

Community Services

Niagara  Region

Children's Services
Seniors Services
Social Assistance and
Employment Opportunities



Our Mission

We encourage and enable individuals, families and communities of Niagara to maximize their potential, to achieve their life goals, and to enhance their quality of life and social well-being through a spectrum of integrated programs and partnerships:

Seniors Services provides a spectrum of long-term care services to primarily older adults and their families.

Children's Services ensures access to a coordinated, diverse range of affordable quality services and supports for young children and families.

Social Assistance and Employment Opportunities provides financial assistance and a range of employment supports and activities, in partnership with community agencies, to enable participants to achieve independence through sustainable employment.





Our Vision

We support and advance
the well-being of individuals,
families and communities
of Niagara.

Our Values

We believe the pursuit of enhanced social well-being requires flexible and creative responses and begins with:

Respect and dignity without exception, for all individuals,

Compassion for anyone who needs our caring and concern,

Accountability to all stakeholders of Niagara's communities,

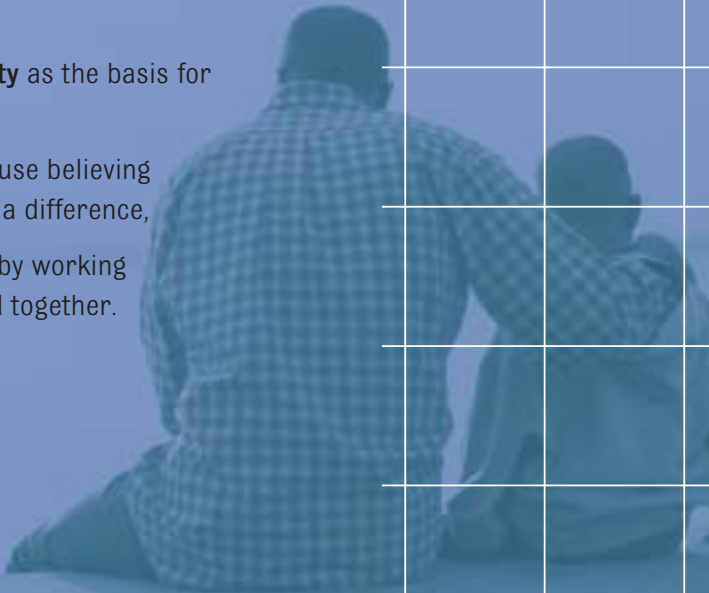
Focused customer service because we are here to serve,


Commitment to be the very best that we can be,

Integrity and honesty as the basis for all trust and growth,

Empowerment because believing in oneself can make a difference,

Teamwork because by working together we succeed together.





Community Services
Main Office
3340 Schmon Parkway
P.O. Box 344
Thorold, Ontario
L2V 3Z3

Phone
905.984.6900

Fax
905.641.2729

Web
www.regional.niagara.on.ca



Child Care Systems Management

Our Mission:

To ensure access to a coordinated diverse range of affordable quality services and supports for young children and families residing in Niagara.

Niagara Region has responsibility for the development and delivery of the local child care system, providing a comprehensive range of services for families with children between birth to twelve years of age.

Children's Services plans and manages the child care system with a focus on interagency coordination, the integration of government initiatives, and the development of new programs. Children's Services allocates financial resources across Niagara which is cost shared by the Ministry of Children and Youth Services and develops quality assurance initiatives for the child care community.

Management of the child care system includes:

- Planning and coordination to ensure that a range of high quality options are available including licensed child care centres and home child care programs, recreation services, and resource centres
- Financial assistance/fee subsidy for eligible families to assist with child care costs
- Supports for the inclusion of children with special needs
- Resource centres that provide unique services for parents and caregivers including playgroups and professional development
- Wage Subsidy/Improvement distribution to service providers to support staff salaries in licensed child care programs which contributes towards off-setting parent/caregiver fees

Services are provided through more than 70 service contracts with a range of community-based children's agencies across Niagara.

Community service providers include licensed child care programs, recreation, agencies providing supports to children with special needs and resource centres. Six licensed programs are directly operated by Niagara Region.



