



2022

## Welcome to Traverse Independence Transitional Living Program

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)

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## TRANSITIONAL LIVING PROGRAM LOCATIONS



78 Stanley Avenue - Kitchener ON N2K 2B2



165 Gordon Street - Fergus, ON N1M 0A7

## MISSION STATEMENT AND VALUES

### WELCOME TO TRAVERSE INDEPENDENCE

#### MISSION

We maximize our client's 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



# BEING A PARTICIPANT OF TRAVERSE INDEPENDENCE TRANSITIONAL LIVING PROGRAM

## PARTICIPANT 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. There are a few forms you will be asked to review and sign to ensure your privacy is maintained.

All information about you is considered personal and confidential. Participants will be asked to review and sign a consent to collect and disclose personal information form before anyone at Traverse Independence can discuss your personal information. As outlined in the Service Agreement failure to provide consent and or withdrawal consent could result in an immediate discharge from the program.

Traverse Independence staff do have a master key to all apartments to have access for the provision of services and in case of emergencies. We try to adhere to 24-hour notice of entry for external service-related purposes.

Privacy is very important to Traverse Independence and written permission will occur when using photographs of any participants on any Traverse Independence social media.

A photo of all Transitional Living Program participants is required for the Emergency Contact Form.

Please review attached Privacy Notice.

## PARTICIPANT 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 any safety incidents and report any injuries.
- Cooperate with reasonable and fair requests by the organization.

- Participate in the orientation and training of employees.
- Attend participant care planning meetings.
- Participate in evaluation of employees and the program as requested.
- Notify Traverse Independence of any changes required to the care plan.

## WELCOME TO THE TRANSITIONAL LIVING PROGRAM

Please review the program Acceptance Letter as it details the scheduled date to move in, new address, current rent amount and your primary site staff contacts.

Participants will be responsible for paying for all groceries, laundry, cleaning supplies, personal items, and entertainment. This includes items such as laundry detergent, dish soap, shampoo, toothpaste etc.

Please provide a list of items that you plan to bring to your new apartment. You may want to bring personal belongs and comforts from home. Many participants find themselves with unstructured downtime, without any staff support throughout the day, we encourage all participants to spend this time with their hobbies and activities they enjoy.

The apartment is fully furnished, and it comes with a bed, dresser, couch, and television. All kitchen appliances are included, and you will have access to cooking essentials such as pots, pans, oven trays and cutlery. Should participants wish to bring in their own furniture or items from home please advise the intake team and or the site Service Coordinator so arrangements can be made.

Traverse Independence is unable to assist moving participant items and or furniture. This is the responsibility of the participant. If a moving company is arranged, an invoice for this service will be sent to the participant for payment.

While you are in the Transitional Living Program, you will receive 24/7 attendant care support. You will also receive additional supports through a community facilitator. Traverse Independence staff will work with you to assist you in all activities of daily living and life skill development. This includes medication management, apartment cleaning and laundry, grocery shopping, meal preparation, and budgeting.

All participants of the Transitional Living Program must be on site and participating in the program for a minimum of 5 out of 7 days each week.

Before the end of the three-month trial period, we will have a transition planning meeting with you, your family/supports to review your progress as it relates to your goals. At that time, we will also review discharge dates.

Participants will be admitted into the Transitional Living Program on a three-month trial period. Nearing the end of the trial period the site service coordinator we will set up a transition planning meeting with your family/supports to review your progress as it relates to your goals. At that time, we will also review discharge dates and when the next transition planning meeting will be held.

We ask current supports to which consent is provided to ensure a collaborative approach. A transition planning meeting will occur with or without the client, but client's participation is preferred. **This will ensure that the**

applicant is an active participant, who values commitment to working in the Transitional Living Program

## LEASE AGREEMENT

Participants of the Transitional Living Program who reside in the Fergus location will be asked to sign a Lease Agreement with Traverse Independence and the County of Wellington. Traverse rents units from the county of Wellington, therefore all participants are required to sign the lease and abide by the county rules

The lease agreement will be scheduled for renewal 3 months after participant's move in.

## RENT AND PROGRAM COSTS

Participants are responsible for paying their rent which includes heat, hydro, water and local, television, and internet. Please refer to the acceptance letter for current rental and program costs.

Participants who reside in the Kitchener location will have access to a phone. In the Fergus location, participants will not have access to a landline phone unless they choose to purchase one.

Participants are responsible for paying for all groceries, cleaning supplies, personal items, and entertainment and laundry. Please let us know if a parking spot is required, depending on location, there may be a charge for this.

Subsequent rent payments are due on the 1st of each month. Please make rent payable to Traverse Independence Head Office at 1-1382 Weber St. E. Kitchener, ON N2A 1C4. Participants can also send an e-transfer to the Accounting Specialist.

We do understand that some of the participants moving into the program may have a Public Guardian and Trustee, the Intake team, site staff and management can work with them directly to ensure ongoing communication on rent and program expenses.

Traverse can also assist in communicating with the Ontario Disability Support Program for rent payment and change of address.

Please note, if a participant is applying for private services, they need to contact the intake department directly to review further financial information.

## TRANSPORTATION

If a participant require transportation to carry out services in an employee's private vehicle, participants will pay a user fee per ride in town, equivalent to or less than Mobility Plus rates. Participant will purchase a Participant Rider Card from their Community Facilitator. Out-of-town trips will be expensed at a per kilometer rate and payable by the participant to Traverse Independence.

The Transitional Living staff make every effort to support community integration through public transit and taxis. Please note that there is no public transit available at the Fergus location.

## SERVICE AGREEMENT

Before participating in Traverse Independence services, you will sign a Service Agreement. Signing the Service Agreement confirms that you want to be an active participant and reside in the Transitional Living Program.

The service agreement clearly outlines what Traverse is responsible for and committed to provide. As well, the agreement outlines Participant responsibilities. This agreement will be renewed after the three-month trial period in the program.

If we notice that you are having trouble participating in the Transitional Living Program, we will try to work with you resolve and issues or barriers that might be making it difficult for you. In some cases, we may need to end service with you. If discharged, we can assist in making community referrals and review program eligibility again in the future.

## HOUSING RULES

1. Participants will treat staff with dignity and respect. Privacy and confidentiality are always to be respected.
2. Participants are responsible to Traverse Independence for their monthly accommodation fee and any accompanying “program dollars” as laid out in the initial intake welcome letter.
3. Participants cannot have someone else living in the apartment.
4. Participants agree that staff will have access to a second set of apartment keys, which will be used to access the apartment if necessary.
5. Participants will allow staff to complete a monthly health and safety check of their apartment.
6. Participants must keep their apartment clean and tidy and maintain a safe living and always working environment.
7. Participants agree that staff can respectfully enter their apartment based on their Individualized Service Plan.
8. Participants are encouraged to not consume alcohol and/or substances while residing in this program. We look at each person’s situation individually. A harm reduction model may be considered as an appropriate approach during care planning. Any harm reduction approaches used will be outlined in the Individualized Service Agreement, which the participant will be responsible for following as part of their programming. Any alcohol and/or substance use cannot interfere with participation in this program.
9. Smoking, vaping, tobacco and marijuana are not permitted in the building. Designated smoking areas on the grounds are to be used if a participant chooses to smoke/vape/use marijuana.
10. Participants will not use the telephones to make personal long-distance telephone calls. Any costs incurred from making a long-distance phone call will be billed to the participant.
11. Participants will be responsible for the behavior of any visiting or permanent pets, which must be on a leash in public spaces and under control of the owner while in their apartment at all times. For any permanent pets, the participant must be personally capable of caring for the pet independently using designated poop & scoop areas. Pets are to be approved by the site manager.
12. It is recommended that the participant provide 3-hours’ notice to cancel any appointments with their Community Facilitator and 30-minutes for a scheduled routine/appointment. If a

pattern develops where cancellation of services are frequent, the service coordinator and the participant will come together to problem-solve a solution.

