

Housing Transition Guide



Moving to a Place of My Own!

For Families of People with Developmental
Disabilities in the Ottawa Region



Coalition des familles francophones
d'Ottawa de personnes avec
déficience intellectuelle ou
handicap de développement





**Coalition des familles francophones d'Ottawa de
personnes avec déficience intellectuelle ou handicap
de développement**

Housing Transition Guide

Moving to a Place of My Own!

**For Families of People with Developmental Disabilities
in the Ottawa Region**

March 2018

The first edition of the Housing Transition Guide was produced by the *Moving to a Place of My Own!* project team.

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Notes to the reader:

The term “person” is used in this Guide to refer to people with developmental disabilities with or without other neurodevelopmental disorders.¹ This usage respects the CFFO’s social inclusion values and lightens the text to facilitate reading.

Underlined words in the text can be found in the glossary, which provides further explanations.

In most cases, the quotes in the bubbles are not associated with the people appearing in the photographs.

1. According to the fifth edition of the *Diagnostic and Statistical Manual of Mental Disorders* (DSM), neurodevelopmental disorders include: developmental disabilities, specific learning disorders, movement disorders, communication disorders, autism spectrum disorders, and attention deficit disorder with or without hyperactivity.

Acknowledgements

The CFFO would like to thank the Ministry of Community and Social Services for the subsidy recommended by the Developmental Services Housing Task Force.

We would like to acknowledge the people with developmental disabilities and their families who participated in and engaged with our pilot projects. Their contributions and comments were essential in the preparation of this Guide. We would also like to thank the Coalition’s partners for their feedback and support: the *Association pour l’intégration sociale d’Ottawa* (AISO), the Multidimensional Assessment of Providers and Systems (MAPS) research group, and the *Regroupement des partenaires francophones d’Ottawa*.

For more information

After you have finished reading this Guide, please take a few minutes to provide your feedback about our materials at: <http://www.cffo-ottawa.org/guide-de-transition-au-logement.html>

Please send any comments or questions to: montoit@cffo-ottawa.org

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List of Acronyms

AISO	Association pour l'intégration sociale d'Ottawa
CFFO	Coalition des familles francophones d'Ottawa
CHRC	Coalition of Community Health and Resource Centres of Ottawa
DSM	<i>Diagnostic and Statistical Manual of Mental Disorders</i>
DSO	Developmental Services Ontario
EHSS	Essential Health and Social Supports Program
LHIN	Local Health Integration Network
MAPS	Multidimensional Assessment of Providers and Systems (research group)
MCSS	Ministry of Community and Social Services
MCYS	Ministry of Children and Youth Services
MHLTC	Ministry of Health and Long-Term Care
ODSP	Ontario Disability Support Program

Introduction



INTRODUCTION

Background

In May 2015, the Coalition des familles francophones d'Ottawa (CFFO) set up a housing committee. The committee's mandate was to come up with support options for housing projects and build partnerships; to draft an expression of interest in innovative housing solutions for the [Ministry of Community and Social Services](#) (MCSS); and to oversee the implementation of funded projects. The committee played a key role in launching the Moving to a Place of My Own! project. The "Housing Project" proposal to the Housing Task Force, the result of a collaboration with the *Association pour l'intégration sociale d'Ottawa* (AISO) and the *Regroupement des partenaires francophones*, was approved by MCSS on May 26, 2016.

I'm nervous,
because my parents
won't always be there
to help me.





INTRODUCTION

This Guide is a CFFO initiative developed in collaboration with Francophone people and their families. It is intended for the loved ones and caregivers of Francophone people living in the Ottawa region who would like to plan for a transition toward a new, person-centered living environment. Interested families can use the Guide according to their own needs, because it includes:

- Forward planning with key steps to housing transition
- The process, i.e. the “how,” using a person-centered housing transition portfolio
- The “post-move” phase, with testimonials, advice and tips.

The project has two objectives: to describe and improve the process of planning a transition toward independent housing for people and their families, and to carry out pilot projects to support people’s transitions to new living environments.

Along with researching best practices, drafting this Guide and supporting people transitioning to their own homes, the project team also worked with University of Ottawa researchers to carry out an assessment of these activities, the results of which will be presented in another report on lessons learned during the project.

I’d like to move out,
but I don’t know
where to start.

Throughout the project, the people who used our tools provided us with valuable feedback. Collaboration with other Ottawa agencies also enabled us to form alliances to help promote people’s independence. Our materials include an assessment of the challenges to be overcome, information sources and tools used, and the decision-making process of adults with developmental disabilities and their families. The results of this collaborative work reflect the specific situation of Francophones in linguistic minority settings in the Ottawa region.

From the outset of the project, several of the people and their families we consulted expressed a need for easy access to a simple and practical tool that lists and explains the best practices, innovative solutions and available resources that can support the planning of a transition to housing. Currently, the complexity of the offer of support for housing integration, the number of agencies, the variety of services offered, and each stakeholder’s roles in the follow-up framework present a challenge for people in transition to housing and their families. For this reason, we decided to develop a reference tool specifically to address access to housing: the *Housing Transition Guide*. The material also addresses the need

to look for affordable housing within people's means throughout the planning and implementation of a move.

Why This Guide?

This Housing Transition Guide meets a need expressed by people in the Ottawa region and elsewhere in Ontario and their families, who reported difficulty in finding support and housing services. This was an even greater challenge for Francophones, who reported low rates of active offer of services and resources in French.

Living “in one's own place” is an achievable goal for many people, provided they can find the means to achieve it. We invite you to imagine a future where people can grow at their own pace and be happy.

We encourage you to consider the options as early as possible so that you will be able to support your young adult and be ready when the question comes up: “Can I move out like my brother, my sister, my friend?”

This Guide is a starting point. It is intended to help you support the person in taking control of their own destiny, in the context of existing housing services, systems and models.

What is the Purpose of this Guide?

This Guide was developed in collaboration with Francophones and their families. It is intended for loved ones and caregivers of Francophone people living in the Ottawa region who want to plan for a transition toward a new, person-centered living environment.



INTRODUCTION

Living “in one's own place” is an achievable goal for many people, provided they can find the means to achieve it.

What the Research Says

Access to an active offer of French-language social services is, in general, a real challenge for most Francophones living in linguistic minority situations (Drolet, Savard and Bouchard, 2018). It's an even bigger challenge when it comes to specialized services and resources for people with specific needs, such as *people with developmental disabilities with or without other neuro-developmental disorders*.



INTRODUCTION

It explains how to think about the transition toward housing and how to implement it in order to realize the person's vision. Implementing a [person-centered housing plan](#) in the current context requires imagination and courage: we need ideas to combat the lack of affordable housing and to secure the necessary funding for home support services, while respecting each individual's dreams and preferences.

Sometimes, innovative solutions may be conceived of and developed based on existing resources. Occasionally, preconceived beliefs and habits must be called into question. For example, people may believe that waiting is required because wait lists are long, or that a person cannot live in an apartment with support other than that of their parents. In most cases, the goal should be for a person to move out so they can live fully, with whatever support is required for the greatest degree of independence and autonomy possible.

This Guide explores possibilities both within and outside of traditional processes. For example, it examines options that treat housing and support as separate elements.

These projects are essential to support families; they provide more direct help than other proposed approaches.

How to Use this Guide?

You may choose to read this Guide from beginning to end or to consult individual sections. It is divided into five parts. Each part addresses different needs:

1. Part 1 presents the **planning horizon**, including the key steps to achieving the transition to housing.
2. Part 2 explains the **process**, or the how of the transition, using a **person-centered housing transition portfolio**. The portfolio includes two sections. The first section presents the three critical **circles of support** for the person in transition: (1) natural circle (family, loved ones and allies); (2) socio-community circle (other services, community resources); and (3) professional support circle ([support for independent living](#) in a variety of residential environments). The second section also addresses housing (checklist, housing options with references to planning sheets).

3. Part 3 deals with **moving** and with the **post-move phase**, and includes testimonials, advice, and tips to facilitate this major transition.
4. Part 4 includes a **glossary** of useful terms to help you better understand the housing transition planning process and a list of **Frequently Asked Questions (FAQ)** for people and their families.
5. Part 5 contains **three practical tools** for a successful housing transition plan:
 - **Sheet 1 — My Planning Steps:** A summary of the nineteen key planning steps that will guide the person's transition toward their own place.
 - **Sheet 2 — My Checklist:** A quick reference outlining the key actions required for the person and their transition in the areas of planning, finances, choice of housing, support for independent living, and the transition itself.
 - **Sheet 3 — My Portfolio:** A personalized record with space to set out and describe the person's vision, needs, and hopes.



INTRODUCTION

Visual markers to help you navigate through the Guide

As you read through this Guide, you will notice some underlined words and phrases. These underlined terms are defined in a glossary to help with your comprehension.

Other words or phrases in **white on a green** background are anchors that, when clicked, will take you to the section of the Guide where you can find more detailed information.

You will note that still other words or phrases are underlined in blue. These are hyperlinks that will take you to web pages with relevant information. Anchors and hyperlinks only work in electronic copies of this document.

For best results, download the document and open it with Acrobat Reader.

Tip: Press the [ALT] key and the [←] arrow to return to the previous view.

We don't even
know what we
don't know!



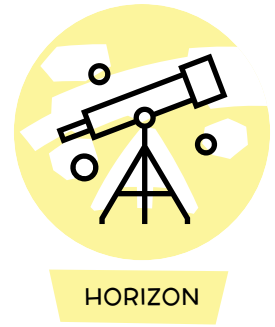
INTRODUCTION

Basic Principles for a Successful Housing Transition Plan

A number of recommendations for good housing transition planning arose from our consultations with the parents and people who participated in the *Moving to a Place of My Own!* project and from discussions with our partners. The recommendations can be summarized in **twelve basic principles**:

1. Encouraging independence
2. Listening
3. Planning the transition and living experiences
4. Learning and being proactive
5. Planning and delegating
6. Budgeting and ensuring that it's possible and sustainable
7. Having clear roles and rules
8. Practicing concrete learning activities
9. Being aware of changing situations
10. Keeping in contact with other parents
11. Staying flexible to changes
12. Being prepared to:
 - Monitor and act to manage risks
 - Revise established plans
 - Improve our methods over time.

PART I



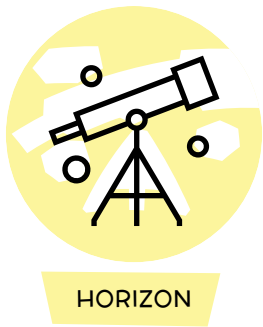
My Planning Horizon

Overview of the Key Steps

A successful housing transition plan involves assembling a team that includes members of all three [circles of support](#) (natural (family, relatives and allies), professional support and socio-community) whose interests converge on the person. A coordinated effort will make it possible to document and prioritize the person's vision, needs, and wants among the various stakeholders and to identify other stakeholders following a move.

