing responsibilities. This includes dealing with:

- training
- ongoing professional development
- contracts, timesheets, and other administration
- illness
- 'no-shows'
- concerns about work quality or behaviour
- firing.

Some people with a developmental disability are confident to take these on themselves, or with their support circle. Other people have found that a partnership with an agency is what they need to be successful.

An agency can take on all of these responsibilities, or just the ones the family is less comfortable with. The key is creating a true partnership. Everyone should trust that things will run smoothly.

There are a few organizations in Ontario that can help meet families' administrative and financial needs. It is important to know up-front what roles an agency can play. What are they able to take on in this area? What are others in the support circle willing and able to take on?

Agencies have developed tools to support these functions. ***See the end of this guide for online information and links.***

*We have a complex little business almost. We have contracts with support personnel, a contract with agency, timesheets, ways to submit for reimbursement. Then there are quarterly and annual statements and guidelines for fire drills.*

*We also have had a lot of help from a family support and planning organization. They helped us with the tough transition period in the early days. We had to learn how to interview properly, how to define*



*the work, how to evaluate our choices. They also helped us manage our circle of support.*

Parent

Here are some ideas families and agencies have used to train support people:

- Write down 'Principles for Support.' These guide the relationship and are used during training.
- Make sure staff have training and support to understand 'life without programming.' They should also know what is important to the person and their family.
- Create a binder. You can use this to transfer knowledge to other supporters.
- Make teaching tools. For example, you can use a video camera to record personal care and medical procedures.

*Now he is the master of his own place. He can invite people over to his place, and he is connecting to his neighbours fairly regularly. They look out for him.*

*The other challenging part is to have continuous staffing. The house part is a piece of cake. You take some money and buy a house. But the support part has always been a challenge – keeping good staff who support his will and desires, who don't try to lead him.*

Parent

### ***Ideas for family, friends and support circle members***

If you are in the support circle for the person seeking their right home, here is what you can do:

- Consider how to ensure a safe, healthy and quality workplace. They will feel better, and you will help prevent any liability issues up-front. Liability issues are what can happen if someone gets sick or hurt at work, and the employer is held responsible.

- Do not always think that staff change is a negative thing. It can mean new connections.
- Be prepared to 'run a little business.' Or, have someone else look after that.
- Try not to let workers leave until they help find a replacement. They likely know other potential supporters.

### ***A vision for home made real***

An individual has a supportive roommate overnight with family supporting on the weekend. They have found this keeps things consistent, rather than different staff coming every night.

The person also has three supporters during the days who help him maintain his place. They are out and about with him to do grocery shopping, laundry, picking up his own mail. He goes to the family home on weekends.

### ***Ideas for agencies***

If you are with an agency supporting the person seeking their right home, here is what you can do:

- Form partnerships with families. Offer to help them with training, supervising, and professional development for staff.
- Create other ways to train support people. Consider teleconference, video conference or a live broadcast on the Internet, also called a webcast.
- Educate and help families with human resources. This helps them take on what they are able and willing to, but have an agency back-up where needed.
- Bring in mentors from agencies that have had success with bringing staff into IRMs.

### **Step 3 Put plans in place for safety, security, and risk**

It is essential to find any areas that present safety concerns or risks. This could be concerns or risks for the person being supported, or for others.



Understand that you do not have to conform to safety standards that are made for group home facilities. The person controls and manages their environment. Make sure that the person, their family and the agency clearly understand this difference.

As people are able to do more on their own, they will become more capable. This will then affect what their support arrangements need to look like. People have a right to citizenship and choice, and to make choices on their own.

When we respect a person's choice, we have to recognize that taking risks is part of that choice. Everyone needs to balance letting them choose against any concern for safety.

#### **Other things to consider**

- Think through the concerns of the person and their support circle, and talk about how to deal with each one.
- Set up safe living arrangements. Find and secure the areas where someone might be most at risk.
- Consider communication technologies to keep the person and their family updated. For example:
  - Install an audio monitor so the person can call for help if needed. You can hard-wire it to a neighbour's house.
  - Get an alarm system to wake the caregiver or supportive housemate in an emergency.
  - Start an online blog where you can post regular updates. Family and other supporters can check in when they are away.
  - Put visual aids in the house, such as safety checklists.

The key idea is to remember that this is a person's private home and not an agency-run program or group home.