Children's Services

To inquire about services and supports, please call Children's Services at 905-984-6900 or visit the website at: www.regional.niagara.on.ca

For information on how to choose quality child care, call the Early Childhood Community Development Centre at 905-646-7311 or visit the website at: www.eccdc.org/choose.htm

For information related to child care licensing, call the Ministry of Children and Youth Services at 905-521-7280 or toll free 1-800-263-5413 or visit the website at: www.children.gov.on.ca/mcys/index

For greater detail on our services, please refer to the following inserts:

- Financial Supports and Services
- Supports to Children with Special Needs
- Choosing Quality Child Care
- Licensed Regional Child Care Services



Supports to Children with Special Needs

The principle of integration or inclusion guides the provision of services to children and families of the Niagara region. This principle requires client integration into community-based services. Resource Teachers provide specialized supports to ensure that children experience success within a fully integrated child care centre classroom. Such supports may include the development of improved readiness to learn in the following areas:

- cognitive
- gross motor
- fine motor
- speech and language
- behavioural
- social
- emotional

Resource Teacher supports are available to children within the system of licensed child care programs and for those children who attend before and/or after school programs.

Supports to children with special needs are available for children from birth to age six, and for children aged six to 12 years in before and/or after school programs in all municipalities in Niagara.

Support services are for children who have special needs (two or more areas of developmental delay), or for children who may require additional supports offered through an early childhood environment. Intake processing is based on date of inquiry.

Within a collaborative service partnership, agencies providing supports to children with special needs work together to ensure the service meets the defined need of the child and is delivered in a timely way. Agencies funded through Children's Services that offer help for children with special needs are:

- Adolescent's Family Support Services of Niagara
- Community Living St. Catharines



Children's Services

- Community Living Welland Pelham
- Family and Children's Services Niagara - FACS
- Niagara Child and Youth Services
- Niagara Peninsula Children's Centre
- Niagara Support Services
- Regional Municipality of Niagara - Children's Services

For information or for intake, please call Children's Services at 905-984-3750 or 1-800-263-7215 ext. 3897.



Licensed Regional Child Care Services

Community Services promotes and provides quality care to enhance the development and education of healthy children and families in the Niagara region.

Regional Child Care Centres

The Niagara Region operates five licensed child care centres. Centre-based programs encourage the development of independence, trust, confidence and positive self-esteem, maximize the educational and developmental needs of all children, and promote play-based learning within a group setting with other children and a team of supporting adults.

The Centres provide integrated programs for children with identified developmental challenges (social, physical, cognitive, behavioural, language). Centres are licensed by the Ministry of Children and Youth Services and adhere to the [Day Nurseries Act](#). Centre hours of operation are from 7:00 a.m. to 6:00 p.m., serving children ranging in age from 18 months to six years.

Staff are qualified Early Childhood Educators with a minimum two-year community college diploma. Resource Teachers are available for on-site consultation and have additional specialized training to support children with developmental challenges.

Branscombe Early Learning and Family Centre
6271 Glengate Street
Niagara Falls, ON L2E 5S4
Tel: 905-356-7677 Fax: 905-356-3956
E-mail: csc-nf@regional.niagara.on.ca

Fort Erie Regional Child Care Centre
94 Catherine Street
Fort Erie, ON L2A 5W6
Tel: 905-871-7706 Fax: 905-871-6462
E-mail: csc-fte@regional.niagara.on.ca



Port Colborne Regional Child Care Centre
487 Northland Avenue
Port Colborne, ON L3K 4B3
Tel: 905-835-2394 Fax: 905-835-0369
E-mail: csc-cc-pc@regional.niagara.on.ca

St. Catharines Regional Child Care Centre
179 Carlton Street
St. Catharines, ON L2R 1S2
Tel: 905-684-9927 Fax: 905-684-1130
E-mail: csc-cc-sc@regional.niagara.on.ca

Welland Regional Child Care Centre
25 Bruce Street
Welland, ON L3B 3P9
Tel: 905-735-2665 Fax: 905-735-8816
E-mail: csc-cc-we@regional.niagara.on.ca

Regional Home Child Care Program

Community Services operates a home child care program primarily serving subsidized families. Flexible hours of service for child care are important to maintaining individuals in employment, education, and training. Care is provided in nurturing, safe and educational environments for children. The program offers supports for children with special needs and those children who would benefit from additional supports offered through an early childhood environment. Program Support Workers provide support and guidance to parents and contracted caregivers.

