



A Handbook for Participants of  
**Housing Services**

[www.lutherwood.ca](http://www.lutherwood.ca)

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## Our Philosophy

Through a person centered and community based approach, Lutherwood Housing Programs work to reduce and prevent homelessness in Waterloo Region. In doing so, we are committed to providing you with the highest level of service possible.

The goal of Housing Services is to support you to find and maintain permanent, safe and affordable housing. Whether you are a single person, a couple or a family, we work with you to determine your needs and build on your strengths to help you meet your personal housing goals.



# What to Expect from Housing Services Programs

We have a range of services to help you find and maintain housing.

## **Housing Resource Centers:**

Lutherwood's Housing Resource Centers operate out of two locations - 41 Weber Street West, Kitchener and 35 Dickson Street, Cambridge offering a streamlined approach to housing stability services that is most responsive to your needs.

As a participant in our Housing Services Programs experiencing challenges related to finding or maintaining safe, affordable housing, you will meet with Housing Advisors to identify barriers and solutions to address your housing needs.

Services offered through the Housing Advisors include:

- Support to identify barriers and strengths to finding and maintaining safe, affordable housing
- Providing information about the local housing market
- Assistance in learning to conduct self-directed housing searches
- Support in the development of short- and long-term housing goals
- Providing tools and resources to build financial literacy (budgeting, etc.)
- Education about housing options
- Landlord/participant mediation
- Advocacy
- Referrals to appropriate internal and/or community supports and services
- In addition, Housing Advisors can assist with financial supports available through the Rent Fund loan and grant options. When eligible, the Rent Fund can assist with rental arrears or last month's rent when other options are not available.

## **Families in Transition (FIT) - Shelter Diversion and Intensive Case Management Program:**

FIT works in partnership with the YW and Cambridge Emergency family shelter providers.

The focus is on supporting families to find sustainable housing in the community. Families are expected to be actively engaged in their housing plan. Help is offered by FIT counsellors throughout the rapid re-housing process

Acting as a single point of access, FIT Counsellors provide an intake service for families who are seeking emergency shelter in Waterloo Region. Using assessment and screening tools, FIT staff work with families to determine eligibility, strengths and needs to offer individualized resources and supports.

The aim is to prevent and divert families from accessing Emergency Shelter whenever possible by supporting families to explore all safe and appropriate housing options.

If families have no other safe place to go, they may be admitted to the Emergency Shelter system with a housing plan to make the shelter stay as brief as possible.

### **PATHS2Home**

PATHS2Home is a Housing First Service for individuals experiencing Homelessness in Waterloo Region who have a greater depth of need.

The Prioritized Access to Housing Support (PATHS) team provides coordinated access by determining eligibility, prioritizing for offers of housing and linking participants to housing units.

The Home Based Service (HBS) team works intensively with individuals in their homes to help maintain housing, provide referrals to longer term social services and supports and to offer opportunities for increased social and community connections.

The PATHS2Home team works in collaboration with our local housing stability system partners, community services and organizations, other systems of care.

# Standards that Guide our Working Together

The rest of this handbook will explain a number of important standards and policies that we follow to ensure that we provide excellent service to you and your family.

## Diversity

Lutherwood acknowledges, respects and values individual differences and similarities and is responsive to everyone we serve regardless of race, culture, language, age, ability, gender, sexuality, spiritual beliefs or income. Staff will seek to understand your individual perspectives, needs, values and strengths and will work with you to ensure inclusive service and support.



## Service Agreement

Before participating in our services, you will sign a Service Agreement. Our services are voluntary and the decision to participate is up to you. Signing the Service Agreement confirms that you wish service from Lutherwood and that you understand the agreement.

The service agreement clearly outlines what things Lutherwood is responsible for and committed to provide. As well, the agreement outlines your responsibilities.

Both you and Lutherwood will be working together to make this service work.

You can review this service agreement at any time and ask for changes. However, some areas, such as confidentiality or duty to report cannot be changed

If you decide that you no longer wish to receive services, you can end your participation and your Service Agreement with us any time. If we notice that you are having trouble participating, we will try to work with you resolve and issues or barriers that might be making it difficult for you. In some cases, we may need to end service with you but are always open to starting again once you are ready.