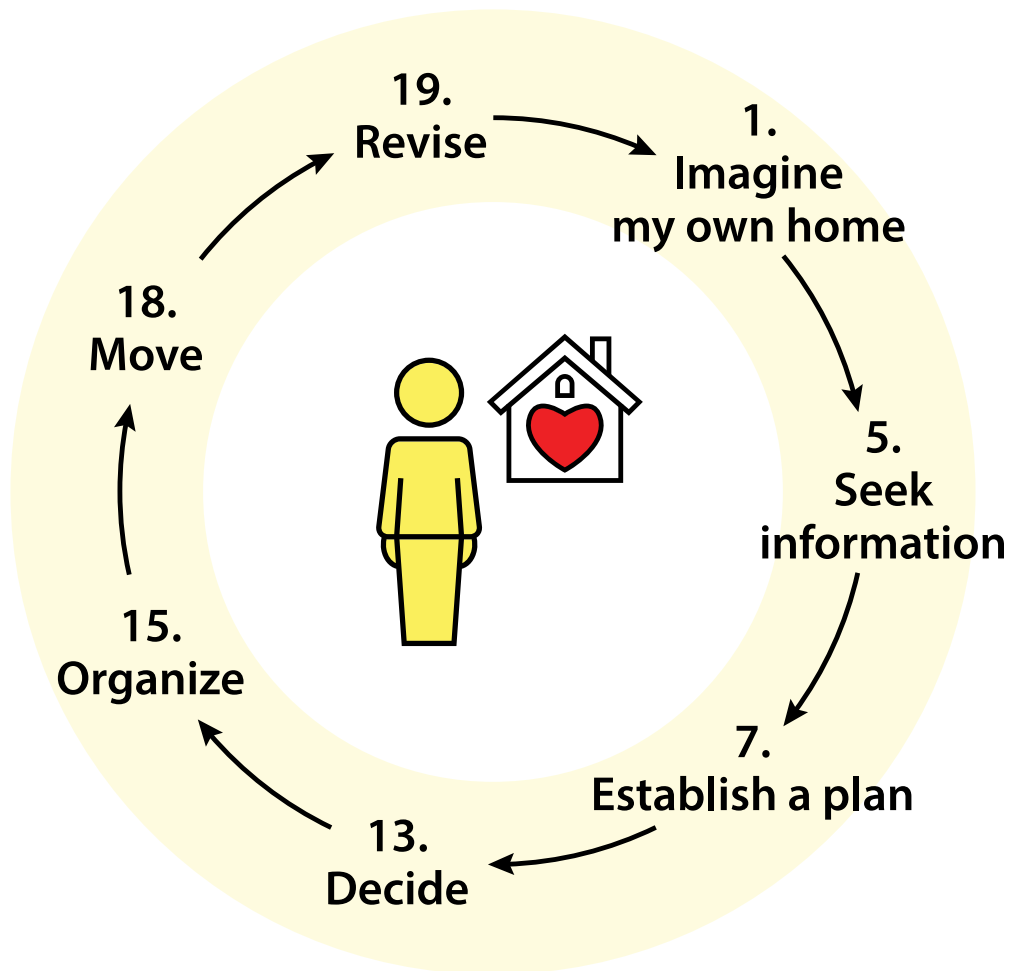
A coordinated effort will make it possible to document and prioritize the person's vision, needs, and wants...





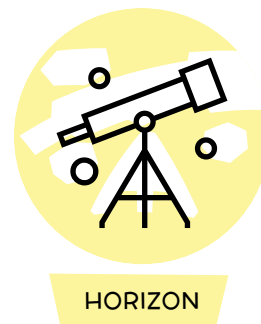
The following graph presents the key steps of a housing transition plan, as well as the roles and responsibilities of each involved party (**Sheet 1 – My Planning Steps**) in part V of this document. All steps are important for a comprehensive and customized planning horizon. We therefore recommend that you complete each step at a pace that suits your personal situation. As such, the order of priority and the number of steps to be taken may vary for each person; it is up to you to decide what applies to your family's situation.

Overview of seven of the 19 planning stages



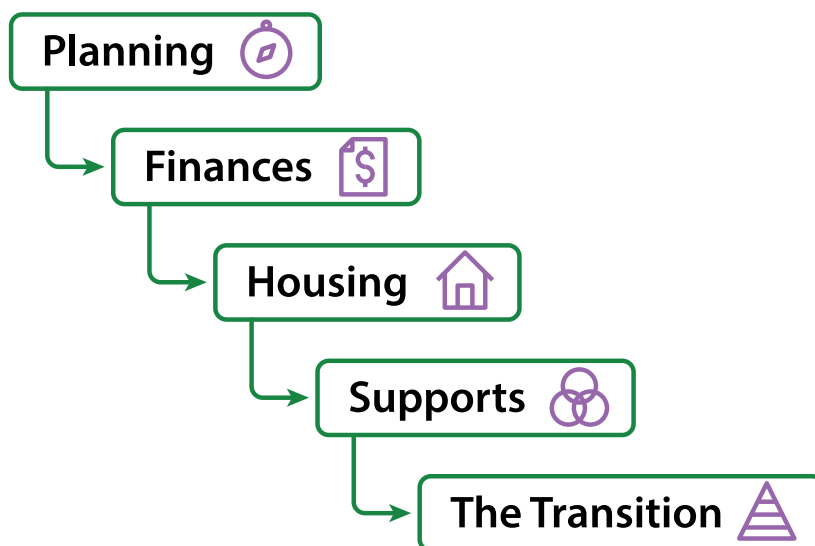
My Checklist

The checklist contained in **Sheet 2** of Part V of the guide sets out the most important elements to consider for a housing transition that takes into account the person's vision, wants, and choices.



My summary checklist

Activities focused on:



Notes

Handwriting practice lines consisting of 25 horizontal dotted lines.

PART II



My Planning Process

My Well-Being at Home

A person's living situation is an important factor in their well-being and in their social inclusion in their community. Access to housing is an essential social determinant of the well-being of anyone seeking greater independence and a seamless transition. It is often easy to forget to actively include the person in the planning process. However, it is their vision that should determine the steps taken and guide the decisions made about them. At the outset, it is their vision that must determine the steps to follow and guide the decisions that are made. As much as possible, they must have the opportunity to direct the process if they wish to. To best help a person through their transition, you must understand their reality.

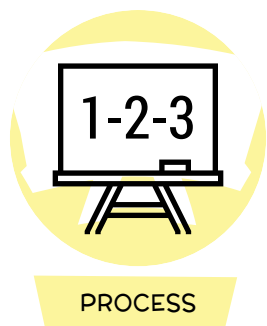
To best help a person through their transition, you must understand their reality.

What is it Like for People in Transition to Housing?

First, it is important to remember that every transition is unique to the person and their specific needs. Currently, people planning to transition to their own housing must generally follow two parallel processes.

The first is to register with the person's local *Developmental Services Ontario*¹ (DSO) agency and open a case file for eventual service coordination for people with developmental disabilities. At DSO, a case manager will begin the process of assessing the person's needs for various services, particularly those related to housing. Once the assessment is complete, the case

1. http://www.dsontario.ca/?lm_lang=en-ca



manager will send a request to a housing support services agency according to the rating assigned to the case. This process may be long, because there is considerable demand for these services. Due to the length of the wait list, cases are prioritized, with the most urgent cases handled sooner than others, regardless of when the case files were opened. Other factors that determine priority include the intensity of the person's support needs, limitations on available resources, and the organizational limitations of relevant service agencies.

The second process complements the first and is the subject of this Guide: the person and their circle of support take on the transition themselves, giving them greater control over the housing support services they wish to obtain. The people and their families who plan their own housing transition are generally happy to undertake this process; it helps to improve the person's quality of life by giving them the same opportunity to have their voice heard and to contribute to decisions that affect their future as anyone else. It also enables them to contribute to society and feel like part of their community.

Leaving the family home doesn't solve all problems, but it improved my self-esteem.

The planning process outlined in this Guide is intended to establish additional mechanisms to guarantee the continuity and the solidity of the plan: for example, setting up an income trust to manage the person's financial resources or designating a representative to act as home support services coordinator.

Therefore, it is sometimes necessary to have the support of a designated individual to coordinate the required follow-up to ensure the well-being of the person making the transition.

What are the Issues and Challenges?

The novelty of a new home can often create stress. Moving can lead to isolation if people reduce their participation in social, sport, work, or other usual activities. This means that questions must be asked about the objectives to be achieved from a transition to ordinary housing. Moving is also a life milestone where people are empowered by learning from successes and

I'm moving, and I will make new friends once I've moved.

errors. It is also worth highlighting the importance of having a “home,” and not simply a place of residence where someone lives without attachment. Everyone has the right to intimacy and privacy.

A number of issues and challenges can have a serious impact on achieving a successful transition, such as:

- Financial problems
- The exhaustion of people and their families waiting for services and resources
- The identification of resources dedicated to the person’s needs and expectations
- Isolation due to the absence or weakness of circles of support (natural, socio-community and professional support)
- Mixed medical conditions, the severity of which may limit housing options outside the family home.

As a result, boundaries and personal space must be considered important selection criteria when a person is choosing a new home. Desired changes must be predicted and anticipated with strategies conducive to growth.

Are there promising solutions? If so, which ones?

We have observed that the resources required to carry out a housing transition plan are often unavailable. Despite this situation, the following advice may be useful when planning a transition:

- Build solid circles of support
- Anticipate a housing transition and start planning early if possible
- Consider physical location and support services as two separate elements
- Be on the lookout for funding opportunities, resources, and new services

Local associations are excellent resources to consult regarding housing situations that call for specialized types of support for complex diagnoses.²



Boundaries and personal space must be considered important selection criteria when a person is choosing a new home.

2. Ontario's LHINs, Local Health Integration Networks of Ontario:
http://www.lhins.on.ca/?sc_Lang=en.



My Housing Transition Portfolio

A portfolio contains information records, exercises, and tools to facilitate a person's housing transition. Once completed, it can be shared with the members of the various circles of support to help them respect the person's point of view when making decisions that affect the person. (**Sheet 3**)

My Circles of Support for Housing Transition

You Can Have Your Own Place!

In a society, everyone's lives are inter-dependent. Everyone relies on members of their communities and on public and private service providers to better evolve in their environment. We value emotional bonds and our personal possessions. Without these social and economic relationships, we would not be able to function completely independently. This is also true for people with developmental disabilities.

In a process based on the principles of person-centered planning, the priority is not to take charge of a person and their needs, but rather to fill in the support gaps identified by the person. Look for helpers to guide and support the person only as necessary. Living "on one's own" is thus possible when appropriate, stable support services are in place.

What Does it Mean to Provide Support?

Providing support simply means helping someone. To provide support, you must understand how to listen to and respect the choices of another person so that you can offer valuable help that the person wants to receive. Valuable help is help that enables a person to achieve their personal goals. Sometimes it is tempting to support someone without paying attention to what kind of help the other person has asked for. There are many kinds of help: some are altruistic requiring financial compensation, while others are free. Some are impersonal; others, highly intimate.

What is a Circle of Support?

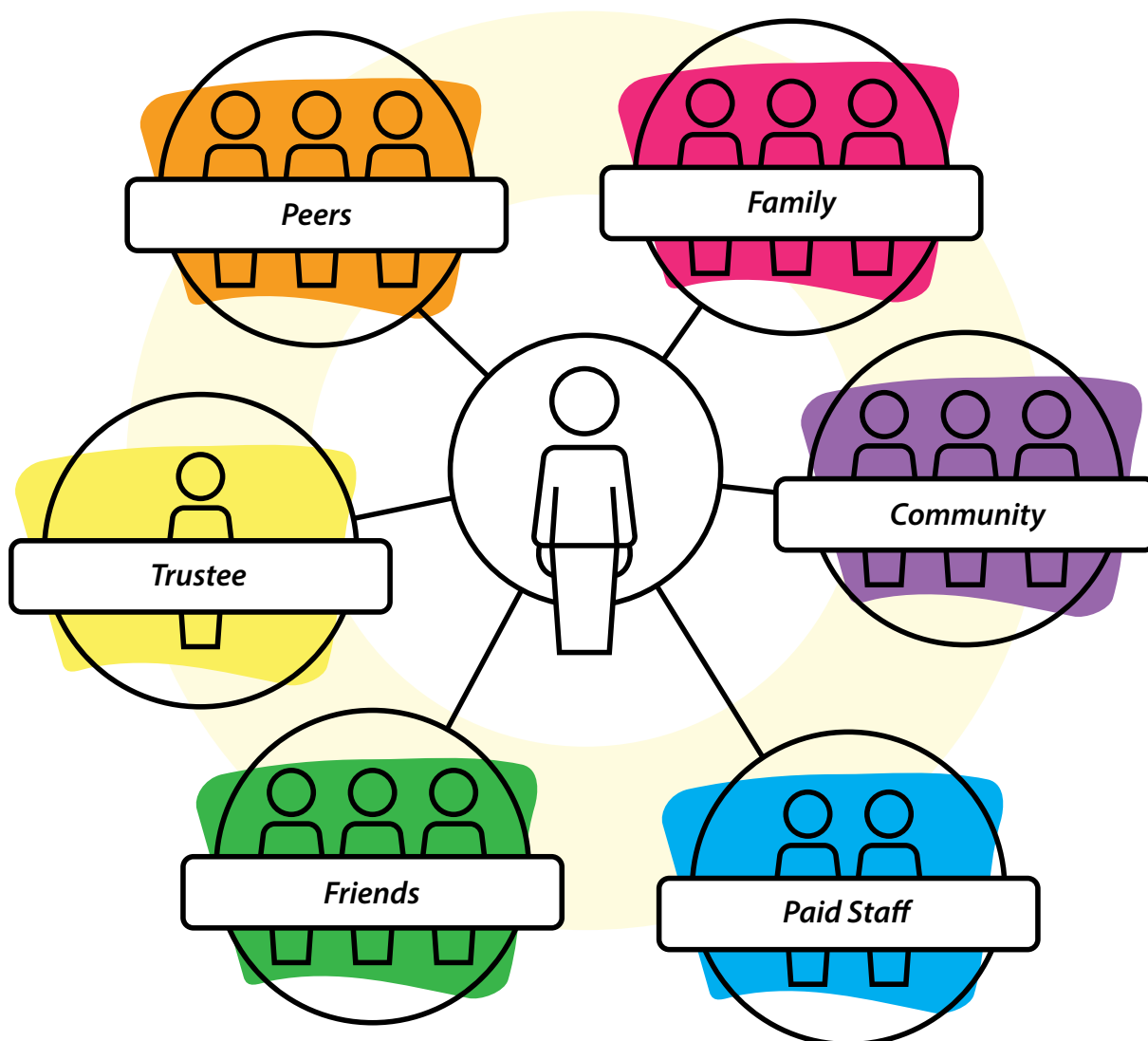
A circle of support consists of all those who care about the well-being of a person with a developmental disability. This of course includes family and friends, but it can also include extended family, peer groups, paid and unpaid service providers, religious congregations, and neighbours. Typically, a

