

**Collaborative Service Delivery Site
WORKING AGREEMENTS OF COMMUNITY COALITION**

The following is a summary of the working agreements generated and approved by members of the community coalition involved in the development of a collaborative service delivery site for victims of partner abuse and sexual violence.¹

These agreements will:

- ✓ guide and inform the work of the coalition and of the Site Development, Fund Development and Program & Services Work Groups;
- ✓ be shared and used as a framework for discussion with the Survivors' Advisory Council;
- ✓ be reviewed, modified and revised by the Programs & Services Work Group, as directed by the community coalition, throughout the development process.

These agreements have been approved by:

City of Kingston, Social Services
Crown Attorney's Office
Frontenac Children's Aid Society
Kingston Community Counselling Centre (K3C)
Kingston General Hospital, SA/DV Program
Kingston Interval House
Kingston Police Services
Legal Aid Ontario: Duty Counsel Services
Pathways for Children & Youth
Sexual Assault Centre, Kingston
Victim Witness Assistance Program

¹Initial ideas for Working Agreements generated by community coalition at meeting held 30 September 2008; draft Working Agreements were reviewed and revised by the Program & Services Work Group at meeting held 28 October 2008; revised Working Agreements were reviewed and revised by the community coalition on 03 December 2008; final version of the Working Agreements was approved by the coalition on 12 December 2008.

General Parameters

It is understood and accepted by all community partners and stakeholders that the collaborative service delivery site will serve as an additional direct service option and/or location for coordination of services for victims and survivors of partner abuse and sexual violence. It will not be designed or serve as a replacement to the existing services throughout Kingston and Frontenac County.

Service Delivery

The Collaborative Service Delivery Site will be designed to reflect and reinforce a positive, affirming attitude towards victims and survivors, one which recognizes and honours their courage, facilitates their efforts to build and maintain violence-free lives for themselves and their families, and supports their journeys toward healing and recovery.

More specifically, the CSDS will:

- Provide services and supports to victims and survivors of partner abuse and sexual violence, including but not necessarily limited to:
 - male and female victims/survivors;
 - older adults and seniors who have and/or who are experiencing partner abuse or sexual violence;
 - persons with disabilities who have and/or who are experiencing partner abuse or sexual violence; - and -
 - adult survivors of child sexual abuse.
- Provide services and supports to children and adolescents who have been exposed to or witnessed partner abuse in their home environment.
- Provide information, resources and referrals to children and adolescents who have experienced child abuse, including child sexual abuse, and their families; and will work cooperatively and collaboratively with agencies, organizations and professionals in the child welfare, medical and mental health, legal and child advocacy sectors to ensure children and adolescents who have experienced child abuse receive the support and services they require.²
- Develop and implement a client-driven model of service delivery which reflects best practices while remaining open to change based on evolving and emerging client needs and relevant research findings.

²Direct services for children and adolescents who have experienced child abuse, including child sexual abuse, may be provided at or through the CSDS at some point in the future in accordance with resources available and the needs and preferences of clients and service providers.

For the purpose of these Working Agreements and in relation to the CSDS, “client-driven model” includes:

- collaborative partnerships between clients and service providers built on mutual respect for the experiences, knowledge and expertise each brings to the service relationship
 - a commitment to allow individual clients to identify and select the agencies and organizations with which they wish to work with the exception of mandated and legislated requirements, such as Duty to Report as per the Child & Family Services Act or compliance law enforcement/justice activities; - and -
 - the use of informed consent processes which will allow individual clients to control dissemination, sharing and use of any personal information, records or files between and among internal/on-site and external partners (with exception of mandated and legislated requirements as noted above).
- Provide a wide range of acute/crisis intervention, short term and long term supports and services to identified clients, including referral and information services, direct services, and practical supports and assistance designed to facilitate and promote access to services, including but not necessarily limited to on-site child care.

Relations Between Community Partners and Stakeholders

Representatives and employees of internal, or on-site, partner organizations and external partner organizations will:

- Respect and comply with:
- the mandates and parameters for service of internal/on-site and external partners;
 - existing protocols for collaborative service delivery, including the Partner Abuse Protocol and Sexual Assault Protocol for Kingston and Frontenac County;
 - expectations, roles and responsibilities for internal/on-site and external partners;
 - and -
 - any memoranda or agreements for service delivery developed specifically for the CSDS.
- Work together in a cooperative and collaborative manner to develop and implement individual service delivery plans guided and informed by:
- each client’s unique needs;
 - the mandates of internal/on-site and external partner agencies; - and –

- the current and evolving understanding of long term needs of individuals committed to establishing and maintaining healthy, violence-free lives for themselves and their children.
- ❑ Make every effort to generate options, maximize choice and maintain flexibility when working with clients, with attention to and in compliance with any legislated and/or mandated requirements, limitations, restrictions or parameters for service for internal/on-site or external partners; and in consideration of available resources.
- ❑ Explore the feasibility, benefits and challenges of incorporating the use of case managers into the service delivery model. More specifically, being able to offer clients the option to work with a consistent case manager who will:
 - help clients identify and articulate their service needs;
 - help clients identify and choose the agencies with which they need and wish to work;
 - work with clients to develop a realistic service delivery plan;
 - help clients “navigate” the services available at the CSDS and in the community;
 - and -
 - facilitate introductions and referrals as necessary.
- ❑ Explore the feasibility, benefits and challenges of providing some services and supports using volunteers and/or peer service delivery models.
- ❑ Comply with existing and pending requirements for bilingual service delivery in Kingston; and provide service in both official languages.³
- ❑ Ensure that the CSDS complies with best practice standards for accessible, barrier-free design.
- ❑ Provide service in a manner which reflects best practice standards with respect to cultural competency.
- ❑ Identify, address and resolve issues between and among themselves in a direct and forthright manner, including but not necessarily limited to differences of opinion, perceived conflicts of interest, and challenges inherent in providing consistent service in accordance with and while respecting multiple organizational mandates.

Date Approved: 12 December 2008

³In consideration of resources available to on-site and external partner agencies at any given time; and in accordance with specific requirements identified by the respective funding Ministries for partner agencies.