## Your Responsibilities

The following is a list of expectations for those participating in our programs that will help you to get the most out of your experience:

- Let us know your needs in the most accurate and complete way possible so we can provide the most appropriate service options.
- Be respectful of other participants, volunteers, students, staff and property.
- Contact us when unable to keep appointments or of any change of address or other information relevant to service.
- Inform us of health and safety concerns and any accommodation required.
- Provide feedback on services and programs.
- Observe the terms of the service agreement.

## Your Rights

While receiving service through Lutherwood, every participant has rights. Your participation is protected by the Ontario Human Rights Code and the Canadian Charter of Rights and Freedoms and all these guarantee:

Your rights with regard to participating in Lutherwood's Program or Service will be reviewed with you during the intake process; these rights include:

1. You must recognize that service is voluntary and that you give consent to the service. Consent means that you clearly understand all aspects of the service.
2. You have the right to be informed of any information, decisions and actions that will affect you.
3. You have the right to participate in all decision making relevant to you.
4. You have the right to review and, if necessary, correct Agency information in the file/record.

## Risks and Benefits of Participation

There are benefits and possible risks that you and/or your family may experience while participating in Housing Services at Lutherwood. For example working with Housing staff may at times increase your focus on issues that are challenging or seem overwhelming. However, it is also our experience that this is a unique opportunity to set goals, learn more about community supports and services and meet personal aspirations with the support of your worker.

# Confidentiality and Informed Consent

We would like you to be aware that as a participant in a Lutherwood program, your information may be shared with other relevant Lutherwood staff members who are working with you and your team. For staff to either collect information about you from other people (an income support worker, landlord, etc.) or talk to other people about your particular situation, you must give us permission (consent). The signed consent is your written permission for us to communicate/share information with specific agencies or organizations or in some cases particular individuals.

‘Informed’ consent means that you have had the opportunity to have explained to you the reasons or purpose of the consent, any risks that might occur and in a language that is understandable to you. It is important that you understand about consent and have had a chance to ask questions and possibly get another opinion before signing the consent. Consent can be withdrawn at any time, again by informing us in writing. Once consent is withdrawn, we can no longer seek or share information on your behalf. Withdrawal of consent cannot reverse any action that was already taken on the consent.

## Privacy of your Personal Health Information

Lutherwood is responsible for protecting your privacy and we take this very seriously. Many safeguards are in place to protect your personal health information. All Lutherwood programs follow the privacy principles as outlined in the Personal Health Information Protection Act 2004 (PHIPA). If you have any questions about our privacy procedures, please ask your worker or ask to speak with our Privacy Officer.

# Exceptions to Confidentiality

The law indicates that confidentiality is limited when a person discloses any of the following:

- Abuse to themselves or to another person (physical, sexual, emotional);
- Intention to hurt themselves (suicidal);
- Intention to hurt another person (homicidal); or
- Where a Lutherwood staff member has reason to suspect that a young person has been or is currently being abused or at risk of abuse.

Under these conditions our staff members have a professional and legal “duty to report” the information they have received to the appropriate authorities including

- To Family and Children’s Services if the young person is under the age of 18 and there is reasonable suspicion they may be in need of protection;
- To a police officer if the need is urgent;
- To a medical practitioner if the need is urgent;
- To courts with proper warrants.

## Confidentiality and Electronic Communication

Email, texting and Facebook are common ways of communicating. You should be aware that the privacy and security of these and other electronic communications can not be guaranteed. Lutherwood computer systems have security however they do not use encryption software for external electronic communication. To increase security, you should password protect your email account and cell phone. Close down your internet browser when not in use and review messages before you send them to make sure the email address is correct and the message you are sending does not contain confidential information

## About Your Records

When you enter one of our programs, we start a file. We only collect information necessary to provide service and to support you. A file is kept to document and track your participation in a Lutherwood program(s) and may include: Goals, progress on goals, recommendations that are made, case notes regarding meetings we have and information we collect on your behalf. Involvement with other organizations, assessments, identification, banking information, credit checks, rental agreements, etc. may also be included if appropriate.