## ***Stay safe. Ideas for people seeking a home that is right for them***

If you are the person seeking your right home, here is what you can do:

- Think if there is anything in your new home that makes you nervous about your safety.
- Try doing things on your own, with safeguards built in. Be ready to learn some new things and make it work for everyone around you who cares.
- Identify the 'non-negotiables.' These are the things you must have to feel safe.
- Get involved in making decisions and planning for solutions.

*When I got together with my son, myself and people from the agency, we could think differently about what was really needed. I can be overprotective. That is what mothers do.*

*So I did have to be challenged on that. I had to let go, to let him find his own way, and what he could do. I can't believe what he is doing now. I never would have imagined it!*

Parent

## ***Ideas for family, friends and support circle members***

If you are in the support circle for the person seeking their right home, here is what you can do:

- Know what the person is capable of. Can they use their own judgement to solve problems in a crisis situation? Can they use the phone or push a Help button?
- Go through the routine with the person to test possible problem areas. Can they:
  - use the stove safely?
  - be part of fire drills?
  - handle unexpected phone calls?
- Plan for a clear system to reduce risk. Find areas of concern and think of possible risks and solutions. Options include:

- call blocking
- fire safety arrangements
- visual cues for solving problems, such as safety instructions with pictures of the steps.

Consider involving others as part of the plan, such as neighbours who can check in. Or, look to your natural supports, such as siblings who live down the street.

- Ensure liability insurance is in place. This covers any accidents the person or the support worker may have. Be willing to help insurance companies understand the supports offered in the home.

### ***Ideas for agencies***

If you are with an agency supporting the person seeking their right home, here is what you can do:

- Prepare and share guidelines, processes and tools on how to assess risk factors. Give families resources they can learn from.
- Listen to the person and what they want. A team approach will reduce the risk.
- Understand the liability issues and explain them to the family.

*The challenge sometimes is this issue of control. I think we do provide and protect, and give security. But if you exercise too much control, a person has no chance to learn. I want agency staff to help me give up control, and have him gain from me giving up control.*

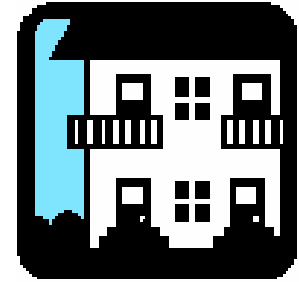
Natural community supporter

## **Part 4 Sustain the home over time**

### **Step 1 Continue to manage the funding**

Once a person is in their new home, you need to do some activities to keep it going.

If an agency or other organization is providing funding, you may also need to send regular reports to the organizations that provided the funding. This is part of accountability. You must always show records of how you use public money. Most agencies ask you to follow very specific processes. The person being supported or their guardian may have to:



- sign the invoices
- send in receipts for funds used
- complete timesheets and expense forms.

Agencies can also send each person a regular statement. It will show:

- the amount the agency has paid out for the month and year
- the total amount you will receive
- the amount that is still to come to you.

#### ***Ideas for family, friends and support circle members***

If you are in the support circle for the person seeking their right home, here is what you can do:

- Learn about what is required for reporting and accountability.
- Be clear on your responsibilities. Include them as part of a service agreement that your partners also sign.

#### ***Ideas for agencies***

If you are with an agency supporting the person seeking their right home, here is what you can do:

- Review and record the responsibilities of anyone who will manage the funding. Be prepared to share responsibilities.

- Learn what the person and family member are interested in doing, and how much they want to be involved.
- Be clear and specific about what the agency requires. Try to make it simple for everyone. Nobody wants unneeded 'red tape.'

## **Step 2 Measure quality**

Remember during part one about building a vision, when you decided how you will measure success? Now is the time to look at how things are going. You want to ensure that you continue to see quality in your arrangement.

You have already set up how you will review and measure the outcome of your plans. Each score, or benchmark, tells you how you have done so far. You should do this review at certain checkpoints, such as every six months.

Along with looking at quality points during this review, everyone involved should ask these questions regularly:

- What is working well? What is not?
- Do we have good processes in place to address problems early?
- How will we resolve conflicts or deal with complaints?
- How well are we ensuring a satisfying, supported home arrangement for the person? Can we continue, or sustain, this arrangement?

*The circle of support makes it harder for parents to control things. We have to remember that it is the person we have to focus on.*

Parent

### **What should you look for in measuring quality?**

Here are some important outcomes that everyone involved is aiming for:

- Are the person's goals and what they prefer being satisfied?
- How are the person, their supporters, the family, and the agency working together?