For more information, please call Children's Services at 905-984-6900 ext. 3894 or 1-800-263-7215 ext. 3894



Choosing Quality Child Care

One of the most important decisions a parent/guardian will make is choosing a child care program for your child's participation. Research indicates that high quality child care increases a child's readiness to learn. The following items need to be considered when choosing quality child care:

Environment

- Posted licence under the Provincial Day Nurseries Act.
- Children and staff are observed to be happy.
- Open door policy which invites you to visit at any time.
- A bright and cheerful environment.
- Children with special needs are fully involved in the program.
- The program includes a diversity of ethnic backgrounds and cultures both in children and staff.

Activities/ Programs/ Routines

- A variety of educational learning materials and furnishings that are safe, clean and developmentally-appropriate.
- Developmentally-appropriate posted program plans and routines.
- Posted healthy menu plan following Canada's Food Guide.

Staff

- Staff are trained Early Childhood Educators who have received a diploma from an Ontario College of Applied Arts and Technology or equivalent.
- Staff regularly evaluate the program and determine children's developmental strengths and needs.
- Staff have participated in "Quality Child Care Niagara" training.



Policies/ Regulations

- The Program provides written policies and consistent practices for things such as hours of operation, emergency contacts, program costs, and behaviour management practices.

Parents

- Regular program feedback opportunities such as parent surveys are available.
- Opportunities for participation in the program.
- Opportunities to speak to other parents about the program.



Financial Supports and Services

Child Care

Child care subsidy is financial assistance to access a range of child care supports and services available through Community Services.

To be eligible for subsidized child care, the applicant must be a resident of Niagara, subject to verification of a qualifying reason, and must undergo a financial eligibility income test.

Reasons for applying include support for:

- Employment (to obtain or maintain)
- School attendance (basic or post-secondary education. Including Ontario Student Assistance Program (OSAP))
- Attendance in job-related training programs
- Children with developmental (special) needs
- Families/children at risk for healthy development

Community Services provides financial assistance for placements in:

- Licensed centre-based programs
- Licensed home-based settings
- Recreation programs that meet the funding criteria for children from birth to 18 years of age
- Other limited funding options may be available through discussion with a Children's Services Caseworker

Email: childcarecosts@regional.niagara.on.ca for information on subsidized child care.

To Apply

Step One

Is a telephone screening with a Children's Services Caseworker, by calling 905-984-3750 or toll free 1-800-263-7215, extension 3897 who will verify the qualifying reason



for child care subsidy and obtain preliminary information for the completion of a financial income test

- The following information will be requested of the applicant at that time: name and date of birth, child or children's name(s) and date(s) of birth, reason for applying for subsidy, family income as outlined on line 236 of the income tax return(s), excluding payments received from the Federal Universal Child Care Benefit (UCCB)
- The applicant will be put on a placement waiting list and contacted by a Children's Services Caseworker in order to finalize the application in step two. Applications are dealt with on a "first come, first served" date of inquiry. Exceptions include families experiencing domestic violence
- A financial eligibility and coordinated services planning letter is forwarded to each applicant in advance of the face-to-face meeting date outlining the documentation to be brought to the interview.

Step Two

Is the eligibility verification for all applicants in a face-to-face interview with a Children's Services Caseworker to confirm financial eligibility and develop a coordinated supports and services placement plan for the child

Providing (subsidized) Recreation/Cultural Opportunities for Children/Youth (PRO – Kids)

Financial assistance is available to support the participation of children and youth from birth to 18 years of age in the recreation and/or cultural activity of their choice

To be eligible for a subsidized recreation and/or cultural activity, the applicant must be a parent/guardian meeting a minimum of one of the following three criteria:

- in receipt of social assistance
- eligible for child care subsidy (with income less than \$40,000 as outlined on line 236 of the Federal Income Tax Notice of Assessment(s) or on the Canada Child Tax Benefit)
- a tenant of Niagara Regional Housing

To Apply

Call the Children's Services Intake line at 905-984-3750 or 1-800-263-7215 ext. 3897. • Email: pro-kids@regional.niagara.on.ca



Long-Term Care

Long-term care facilities take care of people who are no longer able to live independently in their own homes and who need nursing and/or personal care 24 hours a day.

The Regional Municipality of Niagara operates eight long-term care facilities, seven of which offer secure special care areas for individuals with Alzheimer's disease or related dementia. The Niagara Region also operates the T. Roy Adams Regional Centre for Dementia Care, which offers respite care and complex care.

