

OTHER COMPONENTS IN THE CASE MANAGEMENT SERVICES:

➤ **One to One Mentoring Program**

This program is for women in life transition who are working towards specific goals. The Case Manager will match a participant with a trained volunteer to receive support in an informal setting within a six month or a year contract.

- **Supportive Mentors**

Volunteers assist women to increase their support system, to break their isolation and to be more in charge of their lives.

- **Adult Literacy/English Conversation Mentors**

Volunteers assist women to improve their writing, reading and numeric skills.

➤ **Educational Programs**

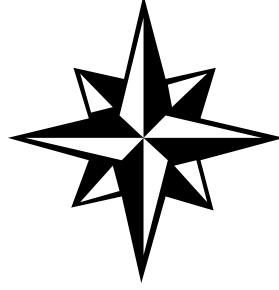
Scarborough Women's Centre offers courses and workshops on women's issues. The Case Manager assists women to choose appropriate workshops.

HISTORY OF SCARBOROUGH WOMEN'S CENTRE

Scarborough Women's Centre was established in 1982. The Centre provides information, education and support to disadvantaged women in the Scarborough area. The Centre is committed to welcome all women regardless of their backgrounds.

Cancellation Policy:

If you need to cancel your appointment, we need at least 24 hours notice prior to your appointment. If possible please give us more notice because other women are waiting for appointments. Please note that if you miss a maximum of 3 consecutive appointments without reasonable cause, we will need to give priority to other clients.



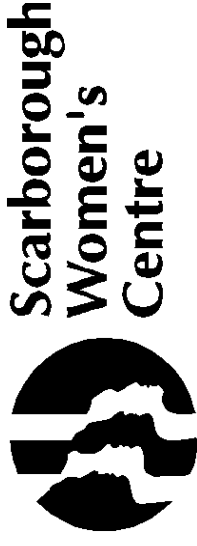
Website:

www.scarboroughwomenscentre.ca

Email

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CASE MANAGEMENT/ COUNSELLING SERVICES

2100 Ellesmere Road, Suite 245
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Purpose

The purpose of the Case Management/Counselling program is to assist women to implement both immediate and long-term changes, focused on their growth and development.

Special thanks to RBC Foundation

Website:

www.scarboroughwomenscentre.ca

WHAT IS THE CASE MANAGEMENT SERVICE?

- It is a short-term goal oriented service.
- The Case Manager/Counsellor is focused on a woman's goals, working with her to meet her immediate needs.
- The purpose is to support a woman to discover, enhance and use her own strengths to accomplish her personal plans.
- The Case Manager/Counsellor helps identify a woman's goals and makes a broad goal more manageable by identifying steps towards the goal.

Participants:

Women who are willing to change their situation or perspective are welcome to the Case Management Service.

Self referral preferred.

WHAT IS THE PROCESS?

Clarifying Goals:

Women come to the Centre to see the Case Manager in an hour long session to talk about what changes they would like to make in their lives. After an intake interview, women will come regularly to see the Case Manager to get support to achieve their goals. Goals can be very broad such as:

- Leaving an abusive partner
- Becoming more self-sufficient
- Building effective relationships with family members
- Developing coping skills and personal power
- Reducing isolation and building a support network.

Working towards Goals:

The Case Manager works with a woman to make a broad goal more manageable by identifying small steps for accomplishment. She also assists a woman to explore new possibilities and get connected to other available resources to achieve her ultimate goal.

WHAT IS THE PURPOSE OF THE CASE MANAGEMENT SERVICE?

- To assist women to use internal and external resources in order to make long term changes in their lives.
- To develop the power of the individual by discovering and building upon the strengths of each woman.
- To support women to accomplish their goals.

THIS SERVICE IS FREE AND CONFIDENTIAL.

To help you prepare for your first appointment with the Case Manager, take some time to think about what you want to accomplish with her help.

The Case Management Service is funded by Ontario Women's Directorate and the City of Toronto. We also wish to thank RBC Foundation for their support.