- Is their relationship flexible? Is everyone open, honest and respectful?
- Is the person achieving their preferences and goals?
- Does everyone deal with and resolve disagreements or concerns with the shared goal of success?
- Is the person healthy, safe, and secure in their home? Do they have a large enough group of caring people around them?
- Are the responsibilities clear for each person involved?
- Are you overseeing and evaluating support staff in the right way?
  - Are support staff doing what they say they will do?
  - Are they following the principles the support circle has set? Is their relationship with the person truly respectful and growing stronger?
- Can you sustain the plan for support at home over the longer term? Is the individualized funding portable, so that it will move with you if needed?
- Are the financial systems and controls in place to manage the funds? Are these systems meeting the reporting needs and policies of the agency and MCSS?

Continue to watch over the funder's accountability requirements. Recognize that completing paperwork at a set time each year also helps you continue to plan and set goals.

### **Step 3 Plan to sustain the home later on in life**

One of the key parts of an IRM is to ensure that you can sustain the home for as long as possible.

#### **A vision for home made real**

Three people live in an apartment together and receive residential support in a rural area, where before there were no residential supports.

They are able to live in their home communities close to their friends and families. And, they can combine supports to meet their individual needs.



People are very concerned about what will happen after key family members are gone. Parents worry about how their child's home will be sustained over time. They need peace of mind.

This is a major issue that developmental services organizations can keep working on. It becomes more important as more people are choosing and getting support for individualized arrangements.

Here are some areas that you need consider.

### **Who is going to hold onto the vision into the future?**

Figure out how to make sure things will be in place to support the person, once parents or key supporters are no longer there.

### **Do you want to make it more official?**

The circle of support could choose to form a non-profit group and become an incorporated legal entity. This group could help the person sustain their home even when other family members are no longer there. The individual and support circle members often become the directors of this group.

This group would meet less often than the support circle, usually only if the person's circumstances change. ***See the end of this guide for the Vela Microboards and Aroha Web links.***

### **Does everyone know and agree to the plan?**

Make sure that everyone involved is comfortable to follow the plan for sustaining the home. The person whose home it is should be fully aware of the plan. Everyone in the support circle should understand their responsibilities.

### **What partners can help you with your plan?**

Families can find and talk to organizations who can give them the support and resources they need to sustain the IRM.

You will want to make sure your plan supports the person's future. Each of these concerns should be part of it:

- health

- finances
- routines of daily living
- finding and hiring staff
- starting and managing a legal entity, or group
- creating a crisis plan to deal with unplanned changes in the family.

Many people like to work with organizations such as:

- Planned Lifetime Advocacy Networks
- Families for a Secure Future
- Vela MicroBoard

***You will find links to their websites at the end of this guide.***

### ***Keep your home going! Ideas for people seeking a home that is right for them***

If you are the person seeking your right home, here is what you can do:

- Make sure you understand the plan for sustaining your home. If not, ask questions.
- Make sure to tell your support circle about changes in what you need or prefer, or any new safety concerns.

### ***Ideas for family, friends and support circle members***

If you are in the support circle for the person seeking their right home, here is what you can do:

- Get to know the options for a legal entity to support your family member over the long term. Learn about and set up your own plans for:
  - your will
  - supported decision making
  - power of attorney for property and for personal care
  - trust arrangements.

- Make sure your plans are in line with your plan for sustaining the IRM.
- Create written agreements that make responsibilities clear during times of change.
- Form a relationship with a service provider. That way, you will have someone in place in the system. Remember that trust builds over time.
- Share the plans and goals of the person you care about with the agency. Document, or write down, this information. Then if staff members change, you can keep your approach the same.
- Involve the agency in this. Work with them to ensure this continues when someone can no longer be active, or if they die.

### **Ideas for agencies**

If you are with an agency supporting the person seeking their right home, here is what you can do:

- When you orient new staff, make sure they have time to learn about the person, their plan, and what is important to them. This makes sure all keep using the same approach.
- Create a plan and an environment to keep the same staff over time.
- Prepare written agreements that set out responsibilities.
- Ensure funds are attached to the person and family. This means they are
  - individualized
  - portable, or moving with the person and family
  - evolving as needs change.
- Learn from other agencies and organizations that have set up ways to keep the home going and ensure someone is there to take over if someone else leaves.
- Make sure you receive confirmation in writing of individualized dollars and what is being committed over time.