The Niagara Region's long-term care facilities have a home-like environment in which residents feel safe, comfortable, respected, and well cared for. Appropriate recreation, social activities, spiritual and therapy services ensure the promotion of quality of life. A nursing team of registered nurses, registered practical nurses, personal support workers and health-care aides deliver quality and compassionate care to all residents.

For general information on Seniors Services, please call Community Services at 905-984-2694.

Admissions

For information on admission to long-term care facilities and short stay respite, please call Community Care Access Centre (CCAC) at 905-684-9441 or 1-800-263-5480.

Long-Term Care Facilities

Deer Park Villa
150 Central Ave.
Grimsby L3M 4Z3
905-945-4164

Linhaven
403 Ontario St.
St. Catharines L2N 1L5
905-934-3364

Gilmore Lodge
50 Gilmore Rd.
Fort Erie L2A 2M1
905-871-6160

Northland Pointe
2 Fielden Ave.
Port Colborne L3K 6G4
905-835-9335



Long-Term Care Facilities cont'd

Rapelje Lodge
277 Plymouth Rd.
Welland L3B 6E3
905-714-7428

The Woodlands of Sunset
920 Pelham St.
Welland L3C 1Y5
905-892-3845

The Meadows of
Dorchester
6623 Kalar Rd.
Niagara Falls L2H 2T3
905-357-1911

Upper Canada Lodge
272 Wellington St.
Niagara-on-the-Lake
L0S 1J0
905-468-4208



Specialized Dementia Care

Centre for Dementia Care

The T. Roy Adams Regional Centre for Dementia Care is comprised of two distinct components—a respite care centre and a complex care centre.

The Adams Centre supports family caregivers through the respite care centre and supports residents with complex care needs, and their families, through the specialized care of the complex care centre. All nursing staff dedicated to the Centre have specialized dementia care training and experience. These specialized services can be accessed by residents living anywhere in Niagara.

The T. Roy Adams Regional Centre for Dementia Care is located at:

403 Ontario Street
St. Catharines, ON
L2N 1L5
905-934-3364

The Centre provides care for variable short periods of time with the goal of returning the client/resident, with appropriate supports, to his or her original local community or facility setting.

The Respite Care Centre has been planned to achieve the following:

- Provide a small and secure residential-style facility for up to eight people, typically living in the community, for overnight or for several weeks
- Enhance clients' functional abilities and quality of life
- Support caregivers with respite from their demanding caregiver role
- Meet identified community needs

Access to the Respite Care Centre can be arranged through the CCAC (phone 1-800-263-5480 or 905-684-9441) and/or through Seniors Community Programs (phone 1-877-212-3922 or 905-984-2621).

The Complex Care Centre has been planned to achieve the following:

- Provide a small and secure residential-style facility for up to 17 people, typically living in other long-term care



facilities, for up to 90 days (with a possible extension of an additional 90 days)

- Assess residents, including behaviour and medication needs
- Support other facilities and family caregivers
- Meet Niagara District Health Council (NDHC) identified community needs

Access to the Complex Care Centre can be arranged through the CCAC (phone 1-800-263-5480 or 905-684-9441), which will determine the suitability of the applicant with the Adams Centre Admissions, Treatment and Discharge Team.

Respite Companion Program:

Seniors Community Programs operates the Niagara Region's Respite Companion Program. This program is designed to provide a quality in-home respite service for persons with dementia and their caregivers. Respite workers are trained to provide supervision, sensory stimulation, companionship and meaningful activity to individuals with memory loss, in their own homes, while offering relief to the primary caregivers.

For information about the Respite Companion Program, please call Seniors Community Programs at 905-984-2621 or 1-877-212-3922.

Adult Day Service:

Adult Day Service primarily serves older adults who are living alone or with family in the community, and who require active involvement in a formalized group setting. The service also provides family caregivers with respite from the demanding caregiver role.

The Niagara Region operates nine Adult Day Services. Although each program can accommodate individuals with memory loss, the Martindale and Adams Day Programs, located at Linhaven in St. Catharines are exclusively for persons with dementia.



Seniors Community Programs

Seniors Community Programs operates a wide range of programs for Niagara's older population. Seniors Community Programs assist seniors and their families/caregivers by providing information and support for specialized programs and services that will help enrich their lives and may enable them to remain in their homes longer.

