



## **VISION**

Making Independence Possible

## **MISSION STATEMENT**

To support individuals with physical disabilities and frail seniors to live independently in their communities through the provision of personal support services that:

- are mutually respectful and value the contributions of all;
- enable individual responsibility and self-determination;
- promote inclusion and choice; and,
- facilitate creative leadership and community development.

# OUR PHILOSOPHY/VALUES

At Cheshire, our philosophy and values are the foundation upon which we build our plans, set our goals and measure our success. To the best of our ability we try to uphold these beliefs in all of our actions.

1. Every individual is of inherent worth and entitled to be treated with dignity and respect.
2. A climate of understanding and mutual respect for the dignity, privacy and worth of each person is necessary if each is to feel part of their community, participating in its activities and contributing to its development. Such an environment also enables, enhances and promotes personal growth and development.
3. All people have basic human needs. Persons with physical disabilities have the same needs as others. One basic need is to live and participate in their community taking responsibility for their actions and decisions.
4. People with physical disabilities may require extra-ordinary supports to fulfill their basic needs. One support may be assistance with activities of living which the individual cannot physically accomplish without the assistance of another person. Such assistance is called attendant services.
5. Attendant Service programs must enable individuals to assume responsibility for themselves by ensuring individual choice, self-determination and the ability to participate in community life.
6. The effectiveness of attendant service programs depends upon cooperative actions between consumers, the community, service providers and government.

## WHO ARE WE?

Cheshire is a non-profit organization that was formed in 1978 to address the housing and attendant service needs of people with physical disabilities in the London area.

Cheshire is a member of the Leonard Cheshire International Foundation's family of services. There are over 200 Cheshire Homes and services in 50 different countries as well as 140 homes and services in the United Kingdom.

The Leonard Cheshire Disability Global Alliance is an alliance of over 250 disability and development organizations in 55 countries. Currently 45 countries have signed up to the Alliance and others are likely to sign up soon. The Alliance members run autonomous projects, services and campaigns and work to support disabled people and their right to participate fully in society. The Cheshire Global Alliance exists to change attitudes towards disability around the world and foster mutual support amongst the members.

We currently provide services in the city of London as well as five surrounding counties: Elgin, Huron, Middlesex, Oxford and Perth. The majority of our services are provided in two programs which are funded by the Ministry of Health and Long Term Care: Supportive Housing and Attendant Outreach Services.

Consumers receive attendant outreach services or live in supportive housing on a long term basis, often for many years, as long as attendant outreach or supportive housing continues to meet their needs.

Cheshire currently operates one group home and three Supportive Housing programs in London; one in St. Thomas, one in Stratford and one in Woodstock. We also offer Attendant Outreach Services to people in their homes in all five counties and in London.

## WHAT ARE ATTENDANT SERVICES?

Attendant Services is the physical assistance that people with disabilities need for everyday activities. The person who needs help is called a “Consumer”. The consumer’s disability is considered to be part of his/her normal health status. Attendant Services does not replace the services of health professionals during periods of acute illness or when people with disabilities need health assessment, health treatment services, or health teaching from health professionals.

The consumer of attendant services directs the service. The consumer must know:

- what assistance he/she needs;
- how help should be provided;
- when help is needed;
- how to discuss this with the attendants who help him/her; and,
- how to direct and take responsibility for the help he/she needs.

Cheshire provides attendant services in the community and in supportive housing programs for adults with physical disabilities. Attendants help the consumer complete routine activities of daily living; activities that non-disabled individuals normally do for themselves. Attendant services are provided on a pre-scheduled basis.

# PHILOSOPHY OF SERVICE DELIVERY

## 1. ORGANIZATION OF SERVICES

Cheshire provides attendant services to consumers with long term physical disabilities. There are 13 separate programs within two program types: Outreach and Supportive Housing. Programs are provided in the city of London, as well as the surrounding 5 counties of Elgin, Huron, Middlesex, Oxford and Perth.

## 2. SERVICE REQUIREMENT

The lives and well-being of Cheshire consumers depend on receiving contracted services. These are essential services which sustain the life and health of many consumers. Cheshire policies and procedures are developed to support reliable, consistent service provision.

## 3. POINT OF SERVICE

Cheshire services are organized with the consumer at the centre of service provision. Each consumers' service plan is based on mutually respectful communication of the services needed and how and when services are to be provided. Personal Attendants work closely with the consumer who directs the details of service provision. Cheshire supports Personal Attendants as the key decision makers in service design because they are most familiar with the consumer's needs.

## 4. MANAGEMENT STYLE

Cheshire prefers a management style which is participative and problem solving in nature rather than an authoritative or centralized approach.

## 5. SELF-MANAGING TEAMS

Personal Attendants work as a team to support each consumer by:

- ensuring continuity and consistency of service
- making decisions and solving problems related to service provision

Cheshire is committed to developing self-directed work teams that are cohesive units of highly motivated, focused and trained staff with a common goal. Self-directed work team members have responsibility, authority and accountability to supervise and direct themselves.

## 6. PROGRAM STRUCTURE

A Team Leader manages each program and operates from a program office located within the geographic area of the consumers served: in the county for Outreach and in the building for Supportive Housing. The Team Leader is responsible for:









- high quality service
- development of the program team, consumer team and team members' knowledge and ability
- management of the program's budget and resources

Team Leaders and program staff are supported by the main office team (Executive Director and Managers), as well as payroll, accounts receivable/payable and office support.

## 7. LEARNING AND DEVELOPMENT

Cheshire is committed to being a learning organization. All staff are encouraged and supported in learning continuity and in learning together.



Community Assisted Living		Attendant Outreach	
<p>Scheduled and unscheduled support provided to High Risk Seniors or Adults with Physical Disabilities in an individual's home, group home, or a cluster of apartments within a building. Access to support is available 7 days a week during scheduled booking times, or by calling for on-call support at any time of day or night.</p>		<p>Scheduled support to assist Adults with Physical Disabilities with daily activities to live independently in their own homes. Access to support is available 7 days a week during scheduled booking times at any time of day or night.</p>	
	<p>London West Community Hub 559 Topping Lane London ON</p>		<p>Huron County 79 Wellington Street Clinton, ON</p>
	<p>London North Community Hub 120 Cherryhill Place London ON</p>		<p>Oxford County 742 Pavey Street Woodstock, ON</p>
	<p>London Central Community Hub 98 Baseline Rd. W. London ON</p>		<p>Perth County 42 Campbell Court Stratford, ON</p>
	<p>London South Community Hub 111 Belmont Drive London ON</p>		<p>Elgin County 200 Chestnut Street St. Thomas, ON</p>