## More Information You Can Get Online

### The presentations from our meetings across Ontario

You can find presentation materials at <http://webcast.otn.ca:80/archives.html>. Look for this document on the list:

**TSM # 6699662\_CNCS Home That's Right for Me - IRM  
Forum\_Archived Only\_4/20/2009**

### Books, pamphlets, articles and DVDs suggested by people who participated in our meetings across Ontario

Reference & Contact Information	
<p><b><i>A Little Book About Person Centered Planning: Ways to think about person-centered planning, its limitations, the conditions for its success</i></b></p> <p>Edited by John O'Brien &amp; Connie Lyle O'Brien</p>	<p>Inclusion Press 47 Indian Trail Toronto, ON M6R 1Z8 Canada 416-658-5363 <a href="http://www.inclusion.com">www.inclusion.com</a></p>
<p><b><i>A Place Called Home: A story about a life unfolding</i></b></p> <p>by Alison C. Ouellette</p>	<p>A.C. Ouellette c/o WEBPS, 3357 Walker Rd., Unit 2 Windsor, ON, Canada N8W 5J7 Email: <a href="mailto:aco-web@cogeco.ca">aco-web@cogeco.ca</a> <a href="http://home.cogeco.ca/~aco-web/books.htm">http://home.cogeco.ca/~aco-web/books.htm</a></p>
<p><b><i>ABCD in Action: When People Care Enough to Act</i></b></p> <p>by Mike Green, Henry Moore, and John O'Brien</p>	<p>Inclusion Press 47 Indian Trail Toronto, ON M6R 1Z8 Canada 416-658-5363</p>

<b>Reference &amp; Contact Information</b>	
	<a href="http://www.inclusion.com">www.inclusion.com</a> <a href="http://www.mike-green.org/">www.mike-green.org/</a>
<p><b><i>All My Life's a Circle Using the Tools: Circles, MAPS and PATH</i></b></p> <p>by M. Falvey, M. Forest, J. Pearpoint and R. Rosenberg</p>	<p>Inclusion Press</p> <p>47 Indian Trail Toronto, ON M6R 1Z8 Canada 416-658-5363 <a href="http://www.inclusion.com">www.inclusion.com</a></p>
<p><b><i>Circles of Friends</i></b> by Robert Perske illustrated by Martha Perske</p>	<p>Inclusion Press</p> <p>47 Indian Trail Toronto, ON M6R 1Z8 Canada 416-658-5363 <a href="http://www.inclusion.com">www.inclusion.com</a></p>
<p><b><i>Formal Individualization Systems: Their Potential and Limitations</i></b></p> <p>Article in Crucial Times, July 1999</p> <p>By Michael J. Kendrick</p>	<p>Kendrick Consulting International</p> <p>Michael J. Kendrick PhD Kendrick Consulting Services 4 Bullard Ave., Holyoke, MA USA 01040 413 533 3511 <a href="mailto:kendrickconsult@attglobal.net">kendrickconsult@attglobal.net</a> <a href="http://www.kendrickconsulting.org">http://www.kendrickconsulting.org</a></p>
<p><b><i>From Dreams to Reality – Ideas and strategies for planning</i></b></p> <p>Produced by Pave the Way</p> <p>Mamre Association</p>	<p>Pave the Way PO Box 949 MT GRAVATT QLD 4122</p> <p>Ph: (07) 3291 5800 or 1300 554 402 <a href="mailto:pavetheway@mamre.org.au">pavetheway@mamre.org.au</a> <a href="http://www.pavetheway.org.au">www.pavetheway.org.au</a></p>

<b>Reference &amp; Contact Information</b>	
<p><b><i>Home Sweet Home</i></b></p> <p>A resource booklet developed in the community of St. Marys Ontario to address the need for people with limited incomes and disability to have security of home.</p>	<p>Community Living St. Marys and Area 300 Elgin Street East PO Box 1618 St. Marys, Ontario N4X 1B9</p> <p>Phone: 519-284-1400</p> <p>Fax: 519-284-3120</p> <p>Email: <a href="mailto:info@communitylivingstmary.ca">info@communitylivingstmary.ca</a></p> <p><a href="http://www.communitylivingstmarys.com/">http://www.communitylivingstmarys.com/</a></p>
<p><b><i>Innovation in the provision of accommodation support services for Western Australians with a disability</i></b></p> <p>Prepared by Deirdre Croft on behalf of the Accommodation Think Tank and ACROD WA</p>	<p><a href="http://www.ideaswa.net/Projects/documents/INNOVATIONinACCOMMODATIONNSUPPORTCasestudiesFinalVersion270306.pdf">http://www.ideaswa.net/Projects/documents/INNOVATIONinACCOMMODATIONNSUPPORTCasestudiesFinalVersion270306.pdf</a></p>
<p><b><i>My Life, My Choice</i></b> (a DVD)</p>	<p>Inclusion Press</p> <p>47 Indian Trail Toronto, ON M6R 1Z8 Canada 416-658-5363</p> <p><a href="http://www.inclusion.com">www.inclusion.com</a></p>
<p><b><i>Path: Planning Possible Positive Futures Planning alternative tomorrows with hope for schools organizations, businesses and families</i></b></p> <p>by Jack Pearpoint, John O'Brien, Marsha Forest</p>	<p>Inclusion Press</p> <p>47 Indian Trail Toronto, ON M6R 1Z8 Canada 416-658-5363</p> <p><a href="http://www.inclusion.com">www.inclusion.com</a></p>

