



SERVICE
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YOUR GUIDE

TO UNDERSTANDING YOUR RIGHTS AND RESPONSIBILITIES



scsonline.ca

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ABOUT YOUR GUIDE

You will receive a copy of *Your Guide to Understanding Your Rights and Responsibilities* (Your Guide) when you begin receiving a service from SCS.

You are also welcome to request a copy of Your Guide at any time. This document will be reviewed with you each year.

Services from SCS include:

- Case Management: Adult or Children
- Complex Special Needs (CSN)
- Residential and Community services

In Your Guide, you will learn about:

- Our mission and the services we offer
- Your rights
- How we will work together
- What is abuse and who to contact if it happens to you
- Your privacy

OUR MISSION

SCS supports people with developmental disabilities and children with autism in finding available resources and planning for the future of their choice.

SCS is your pathway to informed choices and opportunities in your community.

MEANING OF SCS:

SERVICE

We empower you to make informed choices and plan for the future of your choice.

COORDINATION

We work with you, your caregiver, service providers and community resources to coordinate your supports.

SUPPORT

We strive to understand your unique situation before exploring options to put your plan into action.

KNOW YOUR RIGHTS

You have the right to:

- Be included in making decisions
- Be treated equally to everyone else
- Be treated with respect
- Receive services in either English or French
- Have your privacy respected

WORKING TOGETHER

You and your caregiver will be treated with dignity and respect by all SCS employees. We want you to feel comfortable in the decisions that you make.

WHAT YOU CAN EXPECT FROM US:

- To be received in a setting that is accessible, safe and friendly
- To receive current information about supports available to you
- To be supported in understanding the information you receive
- To have your appointments start and end on time
- To participate, as much as you like, in your planning

WHAT YOU CAN EXPECT FROM US (CONTINUED):

- To include in your plan options that promote:
 - Your individual choices
 - Your rights
 - Opportunities to be independent
 - Opportunities for social inclusion (to be involved and included in your community)
- To have a response from us within 3 working days.

WE ASK YOU TO:

- Be respectful and courteous to all persons and property
- Arrive on time for your appointments
- Call if you will be late or if you need to change the time of your appointment
- Offer a safe environment when we come to your home for a visit
- Provide us with your feedback
- Respond to us in a timely manner

ABUSE PREVENTION

It is important to understand the different types of abuse, and to know who you can safely speak with. Unfortunately, individuals with disabilities are more at risk of abuse, which is why this document will be reviewed with you every year you are working with SCS.

WHAT IS ABUSE?

Abuse is about someone who has control over you and is using it to hurt you. Abuse can happen at home, on the street, on public transportation and other places.

People with disabilities are more likely to find themselves in situations where they can be abused. Learn to recognize the forms. (see next page)

PHYSICAL ABUSE

SOMEONE IS CAUSING YOU PAIN OR INJURING YOU

SEXUAL ABUSE

SOMEONE IS HARASSING OR TOUCHING YOU IN A WAY YOU DON'T WANT

NEGLECT

A CAREGIVER IS NOT GIVING YOU THE CARE YOU NEED

PSYCHOLOGICAL ABUSE

SOMEONE'S WORDS, VOICE OR ACTIONS MAKE YOU FEEL LOW

FINANCIAL ABUSE

SOMEONE IS CONTROLLING YOUR MONEY AND YOU FEEL LIKE YOU ARE NOT INCLUDED IN DECISIONS

SPIRITUAL ABUSE

SOMEONE USES YOUR FAITH OR RELIGION AGAINST YOU



ABUSE IS AGAINST THE LAW: TELL SOMEONE

YOU NEED TO TELL SOMEONE

If you think you are a victim of abuse, you need to tell someone and report it. Your support team can help you find someone to talk, if you would like.

You will find important phone numbers on the next page, and can work with your support team to identify people you talk to.

IMPORTANT PHONE NUMBERS

If you think you are a victim of abuse, you are in danger, or you are in a crisis, here's who you should call:

IMMINENT DANGER: CALL 911

	OTTAWA	UNITED COUNTIES OF PRESCOTT-RUSSELL	RENFREW COUNTY	STORMONT, DUNDAS AND GLENGARRY
ABUSE				
CHILDREN	Children's Aid Society: 613-747-7800	Valoris Children's Aid: 1-800-675-6168	Family and Children's Services: 1-800-267-5878	Children's Aid Society: 613-933-2292
ADULTS	ReportON: 1-800-575-2222			
SENIORS	Elder Abuse Ontario: 1-866-299-1011			
	Ottawa Police Services: 613-230-6211	Ontario Provincial Police: 1-888-310-1122	Ontario Provincial Police: 1-888-310-1122	Ontario Provincial Police: 613-534-2223
CRISIS	Child, Youth and Family Crisis Line: 613-260-2360 (In Ottawa) 1-877-377-7775 (Outside Ottawa) Individuals 16 Years or Older: 613-722-6914 (In Ottawa) 1-866-996-0991 (Outside Ottawa) 9-8-8: Suicide Crisis Helpline			

PEOPLE WHO CAN HELP YOU STAY SAFE

(Someone you trust can help you fill out this section)

My caregiver:

My friends:

My neighbours:

PEOPLE WHO CAN HELP YOU STAY SAFE (CONTINUED)

People in my community:

People at my work:

Other people I know:

GENERAL INFORMATION

Service Coordination Support (SCS)
1400 St Laurent Blvd., Room 507
Ottawa, ON, K1K 4H4

Tel: 613-748-1788 | TTY: 1-800-855-0511
Email: admin@scsonline.ca

This booklet is also available in French.