



Providing
Services for Seniors
and
Adult Mental Health Services
In Simcoe-Muskoka

Welcome

to

Wendat

A Guide
For
Consumers
And
Family Members

INTRODUCTION TO WENDAT'S SERVICES

Wendat provides a variety of support and rehabilitation services for both seniors over 65 experiencing difficulties with managing day to day activities and adults with mental health issues in the areas of housing, recreation, employment, case management, information and referral, crisis management, assistance with daily living skills for seniors living at home, congregate dining and social stimulation for seniors. Our brochure provides a description of the individual programs we offer.

MISSION:

Our mission is to provide high quality care, treatment and rehabilitation services to both frail elderly and to persons experiencing a mental illness who are living in the North Simcoe-Muskoka area.

VISION:

To empower people to achieve their optimal health and wellbeing in the community where they live, work and socialize.

VALUES:

EXCELLENCE:

We are committed to the delivery of high quality service through education and by incorporating best practise by skilled staff and volunteers.

DIGNITY:

We recognize the inherent worth of every person and treat them with dignity, respect and compassion. We support their right to make their own decisions. We inspire hope in clients, their family members and health care/service delivery personnel.

ACCESSIBILITY:

We are committed to offering access to our services and increased availability during both traditional and non-traditional times, when people have fewer options to receive help.

INTEGRITY:

We are ethical, transparent and fiscally responsible and accountable to our funding organizations and donors for the management of the resources entrusted to us on behalf of our community.

PARTNERSHIP:

We are committed to working with all of our stakeholders to ensure a collaborative and proactive response, to address the needs of those receiving our services.

LEADERSHIP:

We will demonstrate leadership in the advancement, promotion and incorporation of innovative practices and creative ideas.

POSITIVE WORKING ENVIRONMENT:

We create a safe environment where employees are engaged and encouraged to exchange ideas, communicate openly, be innovative and practice work-life balance.

COMPLAINTS PROCEDURE FOR CONSUMERS AND FAMILY MEMBERS

If you feel dissatisfied with the services received from Wendat, please let us know. The steps below should be followed in sequence, proceeding on to the next step only if you feel your concern has not been addressed satisfactorily.

1. Please inform the program staff directly involved. This should always be your first step.
2. Inform the program staff that you would like to take this to another level. Inform the Program Supervisor of your concern. The staff will give you their name, number and office hours. The Program Supervisor will respond verbally or in writing within 5 business days.
3. Inform the Program Supervisor you would like to take this further and present your concerns to the Program Manager. The Program Supervisor will tell you the name of the Program Manager and how to reach that person. At this level, it is always best to put your concerns in writing. If you have difficulty with this, the Program Manager can assist you. You can also put your concern in writing and place it in the "Compliments and Concerns" box. The Program Manager will read these weekly and respond within 15 business days.
4. Inform the Program Manager you would like to take this further and present your concerns to the Executive Director. The Program Manager will tell you the name of the Executive Director and how to reach that person. The Executive Director may handle your concerns or may seek direction from the Board of Directors. You will receive a written response within 15 business days.
5. Inform the Executive Director you would like the Board of Directors to address your concerns. Put your concerns in writing and address it to the President of the Board. The Executive Director will tell you their name and how to reach the President. The Board of Directors will address your concerns and provide a written response within 30 days.

CONSUMER AND FAMILY INVOLVEMENT WITH WENDAT

1. Board of Directors Level
We are committed to having both users of mental health services as well as their family members participate as members of the Board of Directors. Persons with lived experience and family members are essential as members of Wendat's Board of Directors
2. Staff Level
Wendat has a commitment to hire mental health consumers on staff. Specific positions are designated and reserved for people who have experienced mental illness. Consumers are given priority for all staff positions throughout the organization. Additionally, there is no mandatory retirement age for employees. Wendat routinely hires persons considered to be seniors.
3. Program Level
Wendat has adopted service delivery models that value client and family involvement. Each client requires consultation with family and significant others as identified by the client.

Each program conducts satisfaction surveys with program participants and their feedback is compiled annually to be used for program planning for the coming year.

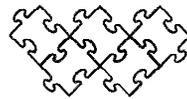
At each program site, a "Compliments and Concerns" box is available for clients and family members to express their views in writing.

Additionally, all staff maintains an open door policy for program participants and families to talk over any issue related to the services provided. The Executive Director has been charged with the responsibility of acting as an internal advocate for families and recipients of service.

HOW CAN I HELP TO IMPROVE THE QUALITY OF SERVICES?

Get involved with Wendat. . .

- as a board member or committee member
- speak to staff and share your concerns and suggestions
- express your views in a letter or an article for your local agency/ consumer newsletter.
- become a volunteer



“Never doubt that a small group of thoughtful, committed people can change the world. Indeed, it is the only thing that ever has.”

Margaret Mead

OTHER RESOURCES

COMMUNITY CONNECTION

DIAL 211*

Alternate:

1-866-743-7818

Mental Health Line/Crisis Line

Information on resources in Simcoe County.

Assistance for persons in psychiatric crisis.

Contact: 1-888-893-8333 or 705-728-5044

North Simcoe Muskoka HealthLine.ca

Contact:

(705) 310-2222

Seniors Info Line

Contact:

1-888-910-1999

Telehealth Ontario:

1-866-797-0000

Ontario Telemedicine Network:

1-416-446-4110

Wendat Community Programs
Main Office
237 Second Street
PO Box 832, Midland Ontario L4R 4P4
Phone (705) 526-1305
Fax (705) 526-9248

www.wendatprograms.com

The Lorna Tomlinson Residence for Seniors
Operated by Wendat Community Programs
44 Dufferin Street
Penetanguishene ON L9M 1H4
Phone: 705-355-1022
Fax: 705-355-1026

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