

Client and Family Handbook



Welcome to Safehaven

We provide client-and-family-centred respite and residential care in the community for individuals with complex care needs.



www.safehaven.to

f   @SafehavenTO

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PLEASE NOTE:

We are constantly evolving to meet your needs. The information presented here may be subject to change.



Welcome to Safehaven

Everyone deserves a space where they can thrive. An environment that is safe, loving and allows them to develop to the best of their abilities. At Safehaven, we go the extra mile to deliver respite and residential care that is community-based and fun. With extensive recreational programming, highly trained staff and modern home-like facilities, we deliver everything an individual needs to live a bright and exceptional life.

Introduction

The Safehaven Project for Community Living (hereby known as Safehaven) was formed in 1989, by families in response to a crisis in the provincial care of children with multiple disabilities and complex care needs. Since its inception, Safehaven has provided residential and respite care to clients in the Greater Toronto Area. As part of our strategic plan for 2017-2022, Safehaven has commenced efforts to expand into adult services and provide transitional care for individuals with complex care needs.

Safehaven is a non-profit organization licensed under the Child and Family Services Act and Quality Assurance Measures (QAM), and is funded by the Ministry of Community and Social Services (MCSS) and the Ministry of Children and Youth Services (MCYS). Additionally, Safehaven receives generous donations from corporations, individuals and foundations.

Safehaven's residential care program provides full-time care to individuals, 24 hours a day, 365 days per year. Safehaven operates residential homes in Etobicoke, North York, Aurora and Woodbridge. Our respite program is primarily based at our Toronto location (Bloor and Dufferin) and can be accessed throughout the year, excluding December 25th

and 26th. Our other four locations may also offer respite pending any vacancies in our residential beds.

The following information will provide clients and their families with basic guidelines regarding our services and available supports. This will ensure a more comfortable stay and provide answers to some of your questions.

Our Vision

Exceptional Lives. Exceptional Care.

Our Mission

To provide high quality, family centred and community-based residential and respite care for individuals with complex care needs.

Our Values

- Quality Focus
- Safety
- Client-and-Family-Centred Care
- Respectful Interactions
- Accountability
- Team Values

Our Service Principals

- Self Determination
- Fairness and Equity
- Integrity and Accountability
- Full Inclusion
- Rights and Responsibilities
- Dignity and Respect

Our Promises

We are Quality Focused

We will always insist on the highest standards and quality of care for our clients and their families. Our objective is to always be focused on our clients and ensure they are receiving the appropriate care in a timely manner. Additionally, we will measure our progress in providing high-quality care and review our strengths and opportunities for improvement on an ongoing basis.

We embrace a Safety Culture

We will always go above and beyond to provide our clients with a safe environment. We will go to great extents to ensure assessments of locations contribute to the safety and security of the environments for our clients. Our staff will be fully trained and able to support our clients and will be empowered to report any concerns immediately for prompt resolution.



We will put Clients and Families at the Centre of our Work

We will keep the client at the center of everything we do. We will support our staff in their efforts to partner with clients and families in all aspects of care. We will do everything we can to partner with our clients and their families in decision-making about their care, as well as the delivery of respite and residential care services.

We thrive on Respectful Interactions

At Safehaven, we believe that changing lives starts with respect. Every client we interact with has unique abilities and qualities. Our role is to ensure that our clients, families and colleagues feel their beliefs are understood and valued. We strive to focus on maintaining a respectful dialogue with one another, whether it be through our verbal, written, or physical communications.

We pride ourselves on Accountability

Accountability is the power of keeping our Promises. Each and every day, we will perform our work to our best abilities because we know we are helping to make others' lives better. We will celebrate and recognize when our team members go above and beyond their expectations. When things do not go as expected, we will reflect and openly discuss how we can do it better next time. With a collective focus on accountability, we will grow as professionals and ensure our clients and families receive exceptional care.



We believe in Team Values

We believe in Team Values that reflect our desire to help our clients live exceptional lives, and this is at the heart of our culture. It's collaborating with each other, creating an engaging and exciting team environment. It's giving our time, expertise, energy and resources to make Safehaven a great place to work. We will help each other in challenging times and not focus our efforts on blaming. This is how we enhance the value we offer – by sharing ideas and best practices with our teams so we are continually getting better every day.

Our Services

Residential Care

Although the goal is to provide respite and additional supports so that families can live together in the community, sometimes an individual's support needs are greater than what parents/guardians are able to sustain in their home.

Our residential program offers long term services to individuals in a home environment that encourages the support and involvement of family and friends. As part of our journey of continuous client-and-family-centred care, we encourage families/guardians to remain involved and maintain a relationship with their loved one.

The clients in our residential program follow routines like their peers, they attend school or day program, go on community outings, participate in daily activities, and gain life

experiences to reach their fullest potential. Each residential location allows an individual to be an active member of their growing and vibrant community.

Caring staff provide comprehensive care that promotes each client's physical, social and emotional well-being. With wheelchair accessible spaces, specialized equipment, and state-of-the-art buildings, an individual can live in an environment which has been designed to meet his/her unique needs.

Safehaven accepts inquiries about the residential program from families, community partners and service providers, and/or child welfare organizations. Those seeking services for adults (18+) need to contact their regional Developmental Services of Ontario office. Each referral will be reviewed with careful consideration from our team and will be dependent on the available vacancy (as applicable).

Respite Care

Rest, recharge and take a little time for yourself, all while knowing your loved one is in a safe environment receiving high quality care.

Our respite care program provides relief to families and guardians who provide 24/7 care to their loved one at home. Respite visits can last anywhere from a few hours to a few weeks, giving families time to travel, focus on other relationships or get caught up with daily errands.

While in our care, all clients are given the opportunity to take part in recreational and leisure activities, including: our summer swim program, music therapy, Snoezelen multi-sensory exploration, crafts, readings, and community outings to local museums and sporting events. All of our activities are designed to help stimulate the senses to improve

mobility, promote movement, expand communication skills and foster relationships between peers. Our support team will seek to maintain the health and comfort of our clients by maintaining the care that they receive at home.

Respite is scheduled in advance for a pre-determined duration. In the event of an acute illness or sudden changes in a client's health, it is possible that respite may be postponed or cancelled.

To inquire and/or apply for the Respite Program please call the Social Work intake line at 416-535-8525 x. 282 or submit the referral form located on our website.



Eligibility for Services

At Safehaven, we support clients from 0-19 years of age with plans to extend our respite program for adult. All clients must have a valid Ontario Health Insurance Plan (OHIP).



We support individuals with complex medical, developmental and/or physical needs. Individuals may have the following complexities but not limited to:

- A limitation to mobility (e.g., requires a wheelchair or a mobility device) or an individual with mobility who has a developmental disability as a primary diagnosis with other medical complexities
- Individuals with multiple complexities that require maintenance of specific tubes: mitrofanoff, catheterization, MACE and Central Venous Access Devices (CVAD)
- Multiple medication administration, tube feeds (Nasogastric tubes (NG-tube), Gastrostomy tube (G-tube), and/or Gastrojejunostomy tube (GJ-tube), suctioning (deep or tip), oxygen administration
- Tracheostomy care, Ventilated or non-ventilated airway management

Our team which may include a Social Worker, a Client Care Coordinator, a Client Care Educator and/or Director will assess and determine a client's eligibility on a case-by-case basis through the application process. Our assessment involves a face-to-face meeting with the individual and their family as part of the mandatory process prior to being accepted into our respite and/or residential programs. This assessment includes reviewing the level of staffing required to safely care for your loved one, equipment and facility needs, and daily personal and medical care needs.

