

# ***Participant Handbook***

Supporting youth & adults with disabilities



Welcome to  
Hutton House

## MISSION

We advocate for and support persons with disabilities through life enhancing programs that focus on each individual's strengths, abilities and interests.

## VISION

Persons with disabilities have equal access to participate in their community.

## PHILOSOPHY

The Hutton House philosophy is one of support, inclusion and a view toward participants and their families that:

- Fosters a climate of understanding and respect for the privacy, dignity and worth of each person.
- Respects and encourages personal choice and self-direction.
- Strives to support individuals by building on their strengths, abilities and interests.
- Promotes independence and involvement in the community.

## VALUES

- We value diversity, equity, inclusion and full participation in community life.
- We value the opportunity to work with other organizations to make the best use of community resources.
- We value excellence through competent staff and volunteers.
- We value innovation through the expertise of our staff, partners, volunteers and students.
- We value a learning culture for skill development and growth.
- We value equitable access for people to participate in our services.

## PRINCIPLES

- We will practice clear, open and honest communication.
- We will promote an environment where people feel safe, comfortable and important and have choices.
- We will encourage people to be actively engaged in directing their future by helping them develop and achieve their goals.

## CUSTOMER SERVICE COMMITMENT

Our most important customer is YOU.

In a safe, supportive and respectful environment

We will work together

With open and honest communication

To enable you to discover and achieve your goals.

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# Welcome to Hutton House!

This is your Handbook. It describes information about our services. It also describes your rights and responsibilities while you are with Hutton House. During your intake meeting we will go through the Handbook with you. If you have a caregiver, you may wish to share your handbook with them so they have the same information as you about Hutton House.

You can get this Handbook in different formats. For example, if you need larger print or want it sent to your computer, just ask us.

Our goal at Hutton House is to give everyone a safe and rewarding place to learn and grow.

## Hutton House Application Process

There are different criteria for each program. Persons with any type of disability are welcome to apply for services such as persons with physical, mental health, intellectual and learning disabilities. Some programs have specific eligibility criteria. If this is your first time with Hutton House, please call 519-472-6381 to set up an appointment.

You must fill out these forms before starting any programs:

- ▶ Hutton House General Application Form
- ▶ Hutton House Participant Agreement
- ▶ Emergency Information Form (updated each year)
- ▶ Participant Consent Form

A List of Police Involvement is required if you have been convicted of a criminal offense for which a pardon has not been granted or if you have a youth record or youth court record.

You will complete these forms when you come for your intake and tour.

## Consent Forms

When you agree to participate in Hutton House services, you will be asked to sign consent forms. Consent forms are used to share information about you in a way that protects your privacy as much as possible.

- ▶ The Participant Consent says that it is OK for Hutton House to share the information you give to us with other staff and volunteers at Hutton House.
- ▶ The Release of Information says that it is OK for us to talk to or get written information from other people, agencies or services you currently are or have been involved with. We will only contact the people, agencies/services that you agree to on the form if the information may be helpful when providing services to you.
- ▶ The Media Consent says it is OK for interviews, pictures, videos or sound recordings of you to be used by Hutton House for education, training and publicity purposes.
- ▶ The Ontario Employment Assistance Services form says it's okay for Hutton House to share information with Employment Ontario (funder).

- The Youth Employment Strategy Participant Information form say it's okay for Hutton House to disclose your information to the department of Employment and Social Development to determine your eligibility for the Goals, Preparation, Skills Program.

If another agency/service asks for information about you, they must get a consent form signed by you before we will give them any information. Additional consents may be required for specific programs.

## General Program Information

Here is some general information about all Hutton House programs.

### Attendance

If you are accepted in a program, you need to come to it when you are supposed to and be on time. It is your responsibility to let us know if you are going to be late (except for Paratransit reasons) or absent/away. Many programs have waiting lists and someone else may take your place if you cannot come. If you do not have a good reason (medical, vacation, etc) for being absent/away, your spot will be given to someone on the waiting list. You may not be able to get into other programs if you have poor attendance.

If you are going to be absent/away, please call the staff at your program. Leave a message if necessary.

The number for the Main Building, The Learning Centre and Day Break is 519-472-6381.

### Waiting Lists

Now that you have finished the application process and have chosen the programs you are interested in, you may have to wait a while before you can start. We will do our best to get you in the programs you want as quickly as we can. The Coordinator of the program you are interested in will contact you as soon as there is an opening.

### Weather

Bad weather may make it unsafe for you to leave your home. Examples of bad weather are snow storms or blizzards, freezing rain, heavy rain storms and lightning, and heat waves with high humidity. Remember, it is always better to be safe than to try to come to your program. Please call Hutton House to let us know that you will not be coming to your program that day. Hutton House will always be closed if the city buses (LTC) are not running. The staff may cancel your program because of bad weather. We will put a message on our phones, the website, Facebook and contact you if you are scheduled for a program or meeting that day to let you know if we are closed.

### Smoking

All locations of Hutton House are smoke free. Participants may smoke outside the buildings before or after their activity, during breaks and at lunch time. You can smoke outside in the smoking areas but not beside the entrance doors.



## **Sickness/Illness**

Hutton House wishes to provide a healthy place for everyone. Please do not come if you are sick because this helps stop the spread of infections to other people. Please do not come if you are coughing, sneezing, or have a runny nose, etc.

## **Planned Closures**

There are times every year when Hutton House is closed. We will tell you through notes and reminders, as well as on our website and social media before these dates so that you can make other plans. For example, Hutton House is closed from just before Christmas until just after New Year's.

Other holidays are:

- ▶ Family Day in February
- ▶ Good Friday and Easter Monday in the Spring
- ▶ Victoria Day in May
- ▶ Canada Day in July
- ▶ Civic Holiday in August
- ▶ Labour Day in September
- ▶ Thanksgiving Day in October

## **Fragrance Free**

All Hutton House locations are fragrance free. Please do not wear perfumes or colognes.

