



Service Coordination for People
with Developmental Disabilities

Coordination des services pour les
personnes ayant une déficience intellectuelle

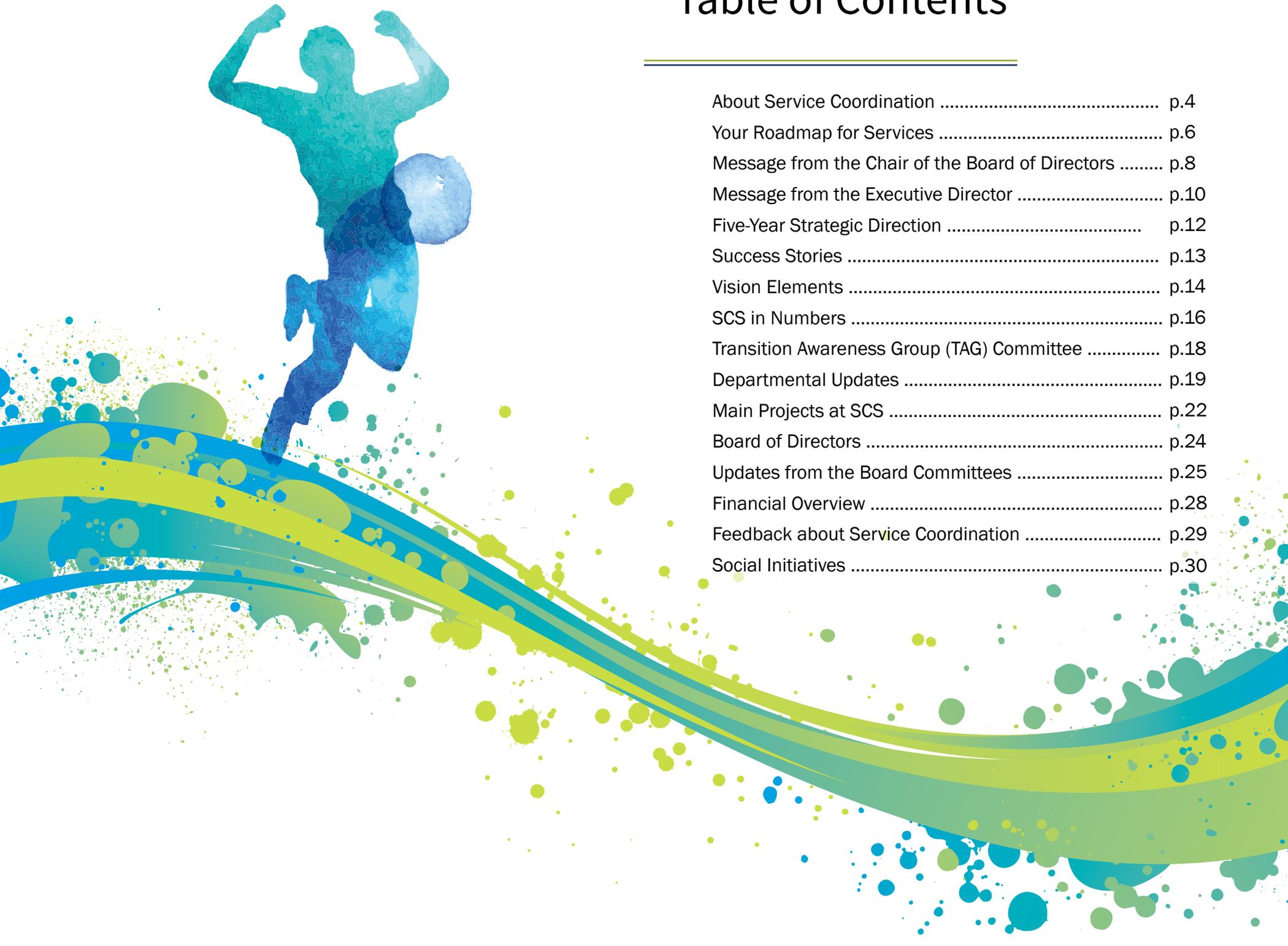
Annual Report 2016 – 2017

Bringing our Vision to Life



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Service Coordination for People with Developmental Disabilities (SCS)



SCS is a non-profit agency that helps individuals and their families plan for and connect with community resources. In the last year, we served 3,500 adults and children with a developmental disability and children with Autism Spectrum Disorder. Our services are provided in Ottawa and in the Eastern Region.

SCS is funded by the Ministry of Children and Youth Services and the Ministry of Community and Social Services.

Our Mission

SCS helps individuals of all ages with developmental disabilities and their families connect with community resources that meet their individual needs.

Our Vision

SCS is an innovative knowledge-based organization, recognized as a leader by working in collaboration with our community to deliver high quality services to individuals with a developmental disability in our region.



Advocacy

We believe in advocating on behalf of the persons we serve for the development of services in the community.