13. Visitors are welcome on the site but must be approved in advance by the service coordinator. Visitors are required to give notice of their visit. Visitors are not allowed between the hours of 10:00 pm to 8:00 am.
14. We request that visitor(s) do not interfere with the scheduled routines of the participant. In the event that a routine/appointment needs to be cancelled, prior approval will be required.
15. When visitors are on site, Traverse Independence Staff will not be providing any supports during that time.
16. Visitors are required to respect all house rules and comply with all Health & Safety standards. Any person on site who is disruptive to the Transitional Living Program will be asked to leave the property immediately. If a visitor refuses to leave for any reason, staff will call Waterloo/Wellington Regional Police and the visitor will be asked not to return.
17. Participants living at the Fergus site will be given a laundry card that will be kept in the staff office.
18. Participants will not use candles or incense and will ensure there are no open flames in the apartment.
19. All participants and visitors must sign in & out at the staff office.
20. All participants must be on site and participating in the program for a minimum of 5 out of 7 days each week.

**\*\* Any request for exemptions to the above rules will need to be submitted in writing to the service coordinator and manager for approval.**

## WHAT TO EXPECT IN THE FIRST FEW DAYS AND A SAMPLE SCHEDULE

The Intake team and/or site team will coordinate with the participant and their supports as to transportation details, arrival time, what furniture is bring brought or is needed,

You will have a conversation about furniture or items that you plan to bring to site and determine what items Traverse Independence will be required to provide.

If items are provided to you by Traverse Independence, it is expected that you return all items at the end of the program completion.

It is important to mindful that during the first 14-day period, Transitional Living Program participants may be assessed by an Occupational Therapist as well experience an increased level of support and monitoring by site staff. This is to monitor participant adjustment into the program and to get a better understanding of daily support needs.

Within the initial weeks of a participants programing, Traverse Independence supports will support the participant to connect to their community. The participant will notice there are no common areas within Transitional Living buildings, this is intentional, and we will support the participant to access community supports and activities which can continue once the participant is no longer part of this program.

Here is a schedule of the first and second day in the Transitional Living Program:

## First Day

- ❖ Travel to Traverse location at \_\_\_\_\_
- ❖ When you arrive at site, you will meet with the Service Coordinator
- ❖ You will be introduced to staff on-site
- ❖ The Service Coordinator will provide a tour of the site and your living unit
- ❖ The Service Coordinator will provide you a copy of your program schedule
- ❖ Staff will help you move your belongings into your new unit, staff can help you organize items in your unit
- ❖ Staff will give you some time to yourself and will return to help you prepare dinner, staff will provide a check-in call in the evening to see if you need any assistance.
- ❖ If you have any questions or need further support during the day, please call the staff cell phone at 519-820-7943.

## Second Day

- ❖ Staff will come to assist with breakfast and morning needs during your first scheduled routine at \_\_\_\_\_
- ❖ Your Community Facilitator (CF) who's name is \_\_\_\_\_ will meet you at \_\_\_\_\_ in your unit. You and the CF will work together on:
  1. Filling in the rest of your weekly schedule
  2. Understanding House Rules
  3. Talk about the site Program, and your responsibilities and staff responsibilities.
- ❖ Staff will come and help you make Lunch at \_\_\_\_\_
- ❖ Staff will come and help you make Dinner at \_\_\_\_\_

**Please note:**

Your schedule for mealtimes on the Second Day is temporary. Your preferred mealtimes will be scheduled on your program calendar during your meeting with your CF.

## PERSON CENTRED CARE

It is important that participants know they 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 for your feedback on a regular basis through meetings, surveys and email requests. For individuals who have a Substitute Decision Maker or Power of Attorney, their feedback will also be considered.

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



## HOW DO WE DESIGN THE INDIVIDUALIZED SERVICE PLAN (ISP)?

The ISP is developed by you, along with the Transitional Living Program team, which could include Community Facilitator, Service Coordinator, and/or Occupational Therapist. You are welcome to include any support persons, such as family or friends, or community supports such as a social worker or mental health worker to also participate in the development of the ISP. We encourage participation and collaboration with external community teams, and value their inputs.

## TRANSITION PLANNING

In the Transitional Living Program, you will be asked to attend transition planning meetings. These meetings will take place every three months, or on an as needed basis with the participants and Transitional Living staff. In these meetings, each participant will review the ISP, their goals and care needs. A discussion on discharge planning will also occur, this might include the discussion on completing different housing application forms. This meeting is open to anyone the participant chooses to have present including external community supports.

## 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 the request. Without this length of notice, due to other routines or commitments we may not be able to accommodate the request. The exception to this is in the event of 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 participant does not want them to be involved, we will not share any personal health information with them.

## DECISION MAKING

Participants have the right to make decisions on their own. This could be around the care plan and finances. If participants need someone to make decisions then a power of attorney, substitute decision maker, or public guardian may be involved.

Participants will always be involved in the care planning and their goals even if the help of a substitute decision maker or power of attorney is required.

## EMERGENCIES

Traverse Independence has a plan that covers what will happen in an emergency such as a flood, power outage, and a pandemic. We will keep participants and their family informed and will provide updates as required.

In the event of an Emergency, we ask all participants to sign an “Alternate Accommodation Form,” which is included in the service agreement, so if we required residents to leave site for a period, we have an address on file. If a participant does not have a place to stay in the community, Traverse does have alternate arrangements at both the Stanley Ave and Fergus location.

Participants coming into the program will be asked to sign an Emergency Contact form which provides staff and program Management with a list of who to contact in the event of an Emergency. Participants will also have a photograph taken to be put onto the Emergency Contact form.

## MEDICATION, PHARMACY & COMMUNITY HEALTH TEAM

All participants coming into Traverse Independence Living program are required to have their medication be sent to the Traverse Independence preferred Pharmacy. Upon admission into the program, the Intake department will set up participants’ account with the preferred pharmacy to ensure transfer of medication goes smoothly.

Traverse does not cover the cost of medication and or personal care items for participants of the Transitional Living Program.

Participants coming into the program will require a primary care physician or nurse practitioner to prescribe medication and for annual wellness appointments and checkups. Traverse Independence staff can assist participant in booking appointments and taking them if needed.

Traverse Independence can work with outside organizations for medication administration and will design an individualized care plan around medication for participants if required.

Upon discharge from the Transitional Living Program, site staff will help the participant transition to a community Pharmacy.

#### Medication on Site

Initially, all participant medications, (including over-the-counter medications) will be held in a secured location within the staff office. The Service Coordinator and/or Occupational Therapist will work with the participant to create a Medication Independence care plan with the intention of graduating the participant to a self-administration program.

## WHO IS INVOLVED IN PARTICIPANT CARE AT TRANSITIONAL LIVING?

### INTAKE COORDINATOR

The Intake Coordinator will work with the participant in preparing and signing all the Transitional Living documents and providing copies of all site policies to the individual. The intake coordinator role is also to communicate and coordinate with the individuals care team and community supports with the consent of the participant to ensure a smooth transition to site. This includes communication to the Ontario Disability Support program, Public Guardian and Trustee if applicable, and setting up medication with Resident Care pharmacy.

The intake coordinator will also provide the participant with site contacts and set up any planning meetings necessary prior to the move to site.

### OCCUPATIONAL THERAPIST (OT)

The occupational therapist provides both direct and indirect consultation services to participants and staff members. Areas of intervention focus on the development of routines and skills needed for the participant to be discharged to their environment of choice.

The administration of formalized functional and cognitive assessments may be completed by the occupational therapist as needed to collect information that will be used to develop routines and programs that are a good fit for the participants goals and skill levels.

### BEHAVIOURAL FACILITATOR (BF)

The behavioural facilitator provides indirect support to the attendant care staff, community facilitator(s), community support teams and familial supports. The BF support involves providing approaches and strategies to Traverse Independence staff towards improving participant engagement to facilitate more effectively support. As a participant's rehabilitation may include a variety of supports, the BF may collaborate with external community supports to ensure a cohesive and consistent approach when supporting the participant.

As the BF acts as a resource to staff and program planning for the participant, the BF can provide direct support to the participant under depending on the circumstances of the support.

## COMMUNITY FACILITATOR (CF)

All participants will be assigned a primary Community Facilitator upon acceptance into the program. Their role is to help the participant prepare for the move, create a personal support schedule and ensure coordination of attendant care staff on site. The CF will also ensure contact with any existing care team and family member for all communication purposes within the program. One-to-one services will be scheduled for a community facilitator to assist with specific goals. The community facilitator will arrive at participants home or housing unit at a pre-arranged time.

Upon discharge into the Waterloo Region and or Wellington County a Community Facilitator will work with the participant in setting up their new placement in the community.

