

preplanning follow-up contact to determine if they have been able to maintain service plan goals or to provide an opportunity to review coping strategies and/or skills learned while in service with the Agency.

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.

Program Descriptions and Brochures:

Detailed program descriptions can be accessed on the website. Brochures are located at the Administration office and on site at each program location.

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

- Housing
- Addictions & Mental Health
- Justice
- Employment

Services by Sector:

Housing

- Supportive Housing – Apartment Units
- Youth Resource Centre – Homeless Youth and Safe Beds
- Learning Centres
- Sally Laidlaw House - Transitional Housing (Female)
- (John) Renwick House - Transitional Housing (Male)

Addictions & Mental Health

- Adult & Youth Concurrent Disorders Program
- Concurrent Disorders Outreach Team
- Gambling Responsibly
- Withdrawal Management and Treatment Services
- Integrated Mental Health Crisis Service and Walk-in Clinic
- Mobile Crisis Rapid Response Team (MCRRT)
- MotherVoice – Expectant/Moms with children 0 - 6 yrs
- Needle Exchange Program
- Ontario Works Addiction Service Initiative
- Respite Experience
- Triple P (Positive Parenting Program)
- Youth Anger Management

Justice

- Anti-Shoplifting Groups
- Back on Track – Education and Treatment Workshops for Impaired Drivers
- Bail Verification and Supervision
- Peter Willis Residence – Federal Male Offenders
- Case Management Mental Health/Concurrent Disorders
- Community Service Orders
- Direct Accountability Program
- Diversion – Police and Federal
- Learning Centres
- Youth Attendance Centre
- Youth Extrajudicial Sanctions/Measures
- Youth Justice Family Counsellor
- Youth Mental Health Court Worker
- Youth Support Program

Employment

- Brant Employment Centre (mobile to Paris and Burford)
Caledonia Employment Centre
Dunnville Employment Centre (mobile to Hagersville)
- Assisted Job Search
 - Job Developing
 - Employer Services
 - Second Career
 - Canada – Ontario Job Grant
 - Youth Job Connection
 - Youth Job Connection: Summer
 - Youth Job Link

Vision

St. Leonard's Community Services is an accredited centre of excellence providing services to children, youth, adults and families in collaboration with community partners.

Mission

St. Leonard's Community Services proactively responds to evolving needs with programs and services that enable individuals 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, staff and community.
- 3) Support and recognition of our staff.
- 4) Collaboration and knowledge exchange.
- 5) Accountability to our funders, clients, partners and the community.

Agency Overview



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Introduction:

The purpose of this overview is to provide a clear description of the principles, practices and programs offered by St. Leonard's Community Services.

In particular, the overview emphasises St. Leonard's Community Services' commitment to quality assurance standards, through the consistent on going application of a Client Service Model which is based on current evidence informed best practices to be effective with clients worldwide.

More details about St. Leonard's Community Services practices can be found on the Agency website.

Individual program descriptions are also found on the website and are available in hard copy at the Administration Office.

Who Are We?

St. Leonard's Community Services is a non-profit, charitable Agency supporting children, youth, adults, and families in multiple locations throughout Brant and Haldimand counties through the delivery of a full spectrum of health and social programs.

Governance:

- Representing a cultural cross section of the community,
- 15 member voluntary Board of Directors with a wide range of skills govern the Agency by setting policy and monitoring programs and financial outcomes.
- The Executive Director implements policies and procedures in co-operation with a Management Team consisting of Directors, a Human Resources Manager and a Manager of Administrative Services.

Staffing:

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

Funding:

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

Service Philosophy:

Based on the assessed strengths, risks and needs of the client, staff co-ordinate holistic service plans that are client centered and directed.

Multidisciplinary Teams:

To help clients achieve their goals, the Agency has arranged for participation from various professions, both on site and in the community. The Agency has negotiated service contracts for social and psychiatric services to improve service coordination, assessment and service planning. When services are delivered in partnership with other agencies, written agreements are in place among the participating agencies outlining mutual roles, responsibilities and protocols.

Cognitive Behavioural Approach:

Based on social learning theory, the cognitive behavioural approach reviews for clients the influence their thoughts and feelings have on their behaviour and vice versa. This new insight enables clients to identify feelings the root causes of their intense and/or self-destructive behaviour, in turn

making it possible to develop a service plan capable of reducing their risks and needs and enhancing their protective factors and strengths.

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 appropriate choices that result in positive changes, 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 programs are delivered using a service continuum grounded in current evidence informed research and professionally recognized best practices such as the risk/need principles which ensures that every intervention is directly linked to a corresponding risk or need and that the intensity of the intervention is proportionate to the level of risk.

Referral – protocols for outside and inside the agency, eligibility, criteria and admission procedures are detailed in the individual program descriptions found on the Agency website.

Intake – Is the information gathering and sharing process conducted with the admission to a program, designed to ensure that the clients' needs can be met by available services.

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 and cultural barriers, the Agency has measures in place to increase accessibility and/or remove barriers.

Assessment – is a comprehensive overview of the client's strengths, risks and needs prepared with the client and incorporating their views. Information is gathered from previous service files, the client, their families and friends and from standardized tests.

The assessment is conducted to inform the service plan about clients strengths to build on and needs to meet.

Service Plan – is developed by the Counsellor and the clients to identify goals, planned outcomes and planned activities that will enhance client strengths and reduce risks and needs.

Evaluation – A written evaluation plan is prepared for each service plan. Evaluation determines whether planned activities were carried out as intended, whether planned outcomes were achieved and in particular whether client goals were met.

Transition Plan – When subsequent services are being considered, the counsellor collaborates with the client and their family and/or support network to ensure clients are connected/supported at the next stage of their care.

Service Closure and Follow Up – is the final component of the service plan which formally terminates the current service and describes the supports (if any) that will be provided to the client when they are no longer participating in Agency services. i.e. phone calls, office appointments, maintenance groups.

In some situations, there is value for the client in