distinction is made between paid and volunteer support services. All services, paid and unpaid, are part of a circle of support.

Who Makes up the Circles of Support?

Natural Circle

The natural circle consists of a person's relatives, other loved ones, and allies who know the person well and offer ongoing, informal, day-to-day support without getting paid. Natural support is the best kind of support. However, whether with family, extended family, acquaintances and friendships that have developed over time, a person or their family may decide or need to call on formal support, i.e. workers paid to provide support.





Socio-Community Circle

The socio-community circle consists of community members such as neighbours, peers, personnel from local agencies or [community services of the City of Ottawa](#), or [respite](#) workers who offer informal or formal support for occasional needs, with or without financial compensation.

Professional Support Circle

The professional support circle, as its name suggests, offers relief support when the natural and socio-community circles of support are not able to fully meet a person's needs. In this situation, the person and their family are forced to spend more money on formal support services.

What Kind of Support is Required to Live in an Apartment?

Depending on the supports available to complement and support a person's strengths and weaknesses, it may be useful to define the support roles required by the person when consulting them to build their [circle of support](#). One member of the natural circle of support could coordinate [professional support](#) services; another could organize the person's daily tasks and activities; a third could provide transportation or travel support; a fourth could offer assistance with personal care; a fifth could help with networking and building social connections; etc. Ultimately, the person is encouraged to become a full member at home and in their community. It is important to focus on the essentials: when building a [circle of support](#),



the goal is to create the most natural social network possible. It may also be worth establishing a [microboard](#), i.e. a duly registered organization made up of loved ones who meet formally to oversee the person's well-being. If the person has no friends or loved ones, a resource person can help to find some.

Ultimately, everyone can live in an apartment with the right support. The best type of support is one that values the person and their objectives, along with their desires, needs, and concerns, enabling them to feel good about themselves. All citizens can contribute to society according to their own talents.



Housing Options

Available housing options cover a range of housing solutions. Broadly speaking, these solutions include private dwellings (with or without roommates), community housing, housing cooperatives, group homes, and supervised boarding houses, which are more institutional. The challenge is to determine the housing option that best suits the person's wants and needs within available resources and according to their specific situation, including the formal and informal resources of their various circles of support.

It would be impossible to cover all imaginable housing options. We will therefore provide an overview of eight housing solutions (the most well-known and most common) via a set of housing scenarios. When reviewing the options, consider what might best suit your present situation.

The housing scenarios each include a short description and a visual legend to enable you to compare:

Just because a support service is available for free doesn't mean it's appropriate.

What the Research Says

A circle of support extends a person's safety net by bringing together loved ones who care about their well-being with a structure that works for the group. (Lord, Leavitt and Dingwall, 2012)



PROCESS

- **Level of privacy**³
- **Level of budget commitment**⁴
- **Level of “self-definition”**⁵.

Level Comparison Scale (1 to 3): 1 = high; 2 = medium; 3 = low.

My son came with me to visit apartments, and I could see from his reactions if he liked a place or not. In one building, he didn't want to go out on the balcony, and I understood that he wanted a place on a lower level.

I'll start by moving out of my parents' place, and then I'll look for better housing in a year or two. I really want to be independent.

-
3. Privacy refers to all personal aspects of a person's private life. For example, issues related to the level of privacy include the comfort and noise level of the location, and the availability of private space or personal time that does not need to be accounted for.
 4. Budget commitment refers to the amount of money a person must allocate to cover all expenses related to their housing and their support services.
 5. In simple terms, which align with the writings of Sociology Professor Patricia Hill Collins, self-definition is the degree of freedom to self-define and self-actualize in one's own environment through one's assets and potential if given the chance. For example, does the location enable the person to assert their identity, use their skills and augment their potential?

Housing Scenario Options



1. Living alone with support for independent living

Description: Living alone in a private property, a condominium, an apartment, or subsidized community housing is possible. Support may be in the form of purchased professional support services, preferably ones accredited by a transfer payment agency.

Level of privacy: 1 

Level of budget commitment: 1  (variable)

Level of self-definition: 1 

2. Adapting the family home

Description: Rather than having the person move out, the current home is adapted or renovated. Room divisions may be reorganized to maximize all family members' privacy. The parents could also move out of the primary residence.

Level of privacy: 1 

Level of budget commitment: 2  (variable)

Level of self-definition: 1 

3. Apartment-sharing

Description: This choice involves living with another person, either to reduce costs or to have the other person act as informal support. This person may also have a developmental disability. Living with a roommate can also be a good way to avoid isolation and pool resources.

Level of privacy: 2 

Level of budget commitment: 1 

Level of self-definition: 2 



I can't wait to move, so I'll move with what I have, and I'll buy other furniture later.

4. Living in a housing cooperative

Description: In this solution, an association or private society buys a building for its members, who are invited to participate in the administration and management of their dwelling. In a cooperative model, people jointly purchase an asset in order to share the costs and maintain decision-making authority by means of the property's board of directors.

Level of privacy: 2

Level of budget commitment: 1

Level of self-definition: 2

5. Living in an intentional community

Description: An intentional community is a group of moderately priced dwellings that are inclusive towards difference, which are overseen by a third party that manages the staff and monitors the people in the residence. Integrated neighbourhoods are made up of a number of moderately priced apartment complexes that are part of a community association or are physically located in a gated community.

Level of privacy: 3

Level of budget commitment: 2

Level of self-definition: 2

6. Living with a host family (shared home)

Description: This option involves moving into an existing family situation for a fixed rate overseen by a transfer payment agency. In family-type resources, the person with a developmental disability is invited to integrate into a family home. The host family takes care of the person's day-to-day needs: meals, washing, etc. Rather than having someone move into their home or sharing space with someone else, the person is integrated into a small group.

Level of privacy: 3 

Level of budget commitment: 2 

Level of self-definition: 2 



The lease starts on the first (of the month), but my son will start by going there for a few days at a time for the first few weeks so we can see how he adapts. We'll make adjustments as we go along.

7. Living in a group home

Description: These are dwellings adapted for people with physical or developmental disabilities who require ongoing support for their individual and collective needs. Generally, a group home is comfortable and set up for four to six people living in various neighbourhoods in the community. Each person has their own room; bathrooms, living rooms, kitchens, and recreational space are shared.

Level of privacy: 3 

Level of budget commitment: 3 

Level of self-definition: 2  (variable)



PROCESS

8. Living in a supervised boarding house

Description: Supervised boarding houses are specialized health care centres for people with mental health disorders, including those with concurrent disorders ([dual diagnosis](#)). Some private or not-for-profit facilities offer long-term housing for vulnerable adults who require ongoing monitoring and services. These residents generally present with acute mental disorders, or severe physical or developmental disabilities. This option is not recommended for independent people, even in crisis situations.

Level of privacy: 3

Level of budget commitment: 3

Level of self-definition: 3

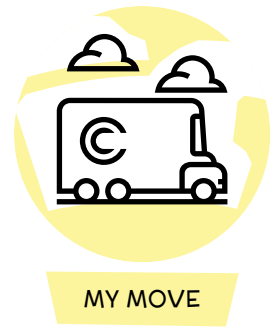
I thought that a group home was the only option for my daughter. I didn't know that there were other options.

What the Research Says

The importance of self-definition (Hill Collins, 2016) is that some very vulnerable people can resist outside pressures that harm their self-esteem and their ability to express themselves by confidently expressing the identifying characteristics that define them.

Internationally, Canada supports the protection of the rights of disabled people and their promotion through its relationship with the United Nations. All people have a right to have their basic rights respected, including all aspects related to their privacy and personal lives, regardless of their place of residence or living arrangement. (Article 22, *United Nations Convention on the Rights of Persons with Disabilities*, 2010)

PART III



My Move

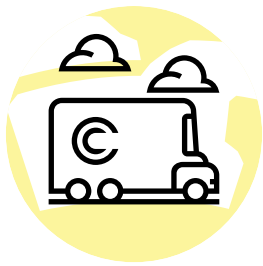
Planning my Move

The goal of the planning process is to get the person thinking about their specific needs, wants, and hopes. A transition plan is therefore essential.

A transition plan is intended to help the person imagine their ideal home. The principles of [person-centered planning](#) call for the person to be responsible for this project: they participate in decision-making and express how they feel about changes. It is therefore crucial that the person understand the nature of the project and that, as much as possible, they take charge of it themselves.

The principles of person-centered planning call for the person to be responsible for this project.





MY MOVE

As such, housing transition planning based or centered on the person takes into account their vision, particularly while putting together a team and an action plan. Ultimately, the transition plan will be assessed based on the objectives and actions taken to improve the person's well-being.

How to Imagine a Home

The planning process makes it easier to determine a person's needs, wants, and hopes for their new living arrangements. Everyone has different preferences and expresses themselves differently. It is important to really listen to a person to understand them well. To get a better sense of the person's vision, priorities and goals must be established to enable you to validate the choices and decisions that will affect their living conditions. This is particularly important in cases of language or behavioural disorders. When a person cannot speak for themselves, their loved ones become their voice.

I visited twelve
apartments before I
found one I loved.



The Post-Move Phase

I've Moved; Now What?

The transition does not end once the person has moved. The members of the various circles of support who are concerned with the person's well-being must ensure that the new living arrangements and support continue to meet the person's needs and wants, while also ensuring their safety.

As part of ongoing post-move monitoring, members of the circles of support should:

- Complement and work with established support
- Help the person to make their point of view, rights, and interests known in cases of disagreement
- Ensure that the person's safety is not unwittingly compromised
- Watch for warning signs of difficulty or risk, as a preventative measure.

We recommend that the following two priority actions be taken as early as possible:

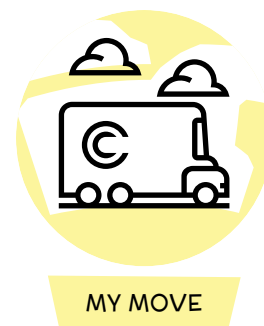
- Decide who will be responsible for monitoring the situation: the parents are often the ones who take on most of the monitoring. Family friends or other unpaid relations can also take on this role. Failing this, paid support workers can be hired (for example, using funds from the [Passport](#) program).
- Determine how the situation will be monitored and how often: establish, with the person, a schedule for telephone and in-person meetings in their home or elsewhere.