Adult Day Service:

Adult day service primarily serves older adults who are living alone or with family in the community, and who require active involvement in a formalized group setting. The service also provides family caregivers with respite from the demanding caregiver role.

Specialized adult day service for dementia is offered at the St. Catharines location and day service for stroke at a Niagara Falls location.

The Niagara Region operates ten Adult Day Services. All Regional long-term care facilities except Rapelje Lodge and Deer Park Villa offer Day Programs on site. Programs operated in the community include Fairhaven Day Program in Niagara Falls and West Niagara Day Program in Grimsby.

Supportive Housing:

An alternative housing program that assists older adults in transition from independent living to a living arrangement within carefully selected and supervised residences. Individual needs are recognized in an environment that offers support and assistance to enable the individual to optimize health and well-being and preferred lifestyle.

Respite Companion Program:

This program provides a quality in-home respite service for persons with dementia and their caregivers. Respite workers are trained to provide supervision, sensory stimulation, companionship and meaningful activity to individuals with memory loss, in their own homes, while offering relief to the primary caregivers.



Client Intervention and Assistance:

This service provides support in stabilizing critical situations. Working together with the senior, a plan is established that will support the person's desire to remain independent in the community. The target groups are vulnerable and "at risk" seniors, older persons with physical disabilities and/or their care providers, and may include people facing impending life changes, abuse, or isolation.

Other Services Provided by Seniors Community Programs

Information and Referral: In response to inquiries, general information and referral are provided for older persons and their families.

Caregiver Education and Information: Presentations and sharing of information on service supports or specific caregiving issues can be arranged for individuals or groups.

Overnight Respite: A support program to caregivers offering overnight accommodation to older adults with dementia, at the T. Roy Adams Regional Centre for Dementia Care – Respite Centre, St. Catharines.

Elder Abuse Prevention: Presentations on elder abuse, recognition of risk signs and strategies to minimize risks can be arranged.

Niagara Gatekeepers: In partnership with the Niagara Gatekeepers Task Force, Seniors Community Programs offers presentations, support and general information about the program which educates the public on signs of risk or vulnerability that may be exhibited by older adults, so that early intervention can be provided. Service provision is client directed and always with consent. The Gatekeeper Hotline is 905-984-0698.

For information on any Seniors Community Program and for admission to Adult Day Service, please call or visit:

Seniors Community Programs
Campbell East
2201 St. Davids Road
P.O. Box 344
Thorold, ON L2V 3Z3
Phone 905-984-2621 or 1-877-212-3922
Fax 905-984-6409

www.regional.niagara.on.ca/living/seniors/programs/default.aspx



Social Assistance and Employment Opportunities

Niagara  Region

Community Services, through Social Assistance and Employment Opportunities, provides financial assistance and a range of employment supports and activities in partnership with community agencies, to enable participants to achieve independence through sustainable employment.

Social Assistance and Employment Opportunities is responsible for administering the Ontario Works Act. This Act is the provincial legislation that offers temporary financial assistance and employment supports to the members of our community most in need.

Eligible individuals receive financial assistance to support such basic needs as food, shelter and clothing. In addition, many recipients are required to participate in employment-related activities.

Social Assistance and Employment Opportunities assists individuals and families in times of crisis and works with them to establish and successfully complete a caseplan that will result in achieving independence from Ontario Works.

Social Assistance and Employment Opportunities offices are located at:

234 Bunting Rd.
St. Catharines
905-641-9960

5853 Peer St.
Niagara Falls
905-354-3561

250 Thorold Rd.
Welland
905-734-7975

469 Central Avenue
Fort Erie
905-354-3561

92 Charlotte St.
Port Colborne
905-834-3629



Application and Eligibility

Under the Ontario Works Act, any resident of the region of Niagara has the right to apply for assistance through Community Services.

In order to request an application for social assistance, an applicant must call the local application/general inquiry number at (905) 641-9230 or 1-866-627-1110 if calling from West Niagara. General financial and personal information will be requested at this time. A decision of eligibility will not be determined, but basic information about social assistance rates and asset levels may be provided.

Applicants will be scheduled to attend an application for assistance interview at one of Community Services' Social Assistance and Employment Opportunities local offices where financial eligibility is reviewed.