Choice

We believe in supporting the right to self-determination for the individual in their choices and preferences for quality of life.

Diversity

We believe in sensitivity and respect of the cultural needs and diversities within our community.

Empowerment

We believe in the potential of individuals to achieve their goals as well as to empower their family and their support networks.

Equity

We believe in equal opportunities to access supports and services in our community.

Language

We believe in providing supports and services in both official languages.

Partnerships

We believe in collaborating with individuals, families and the community to develop partnerships to achieve our vision.

Recognition

We believe in recognizing the valuable contribution of our staff and volunteers to lead, plan and provide access to information and resources in our community.

Trust

We believe in trust that is built through honesty, respect and confidentiality.

Your Roadmap for Services

ACM

CASE MANAGEMENT

SCS offers case management services to adults with a developmental disability, and to children with developmental disabilities and/or autism.

CCM

CHILDREN'S CASE MANAGEMENT

Available in Ottawa

ELIGIBILITY:

- Resident of the City of Ottawa
- Diagnosis of a developmental disability and/or autism
- Supported by psychological assessment

ACM

ADULT CASE MANAGEMENT

Available in Ottawa

ELIGIBILITY:

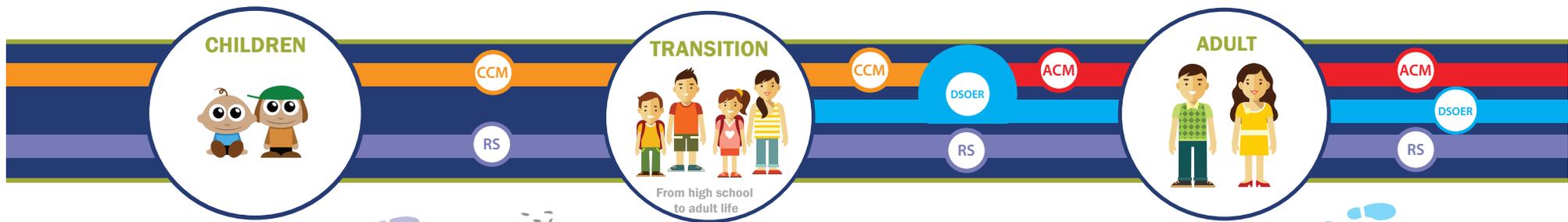
- Referred by DSOER

CCM

MAIN FUNCTIONS OF CASE MANAGEMENT

- Linking and helping individuals access services such as employment supports and respite programs
- Providing information on community resources, for example camps and recreational programs
- Supporting individuals, families and youth to create an Individual Support Plan
- Coordination of the support plan with family, service providers and community resources

Learn more at scsottawa.on.ca/services



RS

RESPITESERVICES.COM

is part of a provincial secure website that helps families and other caregivers find respite providers and connect with Special Needs Workers who provide respite care or developmental programming.

Learn more at respiteservices.com

RS

respiteservices.com

Available in Ottawa

DSOER

DSO

Developmental Services Ontario

Your access point for adult developmental services

Eastern Region

ELIGIBILITY:

- 16 years of age or over, and reside in Ontario
- Diagnosis of a developmental disability
- Want to access services funded by MCSS at 18 years of age or over

DSOER

If you are an adult and you want to be eligible for services in the developmental services system, you must have been assessed by Developmental Services Ontario Eastern Region (DSOER).

You must be referred by DSOER to access adult case management services at SCS.



Message from the Chair of the Board of Directors



On behalf of the Board of Directors, I am pleased to present you the Annual Report 2016-2017 of Service Coordination for People with Developmental Disabilities (SCS).

It has been a great pleasure for me to serve these past three years as Chair of Service Coordination's Board of Directors. I am incredibly proud of all that we have achieved; together we helped individuals of all ages with developmental disabilities and their families get the services they need in their community.

In 2016-2017 we welcomed three new Directors to our Board: Elizabeth Murphy-Walsh, Gregory Stevens and Christopher White (resigned February 2017). They bring a lot of experience and a diverse set of skills to the table and they

contribute to advancing the mission and vision of SCS. You will find a full list of our Board members and committees in this report.

We have made excellent progress in finalizing the implementation of our five-year strategic direction, which sets the areas where the Board wants to prioritize resources in order to advance the mission and vision of SCS. I invite you to read Executive Director Anna Lacelle's message in this report for more details on this progress.