The following two guidelines will help to ensure appropriate post-move support:

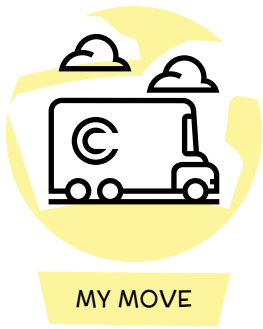
- The person should be an active participant in the monitoring plan.
- The monitoring plan should be prepared before the move as an integral part of the transition plan, and should apply in perpetuity.

Questions to ask at follow-up meetings:

- How are you doing?
- What's going well, what's working well?
- What's going less well, or not working?



The monitoring plan should be prepared before the move as an integral part of the transition plan, and should apply in perpetuity.



- Have there been any problems since the last time we spoke? What was the problem? How did you solve it?
- Is there anything you'd like to change? Would you like any help? If yes, do you know of anyone who could help you?
- Is the support you're getting working for you? What do you like about the support?
- What don't you like? Is there anything you'd like to change?

The post-move phase is the time to conduct follow-up and ask relevant questions to ensure that the person's needs are being met and that their well-being is optimal:

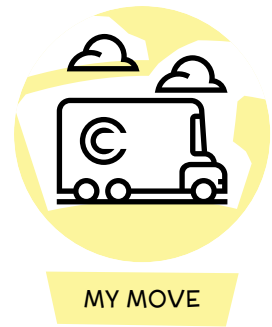
- Visit the person at different times, such as when various support staff are present and when the person is alone.
- Note the condition of the person's living space, of their various environments, the interactions between them and support staff.
- Note if there is anything that the person or a member of the circle of support would like to change. Is the support appropriate? If anything needs to be changed, how best to make the change?



Best Practices

The following best practices should be maintained in the months following the move:

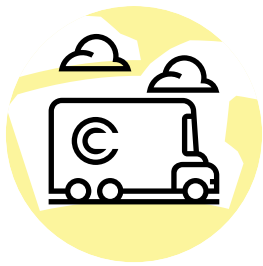
- Participate with the person in status update meetings set by the agency providing support.
- Set regular and as-needed meetings with the person's circle of support.
- Revise support and contingency plans as required to manage risk, address any incidents that occur, and take corrective measures as soon as possible.
- Look for opportunities to improve plans and procedures to improve the person's living conditions.
- Make an ongoing effort to support the independence and learning of all involved parties.
- Celebrate successes and correct problems promptly.



Make an ongoing effort to support the independence and learning of all involved parties.

It (helping my daughter) was a lot of work, but I'm glad we did it. I'm relieved.

I never thought I would be able to live in an apartment by myself.



MY MOVE

What the Research Says

According to Proulx (2013), access to appropriate housing is one of the three indicators of quality of life relating to material well-being. Moreover, research on developmental disability has found that type of living arrangements has a descending effect on social participation, with the highest level associated with independent living (p. 27).



Conclusion



CONCLUSION

The age at which a young adult leaves the family home for the first time depends on their particular situation. This leaving is an important event for everyone, because it is a sign of passing into adulthood, even if the leaving is a little delayed.

For families of people with developmental disabilities, the safety and well-being of all family members is a top concern. Fortunately, many families acknowledge the competencies of their young adults, such as those of making choices and adapting to new living arrangements. The transition can be a smooth one if the person has the right support and if their capabilities are respected when making changes.

From the moment that families learn their child's diagnosis, they dedicate themselves to progressively preparing the child to hopefully spread their own wings one day. Circumstances often complicate that task, and achieving it entails contending with numerous obstacles. Finances are often the primary obstacle, but access to information and services are often a close second.

Families turn to their communities for inspiration and advice. More than anything, they hope for a welcoming society that promotes a culture of inclusion in the places where they live.

Living "in one's own place" is an achievable goal for many people, provided they can find the means to achieve it. By the time a person is 18 years old, they should be registered with DSO and start to imagine a future where they can grow at their own pace and be happy.

We encourage you to consider the options as early possible so that you are prepared to respond to your young adult's needs and to answer the question: "Can I move out, too, like my brother, my sister, my friend?"

This Guide is a starting point. It is intended to help you to support the person take charge of their own destiny, in the context of existing services, systems and housing models.

We also encourage you to get involved in managing community programs and to collaborate on new innovative housing solutions.

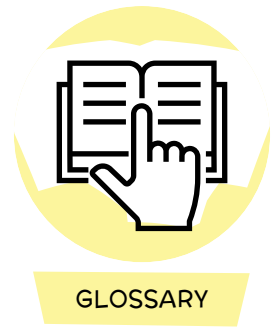
From the moment that families learn their child's diagnosis, they dedicate themselves to progressively preparing the child to hopefully spread their own wings one day.

Notes

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PART IV

Glossary



This glossary lists underlined terms from this Guide as well as other references that may help to understand the housing transition process. It includes concepts (inclusion, institution, segregation, etc.), technical terms (case manager, community participation, etc.), and organizations whose roles or jurisdictions are sometimes misunderstood (various Ontario ministries, etc.). The glossary may be consulted as required, in part or in whole. These definitions are meant to be practical and have been written for the very specific context of this Guide.

— A —

Absolute Discretionary Trust (Henson Trust)

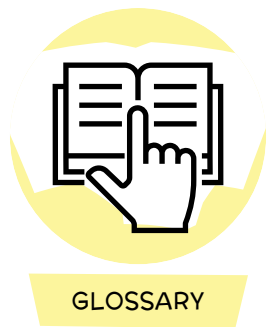
A bank account that is managed by a designated individual (trustee) on behalf of a beneficiary (a person with a developmental disability). A trust offers a number of financial benefits (e.g. reducing income tax on inheritances) and delivery benefits (maintaining ODSP financial aid). A testamentary Henson trust is different from a living trust, which is taxed at a higher marginal rate.

Accessible Housing

A dwelling that has been modified to make physical access easier and safer for people with disabilities.

Apartment Sharing

Housing option in which a person shares a physical living space with someone else.



Case Manager

In the field of social and housing services, a case manager is in charge of organizing and coordinating services for those who request them. There are case managers at Service Coordination, the ODSP program, the Passport program, in mental health services, and at the City of Ottawa.

Champlain Local Health Integration Network (LHIN)

A LHIN is a regional agency that plans, integrates and funds health care, while improving access to care. Since May 24, 2017, the Champlain LHIN has also managed the delivery of home care and community-based care (a role previously fulfilled by the Community Care Access Centre/CCAC).

Circle of Support

Refers to all those who are part of the life of a person with a developmental disability and who provide support, paid or unpaid. These individuals act as a person's safety net in case something happens. They also enable the person to explore all possibilities when their parents are no longer present.

Citizenship

A positive situation created by the full recognition of a person's status as a citizen, with all the inherent civic and political rights and obligations of a member of a State. These rights and obligations include the full participation of a person in society as an individual with rights and responsibilities. For example, the right to vote and the exercise of that right, the right to make decisions regarding their own finances and well-being, etc.

City of Ottawa Social and Community Services

At the municipal level, the Directorate of Social and Community Services works with community organizations to create a social infrastructure of coordinated programs and services tailored to families and individuals whose quality of life and independence could be improved. Available services include financial aid and employment services, housing and homelessness services, day care services, and long-term care.

— D —

Day Program

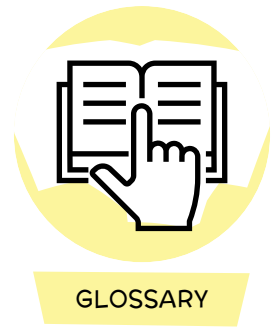
A day program that offers daily recreational activities and pastimes adapted for people with developmental disabilities.

Designation

A status recognized and granted by the Province of Ontario to an agency that offers French language services in accordance with the *French Language Services Act, Ontario Regulation 398/93*. Publicly funded organisations can apply for official designation as organisations that offer French language services. Once designated, an agency must present to the appropriate ministry supporting documents that demonstrate its compliance with high quality standards for French language services.

Dual Diagnosis

A “dual diagnosis” is a diagnosis of two disorders in the same person. For example, a person could have a developmental disability and mental health needs, or be diagnosed with both autism and a developmental disability. Mental health disorders may include schizophrenia, mood and anxiety disorders, and behavioural disorders.



— G —

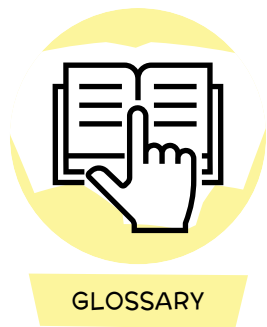
Group Home

A housing option for people with developmental disabilities provided by a community or private organization. Group homes usually offer round-the-clock support services to groups of approximately six adults who need supervision or assistance in day-to-day activities.

— H —

Host Home (Shared Home)

A residential program in which families and citizens open their homes to adults with developmental disabilities to provide them with a residential living environment.



Inclusion

In the context of this Guide, social inclusion is when all children and adults have the means to participate as valued and respected members who contribute to their communities and society. The concept of social inclusion was used by German sociologist Niklas Luhmann (1927-1998) to describe the relationships between individuals and social systems.

Intellectual Disability

Intellectual disability is characterized by limitations of intellectual functions, such as reasoning, problem solving, planning, abstract thinking, judgment, academic learning, and experiential learning, as confirmed through clinical evaluation and standardized and individualized assessment measures. This diagnosis is based on the criteria of the Statistical Manual and Diagnosis of Mental Disorders (DSM V) following a standardized clinical evaluation performed by a recognized and authorized professional.



Live-in Caregiver

A personal support option where someone, such as a family caregiver or paid professional, shares a physical living space with a person and provides regular support in the person's home.



Microboard

A non-profit organization made up of a person's loved ones, who meet formally on a regular basis to discuss the best ways to include the person in their community and take care of their well-being. Unlike a circle of support, which uses an informal framework, a microboard is a registered and legally incorporated entity.

Ministry of Children and Youth Services

This ministry subsidizes a number of support programs for those under 18 years old. For example, the Special Services at Home program, which is replaced by the Passport program (under the mandate of the Ministry of Community and Social Services) when a person turns 18.

Ministry of Community and Social Services

This ministry offers, among other things, programs and services for adults with developmental disabilities. These include financial aid, housing with integrated support services, and community services.

Ministry of Education

This ministry is responsible for the education of all school-aged children, including students with special needs, until the age of 21 years.

Ministry of Health and Long-Term Care

This ministry oversees, among other things, subsidies for home care in support of independence for people with health problems or with age-related reduced autonomy.

Ministry of Housing

This ministry oversees the government of Ontario's affordable housing initiatives. Social housing subsidies are managed by the City of Ottawa via the Housing Registry, which prioritizes the wait list by stream for access to subsidized housing.



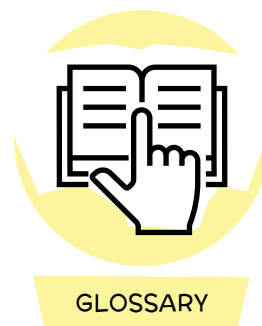
Ontario Disability Support Program (ODSP)

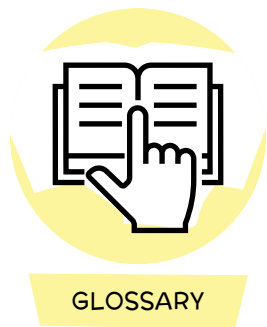
The ODSP is an income support program that helps to cover living expenses such as food and lodging.



Passport Program

A subsidy program to help people with developmental disabilities purchase respite and community participation services and activities.





People First of Ontario

An organization that brings together and represent people with developmental disabilities to protect their rights.