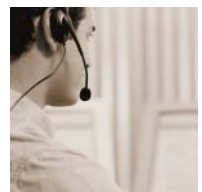
This application process is generally completed within four business days from the time of the original call.

Based on individual circumstances, ongoing eligibility is monitored by an Ontario Works Casemanager

Community Services also provides assistance to members of the community who are not recipients of Ontario Works benefits. Emergency and discretionary benefits are accessed by the working poor, Ontario Disability Support Program recipients, and people who are homeless.

These benefits include, but are not limited to:

- Emergency Dental services
- Eyeglasses
- Medical/surgical supplies, prosthetics, medical transportation, etc.
- Emergency food and shelter
- Funerals



Employment Supports

Social Assistance and Employment Opportunities works to create employment opportunities and the necessary supports for individuals and families to achieve self-reliance and exit social assistance to sustainable employment.

Individualized action plans are developed which outline the requirement for participation in employment preparation activities, as appropriate. Participation and the related skill development is critical to effective and timely re-entry into the workforce.

Employment preparation activities include, but are not limited to:

- Employment information sessions
- Made-in-Niagara training programs
- Resume, job search workshops
- Referrals to community partners
- Completion of secondary school
- English as a Second Language programs
- Assessment of literacy and basic numeracy skills and access to relevant skill-development programs
- Support of newcomers/refugees in their pursuit of employment appropriate to their out-of-Canada qualifications and experience
- Community participation



Employment Opportunities

Community Services, through Social Assistance and Employment Opportunities offers skill development, training and placement opportunities to aid clients in gaining employment in growth sectors of the local economy. Labour shortages have been identified in five key sectors in Niagara:

- Hospitality/Tourism
- Service/Telecommunications
- Social/Health Services
- Manufacturing
- Construction/Trades

Programs such as Enhanced Job Placement provide incentive dollars to an employer to assist with the training costs associated with a new employee, thereby, increasing the marketability of social assistance clients.

SAEO supports a number of targeted training initiatives that are directly linked to labour market needs. These programs are designed to meet the specific needs of an employer, and completion of the program increases employment opportunities in the sector.



Family Supports

Community Services, through Social Assistance and Employment Opportunities, works to support families. A holistic approach to caseplanning with clients ensures that the individualized action plan is based on the needs of the individual in a broader family context. Community Services offers programs and services to improve the quality of life for clients and their families.

These services and programs include:

- Learning Earning and Parenting (LEAP), a program for young parents to assist them in completing their secondary school education and developing their parenting skills
- Assistance with up-front child care costs when client first secures employment
- Work in partnership with Children's Services to obtain subsidized child care
- Basic emergency dental coverage for adults
- Purchase of eyeglasses
- Referrals to community programs (i.e. substance abuse)
- Temporary care assistance to individuals providing care for children not residing in their own family home
- Assistance to clients in securing child support and/or spousal support income



Homelessness Prevention Programs

Community Services plays a significant role in the administration of homelessness prevention programs in Niagara. Working closely with federal, provincial and local government, service agencies and Niagara Regional Housing, Community Services develops strategies to build capacity to address the needs of the community.

The Niagara Homelessness Plan, developed with community input, sets out priorities to address homelessness and housing issues. Community Services consults with the Niagara Homelessness Advisory Committee, which is comprised of representatives of the agencies that provide services to the homeless across Niagara.

Utilizing funding from the federal Homelessness Partnering Strategy, the provincial Consolidated Homelessness Prevention Program and the Niagara Region, Community Services works with service agencies to provide assistance to the homeless including:

- housing support services to help those at risk of homelessness to retain their accommodations
- outreach services to assist those living on the street and households that have lost their housing
- housing services to assist the chronically homeless to transition from the street to permanent housing
- emergency hostel services providing board, lodging, personal needs items and other supports to homeless individuals while they seek permanent housing

Community Services contracts with the following service agencies:

■ Canal View Homes ■ Casa El Norte ■ Community Care St. Catharines/Thorold ■ HOPE Centre ■ Matthew House ■ Nightlight Youth Shelter ■ Project SHARE ■ The RAFT ■ The Salvation Army ■ Share the Warmth ■ Southridge Church ■ The YWCA of Niagara

For further information about Community Services' homelessness prevention programs, please call 905-984-6900, ext. 3812.

