

# THE DEVELOPMENTAL SERVICES HOUSING TASK FORCE

## P4P DIGITAL GUIDE

An overview of proposals selected from  
across Ontario in 2015/16:

## 18 INNOVATIVE HOUSING SOLUTIONS

Designed for people with developmental disabilities



For additional resources on all aspects of disability planning, visit [planningnetwork.ca](http://planningnetwork.ca)

# TABLE OF CONTENTS

## OVERVIEW:

What is the Developmental Services Housing Task Force?

## PHASE 1, 2015 THE 12 PROPOSALS:

- 1 **Bridges to Housing**  
City of Toronto
- 2 **Community Hub Residential Model**  
Community Living Campbellford/Brighton
- 3 **Continuing Housing Innovation in Windsor and Essex County**  
Windsor and Essex Innovative Housing Project Advisory Group
- 4 **The Beat Goes On**  
Partners for Planning (Toronto)
- 5 **Housing is a Community Issue**  
Durham Association for Family Respite Services  
(Durham Region/Leeds and Grenville County)
- 6 **Housing Trust Project**  
Citizen Advocacy Ottawa
- 7 **Imaginative Living Options**  
Community Living Brant (Brantford)
- 8 **Intensive Individualized Support Project**  
Montage Support Services (Toronto)
- 9 **Neighbourly Homes**  
Community Living St. Marys and Area
- 10 **Peterborough Transition-Aged Youth  
Transitional Housing Pilot Project**  
Canadian Mental Health Association
- 11 **Habitat for Humanity Heartland Project**  
Community Living North Perth
- 12 **Person-directed Facilitator Project**  
Lanark County Support Services (Smiths Falls)



## PHASE 2, 2016 THE 6 PROPOSALS:

- 13 **LiveWorkPlay**  
City of Ottawa
- 14 **Lifetime Independent Facilitation**  
York Region
- 15 **A "Devine" Life – Community Partners Initiative**  
Lambton County Developmental Services
- 16 **Smart Support-Technology Enabled Services**  
Community Living Essex County
- 17 **Developmental Service Worker Cooperative Development Project**  
Algonquin College of Applied Arts & Technology
- 18 **Passage vers mon propre toit !**  
Coalition des familles francophones d'Ottawa

“ **HOME** is the source of life itself... where our dreams, strengths and relationships evolve, **GROW** and flower within our community. ”

- PLAN founder Arthur Mudry

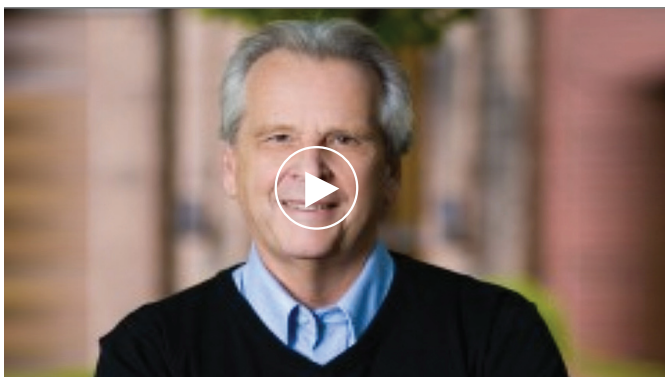
# OVERVIEW

## What is the Developmental Services Housing Task Force?

Today in Ontario 12,000 adults with developmental disabilities are in need of housing. The Developmental Services Housing Task Force was created to find solutions to this crisis faced by adults with vulnerabilities and their concerned families.

Ron Pruessen, a history professor at the University of Toronto, has been actively involved in advocacy in the developmental services sector for 15 years. Ron is the proud father of 39-year old Caroline, who is living with a disability.

Ron chaired the Housing Study Group that recommended the creation of a housing task force in its 2013 report *Ending the Wait: An Action Agenda to Address the Housing Crisis Confronting Ontario Adults with Developmental Disabilities*. In April 2014, Ron was appointed as chair of The Developmental Services Housing Task Force.



“The proposals testify to a powerful readiness by individuals, families, communities and agencies to think creatively as they search for solutions.”  
~ Ron Pruessen

In March 2015 the Developmental Services Housing Task Force reviewed 80 proposals for innovative housing solutions for adults with developmental disabilities from across Ontario. It recommended 12 two-year research proposals: Phase 1 of the demonstration project.

At the start of 2016 additional funding was confirmed and the Housing Task Force announced a second call for proposals for submission by March 2016: Phase 2 includes six additional proposals, bringing the total to 18 innovative housing projects currently underway.

In November 2016, funding for the Housing Task Force was extended for an additional two years beyond March 2017.

As more information becomes available, P4P will update this resource with news and project updates highlighting key outcomes.





The severity of Ontario's housing crisis was first conveyed in Ontario Ombudsman Paul Dure's 2014 report **Nowhere to Turn**.


The Developmental Services Housing Task Force represents the Ontario government's commitment to acknowledge and repair the decades-long lack of safe affordable housing options for adults living with developmental disability in this province.

“ **The projects selected by the Housing Task Force give us the opportunity to learn how new partnerships can help us work together to support greater inclusion of people with developmental disabilities.** ”


~ Dr. Helena Jaczek, Minister of Community and Social Services

Several themes highlighted within the submission guidelines emerge clearly in the selected proposals: community-based, genuinely inclusive living situations; individualized supports; enhanced independence; creative partnerships among agencies, the private sector, community groups, families and individuals; and the potential to replicate and sustain the most successful of these new models over the long term.

For an in-depth perspective on the realities faced by thousands of Ontarian families, listen to this CBC podcast featuring Task Force Housing Chair Dr. Ron Pruessen:

**radio one**

**ONTARIO TODAY** Tuesday November 08, 2016



**Housing for Adults with Developmental Disabilities**  
Families wait decades for a home for adult children. The Ombudsman says, Ontario is making a sincere attempt to make things better. Is it?  
▶ [LISTEN 51:39](#)

Hosted by Rita Celli



## #1 Bridges to Housing

City of Toronto

Currently there are no housing options offered in Toronto aimed at helping homeless individuals living with developmental disabilities. This project targets a hard-to-reach subset of Toronto's homeless population: individuals with significant complex, co-morbid (ie. dual diagnosis) health, substance use and mental health issues.

Referrals will be accepted from staff within City of Toronto shelters, Seaton House and Women's Residence and outreach staff at Streets to Homes. Once a 'quick assessment' confirms mental health, cognitive or functional impairment are present and eligibility for Developmental Services Ontario (DSO) status is confirmed, the individual qualifies to enroll in the program. An Adult Protective Services Worker (APSW) will be assigned to each participant during the transition in addition to a Housing Counsellor and Follow-Up Support Counsellor. The Inner City Family Health Team will provide clinical leadership.

This initiative aligns with the City of Toronto's **George Street Revitalization Project**, and **Housing First** models.

### In their own words WHY IT MATTERS

Unassessed developmental disabilities coupled with histories of street involvement, transience and inconsistent adherence to planning approaches requires 'out of the box' thinking.

Due to these groups' chaotic lives as long term street-involved individuals, significant barriers exist to access housing solutions addressing complex needs. Integrating services and supports provides streamlined access while endeavoring to meet those needs.

The project aims to provide rich learning for all, and replication of this model in full or part across the province. The partners form a multi-disciplinary team providing intensive, holistic, flexible, and creative service and supports to these at-risk individuals.