Respite Booking Guidelines

Each client accepted into our respite program will be accommodated based on availability. During the year, we send out respite submission notices to all families advising when we are accepting requests for specific timeframes. Respite is dependent on our available respite beds and is subject to change. Families are given a submission deadline and we review all requests after the deadline and allocate visits as equitably as possible. Our respite program is primarily based at our Toronto location (Bloor and Dufferin) and can be accessed throughout the year, excluding December 25th and 26th. Our other four locations may also offer respite pending any temporary vacancies in our residential beds.

All clients accessing Safehaven's services are required to complete our Physical Examination Form and Immunization Record Form, as stipulated by the Ministry of Children and Youth Services Licensing requirements (there are no exceptions). These forms must be reviewed and updated by the client's family Physician or nurse practitioner every 6 months or as changes in health and medical treatments occur. As a courtesy to our families, Safehaven sends out a Notice for Renewal of Physical Examination Form to each family thirty (30) days in advance, reminding you that the form is due. If it is not returned before its expiry date, another reminder is sent out. Please note that all

respite visits will not be confirmed until the Physical Examination Form is completed and returned.

It is highly recommended that families submit their requests by the designated deadline but we understand that families may seek support in an emergency. Emergency respite may be submitted within 48 hour notice but is based on bed availability and staffing resources. Emergency respite is only available to registered clients with an up-to-date Safehaven Physical Examination Form.

At the time of your request, families are asked to pick a time to schedule the admission and the discharge. Only one admission/discharge can be scheduled every hour. We are licensed to have a certain number of clients in our care at one time. It is therefore important that families arrive at the agreed upon times for the admission and discharge.

Admissions and discharges are scheduled between 9:00am and 8:00pm, with the exception of 3:00pm-4:00pm as we conduct our shift exchange between staff.

When families are ready to book their respite visit, send your request by phone or e-mail to your Social Worker. If your requested dates are available, you will be notified by email/ phone from the Social Worker confirming the availability and a Respite Reservation Letter will be sent to you with the details of your visits.



Before the Visit

You will receive a pre-admission phone call from the Social Worker or a designate prior to each visit. Families/guardians must speak directly with Safehaven staff to complete a respite confirmation call. If a confirmation phone-call is not completed, your loved one will not be admitted and we will offer the spot to families on the waitlist. The confirmation call process will take a few minutes to confirm the following:

- Admission and discharge times
- Who will be dropping off and picking up your loved one¹
- Reminders of what to bring
- Review emergency contact information
- Complete our communicable diseases pre-screening (please indicate any exposure of your family member to any communicable diseases at that time). To protect the health and safety of all clients accessing respite services at Safehaven, all individuals are screened for fever, respiratory symptoms, vomiting, diarrhea, any new onset of rashes, or increased seizure activity. If these symptoms are present, the planned respite visit may be rescheduled for another time



Preparing for the Visit

When planning a visit to Safehaven, families need to bring all that your loved one requires on a daily basis, such as medications, equipment, supplies, suitable clothing and any comfort items. Safehaven does not supply hygiene products or incontinence supplies.

In order to make the admission process faster please remember the following:

Medications

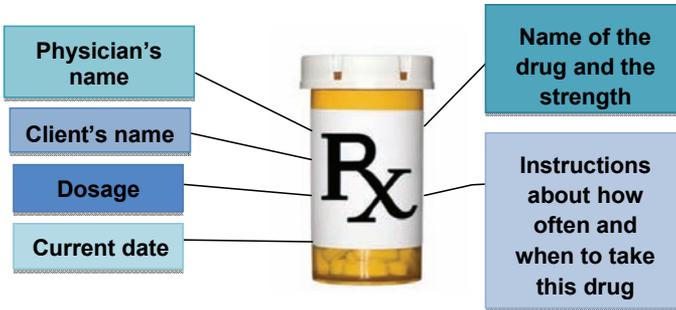
Families/guardians must bring all medications that your loved one needs with them for the respite visit, along with two (2) extra pills of each medication. All prescribed medications must be labeled in English by a recognized Canadian pharmacy. No corrections can be made on the label. Any over-the-counter medications or creams must be in English and also requires a written order from a Physician. No expired medications will be accepted! Orders must be up-to-date. In addition, staff will not accept pre-loaded medication in syringes or pre-poured doses unless supplied as is by the pharmacy.

¹To protect the safety of the client, it is Safehaven's policy that you identify who is dropping off and picking up your loved one. If it is someone other than the parent/guardian, Safehaven requests parents/guardians to submit written authorization granting permission of another person to admit/discharge the client and to sign the necessary documents on behalf of the parent/guardian. This authorization is granted with the understanding that the authorized individual(s) are aware of the medical and care needs and will be able to answer questions regarding the client. The authorized individual(s) are expected to stay until the admission/discharge is completed. If the authorized individual(s) does not know the required information, parents/guardians may be contact. If the information cannot be gathered, the client will not be admitted into Safehaven.

Safehaven staff will request photo identification (driver's license, citizen card, or passport) to verify the identity of the person picking up or dropping off your loved one.

Any change in medications requires a current pharmacy label and/or a new order from your family Physician.

All medications need to have a pharmacy label with:



Clothing and Toiletries

Please send weather appropriate clothing with your loved one for the duration of their visit and **label all of the clothing with a label or marker**. Safehaven is not responsible for any lost items. Each client is to bring their own toiletry items, such as toothpaste, toothbrush, deodorant, diapers, shampoo, soap, hairbrush and any additional items that they use daily for grooming/hygiene purposes.

An **Inventory Checklist** is available to assist in preparing for the respite stay. Completing an Inventory Checklist prior to admission may reduce the number of lost/misplaced items. Extra copies are always available for families to take home in preparation for your next respite visit. Please keep any personal items of great sentimental or monetary value at home to prevent loss or damage.

Supportive Equipment

Please provide any special medical supplies and/or equipment (i.e., gastrostomy tubes, feeding bags, feed pumps, chargers, suction machines, nebulizers, aerochambers, syringes, oxygen, AFOs, etc.) for the duration of the visit. Wheelchairs are to be in good working order.

Feeding/Food

If you prefer any specialized food item, please provide these foods for the length of your loved one's visit. Families/guardians are asked to supply enough formula, specialized foods and supplements with complete instructions for the visit.

Please note Safehaven is a nut free facility.

Emergency Contact

If you will be out of town during your loved one's respite stay, it is the family/guardian's responsibility to have current emergency contacts available to attend to any emergency – including attending hospitalizations, picking up your loved one should an illness develop and/or responding to any inquiries requiring consent to treatment.

Please let us know if you have any questions regarding medication, equipment, or supplies.