We are required to report information to our funders as part of our funding agreements. Please ask us for more details if you would like to learn more about this.

It is your right, and it's important to us, that you have the opportunity to understand why we collect the information in your file and for you to be able to ask any questions that may arise during or after your time receiving service. At any time, you may request to see your file and/or request a copy of information from your file and/or make corrections to information in your file. The process for this is to set up an appointment with the Program Manager. A time will be arranged for the two of you to meet and review your record.

## Storage of Records

Your file may be in paper and/or electronic format. Paper files are kept in a locked file cabinet within a locked room. Electronic files are part of a web-based information program that has many security features in place. Your file cannot be accessed without an assigned password.

Lutherwood's Housing Services keeps records and files for a minimum of seven years. In cases where abuse (e.g., sexual, physical, emotional) has been documented in a file it is retained indefinitely.

# Our Client Complaint Procedures

At times, you may feel upset or unhappy about what happens while you're involved with Lutherwood's programs and services. Exploring your thoughts and feelings, even when they are negative is important. If, however, you have major concerns and feel that they are not being addressed, you have access to the Complaint Procedures outlined below.

Where there is a concern about the service you are receiving, Lutherwood needs to know and is committed to resolving all complaints.

There will never be any negative consequences as a result of making a complaint in good faith. Lutherwood is committed to ensuring that the complaint procedure is carried out in a timely fashion while recognizing some time may be needed to bring the necessary people together.

**STEP ONE:** The first step to resolve complaints is for you to talk with the staff member involved. If this does not bring resolution, you may call or meet with the **Program Supervisor or Manager**.

**STEP TWO:** If these communications and conversation do not help you to solve the concern, the next step is to call or meet with the **Assistant Director**.

**STEP THREE:** If needed, the next step is to contact Lutherwood's **Chief Executive Officer**, or his/her designate.

# Our Client Complaint Procedures (con't)

If you are still not happy with the solution(s), you may ask the Chief Executive Officer (or his/her designate) to bring this matter to the **Chairperson of the Lutherwood Board of Governors**, who will call a meeting of the members of the Board to review the complaint. They will ask you to tell them what your complaint is. You are allowed to bring anyone you wish to help you explain your complaint. The Board will get as much information as possible and let you know what they think can be done about the complaint. They will send this information to you in a letter and explain it to you in a meeting.

While you are encouraged to work with us to find a resolution, if, at any time, you would like to talk to someone outside of Lutherwood, we will provide you with contact information for the relevant government contact or alternative.



## Lutherwood

Our greatest strength is our people. We know you came to us for help at a time when you are facing significant challenges and are counting on us for assistance. Our knowledgeable staff will treat you with respect and offer you the best support we can because you matter to us. It is caring for people that makes our participants and our organization successful.

In fact, Lutherwood has been strengthening the lives of people in our communities for close to 50 years. Today, our children's mental health, employment and housing services are accessed by more than 16,600 people annually in Waterloo Region and Wellington County. Our children's mental health services include assessments, residential and day treatment, family crisis and prevention counselling, community-based support, **and a youth shelter**. We help individuals find and maintain jobs, access training and financial supports, and overcome barriers to self-employment. And, we help individuals, couples and families experiencing homelessness or who are at risk of experiencing homelessness find and maintain housing.

Our tagline is our commitment to you: Caring People. Strengthening Lives.

## Our Mission

We inspire hope and strengthen lives by offering high quality mental health, employment and housing services.

## Our Vision

Communities where all children, youth, adults and families experience mental wellness, financial stability and a safe place to live.

# Our Values

## **Respect for Others**

We treat people with dignity and understanding, and free from judgment.

## **Care**

We provide excellent service because we care about the people we serve.

## **Working Together**

We strive to strengthen our ability to achieve our Vision, Mission and Goals by working together.

## **Accountable**

We earn the trust of our clients by being accountable, reliable and honest.

## **A Message from the CEO**

On behalf of our staff, I would like to extend a warm welcome to you. Your decision to come to Lutherwood is important and we want to make sure you have a positive experience with us. Working with people for the past 49 years has let us know that the best results come when individuals and families have a good understanding of our services and how we can best work together to achieve your goals. So we encourage you to review this handbook which contains information about how we work at Lutherwood, a written record of our practices and responsibilities, and most importantly the type of relationship we wish to have with you as our client. Once you have had an opportunity to read it carefully, please feel free to ask us any questions you may have.