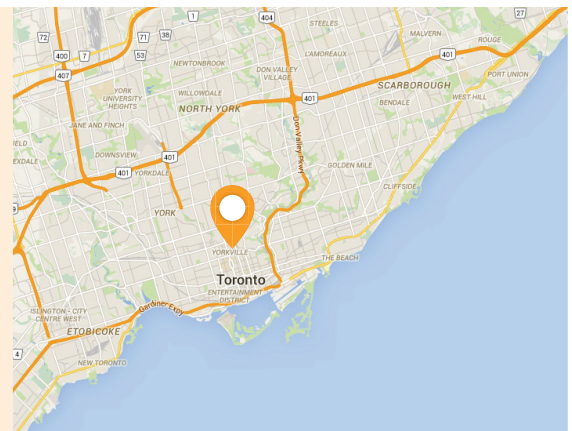
### KEY INNOVATIONS

- Increasing street/shelter outreach and engagement tools and techniques to appropriately target, identify and engage homeless adults with intellectual and developmental disabilities
- Person-centered assessment and rehabilitation approach ensuring that participants have plans personalized to their needs, and treatment choices to meet their own housing and recovery goals through the lens of a Housing First Model with 25 Housing Allowances (\$400 per month towards rent) provided in support of the program by the City of Toronto
- Sustained changes to policy and practice, innovations into system-wide changes; creation of lasting community partnerships; evidence-based practices and future best practices



## PARTICIPANTS + PARTNERS

- Ontario Ministry of Community and Social Services
- City of Toronto, Shelter Support and Housing Administration Division
- Community Living Toronto
- Inner City Family Health Team
- Developmental Services Ontario | Toronto Region



## KEY LEARNINGS + OUTCOMES

- Working closely with scientists and researchers to collect data on an ongoing basis, with an interim one-year report, and a final evaluation to be released, with the hope that research will help inform system transformation
- Identify gaps in service for this group, recommend and support system improvements to increase housing and shelter options for homeless adults with intellectual and developmental disabilities



### For more information on this proposal please contact:

Katie Keating, City of Toronto | kkeatin2@toronto.ca | 416 392-5537

Olivia Nuamah, Inner City Family Health Team | onuamah@innercityfht.ca | 416 368-5666





## #2 Community Hub Residential Model

Community Living Campbellford/Brighton

Over two years, the Community Hub Residential Model (CHR Model) will unite developmental and health services to support individuals with intellectual disabilities, enhancing their quality of life and reducing time spent on residential wait lists.

Direct Support Professionals (DSP) based in a central 'hub' will provide predetermined hours of support, along with spontaneous support on a 24-hour basis, for people in numerous housing locations within a 20 km radius of the 'hub'. Supports could include: financial management, assistance with daily living activities, managing a home, developing community connections, and linking and coordinating all relevant community services.

The model is ideal for people requiring higher levels of support than the typical supported independent living (SIL) or Host Family program can provide. It also suits those who do not require medical monitoring or 24-hour onsite supervision that would potentially be provided in a group home or long-term care home.

### In their own words WHY IT MATTERS

The CHR Model provides people with the 'right level of support at the right time' to positively impact quality of life for participants.

Through pursuing meaningful partnerships, our aim is to create an environment where community, health care and developmental service resources are used more efficiently, thereby effectively securing this project's sustainability.

In March 2017, we look forward to reporting the results of the Community Hub Residential Model pilot project.

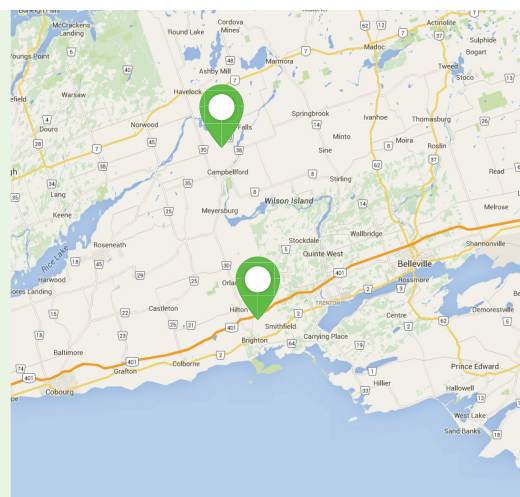
### KEY INNOVATIONS

- The CHR Model may be offered in a variety of settings including apartments, senior residences, social housing buildings, or in a person's own home
- Collaboration with Geriatric Assessment Intervention Network (GAIN), a network of coordinated health care services working together clinically and educationally, which includes 12 inter-professional teams, based in hospitals and community organizations
- Integration of services between primary care, home/community care, and acute care



## PARTICIPANTS + PARTNERS

- Community Living Campbellford/ Brighton
- Campbellford Memorial Hospital (CMH)
- Geriatric Assessment and Intervention Network (GAIN)
- Community Care Northumberland
- Community Care Access Centre (Home Care Services)
- Victorian Order of Nurses (VON)
- Health Link (Local Health Integration Network)
- Trent Hills Palliative Care Collaboration Committee
- The Campbellford and District Community Mental Health



## KEY LEARNINGS + OUTCOMES

- Increased community capacity to serve the needs of people with intellectual disabilities, ultimately improving their quality of life, while reducing of unnecessary emergency department visits, hospital admissions and institutionalization
- Strengthened partnerships with community health care organizations to address the needs of people with intellectual disabilities and provide wrap-around health care services
- Within the next two years it is expected that the Community Hub Residential Model will employ 5.29 full-time equivalent positions and support at least six people; ultimately, the aim is to replicate the CHR Model in rural areas across Northumberland County and beyond



**For more information on this proposal please contact:**

Nancy Brown, Executive Director | [nbrown@communitylivingcampbellford.com](mailto:nbrown@communitylivingcampbellford.com) | 705 653-1821 Ext. 211





## #3 Continuing Housing Innovation in Windsor and Essex County

Innovative Housing Project Advisory Group

Diverse by design, this individualized, replicable innovation involves the active participation of eight distinct everyday citizens with varied lives, homes, community involvement, valued roles and supports.

It is a project rooted in eight humble beginnings, what some might view as inconsequential or small: a word, a sound, some actions, an expression, a grimace, some jumping, a phrase or even some thoughts – all leading to deeper listening, more conversation and, finally, connecting the dots to convey the individual's desire and direction for having their own home.

The project is built upon these simple beliefs:

- People can live in their own home no matter the challenges, complexities or disability experienced
- Individuals with complex challenges are best supported through tailored approaches they develop
- When people contribute in valued roles, meet people and get connected they are safer – they are known in their natural neighbourhood and community of choice; they are missed when not present

### In their own words WHY IT MATTERS

Our family members wanted change: more independence, more space from us. We listened and began working to move goals forward, in our own way, over many years - intentional about prioritizing amidst complex daily challenges.

It matters that each person has tailored supports separate from housing. Having control over resources and continued support of family/circles, partners and independent facilitation, works together to ensure stronger voices.

It matters that our family members continue to create/enhance their tailor-made home options whether buying, renovating or renting and continue to direct their lives, make choices, give their time and talents while expanding relationships.

### KEY INNOVATIONS

- Looking to 'community first' to collaborate and build individualized solutions; exploring housing resources and programs available to all citizens ie. beyond the limits of the disability sector
- Adhering to core principle of separating supports from housing; participants involved in every stage of evolving plan; information shared widely among family networks; commitment toward individuals living and contributing as everyday, ordinary citizens
- Intentionally supporting and respecting separate roles and new functions for: individuals and their families, independent facilitators, family networks, service providers, partners; embracing intentional shift of power to individuals and families; acknowledging and working through hard questions



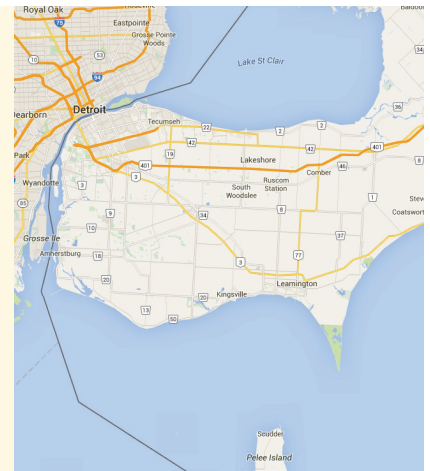
## PARTICIPANTS + PARTNERS

### Participants

- People and their families
- Friends, neighbours and support teams
- Housing services and local municipalities
- Government
- Family Network
- Private business/builders
- Not-for-profit support agencies
- Independent facilitators

### Project partners

- City of Windsor
- Community Living Windsor
- Alliance General Contracting
- Flex Custom Home Solutions
- Windsor and Essex Family Network
- Windsor and Essex Brokerage for Personal Supports



## KEY LEARNINGS + OUTCOMES

- Community development work and storytelling will continue including capacity building, leadership development among families, resource creation and community engagement within and beyond the disability sector
- Families already using information gathered over the years will continue next steps on the journey; learnings will be shared with others – whether necessary legal arrangements, changes to a program, or partnerships with a local municipality, the learnings will be an eclectic array in keeping with the individualized approaches
- Participants will be actively supported to discover new gifts and capacity, expand relationships and roles and make a positive difference and/or contribution in the lives of others



**For more information on this proposal please contact:**

Mary Kopcok, Director | [mary\\_kopcok@hotmail.com](mailto:mary_kopcok@hotmail.com) | 519 974-1008



## #4 The Beat Goes On

Partners for Planning (Toronto)

Adults living with complex developmental, medical and physical challenges have few options for long-term housing.