Professional Support (Relève professionnelle)

A specialized support person, accredited by an agency or not, who is paid for services defined in a contract of employment. The hiring criteria for this person hired by a full-time agency or family must meet the standards established by the Canada Revenue Agency.

Person-Centered Plan

A set of planning methods that enable a person to make their own decisions, with support as required. If it cannot be directed by the person themselves, a person-centered planning exercise involves the circle of support making informed decisions to improve the person's well-being.

Private Support Agency

A business that offers support services not directly funded by a Ministry of Community and Social Services program.

Purchase of Support Services

The use of private or public funds to pay a service provider who offers in-home support to the person (life skills support such as meal preparation and washing, overnight monitoring, etc.)

— R —

Residential Placement

Offer of housing in a facility with integrated support services (group home, shared home), accessible via Developmental Services Ontario (DSO).

Respite

Support services that allow caregivers to take some time to recharge. Respite services may be offered in the home or elsewhere.

– S –

Service Agreement

A contract between parties that defines the terms of the purchase of support services for a person.

Service Coordination for People with Developmental Disabilities

The first point of contact for people in the Ottawa region with developmental disabilities or autism spectrum disorders. Service Coordination case managers can help people navigate the system of services and supports they need for daily living.

Subsidized Housing

A dwelling subsidized by the Ministry of Housing to reduce rental costs for low-income families or those in crisis. There are four types of subsidized housing in Ottawa: social housing, rent supplement, below-market rent, and housing with integrated support (for mental health). To access these types of housing, you must register with the Social Housing Registry of Ottawa.

Support for Independent Living

An in-home support service for a person who usually needs less than 10 hours of support per week. When purchasing support services, funding for support services is not tied to funding for housing.

Support-Integrated Housing

A housing option offered by a community organization that includes support services as an integral element of the living arrangements: funding for support services is tied to the placement (for example, a group home).



GLOSSARY

– T –

Transfer Payment Agency

In our context, this is an agency funded by the Ministry of Community and Social Services to offer support services for people with developmental disabilities.



Frequently Asked Questions

— 1 —

Are we supposed to just register with DSO and trust in the actions that will be taken following its assessment?

It is very important to register with DSO so that the person can take advantage of funding available under various government programs. Wait lists and wait times can be long, but you don't necessarily need to wait until you get to the top of a list. The following elements should be considered.

- If the person has an emergency housing situation, they will be given priority in the residential services list. In other words, they will be considered as soon as a place in their region becomes available. This may be the best solution in some cases or a last resort in case of serious illness or a death in the family.
- If the person is prepared to wait their turn, a [case manager](#) will apply a standardized process to all applicants. Each case is assessed against a matrix and assigned a priority score on the residential services wait list. The matrix accounts for circumstances, needs and other factors in the person's life. Note: The wait time for subsidized housing is 10 to 20 years. This is accounting for the housing options currently available in the region, which may or may not align with a person's goals and wishes.
- If you would rather start earlier than later and explore options with the person, you can start a person-centered planning process. You can retain the services of an independent facilitator using funding from DSO, Passport program allocations, or your own budget.



Is a group home our only option if the person has significant support needs?

Not necessarily. There are other options than a group home. Depending on circumstances, a person may be able to live in regular housing with support. In other words, the person can live “alone” and receive daily support tailored to their circumstances. Before proceeding, ask yourself:

- Do I want to encourage the person to make decisions and be free to make their own choices every day?
- What factors determine whether or not the person feels “at home”?

Almost anyone can live in an environment other than a group home that fulfils their wants and needs. Some personalized options may be able to meet a person’s support needs while being less expensive than a group home. They do require solid coordination.

What are the advantages of planning?

[Independent facilitation and person-centered planning](#) aim to create and implement an action plan for the future that gives voice to the person. Facilitation is a process whereby a neutral individual helps a person with a developmental disability to make decisions about their long-term goals and the steps to achieve them. It helps to create links between individuals involved in the person’s life. Among other benefits, the process rallies the members of the [circle of support](#) around the person’s vision.

Planning offers many benefits. The group can develop scenarios to respond to various situations in order to anticipate and resolve potential hurdles. This can help to prevent crises and deal with the unexpected. A well-thought out plan enables a person to enhance their self-determination and expand their options. This in turn enables the person to exercise some control over their future, rather than depending on resources that may not be available when needed.

Planning makes it possible to determine exactly what is required to move forward, to explore outside-the-box solutions to achieve a person’s objectives, and to delegate tasks among the members of the circle of support.



QUESTIONS

— 4 —

Which program helps to pay rent? ODSP or Passport?

Although both of these funding sources are offered by the Ontario Ministry of Community and Social Services, they are offered for different reasons. The Ontario Disability Support Program (ODSP) provides funding for paying rent and other basic needs (e.g. food, hydro, and other expenses). Personalized Passport funds are intended to help with the purchase of community activities, in-home support, and other eligible expenses (e.g. transportation costs, cell phones).

In the Ottawa region, it is generally understood that the \$489 per month maximum⁶ offered by ODSP for rent is not enough to cover a reasonable dwelling. Often, the person must use a larger part of their income, which often comes entirely from the ODSP, to pay their rent. People who live in their own places spend between \$700 and \$800 per month (minimum) on rent, which leaves them only around \$250 to \$350 per month to cover other living expenses (the difference in the total ODSP subsidy).

The ODSP offers subsidies specifically for moving and for living in housing, which a person must request from a case manager. For example, in February 2018, a person can apply for a subsidy to move out of the family home. This subsidy of about \$750 may be used to cover the first month's rent at the signing of the lease, or to cover moving expenses such as the purchase of new furniture or the rental of a moving truck. To be eligible for this subsidy and the provincial aid program for hydro bills, the person must sign their own lease, even though a parent or friend can serve as guarantor for the lease.

It is important to let your ODSP case manager know of a person's intention to move to make sure that you stay informed of any changes to the subsidy conditions, and that you meet all criteria and deadlines.

6. This rate came into effect on September 1, 2017, and the exemption cap for income in the form of cash gifts increased from \$6,000 to \$10,000 at the same time.

— 5 —

Can Passport funding be reduced when a person moves out of the family home?

Yes, Passport funding may be modified. When a person's situation changes, such as when they move to new living arrangement, DSO will reassess the person's needs, and this information will be shared with the Passport program. The Passport program case manager will then conduct their own reassessment, which could affect the amount allocated to the person. Respite funding is a prime example. Following a move to a group home (by means of the DSO wait list), the portion of the funding intended to cover respite care may no longer be attributed. This is because the person no longer lives with their parents, and their parents therefore no longer need respite. When a person moves to a situation where support is not tied to the housing (such as municipally subsidized housing), any respite funding could be reallocated to support for independent living. You should check with your case manager to see if any of your Passport funding is allocated to respite.



— 6 —

Who is responsible for community (affordable) housing in Ontario?

In Ontario, the [Ministry of Housing](#) regulates the rental of subsidized units. Registration on wait lists for social housing is overseen by the municipalities. In Ottawa, you must contact the Social Housing Registry of Ottawa.

The [Ministry of Community and Social Services](#) manages the wait list for subsidized housing with [integrated support](#) such as [group homes](#), primarily for crisis situations.

— 7 —

What should we do if something goes wrong after the move?

Even if there are risk-mitigation plans in place, an incident or conflict could still arise. In this situation, the [circle of support](#) comes into play, ensuring that its members can assume the responsibilities that will help make



apartment living sustainable. Over time, a person may develop enough skills to no longer require some types of support. However, a person's financial stability and safety will never be fully guaranteed as long as they live in the community. The important thing is to set up mechanisms ahead of time to deal with emergency situations. For example: replacements who can take on the role of a member of the circle of support if required; or loved ones who save up to create an emergency fund to help a person out in case of trouble.

— 8 —

Can a residential model be custom-built for a person?

Yes. In certain cases and on special request, MCSS will allow for fund brokering agreements via transfer payment agencies. However, such agreements are only permitted on a case-by-case basis. This type of agreement allows a third party — an advocate who acts on behalf of the person (beneficiary) — to oversee the purchase of support services, implement the person's intervention plan, and commit to fulfilling various obligations and responsibilities as defined in the agreement.

For example, an advocate would be required to fulfil obligations and responsibilities including the following: establish practices in accordance with the requirements of Employment Standards, the Canada Revenue Agency, the Labour Relations Act, and the Workers' Compensation Board; be solely responsible for remitting all necessary payments to the appropriate jurisdictions; submit quarterly reports on the disposition of funds received by bank deposit for the preceding three months; and have a third-party audit of their receipts and expenses conducted shortly after the end of the fiscal year (March 31).

In such circumstances, the funds are generally allocated by [MCSS](#) to a transfer payment agency, which remits the funds to the person with applicable service fees. This enables the person's agent to personalize the management of their funds to purchase support services. The agent also takes on the role of carrying out and revising the person's action plan.

Fund brokering thus enables families and other members of the circle of support to retain control of the money and to tailor the required support. However, these agreements require sustained effort to manage the funds, understand the laws and regulations that govern them as employers, and

draft contingency plans – for example, to handle a situation where an employee doesn't show up.

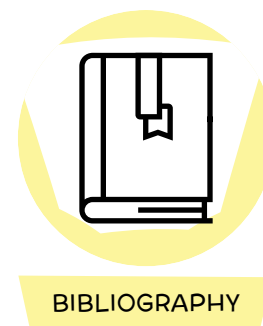
In most other traditional cases, people apply to [DSO](#) to access these types of support, which are different from those covered by Passport funds. All support funding is generally remitted directly to transfer payment agencies (and to some private agencies) to enable them to offer support services in the Ottawa region. Currently, there are no options for fund brokering through a local agency. The only exception is a trial conducted by the CFFO in collaboration with the Durham Association for Family Respite Services as part of a project that concludes on March 31, 2018.



Notes

Handwriting practice lines consisting of 25 horizontal dotted lines.

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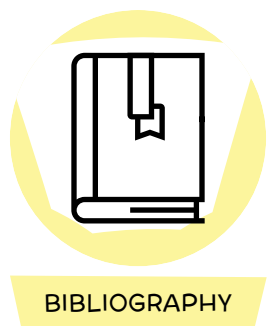
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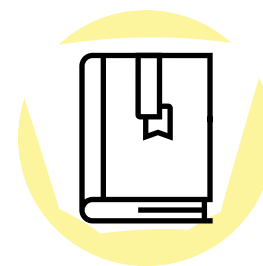
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Legal

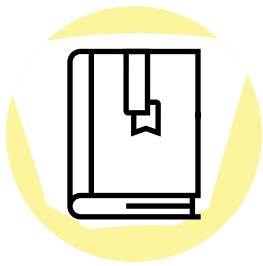
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Communication

Boardmaker: <https://mayer-johnson.com/pages/what-is-boardmaker>

Go Talk Now: <https://www.attainmentcompany.com/gotalk-now>

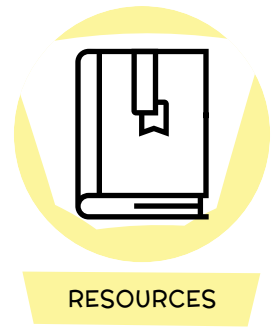
Pictoselector: <https://www.pictoselector.eu>



Resource Links

You can contact the agencies listed in this directory to learn more about the services and resources they offer that could help you with housing transition and planning. We invite you to visit their websites and get in touch with them for more information that could meet your needs.

Note that this list does not include all references on developmental disabilities, and that it reflects the information available in February 2018. They are all subject to change. In addition, the list includes the links to both the old and the new 211 Ontario directory of agencies that are currently registered. Agencies marked with an asterisk (*) are designated as offering services in French under the *French Language Services Act, R.S.O. 1990*.



211 Ontario

211 Ontario is a telephone help line and website where certified information and guidance specialists can help you to navigate and understand the services available in your community.