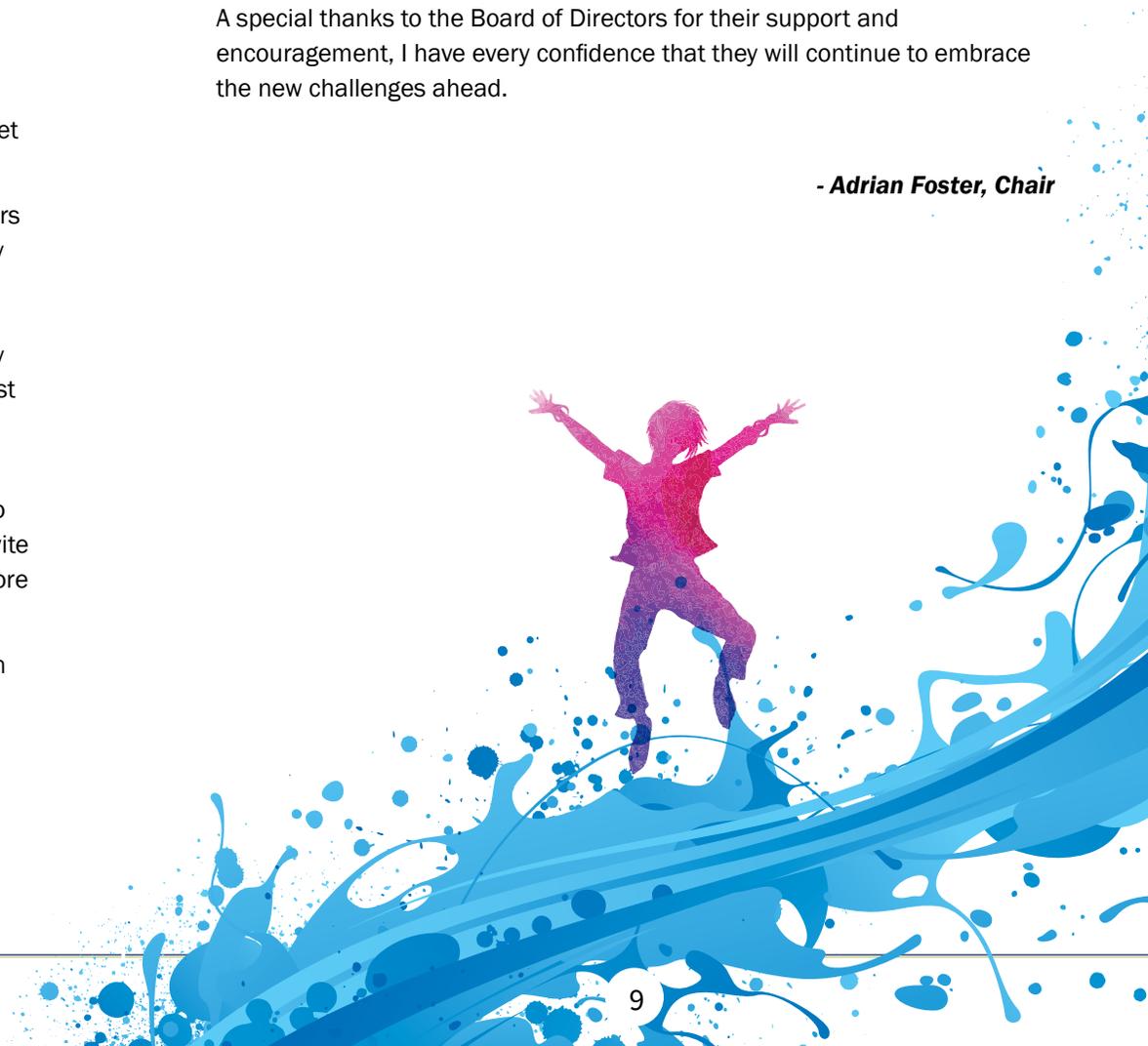
The Board of Directors also looked at how SCS can develop and strengthen relationships with government representatives. We believe that building relations with the right government decision-makers will deliver knowledge and insights to better serve our clients.

I will retire at the Annual General Meeting (AGM) on June 22nd, when André Dulude, present Vice-Chair of the Board, will become Chair assuming he is elected at the AGM. André has over sixteen years of experience at the senior executive level, both in the federal public service and the university sector, in a variety of challenging roles, with a mix of policy, program management and communications experience.

I wish to thank all the staff and management of SCS for their steadfast dedication, commitment and care for those individuals and families they serve. Executive Director Anna Lacelle provides strong, thoughtful and positive leadership to SCS.

A special thanks to the Board of Directors for their support and encouragement, I have every confidence that they will continue to embrace the new challenges ahead.

- Adrian Foster, Chair



Message from the Executive Director

We are **Bringing our Vision to Life**. In 2016-2017 Service Coordination for People with Developmental Disabilities advanced its plan to address the Board's strategic directions. Service Coordination was able to lead the way in innovation strategy and ensure that everything it does increases services and supports for people served.