We look forward to working with you,

John Colangeli, PhD  
Chief Executive Officer

## Your Housing Services Leadership Team

Name	Role	Location
John Colangeli	Chief Executive Officer	285 Benjamin Rd., Waterloo
Sherri McDermid	Director, Employment and Housing Services	165 King St. E., Kitchener
Lisa Gill-Tamcsu	Assistant Director	41 Weber St. W., Kitchener
Dion Murphy	Program Manager	41 Weber St. W., Kitchener
Edwina Toope	Program Manager	41 Weber St. W., Kitchener
Sheila Rowade	Program Supervisor	165 King Street E, Kitchener
Cheryl Cowie	Program Supervisor	165 King Street E, Kitchener
Lindsay White	Program Supervisor	41 Weber St. W., Kitchener
Tina Fish	Program Supervisor	35 Dickson St., Cambridge

For telephone numbers and additional contact information,  
please refer to the following pages

# Emergency Phone Numbers

## EMERGENCY SERVICES

Police, Fire, Ambulance .....	911
Waterloo Regional Police (non-emergency) .....	519-653-7700

## GENERAL HEALTH

Grand River Hospital .....	519-742-3611
Cambridge Memorial Hospital .....	519-621-2330
St. Mary's General Hospital.....	519-744-3311
Cambridge Urgent Care Centre .....	519-624-2273
Fairway Road Urgent Care Clinic .....	519-748-2327
Victoria Street Urgent Care Clinic .....	519-745-2273
Telehealth.....	1-866-797-0000

## DISTRESS NUMBERS

Grand River Hospital Crisis Clinic .....	519-742-3611 ext. 2353
Distress Centre .....	519-745-1166
Telecare .....	519-658-6805
Youth Line (<18 years).....	519-745-9909
Kitchener-Waterloo Sexual Assault Support Centre .....	519-741-8633
Here 24/7 .....	1-844-437-3247
Kids Help Phone .....	1-800-668-6868
Parents Help Line Phone .....	1-888-603-9100

## EMERGENCY SHELTERS

Anselma House (Domestic Violence) .....	519-742-5894
Haven House (Domestic Violence) .....	519-653-2422
YW (Women & children) .....	519-744-0120
Argus (female 16-21 years) .....	519-650-0452
Argus (male 16-21 years) .....	519-623-7991
Safe Haven Shelter (Youth 12-17 years).....	519-749-1450
House of Friendship (Men).....	519-744-4666

## OTHER NUMBERS

OneROOF (Youth 12-25 years) .....	519-742-2788
Waterloo Region Family & Children's Services .....	519-576-0540
Waterloo Region Social Services .....	519-883-2100
After Hours .....	519-883-2230

## Where We Are Located



### Children's Mental Health Centre

285 Benjamin Rd., Waterloo N2J 3Z4

519-884-1470



### Lutherwood Child & Family Foundation

285 Benjamin Rd., Waterloo N2J 3Z4

519-884-1470



### Front Door: Access to Child and Youth Mental Health Services

1770 King St. E., Kitchener N2G 2P1

519-749-2932



### Child and Parent Place Administrative Office

*(services accessible in Kitchener, Cambridge and Guelph)*

35 Dickson St., Cambridge N1R 7A6

519-743-1460

89 Wyndham St. N., 3<sup>rd</sup> Flr., Guelph N1H 4E5

519-822-4141



### Employment Services

35 Dickson St., Cambridge N1R 7A6

519-623-9380

165 King St E., Kitchener N2G 2K8

519-743-2460

89 Wyndham St. N., 3<sup>rd</sup> Flr., Guelph N1H 4E5

519-822-4141



### Housing Services

35 Dickson St., Cambridge N1R 7A6

519-623-9380

41 Weber St. W., Kitchener N2H 3Z1

519-749-2450



### Safe Haven Youth Services

41 Weber St. W., Kitchener N2H 3Z1

519-749-1450