Health care is a priority yet medical care facilities are not real homes. At the same time, for people with complex needs who want to live and participate in their community, personal support workers lack the medical expertise required. This is the dilemma faced by D and her family.

D's mother cannot sustain her primary caregiver role for the long term. Her knowledge will be used to develop tools and help train community support workers, family and friends who will assist and provide care for D while ensuring she is an active member of her community.

The objective is to develop a sustainable strategy allowing D to live with natural and paid supports in a self-contained area in her family home, while participating fully in her community with all of the medical supports she requires.

### In their own words WHY IT MATTERS

For a person with complex needs, health care cannot be the sole priority in their life.

A home is in a community. And living in community – knowing others and being known – is critical to living a meaningful, connected and safe life, today and in the future.

Living in community requires community solutions with the support of family and friends and an emphasis on capacity building, collaboration and innovation.

### KEY INNOVATIONS

- This model respects D's choice to live with her family by providing supports to her in her own home
- P4P will connect a strong network of people who are knowledgeable and committed to D's care: the combination of family involvement and a support circle ensure sustainability, promote D's happiness and support her unique needs
- This integrated, sustainable person-centered model leverages government, private sector partnerships, family and other supports

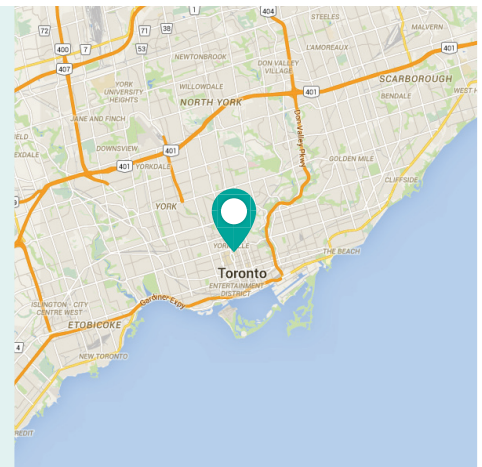




## PARTICIPANTS + PARTNERS

- Family and friends
- Personal Support Workers
- Colleges
- Agencies
- Government

Paid and unpaid supports, family members, friends as well as resources in the community such as D's church will participate to ensure that D has a working network of people who will act in her best interests over the long-term, making this a sustainable plan.



## KEY LEARNINGS + OUTCOMES

- D's family will create a separate space within the family home so that D, her family and support workers have privacy. Learning how D can be supported in, but separate from, the family home will contribute to a long term sustainable solution for her
- Instructional resources will be developed to help personal support workers ensure D's safety and to provide health care routines in community environments
- A pool of DSW students from local colleges will be trained and will facilitate the hiring of future supporters for D and for others who face similar challenges



**For more information on this proposal please contact:**

Susan Beayni, Independent Facilitation Mentor | [sbeayni@p4p.ca](mailto:sbeayni@p4p.ca) | 416 232-9444



## #5 Housing is A Community Issue

Durham Association for Family Respite Services (DAFRS)

Brockville & District Association for Community Involvement

The families of DAFRS and BDACI view housing for people with disabilities as a community issue; the intention is to help build vibrant and strong neighbourhoods rooted in diversity by accessing ordinary paths and partnerships.

This collaborative project across two eastern regions – one urban and one rural – will provide information and experiences in a family-to-family learning project.

Some families will use the information and supports to design individualized housing arrangements for their family member within the two-year project, others will work together with local developers as a part of a larger but still not congregated project, and still others will benefit from learnings about access to local social housing. In some parts of the project, all community partners interested in affordable housing will collaborate.

All housing solutions will be designed for and with one person at a time where they are not grouped in terms of disability, but anchored in and contributing to the emergence of diverse and vibrant neighbourhoods.

### In their own words WHY IT MATTERS

People with disabilities have important contributions to make to all of community and this can only be done when they live among us all in vibrant and diverse communities.

Secure places of real home are best designed for one person at a time by families and allies with adequate resources and supports to dream, plan, partner, design and implement.

We challenge the assumption that people with disabilities are to be looked after by services (MCSS). Rather than wait for services that will not fit, families want to be actively involved in the conversations and innovations leading to inclusive communities and safe, secure homes for their family members with disabilities.

### KEY INNOVATIONS

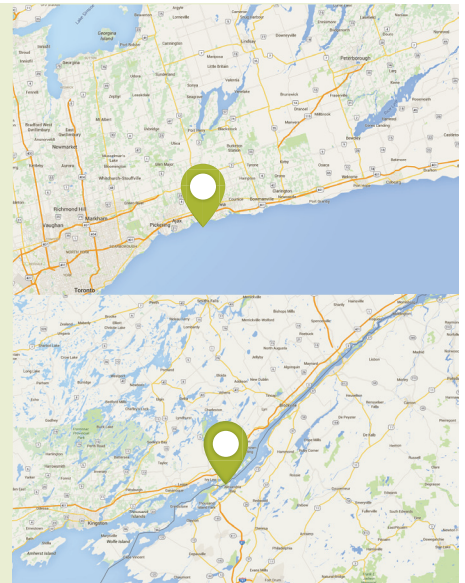
- A collaborative project across two eastern regions focused on family-to-family learning in order to plan home and housing one person at a time
- Individual, flexible, evolving, person-centered approaches to securing housing solutions through networking and community resources to demonstrate family-led individualized approaches in housing and support
- Separating housing from support requirements maximizes flexibility, portability, and individualized results in typical and valued (non-grouped) settings





## PARTICIPANTS + PARTNERS

- Proactive Families
- Ordinary citizens
- Family support organizations
- Local planners and developers
- Local realtors, financiers, and experts
- Regional housing services, and local housing tables
- Durham Association for Family Respite Services
- Brockville and District Association for Community Involvement
- Intentionally Built Community family group
- Durham Housing
- Housing Leeds Grenville
- Wall Street United Church
- Legacy Homes



## KEY LEARNINGS + OUTCOMES

- Learning how to creatively imagine and bring about home, housing and supports in uniquely designed homes, one person at a time in a family led context
- Exploration of wide-ranging creative ways of financing, structuring, and affording secure homes into the future, based on ways that works best for other valued citizens
- Sharing learning beyond the immediate families in the project, including written resources and a joint housing forum, so that individuals and families in other regions might benefit



**For more information on this proposal please contact:**

Janet Klees, Executive Director | jklees@dafsr.com | 905 436-2500 Ext. 2324



## #6 Housing Trust Project

Citizen Advocacy Ottawa

The goal of the project is to create future housing security for individuals with disabilities, in perpetuity, through the development of a housing trust program.

The concept of a housing trust will be clearly defined at the outset of the project. Existing approaches in other jurisdictions around transferring of home ownership will be examined.

An exploration of the implications and possibilities for partnerships among individuals with disabilities, their families and the broader community sector will inform recommendations. Consultations with local family groups and stakeholders will seek to generate a “grass-roots” voice of consensus among families in support of transformation.

Development of an action plan includes creation of a governance model to determine whether a new housing trust program should be attached to an existing organization and, if so, deciding upon the selection criteria for said organization; or, alternatively, whether it should be launched as an altogether separate entity.

### In their own words WHY IT MATTERS

Families are well aware that the responsibilities and practicalities of home ownership create significant challenges for their adult children with disabilities; supports and oversight are required.

Regardless, families do not want home ownership to be with the same organization providing daily living supports.

Toward this end, families have expressed an interest in bequeathing their home to CAO or some other body that is independent of service delivery. Yet CAO currently lacks the capacity and expertise to facilitate and deliver this type of oversight and support around home ownership and property management.