To **improve** our services to people, we launched two reviews. The first review comprised of analyzing Service Coordination's role on the Adult Developmental Service System's Urgent Response Committee and organizing the work performed by the Developmental Services Ontario Eastern Region (DSOER). The second item included starting a branding and perception study that will provide benchmarks to develop our Communications Strategy. Besides these reviews, we finished implementing a Results-Based Accountability Framework, a tool that measures the impact of our work. Finally, we worked closely with our Key Advisory Network Committee who provided us with their opinion on what we do. We would not be able to do any of our work without our dedicated employees that do an incredible job at expanding our outreach while strengthening our programs and services.



The **Communications** portfolio is important to us, because we want other organizations, people we support and the rest of the community to understand the role we play as part of larger adult and children's service systems. To help us do this work, we hired a Communications Officer who is delivering our messages and increasing our social media presence. With the input of the Key Advisory Network Committee, he completed a visual road map that explains how Service Coordination operates.

Service Coordination is growing its **provincial footprint**. We are members of provincial and regional organizations and we led the launch of the Case Management Provincial Group. In late 2016, a group of Developmental Service providers offering case management services, funded by Ministry of Community and Social Services, formed the Provincial Case Management Group. This provincial group helps by collaborating on any changes being considered regarding case management services.

We made some **structural changes** within our organization and established a Support Services functional area bringing together our case management services and Respiteservices.com. This change gave us the flexibility to hire a Director of Capacity Development who is responsible for the operations and streamlining of projects.

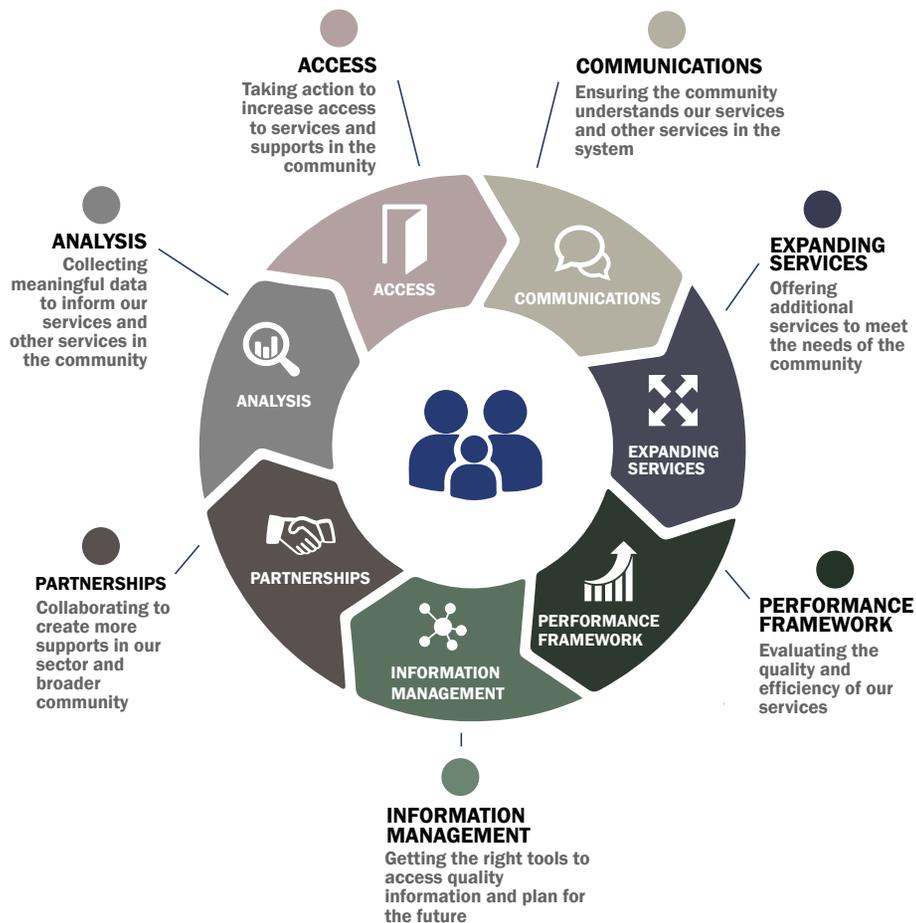
Finally, I express gratitude to the Board of Directors for their commitment and rigour at performing their volunteer responsibilities. Given the knowledge and skill each member brings to the table, we are very pleased they decided to give their time and energy to Service Coordination. Special thanks go to our Chair, Adrian Foster, who will retire at our Annual General Meeting on June 22nd after three years as President of the Board.

- **Anna Lacelle, Executive Director**



Overview of our Five-Year Strategic Direction

Enhancing your pathway to developmental services and supports in your community



Visit our website at scsottawa.on.ca to learn more about our five-year strategic direction.

Success Stories

Meet George, a participant of Children's Case Management at Service Coordination

Karen knows the advocacy and determination that comes with having a child with many disabilities. She and George, her 18-year-old son, have faced more uncertainty than most. They lived for 21 months at a hotel while waiting for City of Ottawa affordable housing after her marriage ended. Karen and George have now found stability and support.