Admission

On the day of the admission, families/guardians should plan to be at Safehaven for approximately one hour to complete the admission process. Our goal is creating positive client and family experiences. To achieve this, we ask that you adhere to the dates & times set out in the Respite Reservation Letter as we want a smooth, seamless and focused admission and discharge for each family. If you are late for your scheduled admission/discharge, you may be asked to wait until a member of the team can attend to you.

On the day of admission, the admitting staff will complete/review the following:

- The Client Care Plan to ensure the care needs are detailed, accurate and current
- An Inventory Checklist
- Physical Examination Form and Medication Reconciliation Form
- A thorough body check
- A communicable Disease Screening. Safehaven cannot admit a client who:
 - Is ill with an infection, communicable disease or acute illness
 - Has a fever of 38 degrees Celsius
 - Is vomiting or has diarrhea
 - Has new onset of rashes or skin breakdown
 - Is experiencing respiratory symptoms, including a new cough, runny nose or difficulty breathing
 - We will not admit a client if they are visibly ill on arrival. Temperature is taken at each admission. It may be necessary to reschedule your respite visit due to the vulnerability to illness of other clients

Medications

All staff receive training in medication administration and documentation and must successfully complete Safehaven's orientation program before they can administer medication. All staff have a duty to report all medication administration errors immediately to their Client Care Coordinator. This is part of our commitment to high quality care and safety.

Most Safehaven clients are on multiple medications and as such, Safehaven has developed a protocol around medication administration. One staff is assigned to give medications while a second person functions as the medication double checker. Staff are only interrupted during the medication administration process in the case of an emergency. All high risk medications are closely monitored with special procedures for storage, checks and administration.

Staff giving medications observe what we call the 8 Rights of Medication Administration:

- Right client
- Right time
- Right medication
- Right dose

- Right route
- Right storage
- Right documentation
- Right expiry date



Non-prescription drugs (Tylenol, Advil, cough medicine or alternative medications and nutritional supplements) will only be administered if they are accompanied by a Physician's note that states the appropriate dosage, the reason for administration, the date and the client's name. Any medication that has exceeded the expiry date will not be administered.

A change in medication occurs only with a Physician's order in writing.

Medication Reconciliation Form

Medication Reconciliation is the process of creating an accurate list of all client's medications, including the drug name, dosage, frequency, and route, as well as confirming all of the information matches the most recent Physician's orders. Medication Reconciliation ensures that any new or discontinued medications, as well as medication changes, are noted and carefully documented to eliminate confusion and discrepancies.

Medication Reconciliation is done at all transition points -- admission, transfer and discharge. The new process will allow Safehaven staff to work effectively with families while ensuring that accurate and comprehensive medication information is consistently communicated.

In order for Safehaven to provide safe and exceptional care, any discrepancies that are detected through the Medication Reconciliation process must be resolved at the time of the respite admission. Safehaven staff members will work collaboratively with families and their health care providers to gain clarification and obtain any required documentation.

Confidentiality

All Safehaven staff and volunteers are bound to protect the privacy of our clients and their family's personal and healthcare information. All information concerning our clients/families, staff and volunteers is kept confidential. Information is only used by individuals who obtain access to it in order to provide care or service to the client to whom the information belongs, or for another approved reason that has been consented to by the client and/or parent/guardian.

During the Visit

Daily Routine

The team at Safehaven will endeavor to follow the client's routine as it is at home. The client's hygiene, morning routine, feeding routine, and sleeping routine will be followed while they reside at Safehaven. The staff will assess and monitor clients throughout the day and night. There will be scheduled group activities for individuals throughout their stay and staff will inform you of special events during the pre-admission phone call.

School

Safehaven promotes continued school/day attendance during a client's respite visit. If you want your loved one to attend school/day program during their respite visit, it is the responsibility of the family/guardian to arrange for transportation prior to admission.

Client Care Plans

Safehaven is committed to high quality care for each client. Each client will have a Client Care Plan completed and reviewed before each respite visit. The Client Care Plan is a formalized process by which an individual's choices and preferences are identified and documented, and goals are set based on needs and wishes. The Client Care Plans provides a person-centred approach to planning and serves as the guiding document for direct support.

All Client Care Plans will include the client's name, gender, birthdate, diagnosis, parent/guardian information, primary Physician's contact information, school/day program information, communication and decision-making, allergy alerts, special instructions for medication administration, personality, cultural and religious considerations to care, nutrition guide and a visitor list. All Client Care Plans will include a photo of the client.

The Client Care Plan is updated and signed off, as follows:

1. At every respite admission, the family/guardian and the staff will identify any gaps in information and update the Client Care Plan accordingly.
2. At every respite discharge, staff will highlight any information that has been changed in the Client Care Plan, and/or address any changes for future visits with the family/guardian.
3. After every discharge the respite package will be reviewed by the Client Care Coordinator.

Client Identification Bands

Another quality-based initiative is to provide each residential and respite client with a Client Identifier Band. These bands will enable staff to promote client safety in an easy, unobtrusive and client-friendly manner.

Each residential and respite client will receive a band noting their:

- Initial of their first name
- Last name
- Date of birth

Residential clients will wear a **blue band** while respite clients will wear a **yellow band**. The exception being any client with an allergy will wear a **red band**, which will quickly alert staff to the client's allergy. The bands can be worn around the wrist, ankle or can be attached to a wheelchair.

All Safehaven locations will continue to be nurturing and friendly environments dedicated to client-and-family-centred care. As always, staff will take the time to get to know each client in order to provide appropriate care tailored to their preferences and care needs.

Client Identifier Bands provide a simple way for new Safehaven staff, students and volunteers to quickly learn a client's name and in some cases, allergies. The potential for an error to occur when staff members are administering medications, delivering meals and providing for other care needs is greatly reduced when a client can be easily and properly identified.

Nutrition

Each Client Care Plan outlines the specific requirements in regards to a client's meal plan. One of Safehaven's primary objective is to ensure that adequate nutrition and hydration are supplied and the client has an enjoyable dining experience. Staff are trained in feeding techniques specific to each client. Foods are prepared as directed in the Client Care Plan including adhering to the client's cultural considerations, food sensitivities, preferences, and consistency while aligning with Canada's Food Guidelines.

For clients who are fed via g-tube, we will confirm the formula, volume, dilution, rate and frequency of their feed schedule.

Excursions and Events

Encouraging clients to develop to their fullest potential is one of the primary values in Safehaven's model of care. Everyone deserves the opportunity to experience situations, relationships and lifestyles which are typical of the society in which they live. Safehaven strives to involve all clients in community activities appropriate to their interests, age, developmental level and cultural background.

Thanks to the generous support of our community partners, our clients participate in a variety of recreational and leisure programs. These include:

- Toronto Blue Jays, Raptors and Maple Leafs games
- Concerts
- Snoezelen multisensory therapy
- The Safehaven Summer Swim Program
- Holiday parties
- Music, pet and art therapy
- Field trips to the ROM, Ripley's Aquarium, Ontario Science Centre and more

Families and staff participate in planning excursions for the clients and every excursion is evaluated based on what the individual can learn from it, both in terms of social interaction and entertainment. Community involvement also helps to educate the greater population about some of the barriers that people with disabilities face every day.