## **Guidelines for Supporting People in Hutton House Programs**

In some cases, you may require a support worker to go with you to an activity such as a leisure program, volunteering at a not for profit site or tutoring in adult education. Hutton House has information for your Support Worker to read before starting any activities called "The Guidelines for Supporting Participants in Hutton House Programs." In some programs, your Support Worker needs to learn about the program in an orientation before you can start. It is helpful to everyone to have ongoing communication between you, the person who supports you and Hutton House.

## **Personal Information**

Your records are kept confidential and given out only by proper authority. All staff and volunteers sign a statement of confidentiality to make sure your information is kept private. If you need information from your files, please speak with your program staff. All of your personal information is safely stored in locked files and/or on our computer system. The law says your file cannot be taken away from Hutton House unless ordered by court of law.

If you stop coming to Hutton House programs, the law tells us that we have to keep your records for 7 years.

It is your responsibility to let us know if your information has changed, such as a change of address or telephone number, changes in your health or injuries, changes in medication, etc...

## **Transportation**

Hutton House does not provide transportation to and from programs. You can buy bus tickets at the Main Building or where you usually buy bus tickets.

## **Business Hours**

Hutton House is open Monday through Friday 8:30 a.m. - 4:30 p.m. Sometimes there are different hours depending on program needs such as employment services, adult education.

## **Income Tax Clinic**

Each March Hutton House participants may be eligible to get their Income Tax done for free. Qualified volunteers will help you to complete your Income Tax Return. You can ask for this service by calling 519-472-6381 or ask a staff to put your name on the mailing list.

## **Hutton House E-Newsletter**

As a participant, you can ask to get a copy of the e-newsletter called "In House". Employees, volunteers and participants are welcome to write stories for the e-newsletter.

## **Passport Funding**

Any adult who is eligible for developmental services and supports funded by the Ministry of Children, Community and Social Services (MCCSS), including young adults who are 18 years of age and still in school, may apply for funding through Passport. Access to funding under the program is subject to available resources. If you have not already been approved, you must contact the Developmental Services Ontario office (DSO) in your region to request these services. For more information about applying for developmental services for adults with a developmental disability contact the local DSO office or visit [www.dsontario.ca](http://www.dsontario.ca) or call 1-855-437-6797.

Passport Guidelines are available which review how people can apply for the funding and what kinds of things they can spend it on.

For a copy of the Passport Program Guidelines for Adults with a Developmental Disability and their Caregivers go to [http://www.dsontario.ca/files/www/passport\\_guidelines\\_en.pdf](http://www.dsontario.ca/files/www/passport_guidelines_en.pdf)

For a copy of Passport Funding: What Can I Use It For?  
go to [http://www.dsontario.ca/files/www/Passport\\_Tip\\_Sheet-en.pdf](http://www.dsontario.ca/files/www/Passport_Tip_Sheet-en.pdf)

For a copy of Hiring a Support Worker A guide for Ontarians with a developmental disability  
go to <http://www.mcass.gov.on.ca/documents/en/mcass/publications/developmental/HiringSupportWorker.pdf>

You can also contact us at 519-472-6381 and we can provide you with copies.

## **Hutton House Opportunities**

If you are already approved and receiving Passport Funding you can:

1. Use Passport Funding to pay program fees of an existing program or to pay for a support worker if an individual needs one to one support to participate in a program.
2. Ask Hutton House to:
  - ▶ Recruit, hire and supervise a support worker to attend Hutton House and/or community programs.
  - ▶ Manage your funds.
  - ▶ Develop a plan of activities.

\*Administrative fees apply.

If you don't see a program in our calendar, website or brochures that interests you, talk to us and we can help to create a plan for you! Call 519-472-6381 x 1222 for Passport specific inquiries.

## **Use of Cell Phones, Cameras and Recording Equipment**

Use of electronic devices during classes is discouraged. Electronic devices include cell phones, iPods, CD players, MP3 players, pagers, etc. Messages can be checked at breaks, lunches and after class.

Any type of recording such as photos, videos or audio recordings of other participants is not allowed to ensure their privacy. If you would like your own photo taken, or to record a video or audio of yourself you must ensure you are the only individual in the photo, video or recording.

Participants who do not follow these guidelines will be warned that their electronic device use is inappropriate and a note will be added to their file. If the problem continues they will be asked to leave the class.

This policy applies only to activities held on Hutton House property. When events take place in public locations such as celebrations, the Christmas Party and fundraisers we cannot control the use of electronic devices but ask participants, family and friends to use good judgment when taking photos and distributing them. For example, some people may not want their photo taken and put on Facebook or emailed to others.

## **Events**

### **Annual General Meeting (AGM)**

The Hutton House Annual General Meeting is in June. It's an opportunity to recognize each other's accomplishments, recognize staff and volunteers, as well as review the mission and vision of the organization. At the AGM, the Board of Directors is elected, the auditor is appointed (they make sure that we are spending our money properly) and all other business is discussed.

### **Holiday Party**

The Hutton House Christmas celebration is a time to celebrate the season and enjoy good food and great entertainment. This is one event you will not want to miss! You are welcome to invite a limited number of guests.

### **Celebration of Learning**

The Celebration of Learning is a yearly event in late Spring or early Summer where learners who have participated in the Adult Education program are recognized for their work over the past year. All learners get certificates. Everyone is welcome to come.

### **Celebration of Volunteers**

The Celebration of Volunteers is a yearly event every Fall that recognizes the valuable contribution that volunteers in the Access Voluntarism program make to the community. We also thank the many volunteer organizations who give us placements. Each volunteer and organization gets a certificate recognizing his or her involvement with Access Voluntarism. Everyone is welcome to come.

## **Fundraising Event**

### **The West Haven Charity Golf Classic**

Held in the fall, our annual golf tournament is one of the best in the area. There are opportunities to volunteer or play at the tournament. The money raised goes to Hutton House programs. Check our website for other events happening throughout the year! [www.huttonhouse.com](http://www.huttonhouse.com).