TRAVERSE INDEPENDENCE  
OUTREACH PROGRAM

# COMMUNITY FACILITATOR

### HOUSEHOLD TASKS

Home organizing it's difficult sometimes. A Community Facilitator can help you with setting organization goals that are easy to achieve.



### BUDGETING AND MONEY MANAGEMENT

A Community Facilitator can help you with setting financial goals and to create a budget. They can support you with using a calendar so that payments are received in time. Together, they can provide you with assistance to manage your finances.



### SCHEDULING TRANSPORTATION

A Community Facilitator can assist you to book mobility transit or can assist you with taking other transportation (bus or taxi) so you can be as independent as possible.



### MENU PLANNING, SHOPPING & COOKING

A Community Facilitator can help you with menu planning, going shopping groceries with you and if needed, some strategies to cook safely.



### REHABILITATION PROGRAM

Your Community Facilitator can connect you with other organizations to improve your rehabilitation process. They can also assist with connecting you to the Opportunity Centre (OC). This is a day program at Traverse Independence which can connect and empower adults with acquired brain injury in a supportive, social environment.



### MEDICAL APPOINTMENTS

A Community Facilitator can go with you to medical appointments and help you by taking notes and booking further medical appointments. Additionally, a Community Facilitator can give you strategies to take your medication in time as per your doctor instructions.



## ATTENDANT CARE WORKERS (ATC)

While residing in the program participants will have Attendant Care Workers who are available 24 hours per day, 7 days a week in the Transitional Living Program.

Attendant care will help the client with their daily scheduled programming, such as planning their day, meal preparation and planning, laundry, housekeeping, and more. Overall, the ATC staff work front-line with the participant to learn the skills they need to accomplish their goals and a greater level of independence.

## SERVICE COORDINATOR (SC)

The Service Coordinator provide on-site management of the program. They will be responsible for overseeing the staff and ensuring the client programs run smoothly. They will be the first contact for family members and community support.

## RELATIONSHIPS

### DIVERSITY, INCLUSION AND ACCESSIBILITY

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 the 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 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 offices, facilities, and housing buildings are accessible for anyone, we follow the Ontario accessibility laws (AODA) and plans are available on the Traverse Independence website.

### 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 center.
- 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.

Please see attached policy in the appendix section of this document for the Traverse Independence **Freedom from Abuse Policy and Procedure**.

## ROLE OF FAMILY

Traverse Independence encourages the involvement of family and social supports for participants. Family, and supports play a vital role in the success of the Transitional Living Program.

During initial intake process, family and other supports may be contacted by Traverse Independence for the purpose of information gathering (if consent is provided). Family members and supports are encouraged to be involved in the care planning, and to understand how the participants programming that will occur within the Transitional Living Program. Family members and supports may take part in case conferences, transportation to appointments, recreational or off-site activities if the participants consent.

It is recognized that there may be questions or concerns from family members about how the programming support is provided. It is encouraged that family members voice their perspective to the service coordinator or manager.

It is discouraged for family members to provide alternative forms of support to those supports provided in the program as this is likely to lead to inconsistencies in learning and skill development within the participant.

Family members visiting the participant are visitors and are required to respect all house rules and comply with all Health & Safety standards. This includes signing in and out while on site and informing staff when leaving the site with the client.

## VISITORS

All visitors of the Transitional Living Program must sign in and out at the staff office. Overnight guests are not allowed in the Transitional Living Program. When visitors are on site, Traverse Independence Staff will not be providing any support during that time.

Visiting hours are between 8am-10pm. Visitors are to be off site between the hours of 10pm-8am.

All visitors are required to respect all house rules and comply with all Health & Safety standards. Any person on site who is disruptive to the Transitional Living Program will be asked to leave the property immediately. If a visitor refuses to leave for any reason, staff will call Waterloo/Wellington Regional Police and the visitor will be asked not to return.

Please provide the Site Service Coordinator with 48 hours' notice prior to coming to site, and a minimum of 72 hours' notice if you are taking the client off site for a period of time.

Please note clients are expected to be on site 5 out of the 7 days a week, acceptations being holidays and or special occasions.

Please see attached policy in the appendix section of this document for the Traverse Independence **Visitor Responsibility Policy**.

## 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 participants are feeling the need to speak to a manager after hours, they may ask the staff to contact the on-call supervisor, and the staff will coordinate this.

### Places to Call for Help or Information

AGENCY	CONTACT INFORMATION
<b>Traverse Independence Main Line</b>	Phone: 519 741 5845
<b>Here 24/7</b> Crisis line and intake for mental health and addictions services	Phone: 1-844-437-3247
<b>InfoAbility</b> Information and referral service	Toll-free: 1-800-665-9092 Internet: <a href="http://www.infoAbility.org">www.infoAbility.org</a>
<b>ARCH Disability Law Centre</b>	Phone: 416-482-8255 TTY: 416-482-1254 Internet: <a href="http://www.archlegalclinic.ca">www.archlegalclinic.ca</a>
<b>KW Sexual Assault Support Centre</b>	Phone: 519-571-0121 TTY: 519-571-0864 Email: <a href="mailto:kwsasc@web.net">kwsasc@web.net</a>
<b>Waterloo Regional Police Services</b>	Emergency line: 911 Non-emergency phone: 519-653-7700
<b>Health Services Appeal and Review Board (HSARB)</b>	Phone: 416-327-8512

## PARTICIPANT RIGHT AND STAFF RIGHT TO BE SAFE

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

### PERSONAL PROTECTIVE EQUIPMENT (GLOVES, MASKS, GOWNS)

Traverse Independence 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 participants health may require the purchase of additional personal protective equipment, such as gowns and masks. Failure to supply the necessary equipment may affect the staff's ability to provide services.

In the Transitional Living Program, participants are responsible for keeping a supply of gloves, and any other items that staff may require, otherwise Traverse Independence employees will not be able to complete service as planned.

## PARTICIPANT EQUIPMENT

The employee prior to use will inspect all equipment that is used by an employee during routines. Participants 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. Participants are responsible for ensuring that maintenance inspections are completed annually on all equipment, by an approved vendor.

If a participant requires any form of equipment for mobility and to be safely left alone within their unit then Traverse will work with participant care team and request an Occupational Therapist from Home and Community Care Support Services access participant within the unit prior to them moving onto site. This will ensure participant and staff safety, all equipment must be delivered and installed before participant can come to site.

## LIFTS AND TRANSFERS

Traverse Independence has very strict rules on how we lift (mechanical lift) or how we transfer. Sometimes we request a professional, such as an occupational therapist, to come in and review the lift or transfer because we want to be sure it is safe for both the participant and the staff.

If Traverse does not have necessary equipment to ensure participant safety, then a delay in move could take place. All equipment costs and rental are expected to be paid by the participant; Traverse will not cover the cost of any form of equipment.

## FALLS PREVENTION

At Traverse Independence we have a 'no lifting' policy. This means that Traverse employees are not able to take on any participant weight during daily tasks, transfers, or during falls.

Traverse Independence focuses on the prevention of falls whenever possible. We strive to prevent falls in a way that preserves function, independence and dignity.

New participants are screened during the intake process and, if they are noted to be at risk for falls, a plan is developed. If a participant has falls while in service, this will be identified by the incident reporting and falls assessment system. The participant is required to inform the site service coordinator and or staff about any falls or injuries while residing in the program.

Falls assessments will be done on an annual basis, if the client is at risk of falls then staff will complete as required.

## STEPPING STOOLS

Traverse Independence staff must use stepping stools. Participants 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.

## SMOKING/VAPING – TOBACCO AND MARIJUANA

The Transitional Living Program apartments are smoke free environments. This means all participants and visitors are not allowed to smoke in their apartment. Where smoking is permitted outdoors, participants must ensure they smoke ONLY in designated smoking areas.

At the Stanley Ave location the designated smoking area is located under the garden gazebo, or behind the apartment complex B.

At the Fergus location the designated smoking area is located at the front of the building by the gazebo.

All participants coming into the Transitional Living Program are required to sign a Smoke Free Unit Declaration, failure to abide by these rules could result in a discharge from the program.

## SUBSTANCE USE

Traverse Independence uses a client-centred and harm reduction approach. Abstinence is strongly recommended for individuals; however, it is understood that participants vary in their needs, and their rehabilitative and substance use journey. The focus of harm-reduction within Traverse Independence is to decrease the negative consequences of substance use by meeting participants “where they’re at” and encouraging users to work with peers, addiction support services, medical and social services in a non-judgemental and inclusive approach.