<b>Reference &amp; Contact Information</b>	
<p><b><i>Person-Centered Planning with MAPS and PATH</i></b>  <b><i>A Workbook for Facilitators</i></b></p> <p>by John O'Brien &amp; Jack Pearpoint</p>	<p>Inclusion Press</p> <p>47 Indian Trail  Toronto, ON M6R 1Z8 Canada  416-658-5363  <a href="http://www.inclusion.com">www.inclusion.com</a></p>
<p><b><i>Person-centred Planning</i></b></p> <p>by Dr. Beth Mount</p>	<p>Capacity Works, LLC</p> <p>P.O. Box 271, Amenia, NY 12501-0271  USA  Email: <a href="mailto:capacityworks@aol.com">capacityworks@aol.com</a>  <a href="http://www.capacityworks.com">www.capacityworks.com</a></p>
<p><b><i>Safe &amp; Secure, RDSP Edition: 6 Steps to Creating a Good Life for People with Disabilities</i></b></p> <p>by Al Etmanski with J. Collins and V Cammack</p>	<p>Planned Lifetime Advocacy Network (PLAN)</p> <p>Suite 260 – 3665 Kingsway  Vancouver, BC V5R 5W2  604.439.9566  Email: <a href="mailto:inquiries@plan.ca">inquiries@plan.ca</a>  <a href="http://www.plan.ca">www.plan.ca</a>  <a href="http://www.rdsp.com">Book also available at: www.rdsp.com</a></p>
<p><b><i>Stronger Together – Ideas, reflections and suggestions about networks of support</i></b></p> <p>by Bruce Kappel</p>	<p>Support and Trustee Advisory Services  6695 Millcreek Drive, Unit #1,  Mississauga, Ontario L5N 5R8</p> <p>905-542-2694 ext. 2312</p> <p><a href="http://www.supportandtrusteeadvisoryservices.ca/store.htm">http://www.supportandtrusteeadvisoryservices.ca/store.htm</a></p>

<b>Reference &amp; Contact Information</b>	
<p><b><i>We Come Bearing Gifts: The Story of Deohaeko Support Network</i></b></p> <p>by Janet Klees</p>	<p>Deohaeko Support Network</p> <p>Rougemount Co-operative Homes, 400 Kingston Road, Pickering, Ontario L1V 6S1</p> <p>905-509-5654</p> <p><a href="http://www.legacies-inc.com/">http://www.legacies-inc.com/</a></p>

## Community links in Ontario

<p><b>ARCH: A Legal Resource Centre for Persons with Disabilities (Ontario)</b></p> <p><a href="http://www.archlegalclinic.ca">www.archlegalclinic.ca</a></p>	<p><b>Families Matter Cooperative</b></p> <p><a href="http://www.familiesmattercoop.ca">www.familiesmattercoop.ca</a></p>
<p><b>Communities Involvement Legacy Homes</b></p> <p>(Non-profit, charitable housing corporation created by the Brockville and District Association for Community Involvement)</p> <p><a href="http://www.cilh.ca">www.cilh.ca</a></p>	<p><b>Individualized Funding Coalition of Ontario</b></p> <p><a href="http://www.individualizedfunding.ca">www.individualizedfunding.ca</a></p>
<p><b>Community Legacies Inc.</b></p> <p><a href="http://www.legacies.ca">www.legacies.ca</a></p>	<p><b>Lifetime Networks Ottawa (LNO)</b></p> <p><a href="http://www.lifetimenetworks.ca/">www.lifetimenetworks.ca/</a></p>
<p><b>Community Living Ontario</b></p> <p><a href="http://www.communitylivingontario.ca">www.communitylivingontario.ca</a></p>	<p><b>Ontario Adult Autism Research and Support Network (AROHA Information)</b></p> <p><a href="http://www.uouelph.ca/oaar/entities.shtml">www.uouelph.ca/oaar/entities.shtml</a></p>
<p><b>Deohaeko Support Network</b></p>	<p><b>OASIS (Ontario Agencies Supporting Individuals with Special Needs)</b></p>



