



## DSOER BULLETIN WE ARE ONE YEAR OLD!

JULY 2012



### HOW DO WE GET FEEDBACK?

- More than 1300 of you called from all over the Eastern Region to register since we opened our doors on July 1, 2011.
- Over 40 of you invited us to provide presentations to your schools, community groups, agencies and organizations
- On average, we have five (5) to ten (10) persons calling us each day
- The DSOER Advisory Committee represents you, families and agencies from the region. We met three (3) times in our first year.
- We have a feedback process. Call us for a copy or visit [www.dsontario.ca](http://www.dsontario.ca).

### HOW DO WE REACH YOU?

- Visit our website at [www.dsontario.ca](http://www.dsontario.ca) for information, updates and links.
- We send our bulletin every 3 months
- Did you hear? Your assessment at DSOER is now your application for the Passport program
- Did you know? We have sent out letters to all of you who are currently receiving services from agencies funded by the Ministry of Community and Social Services, to tell you that we are transferring your information into the new provincial data base.

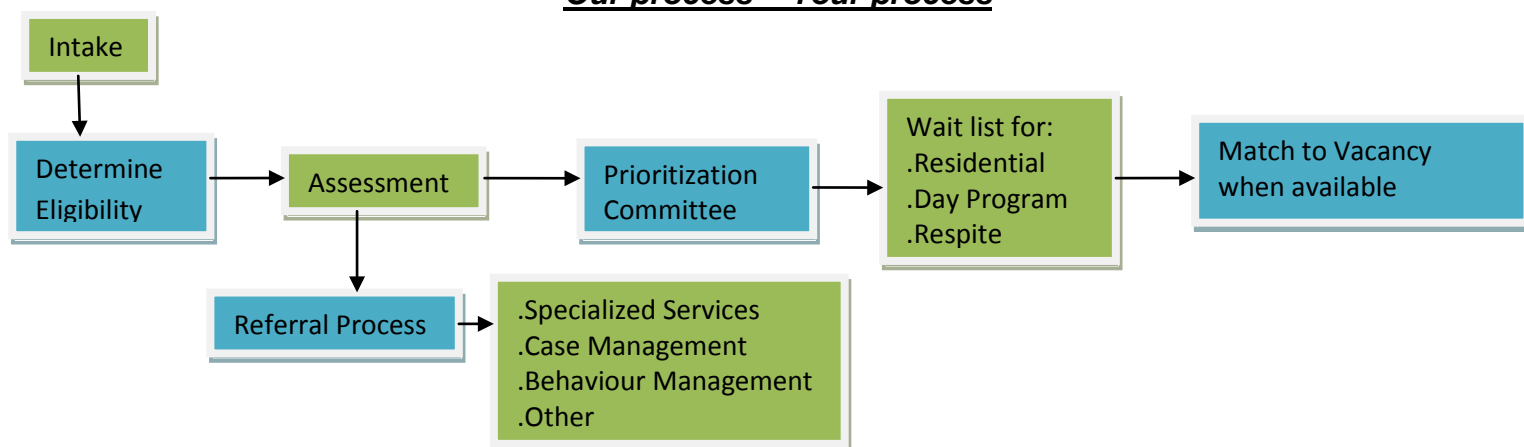
**DSOER Advisory committee:** We receive feedback from the members. The committee includes one representative from People First, three parents, and five representatives from the planning tables who represent agencies from each area in the Eastern Region. Visit our website or call us if you want to see our Terms of Reference or for the members of our committee. They provide advice on the operations of DSOER. Thank you Advisory Committee for one year of hard work and dedication!

### WE HEARD:

- The waiting time for an assessment is too long.

Improving our process is our priority this year. It is important that you call us if your situation changes.

## **Our process – Your process**



### **HELPING EACH OTHER OUT...SHARING INFORMATION**

We want to connect people who found solutions to those who are looking for them. If you have found solutions or services on your own or you are an agency with a new service or event we would like to hear from you.

*Do you have photos or stories to share with others that show how you live in your community? What you do? How you found an activity, work, a hobby. If you are an agency, can you add us to the mail out of your events?*

We would like to share those photos and that information with other people and families: on our website, in our bulletin and in our conversations with you. Call us or drop-in.

Contact numbers are: **Toll free- 1-855-376-3737 (1-855-DSO-ERDS)**  
**Fax- 1-855-858-3737**  
**TTY 1-855-777-5787**  
**E-mail: [admin@dsoer.ca](mailto:admin@dsoer.ca)**  
**Website: [dsonario.ca](http://dsonario.ca)**  
**DSOER brochure – call us, we will mail you a brochure**

Important links:

**Legislation: Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act 2008**  
[http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_08s14e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_08s14e.htm)

**Developmental Services Ontario (DSO)**  
[www.dsonario.ca](http://www.dsonario.ca)  
<http://www.dsonario.ca/agencies/dso-eastern>

**Ministry of Community and Social Services (MCSS)**  
[www.mcass.gov.on.ca](http://www.mcass.gov.on.ca)

**Publications on Developmental Services transformations**  
<http://www.mcass.gov.on.ca/en/mcass/publications/spotlight.aspx>

**Directives/guidelines for Developmental Services Ontario and Service Agencies**  
[http://www.mcass.gov.on.ca/en/mcass/programs/developmental/information/directives\\_guidelines.aspx](http://www.mcass.gov.on.ca/en/mcass/programs/developmental/information/directives_guidelines.aspx)