Please see attached policy in the appendix section of this document for the Traverse Independence **Substance Use Policy and Procedure**.

## WEAPONS

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

Please see attached policy in the appendix section of this document for the Traverse Independence **Weapons Policy and Procedure**.

## ELOPEMENT & LEAVING OF SITE WITHOUT LETTING STAFF KNOW

In the event that a participant leaves the site without letting staff know, staff will treat this as a participant elopement and follow the protocol outlined in the Traverse Independence Elopement Policy and Procedure.

Please see attached policy in the appendix section of this document for the Traverse Independence **Elopement Policy and Procedure**.

## HOUSEHOLD ORGANIZATION AND MAINTENANCE

### CLEANING

All participants will be involved with a cleaning routine, which will be complete once admitted to the Transitional Living Program. This may include cleaning and tidying the kitchen, living space, bathroom, and bedroom. Participants are expected to clean their fridge and stove every six months.

### GARBAGE

All participants of the Transitional Living Program are expected to maintain their unit in accordance with Traverse Health and Safety Standards. Participants are expected to take their own garbage and recycling. Upon arrival to site, staff will show the participant where to dispose of their garbage.

### LAUNDRY

Laundry facilities are located at both sites. Participants at the Fergus location have access to laundry units on their floor and will be assigned a laundry card upon move in. Participant laundry cards will be kept in the staff office and participant can access them as needed. There is a machine on site that uploads money onto the card, so no change is required to operate the machines.

Participants at the Stanley Ave program have access to laundry facilities in the basement, which are coin operated with a minimal charge per load.

### PROPERTY DAMAGE

There may be times when staff will handle some of participants personal items, for instance a cooking utensil or a hairbrush. We expect staff to be careful and respectful in participants home but sometimes things may get broken accidentally. If this happens, please report it to the service coordinator right away. Please note that Traverse Independence cannot replace items, and this is a risk participants take while receiving service. If an item is important, do not let staff use it or caution them to be extra careful. In the case of laundry, instructions for special care items must be provided.

If the participant has concerns that they feel has not been addressed appropriately by the site staff, participants may file a complaint through the Complaints Process (Policy SD-1150) which will be responded to accordingly.

Traverse Independence understand that accidents happen. Should something get damaged, please report it to the service coordinator right away as participants may be held responsible for damages.

In the event that damage to Traverse Independence property occurs, the participant will be held financially responsible for repairing or replacing the damaged item. Dependent upon the seriousness of the damage the participant may face immediate eviction from the Transitional Living Program.

## RENTERS INSURANCE

Traverse Independence strongly encourages that all residents have a renter's insurance policy in effect for the duration of the lease term. The tenant agrees that the landlord - Traverse Independence - is not responsible for any damage/theft or loss that may occur to the tenant's personal possessions while renting from Traverse Independence. The participant in Transitional Living voluntarily assumes full responsibility for any risk or loss or property damage that may occur to the apartment.

At Traverse Independence we make several efforts to safeguard participants personal belongings. We ask that the participant does not bring any valuables to the apartment.

All Participants coming into the program will be asked to review and sign a Waiver of Tenant Insurance form should the program participant chose to decline Renters Insurance.

## PET CARE AND ANIMAL ACCOMMODATIONS

All pet care must be negotiated in advance and be approved by the Manager of the Transitional Living Program. All pet owners must provide proof of vaccinations each year and vaccinations must be kept up to date. Please be aware that many of the employees have allergies, so should participants get a cat or dog it may affect services.

Please note that any animal coming into Traverse must follow Waterloo and Wellington County guidelines.

Please see attached policy in the appendix section of this document for the Traverse Independence **Pet Care Policy and Procedure**.

The following are Pet Care Rules in which the participant must abide by:

1. Participants are responsible for all care that their pet may require.
2. Participants are responsible for any damage that an animal does to the unit.
3. Traverse Independence reserves the right to request that any live-in pet be put in a separate room or in a cage while staff are present in the apartment.
4. Participants are responsible for ensuring that all applicable shots are up to date, a copy of vaccination status will be required upon admission and to be updated annually.
5. Participants agree to keep the pet on a leash at all times when outside of the unit.
6. Participants are responsible for picking up after their pet while outside the building and disposing of waste in the dumpster located outside of the building.
7. As per the rules set by building management, participants agree to not bring any animals onto the elevators while other persons are present.
8. Participants are responsible for reading and adhering to all applicable municipal animal bylaws.

All pets must be approved by the manager and be licensed by the County of Wellington and or the Region of Waterloo.

## SATISFACTION/QUALITY

### SATISFACTION SURVEYS

Each year we send satisfaction surveys to participants and their family and support persons. These surveys provide participants the opportunity to share their thoughts on the services received and how improvements can be made.

### PARTICIPANT'S RIGHT TO FILE A COMPLAINT

Participants have the right to file a formal complaint at any time. This 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 do discuss your concerns and will work with participants to develop a plan to improve the situation if necessary. This will be done privately, and participants should not feel worried about complaining.

If participants are not satisfied with the response from the service coordinator or manager, participants can contact the Health Services Appeal and Review Board (HSARB), which is an independent body that will review complaints.

Please see attached policy in the appendix section of this document for the Traverse Independence **Complaint Policy and Complaint Form**.

## NEXT STEPS AFTER TRANSITIONAL LIVING

Upon discharge from the Transitional Living Program, the participant may be supported by a Community Facilitator within Waterloo Region and Wellington County. This support is intended to facilitate a smooth transition from the Transitional Living Program to the community.

This support will be based on the Outreach criteria and the support systems available to the participant upon discharge. This will ensure the transition to their new living environment is successful and all recommended services are in place. The Community Facilitator can also assist the participant in change of address, change of pharmacy and with setting up their new location.

You may be asked to participate in a discharge assessment to ensure that you will be well supported following your time in Transitional Living.

## TRAVERSE INDEPENDENCE CONTACT INFORMATION

Please access the [Traverse Independence website](#) to find current contact information.

## PROGRAM POLICIES ATTACHED – LIST OF APPENDICES

1. SD 1150 - Complaint Policy - Participants
2. Complaint Form
3. SD 1110 - Freedom from Abuse Policy
4. SD 1111 - Freedom from Abuse Procedure
5. SD 1030 - Discharge Policy
6. SD 1031 - Discharge Procedure
7. SD 1155 - Appeal Policy and Procedure
8. SD 1180 - Essential Services Policy
9. SD 1245 - Substance Use Policy
10. SD 1246 - Substance Use Procedure
11. SD 1255 - Pet Care Policy
12. SD 1256 - Pet Care Procedure
13. Elopement Protocol
14. HS 209 - Visitor Responsibility Policy
15. HS 316 Weapons Policy and Procedure
16. Schedule D - Program Housing Rules
17. Privacy Notice

Current clients receiving service, those on the waiting list or are in the application or intake process and members of the public.

### POLICY STATEMENT

Any and all clients of Traverse Independence and members of the Public have the right to file a complaint at any given time. All complaints are to be taken seriously and are seen as an opportunity to improve our services. The process will be completed in a fair and equitable manner, in conjunction with applicable human rights, the Occupational Health and Safety Act, as well as any associated legislation.

The complaint can be lodged in person, verbally or in writing. It is the responsibility of the organization to respond in an open and transparent manner and to deal with the complaint as quickly and as effectively as possible.

### PROCEDURE

1. The complaint is to be outlined verbally or in writing. A Complaint Form is available. The assistance of an advocate or a third party may be enlisted in order to assist the complainant in developing the written complaint.
2. The complaint is to be forwarded to the immediate supervisor of the complainant or the program. This could be a Manager, Director, the CEO or designate.
3. If the complaint is deemed to be critical in nature, a Critical Incident Report must be filled out following the process for critical incident reporting.
4. All notes, correspondence, minutes, phone logs and records of actions relating to the complaint are to be saved.
5. The Supervisor responsible for resolving the complaint will respond to the complainant in writing within three (3) days of receiving the Complaint Form. The purpose of this correspondence is to indicate receipt of the complaint and to outline an intended course of action.
6. If any complaint is not resolved within ten (10) working days (two weeks) of receipt, the Supervisor will notify the CEO or designate that the complaint continues to be outstanding.
7. If there is a conflict of interest the complaint will be referred to an arbitrary third party.
8. At this time the CEO or designate and the Supervisor will work together to develop a plan that will resolve the complaint.
9. The Board of Directors will be notified through the CEO or designate's monthly report about all critical complaints with a monthly update provided until the complaint is resolved.

