

Contact Hamilton  
140 King St. E. Ste. 4  
Hamilton, ON  
L8N 1B2

Toll Free Number:  
1-877-DSO-HNR4

Fax Number:  
905-522-5998

[info@contacthamilton.ca](mailto:info@contacthamilton.ca)

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## Official Designation

On July 1<sup>st</sup> 2011, the Ministry of Community and Social Services officially designated Contact Hamilton for Children's and Developmental Services as **Developmental Services Ontario Hamilton-Niagara Region** (the short form is DSO HNR). There are nine DSOs across the province. The communities that are served by the DSO HNR are:

- ✓ Brant
- ✓ Haldimand and Norfolk
- ✓ Niagara
- ✓ Hamilton
- ✓ Six Nations of the Grand River and Mississaugas of the New Credit First Nation

July 4<sup>th</sup> marks the DSO HNR's first day of business. As of July 4<sup>th</sup>, people who need information or want to apply for adult developmental services can do so by calling the DSO HNR.

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## Readiness

**The DSO is ready to start delivering service on July 4<sup>th</sup>.** The DSO HNR has done a lot of work to get ready to open on July 4<sup>th</sup>. There is more work yet to be done; the DSO will be busy over the summer and fall to attend to these things. Please be patient with the DSO HNR as they continue to make improvements to serve you in the best way possible.

In the last newsletter, all DSO HNR staff were introduced except one: Nathalie Brown, Intake Coordinator. Nathalie and all DSO HNR staff look forward to working with the people of our region.

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## Thank You

The DSO HNR is able to open its doors on July 4<sup>th</sup> in large part because of the support provided by many community members. The DSO HNR wishes to thank **everyone** who provided assistance, time, feedback and encouragement, most especially:

- The **individuals, families and support networks** who attended the information sessions and provided important feedback
- The **agencies** that hosted the DSO HNR information sessions
- The **Hamilton-Niagara Regional Office of the Ministry of Community and Social Services** for their support
- **Contact Brant, Contact Niagara and Contact Haldimand Norfolk** for their support during a challenging transition
- **Executive Director planning tables** for their welcome and their collaboration
- **Agencies** for meeting individually with the DSO HNR and helping the DSO HNR learn about the communities
- **Board and staff of Contact Hamilton**

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## How to Reach Us

You have options. It doesn't matter how you contact the DSO HNR, they will respond to you as quickly as possible.

### Toll free number:

1-877-DSO-HNR4 / 1-877-376-4674

### Local Numbers:

Brant: 519-512-0010

Haldimand and Norfolk: 905-296-0104

Hamilton: 905-297-5604

Niagara: 289-477-5305

Six Nations and New Credit: 519-512-0011

### Email:

A new DSO-specific email address will be available shortly.

Please use this email address in the interim: [info@contacthamilton.ca](mailto:info@contacthamilton.ca)

### Fax:

905-522-5998

### Mail:

DSO Hamilton-Niagara Region, c/o Contact Hamilton  
140 King Street East, Suite 4, Hamilton, ON, L8N 1B2

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## Local Offices

The DSO HNR will be sharing office space with the Contact agencies in the local communities. The goal is that DSO staff will be at the local office sites by July 12. In the meantime, DSO staff will be temporarily housed at the Hamilton office until their local office space is ready. Services will continue to be provided in the local communities. There will be no disruption to services.

### **Office Site for Brant:**

DSO Hamilton-Niagara Region, Brant Site  
C/O Contact Brant, 25 King Street, Brantford, ON, N3T 3C4

### **Office Site for Niagara:**

DSO Hamilton-Niagara Region, Niagara Site  
C/O Contact Niagara, 23 Hannover Drive, Unit 8, St. Catharines, ON, L2W 1A3

### **Office Site for Haldimand and Norfolk and Temporary Office Site for Six Nations and New Credit:**

DSO Hamilton-Niagara Region, Haldimand Norfolk Site  
C/O Haldimand Norfolk REACH, 101 Nanticoke Creek Parkway, P. O. Box 5054,  
Townsend, ON, NOA 1S0

### **Office Site for Hamilton:**

DSO Hamilton-Niagara Region, Hamilton Site  
C/O Contact Hamilton, 140 King Street East, Suite 4, Hamilton, ON, L8N 1B2

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## Hours of Operation

Regular business hours are from 8:30 am – 5pm.

Application appointments can occur after business hours and on weekends where this is required. These appointments will be booked at a time that is convenient to both the person and the DSO HNR staff.

Soon, the DSO HNR will be posting “walk-in” hours for each of the local sites. Some people prefer to get their information face-to-face instead of over the telephone. Walk-in hours are dedicated times where people can go to the local office without an appointment and a DSO staff person will be available to meet with them to answer any questions. Of course, people can call any of the DSO HNR phone numbers at any time for information or assistance.

## New Provincial Website

Starting on July 1<sup>st</sup>, the new provincial DSO website will be available at: [www.dsonario.ca](http://www.dsonario.ca)

The new provincial website contains a lot of information about the DSO such as a description of what it is and does, information about eligibility and the new application process, how you can provide feedback and more. This website also has links to each of the nine regional DSOs across the province. You can access information about the DSO HNR from this site. Our regional site will be updated over time as there are changes so it's a good idea to keep an eye on this website.

As you may know, the DSO HNR has an interim webpage on the Contact Hamilton website at [www.contacthamilton.ca](http://www.contacthamilton.ca). This webpage will be maintained for the next little while until all the information can be transferred to the new provincial website. Please feel free to visit both websites as they are rich in information.

The interim webpage contains links to:

- ✓ DSO Hamilton-Niagara transition newsletters
- ✓ Various sites on the Ministry of Community and Social Services (MCSS) website
- ✓ The MCSS newsletters called *Spotlight*
- ✓ The *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act 2008*
- ✓ The MCSS *Policy Directives* (specific directives given to the DSOs about what they are responsible for)
- ✓ The *French Language Services Act*
- ✓ The *Accessibility for Ontarians with Disabilities Act 2005 and its regulations*
- ✓ The *Human Right Code in Ontario*

You can find our newsletters in English and French on the Contact Hamilton website at [www.contacthamilton.ca](http://www.contacthamilton.ca). If you do not have internet access and are not already receiving our newsletter by mail, we would be happy to mail you a copy of the newsletters; please complete the form below and mail it to us.

<b>Please mail me the newsletter:</b>	Circle:	ENGLISH	FRENCH
NAME: _____			
ADDRESS: _____			
CITY/TOWN: _____		PC: _____	
<p>Thank you. Please detach this form and mail it to:            DSO Hamilton-Niagara Region            c/o Contact Hamilton, 140 King St. E. Suite 4, Hamilton, ON L8N 1B2</p>			