If you would like to contribute to our recreation programming, we welcome donations at www.safehaven.to

The health and safety of our clients and staff are of paramount importance. Safehaven takes every measure to prevent any reasonably foreseeable risks of harm/injury while on an outing. Under no circumstances can staff transport clients in their own vehicles.

When our clients attend an event organized by groups in the community, Safehaven ensures that those responsible have the necessary experience and certification required to provide the services, and that they are appropriately insured against liability. When clients go on an outing or attend an event, Client Care Plans are packed in case of emergency.

Visitors

We welcome visitors to Safehaven. All visitors are required to call ahead to inform staff that they will be visiting and we ask that they ring the doorbell. Once in the location, visitors must sign in. Safehaven requests that families/guardians provide a visitors list for each individual, so staff can assist in screening visitors.

Please use discretion regarding the number of visitors and the times at which people come and go. If you plan to have large groups visiting please inform the staff.

We recognize the interest of your visitors to “look around” the home. However, out of respect for other clients and families, please ask the staff before showing your guests around. Coffee and tea are available for your guests. We generally cannot provide meals or overnight accommodation for your extended family or friends.

To protect the health and safety of our clients at Safehaven, all visitors will be screened for fever, cough, vomiting, diarrhea, etc. Please advise visitors that if they are experiencing these symptoms, their visit must be rescheduled for another date.

Visitors are not permitted to use any form of audio or video equipment to record or transmit any information obtained about any client(s) or staff in any of our locations. For special occasions, please contact the Client Care Coordinator, in advance of the event, who will follow Safehaven's policies and procedures.

Family involvement is key to Safehaven's model of care and success. There are no set visiting hours. Family members are encouraged to come to the location at any time. Safehaven is a “home away from home”.

Illness during the Visit

If a client becomes sick during the respite visit, families will be contacted to determine the best way to manage their care which may include either the client placed in isolation, being seen by a Physician or discharging early from respite care. If needed, we may need to send a client to the hospital. If a client needs to go to the hospital, it is the responsibility of the parent/guardian or emergency contact to go to the hospital.

Discharge

Similar to our admission, we ask that parents/guardians plan to be at Safehaven at their scheduled times to ensure staff are available and prepared to assist you through the discharge process. Upon discharge, the family/guardian and the Safehaven staff will examine the client for any cuts, bruises, or abrasions. Any sightings will be recorded in the progress notes and on the Physical Body Check Form signed by the family/guardian and the Safehaven staff.

Families should be prepared to spend time with the staff to ensure all personal clothing, toiletries, equipment/supplies, and medications are safely packed away with you upon discharge. Please take the time to go over the Inventory Checklist with staff. Compare the Inventory Checklist from admission and discharge. Communicate with Safehaven staff of any discrepancies. If you find an item was not packed upon your return home, please phone your Social Worker and staff will assist you in locating the item. If you return home with items that do not belong to you, please return to Safehaven and we will locate the owner.

Discharge Process when Family/Guardian is not present

A client will not be discharged into someone else's care other than the family/guardian without prior written authorization. The person picking up the child must present photo identification.

If a client is to be discharged from Safehaven without a parent/guardian (e.g., the client travels home on his/her own with Wheeltrans) then two (2) Safehaven staff will complete

a body check. The Safehaven staff will then call the parent/guardian to advise them of the time the client left the premises and the results of the body check. This information will be documented in the progress notes.

Family/guardian(s) are asked to call the Safehaven staff when their loved ones has arrived and to confirm the body check findings.

Cancellation and Lateness Policy

If a family/guardian needs to cancel respite, they must notify Safehaven forty-eight (48) hours in advance of the scheduled respite visit or a cancellation fee will be applied. We do know that circumstances can arise at the last minute that necessitates cancelling respite but we need as much notice as possible to allow other families on the waitlist the opportunity to be scheduled in. If a family fails to notify Safehaven of their cancellation and does not arrive for booked respite three times within one year, a charge will be given.

In order to fully meet our demand for respite care and accommodate clients and families with our staffing and licensing requirements, we ask families to follow their scheduled admission and discharge times. We allocate one hour for every admission and discharge. When a client/family is late for their scheduled admission/discharge, it pushes back the other scheduled admissions and discharges and effects service delivery. Our goal is to ensure we are meeting the respite needs of all families and have the number of children in our care that is aligned with our licensing requirements. Families will be charged if they are late for their scheduled admission/discharge times. We will address any extenuating circumstances on a case by case basis.

It is also Safehaven's policy to cancel all respite visits if we do not have a current updated Physical Examination Form. Each Physical Examination Form is reviewed by Safehaven's Director.

Fees and Invoicing

Our current rates for our respite services are \$40* for each overnight stay and \$20* for each day visit. Invoices are prepared after each respite stay. Families can use Special Services at Home (SSAH) or Assistance for Children with Severe Disabilities (ACSD) funding to cover the cost of respite care. For adult clients, Passport funding is available to cover the cost of respite care. Parents/guardians can connect with our Finance Manager to work through the process of payment for respite as appropriate.

During a respite visit, if a client needs further amenities beyond what was accounted for during the visit, Safehaven will endeavour to obtain needed items and provide the original receipt to remit payment from parent/guardian back to Safehaven.

Respite visit costs will be discussed with family members prior to the start of service as part of an ongoing financial assessment. If a family is not able to cover the cost of service and would like to arrange a reduced rate or be exempt from payment, please contact the Director to work together to establish an agreeable respite fee.

* Rates are subject to change.

Client-and-Family Centred Care

Client Centred Care

Our clients and families have the right to expect certain things from us. This includes professionalism, respect, high quality care and service, open communication, privacy and much more. The rights of all clients who are under the age of eighteen (18) are established in the Office of the Provincial Advocate for Children and Youth (Ministry of Children and Youth Services, MCYS) document, **“If It’s Wrong, Right It”**. For Clients over the age of eighteen (18), Ontario Regulation 299/10 “Quality Assurance Measures” made under Ontario’s Service and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act requires Safehaven to ensure individual rights are promoted and respected.

Safehaven’s “Client Bill of Rights and Responsibilities” is posted at every location. Upon start of service and annually thereafter, the rights and responsibilities will be reviewed with the client and his/her parent/guardian. Their rights will be reviewed with suitable language and context for the client to understand to the best of their ability.

Principles of Visitation and Family Presence

Families are important members of the health care team at Safehaven. Staff will work with families and the community to make sure all clients receive the highest quality care possible. All staff will do their best to make sure families are informed, respected, and supported. Families also have a responsibility to:

- Respect the rights of other clients, their families, visitors, and staff
- Provide complete and accurate information about past and present matters relating to a client’s health and well-being
- Learn and follow Safehaven’s policies and procedures
- Discuss any concerns with the health care team
- Respect the rights and privacy of other clients and visitors

It is important that everyone assumes the responsibility for creating an environment of sharing, respect, and collaboration. Safehaven reviews these responsibilities with families at the start of service and annually thereafter.



