

7. Aftercare Follow-up and Support – After the client has ended service, the option of follow-up contact is offered. Depending on the client’s need, follow-up contacts can take the form of phone calls, office appointments for individual counselling sessions or maintenance groups.

In some situations, there is value for the client in pre-planning follow-up contact to determine if he/she has been able to maintain treatment/action plan goals or to provide an opportunity to review coping strategies and/or skills learned while in service with the Agency.

8. Program Planning and Evaluation – Each program develops an annual plan that links program goals to planned outcomes, planned activities, resources, outcome indicators and measurement methods.

An evaluation of the plan determines whether activities were carried out as planned, whether planned outcomes were achieved and whether resources were used as planned. The result of program planning and evaluation is the continuous quality improvement of Agency programs.

A description of the Agency Planning and Evaluation Model can be found on the Agency website by clicking on the “Planning and Evaluation Model”.

Agency Program Directory and Brochures

A detailed description of each Agency program can be accessed on the website by clicking on the “Agency Program Directory” or in brochures located at the Administration Office and on site at each program location.

Agency services are organized under one of the following four sectors:

- Youth and Family
- Addictions & Mental Health
- Justice
- Employment

Services by Sector

Youth and Family

- Chatham Street Residence – Transitional Housing (Females)
- Roy Walsh and Varency Homes – Residential Treatment for Adolescents Referred by Child Welfare Agencies
- Youth Resource Centre – Homeless Youth and Safe Beds

Addictions & Mental Health

- Aboriginal Substance Abuse
- Adult & Youth Concurrent Disorders Program
- Back on Track – Education and Treatment Groups for Impaired Drivers
- Buffalo Street Residence – Federal Male Offenders
- Case Management – Mental Health/Concurrent Disorders
- Family Support Program
- Gambling Responsibly
- Mental Health Crisis Support and Walk-in Clinic
- MotherVoice – Expectant/Moms with Children 0-6 Years
- Needle Exchange Program
- Ontario Works Addiction Service Initiative
- Parent Adolescent Support Program
- Respite Experience – Camp Getaway at Tim Horton Onondaga Farms
- Smoking Cessation
- SNAP™ (Stop Now and Plan) – Children 9-12 and their Parents
- Youth and Art
- Youth Anger Control
- Youth Drop In Centres

Justice

- Anti-Shoplifting Groups
- Bail Verification and Supervision
- Community Service Orders
- Diversion – Police and Court
- Peter Willis Residence – Youth Open Custody and Detention Residence
- Youth Attendance Centre
- Youth Extrajudicial Sanctions/Measures
- Youth Justice Committee
- Youth Support Program

Employment

- 6 Career Resource Centres – Student (Brant/Haldimand)
- 7 Career Resource Centres – Community (Brant/Haldimand)
- Brantford Youth Employment Centre
- Dunnville Employment Centre
- Employment Resources
- YAC Learning Centres

Vision

St. Leonard’s Community Services will be a recognized centre of excellence in the community for the provision of services to children, youth, adults and families.

Mission

St. Leonard’s Community Services responds to community needs by providing quality addiction, mental health, employment, education, justice and residential programs. These programs enable children, youth, adults and families to overcome challenges through choices that result in positive change.

Values and Beliefs

As we discharge our mission in pursuit of our vision, we adhere to the following values and beliefs:

- 1) A commitment to excellence in client service.
- 2) Respect for the dignity and diversity of our clients.
- 3) Support and recognition of our staff.
- 4) Collaboration and partnership.
- 5) Accountability to our funders, clients, partners and the community.

Agency Overview



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Introduction

The purpose of the overview is to provide stakeholders of St. Leonard's Community Services with a brief description of the principles which guide the Agency's client service practices.

In particular, the overview demonstrates St. Leonard's Community Services' commitment to quality assurance standards, through the consistent application of a Client Service Model based on current evidence based research and professionally recognized best practices.

More details about St. Leonard's Community Services practices can be found on the Agency website by clicking on the "Client Service Model".

Individual program descriptions are found on the website and are available in hard copy at every Agency location.

Who Are We?

St. Leonard's Community Services is a community based, multi-service Agency supporting children, youth, adults and families in multiple locations throughout Brant and Haldimand counties.

Governance

- A voluntary Board of Directors representing a cross section of the community governs the Agency.
- The Board sets policy and monitors program outcomes and finances.
- The Executive Director implements policies and procedures in co-operation with a Management Team consisting of Service Directors and the Director of Finance.