"I am me and I am George," Says Karen. "I am his advocate."

...

(Go to our website scsottawa.on.ca to continue reading this story)

Meet Tomas, a participant of Adult Case Management at Service Coordination

"Cooking is not difficult. Cooking is easy."

Tomas works in a kitchen at an Italian restaurant. He takes care of dishes and helps with the cooking, alongside six other kitchen staff. "It's no problem," he says. The Bistro is close to home, so Tomas can walk, take the bus or bicycle to work.

Tomas works at the restaurant from Monday to Saturday and still finds time to play on the Special Olympics floor hockey team at Canterbury High School. His Case Manager at Service Coordination suggested the Special Olympics team when she learned that Tomas played ice hockey and soccer in Slovakia.

...

(Go to our website scsottawa.on.ca to continue reading this story)

Our Vision Elements

Here are our vision elements with an example of how we put them into action

Person Centered

We serve children with developmental disabilities or Autism Spectrum Disorder (ASD), and adults with developmental disabilities, their families and people acting on their behalf.

- SCS supports its participants by creating an Individual Support Plan and coordinating the plan with service providers and community resources



Working collaboratively with our community

Establishing cooperative relationships with families, groups and community partners to achieve specific goals.

- SCS hosts an annual conference and information sessions in collaboration with partners in the community to offer resources and information to families



Leadership

Inspiring others to develop relationships that promote inclusion and independence.

- SCS actively participates in committees that play a leadership role in planning and coordinating services



High quality services

Improving operational processes, establishing reliable performance measures and measuring customer satisfaction.

- SCS has feedback tools that are available to everyone to share their experience. This information helps us offer high quality services

Our region

Understanding and validating the needs of each area we serve.

- SCS has identified the need to expand Respiteservices.com to areas outside Ottawa

Innovation

Developing and using new methods, ideas or products.

- SCS launched an online portal to make it easier for its clients to complete financial transactions

Knowledge-based

Relying on knowledge, evidence and best practices

- SCS tracks the progress of persons we support in a central system to inform employees' decisions and work



SCS in Numbers

4,887 SERVICES PROVIDED

Service Coordination provided 4,887 services to individuals in 2016-2017, which includes services from Adult and Children's Case Management, Developmental Services Ontario Eastern Region (DSOER), and Residential and Community Services.

3,565 INDIVIDUALS SERVED

Service Coordination served a total of 3,565 individuals in 2016-2017, which includes services from Adult and Children's Case Management, Developmental Services Ontario Eastern Region (DSOER), and Residential and Community Services.

69 EMPLOYEES

Service Coordination had a total of 69 employees in 2016-2017, which includes services from Adult and Children's Case Management, Developmental Services Ontario Eastern Region (DSOER), Residential and Community Services, Respiteservices.com, and administration.

59 FEEDBACK ITEMS

Service Coordination received a total of 59 feedback items from its participants in 2016-2017. Among these items, there were 45 praises, 7 complaints, 5 concerns and 2 suggestions.

NUMBER OF SERVICES FROM CHILDREN'S CASE MANAGEMENT

1,476

NUMBER OF SERVICES FROM ADULT CASE MANAGEMENT

1,173

NUMBER OF INDIVIDUALS SERVED AND SERVICES FROM DEVELOPMENTAL SERVICES ONTARIO EASTERN REGION

363 Individuals served
773 Applications completed
243 Eligibility determined
1 Withdrawal

NUMBER OF WORKERS AND FAMILIES REGISTERED ON RESPITESERVICES.COM

199 Workers registered in Ottawa
96 New Special Needs Workers
1,620 Families registered in Ottawa
237 New family registrations

Transition Awareness Group (TAG)

The Transition Awareness Group (TAG) aims to stimulate community participation, inspire new opportunities and raise the profile of developmental services in our community for transitional age youth. Our goal is to help individuals and families gain knowledge, tools, and awareness of resources in the Ottawa area.

In 2016-2017 TAG continued to organize evening information sessions for individuals between the ages of 16 and 21, as well as, for adults in life transition. These information sessions were generally well attended.

TAG organized the 4th annual *Coming Together* conference. Under the theme *Raising Awareness: Healthy Boundaries and Safeguards*, families received valuable information and tools to approach issues related to safety, awareness and boundaries across personal and professional relationships with their transition aged youth (14-25 years old) who have a developmental disability or autism.



In addition to a keynote by the Ottawa-Carleton District School Board, participants had the opportunity to attend two of the five offered workshops, meet available respite workers, and learn more about community programs through agency info booths. A highlight of this year's conference was a sixth workshop engaging youth through interactive activities from Y's Owl Maclure's Lifeskills Training Centre.

Sincere thanks to everyone who made this event such a success and to the 2016 conference partners.