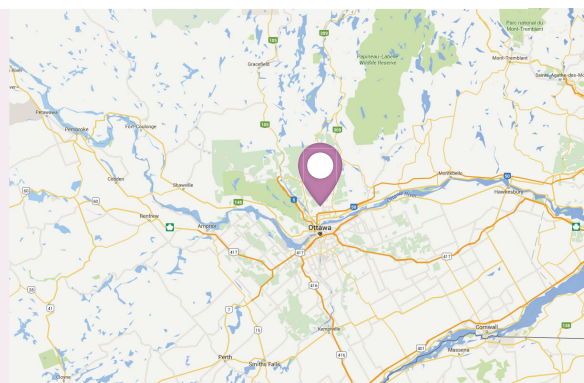
### KEY INNOVATIONS

- Enhanced opportunity for families to leverage community partnerships and to share resources and lessons learned via a dedicated Housing Trust for persons with intellectual disabilities
- Separate planning for housing from planning for supports, leading to enhancement and clarification of roles and responsibilities within the transformation agenda
- Opportunity to combine resources of the Housing Trust with an individual’s support resources to enable an individualized housing option, resulting in real and meaningful social inclusion, community engagement and participation



## PARTICIPANTS + PARTNERS

- Citizen Advocacy Ottawa
- People with Disabilities and other informants
- Local family groups
- Families Matter Cooperative
- United Families of Eastern Ontario



## KEY LEARNINGS + OUTCOMES

- Key stakeholder interviews, focus groups, analysis, report and recommendations yield: creation of a Housing Trust or similar entity to provide guidance and direction to families wishing to bequeath, with security and confidence, a future home for their family member
- New options to address the capital costs associated with long-term residential support for people with disabilities; an increase in the availability of low-cost housing for people with disabilities
- Fee-for-service market-driven approach to purchasing support for daily living that is not attached to the housing provider



**For more information on this proposal please contact:**

Brian J. Tardif, Executive Director | btardif@citizenadvocacy.org | 613 761-9522 Ext. 225





## #7 Imaginative Living Options

### Community Living Brant (Brantford)

Community Living Brant is developing a full range of innovative living and support options for adults with a developmental disability which respect personal choice, and are person-focused. The goal is for each person to have a place they call home – individualized as they define it.

In offering a full menu of customizable new housing and support options, CL Brant aims to address support gaps, build capacity and choice, and increase community involvement and contribution for people with disabilities.

#### In their own words WHY IT MATTERS

Using the Council on Quality and Leadership's Personal Outcome Measures (CQL) was pivotal to realizing our services needed to be different. It taught us what mattered most to people: family, friends, valued social roles, meaningful work and choosing where and with whom one lives.

Our community of staff and individuals requiring support completed wide-range values training to ensure everyone's belief that it's important for people to have a home of their own and a good life. Each training opportunity for our organization helped us become increasingly clear about what needed to change.

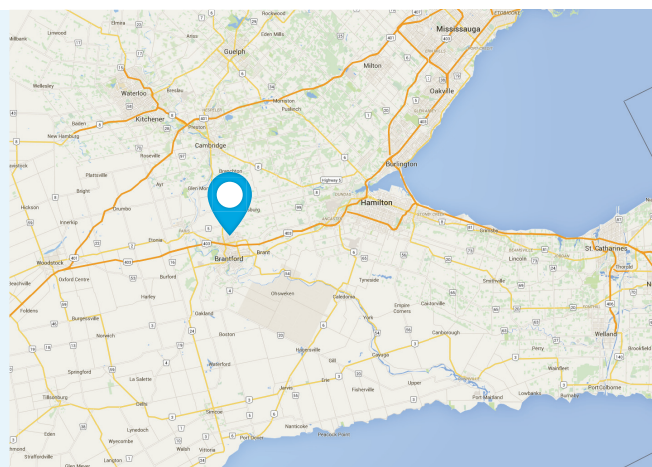
#### KEY INNOVATIONS

- Use of Council on Quality & Leadership's (CQL) tools, including Personal Outcome Measures, to define new organizational direction, goals etc.
- Robust Recruiting: sought new staff to help build capacity and move forward with shift in values and services, while establishing a best practice agency focused on inclusion and interdependence
- Repurposing existing group homes and resources to support new living options for people; creating individualized living options with university students and seniors, to build relationships and social capital



## PARTICIPANTS + PARTNERS

- Local university/college students
- Local senior groups
- City of Brantford's Affordable Housing project
- Local landlords
- Family, friends and other natural supports



## KEY LEARNINGS + OUTCOMES

- Participants will rent an apartment alone, or with a friend, in a large building with shared staff support (with a maximum of five apartments on separate floors); others will become home owners
- Continuing to build Associate Family/ Home Share for people viewed as complicated to support, including people who experience autism
- Supporting Crown Ward Youths to create a supportive living plan that addresses the challenge of moving from a foster or group home to more independent living



**For more information on this proposal please contact:**

Debbie Cavers, Senior Director | [debbiecavers@clbrant.com](mailto:debbiecavers@clbrant.com) | 519 756-2662 Ext. 205





## #8 Intensive Individualized Support Project

Montage Support Services (Toronto)

This project provides sustainable residential support for a woman who has complex needs as a result of her dual diagnosis – a high level of anxiety and developmental disabilities.

To date, there have been five attempts at various support arrangements; all have failed and live-in staff have all left due to the nature of the support needed.

This project provides a necessary residential support option that does not presently exist for a person unable to succeed in current existing residential supported living environments.

### In their own words WHY IT MATTERS

At Montage we provide people with the supports they need to live a life that reflects what is unique and meaningful to them.

We believe that opportunities to provide support to people in a way that creates less dependence on the developmental service system are rare, especially for people with complex support needs.

By supporting people to become rooted in strategies for success, we anticipate helping them to reduce dependence on in-home supports, thus increasing their coping skills and gaining higher levels of future independence.

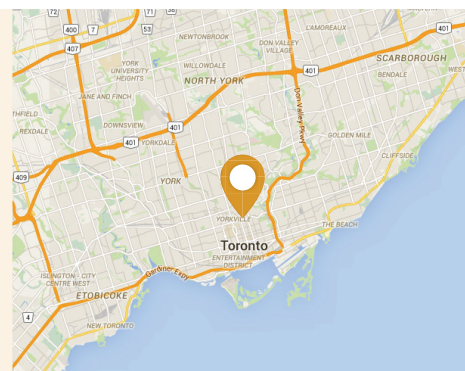
### KEY INNOVATIONS

- Creation of framework for a life fully based in a community by linking to existing person-directed planning
- Delivery of planning and employment services to ensure goals are being identified and reached
- Allocation of funding necessary to build valued social roles in the community beyond the fiscal timelines of the project



## PARTICIPANTS + PARTNERS

- Montage Support Services
- Family Service Toronto
- A family who will continue to provide a condominium in which their daughter will live



## KEY LEARNINGS + OUTCOMES

- A pilot opportunity to explore individualized support models for people with the ability to achieve independence via concentrated support efforts, enhancing the services Montage and others potentially provide to people in similar situations
- Existing support environments are often in themselves the contributing factors for increased supports and services; Montage aims to demonstrate that people can be better served through individualized approaches
- By supporting this person to become rooted in strategies for success, it is anticipated that she will be less dependent on in-home supports and will gain a higher level of future independence



**For more information on this proposal please contact:**

Brian Woodman, Director of Services | BWoodman@montagesupport.ca | 416 780-9630 Ext. 237



## #9 Neighbourly Homes

### Community Living St. Marys and Area

Community Living St. Marys and Area has a long history of exploring innovative and unique supportive housing options with people over many years.

The lead participant for this project is a young woman, Kaylee, who has always lived at home. Kaylee has begun to transition into a new two-bedroom apartment which she shares with another young woman who has moved out of home for the first time.

In the Neighbourly Homes model, Kaylee (and to a lesser degree her housemate) will receive Neighbourly Support from a family living down the hall. Together they will share some meals, time at home and within the community. The family – who receives a monthly honorarium – also provides assistance overnight and when otherwise needed.