Safehaven's Client Bill of Rights and Responsibilities



Clients have the right to:



Be treated with dignity, respect, and fairness at all times



Be and feel safe and protected from abuse



Have a say about what happens to you and express your thoughts and feelings



Receive appropriate care and support, be comfortable and properly clothed



Go to school or day program and participate in meaningful day activities



An interpreter if you are not being understood because of your language or abilities



Know and understand the rules and consequences and provide your informed consent



Privacy and confidentiality



Know your caregivers



Participate in your religion and culture and speak your language



Receive health and dental care



Know who to complain to if you are not happy with your care



Proper nutrition



Receive support around your personal finances and help to manage your finances based on your ability to do so



Access important relationships with your friends and family



Be educated around issues of abuse and ensure that you understand the actions you can take to resolve any concerns in this area

Clients have a responsibility:



To be courteous and respectful to everyone



To provide accurate and up-to-date information regarding your care needs



To work in partnership with the staff in ongoing development of your care needs



To respect Safehaven's rules and compliances

“Special people work with kids with special needs.”

– Dan Mullen, Marlowe's dad

Feedback and Complaints

At Safehaven, we take great pride in the high level of care we deliver to our clients and their families. If you have any feedback, such as compliments, complaints or suggestions please let us know. Safehaven staff will treat all compliments and complaints as opportunities for growth and development. Suggestion drop boxes are located at each location.

We emphasize the importance of collaboration and partnership with families. If you have any questions or concerns regarding care or issues at Safehaven this can be discussed with the Client Care Coordinator. If you need to make a formal complaint, we invite families to follow our Three Step Complaint Process:

Safehaven's Three Step Complaint Process



• **Step 1 – Submit your Feedback:** *Choose from 1 of 3 options*

- Click on the *Feedback and Complaints* link on our website: www.safehaven.to and complete the online form.
- Contact our Client Relations Specialist at 416-535-8525 ext. 261
- Visit any Safehaven location and ask a staff member to help you complete the *Feedback and Complaint Form*.

• **TIMELINE – 5-10 MINUTES**

• **Step 2 – Internal Review**

- All complaints will be submitted to the Client Relations Specialist for review. The Specialist will follow-up within 2 business days. There will be an appropriate response to each complaint with recommendation(s) to resolve the situation and information about additional steps you may take if you are not satisfied.

• **TIMELINE – WITHIN 2 BUSINESS DAYS**

• **Step 3 – Appeal Process (As Necessary)**

- If not resolved to the complainant's satisfaction, at the Client's Relations Specialist's discretion or at the complainant's request, the complaint is referred to the Director for further review.

• **TIMELINE – WITHIN 5 BUSINESS DAYS**

All feedback is further reviewed by Safehaven's Quality, Safety and Risk Committee to identify trends and action plans.

Interpreter

Safehaven recognizes the special needs of clients and/or families who are isolated by virtue of language, culture or distance from their homes or families. We will take measures to link clients and their families with someone with a similar heritage (e.g., staff, volunteer) who speaks or shares the same language and culture. Safehaven will obtain an interpreter if requested by a client and family.

Follow Up Calls and Feedback Surveys

After each visit, families/guardians will be contacted to ensure quality care was received to determine if we have met your expectations. We also ask families to complete our annual Respite Feedback Survey to help guide us in improving the services and programs we deliver to our clients and their families.

Our Safehaven Team

Residential Support Workers: our staff are trained in providing personal care and medication administration as well as cooking, cleaning, and supporting our clients. Some of our staff have a DSW (Developmental Service Worker), PSW (Personal Support Worker), and/or SSW (Social Services Worker) designation. Some work full-time and some are elect-to-work staff (part-time). Other staff have recreational backgrounds, psychology, health sciences, or sociology degrees.

Social Workers: our social workers assess clients for eligibility, develop a Client Care Plan and coordinate respite and residential services. They also connect families to other community resources that will help the client and family.

Nurses: our nurses are either Registered Practical Nurses (RPNs) or Registered Nurses (RNs) with specialized experience and training. Each client is assessed on an individual basis to determine their level of care needs. Some clients may require nursing support from our nursing team or from one of our partnered nursing agencies.

Client Care Coordinator: each location has been appointed a Client Care Coordinator who will provide leadership and manage operations at each location with a focus on care. Our Client Care Coordinator also provides direct care to the clients to ensure that they are familiar with the routine and needs of each client who visits their location. The Client Care Coordinator of each location is responsible for maintaining licensing and compliance requirements and deadlines. During the client's visit, Safehaven staff will document all activities, achievements, incidents, and concerns in the client's progress notes. If



there are any concerns regarding a client's visit, families/guardians are encouraged to contact the Client Care Coordinator.

Client Care Educator: the Client Care Educator provides leadership and direct support to the interdisciplinary team at all 5 locations and acts as a clinical resource for staff. The Educator helps to identify program needs and adapt nursing techniques to meet the changing needs of our Safehaven clients.

Director, Programs and Professional Practice: our Director is accountable for providing leadership for the planning, safe delivery and evaluation of client centred-care and quality services at Safehaven.

Volunteer Coordinator: our volunteers consist of dedicated and compassionate individuals who continually devote their time, efforts, skills and talents to enhance the quality of life for our clients at Safehaven. Volunteers spend time with the clients engaging in activities, including assisting on outings.

Students: Safehaven offers student placements to students from a number of universities and colleges. Your family may meet students who are assigned to work with our professional staff as part of their educational experience. Such students are fully supervised and will be introduced to you if they play any part in a client's care.

Our team is committed to providing high quality care for our clients and their families. We are open to scheduling regular meetings with your family and our team to develop and review a comprehensive client-and-family-centred Client Care Plan.

Our goal is to provide service to the whole family.



Our Locations and Guidelines

Respite is primarily offered at our Bloor Street location (1173 Bloor Street West in Toronto for children under 19 years of age). There is parking in the back of the building off Brock Crescent. With over 8,000 square feet, the large space is inviting and home-like while equipped with modern features. The location accommodates 15 respite beds, a spacious kitchen, play areas and a Snoezelen sensory room. A large deck with an awning and barbeque adds additional outdoor living space.

Our residential locations (Aurora, Woodbridge, North York and Etobicoke) may offer respite depending on vacancies and availability. All five of our locations are wheelchair accessible with ceiling lifts and adaptive bath tubs to support our clients requiring physical support.

Snoezelen Room

Our Bloor and Woodbridge locations have a multi-sensory room that offers visual, auditory and tactile stimulation. Shoes must be removed and socks worn in the snoezelen rooms. Any siblings using the snoezelen room must respect the rules of access and must be supervised by a parent.

Laundry Service

Each of our locations has a washer and dryer. We will do laundry for a visit lasting three or more days. We request that all clothing is clearly labelled. We try to wash all clients' clothes separately to prevent missed or lost items.

Internet Use

Please feel free to use the computers at Safehaven. They are available for your use and enjoyment. Please note that there are some guidelines we ask you follow regarding their use. We ask that our guests avoid having food or drinks around the computer station.

- Safehaven's computers are not to be used for gaining unauthorized access to any computer system on the internet
- File sharing or peer-to-peer programs are not permitted
- Downloading copyrighted music/movies is prohibited
- Accessing sites or email that may contain profanities and or sexual content will not be tolerated
- We encourage our guests to save their files on a USB stick or CD so files are not lost or deleted

Please note that computer privileges will be revoked should guests not comply with the above conditions. The computers at Safehaven are the property of Safehaven and removal of any equipment is strictly prohibited. Please do not hesitate to contact a staff member or volunteer should you have any computer questions or difficulties.