Telephone: 211

<https://211ontario.ca/>

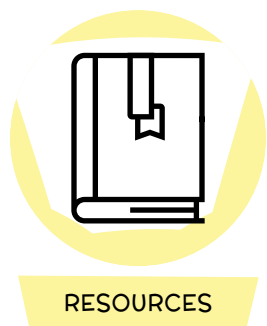
<https://ottawa.cioc.ca/?Ln=en-CA> – http://www.cominfo-ottawa.org/main_eng.html

Action Housing

Action Housing helps low-income individuals and families to find and keep appropriate and safe housing.

(613) 562-8219

<http://www.action-logement.ca/Home.aspx>



Association of Ottawa-Carleton for Persons with Developmental Disabilities (OCAPDD)*

OCAPDD manages a number of day programs, residences, and support services staffed by hundreds of full- and part-time employees who support individuals who live with their families or independently.

(613) 569-8993

<https://www.ocapdd.on.ca/?ID=0&Language=ENG>

<https://ottawa.cioc.ca/record/OCR1341?Number=0>

Association pour l'intégration sociale d'Ottawa (AISO)*

AISO offers a variety of residential services, adult day programs, and employment support for people with developmental disabilities.

613-744-2241

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

Champlain Local Health Integration Network (LHIN)

The LHIN is a regional agency that plans, integrates and funds health care, as well as works to improve access to care. It also oversees the delivery of home and community care.

Home and community care: <http://healthcareathome.ca/CHAMPLAIN/EN>

Information on patient care and guidance:

310-2222 (no area code) / 1 800 538-0520

http://www.champlainhin.on.ca/?sc_Lang=en

Citizen Advocacy Ottawa

Citizen Advocacy offers programs that can help a person achieve a high quality of life: the Independent Facilitation and Person-Directed Planning program and the Lifetime Networks program. Services can be purchased, or acquired via DSO.

1 (866) 222-2138

<https://www.citizenadvocacy.org/>

<https://ottawa.cioc.ca/record/OCR0447?Number=0>

Coalition of Community Health and Resource Centres of Ottawa (CHRC)

The Coalition is a network of diverse community health and resource centres that seek to fulfil the variety of needs of their local communities, with a particular attention to the most vulnerable and at-risk community members.

<http://www.coalitionottawa.ca/en/home.aspx>

<https://ottawa.cioc.ca/record/OCR3058?Number=0>

Connecting Ottawa

Connecting Ottawa is an initiative designed to ensure access to justice for those who speak neither English nor French and who face further communication challenges due to sensory disabilities.

<http://connectingottawa.com/>

Developmental Services Ontario (DSO)

DSO is the primary access point for services funded by the Ministry of Community and Social Services for adults with developmental disabilities. Users must register and keep their information up to date in order to access services, including personalized Passport funding, Service Coordination case management services, central wait lists, residential support (group or shared homes), and support for independent living.

1 (855) 376-3737

<https://www.dsontario.ca/>

Eastern Ottawa Resource Centre*

The Centre is a not-for-profit community organization that offers social and community services for seniors and adults with physical disabilities.

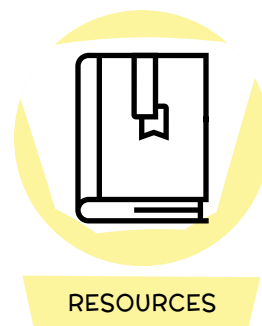
613-741-6025

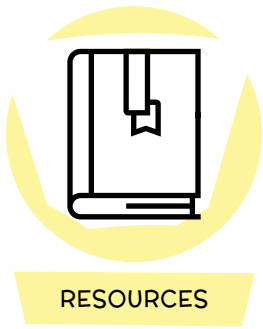
http://www.eorc-creo.ca/Community_Support_Services.html

Essential Health and Social Supports Program (EHSS)

311; (613) 580-2424, x 24994

<https://ottawa.ca/en/residents/older-adults/financial-assistance>





L'Arche Ottawa*

L'Arche is an international federation of faith-based communities that works with people with developmental disabilities to create homes and day programs. The first community was founded by Jean Vanier in Trosly, France, in 1964. Today, there are 150 l'Arche communities around the world. In Ottawa, there are six L'Arche homes where 50 people with and without developmental disabilities live together.

613-228-7136 x 2

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

Ontario Disability Support Program (ODSP)

The ODSP is an income support program that helps to cover living expenses such as food and housing.

1 (800) 267-5111

<https://www.mcsc.gov.on.ca/en/mcsc/programs/social/odsp/index.aspx>

Ontario Electricity Support Program

Members of lower-income homes may be eligible for the OESP, which will reduce the home's electricity bill costs by applying a monthly credit directly to the bill.

<https://ontarioelectricitysupport.ca/?lang=en>

Orléans-Cumberland Community Resource Centre*

The Centre is a not-for-profit community organization that offers a range of programs and services to meet the diverse needs of the population of Orléans and area.

613-830-4357

<https://croc.ca/>

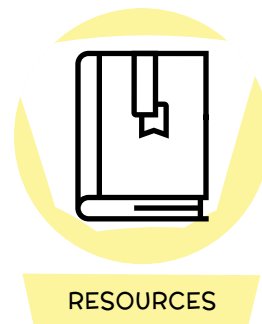
<https://ottawa.cioc.ca/record/OCR1064?Number=5>

Ottawa Independent Living Resource Centre

The Centre offers information and referral services focused on peer support, independent living skills development, individual advocacy, transition, healthy living, and pre-employment skills.

613-236-2558 x 227

<https://oilrc.com/>



Para Transpo

Para Transpo is a door-to-door public transit service. It is available to eligible registered users who are unable to use regular public transit services either temporarily or permanently because of a disability.

(613) 244-1289

http://www.octranspo.com/accessibility/para_transpo

Travel training: (613) 842-3636, x 52873

http://www.octranspo.com/accessibility/travel_training

Passport Program

The Passport program helps adults 18 and older with developmental disabilities to take part in community life. It also helps caregivers of adults with developmental disabilities to take temporary respite.

1 (855) 376-3737

<https://www.mcass.gov.on.ca/en/mcass/programs/developmental/servicesupport/passport.aspx>

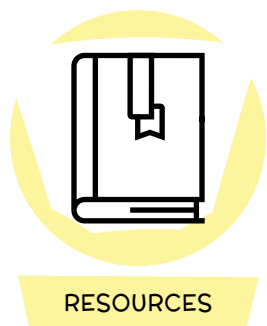
Personnes d'abord

The *Mouvement des personnes d'abord d'Ottawa* works to promote the rights of people with developmental disabilities.

(613) 744-2241

<http://personnesdabord.blogspot.ca>

People First Ontario: <http://www.peoplefirstontario.com/>



ReportON

ReportON is a telephone line and email address where someone can report poor treatment or negligence (observed or suspected) of adults with developmental disabilities.

1 (800) 575-2222

<https://www.mcass.gov.on.ca/en/mcass/programs/developmental/reportON/index.aspx>

Respite Services

A secure network for families who need respite and access to services. The network is run by Service Coordination des Services of Ottawa.

<https://respiteservices.com/Ottawa/index.aspx?ArticleID=1367&lang=en-CA>

Service Coordination for People with Developmental Disabilities (SCS)*

SCS is a primary point of contact for people with developmental disabilities or autism spectrum disorders in the Ottawa region. Its case management service for adults helps people to find the support and services they need in their communities to help them in their daily lives.

(613) 748-1788

<https://scsottawa.on.ca/>

The SCS website hosts a search engine that enables you to search for housing and other services:

<https://scsottawa.cioc.ca/>

Social Housing Registry of Ottawa

The Registry's goal is to facilitate the application process for subsidized housing in Ottawa. It manages the central wait list for those seeking rent-geared-to-income housing.

(613) 526-2088

<http://www.housingregistry.ca/>

PART V

Sheet 1 – My Planning Steps



Here is some useful advice to help you navigate the transition planning process towards independent living:

- Note all the activities for planning your move in a logbook. That way you will always know what stage you are at in the process.
- Ask yourself these questions:
 - When? Note the date
 - Who? Note the name of the person you spoke to
 - What? Note the name of the agency/organization
 - Why? Write 1 to 2 lines that explain why you called

Steps	Me and the person responsible for coordinating tasks	My circle of support
1. Imagine my own home Create and share the vision of my home	Use a person-directed planning guide, the vision tool and an independent facilitation service. <i>Note: I am free to share this vision regularly with my family and friends.</i>	Share their desires, dreams and fears (health and safety) about the person's projects.
2. Budget Identify my income and expenses; make budget estimates after the move	Complete the exercise on budget estimates.	Establish the person's financial independence threshold: separate the person's financial situation from that of their family and friends.
3. Sign up Register in appropriate programs: DSO , PASSPORT (consult the list of contacts)	Access the waiting list for subsidized services from the Ministry of Community and Social Services (MCSS), including Passport funding before the age of 17. Get information about the amount set aside for respite in Passport funding, because this money may no longer be available after the move.	Remain up to date on activities and innovations from the various government sectors and levels, agencies and local organizations.
4. Assess Prepare an estimate of the number of hours and type of support I will need	Consult and complete the exercise about describing support after the move to identify the resources needed and to estimate support costs. Determine which of these supports come from natural, informal or professional resources to obtain cost estimates for the support to be purchased. Consult with the agencies and the Worker Bank respiteservices.com to calculate the costs of the professional support to be purchased.	Complete the portfolio exercise with the person.

Steps	Me and the person responsible for coordinating tasks	My circle of support
5. Seek information Communicate with the case manager for my ODSP file once I get admitted to DSO in order to apply for financial assistance <i>(consult the list of contacts)</i>	Confirm the calculation of income after my move, my eligibility for the first month's rent grant offered by the City of Ottawa, or my eligibility for the moving allowance and starter kit.	Consider possible long-term financial support for the person.
6. Double-check Ensure that I have all the services and support (financial and otherwise) for which I am eligible	Meet my case manager from Service Coordination and share my goal of learning more about community resources (such as Health Care Services from the Local Health Integration Networks [LHIN]). Visit the community centre in the area where I want to live Learn more about and take advantage of the governmental income tax credits and deductions .	Consult a lawyer and a financial advisor in order to create a trust (living or Henson). Update their will. Consider setting up a micro-council. Take advantage of available financial incentives (Registered Disability Savings Plan (RDSP), for example).
7. Establish a plan Write out my weekly schedule of activities	Focus on appealing neighbourhoods as a new place to live, while also considering transportation options. Identify the places where I would like to spend time after the move.	Join discussion forums or parent groups that have common interests, about housing, claims or even the person's quality of life.
8. Reflect Decide whether I want to have a roommate	Complete the reflective exercises about the qualities of a good roommate and about sharing a living space. Look for roommates on social forums, such as Social Hood	Respect and support the person's choices.
9. House search Look for housing	Visit non-profit housing integration agencies or the Social Housing Registry of Ottawa . Obtain the support of an affordable housing advisor. If required, complete an application for social housing or for the Below Market Rent Program .	Learn more about individualized housing (multi-generational communities, student communities, rural possibilities).
10. Research support Identify the service providers offering independent living support or residential support	Complete the transfer of support exercise (version for the person).	Complete the transfer of support exercise (version for the caregiver). Think about how and when you will withdraw your direct support from the person. Identify your long-term role.

Steps	Me and the person responsible for coordinating tasks	My circle of support
11. Hire service providers Reserve the support service identified during the previous step (ideally, four weeks before the move)	Complete the matching up support workers exercise. Meet the worker who will accompany me after the move.	Once the service has been selected, start to gradually withdraw your financial support from the person.
12. Apply Complete a grant application in order to make the home more accessible and safe (as required)	Consult the tip sheet on making housing more accessible .	
13. Decide Choose my new home and sign the lease	Complete a grant application from the City of Ottawa via ODSP and submit a copy of the signed lease to my case manager (ideally, at least two months before the moving date) <i>Note: Expect the landlord will request the first month's rent when the lease is signed.</i>	Help the person produce a plan detailing the steps of their move, and accompany them throughout the process.
14. Update Update my personal contact information with the financial support agencies and relevant ministries through Service Ontario	Advise Canada Post, DSO, ODSP and PASSPORT of my move (consult the list of contacts)	Accompany the person throughout the online procedures, as necessary.
15. Organize Prepare my transition binder	Collect all the pertinent information to clarify the essential elements and my expectations for the people who will offer me support. Applicable pages from the Portfolio can be selected and personalized as required, such as visual schedules and important details about daily routines.	As required, help with the development, implementation and updating of the transition binder.
16. Sort belongings needed Identify what belongings I already have for the move and what articles need to be purchased (furniture, appliances, household articles)	Create an inventory of my belongings and possessions. Create a list of articles to buy in order to complete my trousseau, based on the inventory of my belongings.	
17. Book movers Hire movers with a moving truck (if needed)	Make an appointment with the landlord (or agent) for the date of my move in order to check over the house and pick up the keys.	