### RELATED DOCUMENTS

- Complaint Form

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APPENDIX 2 – COMPLAINT FORM

<b>COMPLAINT FORM</b>	
<b>Name:</b>	<b>Telephone Number:</b>
	<b>Fax Number:</b>
<b>Date:</b>	<b>E-mail Address:</b>
<b>Address:</b>	
<b>My relationship to Traverse Independence is:</b> <input type="checkbox"/> Client <input type="checkbox"/> Employee <input type="checkbox"/> Volunteer <input type="checkbox"/> Family Member/Caregiver <input type="checkbox"/> Community Member	
Please state your complaint clearly, noting any interaction to date with Traverse Independence staff regarding this issue. Attach additional information as necessary. You may also verbally submit your complaint and a supervisor will fill out the form on your behalf.	
Date received by Service Coordinator	Date response required by
Signature of Service Coordinator	Date of follow-up or resolution
Signature of Manager	Date of follow-up or resolution
Signature of Director of Client Services	Final sign off

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## SCOPE

All Clients who have applied to or are receiving services through Traverse Independence.

## PURPOSE

Traverse Independence is committed to providing a safe, nurturing and respectful environment for the clients it supports in the residential settings, the Clients' own homes, or community activities supported by Traverse Independence.

The Ministry of Health and Long-Term Care "Consumer Bill of Rights" states that consumers (i.e. Clients) have the right to be treated in a courteous and respectful manner and the right to be free from mental, physical and financial abuse.

Traverse Independence will strive to ensure the safety of the Clients who are directly supported by the agency. It is the agency's obligation to report incidents immediately, investigate promptly, and take corrective action. Clients suffering from abuse will be provided with support, protection within the limits of the law and confidentiality restrictions.

## POLICY STATEMENTS

Traverse Independence will not tolerate abuse or neglect of any kind. Therefore:

- Abuse of any Client in any form is unacceptable and intolerable; the agency will make every effort to prevent it from occurring.
- Wilful neglect could be considered a form of abuse.
- All forms of abuse are deemed equally serious and must be reported.
- All Clients have the right to self-determination and the provision of services in a professional, caring, respectful, confidential, private and safe manner.
- All Clients have a right to be heard if they believe they are being abused.
- All staff have the responsibility to report suspected abuse and allegations of abuse.

Traverse Independence support clients and staff in the prevention of abuse through:

- offering information on abuse to clients and employees completing prompt and thorough investigations of all allegations of abuse
- taking no action against any person who reports suspected abuse (unless the person acts maliciously or without reasonable grounds for the allegation)
- taking action, legal and disciplinary (suspension, termination), against any staff member who perpetrates any form of abuse.
- Traverse Independence support clients and staff during the investigation into allegations of abuse through:

- preventing interaction between the victim and alleged abuser, whether this is another client or staff
- obtaining written consent to notify and disclose allegation of abuse to caregiver and circle of care
- connecting client with other community organizations that can provide support
- providing information on the resolution of the allegation

## DEFINITIONS

Abuse is defined as the unwarranted and/or inappropriate use of physical force; psychological stress or sexual involvement; or any unwarranted inappropriate act or omission by service providers or caregivers/attendants with individuals who are disabled or vulnerable.

Abuse occurs when a person or persons who have care and support responsibility for an individual, or who is/are in a position to dominate another individual with apparent intent, or through neglect, causes or allows an individual to experience any form of abuse.

Below are examples of different forms of abuse:

### VERBAL/MENTAL ABUSE:

- Using language that harms, threatens, or frightens a person
- Criticizing someone repeatedly in a manner that hurts their feelings
- Threatening to hurt a person.

### PHYSICAL ABUSE:

- Shaking, hitting, kicking or striking a person
- Handling a person roughly
- Refusing to go give help needed to eat, dress, or go to the bathroom.

### SEXUAL ABUSE:

- Touching someone in a sexual way or a way that “feels wrong”.
- Forced sexual intercourse or molestation (rape).

### FINANCIAL ABUSE:

- Stealing money or property from someone (theft)
- Pressuring clients to spend money or failing to follow their instructions with regards to financial matters.

## NEGLECT:

- Failure to do a task or disregard a task wilfully or through carelessness.

## RELATED DOCUMENTS

- Criminal Record Check - form

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## EQUAL SERIOUSNESS

The definitions in the above policy equally apply. None is deemed more serious than another and all must be reported when such defined actions have been perpetrated.

## POTENTIAL PERPETRATORS

Any form of abuse perpetrated by any of the following must be reported:

- Family members, guardians, caregivers/attendants, or advocates
- Employees from other agencies outside of Traverse Independence
- Volunteers
- Any other individual that the victim may be in contact with.

## EMPOWERMENT TO COMPLAIN

All clients will be empowered to make a complaint without fear of consequence through training. This information is to include a review of the Freedom from Abuse policy and the Complaints policy.

In an abuse situation, clients will be supported in whichever way they request until the investigation can be completed.

## GUARANTEE FROM RECOURSE

Upon discovery of an abusive incident, the witness/observer – with the consent of the victim – will contact external authorities.

Any person who reports abuse and is not acting falsely or with intentional malice, will not suffer any recourse. Specifically, these individuals will not suffer the loss of their job, a decrease in salary, loss of volunteer status, or any other change in work conditions as a result of such reporting.

## REPORTING RESPONSIBILITY

All employees, regardless of their position and without exception, have a legal, moral and professional responsibility to report abuse or suspected abuse as defined in the policy.

Any person who has reasonable grounds to suspect abuse will report the abuse to his or her Supervisor immediately, both verbally and in writing.

## HIRING POLICIES

Traverse Independence will endeavour to hire employees who display values that are in line with the values of Traverse Independence. Applications, interviews, references and criminal record checks are among the methods used to assist in identifying those who have a history of inappropriate behaviour in respect to safeguarding and protecting clients from harm and abuse.

## SUPERVISION AND DISCIPLINE

Employees will read and acknowledge their understanding of the Freedom from Abuse Policy upon hiring. Thereafter, the policy will be reviewed on an annual basis at a monthly team meeting.

Deliberate failure to report knowledge of abuse may result in disciplinary action up to and including dismissal.

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## SCOPE

All clients who are being discharged from Traverse Independence.

## POLICY STATEMENT

An organization initiated discharge of a client from Traverse Independence services must be approved by the director of client services. Any pre-existing residential or financial arrangements between Traverse Independence and the client will be dealt with according to procedure.

Any subsequent request for services after a client has been discharged will be treated as a new intake. Please note that the client is eligible to reapply three months from the date of discharge.

## THE FOLLOWING DISCHARGE CRITERIA WILL BE UTILIZED IN MAKING THIS DECISION.

### ADULTS WITH PHYSICAL DISABILITIES

#### 10. Immediate Discharge Criteria

##### **The client:**

- Withdraws consent to receive services or refuses to consent to the use or limited disclosure of information which is necessary to provide said services in accordance with the client's service agreement and/or applicable laws.
- Ceases to be a tenant of the building for any reason.
- Has been charged and found guilty of criminal activities that endanger the public, another client, employee or volunteer.
- Is no longer eligible for service as per the service guidelines, Ministry of Health and Long-Term Care.
- Is deliberately violent, causes injury or inflicts abuse, or has repeatedly shown disrespect, to another client, employee or volunteer.
- Fails to follow generally accepted or recommended health and safety practices that in turn generate a situation which impacts on the health and safety of another client, employee or volunteer.
- Deliberately makes misrepresentations or provides false information to Traverse Independence, which in turn adversely affects the health and safety of another client, employee or volunteer.
- Is not insured under the Health Insurance Act of Ontario.

#### 11. Negotiated Discharge Criteria

All parties work towards discharge in a cooperative manner in the case of the following.