# Hutton House Main Building



Location: 654 Wonderland Rd N  
(near Oxford and Wonderland behind Subway)  
Phone: 519-472-6381

# Specific Program Information

## Hutton House Main Building

### **ARTworks**

ARTworks is sure to bring out your creative spirit. You can develop artistic skills like painting, drawing, music, drama, pottery or crafts. Social and recreation classes are also offered like bowling etc. Art Therapy group classes and one to one Art Therapy sessions are also available.

### Registration Process

You must register for classes before they start. We will tell you by emailing you an invoice if you have a spot. We often have a waiting list for our classes and you may not get in all or any of your choices. We try to ensure people who have not had an opportunity before, or for some time, would be considered.

### Cost

You will get an email to say you are in the course and the cost. The money must be paid before the first day of the class. You do not get your money back if you miss classes unless there is a good reason. For example, if you are sick for a long time, you may ask for a refund.

### Financial Assistance

Everyone is welcome to come to Hutton House. If you do not have enough money to pay for classes come and talk with us and we can try to help.

### ARTworks Flyer

A calendar of classes is emailed winter, spring, summer and fall. Call us if you want your name added to the emailing list.

### Transportation

Please let us know how and when you will be arriving and leaving a class, for example taking Paratransit, riding the bus, going with a family member or support worker, etc... Also for your safety, it is important for us to know who can pick you up.

### Clothing

Staff will let you know if you need to bring something to cover your clothes or if you need to wear old clothing because some activities will get messy. For example, an old shirt, a smock or cover up may be a good thing to bring along with you. It is your responsibility to come prepared for outdoor activities. For example: bring rain gear, hats, mitts/gloves, boots, sunscreen and insect repellent.

### Remaining with the Group

When on any outing, all participants must stay with the group or let staff know where they are going. For example, to the washroom, waiting for Paratransit etc.

### Personal Supports

In some cases you may be required to provide your own support worker, ie: medication administration, personal care, 1:1 support to participate in an activity. The Support Worker Guidelines will be provided to your worker to review.



## **Fitness and Wellness**

The Fitness and Wellness program is all about getting fit, feeling better and stronger! We help you to plan your own fitness goals, exercises and learn how to eat healthy. You can exercise at home, at the Hutton House Fitness Centre or at a fitness location in the community. We also provide classes to develop your cooking skills and create healthy meals. The classes can be found in our Fitness flyer emailed out winter, spring, summer and fall. Call us if you want your name added to the email list.

### Assessment

Each person fills out a form about their health to make sure that it is OK for you to exercise. If you do not fill out this form, you will need to get a doctor's note. Any injuries or exercises that you shouldn't do, need to be talked about before you start exercising. For example, you might not be able to walk a long distance or lift more than 5 pounds. This makes sure that your fitness program is right for you and does not cause you any harm.

### Clothing

Comfortable, loose clothing and running shoes must be worn during fitness classes. Support workers also need to dress appropriately for the Fitness Centre.

### Goal Setting

The staff will talk to you about your fitness and health goals, good eating habits and about what type of exercise you would like to do. We create a program that is right for you including any adaptations you may need. For example, there are seated exercises for someone that uses a wheelchair.

### Cost

There is a one-time fitness assessment fee and a monthly membership to the Fitness Centre. You will get an email to say you are in the course and the cost. The money must be paid before the first day of the activity. You do not get your money back if you miss classes unless there is a good reason. For example, if you are sick for a long time, you may ask for a refund.

## **LIFeworks**

In all LIFeworks programs you learn how to do things for yourself and how to get along with others. You will also participate in community outings and have fun learning new things.

### Registration Process

At Intake you can register for the LIFeworks program. There is usually a waiting list because only 12 people are in each program. If there is a space, the LIFeworks staff will arrange to meet with you and your family to talk about your interests, needs and goals.

### Cost

There are different costs to LIFeworks 2, 3 or 4. The intake staff will let you know the current costs. The money must be paid on the first day of the month.

### Trial Period

Before acceptance into LIFeworks, a 3 month trial period is in place to make sure:

- ▶ that the program will meet your needs.
- ▶ that you will benefit from the activities.

- ▶ there is a good match between you and other participants already in the program.
- ▶ that the program can be offered in a safe manner considering everyone's needs, space and number of staff in the program.

After the trial period, we will meet with you and your family to discuss if the placement should continue.

### Monthly Calendar

At the beginning of each month, a calendar of monthly activities is sent home so you and your family know what you will be doing each time you come.

### Service Agreement

A Service Agreement is filled out with you and your family. The agreement is updated every year when we visit with you and/or your family. Together, we work with you so we can understand your interests and goals. We then develop a plan to help you reach your goals.

### Goals

Facilitators will meet with participants and their families as needed, to review and update goals, as well as create new goals. These goals will be incorporated into the monthly program activities and progress will be documented and shared with families as requested.

## **Social Work Services**

This program provides information and support for individuals to more easily deal with issues that effect their lives.

### One to One Counselling

Assistance is available to discuss personal issues or to find out about other community services that could help you. Together with staff you can talk and set goals to move forward in your life.

### Advocacy Support

Support is available to complete various forms for various services including ODSP, housing, CPP, assistive devices, social assistance etc. and to help you advocate for your rights.

### Workshops

Workshops are offered on a variety of topics such as making friends, healthy relationships, coping with anger, healthy living, self esteem and social, sexual and safety awareness. You can listen to guest speakers and provide support to each other.

### Payment

If there is a cost for the program you get an email to say you are in the course. The money must be paid before the first day of the activity. You do not get your money back if you miss classes unless there is a good reason. For example, if you are sick for a long time, you may get a refund.

### Financial Assistance

Everyone is welcome to come to Hutton House. If you do not have enough money for the cost of the programs, come and talk to us and we can try to help.

# Hutton House Learning Centre



Location: Cherryhill Village Mall (in the food court area)

Address: 301 Oxford St W

Phone: 519-472-6381

# Hutton House Learning Centre

## Employment Services

At Employment Services, we value your strengths and individual interests. We will work with you toward achieving your own employment goals. We can help you write your resume, develop and improve your work skills, provide support so you can learn your new job, help with any accommodations and anything else that would help you find and keep a job.