Each year, *Coming Together* focuses on a topic relevant to any youth transitioning to adulthood tailored for youth with Developmental Disabilities and Autism Spectrum Disorder. Previous topics have been alternative housing options and networking. The theme for the 2017 conference will be *Employing Ability*.

Case Management (CM)

Service Coordination offers Case Management (CM) services to children with developmental disabilities and/or autism and adults with developmental disabilities. Our CM Team assists individuals and their families to create an individual support plan to identify goals. Case Managers connect individuals and their families to available resources in the community that promote social inclusion.

In 2016-2017 CM services for both children and adults continued to focus on improving the customer experience by promoting our feedback process. CM services implemented a results-based accountability model with the goal of identifying measurable outcomes for children and adults. Moving forward our goal is to build capacity in the community by linking outcomes to resources which will increase our partnerships.

CM continued to promote visibility in the community by attending and participating in a wide range of events, workshops and presentations.

In 2016-2017 a total of 1,476 children received support from our Children's CM Team. Our Adult CM Team provided services to 1,173 individuals.

The 2016-2017 Autism Spectrum Disorder (ASD) Initiative served a total of 135 children. This initiative aims to provide direct funding to purchase respite services for children with ASD.

Residential and Community Services (RCS)

Residential and Community Services (RCS) participates in individual support planning with children and adults in residential care with private operators. RCS is responsible for assessing and monitoring the quality of services in compliance with Quality Assurance Measures.

In the 2016-2017 fiscal year, RCS engaged our regional partners to standardize processes and working relationships with private operators.

RCS provided support to 188 children and adults and the community was able to welcome one Transition Aged Youth Crown Ward through transition planning.

Developmental Services Ontario Eastern Region (DSOER)

Your access point for adult developmental services – Consistency, fairness and choice.

Since July 2011 Developmental Services Ontario Eastern Region (DSOER) has been providing a bilingual service to persons with developmental disabilities and their families across the Eastern Region, which spans Renfrew County, the United Counties of Stormont, Dundas and Glengarry, the United Counties of Prescott-Russell and the City of Ottawa.

Your Developmental Services Ontario (DSO) is your application centre for adult programs funded by the Ministry of Community and Social Services (MCSS) and to receive information. DSOER works with you to complete your service application – Application for Developmental Services and Supports and Support Intensity Scale – and to send this application to the services you need and want. We have now met and heard over 2,000 persons in the Eastern Region.

DSOER is one of 9 DSOs' in Ontario. Together, with MCSS, we work on preparing many of the changes and improvements for your services. Since 2016 it is possible to use your letter of eligibility at DSOER to apply to the Ontario Disability Support Program (ODSP). MCSS launched ReportON and DSOs' supported this new initiative to report abuse.

DSOs' use a database called Developmental Services Consolidated Information System (DSCIS), which contains data to plan for services. DSCIS also makes it easier for people when they move and need services in their new community. It also makes it easier for people to ask for services anywhere in Ontario. DSOER participated in a very large project to improve DSCIS and has it ready for partners who will be using it to let DSOER know about services that become available: residential, community participation and respite. This will make access to these services more efficient. We look forward to 2017- 2018 to provide new services to the Eastern Region.

Respiteservices.com (www.respiteservices.com)

Respiteservices.com consists of agencies funded by the Ministry of Community and Social Services and the Ministry of Children and Youth Services. This network is managed and hosted by Service Coordination for People with Developmental Disabilities in the Ottawa area.

The focus of Respiteservices.com for 2016-2017 has been on recruiting more Special Needs Workers from different expertise backgrounds, specifically workers with a high level of experience with high behaviours and high medical needs. To do so, we have posted online job ads at *Brock University* to recruit workers from their behavioural program. We have also attended the job fair at *La Cité Collégiale* to recruit workers from their nursing program, in addition to numerous job fairs at *Algonquin College* in order to reach out to workers with different backgrounds and experience in nursing and behavioural strategies.

The website itself has also gone through some great changes, making it easier for families to:

- Find workers on their own and make self matches
- Create a schedule with a calendar to keep track of their appointments with workers
- View when their classified ad will be expired
- View the history of all the workers they have hired
- Access from their dashboard the matches they received and self matches (also available on the dashboard are their classified ad, calendar and schedule, and worker hire history)
- View and reply to messages from coordinators and workers

SCS is interested in expanding the catchment area of Respiteservices.com to the Eastern Region. We noticed that families and Special Needs Workers in the surrounding counties of Ottawa are registered on Respiteservices.com and we have received several requests to expand our services to the Eastern region. This expansion would have many advantages for families; they will have access to a larger bank of Special Needs Workers and will have more opportunities to participate in their communities.

Main Projects

As mentioned in the Chair and Executive Director reports, in the past year, SCS has undertaken a number of exciting initiatives that help us meet our goal of connecting people with services. We are pleased to share this update on our projects. Findings will be shared on our website.