**The client:**

- Safety is at risk.
- Has not received service for an extended period of time and has not reached a mutually satisfactory agreement for the continuance of the services beyond such extended period.
- Ability to direct their service is observably diminishing or decreasing from their original capacity at time of assessment to the point where they can no longer direct staff in a capable manner.
- Service exceeds the maximum service levels as defined by the Ministry of Health in the Supportive Housing Policy and Implementation Guidelines, Policy Branch Long-Term Care Division, MOH, December 1994. “The average cost of services cannot exceed the dollar equivalent of 180 hours, combined, of personal support, homemaking and professional services per month, per person.” (6.5 hours/day.)
- Behaviour places community safety at risk.
- Has been charged and found guilty of illegal activities that present a risk (but not a specific danger) to the organization, another client, employee or volunteer.

## ADULTS WITH ACQUIRED BRAIN INJURIES

### 1. Immediate Discharge Criteria

**The client:**

- Withdraws consent to receive services or refuses to consent to the use or limited disclosure of information which is necessary to provide services in accordance with the client’s service agreement and applicable laws.
- Ceases to reside in the ABI apartment/residence for any reason.
- Has been charged and found guilty of criminal activities that endanger the public, another client, employee or volunteer.
- Has not accepted service for an extended period of time (three months or more) and has not reached a mutually satisfactory agreement for the continuance of service beyond said extended period.
- Deliberately causes injury or inflicts abuse, or has repeatedly shown disrespect to another client, employee or volunteer.
- Fails to follow generally accepted or recommended health and safety practices that in turn generate a situation which impacts on the health and safety of another client, employee or volunteer.
- Deliberately makes misrepresentations or provides false information to Traverse Independence, which in turn adversely affects the health and safety of another client, employee or volunteer.

- Is not insured under the Health Insurance Act of Ontario.

## 2. Negotiated Discharge Criteria

All parties work towards discharge in a cooperative manner in the case of the following.

### **The client:**

- Safety is at risk.
- Consistently does not attend scheduled service interventions and does not respond positively to reasonable interventions.
- Ability to participate in and/or benefit from the Traverse Independence services is compromised on an ongoing basis and does not respond positively to reasonable interventions and/or is observably diminishing or decreasing from their original capacity at time of assessment.
- Service exceeds the maximum service levels for the service of Traverse Independence and augmented funding is unavailable.
- Behaviour poses a threat to the community.
- Has been charged and found guilty of illegal activities that present a risk (but not a specific danger) to the organization, another client, employee or volunteer.

## RELATED DOCUMENTS

- Service standards – OFCP
- Attendant Service Guidelines – Ministry of Health and Long-Term Care
- Health Insurance Act of Ontario – provincial legislation
- SD 1031 – Client Discharge Procedure

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## APPENDIX 6 - SD 1031 - DISCHARGE PROCEDURE

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1. The client informs the manager and/or designate of the desire to terminate service. In the case that Traverse is initiating the discharge, the manager informs the client and all other members of the care team.
2. The manager and/or designate meets with the client and their team to discuss the reasons and to develop a plan to transition to new services.
3. The manager and/or designate documents the meeting, the plans and a discharge notice is sent to the client confirming his or her decision to be discharged.
4. The discharge plan is implemented.
5. Upon receiving a discharge notice, the client may appeal the decision according to the Appeal Policy.
6. In the case that the client fails to collaborate with Traverse Independence in arranging alternate services or housing, the client will be given a reasonable amount of notice (not to exceed three months) on the impending discharge of services.
7. Any subsequent request for services after a client has been discharged will be treated as a new intake. Please note that the client is eligible to reapply three months from the date of discharge.

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## SCOPE

Any client who has applied for or is currently receiving services of Traverse Independence.

## POLICY STATEMENT

Any client of Traverse Independence has the right to appeal any decision that is made in regard to admissions, discharge or any significant reduction in hours that severely impacts the client's ability to remain independent.

## PROCEDURE

1. The client must formally register the appeal with Traverse Independence verbally or in writing.
2. The client may request that Traverse Independence provides a third party to assist with the appeal.
3. The Appeal will be heard by the Appeal Committee, which at a minimum will consist of one board member of Traverse Independence and at least one outside member who is deemed to be acceptable to the person registering the appeal.
4. The Appeal Committee will respond to the appeal within thirty (30) days from the date of filing.
5. If through the appeal process the original decision is upheld, the person who has filed the appeal can then appeal to the Provincial Health Services Review Board.

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## SCOPE

All clients of Traverse Independence

## PURPOSE

Only essential services will be provided in a pandemic, natural disaster and/or any other situation when the provision of services presents a risk to the health and safety of clients and/or staff. Our capacity to maintain essential service delivery will be based upon by the availability of staff to perform the duties and the impact of the situation on the community.

## LEVELS

### LEVEL ONE - CODE GREEN

These services will be provided when staffing levels are maintained as per schedules.

Services included are:

- Medication administration
- Meal preparation
- Getting clients in and out of bed
- Lifeline responses
- Dressing/undressing
- Toileting/brief changes
- Showers/bed baths
- Cancellation of day program
- OR phone check-ins
- Modifications to assistance with grocery shopping

### LEVEL TWO - CODE YELLOW

Level two services will be provided when staffing levels are at minimum and situations prevent the provision of full services.

Services included are:

- Medication administration
- Meal preparation (for clients who are unable to complete)
- Getting clients in/out of bed

- Lifeline response
- Limited assistance with dressing/undressing
- Toileting
- OR phone check-ins
- Modifications to assistance with grocery shopping

### LEVEL THREE – ESSENTIALS - CODE RED

Level three services will be provided when staffing levels are below minimum.

Services included are:

- Medication administration
- Limited meal preparation
- Lifeline response
- Repositioning
- Toileting
- Bed bath 1x/week
- Monitoring skin integrity - increasing bed bath as required
- Client specific care plan for services.

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## SCOPE

All clients.

## POLICY STATEMENTS

Traverse Independence uses a client-centred and harm reduction approach. Abstinence is strongly recommended for individuals; however, it is understood that clients vary in their needs and rehabilitative journey. Substance use and alcohol are not permitted on the premises of the Tagge Street Group Home, the Opportunity Centre or either of the Transitional Living sites. Traverse Independence will consult with additional addiction and/or community supports that specialize in substance use harm reduction approaches as required.

All substances found will be turned in to the supervisor immediately or locked up if a supervisor is not on site. If client intoxication is suspected, the guidelines in procedure SD 1246 must be observed.

The approach practised when conducting substance related interventions will be developed and/or reviewed in partnership with addiction support organizations.

## RELATED DOCUMENTS

- Service Agreement – Schedule D - ABI Transitional Living House Rules

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## SCOPE

All clients.

## PROCEDURE

In the event that the client is suspected to be under the influence of substances, staff will call the service coordinator or on-call responder for further direction and document in an incident report.

Based on the service coordinator or on-call responder's directive, course of action could include:

- Staff will provide a check-in on the client every fifteen minutes. These checks are to be documented, indicating the condition and location of the client.
- Staff will call the pharmacy prior to administering any medication.
- Consult with addiction supports.
- If the employee determines that the client must be transferred and cannot be left in his or her wheelchair, a mechanical lift must be used. No assisted transfers are allowed when the client is suspected of being intoxicated. See "Lifting Procedure" for additional details.
- As directed by a supervisor, regular and random searches of those environments may be completed by staff who will confiscate any substances found.
- If staff observe empty alcohol bottles, staff will not confront the client about the found bottles. Staff will document his/her observation and will inform the service coordinator or on-call manager

## RELATED DOCUMENTS

- Service Agreement – Schedule D - ABI Transitional Living House Rules

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## SCOPE

Traverse Independence's pet policy is inclusive of clients who have pets in their homes and of domestic companion or guests' animals visiting any site.

**Please Note: Service dogs are not considered pets.**

## POLICY STATEMENT

Traverse Independence is committed to enabling clients to experience the companionship of domesticated pets in a safe and non-threatening environment, without risk to clients or employees.

Pet care is considered to be an attendant service and will be negotiated individually with each client.

Traverse Independence retains the right to decline to provide pet service or pet visitation. If agreed to, the service will be documented on the Personal Support Schedule - Schedule A of the Attendant Services Agreement. This service can be negotiated throughout the year.

