

Client Intervention & Assistance Service Agreement

Service Eligibility

- ☐ Family Service Kent aims to provide services for older adults (60+ years of age) and adults (18+ years of age) with disabilities (temporary or permanent). Through the Community & Home Assistance Program (CHAP), Family Service Kent aims to provide safe, accessible, and affordable support services in the community to ensure people can maintain their independence and quality of life.

Client Intervention & Assistance (CIA) is a short-term service, operated under the CHAP umbrella, that supports and empowers individuals to live independently, with dignity, in their community. Services are available for vulnerable and at-risk older adults, persons with disabilities, and residents of care homes or supported living.

Service Limitations

- ☐ This service is offered on a priority need basis and there may be a waiting period prior to service provision. Client Intervention services are not intended for crisis situations. If the social worker notes that the individual requires more support than can be provided by this service, external referrals will be made to other community partners.

Scope of Service

- ☐ All services are client directed, confidential, and delivered at no cost for all eligible persons residing in Chatham-Kent. The CIA social worker provides short-term intervention and support in critical situations. Family Service Kent does not provide ongoing "case management" or duplicate other services in the community. A person receiving Client Intervention & Assistance services can expect support in any or all of the following ways:
 - Completion of registration;
 - Assessment of client needs and development of an appropriate plan for intervention and/or assistance based on apparent needs and/or client-identified goals;
 - Referrals made or received on their behalf to other agencies as appropriate;
 - Collaborative work with community partners on behalf of and/or with the client;
 - Program involvement until situation is resolved or stabilized, and a suitable follow up plan is in place, should circumstances appear to warrant this;
 - Maintenance of client's file in accordance with agency and program expectations.

Terms of Service

- ☐ Service is client-directed. All persons receiving service must provide consent and be agreeable to working with the CIA social worker to resolve their presenting issue(s). A competent person may refuse all services and intervention; this is called a client's right to self-determination. All services are entered voluntarily, and clients can withdraw their consent at any time

Termination

- ☐ After a period of 3 months with no CIA involvement with the client, the case is considered inactive, and the file will be closed.

By signing this form, you acknowledge you have read, understand, and agree to the service parameters and expectations.

Completed by: _____

Date: _____

Service User Signature (or verbal consent ☐): _____

Date: _____

Signed Copy Provided: ☐ Yes ☐ No