### Attendance

Excellent attendance is very important. Arriving on time for your appointments, workshops etc., shows us that you are ready for and serious about getting and keeping a job. One of the most common reasons people get fired from a job is having poor attendance and/or being late for work.

If you are too sick to attend, we expect that you will call us before the time of your appointment, to let us know that you are unable to come in and to reschedule.

Please keep the business card of your Employment Specialist in a safe spot and look at it for the correct phone number, extension and email address.

Personal appointments such as dentist, doctor, hairdresser etc., should not stop you from coming to your training/employment. Plan these types of appointments, whenever possible, on your day off or in the evening.

If for some reason you are going to be late, we would appreciate a phone call, text or email. Depending on how late you may be, your appointment may need to be rescheduled for another time.

Once you get and start your new job, you will need to have your employer's phone number. Hopefully, you won't miss any work time, but if you do, it is very important that you call your employer and employment counsellor right away.

### Clothing

Clothing should be neat, clean and free from needing repair. Clothing with advertisements or messages on them must be appropriate, for example not rude or insulting. If you are not sure if something is OK, it is better not to wear it.

Clothing requirements will change, especially if you are going to be job searching or attending a job interview. Your Case Manager will be able to help you pick clothing that is suitable for your work. We can help you to get suitable interview and/or work clothes, just ask us.

### Transportation

You are responsible for your own transportation. If you do not buy a monthly bus pass, we may be able to give you some bus tickets to help with the added cost of coming to our program and doing job search activities.

We can help you learn a new bus route to your new job or Hutton House and back home again.

## Mental Health/Wellness Services

This program provides information and support for individuals working toward their employment goals who identify with a mental health barrier to more easily deal with issues that affect their lives.



### Mental Health Coping Strategies

Assistance in developing coping strategies related to mental health that impact daily life.

### Community Networking

Assistance in connecting with appropriate community resources as needed.

## **Access Voluntarism (AV)**

Access Voluntarism helps persons with disabilities to volunteer their time and talents at not-for-profit organizations throughout the city of London. Access Voluntarism provides the opportunity to contribute to the community as well as build new skills and self confidence, A job coach can assist participants with site orientation, skill development and support to acquire skills.

All new volunteers participate in workshops. We talk about teamwork, looking your best, communication, social skills and being a good volunteer. This helps to educate participants about volunteer expectations and opportunities they may like to explore.

These are offered as fee for service and passport dollars can be used.

### Storybook Gardens

If you are looking for a summer volunteer job, gardening and grounds keeping are two positions at Storybook Gardens in Springbank Park. Please contact the AV program if interested.

## **Adult Education**

You can learn new skills for daily life, for example money skills, how to shop on a budget, read recipes etc.

### Adult Education Course Calendar

A calendar of classes is emailed in the winter, spring, summer and fall. Call us if you want your name added to the email list. If you do not know what program would be the best fit for you, contact Adult Education staff. We can give you more information and do a mini assessment to find out which program would suit you best.

### Assessments

Assessments are completed with each learner before starting the program. The Adult Education Coordinator will contact you to arrange a time and date. The assessment helps us to learn about what you already know and what learning goals you would like achieve.

### Cost

Costs for programs are listed in the calendar.

### Gateway Group classes

Group literacy classes are offered in partnership with the Thames Valley District School Board. Learners in these classes must be able to work independently, work well with others and actively participate in a 5 hour session. There are no group classes in July and August or during March Break. A mini assessment needs to be done to make sure this program is a good fit.

### The Learning Club

This fee for service, small group class runs year round (except over the December/January holiday shutdown). Classes are 3 hours long. There are group activities and time to work on

individual math, reading or writing goals in a fun and interactive environment. An assessment will be done to determine if the club is a good fit and to set goals.

#### The Idea Club

Each week we will play fun games that will make us think, do different hand-on activities, and learn a bit about how things work. There will also be time to work on your own projects. You can use materials in our maker station and our ideas or your own. No experience is necessary.

#### Special Interest Classes

Special interest classes are listed in our calendar. You can register for the classes you are interested in each term. Topics can change but might include Computer classes, Fun and Games, Budgeting, Book Club, Geography, etc. Some classes are online and some are in person.

#### Tutoring

You will set your own goals during an assessment with Adult Education staff. You work at your own pace. Once you have achieved your goals, you may choose to continue with new goals. The assessment helps us to learn about what you already know and what learning goals you would like to achieve.

#### Wait Times

Adult Education programs often have a waiting list if there are no spaces or tutors available. If you are doing tutoring, there might be a break in your program if your tutor leaves while we look for a new tutor for you. For special interest classes, there are limited spaces, but we will try to put you in as many classes as we can.

#### Attendance

You must have good attendance to continue in the program. Please call if you are sick or cannot come.



# Day Break



Location: 140 Ann St (near Talbot St and Oxford St)  
Phone: 519-472-6381

# Day Break

Day Break provides a safe, caring and fun environment for adults with complex care needs. Individuals are involved in social, recreation and education activities, therapies, and daily living skills. We also go on day trips and get involved in many local events and activities in the community. Individuals who come to Day Break have a physical/cognitive/intellectual disability, live with their families and need help to participate in activities.

## Referral

Individuals interested in coming to Day Break need to complete a referral through Home and Community Care Support Services South West. You can contact them by calling 519-473-2222. If there is a space, the Day Break staff will arrange to meet with you and your family to talk about your interests, needs and goals that you would like to work on.

## Trial Period

Before acceptance into the program, a 3 month trial period is in place to make sure:

- ▶ that the program will meet your needs
- ▶ that you will benefit from the activities
- ▶ that there is a good match with you and the other participants already in the program.
- ▶ that the program can be offered in a safe manner considering everyone's needs, space and staffing resources.

After the trial period, we will meet with you and your family to discuss if the placement should continue.

## Service Agreement

A Service Agreement is completed with you and your family. The agreement will be updated every year when we visit with you and/or your family. It says what the responsibilities are of Hutton House, yourself and your parents/legal guardians. Together, we work with you so we can understand your interests and goals. We then develop a plan to help you reach your goals.