### In their own words WHY IT MATTERS

Strongly committed to our values and principles, we take an individualized approach in supporting each person to live well in their community. Everything always starts with the person.

Our Neighbourly Homes model promotes creative partnerships between families, agencies, private sector and local organizations. It's a cost-effective way to support a person, differs greatly from traditional hourly support and improves quality of life for all involved.

With good relationships and partnerships in place, a person with disabilities can enjoy a safe, affordable and desirable home.

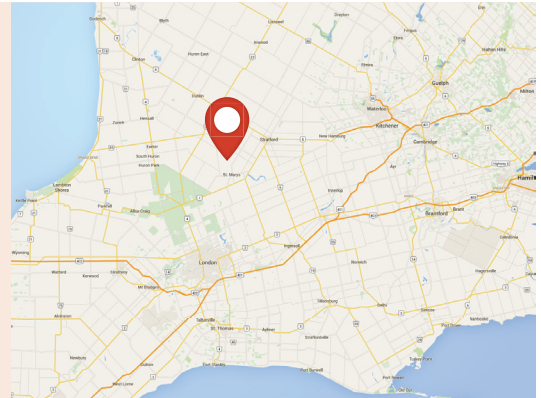
### KEY INNOVATIONS

- Blending of support styles (paid, self-administered, natural) working together; innovative partnerships between families, agencies, private sector and local organizations
- Person-centered planning improves community engagement, participation, independence and social inclusion
- Advance planning to produce direct indicators used to measure if the plan is implemented as the person desired



## PARTICIPANTS + PARTNERS

- Participant and her family
- POL Quality Homes Inc.
- City of Stratford Housing Division
- Habitat for Humanity
- Developmental Services Ontario
- Neighbourly support
- Extended family
- Housemate



## KEY LEARNINGS + OUTCOMES

- With time and careful person-directed planning this model of support can be replicated in other communities
- Increases affordable housing in the community, provides the security of home and improves quality of life for the person with a disability
- Models to greater community how people with disabilities can live independently in their own home with support from a neighbour



**For more information on this proposal please contact:**

Stephanie Lee, Planning Facilitator | [slee@clstmarys.ca](mailto:slee@clstmarys.ca) | 519 284-1400 Ext. 226





## #10 Peterborough Transition-Aged Youth Transitional Housing Pilot Project

Canadian Mental Health Association

The Canadian Mental Health Association (CMHA) and four regional partners are collaborating to develop this one-year pilot study aimed at helping young people leave the child and youth system to successfully transition to independent living within their community. Housing supplements assigned to CMHA by the Local Health Intergration Network (LHIN) will be dedicated to the pilot. Various levels of support in line with the needs of the young people will be offered by the other partners.

To qualify for the study participants must have a dual diagnosis. Intensive supports will be provided to participants upon their discharge from temporary housing, including for the building of essential life skills: financial, employment, self-care etc.

A consulting firm has been contracted to research best practices, regionally, nationally and internationally. Based on such research, the partners will study, gather data, develop and launch a transition model for this at-risk sector. This model will be tested over the course of one year. Upon reflection and review of its successes and gaps, a longer term transition program will be launched in 2016.

### In their own words WHY IT MATTERS

Conversations among our partners and participants have revealed that first attempts at living independently are often unsuccessful for this at-risk sector. General consensus was reached in early planning that a more intentional, well-supported beginning could launch a young person in a more successful way and alleviate some of the ongoing difficulties that can follow a person throughout their life living in community.

Very quickly the group came to an understanding that although urban and rural settings are very different, many of the core difficulties in attaining successful independent living are similar across regions. With the CMHA group contributing both expertise and funding for rent subsidy, the group believes this pilot can and will offer a valuable learning opportunity to the broader sector.

### KEY INNOVATIONS

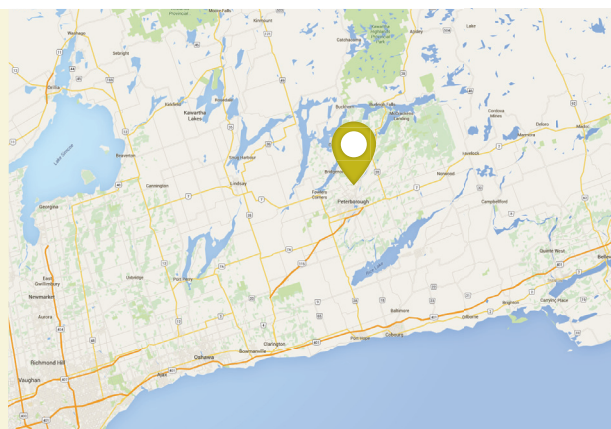
- Contracting of professional consultancy/research based on large-scale best practices, regionally, nationally and internationally
- Implementing a short term pilot study prior to investing in a larger scale program is an effective, financially-sound path toward creating positive future change
- Testing of a model that may be evaluated, altered and/or built upon; model and learnings widely shared; added resources, supports and collaboration to the region, all of which extend to future plans for the project





## PARTICIPANTS + PARTNERS

- Community Living Peterborough
- Canadian Mental Health Association (Haliburton, Kawartha, Pine Ridge)
- Community Living Kawartha Lakes
- Community Living Haliburton County
- Tri-County Community Support Services



## KEY LEARNINGS + OUTCOMES

- The development and testing of a model based on five participating youths with dual diagnosis, with the goal of successful transitioning for all five participants in 2016
- Research and learnings from pilot studies shared with mental health sector
- Measurable outcomes to aid development of future goals and projects in support of at-risk youth



**For more information on this proposal please contact:**

Teresa Jordon, Executive Director | [tjordan@communitylivingkl.ca](mailto:tjordan@communitylivingkl.ca) | 705 328-0502 Ext. 244



# #11 Habitat for Humanity Heartland Project

Community Living North Perth

CLNP will partner with Habitat for Humanity to purchase and hold an interest-free mortgage for one half of a newly built semi-detached house. Two local men with a developmental disability will occupy one half of the dwelling, providing them with safe, accessible, affordable housing.

This approach allows for the upfront housing costs of the two participants to be nil. Each man’s shelter costs will stay within the ODSP Maximum Shelter Allowance, with personal finances remaining intact (avoiding an otherwise unattainable ownership scenario). Paying affordable rent directly to CLNP enables both men to upgrade to a much better quality of community-based life, through supported independent living.

Upon moving into the house, CLNP will provide marginal increases in support to each of the men, ensuring they receive appropriate 24/7 supports. New, affordable housing will have been created within the region.

## In their own words WHY IT MATTERS

Community Living North Perth has a long history of supporting people in community, attempting to help individuals and families reside within stable, decent inclusive surroundings.

We believe that all people, regardless of disability, deserve the opportunity to live a full life in their community where they can learn, work and play alongside each other through all stages of life.

Communities cannot thrive without a variety of voices and perspectives. Healthy communities value the inclusion of all people, including people with a developmental disability. Independent living is vital to keeping intact the rich diversity that makes our community strong.