Functional Review of DSO Eastern Region (DSOER)

Thanks to DSOER, adults with a developmental disability and their families have one place to go to find information about community resources and apply for provincially funded services and supports.

Project Objectives

- To review all that DSOER is doing to find how this program can do more and offer more services
- To look at the budget, staffing and resources of DSOER to learn if this organization can complete the work needed at the moment

Urgent Response

DSOER initiates an Urgent Response for persons in urgent need who are eligible for government funded adult developmental services and supports. Due in part to a growing and aging population, the number of urgent cases continues to rise in Ottawa. It can be challenging to maintain a high level of service when an urgent situation takes place, while being able to keep the same level with at risk and non-urgent situations.

Project Objectives

- To ensure that DSOER and Case Management at SCS meet the Urgent Response guidelines of MCSS
- To confirm that Case Management and agencies involved in the Urgent Response support how DSOER applies the guidelines
- To find what works best at the moment in how the Urgent Response is put in practice by DSOER and Case Management at SCS
- To offer suggestions to MCSS and regional partners on how we can do better work in the Urgent Response



Finance Portal

Service Coordination is a Transfer Payment Agency (TPA) that helps clients, mostly agencies providing services and families supporting people with developmental disabilities, submit invoices and receive payments. SCS processes a high volume of transactions on a daily basis and, to facilitate payments, is now providing online options to help its clients complete their transaction faster.

Project Objectives

- To put in place a Financial System that provides options not available in the old system
- To reduce payment processing time and make it easier to complete transactions by offering more computer support and avoid using paper as much as possible
- To put in place a system that meets today's world reality and reduces time and costs for clients

Communications Study

Last year, SCS launched its first-ever perception study, to engage clients, partners and stakeholders to share their opinions of, and experiences with, SCS.

Project Objectives

- To look at how various stakeholders use services like those offered by SCS
- To determine whether groups know SCS and are familiar with its services
- To evaluate overall satisfaction with SCS services

Board of Directors

Established in 1995 by SCS, our Board of Directors consists of volunteers from our region. The Board governs our agency by providing leadership and direction to our Executive Director.

The Board is responsible for providing oversight and accountability for:

- The mission, vision and future direction of SCS;
- Quality of services;
- Management performance;
- Financial stewardship; and
- Communications with stakeholders.

The 2016-2017 Board of Directors comprises:

- Adrian Foster - **Chair**
- André Dulude - **Vice-Chair**
- Dawn Kelly-Bertrand - **Treasurer**
- Alan Roberts - **Secretary**
- Walter Strelbisky - **Client Representative**
- Tamra Benjamin
- Colette Grant
- Elizabeth Murphy-Walsh
- Carole Sheppard
- Shirley Siegel
- Gregory Stevens
- Christopher White (resigned February 2017)
- Toby Yan
- Helen Zipes

Board Committees

The governance structure for the Board of Directors of the Corporation includes four committees: Governance, Quality and Risk Management, Audit and Finance, and French Language Services. Each committee has a work plan to guide its efforts throughout the year which is reviewed and approved by the Board at the beginning of each fiscal year.

Audit & Finance – Dawn Kelly Bertrand, Treasurer of the Corporation

This Committee oversees the financial operations of the Corporation and is responsible for ensuring that accurate accounts are kept, the stewardship of all Corporation funds, reviewing annual budgets and financial policy and procedures and making recommendations about SCS financial affairs to the Board. The Committee also provides oversight of the annual financial audit of SCS' financial statements.

During the year the Committee monitored Phase 2 of the IT/IM project, which commenced in the last fiscal year. Phase 2 of the IT/IM project saw SCS' first major attempt at integrating its systems through the implementation of a customized financial portal. Built in SharePoint, the portal will enable vendors and clients to invoice and manage their funding allocations online triggering a series of automated workflows that will update SCS' financial system. Reductions in the time and cost associated with invoicing processing are the anticipated outcome of this investment for SCS and its stakeholders.



French Language Services Committee – André Dulude, Chair

The French Language Services Committee continued to ensure that SCS maintains a work environment that supports the provision of services in French. To ensure consistency with the SCS By-laws, the Committee sought and obtained Board approval for modifying its Terms of Reference, which now state that at least twenty percent (20%) of Board members shall use French as their principal language.

Governance Committee – Carole Sheppard, Chair

This Committee provides critical support to the Board in fulfilling its legal, ethical, and functional roles. Some of its principal responsibilities include developing and reviewing governance policies (e.g., conflict of interest), recruiting and training Board members, assessing Board effectiveness and monitoring Board activities (e.g., compliance on government-mandated quality assurance measures).

Specifically, on the recruitment front, the Governance Committee carried out a successful recruitment campaign providing interesting and rewarding opportunities for three new members from the Eastern Region to get involved in the important work of SCS.