## DEFINITIONS

Domestic companion animals are considered those that are household pets. Excluded from this definition are those species identified as being at higher risk of causing human infection or injury, including: reptiles and amphibians (e.g. lizards, turtles, frogs, salamanders), non-human primates, hamsters, gerbils, mice and rats, hedgehogs, prairie dogs, pot bellied pigs, or any other recently domesticated animal and other animals that have not been litter trained or for which no other measure can be taken to prevent exposure to excrement.

## RELATED DOCUMENTS

- Service Agreement - Schedule A - Personal Support Schedule

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## DOCUMENTATION OF SERVICES

Pet care must be negotiated in advance of initiation of service or Traverse Independence will not be able to guarantee that the service can be provided.

The details of pet care will be negotiated and written into the client's Attendant Service Agreement and will be reviewed on an annual basis.

It is understood that pet related tasks are not a priority and will be accommodated only if employees are available and approved to provide the service.

All visiting of pets to a site must be pre-arranged with the program's Manager/Manager or designate.

## SERVICES AND SUPPLIES

Clients are responsible for all supplies required for employees to provide pet care services.

A plan for pet care in the absence of the client should be developed and outlined in the Attendant Service Agreement

In the event of an emergency, employees will look after the pet until a decision can be made for its care.

- Basic requirements:
- Vaccinations must be up to date, with documentation provided annually as part of the annual service agreement renewal.
- Short nails and free from sharp edges
- Clean, unscented coat
- Clean animal carrier, leash and collar
- Non-retractable leash, 4-6 feet in length, no use of choker chains or prong collars
- Opportunity to urinate/defecate prior to entering site

## HYGIENE PRACTICES:

- Keep control of animals at all times, leashed or in a carrier unless in designated "off leash" areas
- Prevent animals from licking others unless invited by the individual
- Anyone wishing to touch the animal should practice hand hygiene before and after contact
- Visiting pets are restricted from any food preparation area or where food is being consumed and from washrooms

- Gloves must be worn when cleaning up any excrement and dispose of the materials in an outdoor refuse container

### SAFETY PRACTICES:

**All visits must be pre-arranged with site supervisor or designate.**

- Handler will obtain oral permission from others for the animal to approach and respect the requests of those allergic or uncomfortable
- If feeding treats to the animal, the handler will ensure that the animal has been trained to take treat delicately from an open hand
- No animal may enter directly from a shelter, pound or similar rescue facility
- The animal must be in a permanent home for at least 6 months
- Animals living at or visiting a site must be under the control of the owner at all times.

### PETS IN EMPLOYEE VEHICLES:

**All travel with pets must be pre-arranged with site supervisor or designate.**

- No animal will travel in employee vehicle, unless they are in an appropriate pet carrier.
- Pet carriers must be in good working order, all locks secure.
- client will be responsible for ensuring pet is placed in carrier. employees are not to place any pet in carrier.
- Pet carrier should be placed in back seat of employee vehicle.
- Keep in mind that pets, when not in a carrier, can be a risk for the driver of the car and should not be transported. Exception case is service dog.

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## APPENDIX 13 - ELOPEMENT PROTOCOL

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Client		Date Program Implemented	
Developed By	Katherine Baggaley, Leta Stegne, James Izzard, Sabrina Jesso and Karen Liphard	Date of Revision	
Procedure	Elopement Protocol	Descriptive: A protocol to be used in situations where a client elopes from the property.	

### GOALS OF PLAN

Staff will know the procedure to follow when a client attempts to or elopes from the property, his/her location is unknown, and s/he is not accompanied by staff.

Staff will know appropriate steps to take to return client safely to site and inform necessary levels of management.

### ITEMS NEEDED

- Staff keys
- Staff Cell Phones #1 and #2
- Computer Terminal
- GoldCare
- PI and BSP Binder
- Incident report (in GoldCare, under "Notes")
- ABC Data collection (Behaviour Data Sheet)
- On-Call Responder phone number (**519-741-5845 press 8**)
- Fergusson: Ontario Provincial Police Service (Non-Emergency Dispatch:1-888-310-1122)
- Waterloo Region Police Service (Non-Emergency Dispatch: 519-570-9777)

### STEPS FOR INTERVENTION

#### WITNESSED ELOPEMENT

1. In situations when a client is attempting to elope from the property, staff should use Safe Management Group Gentle Persuasive Approaches to redirect a client from an exit.
2. If client is noncompliant and proceeds outside to the parking lot, staff is to inform client that staff will be calling the police.
  - Depending on the behavioural presentation, a Behavioural Support Plan may be employed as a client-specific intervention.

3. If the client elopes from the property, staff are not to follow the client.
4. Staff will try calling the clients cell phone number (if possible)
5. Staff should contact the Service Coordinator/On-call Responder, and if not available, the Program Manager/On-call Manager for further direction.
6. Staff are required to contact the local police service after 4-hours of client's elopement and inform them of the situation. Staff will provide the following information:
  - Details of clothing client was last seen wearing
  - Direction of travel
  - If they had a cell phone (provide cell phone number)
  - Details of location/destination (if mentioned)
  - Picture of the client
  - Make/Model and license plate information of vehicle client left site in
  - Inform if client is on the Vulnerable Persons Registry
7. Staff are to notify the client's emergency contacts and verify that the client has not contacted them or is currently with them.

### NON-WITNESSED ELOPEMENT

1. Staff will verify that client is not attending an appointment off-site and is not visiting a family member. Staff will search client's apartment # \_\_\_\_.
2. Staff will initiate a search of all common rooms, stairwells, and other areas of the building that the client may be occupying. If it is determined that the client is not in the building, if staffing allows, staff shall search the immediate property grounds.
3. Staff will contact the Service Coordinator/On-call Responder, and if not available, Program Manager/Manager On-call for further direction.
4. Staff are to call the local Police Service and inform them of the following information:
  - Inform the client is missing.
  - Clients medical condition or related health information (ABI, Mental Health condition)
  - Any concerning behaviours the client displays that may be a health and safety risk to the client or responding police officers.
  - Description of client (name, age, height, race/ethnicity, hair colour, clothing)
  - Time the client was last seen by staff
5. Staff will take direction from the attending Police Service Officer. Staff will inform Service Coordinator, On-call Responder and/or the program Manager of updated information.
6. Staff will provide police officers attending the service call of a photo of the client.
7. Staff are to notify the client's emergency contacts and verify that the client has not contacted them or is not currently with them.

## CLIENT IS LOCATED

1. The local police service will transport the client to site.
2. Once client has returned to site, staff are to contact the Service Coordinator/On-call Responder or Program Manager/Manager On-Call to provide them with updated information.
3. Staff will request attending Police Officer direct client to their apartment and a staff member will follow to initiate discussion with client while Police Officer is present. Staff will engage in discussion of why staff phoned police and inform client that if they chose to leave site again, police will be called.
4. Staff will determine if client would like support or requests to be left alone. If the client requests to be left alone, staff are to complete wellness-checks every 10-minutes on client to ensure the client is safe. Staff will be available if client needs support. Staff will inform client that staff will be performing wellness-checks on them every 10-minutes to ensure the client is safe. Staff can say, "We will be coming by every 10-minutes to make sure you are okay."
5. The Service Coordinator/On-Call Responder or Program Manager/Manager On-Call will inform the client's external supports and family members that the client has returned to site.
6. Staff should analyze client behaviour to determine if they are receptive to discussing elopement with staff.
7. Staff are required to document this occurrence in an Incident Report and ABC-Data in Goldcare.
8. Staff on-shift during client elopement will be required to follow-up with their Service Coordinator to schedule a de-brief meeting regarding the incident.

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## PURPOSE

To ensure the safety of all clients, staff and community members who visit Traverse Independence.

## SCOPE

We welcome all visitors to our facilities and ask that all visitors inform employees of their presence by completing the Visitor Sign-in Sheet.

## PROCEDURE

### GENERAL

At Traverse Independence we are committed to protecting our employees and visitors from injury. We welcome all visitors to our facilities and ask that they inform employees of their presence by completing the Visitor Sign-in Sheet. While at any site operated by Traverse Independence; we expect visitors to exercise due caution in their activities and report any accidents or incidents which they may witness or be involved in with an employee.

The Traverse Independence program apartments are smoke free environments. This means no clients or visitors are allowed to smoke in their apartment. Where smoking is permitted outdoors, visitors must ensure that they smoke ONLY in designated smoking areas. Smoked substances include but are not limited to tobacco, vaping, and marijuana.