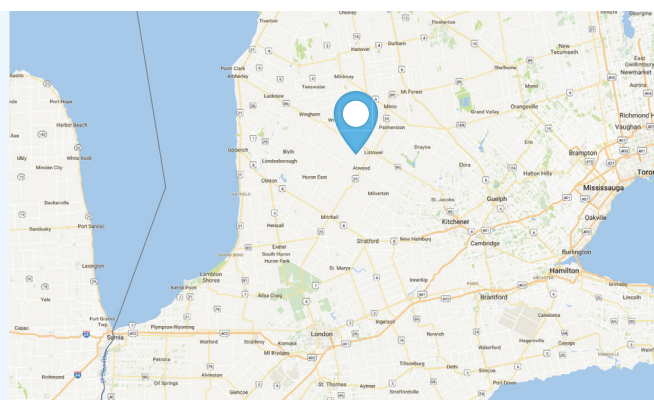
## KEY INNOVATIONS

- Interest-free mortgage allows for affordable new housing alternatives for community members living with disability; creation of new model for nontraditional, sustainable, supported independent living options
- ODSP Shelter Allowance redirected to mortgage owned by Community Living agency; potential for future collaborations between Habitat for Humanity and CL orgs in other parts of Ontario
- Values of inclusion actively demonstrated; potential for unfolding of new connections between community members and supported individuals as they integrate into community life, a potential offshoot being a decrease in paid supports down the line



## PARTICIPANTS + PARTNERS

- Community Living North Perth
- Habitat for Humanity Heartland Ontario



## KEY LEARNINGS + OUTCOMES

- Transition of 38-year old man from long term care facility to more appropriate housing with roommate of similar age and support needs; freeing up of space in long term care for more appropriate candidate
- Demonstration of Habitat for Humanity partnership as practical avenue to develop affordable, accessible, safe housing options; new learning opportunities via Habitat's longstanding expertise in working with low-income families
- Increased presence of CLNP in community through visible "sweat equity" in housing project for people in need; demonstration to community that people with developmental disabilities can be successfully included within neighbourhoods; potential replication of project across region



**For more information on this proposal please contact:**

**Jane Neath**, Interim Co-Executive Director: Community Living North Perth  
[info@clnorthperth.ca](mailto:info@clnorthperth.ca) | 519 291-1350



## #12 Person-directed Facilitator Approach

Lanark County Support Services

Four individuals (with dual diagnosis and medical needs) will occupy their own apartments with supports based on their own schedules, routines and requirements. Family and Support Networks will monitor, adjust or request changes as required, based on each individual's choice and preferences.

LCSS has two dedicated staff with expertise in person-directed planning, individual and family support empowerment, and system navigation – both of whom will assist the participants to further develop and update their person-directed plans. Comprehensive planning includes support, risk and contingency planning; strategies will be identified to promote independence, including technical solutions involving applications such as Skype to communicate, medication reminders etc. A formalized document outlining roles, responsibilities and contributions will be developed.

Renovations on a three-story duplex home in the heart of the Smiths Falls area will provide modifications to ensure accessibility, safety and security. All accommodations are person-specific.

### In their own words WHY IT MATTERS

Currently 102 families in Lanark will be planning the futures of their children who are now eighteen years of age and older.

Individuals with physical, mental and dual diagnosis require specific levels of support to meet mobility, safety, medical, emotional, social and nutritional needs. Current research (from RASM and MAPS) confirms the need for residential alternatives for this sector.

Providing un-intrusive supports – refraining from telling people what to do and when – through a “facilitator approach” takes into account individual needs and circumstances. Establishing community connections averts loneliness and enhances quality of life for individuals living with disability.

### KEY INNOVATIONS

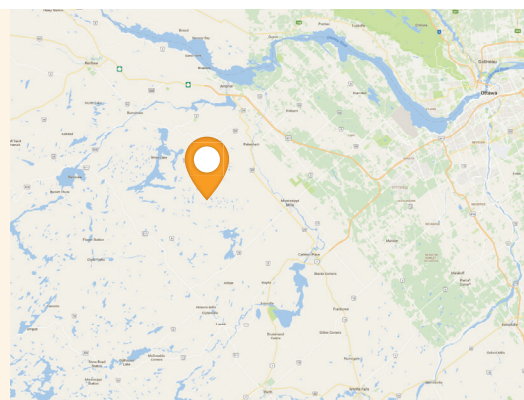
- Quality Assurance Measures Standards (QAM) define minimum quality expectations pertaining to supports provided; application of technical assistance including Skype, med reminders etc.
- Progressive “facilitator approach” helps individuals, their families and support networks to innovate and manage citizen-centered living living opportunities and enhances quality of life
- Ongoing team meetings ensure the vision, plan and timelines remain true to the individuals’ wishes, each of whom with the support of their families and networks throughout the project will continue to choose or modify how they wish to be supported





## PARTICIPANTS + PARTNERS

- Lanark Housing
- Lanark Mental Health
- Developmental Support Services
- Rideau Community Health Centre
- Community Care Access Centre (CCAC)
- Support and Family Networks



## KEY LEARNINGS + OUTCOMES

- Enabling of individuals with developmental disabilities to exercise control, choice and self-determination; focus of each person's living accommodation based on strengths rather than limits
- Tapping into new resources via collaboration amongst families, support networks and community partners; centrally located housing opportunities promotes close proximity to stores (independence) and increased social opportunities
- Cost of portable funding to all four individuals for individualized planning only slightly greater than cost to support one individual in a group home, thus demonstration of portable support funding as essential and valid; reduced need for "traditional" group home living models



**For more information on this proposal please contact:**

**Debi McEwen**, Executive Director: Lanark County Support Services  
mcewenk@ripnet.com | 613 283-2297 Ext. 26



## #13 LiveWorkPlay

City of Ottawa

Twelve apartments in two affordable housing projects will be occupied by 12 individuals with intellectual disabilities. Each participant and their family/support networks will be provided with person-centered training based on the 'Just Enough Support' model with access to natural (unpaid) supports.

Under the 'Natural Neighbours' program at least one local local resident per participant will be recruited to provide daily support and or check-ins, and serve as an advocate or role model to other community members, thus working toward an inclusive model for all members of the community.

Participants and their families will be provided information on how best to direct Passport funding and other personal resources, so as to create sustainable long term living solutions which over time decrease pressure on wait lists for both housing and supports.

### In their own words WHY IT MATTERS

Many individuals and their families feel they will never be able to live independently without significant paid support. Those with funding are looking for ways to maximize their dollars. The Just Enough Support model offers a step-by-step approach to testing and implementing new ideas around traditional supports.

At the same time, many people who wish to help build inclusive communities do not know how and are not invited to help. This project offers an opportunity for involvement by combining the strengths of individuals, families, community partners and community members.

It takes a village to build an inclusive community for all.

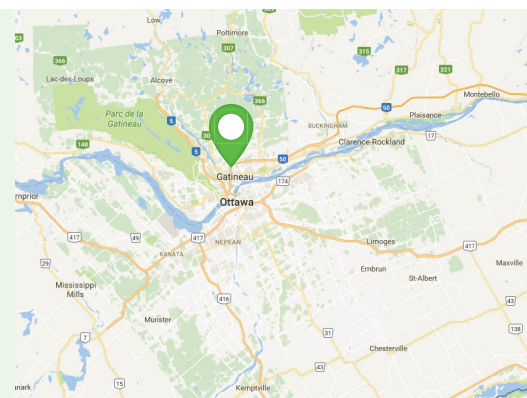
### KEY INNOVATIONS

- Application of person-centered planning provides in-depth assessment of true needs and the right level of support for each individual
- Assistive technologies and existing resources can therefore be customized and maximized accordingly
- The Just Enough Support model not only prevents the development of a limited 'systems life' for individuals living with disability while improving choice and independence; it allows for stakeholders and community members to benefit from opportunities to participate more fully in community



## PARTICIPANTS + PARTNERS

- Participants and their family members
- Multi-Faith Housing Initiative (MHI)
- Centretown Citizens Ottawa Corporation (CCOC)
- Neighbours and other citizens in the community
- LiveWorkPlay
- Mills Community Support
- Just Enough Support Training



## KEY LEARNINGS + OUTCOMES

- Demonstrate the Just Enough Support model can be successfully implemented and replicated and increase possibilities and opportunities and better life outcomes for people supported
- Establish that building partnerships with non-profit housing providers and including people with intellectual disabilities in mainstream communities (rather than agency owned housing) offers better communities for all; that the development of natural supports including that of supportive neighbours is sustainable and would enhance opportunities for inclusion
- Reduction of financial barriers and wait times to access mainstream housing



**For more information on this proposal please contact:**

**Julie Kingstone**, Director of Operations: LiveWorkPlay

julie.kingstone@liveworkplay.ca | 613 702-0331



## #14 Why Wait?

### York Region Lifetime Independent Facilitation

The York Region “Why Wait” Collaborative Demonstration Project will provide four innovative housing models to eight individuals identified on the DSO eligibility list.

Participants will be supported to develop their own unique residential solutions and Networks of Support through a person-directed approach. Facilitators will be coached by John Lord (Facilitation Leadership Network) and mentored by York Region Lifetime Independent Facilitation to support each participant’s full citizenship within community.