Quality and Risk Management Committee – Helen Zipes, Chair

This Committee assists the Board in the performance of its governance role with respect to quality and risk management. It meets regularly and reports quarterly to the Board on its monitoring of quality and risk management issues as they relate to the overall quality of services provided by SCS and risk position with reference to appropriate data. The goal of this committee is to ensure the services of SCS continue to improve and evolve.

The committee looks at data such as the number of people served, stakeholder feedback, number of assessments completed, complaints received and waiting list numbers and time. Part of the committee's role is to also carefully review Reports received from the Ministry of Community and Social Services and the Ministry of Children and Youth Services. When there are unfortunate situations arising from critical incidents and sentinel events, the committee discusses them and makes recommendations to ensure that proper follow-up is done. The committee assesses internal monitoring reports such as the Risk Scorecard, Balanced Scorecard, and Accountability Framework.

The committee also considers and makes recommendations to the Board regarding quality improvement and risk management policies and initiatives including SCS' emergency preparedness plans and SCS client and employee safety.



Financial Overview

Summarized financial information for the year ended March 31, 2017

Statement of Operations: March 31, 2017	
Revenue	\$27,692,062
Expenditures:	
Individual Program Expenses	\$21,962,434
Salaries & Benefits	\$4,549,051
Other Expenses	\$1,167,701
Total Expenditures	\$27,679,186
Excess (Deficiency) of Revenue over Expenses \$12,875	

Statement of Financial Position: March 31, 2017	
Assets:	
Current Assets	\$2,885,861
Capital Assets	\$98,178
Intangible Assets	\$86,763
Total Assets	\$3,070,802
Liabilities:	
Current Liabilities	\$3,124,205
Net Assets	-\$53,403
Total Liabilities & Net Assets	\$3,070,802

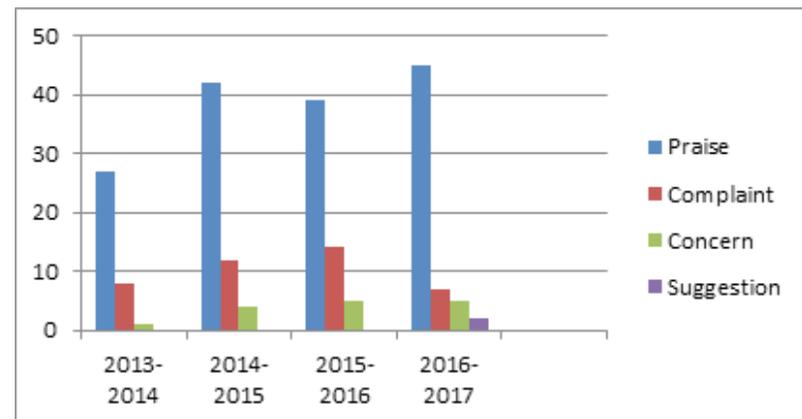
Feedback about SCS

There are many ways to share your feedback about SCS services: you can talk to an employee, send your feedback via email at feedback@scsottawa.on.ca, use our online survey or complete a feedback form. Once received, we gather all the feedback and share it with management every three months to decide what changes are needed. Through your feedback, SCS heard the challenges and opportunities we can work on.

The feedback is grouped by:

- Types (praise, concerns, complaints and suggestions)
- Groups (a client, an agency or someone in the community)
- Topics (a service received or something they heard)
- Response (next actions to follow up with feedback)

This table shows the feedback we received by types and fiscal years (2013 to 2017)



Over 2016-2017, SCS recorded a total of 59 feedback items (45 praises, 7 complaints, 5 concerns, 2 suggestions). SCS provided 4,877 services to approximately 3,565 individuals.

You can share your feedback at any time by completing our online form at scsottawa.on.ca/feedback. You can also contact us by email at jppe@scsottawa.on.ca or phone at 613-748-1788 ext. 227.

Get social with SCS Ottawa



facebook.com/Service.Coordination.Ottawa



twitter.com/SCS_Ottawa

Social Initiatives at SCS

SCS staff supports the following causes:

Sharing in Student Success by The Caring and Sharing Exchange

This initiative provides basic school supplies, backpacks and lunch kits to children from families in need. SCS helps distribute the backpacks for this cause.



St-Joe's Supper Table

St. Joe's Supper Table's mission is simply to feed those who are hungry. SCS collects goods and donations for this cause.

The Toy Mountain Campaign

This initiative provides toys to children during the holiday season. SCS collects toys for this cause.

Tim Hortons Camp Day

On Tim Hortons Camp Day, every cup of coffee sold helps send kids from low income families to a Tim Horton Camp. SCS employees are encouraged to buy coffee from Tim Hortons on that day.



Share your feedback with us at www.scsottawa.on.ca/feedback



Service Coordination for People
with Developmental Disabilities

Coordination des services pour les
personnes ayant une déficience intellectuelle

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