Smoking

Smoking is prohibited inside and within twenty-seven (27) feet of all Safehaven locations. This applies to the residences and any community setting in which a Safehaven staff is working. This rule applies to staff, clients and visitors.

We recognize the damaging effects of smoking on health and so we provide a smoke-free environment for clients, family members, staff and volunteers. Please do not leave your butts on the property, and please be considerate of the other Safehaven clients.

Quality, Safety and Risk Management

Communicable Diseases

Families/guardians are to keep their loved one at home if they display any one of the following symptoms:

- Fever
- Diarrhea
- Vomiting
- Undiagnosed rash/skin condition
- Communicable disease
- Obviously infected discharge
- Persistent pain

A staff member who notices any of these symptoms will ask the client to be taken home for a Physician's note confirming that the client is healthy and safe to continue their respite visit.

For the safety of all clients staying at Safehaven, you must inform us if your loved one, or any family member, has been exposed to any of the following within three weeks of an admission:

- Chicken Pox
- Measles
- Tuberculosis
- Whooping cough
- Mumps
- Strep throat

It may be necessary to reschedule your respite visit due to the fragile health of other clients. If your loved one develops any of the above signs or symptoms while at Safehaven the remaining stay may be cancelled and rescheduled for another time.

Infection Prevention and Control (IPAC)

Safehaven is committed to protecting the health and well-being of everyone within our locations. For this reason, staff follow routine practices to prevent the spread of organisms (germs) from all clients, not just clients who have infections or communicable diseases. These practices include handwashing and the wearing of special clothing such as gloves, gowns, etc.

You also play a part in preventing the spread of infection. Hand hygiene, using soap and water or the alcohol-based hand sanitizers available throughout each of our locations, is the single most effective thing you can do to help stop the spread of infection. Washing before entering a client's room or before eating, and after using the bathroom, blowing

your nose, or other activities where your hands may become contaminated, is essential. If you need assistance, please ask our staff.

Under certain circumstances, it will be necessary for visitors to wear special clothing during their visits. A precaution sign on the client's door will give you instructions on what visitors need to do. This may mean wearing a mask, gown and/or gloves. If you are not sure what you need to do, please ask a staff to help clarify these instructions and assist you.

Many clients have weakened immune systems that make them very susceptible to a variety of illnesses.

People who are ill with a cold, fever, diarrhea, flu or a communicable disease should not visit Safehaven.

From time-to-time outbreaks occur when a higher number of clients than normal experience the same illness.

If an outbreak occurs, Safehaven and Toronto

Public Health will implement

infection control measures to prevent spread of the infection. Sometimes this means limiting visitation, cancelling communal activities, cancelling a respite visit or discharging a respite client earlier than scheduled. When an outbreak is declared families of affected clients will be notified and informed of the infection control measures that you can do to stop the spread of the outbreak. It is important that these control measures are followed closely to help contain the outbreak and avoid the spread of infection to the community, clients, yourself and loved ones.

Annual influenza vaccination is recommended. Safehaven's Vaccination Program is open to all clients, family members, staff and volunteers. For further inquiries on our Vaccination Program, please connect with the Client Care Coordinator or the Client Care Educator.



“Over the past years, I’ve had so many great experiences here – the staff always go the extra mile to make me feel comfortable and at home. One of my favourite memories was when the staff surprised me with tickets to see Jason Derulo in concert. It really proved that the staff had taken the time to get to know me, and it was so incredible that they came together to make that experience happen for me.”

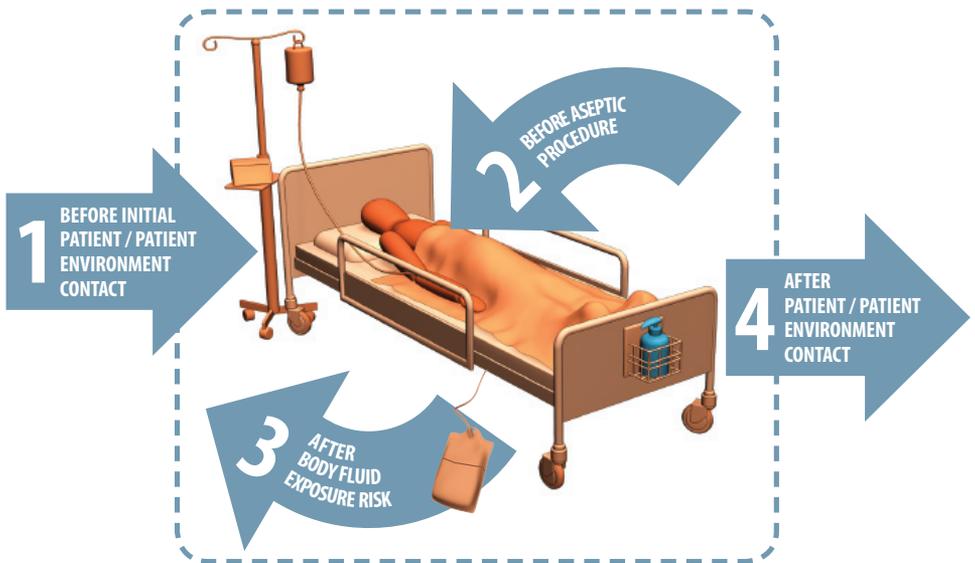
– Anita, Safehaven client

Four Moments of Hand Hygiene

Indications for hand hygiene include but are not limited to the “4 Moments of Hand Hygiene”. It is mandatory for ALL staff and volunteers across the organization to watch a 10 minute video that provides education on when and how to clean your hands (4 moments of hand hygiene). All families will be oriented on Safehaven’s hand washing policy as hand washing is the most important way to prevent the spread of infection. Hands should be washed thoroughly with warm soapy water at the following times:

- Upon arrival to Safehaven
- Before and after contact with shared house items and areas
- Before mealtimes
- After contact with a contaminated source (e.g. diaper change, bathroom use, drool, cough, sneeze, etc.)

We will ask all families to sign an agreement to abide by Safehaven’s Accessibility Standards for Hand Hygiene for Health Professionals, clients, families, staff, volunteers and visitors as required by the (MOHTLC, 2008).

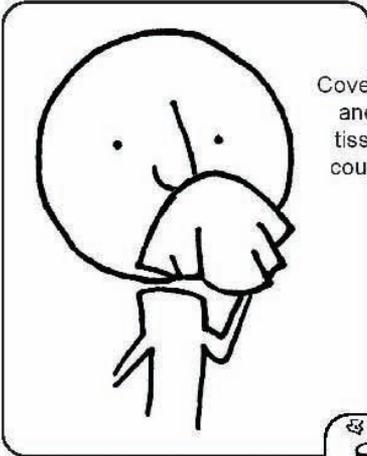


“The support and love Safehaven staff have shown us over the years has inspired me to go back to school in the Developmental Service Sector so I can pay that love forward to other families.”