All four models will be individualized to suit each person’s needs and desires, yet share several components in support of long-term sustainability: Independent Facilitation, incorporated microboards, coordinated agency-based staffing supports, and shared administrative costs including for fund administration, brokerage, and QAM oversight.

### In their own words WHY IT MATTERS

According to recent information from \*Developmental Services Ontario regarding York Region waitlists:

- 890 people are ready for and require immediate residential options
- 1184 people will be seeking residential services in the future

Residents and agencies are overwhelmed with the demand for service, resulting in a system focused on crisis management rather than pro-active planning. The values and principles outlined in this project focus on pro-active, sustainable strategies. Success stories and examples motivate individuals and families to collaborate with each other, recognize resources within their communities and converse directly with agencies regarding the services and supports they need to access.

*\*February 2016 DSO (Central East Region) News Bulletin referencing waitlist needs and vacancies from April 1-December 1 2015*

### KEY INNOVATIONS

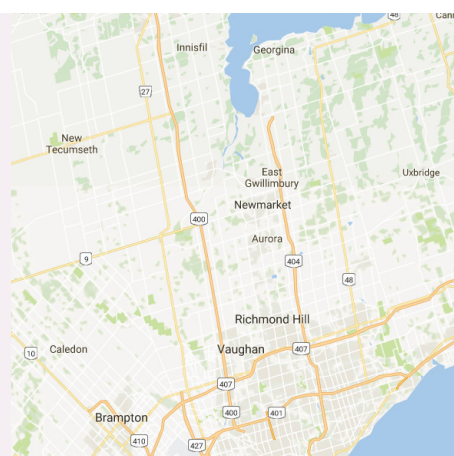
- Each housing model engages an established Person-Directed Independent Facilitator, as well as an existing Network of Support to be maintained over the long term
- Use of incorporated Microboards ensuring ongoing supportive decision-making; sharing of administrative costs including staffing and coordination of staff, fund administration, brokerage, and QAM oversight
- Overnight technology support using video and “Friendly Neighbour” response system





## PARTICIPANTS + PARTNERS

- York Region Lifetime Independent Facilitators
- York Support Services Network
- Montage Support Services
- Facilitation Leadership Network
- Windsor Essex Brokerage for Services and Community Living Windsor Essex
- Why Wait: KC Professional Solutions
- Christian Horizons
- Community Living York South
- Meta Centre
- Reena
- Vita Community Living Services
- Larry Meehan Housing Corporation



## KEY LEARNINGS + OUTCOMES

- Substantiation of link between participants, Microboards, Independent Facilitation, fee-for-service providers, and Direct Funding models; sharing of York Region success stories with York Region families to provide guidance and mentorship to others who may be interested in developing their own sustainable and creative individualized options
- Provision of sustainable individualized housing models to eight people with minimal ongoing ministry funding; increased capacity and utilization of Independent Facilitation; increased choices for flexible supports ie. where people can choose where, and with whom they live
- Authentication of new “fee-for-service” models potentially influencing York Region residential providers (TPAs and private) to build capacity to meet the needs of Direct Funding; movement from reactive system to pro-active supported planning

CLICK HERE FOR **PROJECT UPDATE**

**For more information on this proposal please contact:**

**Kelly Casey**, HTF Coordinator, York Region Lifetime Independent Facilitation  
info@yrlif.ca | 905 803-0336



## #15 A “Devine” Life – Community Partners Initiative

Lambton County Developmental Services (LCDS)

Two men with a developmental disability currently receiving services in Lambton will be provided affordable homes of their own (on Devine St. in one of two Habitat for Humanity-built link homes, separate dwellings connected by a shared underground foundation).

Life Plan facilitators, in conjunction with the individuals, their families and support networks will gather to identify goals, actions and objectives in support of community inclusion and successful independent living. The process will culminate with a written, person-centered plan reinforcing the decisions and steps agreed upon during the initial planning phase. Each plan will be regularly reviewed and updated quarterly.

Included are several community-based collaborations, such as with Lambton College, to promote involvement and true citizenship – not just for the participants, but for all community members.

### In their own words WHY IT MATTERS

Ontario’s strategy on poverty is guided by the vision of a province where every person has the opportunity to achieve his or her full potential, and contribute to and participate in community. Authentic social inclusion breaks down the stigma attached to people who are homeless, considered lower income, or who have disabilities.

Addressing the needs of the entire community boosts resource allocation and generates social returns. Combining resources – social, financial and human – provides much needed supports for people living with a disability. There is a financial, and moral, imperative to use limited government resources to fund interventions that work.

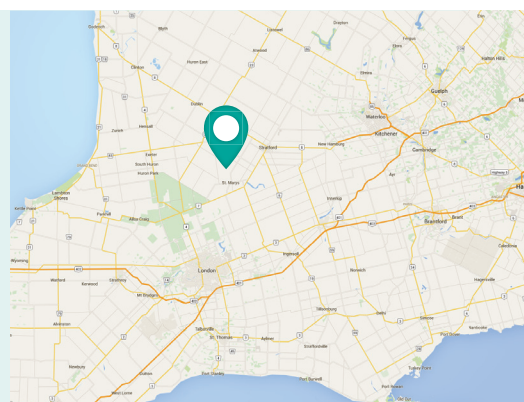
### KEY INNOVATIONS

- Application of funding dollars toward a variety of customized personalized supports: non-traditional paid supports; natural support in exchange for rent or career experience; respite and ‘live in’ support opportunities
- Transition planning with measureable (QAM) objectives; provision of tools to family members beyond parents (such as siblings, nieces and nephews) to support their adult relative
- Building a strong commitment of families to maintain a large “family footprint” in the support and engagement of their family member in the community



## PARTICIPANTS + PARTNERS

- Lambton County Developmental Services
- Habitat for Humanity
- Family members (immediate and extended)
- Lambton College School of Community Services (Student Placements)
- Life Plan Facilitators



## KEY LEARNINGS + OUTCOMES

- Expanding capacity and sustainability of supports through community involvement (such as career-based experience and affordable living options to fellow community members in return for supports)
- Enhanced independence, relationship development and sense of belonging via person-directed planning/focus; responsibility of home ownership leads to having valued role and contributing to community
- Combining of allocated funding used in non-traditional ways helps expand resources and reduce waitlists



**For more information on this proposal please contact:**

Carla Alway, Quality Assurance Manager | calway@lcds.on.ca | 519 882-0933



## #16 Smart Support - Technology Enabled Services

### Community Living Essex County

Adults with a developmental disability will be provided individualized technology solutions that are customized according to their goals, needs, preferences, lifestyle and available resources.

Computers, tablets, and other technological devices can be used to convey step-by-step instructions for daily tasks and needs, including: scheduling reminders to leave for work or to take medications; facilitating visual contact with family and friends; many other applications to increase independence and reduce reliance on others. Participants and direct support networks will be provided comprehensive training in using the appropriate technologies.

In collaboration with the University of Windsor and St. Clair College, students will conduct research and examine the effectiveness of technology-based supports. Experts from across North America will serve as consultants on design and implementation of models.

#### In their own words WHY IT MATTERS

Technology-enabled supports empower people with disabilities; combined with meaningful connections in the community and relationships with friends and family, technological solutions provide quality and cost-efficient support services. Approximately 500 adults are waiting for supports in Windsor-Essex County – new, innovative less costly options must be developed.

This model can be sustained and replicated, and provide individualized support services at significantly lower cost than more traditional support models. The combined initial cost for hardware, software, programming and implementation is minimal when compared to annual savings for paid supports over a lifetime and the enhanced quality of life of the people we support.