## Fee for Service

There is no cost for up to 20 hours of service if you have been referred by OHCC (SWLHIN). Funded spots at Day Break have a lengthy waitlist through Home and Community Care Support Services.

# **Your Rights and Responsibilities**



# Your Rights and Responsibilities

The Ontario Human Rights Code (the "Code") is for everyone. It is a law that gives everybody equal rights and opportunities without discrimination in specific areas such as jobs, housing and services. The Code's goal is to prevent discrimination and harassment because of race, colour, sex, handicap and age, to name some of the seventeen grounds or reasons. (Ontario Human Rights Code Website [www.ohrc.on.ca](http://www.ohrc.on.ca))

"If you are someone who receives any of these services, you may have had the experience of feeling small and powerless. Sometimes it is easy to forget that our whole system of health and social services is in place for one main purpose - to provide the supports that people need. "

Hutton House has zero tolerance for any type of abuse.

Hutton House wants to make sure that you understand your rights and responsibilities. In this part of the Participant Handbook, we tell you about:

- ▶ Your Rights
- ▶ What you can do if you feel your rights are not being met.
- ▶ Your Responsibilities
- ▶ Responsibilities of Hutton House
- ▶ What will happen if you do not carry out your responsibilities.

## Your Rights

- 1. You have the right to be treated with courtesy and respect.  
You should not suffer mental, physical, sexual and/or financial abuse.**

### Courtesy and Respect

This right requires that people who provide your services should show that they respect you as a person. There are many ways of doing this, including paying careful attention to you when you have something to say and taking the time to listen to your ideas and opinions.

The following information comes from the Ministry of Children, Community and Social Services Quality Assurance Measures.

### Abuse

This right states very clearly that you must never be abused by the people who provide your services.

It is important to understand that there are many different kinds of abuse. They are all against the law. Here are some examples.

### What is Emotional Abuse?

Emotional abuse may include bullying, creating fear or scaring people, keeping someone away

from their friends and family and not giving someone privacy.

- ▶ Does someone criticize you or make fun of you in a way that hurts your feelings?
- ▶ Does someone often give you the "silent treatment" when he/she is angry about something?
- ▶ Does someone make you feel that you are "just too much trouble"?
- ▶ Does someone ever threaten you?

### What is Physical Abuse?

Physical abuse may include hitting, pushing, kicking, rough handling, using an object or weapon to hurt someone and wrong use of medication.

- ▶ Does someone touch you or handle your body in a way that hurts or frightens you?
- ▶ Does someone refuse to give you the help that you need to eat, dress or go to the bathroom?
- ▶ Does someone prevent you from using important things like your glasses, hearing aid, cane, communication system or wheelchair?

### What is Financial Abuse?

You have the right to choose how you will manage your money and what you do with your money. This includes deciding who you will ask for advice or help with your money.

- ▶ Does someone steal from you by forcing or tricking you?
- ▶ Does someone pressure you to spend money for things that you don't really want?
- ▶ Does someone force you to sign documents to give your money to them?

### What is Sexual Abuse?

This is a very serious kind of abuse. It is your right to choose whether or not you want to have a sexual relationship. It is your right to choose when and how you wish to be sexual.

- ▶ Does someone show you sexual photographs or videos or talk or joke about sex in a way that makes you feel uncomfortable?
- ▶ Does someone touch your sexual body parts or force you to do something of a sexual nature that you do not want to do?
- ▶ Does someone ever put pressure on you to be sexual?

### What is Neglect?

Neglect may include not giving you proper clothing, food or hygiene, or not taking care of your health and safety needs.

- ▶ Does someone not give you food when you are hungry?
- ▶ Does someone not provide you with warm clothing when you need it?



- ▶ Does someone who supports you not take you to the doctor when you need to go?

Hutton House is required by law to call the police if:

- ▶ Someone says they have been abused.
- ▶ Hutton House thinks someone coming to Hutton House is being abused.
- ▶ We see a participant being abused by anyone ie staff, volunteer, student, support worker, family member etc.

If you agree then the police will come and ask you questions about what happened, when it happened and how often it happened. After the police talk to you, Hutton House staff will also ask you what happened, when and how often so that we can protect you and others in the future.

## **What to do if you think you have been abused.**

### **1. Don't let your fears stop you from speaking out.**

Remember that it's normal to feel afraid when you have to deal with a difficult person or situation. Ask for help when you want it and take things one step at a time, when you are ready.

### **2. Talk to someone you trust.**

This might be a member of your family, a friend, a religious leader, a counselor, a therapist, a staff or a crisis hotline or sexual assault centre. Some telephone numbers are listed in the last section of this Handbook. If the first person you talk to doesn't understand or won't take your problem seriously, talk to someone else. Keep going until you find someone who understands and is willing to help.

### **3. Write down (or ask someone to write for you) what happened.**

Include dates, times, details and witnesses, if there were any. Do this as soon as you can and in as much detail as possible.

### **4. If the abuse is happening now, or if you are currently in danger, call the police.**

## **2. You have the right to dignity and privacy at all times.**

There are two parts to this right.

First, this right requires that people who provide your services should treat your personal life as private. There are many ways of doing this, such as leaving you alone when you are talking with friends and being careful not to say or do things that will embarrass you.

Second, this right requires that people who provide your services should respect your autonomy. Autonomy means making your own decisions, and includes being able to choose someone you trust to help you make important decisions.

### Your Right to Privacy and Autonomy - What Does It Mean?

- ▶ Does someone keep asking questions about your personal life that you would rather not answer?



- ▶ Does someone who provides your services criticize you or make judgmental comments about your decisions, your plans or your relationships?
- ▶ Does someone who provides your services prevent you from being in charge of your daily life and routines?

### **3. You have the right to be dealt with in a manner that recognizes your individuality and that responds to your needs and preferences or what you like. This includes preferences based on ethnic, spiritual, language, family and cultural factors.**

This right begins by recognizing that you are an individual with your own particular likes and dislikes and your own way of doing things. This right requires that the people who provide your services allow you to choose what kind of service you want.