– Shannique Lawrence, Destin’s mom

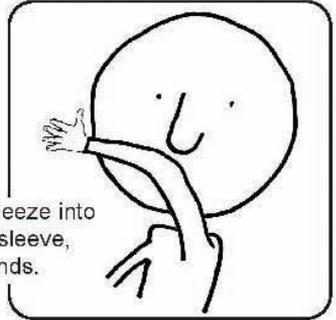
Additional steps to stay healthy and prevent the spread of infection:

Cover your Cough

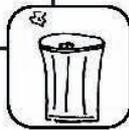


Cover your mouth and nose with a tissue when you cough or sneeze or

cough or sneeze into your upper sleeve, not your hands.



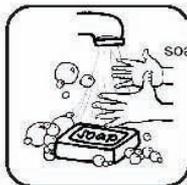
Put your used tissue in the waste basket.



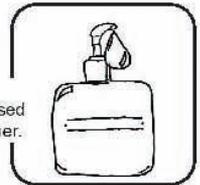
You may be asked to put on a surgical mask to protect others.

Clean your Hands

after coughing or sneezing.



Wash with soap and water or clean with alcohol-based hand cleaner.



How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED

 **Duration of the entire procedure: 20-30 seconds**



Apply a palmful of the product in a cupped hand, covering all surfaces;



Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



Palm to palm with fingers interlaced;



Backs of fingers to opposing palms with fingers interlocked;



Rotational rubbing of left thumb clasped in right palm and vice versa;



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



Once dry, your hands are safe.

Emergency and Fire Regulations

Fire safety is very important at Safehaven. We continually train our staff in emergency procedures and frequently practice our readiness through drills. When a fire alarm sounds:

- Please follow instructions from staff members
- Do not attempt to use the elevators or stairways, or to transport any clients on your own
- When the alarm sounds, the emergency doors close automatically. Only emergency services personnel and designated Safehaven staff members will be allowed to pass through these doors
- We ask clients, family members and other visitors to familiarize themselves with all fire exits

Fire drills are conducted regularly within each location. Upon discovery of smoke or fire, staff will REACT:

Remove clients from immediate danger

Ensure doors/windows are closed

Activate the fire alarm

Call the Fire Department, Dial 911

Try to extinguish the fire or concentrate on further evacuation

Workplace Sexual Violence and Harassment

Safehaven recognizes the potential for violence and/or harassment in the workplace and therefore will make every reasonable effort to identify all potential sources of violence or harassment to eliminate or minimize these risks.

Understanding workplace violence and harassment and knowing how to deal with it will help maintain a fair and safe workplace. Workplace violence and workplace harassment are largely preventable. It is the responsibility of each and every staff to interact with one another in the spirit of decency and respect.

Safehaven is committed to providing a working environment that places the utmost priority on respect for human dignity. Everyone working at Safehaven has the right to work in an environment free of all forms of harassment and discrimination. This right is provided under the Ontario Human Rights Code and the Occupational Health and Safety Act. Safehaven will not tolerate any type of workplace violence or workplace harassment within the workplace, affiliated to the workplace, or at work-related activities. Everyone at Safehaven is responsible for acting in compliance with this policy and must sign the policy statement. This Policy Statement is signed & dated annually by the Chief Executive Officer and posted on the Occupational Health & Safety Board.

All individuals are asked to report:

- Physical force by a person against a worker or an attempt to exercise physical force against a worker
- Verbal threats or psychological abuse
- Domestic violence
- Sexual harassment or violence – touching or advances
- Bullying

All incidents will be investigated and dealt with in a fair and timely manner by our Senior Leadership Team.

Client and Family Incident Reporting Procedure

Communication about a client's well-being is important. Safehaven has established a client safety incident management system that provides a consistent process for reporting, investigating, resolving, monitoring, and analyzing all incidents, including a near-miss, minor or major incident, which could occur during the provision of care at Safehaven.



Should a client or family member witness a near-miss, minor or major client safety incident, they can approach any staff at that location to report the incident. Staff will then work with the client and/or family/guardian, either in person or by phone, to complete the Client and Family Incident Report Form. Once completed, the staff member will email the Client and Family Incident Report to their Client Care Coordinator for review and follow-up. All Incident Reports are further reviewed by Safehaven's Quality, Safety and Risk Committee to identify trends and action plans.

In order to maintain a culture of safety and quality, Safehaven will disclose the analysis and any recommendations of the incident to the client, family/guardian.

Licensing and QAM Compliance

Safehaven is licensed under the Child and Family Service Acts by the Ministry of Children and Youth Services as well as, through Quality Assurance Measures (QAM) for adult services. In order to maintain our license and compliance with QAM, a Ministry licensing officer completes an annual rigorous process to ensure we are meeting the standards that are in place.

Licensing Supervisors visit each location to undertake a thorough review of our client and staff files, health and safety procedures, employment practices, occupational health and safety standards and insurances. In addition to a physical inspection of the homes, the licensing officer reviews Safehaven's compliance with local public health units, fire authority and building codes.

The Client Care Coordinator of each location is responsible for maintaining licensing requirements and deadlines. The original copies of all licensing documentation and main case files are kept at our head office on Bloor Street and copies are kept at the locations.

Safehaven is proud that we have achieved our license every year since 1989 and that we initiated a model of care that is the industry standard throughout the developmental sector.

“Respite gave us the opportunity to take a family vacation with our other children for the first time in six years. We didn’t realize how badly we all needed time away with each other.”

– Safehaven family

Accessibility Standards for Customer Service

Safehaven is committed to creating a barrier-free environment for people with disabilities. Our goal is to prevent, identify and remove barriers that may challenge an individual's ability to receive care, access our programs and services, or to work here, in accordance with the Customer Services Standards established in the Accessibility for Ontarians with Disabilities Act (2005). Safehaven has established a number of policies, practices and procedures that govern the provision of goods and services to people with disabilities. These documents are available on request in print or electronic formats. We also rely on feedback from members of the Safehaven community to help us improve accessibility. Contact the Lead of Quality, Safety and Strategic Directions for more information or to provide feedback at 416-535-8525 x. 225.

Other Important Information

Lost and Found

Personal items are periodically left behind. Please check our Lost and Found Box at any of our locations for any missing items. Lost and Found items are kept for a maximum of six months. Please notify staff of any lost items and they will do their best to locate it. If your loved one returns home with items that do not belong to him or her, please return to Safehaven and we will locate the owner.

Animals at Safehaven

With advance approval from the Director, Safehaven may permit service animal(s) provided by an outside licensed and insured organization to visit any of our locations.

Service animals must have documentation indicating:

- A guide dog status
- Location of the guide dog jacket at all times
- A service animal's responsibilities
- Proof of vaccinations
- The handler/family's responsibility to supply food, feeding dish, and maintain dog's care.

The family pet is permitted to visit a client at Safehaven but with the following restrictions:

- Owner must provide copy of up-to-date vaccinations
- Pets must be free of parasites and fleas, and have no open sores or lesions
- Visiting pets must be on a leash at all times
- Animals must be healthy and have no known aggressive behaviours or tendencies
- Animals are under the control of a responsible owner/handler at all times
- There must be written approval from our Director or CEO at least forty-eight (48) hours prior to the visit
- Animals are only permitted in the living room area and the client's room

Pets and service animals will only be allowed with advance notice and consideration of the other clients and staff allergies and/or fears.