#### KEY INNOVATIONS

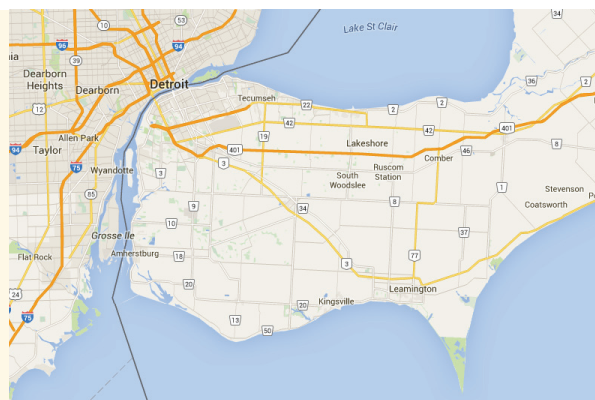
- Selection of appropriate technology-enabled services to meet individual needs in a customized fashion; part of Community Living Essex County's REAL Change initiative, a transformation strategy to design and offer innovative, modern, flexible, and affordable support options to families
- Creation of a Best Practices guide for implementing technology-enabled services in the developmental services sector
- Supporting adults with an intellectual disability to live more independently in community through the use of technology while facilitating engagement with natural support networks





## PARTICIPANTS + PARTNERS

- Community Living Essex County
- St. Clair College
- University of Windsor
- Imagine! SmartHomes
- Onsite Services
- John McGivney Children's Centre
- Hotel-Dieu Grace Healthcare



## KEY LEARNINGS + OUTCOMES

- Reduction of existing paid supports by 25% over a two-year period; increased system capacity through offering less costly supports to people purchasing services; realigning of resources to those on the wait list
- Provision of training modules and guides for participants to learn how to use technology, and for direct support to implement technology; research study and data collection to assess quality of life outcomes and effectiveness of technology as an alternative to some paid supports
- Creation of flexible support models which can be replicated in various situations including independent living, employment situations, or within the family home



### For more information on this proposal please contact:

Shelbey Pillon, Project Manager, Smart Support  
 spillon@communitylivingessex.org | 519 776-6483 Ext. 276



## #17 Developmental Service Worker Cooperative Development Project

Disability Advocacy Network of Eastern Ontario - Intellectual Disability  
(formerly United Families of Eastern Ontario)

The goal of this project is to provide nimble, community-based, person-directed supports to adults with developmental disabilities, wherever they choose to live, through the creation of a Developmental Services Worker Cooperative.

In-depth community consultations will guide a feasibility study for a new worker cooperative that would offer community-based developmental services. In partnership with Algonquin College, Developmental Services Workers who are interested in creating a worker cooperative will be provided with training and mentorship in worker cooperative development. Developmental Services Workers who participate in the project will be supported to create their own business plan for a new worker cooperative.

### In their own words WHY IT MATTERS

Individuals with disabilities and their families often have trouble finding, hiring, and retaining Developmental Services Workers. If an individual is having difficulty accessing high-quality, individualized support services, then their choice of housing options becomes unnecessarily limited.

We believe that the creation of a worker cooperative could improve community access to developmental services. Improved access to services will mean that adults with developmental disabilities will have more housing options.

Our whole community will benefit from adults with disabilities being able to choose where and how they wish to live.

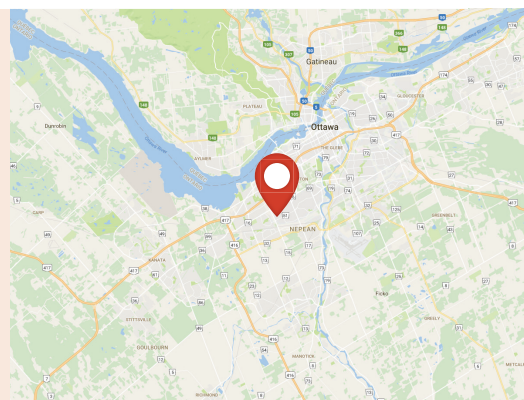
### KEY INNOVATIONS

- Collaboration among individuals with disabilities, families, educators, agencies, policy makers, multiple levels of government, private sector and community organizations exploring a new strategy for developmental service provision in the community
- Application of the worker cooperative model to address the interrelated needs of adults with disabilities, their families, Developmental Services Workers, and the broader community
- Development of new business representing an attractive employment option for Developmental Services Workers which will enhance community access to flexible, person-directed, individualized supports for adults with disabilities and their families



## PARTICIPANTS + PARTNERS

- Algonquin College of Applied Arts and Technology
- United Families of Eastern Ontario
- LiveWorkPlay



## KEY LEARNINGS + OUTCOMES

- Community consultation and examination of the viability of using the worker cooperative model to improve community access to developmental services
- Training of Developmental Services Workers in small business development and providing support to workers to create business plans for a new Developmental Services Worker Cooperative; sharing of lessons learned and exploration of potential for expansion and replication in other parts of Ontario
- The use of the worker cooperative model is expected to result in more reliable access to high-quality, individualized services for community members with developmental disabilities, while also achieving better working conditions for Developmental Services Workers



**For more information on this proposal please contact:**

**Minda Bojin**, Coordinator: United Families of Eastern Ontario TBC  
mindabojin@gmail.com | 613 852-2175



## #18 Passage vers mon propre toit !

Coalition des familles francophones d'Ottawa

Accessing new housing for adults with a developmental disability is strenuous work. The project “Passage vers mon propre toit !” (or ‘Moving to a Place of my Own!’) by the Coalition des familles francophones d'Ottawa (CFFO) will lead to the creation of self-assessment tools and the sharing of lessons learned. Those will help parents, guardians and stakeholders to reduce the administrative burden, define person-centered housing solutions and practical services for five persons.

The writing of a guide of available resources including traditional, visual and automated guidance tools will seek to inform community members of established research findings and testimonials. The final product will include a variety of possible courses of action, the results of pilot projects as tested for their effectiveness in guiding individuals to their preferred housing solution, thereby making their lives as autonomous and safe as possible.

### In their own words WHY IT MATTERS

Housing is fundamental to social justice and personal dignity. Access to housing confers responsibility, autonomy, and enhances self-confidence. Thousands of people living with intellectual or developmental disability in Ontario are currently on waiting lists for access to housing solutions, sometimes for as long as twenty years.

Transition to housing is a complicated process because of the wide range of support services that individuals may require. Unfortunately, access to housing is disrupted by administrative and financial difficulties (as well as some discrimination and the exhaustion of family members). The Coalition aims to address these issues by developing tools and cataloguing resources to ease the transition of persons involved, so that they can move to ordinary housing like any full-fledged citizen.

### KEY INNOVATIONS

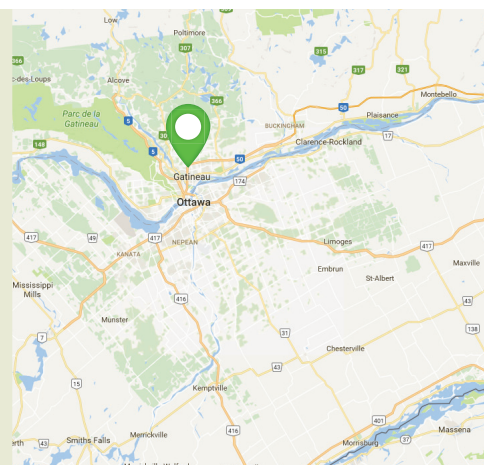
- A participatory approach inclusive of persons with an intellectual disability and other stakeholders such as parents, counselors, care coordinators, etc.
- A flexible implementation based on four pillars to achieve continuous improvements:  
1) improving knowledge: researching and learning; 2) developing partnerships;  
3) forging a guide and various tools; 4) raising awareness, community involvement and fundraising
- Five pilot projects putting the tools developed into action as well as to test them through a structured assessment





## PARTICIPANTS + PARTNERS

- la Coalition des familles francophones d'Ottawa (CFFO)
- l'Association pour l'intégration sociale d'Ottawa (AISO)
- le Regroupement des partenaires francophones d'Ottawa
- Developmental Services Ontario Eastern Region (DSO Eastern Region)
- University of Ottawa
- La Cité
- Ministry of Community and Social Services
- Several others under development



## KEY LEARNINGS + OUTCOMES

- Preparing, publishing and distributing a user-friendly guide and comprehensive tools in order to ease the transition to suitable housing solutions
- Fundraising and developing partnerships with community members, infrastructure businesses, academic institutions, and government services
- Pilot projects that accompany individuals in seeking housing solutions with follow-up of their transition, as well as reporting on lessons learned



**For more information on this proposal please contact:**

**Serge Lavoie**, Project Director for the CFFO | [serge.lavoie@cffo-ottawa.org](mailto:serge.lavoie@cffo-ottawa.org) | 613 612-9764



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