This right also recognizes that some of your choices will be based upon such things as what language you speak, what religion you practice, what ethnic or cultural values you hold or what kind of family you have. This right requires that the people who provide your services respect all of these aspects of who you are.

#### Your Right to Be an Individual - What Does It Mean?

- ▶ Does someone who provides your services make strict rules that are unfair to you?
- ▶ Does someone who provides your services say rude things about your race, your language, your religion, your disability, your family or the country you came from?

### **4. You have the right to have information about Hutton House and who will be providing the services.**

This right is about making sure that you know what is going on in your life. This right requires that the people who provide your services must explain clearly to you what their services are and who will provide them. This information must be provided in a way that you can understand (for example, in large print, Braille, or a booklet with pictures to assist you in reading the words).

#### Your Right to Information and Answers - What Does It Mean?

- ▶ Does anyone involved in providing your services ask you to sign something that has not been explained or reviewed with you?
- ▶ Does anyone involved in providing your services refuse to tell you about new or different services that you are interested in?
- ▶ Does anyone involved in providing your services make changes to your services or schedule without your involvement?

### **5. You have the right to participate in all decisions relating to your involvement at Hutton House.**

This right recognizes that you have an important role to play in deciding what services you will

receive, in making changes to your services and in judging whether your services are working well or not. This right requires that the people who provide your services listen carefully to what you want and treat you as an equal in their decision making process. They should also make it easy and comfortable for you to give feedback about your services.

#### Your Right to Participation - What Does It Mean?

- ▶ Does anyone involved in providing your services assume that they know what you want without asking you first?
- ▶ Does anyone involved in providing your services forget or refuse to involve you in the planning process?
- ▶ Does anyone involved in providing your services assume you are satisfied unless you complain?
- ▶ Does anyone involved in providing your services make you feel uncomfortable about raising any concerns that you have?
- ▶ Have you tried to suggest changes, but found that your ideas or concerns were ignored?

### **6. You have the right to refuse consent to the provision of any community service.**

This right recognizes that you must be in control of your personal and community services. This right requires that people who provide your services must have your agreement before those services are delivered. You make the decision about whether or not to receive certain services.

If you make a decision and then later change your mind, that is your right.

#### Your Right to Control and Consent - What Does It Mean?

- ▶ Does anyone involved in providing your services act as if nothing can ever be changed?
- ▶ Does anyone involved in providing your services forget or refuse to involve you in reviewing changes you might want to make in your services?
- ▶ Does anyone involved in providing your services expect you to sign consent forms that you do not understand?

### **7. You have the right to raise concerns or recommend changes in connection with the community services provided to you without fear of interference, force, discrimination or reprisal.**

This right recognizes that no matter how well things may start out for you with your services, problems can come up. When problems do come up, you have the right to speak out about them. This right states that the people involved in providing your services should never do anything to make you feel afraid to speak out. Also, they should never punish you for talking about your concerns.

### Your Right to Speak Out - What Does It Mean?

- ▶ Has anyone involved in providing your services ever pressured you not to make a complaint?
- ▶ Has anyone involved in providing your services ever refused to take your concerns seriously?
- ▶ Has anyone involved in providing your services ever threatened that there would be trouble for you if you complain or request changes?

### **8. You have the right to be informed of the laws, rules and policies affecting the operations of Hutton House and the right to be informed, in writing, of how to make a complaint about Hutton House.**

This right recognizes that in order to protect your rights, you must have information about the policies and procedures of Hutton House.

This right requires that the people who provide your services tell you who makes the decisions and rules, and also that they explain to you how to give your input about these decisions and rules. This includes making it very clear to you how you can make an official complaint about any of their decisions or rules.

### Your Right to Know the Rules - What Does It Mean?

- ▶ Does anyone involved in providing your services tell you about decisions which affected you after they were already made?
- ▶ Does anyone involved in providing your services suggest that there is nothing you can do to change rules or policies?
- ▶ Are the complaint procedures for your service provider unavailable, or difficult for you to understand?

### **9. You have the right to have your records kept confidential in accordance with the law.**

This right recognizes that information about you and your life belongs only to you. Information about you and your life can only be shared with other people if you give your consent.

This right requires that the people who provide your services must keep information about you (such as your address, telephone number and personal details) in a safe place where it will only be seen by people who need to know. You are in control of this information, and have the right to see what is written in your file. You are in control of how much or how little of this information is shared with other people.

### Your Right to Confidentiality - What Does It Mean?

- ▶ Does anyone involved in providing your services act as if your records are "none of your business?"

- ▶ Does anyone involved in providing your services give other people information about you without first asking your permission?
- ▶ Do you find that the people who provide your services know more about your personal life than they need to know?

You can find the Personal Information Protection Policy at the bottom of the Hutton House website by clicking on the words Privacy Policy. [www.huttonhouse.com](http://www.huttonhouse.com).

## **Complaints**

A complaint is any negative feedback to an agency or service provider, whether it is verbal or in writing.

Hutton House provides everyone the opportunity to discuss problems without fear and to get advice and help.

If you feel that your rights have not been respected, you can make a complaint in writing or by speaking to a staff.

We encourage you to talk about your concern with someone as soon as possible in order to find a solution. Complaints can be submitted to Hutton House using the online form on our website or by the comment cards and boxes at each location.

## **What You Can Do.**

### **What to do if you think your rights have not been respected.**

- ▶ It is normal to be afraid or uncomfortable about making a complaint.
- ▶ Talk about your concern with someone you trust such as your family, a friend, a religious leader, a counselor, a staff or manager at Hutton House.
- ▶ Hutton House appreciates and wants to hear about anything that you are not happy about because we want to make sure you feel safe and comfortable and we want to provide the best services possible.

You can contact us by phone, talk to us in person, or fill out the Feedback Form on our website, [www.huttonhouse.com](http://www.huttonhouse.com). Click on the words Contact Us at the top of the page.

## **Complaint Process**

Hutton House will follow the steps below if you think your rights are not being met. We will work to find a solution within 5 working days. We will discuss the solution with you.