Staff Acknowledgement

We recognize that you may want to thank Safehaven's staff for the care they provide to your loved one and family. While we appreciate positive feelings of gratitude from clients and family members, staff and volunteers are not allowed to accept gifts or tips of any kind. If you wish to show your appreciation, a personal written thank-you is always welcome. You may also make a donation in the person's honour to Safehaven by contacting our Fundraising department.

Clients and family members are invited to participate in our Safehaven Staff and Award Recognition program, which recognizes staff who demonstrate behaviours that are aligned with Safehaven core values of Quality Focus, Safety, Client-and-Family Centre Care, Respectful Interactions, Accountability and Team Values.

Allergy/Anaphylaxis Policy

With the understanding that not all factors in the environment can be controlled (e.g., insects), Safehaven will encourage measures to reduce exposure to allergens.

As a number of our clients and staff have severe allergies or sensitivities to products made from latex, we cannot have latex balloons or latex toys at any locations. Foil/Mylar balloons are acceptable.

Safehaven is also a nut-free environment. All products (prepared or purchased) that are brought to any Safehaven location, by staff or visitors, must be nut free.

Please inform the Client Care Coordinator and the staff if you have any allergies. All clients who require the use of an Epi-Pen must have it during their visits and it will be carried with them on community outings.



Scent-Free Environment

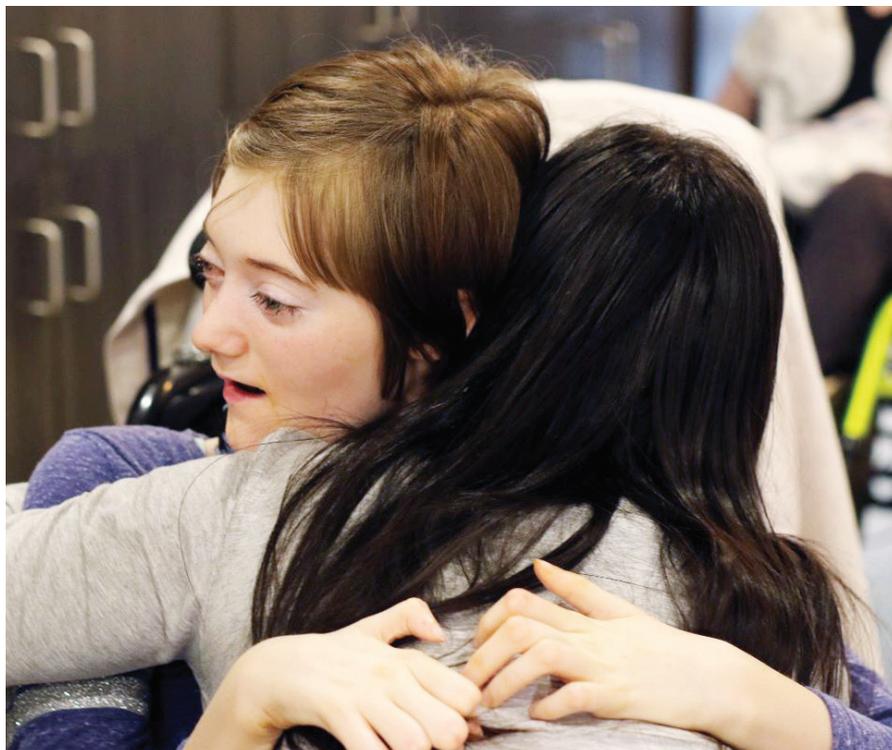
Different people have different sensitivities to scents and odours. In some cases people may become ill as a result of exposure to common scents such as perfumes or hair products. For this reason, Safehaven is a designated scent-free environment. You are requested to refrain from using any scented personal products while at Safehaven.

On-Call System

Safehaven provides on-call support 24 hours/day, 7 days/week. The objective of the on-call system is to ensure that all incidents or issues that may arise in the location are handled in a safe and timely manner. Safehaven clients, families, staff, and volunteers will have immediate access to a designated individual who can provide direction and response in any emergency or difficult situation. If there is an issue, please contact the respective location and the staff will endeavor to support before escalating to the on-call support person.

Security

All Safehaven staff and volunteers are easily identified by their identification badge. It is mandatory for our team to wear their identification badges while at work. If you observe a suspicious activity or individual, have lost personal items or have any security concern, please notify the Client Care Coordinator or tell a staff member immediately.



Our Saf haven Locations



BLOOR STREET (Respite and Main Office)

1173 Bloor Street West
Toronto, Ontario M6H 1M9
Telephone: 416-535-8525 x. 235

Client Care Coordinator: Gillian Mootoo
gmootoo@saf haven.to



AURORA

175 Aurora Heights Drive
Aurora, Ontario L4G 2X1
Telephone: 416-841-9221

Client Care Coordinator: Patricia Buenavente
pbuenavente@saf haven.to



CLAYLAND

22 Clayland Drive
North York, Ontario M3A 2A4
Telephone: 416-445-0802

Client Care Coordinator: Isabelle Zonenberg
izonenberg@saf haven.to



GLENADEN

90 Glenaden Avenue East
Etobicoke, Ontario M8Y 2L3
Telephone: 416-237-1937

Client Care Coordinator: Nancy Alfaro
nalfaro@saf haven.to



TIMBER LANE

37 Timber Lane
Woodbridge, Ontario L4L 3J6
Telephone: 416-850-7150

Client Care Coordinator: Nichola Higgs
nhiggs@saf haven.to

Our Leadership Team

Susan Bisailon
Chief Executive Officer
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sbisailon@safehaven.to

Barry McCann
Human Resources Coordinator
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Isabelle Zonenberg
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and Client Relations Specialist
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Savannah Gowan
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Lorraine Tkadletz
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ltkadletz@safehaven.to

Andrew Tidswell
Development Officer
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atidswell@safehaven.to

Debbie Mackay
Communications Specialist
416-535-8525 x 264
dmackay@safehaven.to

“Over the years, Safehaven has become family. My child has experienced certain things only possible through an organization such as Safehaven. The community you introduced us to has become our community, family, friends, and home.”

– Irina Abbassova, Michael’s mom

LiUNA! BUILDS COMMUNITIES



Well trained. Highly skilled manpower. That's our specialty!

When a community is built from the ground up, there is no labour force on the planet, better skilled to get the job done right the first time. LiUNA members and retirees made a commitment to their careers, which means a commitment to our communities. A commitment to build the BEST schools, airports, hospitals, office buildings, tunnels, power plants, roads, bridges, low rise and high rise housing in the country. When the work is done, LiUNA members and retirees continue to live, play and grow in their communities, with the guarantee of a pension that is also....simply the BEST!

Approaching 100,000 members and retirees across Ontario, LiUNA is committed to building communities throughout the Province. While our affiliates specialize in representing construction workers, we also represent many other industries including manufacturing, health care, custodial services, convention and show exhibits.

Laborers'
International
Union of
North America

LiUNA!

Ontario Provincial District Council

visit www.liunaopdc.org today