<p>Rougemount Co-operative Homes 400 Kingston Road, Pickering, ON L1V 6S1 905-509-5654</p>	<p><a href="http://www.oasisonline.ca/">www.oasisonline.ca/</a></p>
<p><b>Extend-A-Family</b> <a href="http://www.extendafamily.ca">www.extendafamily.ca</a></p>	<p><b>Ontario Coalition for Inclusive Education</b> <a href="http://www.inclusiveeducation.ca/">http://www.inclusiveeducation.ca/</a></p>
<p><b>Facilitation Leadership Group</b>  <a href="http://www.facilitationleadership.com">www.facilitationleadership.com</a></p>	<p><b>People First Ontario</b>  <a href="http://www.peoplefirstontario.com/index.html">www.peoplefirstontario.com/index.html</a></p>
<p><b>Families for a Secure future</b>  <a href="http://www.familiesforasecurefuture.com/">http://www.familiesforasecurefuture.com/</a></p>	<p><b>Respite Services for Families</b>  (Consists of agencies funded by the Ministry of Community and Social Services and the Ministry of Children and Youth Services)  <a href="http://www.Respiteservices.com">www.Respiteservices.com</a></p>
<p><b>Family Alliance Ontario</b> c/o Hamilton Family Network 22 Leeming Street, Hamilton, ON L8L 5T3 (Publishes The Compass)  <a href="http://www.family-alliance.com">www.family-alliance.com</a></p>	

## Links in Canada

<p><b>Canadian Association for Community Living</b>  <a href="http://www.cacl.ca">www.cacl.ca</a></p>	<p><b>Planned Lifetime Advocacy Network (PLAN)</b>  Suite 260-3665 Kingsway  Vancouver, BC V5R 5W2  Canada</p>
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	Bus: (604) 439-9566 <a href="mailto:inquiries@plan.ca">inquiries@plan.ca</a> <a href="http://www.plan.ca/">http://www.plan.ca/</a>
<b>Centre for Inclusion, Toronto</b> <a href="http://www.inclusion.com">www.inclusion.com</a>	<b>Registered Disability Savings Plan</b> <a href="http://www.rdsp.com">http://www.rdsp.com</a>
<b>Council of Canadians with Disabilities</b> <a href="http://www.ccdonline.ca">www.ccdonline.ca</a>	<b>Vela Microboard</b> <a href="http://www.microboard.org">www.microboard.org</a>

## Links in other parts of the world

<b>Consumer Research Unit Inc.</b> Queensland Australia Publisher of Crucial Times <a href="http://www.cru.org.au">www.cru.org.au</a>	<b>John O'Brien Publications</b> <a href="http://thechp.syr.edu/rsapub.htm">http://thechp.syr.edu/rsapub.htm</a>
<b>Department of Ageing, Disability and Home Care: Models of Supported Accommodation for People with a Disability (DADHC)</b> <a href="http://www.dadhc.nsw.gov.au/NR/rdonlyres/FAE124D6-C6EA-4EE8-8686-30DDB98ABB4E/1257/AccommodationPaperVersion13_1_05.pdf">http://www.dadhc.nsw.gov.au/NR/rdonlyres/FAE124D6-C6EA-4EE8-8686-30DDB98ABB4E/1257/AccommodationPaperVersion13_1_05.pdf</a>	<b>Kendrick Consulting International</b> Michael Kendrick Publications and Resources <a href="http://www.kendrickconsulting.org">http://www.kendrickconsulting.org</a>
<b>Disabled and Alone/Life Services for the Handicapped, Inc. (Life Services)</b> <a href="http://www.disabledandalone.org/">http://www.disabledandalone.org/</a>	<b>Social Role Valorization: value-based training organization</b> <a href="http://www.socialrolevalorization.com">www.socialrolevalorization.com</a>
<b>Information on Disability and Employment Support Western Australia</b>	<b>The Arc</b> Non-profit community based organization of, and for, people with intellectual and

<http://www.ideaswa.net/Projects/IDEASWAProjectsThinkTankResources.php>

developmental disabilities. Good resource for Planning – has many chapters.

<http://www.thearc.org/>