1. You can talk to the person to try to find a solution.
2. If you feel uncomfortable talking to the person or your complaint is about a program/policy/rule, speak to a staff and/or Manager.
3. The staff/manager will listen to your concerns and will write down what you tell them in

order to be clear about the complaint.

4. The staff/manager will ask if you want to talk to the individual(s) involved and whether you want someone with you.
5. The staff/manager will help plan a meeting with everyone involved and will write down what is said at the meeting.

OR

If you do not want to talk to the person, the staff/Manager will go to the person(s) involved and discuss your concerns with them. The Manager will write down what the other person said and meet with you to discuss it.

6. The Manager will continue to talk to the people involved in order to work out a solution.
7. Under exceptional circumstances and where all previous steps have failed, a complaint in writing may be given to the Executive Director. A written response will be given and reviewed with you.

Any discussions and anything written, for example a letter, will be kept in your file and in our computer data base system.

The Executive Director will be told about all serious complaints.

If you think your complaint is serious and you are not satisfied with the response from Hutton House, you may contact our Board of Directors and/or our funders. We will provide you a telephone number to call.

## **Responsibilities**

### Everyone Has Responsibilities

Because everyone in society has certain rights, we also have responsibilities to respect the rights of others. For example, when you are speaking out about something that troubles you, you have the responsibility not to say things that are racist, abusive or that violate someone else's right to privacy. Your rights must be exercised in a way that does not cause harm or show disrespect for someone else's rights.

In this section of the Handbook, you will learn about:

- ▶ Your Responsibilities
- ▶ The Responsibilities of Hutton House
- ▶ What steps Hutton House will take if you do not meet your responsibilities
- ▶ What steps you may take if you do not think Hutton House is meeting its responsibilities.

### Your Responsibilities

Along with rights, you are responsible for the consequences of what may happen when you do something or fail to do something.

It is your responsibility:

- ▶ To respect the rights of others.
- ▶ To respect other people's privacy.
- ▶ To communicate with others in a positive way that is not hurtful.
- ▶ To respect others without being verbally or physically abusive.
- ▶ To inform Hutton House of any changes in personal information (address, medical, etc.)
- ▶ To respect Hutton House property and the property of others.
- ▶ To act in a safe manner at all times.

If at any time, a concern is of a very serious nature, Hutton House may do something right away to protect the safety of other participants for example, ask you to leave the program immediately.

### Hutton House Responsibilities

It is our responsibility:

- ▶ To give you a copy of your Rights and Responsibilities and explain it to you.
- ▶ To give you a copy of your Rights and Responsibilities in a format that you can understand.
- ▶ To agree to respect every one of your nine rights in this Handbook.
- ▶ To make sure that you are involved whenever reviewing your services.
- ▶ To respond in a respectful and appropriate way whenever you inform Hutton House of any suggestions or problems with your service.

## **What will happen if you do not meet your responsibilities**

If you do not meet your responsibilities and Hutton House is concerned about something you have done or not done, Hutton House will take the following steps:

### **Step 1**

Verbal warning: You and the staff will talk about the concern and agree on a way to correct it.

### **Step 2**

Written warning: If the concern is not corrected as a result of the verbal warning, you will get a



written warning and staff will discuss with you ways to help solve the situation.

### **Step 3**

**Suspension:** If you do not correct the issue, you will not be allowed to attend the program for a specified period of time. The length of time varies and is based on how serious it is.

### **Step 4**

Staff will meet with you at the end of the suspension to discuss the possibility of returning to the program.

You can appeal any suspension to the appropriate Manager. If unsatisfied, you can then write a letter of appeal to the Executive Director. The Executive Director's decision is final.

## **Participation Agreement**

You will be asked to sign a Participation Agreement before starting at Hutton House. The Participant Agreement says:

- ▶ You have received the General Brochure which describes the Hutton House Mission and Service Principles.
- ▶ You have information about Hutton House programs, for example brochures and/or calendars of the programs that you are interested in.
- ▶ You have completed all the forms during the application process.
- ▶ You have received a copy of the Hutton House Participant Handbook and it has been explained to you.
- ▶ You understand your rights and responsibilities as a participant in Hutton House programs.

## **Other Places to Get Help**

You can also call the Mental Health and Addictions Crisis Centre at 648 Huron St. London, 24 hours a day, 7 days a week. Call Reach Out at 1-866-933-2023.

If the matter is serious you may want to contact a lawyer for legal assistance. Legal Aid Ontario assists people who cannot afford a lawyer. Phone 519-433-8179.

If you feel you are in danger, call 911 for the police.

If you experience prejudice or hate, call the Hate Helpline 1-800-668-8258 for confidential support and referrals.

To reach the Abused Women's Helpline call 519-642-3000, 1-800-265-1576 or TTY 519-963-0427.



# Dictionary

**Abuse** - Bad or improper treatment. Anything that causes harm to a person.

**Appeal** - To refer to another person for a decision, usually to someone who has higher authority.

**Assessment** - An assessment helps to learn about what you already know or can do and what goals you would like to achieve.

**Autonomy** - Making your own decisions, including the decision to choose someone you trust to help you.

**Code of Conduct** - A way to behave or act according to certain rules.

**Coercion** - Using threats or force to make you do something you don't want to do, or prevent you from doing something you want to do.

**Complaint** - A way to say that you are unhappy or don't like something that is happening to you.

**Consent** - Giving your permission or agreement, after you have all of the information that you need to do so.

**Consequences** - What happens after you have done something.

**Courtesy** - Being polite or showing kindness to others. Showing good manners to others.

**Cultural** - Ways of being, thinking and behaving that you learn from others around you.

**Dignity** - Being worthy. Deserving proper treatment.

**Discrimination** - Unequal treatment based on your disability, skin colour, religion, sex, age, ..... ethnic origin, etc.

**Ethnic** - A word used to describe your race or the country your family came from.

**Evaluation** - A report that identifies your strengths and challenges.

**Family** - The family you were born or adopted into.

**Gossip** - To repeat private or personal information that may or may not be true.

**Grounds** - A reason for something existing or happening.

**Harassment** - Disturbing, bothering or annoying someone else.

**Intake** - a meeting with one of our staff for a tour and to fill out the application forms to become a participant at Hutton House.