While visitors are in the client apartment, Traverse Independence staff will not provide any supports.

If an emergency requires the evacuation of the building, we ask that all visitors leave the building by the nearest exit, and report to a site-specific designated area.

This is our emergency evacuation area where you will receive further information and instruction from our employees.

### TRANSITIONAL LIVING PROGRAM

Within the Transitional Living program, visitors are not allowed on the premise between the hours of 10 pm and 8 am. Within the program requirements, clients of the Transitional Living program cannot have someone else living in the apartment.

We request that visitors do not interfere with the scheduled routines of the participant. In the event that a routine/appointment needs to be cancelled, prior approval will be required.

Visitors are required to respect all house rules and comply with all Health & Safety standards. Any person on site who is disruptive to the Transitional Living program will be asked to leave the

property immediately. If a visitor refuses to leave for any reason, staff will call police and the visitor will be asked not to return.

## RELATED DOCUMENTS

- Visitor Sign-In Sheet
- Service Agreement – Schedule D – ABI transitional Living House Rules

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### PURPOSE

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 this 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.

### DEFINITIONS

Weapons: firearms, knives, blades, explosives, chemical hazards that cause bodily harm or any other item used with the intent of threatening or injuring another person.

### PROCEDURE

#### EMPLOYEE RESPONSIBILITIES

- Traverse Independence employees are strictly prohibited from bringing weapons onto Traverse Independence premises.
- Traverse Independence employees will be responsible for communicating this policy to our guests, clients and/or visitors to ensure that they are aware of the policy, and the necessity for compliance.
- In the event that a Traverse Independence employee encounters a weapon of any sort, he/she is required to notify management immediately.
- In the event that a Traverse Independence employee witnesses the use of a weapon, or views a weapon being brandished in a threatening manner, he/she is required to contact management and/or the authorities immediately.

#### MANAGEMENT EMPLOYEES

- Traverse Independence management employees are required to enforce this policy at all times, and ensure the ongoing health and safety of our staff, guests, clients and/or visitors.
- Traverse Independence management employees who become aware of the presence of weapons as advised by any employee, guest, client and/or visitor are required to ensure that the owner is made aware of the weapons policy of Traverse Independence. As such, they will be required to remove the weapon from the premises.
- Traverse Independence management employees will be responsible for communicating this policy to our staff, guests, clients and/or visitors to ensure that they are aware of the policy, and the necessity for compliance.

- Traverse Independence management employees will be responsible for taking the appropriate measures in the event of any failure to comply with this policy, including the removal of staff, clients, guests and/or visitors, or depending on the severity of the violation, contact the authorities, and potentially implement the Traverse Independence Lock Down Policy, and/or evacuation of staff, guests and/or visitors in compliance with the Traverse Independence evacuation plan.

## GUESTS, CLIENTS AND/OR VISITORS

- Weapons of any sort are prohibited on Traverse Independence premises by guests, clients and/or visitors.
- Any and all weapons that have been brought to Traverse Independence premises must be removed immediately.
- Guests, clients and visitors are strictly prohibited from brandishing, firing or displaying weapons on Traverse Independence premises.
- In the event that any guest, client or visitor is found to have been in violation of these terms and conditions, he/she will be asked to leave the premises, or depending on the severity of the violation, Traverse Independence may contact the appropriate authorities.

## RELATED DOCUMENTS

- Acknowledgement of HS – 316 Weapons Policy

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## ACQUIRED BRAIN INJURY TRANSITIONAL LIVING PROGRAM

6. Participants will treat staff with dignity and respect. Privacy and confidentiality are always to be respected.
7. Participants are responsible to Traverse Independence for their monthly accommodation fee and any accompanying “program dollars” as laid out in the initial intake welcome letter.
8. Participants cannot have someone else living in the apartment.
9. Participants agree that staff will have access to a second set of apartment keys, which will be used to access the apartment if necessary.
10. Participants will allow staff to complete a monthly health and safety check of their apartment.
11. Participants must keep their apartment clean and tidy, and maintain a safe living and working environment at all times.
12. Participants agree that staff can respectfully enter their apartment based on their Individualized Service Plan.
13. Participants are encouraged to not consume alcohol and/or substances while residing in this program. We look at each person’s situation individually. A harm reduction model may be considered as an appropriate approach during care planning. Any harm reduction approaches used will be outlined in the Individualized Service Agreement, which the client will be responsible for following as part of their programming. Any alcohol and/or substance use cannot interfere with the participation in this program.
14. Smoking, vaping, tobacco and marijuana are not permitted in the building. Designated smoking areas on the grounds are to be used if a participant chooses to smoke/vape/use marijuana.
15. Participants will not use the telephones to make personal long distance telephone calls. Any costs incurred from making a long-distance phone call will be billed to the participant.
16. Participants will be responsible for the behaviour of any visiting or permanent pets, which must be on a leash in public spaces and under control of the owner while in their apartment at all times. For any permanent pets, the participant must be personally capable of caring for the pet independently using designated poop & scoop areas. Pets are to be approved by the site manager.
17. It is recommended that the client provide 3-hours’ notice to cancel any appointments with their Community Facilitator and 30-minutes for a scheduled routine/appointment. If a pattern develops where cancellation of services are frequent, the service coordinator and the participant will come together to problem-solve a solution.
18. Visitors are welcome on the site but must be approved in advance by the service coordinator. Visitors are required to give notice of their visit. Visitors are not allowed between the hours of 10:00 pm to 8:00 am.
19. We request that any visitor(s) do not interfere with the scheduled routines of the participant. In the event that a routine/appointment needs to be cancelled, prior approval will be required.

20. When visitors are on site, Traverse Independence Staff will not be providing any supports during that time.
21. Visitors are required to respect all house rules and comply with all Health & Safety standards. Any person on site who is disruptive to the Transitional Living Program will be asked to leave the property immediately. If a visitor refuses to leave for any reason, staff will call Waterloo/Wellington Regional Police and the visitor will be asked not to return.
22. Participants living at the Fergus site will be given a laundry card that will be kept in the staff office.
23. Participants will not use candles or incense and will ensure there are no open flames in the apartment.
24. All participants and visitors must sign in & out at the staff office.
25. All participants must be on site and participating in the program for a minimum of 5 out of 7 days each week.

\*\* Any request for exemptions to the above rules will needs to be submitted in writing to the service coordinator and manager for approval.

I have read and I understand and agree with the House Rules of the ABI Transitional Living Program.	
<u>Participant/Decision Maker's Signature</u>	<u>Date</u>
<u>Witness</u>	<u>Date</u>

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As a provider of healthcare services to adults with physical disabilities and acquired brain injuries Traverse Independence collects, uses, discloses, retains and protects personal information about its clients. Traverse Independence is a personal health information custodian under the Ontario Personal Health Information Protection Act, 2004.

Traverse Independence is committed to protecting the privacy, confidentiality, and security of all personal information to which it is entrusted.

Personal information is information that is about or can be linked to an identifiable individual. Personal information includes personal health information.

### **Collection, Use and Disclosure of Personal Information**

Traverse Independence collects and shares with appropriate health service providers personal information in order to:

- determine your eligibility for services
- assess your requirements for services
- develop with you an Individual Service Plan
- provide you with services
- assess resources
- monitor and evaluate the quality of services provided.

Traverse Independence only collects, uses and discloses personal information necessary for the purposes identified and within the limits of each staff member's identified job role. If we wish to use or disclose your personal information for any other purpose, we will seek your consent unless consent is not required by law.

Traverse Independence may disclose information to a third party health care provider that you or your family has contracted to provide health services to you or to other health care custodians that provide you with health care services. Traverse Independence may also disclose personal information when legal obligations require this.

### **Consent**

By applying to Traverse Independence for services and by entering into a service contract with Traverse Independence, you confirm the following:

you consent to the collection, use and disclosure by Traverse Independence of your personal information for the purposes described in this Privacy Policy

you have obtained the consent of each member of your family to the collection, use and disclosure by Traverse Independence of his or her personal information for the purposes described in this Privacy Policy where applicable

you will give to your family members a copy of this Privacy Policy and make them aware of the contents of it.

You may inform Traverse Independence that you are withdrawing your consent at any time, subject to legal or contractual restrictions and reasonable notice.

For more details request a copy of the Traverse Independence Privacy Statement.

(August 2020)

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