Steps	Me and the person responsible for coordinating tasks	My circle of support
18. Move	<p>Implement the transition plan.</p> <p>Ensure the support (the resource person) that has been organized is present to offer any support as identified in the plan.</p> <p>Ensure I have the help I need to move</p> <p>Organize and sort my belongings into labelled boxes to help make the move easier.</p>	<p>Ensure the person's move goes smoothly and make the experience as pleasant as possible.</p>
19. Revise After the move: Implement my follow-up plan	<p>Call a meeting with the members of my support circle about one month after the move to talk about how the move went and discuss the overall experience so far. The following questions could be on the agenda: Is the support sufficient; do I need other support for anything; can we identify who might offer this additional support; do we need to make adjustments to our plan?</p> <p>Set up a schedule of regular meetings, for example: two months after my move, and every six months after the first meeting or if a specific situation arises. The goal is to ensure that everything lines up with my goals (that is to say, my vision and my reason for moving).</p> <p>Make a plan for paying the rent. Ask my case manager if ODSP can pay my rent through direct payment. This service is generally offered for people who do not work (for whom the monthly amount from ODSP does not change).</p> <p>Review my budget at the end of each month. Continue to look for ways to save money. By participating in a community cooking group, for example.</p> <p>After receiving my first electricity bill, apply to participate in the Ontario Electricity Support Program (OESP).</p>	<p>Ensure the move meshes with the person's vision, while respecting the person's decisions.</p> <p>Support the person in implementing and maintaining their follow-up plan.</p>

PART V

Sheet 2 - Checklist



TOOLS

Here is some advice for my friends and family.

- It is important to continue teaching the person self-sufficiency skills at home, and encouraging them to forge informal links in the community throughout the moving process and even after the move itself.
- There are extra blank lines so that other tasks can be added as needed.

Date	
------	--

PERSON RESPONSIBLE (who is responsible for the task?)	Does not apply	To do	Ongoing	Completed
PLANNING				
Create a vision of my ideal home based on my tastes and preferences (step 1)				
Develop a schedule identifying the activities the person does or would like to do during the week (step 6).				
Consider having a roommate in the new residence (step 7).				
FINANCES				
Identify the person's income and expenses (step 2).				
Establish the person's financial independence threshold (step 2).				
Apply for financial assistance from MCSS (ODSP), if this has not already been done (step 5).				
Apply for funding from the PASSPORT program through the DSO, if this has not already been done (step 3).				
Take advantage of government income tax credits and deductions .				
Estimate the person's long-term financial needs (step 5).				
Invest in a registered disability savings plan (RDSP) (step 6).				
Register in all the grant programs for which the person is eligible: based on the diagnosis (various associations), the handicap (e.g. physical), a medical condition (e.g. special diet allowance), the community pass or Para Transpo services, etc. (step 6).				

PERSON RESPONSIBLE (who is responsible for the task?)	Does not apply	To do	Ongoing	Completed
Consult a lawyer and a financial advisor with expertise in working with fixed-income individuals (disability pension) (step 6).				
Create a trust and update your will (step 6).				
HOUSING				
Register on the waiting lists for housing, with support from DSO (as required).				
Research existing housing possibilities in the desired area (Kijiji, housing cooperatives, etc.) (step 9).				
Register in the Housing Registry for: social housing, the Below Market Rent Program, rent supplements (step 9).				
Obtain the support of an affordable housing advisor (step 9).				
INDEPENDENT LIVING SUPPORT				
Register on the DSO waiting list for independent living support.				
Hire a coach to learn self-sufficiency skills.				
Obtain a photo ID card from Service Ontario .				
Plan for various independent transportation options beyond the immediate circle of support.				
THE TRANSITION				
Refer to the “transfer of support” sheet (step 10) to put the necessary supports and follow-ups in place.				
Prepare a file that contains details on the important people in the person’s life, their list of medications, the services and agencies involved and contact information, etc. (Portfolio)				

PART V



Sheet 3 – My Portfolio

“Moving to a Place
of My Own!”



Coalition des familles francophones
d'Ottawa de personnes avec
déficience intellectuelle ou
handicap de développement



This portfolio belongs to:	
Telephone number:	
E-mail:	
Contact person:	
Telephone number:	
E-mail:	
Date:	

My personalized portfolio describes my vision and my project of moving into my own home. The information sheets, exercises and tools will help me to plan and carry out my transition to the home of my dreams.

My portfolio will also be useful for:

- helping me think about what is important for my move (my reasons, the changes or improvements I want to make, etc.);
- Providing me with concrete tools that I can adapt to my situation, if needed;
- Ensuring that I will be included, listened to and respected in any decisions related to my move; and
- Providing input to my circle of support and meeting with the people from my circle to discuss my real needs and aspirations.

Note: This tool does not replace person-centred planning or person-directed planning, as offered by the members of the Ontario Independent Facilitation Network (OIFN). It supports me in my transition and in my planning process for the move.

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For best results, download the document and open it with Acrobat Reader. **Tip: Press the [ALT] key and the [←] arrow to return at the previous view.**

Notes

Handwriting practice lines consisting of 20 horizontal dotted lines.

My Profile

My name:

My qualities, strengths, tastes, preferences and personal interests...

(recent photo)

Important things in my life for the future, my dreams and my ambitions...

What you need to know to support me effectively...

May include my fears, my worries, the places I like and dislike, my behaviours, etc.

Source: Material adapted from the blog called *One-page profiles* by Helen Sauderson Associates (<https://onepageprofiles.wordpress.com>)

To Communicate Effectively with Me

To say what I have to say:

When this happens...	I do this...	What this might mean...	You should do this...

The Members of My Natural Circle of Support

Describing the people who are important in my life and what they do to help me.

My family (my parents, brothers or sisters, grandparents, my aunts...)

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My boyfriend/girlfriend

.....

My friends

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The people in my workplace or where I volunteer; the stakeholders or volunteers at daytime, sports and leisure activities

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The people who help me for free

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How to keep in touch? (e.g.: organize visits, call each other, etc.)

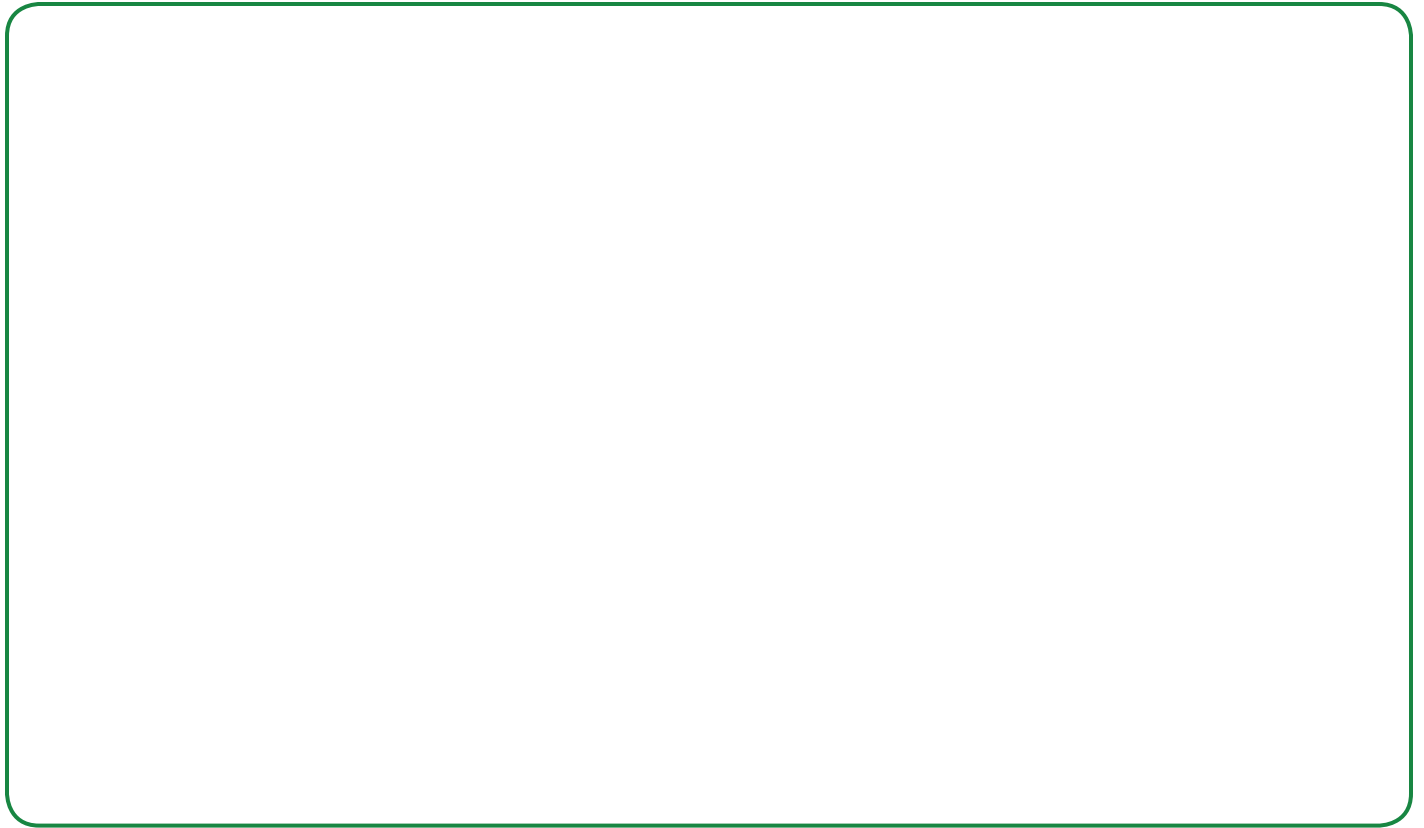
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My Vision

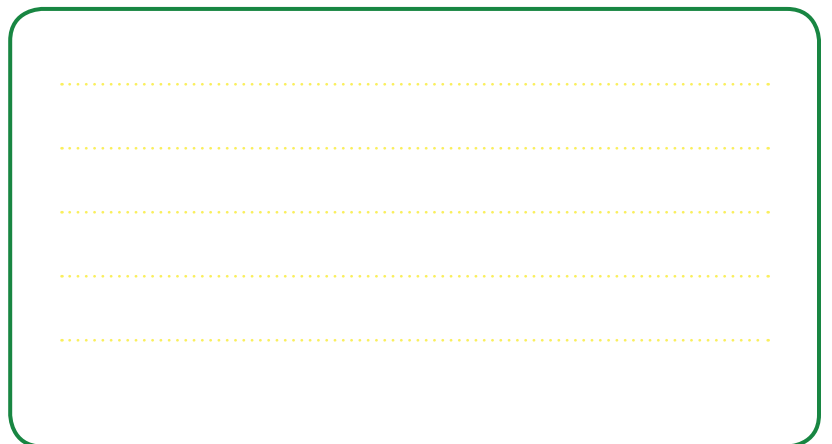
I want to move because...



Things to think about:

- What would I like?
- What do I want to improve?
- What do my ideal home and neighbourhood look like? Why?
- Do I want to move temporarily or for the long term?
- When would I want to move?

Which people help me to think about my home?



Things to think about:

Who helps me to plan, and to think about what I want?

What is going well right now?