**Interference** - Causing problems by getting involved with something that you shouldn't and without permission.

**Judgmental** - Expressing negative opinions, or conclusions about your life choices, friendships or activities.

**Language** - Your native or preferred language. Also includes communication devices or sign .. language.

**Neglect** - To fail to do something or not pay attention to something that you should.

**Policies** - The guidelines and rules made by the people who manage your services.

**Prejudice** - An opinion that is not based on proof or facts. A person's own opinions of something or someone that may not be true.

**Privacy** - A private matter; a secret. To keep something secret, for example personal information.

**Promoted** - Helped, put forward, encouraged.

**Racist** - Someone who does not like others because of their race, colour, ethnic origin, sex, age, disability etc.

**Reprisal** - Revenge or punishment.

**Respect** - Willingness to show consideration or appreciation.

**Responsibilities** - The obligation to answer for an act and to repair any injury caused by that act.

**Rights** - That which a person is entitled to have, or to do, or to receive from others, within the limits prescribed by law.

**Silent Treatment** - Someone who doesn't talk to you or ignores you.

**Spiritual** - A word used to refer to sacred or religious matters and beliefs.

**Suspension** - A time period during which there is a temporary period that something is stopped.

**Violations** - An act or instance of breaking a law or regulation or of nonfulfillment of an obligation or promise.

**Warning** - Advice to beware, as of a person or thing.



## Hutton House Participant Agreement

This Agreement must be signed before participating in Hutton House programs.

Participant's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Date of Birth: \_\_\_\_\_  
Day / Month / Year

► I have reviewed with staff the following:

- ☐ A copy of the General Brochure which describes all Hutton House programs and brochures and calendars of the programs I am interested in.
- ☐ The Participant Handbook which includes:
  - ☐ The Hutton House Mission
  - ☐ The Service Principles
  - ☐ The Statement of Rights and Responsibilities
  - ☐ The Complaint Process, including information on what to do about abuse

► I have completed the following forms:

- ☐ The Hutton House Application Form
- ☐ Emergency Information Form
- ☐ Participant Consent Form
- ☐ Media Consent Form (for Pictures and Interviews)
- ☐ Release of Information Form (if applicable)

☐ I understand my responsibilities as a participant in Hutton House programs.

☐ I have been offered a copy of the Hutton House General Application form which outlines my plans/goals while accessing services. I have notified Hutton House of anyone else I would like to receive a copy

\_\_\_\_\_  
Participant's Signature

\_\_\_\_\_  
Parent or Legal Guardian Signature (if applicable)

\_\_\_\_\_  
Hutton House Staff Signature

\_\_\_\_\_  
Date

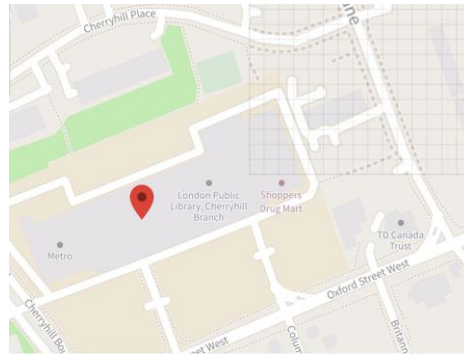
\*A signed photocopy of this Participant Agreement will be placed in your file at Hutton House.

# Hutton House



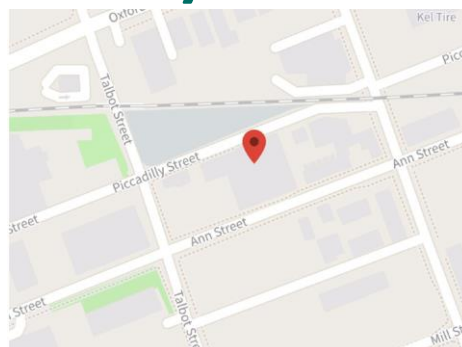
654 Wonderland Rd N

# Hutton House Learning Centre



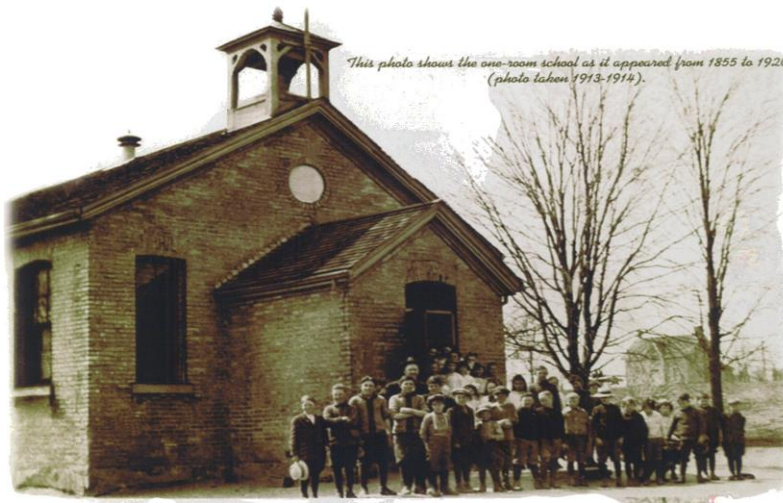
Cherryhill Village Mall  
301 Oxford St W

# Day Break



140 Ann St





*This photo shows the one-room school as it appeared from 1855 to 1920 (photo taken 1913-1914).*



*The two-room school from 1920 to 1952 is shown in this 1942 photo.*



*The school is shown as it appeared from 1952 until it closed in 1972 with five classrooms.*



*This photo shows Hutton House in 2007*

### Hutton House

654 Wonderland Rd N  
London ON N6H 3E5  
Tel: 519-472-6381  
Fax: 519-472-1051

### Learning Centre

Cherryhill Village Mall  
301 Oxford St W  
London ON N6H 1S6  
Tel: 519-472-6381  
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### Day Break

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