

LIMITATIONS OF A SERVICE COORDINATOR

- Participation is entirely voluntary.
- Service Coordinators do not provide care or compel compliance to treatment or other recommended support services.
- Service Coordinators do not have a mandate to provide direct residential, day programming, monitoring, or other “hands-on” support.
- A Service Coordinator’s role is not to provide ongoing monitoring in the event of child protection concerns.
- Situations requiring direct observation of an individual after medical treatment or care, assistance with medical treatment, enforcement of treatment guidelines or orders, or other more intrusive or intensive measures fall beyond the scope of Service Coordination.
- Service Coordinators do not serve in a trustee/ guardianship capacity and do not make financial or legal decisions on an individual’s behalf.
- Final decisions belong to the individual/caregiver.

INQUIRIES

Please direct inquiries, referrals, and requests for services to:



205 - 1120 Victoria St. N.
Kitchener, Ontario N2B 3T2

Phone: 519-741-1121
Fax: 519-743-4730

Or email us at:
sdrc@sunbeamcommunity.ca

Website: www.sdrc.ca

Satellite Offices

Elmira:	118 Barnswallow Dr. Elmira, ON N3B 2Y9
Kingsway:	2749 Kingsway Dr. Kitchener, ON N2C 1A7
Cambridge:	757 King St. E. Cambridge, ON N3H 3N8

 Ontario
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Children, Community and Social Services



Service Coordination



WHAT IS SERVICE COORDINATION?

This program is available to individuals with a developmental disability and/or their families living within Waterloo Region. We assist individuals and their families to strengthen their capacity to manage the challenges of caring for themselves/their child and enhancing their formal and informal networks of community resources.

Our key functions include the following:

- ◆ provide information and referrals according to their direction and based on their needs, strengths, and wishes
- ◆ coordination of community resources, service plans, mediation, and liaison with other service providers
- ◆ support using collaborative approaches, and following appropriate lines/channels of communication
- ◆ support for problem-solving and group facilitation

SERVICE COORDINATION SERVICE MODEL

Service Coordination at Sunbeam Developmental Resource Centre offers a *voluntary* working relationship based upon mutual accountability between the individual/family and the worker.

With the consent of the individual/family, the Service Coordinator will facilitate planful and time-defined supports based upon identified goals and needs.

The individual/family is an active participant in all steps of the process.

A Service Coordinator facilitates involvement with the service system and assists in developing a network of supports that will foster greater quality of life for the individual and their family.

WE ARE ABLE TO HELP WITH:

- assessing strengths and needs
- providing information
- coordinating community resources
- developing service plans
- mediation
- liaising with other service providers
- individual and systemic support
- problem solving
- guidance