Things to think about:

- Where and with whom do I live right now?
- What I like about my house right now.
- What I like about my neighbourhood right now.
- What are the advantages and disadvantages of living here?
- What will I miss when I leave?

What will change when I move

Things to think about:

- What will I like?
- What will be new?
- What will change?
- What am I worried about?
- What may be difficult?
- Will I need help?
- How will I get around? What will be my means of transportation?

What is important to me

Things to think about:

- Do I want to be near my parents, my friends, my activities, my work?
- Do I have animals or other important possessions?
- Do I want to live alone or with someone else?
- Do I need my own room and private space?
- What are my routines?
- What do I believe in?

What I would like to share about me

Things to think about:

- My previous experience with moving
- Whether I have ever done any person-directed planning before
- Whether there is any important information about my health and my medication
- Whether there is any important information about communicating with me
- Other points that have not yet been mentioned and that I think are important

What the people helping me think is important for me (my friends and family's viewpoint)

Things to think about:

- For my safety
- For my comfort, well-being
- For self-realization
- About the support I will need
- About their concerns

To prepare me for the planning



Things to think about:

- What questions still need to be answered?
- What must I absolutely know before starting?
- Who could be asked to participate in my project?
- What agencies and services could provide more information?
- What are the first/next steps?

Monthly Budget Estimates

Monthly Income BEFORE the Move

Sources of Income	Monthly Amounts
<u>ODSP</u>	
Job	
<u>Passport</u>	
Family	
Other	
Total	

Monthly Expenses BEFORE the Move

Assign each expense to the source used to cover it

Housing	ODSP	Job	Passport	Family	Other
Home insurance					
Heating					
Property taxes					
Rent					
Public utilities					
Basic needs	ODSP	Job	Passport	Family	Other
Preparing the residence, furniture and renovations					
Cable and internet					
Food					
Cleaning products					
Telephone/cellular					
Clothing and personal products					

Transportation	ODSP	Job	Passport	Family	Other
OC Transpo					
Para Transpo					
Other, taxi fares					
Car-related expenses (payments, insurance, repairs, gas)					
Support	ODSP	Job	Passport	Family	Other
Daytime activities					
Allowance for employees					
<u>Support worker</u>					
Other					
Recreation	ODSP	Job	Passport	Family	Other
Animals					
Cinema, outings, restaurants					
Vacation					
Video games					
Other					
Others	ODSP	Job	Passport	Family	Other
Medical expenses not covered					
Personal savings					
Life insurance					
Debt payment					
Other					
Total					
Notes (before the move):					

Monthly Income AFTER the Move

Sources of Income	Monthly Amounts
<u>ODSP</u>	
Job	
<u>Passport</u>	
Family	
Other	
Total	

Monthly Expenses AFTER the Move

Assign each expense to the source used to cover it

Housing	ODSP	Job	Passport	Family	Other
Home insurance					
Heating					
Property taxes					
Rent					
Public utilities					
Basic needs	ODSP	Job	Passport	Family	Other
Preparing the residence, furniture and renovations					
Cable and internet					
Food					
Cleaning products					
Telephone/cellular					
Clothing and personal products					

Transportation	ODSP	Job	Passport	Family	Other
OC Transpo					
Para Transpo					
Other, taxi fares					
Car-related expenses (payments, insurance, repairs, gas)					
Support	ODSP	Job	Passport	Family	Other
Daytime activities					
Allowance for employees					
<u>Support worker</u>					
Other					
Recreation	ODSP	Job	Passport	Family	Other
Animals					
Cinema, outings, restaurants					
Vacation					
Video games					
Other					
Others	ODSP	Job	Passport	Family	Other
Medical expenses not covered					
Personal savings					
Life insurance					
Debt payment					
Other					
Total					
Notes (after the move):					



Description of Support After the Move

Medical assistance, personal care and helping accomplish daily activities (if eligible): Apply to the Champlain Local Health Integration Network (LHIN), which now includes the services and staff of the former Community Care Access Center (CCAC). <http://healthcareathome.ca/CHAMPLAIN/EN>

Accounting and financial management: Managing monthly income and expenses, paying the bills, paying for public utilities.

Coordination: Managing the workers, maintaining links with the circle of support, and verifying that the person's goals from the plan are being respected.

Support workers: To hire support workers, consult this guide intended for Ontarians with a developmental disability: [Hiring a Support Worker](#)

House cleaning: Check to see if you are eligible for this support with ODSP, build up a case, if need be.

Daily organization: Arranging transportation, managing unexpected scheduling problems (e.g. transportation or activities are cancelled), planning healthy menus or buying groceries, from various daily expenses, maintaining social networks, booking medical and dental appointments, asking for help as needed.

Passport Program: For more information about eligible expenses under the Passport Program for the hiring of support workers, consult the following document: [Passport Guidelines](#). A concise version of these guidelines is available online in the [Passport Tip Sheet](#).

Daily routines: Getting back home, keeping busy during the day with activities, communicating with family and friends, ensuring a good sleep routine, accompanying to medical and dental appointments.

Supporting life skills activities: Ensuring the person gets dressed, prepares meals, does laundry, prepares for trips or ad hoc activities, and ensuring safety at home and during outings.

Support at night: One factor that greatly influences the total cost of support is how much support is needed overnight. The most economical option consists of having the worker live with the person, share the living environment, and obtain room and board without pay. Depending on the case, it is also a good idea to explore technological resources, especially with regard to prevention and safety measures for the person.

Estimate of hourly rates:

- Between \$25 and \$35 per hour, based on experience and responsibilities;
- About \$100 per night for a support worker who lives on site and contributes to the person’s morning routine, right up until they leave for the day;
- Provide for mileage costs and other costs associated with outings.

Summary of desired support and number of hours:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Getting out of bed							
Morning							
Late morning							
Lunch							
Afternoon							
Supper							
Evening							
Bedtime							
Night							

Plan for the varied support needed every two weeks or once monthly (e.g. medical appointments, occasional activities, other outings):



TOOLS

Contact List

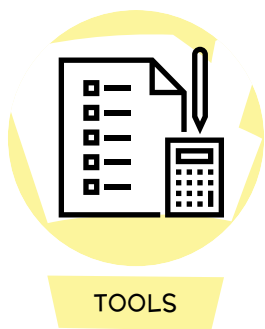
Include all the provincial and municipal agencies, health, support and financial services, etc. Several of these are listed in the Guide under the links - Resources

Agency name:	DSO-Eastern Region
Contact person:	
Telephone:	1-855-376-3737
Email:	admin@dsoer.ca
Address:	200-150 Montreal Road, Ottawa
Reason:	Registration in the beginning (as needed) and Passport
Agency name:	ODSP/POSPH
Contact person:	
Telephone:	3-1-1 ou 613-580-2400
Email:	
Address:	
Reason:	Income or employment support
Agency name:	Service Coordination (SCS)
Contact person:	
Telephone:	613-748-1788
Email:	admin@dsoer.ca
Address:	200-150 Montreal Road, Ottawa
Reason:	
Agency name:	Service Ontario
Contact person:	
Telephone:	1-800-267-8097 (toll-free)
Email:	
Address:	
Reason:	

Agency name:	
Contact person:	
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Logbook

The logbook is a tracking tool in which the person or others (including your circle of support) keep a set of information about the activities and contacts made during the course of your projects. As part of this guide, it is mainly about the steps taken during and after your transition to housing. With your calendar, it can allow you to keep track of the evolution of your applications, registrations, etc.

When:	
Who:	
Organization:	
Reason for the call:	
Follow-up to do:	
When:	
Who:	
Organization:	
Reason for the call:	
Follow-up to do:	
When:	
Who:	
Organization:	
Reason for the call:	
Follow-up to do:	
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Reason for the call:	
Follow-up to do:	

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Reason for the call:	
Follow-up to do:	
When:	
Who:	
Organization:	
Reason for the call:	
Follow-up to do:	

My Weekly Schedule of Activities

Where I go and how I get there

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Notes:						

A Good Roommate Is...

I am looking for someone to share my home with me.

I would like someone who is: (quiet, energetic, often at home, rarely at home, other)

.....

.....

.....

I would not be happy living with someone who:

.....

.....

.....

It is important for me that the other person:

.....

.....

.....

I am a good roommate because:

.....

.....

.....

Sharing My Home with Another Person

I would like to live with:

.....

Because:

.....
.....
.....
.....

His or her personality:

.....
.....
.....
.....

What he or she likes:

.....
.....
.....

What he or she does not like:

.....
.....

Our shared interests:

.....
.....
.....

We can also help each other:

.....
.....

We may not always agree. How are we going to resolve our disagreements?

.....
.....
.....

Matching Up Support Workers

Identify the characteristics, abilities and personality traits that a person offering support must have to be successful providing the service.

Personality traits
(laid back, energetic, patient, understanding, easy conversation, etc.)

Abilities required
(using the computer, good communicator, organizational skills, etc.)

Support needed and desired
(to go out and meet with others, to learn life skills activities at home, such as ..., help finding volunteering opportunities, etc.)

Shared interests
(likes animals, photography, music, cooking/baking, taking walks, etc.)

Checklist During a House Visit

Date of the visit:	
Address of the residence:	
Monthly rental amount:	
Name of landlord/Contact person:	
Telephone number:	
Date that the residence is free:	

Services included:	Yes	No	Estimated monthly cost:
Heating (electricity/gas/propane/oil/other)			
Electricity			
Parking			
Water			
Are there previous monthly bills available to verify the costs associated with these services?			

Other services:	Yes	No	Notes:
Refrigerator and stove			
Washer and dryer			
Snow removal			
Lawn care			
Hot water tank			
Storage			
Air conditioning			
Access to the backyard			
Access to a common room			

Lease and last month's rent:	Yes	No	Notes:
Is a deposit needed for last month's rent?			
Is it possible to pay an additional amount each month until the amount needed for last month's rent is paid?			
Is there a lease?			

General information:	Yes	No	Notes:
Non-smoking apartment?			
Smoke/carbon monoxide detector with batteries, in good working order?			
Is it well insulated? (noise and cold)			
Have there been any infestations? (bedbugs, cockroaches or other)			

Other useful questions:	My notes/answers:
Who controls the heat/air conditioning?	
Where is the electrical panel?	
Repairs to be done? Prepare a list with the landlord that indicates when repairs will be done.	
Turn on the faucets and the shower, flush the toilet.	
Open the cupboard doors.	
Inspect the appliances, if they are included.	

Notes: (impressions of the neighbourhood, the building, etc.)

Inventory of my Possessions

Bedroom:	Already own	Must buy	Not needed
Bed			
Dresser			
Bedside table			
Cupboard			
Bed sheets			
Lamp			
Alarm clock			

Dining room/kitchen:	Already own	Must buy	Not needed
Table			
Chairs			
Microwave			
Stove			
Refrigerator			
Dishes			
Pots and pans			
Utensils			
Dish soap			
Dish towels			

Living room:	Already own	Must buy	Not needed
Sofa			
Wall unit			
Coffee table			
Bookshelf			
Stereo			
Television			

Bathroom:	Already own	Must buy	Not needed
Cleaning products			
Towels			

Other:	Already own	Must buy	Not needed
Washer and dryer			
Computer/printer			

Transfer of Support – Version for the Caregiver

Note all the things you do for your loved one: Think about when and to whom you will delegate this task or activity

Task/activity	During the 1st month	3 months	6 months	1 year	Planning required	Who will be responsible?

Source: Material adapted from the form entitled *Letting Go Exercise* (2016) from Toronto's LIGHTS program.

Transfer of Support – Version for the Person

Note all the activities for which you receive help, and decide if you need to delegate the task to someone else after your move.

Task or activity for which I receive help	Who helps me?	Will this help still be available after I move?	If not, can I learn how to do it, or can I look for help elsewhere?	When should I start?



Many thanks to Janelle (cover), Sarah and Alexandre, and the people who accompanied them, who agreed to be photographed for this guide.



**Coalition des familles francophones
d'Ottawa de personnes avec
déficience intellectuelle ou
handicap de développement**

MARCH 2018