Staffing

St. Leonard's Community Services employs staff who have extensive training in a variety of disciplines including child and youth work, career development, psychology, social work, addictions, mental health, law and security, corrections and recreation.

Funding

Agency programs are funded by all three levels of government, Children's Aid Societies, charitable gaming proceeds, donations from individuals, foundations, businesses and user fees.

Service Philosophy

In response to an assessment of clients' strengths, needs and risks, staff coordinate outcome focused, holistic services that are client centred and client directed. In the case of residential programs, staff teams provide a supportive therapeutic environment where clients feel safe and supported.

Multidisciplinary Process

To help clients achieve their goals, the Agency has access to and participation from various professions, either on site or through service contracts for psychological, social and psychiatric services which improve service coordination, assessment and treatment planning. When services are delivered in partnership with other agencies, written agreements are in place among the participating agencies outlining mutual roles and responsibilities.

Cognitive Behavioural Approach

Agency staff use the cognitive behavioural approach as the foundation for all programs. This method is based on what we know about how children, youth and adults learn to change their thoughts, feelings and actions as a result of the consequences of their behaviours. Building on strengths, staff help clients, based on their age and developmental stage, to understand their thoughts, feelings and behaviours and offer choices for making changes to help achieve their goals. This approach is described in detail on the Agency website by clicking on the "Client Service Model".

Confidentiality and Privacy

All of the Agency's services, whether office based, outreach or residential, are delivered in settings that ensure clients' rights to confidentiality and privacy are respected.

Services

In an effort to empower clients facing challenges to make choices that result in positive change, the Agency provides the following range of services:

- Prevention and awareness (early intervention and information services),
- Crisis intervention – telephone/walk in, mobile and outreach,
- Individual and group counselling,
- Residential support and treatment,
- Family support,
- Education,
- Life skills training,
- Employment preparation and training.

Service Components

Agency services are delivered using a framework supported by current evidence based research and professionally recognized best practices, such as the cognitive behavioural approach, which leads to positive measurable outcomes for the clients.

Each of these service components is delivered in consultation with the client and/or parent/guardian/caregiver:

1. **Referral** – St. Leonard's Community Services follows a "no wrong door" philosophy ensuring all individuals approaching or referred to the Agency are directed to the appropriate resources within the Agency or to external services in the community when it is determined that the client's needs cannot be met by Agency services.

Eligibility for programs, screening, admission processes and how to access Agency services are outlined on the St. Leonard's Community Services website by clicking on the "Agency Program Directory".
2. **Intake** – Intake is the process of determining a client's eligibility for participation in an Agency service by deciding whether the service will meet the unique emotional, social or behavioural needs of the client and/or his/her parent/guardian/caregiver. This is done in collaboration with the client and/or the parent/guardian/caregiver.

The intake process is conducted in a manner that respects client preference, provides informed consent and is sensitive to the client's strengths, needs and vulnerabilities. When client access to programs is impeded by physical, social or cultural barriers, the Agency has measures in place to increase accessibility and/or remove barriers.

3. **Assessment** – The purpose of conducting an assessment is to understand the multiple factors that are contributing to the presenting problem(s) so that a treatment/action plan can be agreed upon. The assessment is a comprehensive overview of the client's situation incorporating his/her views about his/her strengths, needs, expectations for treatment and available resources. The assessment may also take into account observations and information in reports from other service providers.
4. **Treatment/Action Plan** – Once the client and Counsellor (Primary Worker) have reached agreement on the assessment, they move on to developing the treatment/action plan. Planning begins with what the client hopes or wishes to achieve, the benefits and risks of treatment options, how safety and risk issues will be managed and what can reasonably be achieved based on the client's strengths and needs.

The plan establishes goals to resolve the challenges and a strategy to reach the goals, using the client's strengths and resources of the Agency. It establishes time limited measurable outcomes and assigns responsibility for planned activities and indicators of success to ensure all participants will be held accountable.
5. **Evaluation** – A written evaluation plan is prepared for each treatment/action plan. Evaluation determines whether planned activities were carried out as intended, whether planned outcomes were achieved and in particular whether client needs and goals were met.
6. **Service Closure and Discharge** – The final phase of the treatment/action plan focuses on completing a final evaluation of the services provided and terminating the service by supporting the client towards a planned service closure/discharge.