



“the right care, at the right time, in the right place”

The Southern Network of Specialized Care, strives to support the service system in providing the right care, at the right time and in the right place for people with a Dual Diagnosis and/or challenging behaviours in the Southern Network region. As we move into our 9th year of operations, we reflect back on this last year of transformation, transition and targets.



A key evaluation finding was the need for building upon the mandate of the CNSCs and to focus upon improved roles and responsibilities which better clarify governance and accountability and

Report by Jason Young, Chair CNSC-Ontario

SNSC : Year of Transformation, Transition and Targets

Our priorities this past year have focussed on the four pillars:

Collaboration — Training & Education —

Research , Evaluation & Knowledge Translation — Health Care Capacity

COLLABORATION:

1. Collaborative Projects

February 20th/15 Care, Support & Treatment Guidelines Focus Group:

On February 20, 2015, a focus group met to inform the Provincial CNSCO Care, Support and Treatment Guideline project. The consultation process and expert discussion was led by Rob Wood and Jacques Pelletier, Project Lead, with 25 participants from the Developmental Services Sector. These guidelines were developed through a year-long consultation process so they can be fully accessible to DS community-based agencies serving the people concerned and those closest to them on a daily basis. With proper training and resource building, the Community Networks believe the guidelines can strengthen how the province responds to the needs of people with developmental disabilities who at times show challenging behaviours.



Rob Wood pictured here with Jacques Pelletier and SNSC Co-Leads Jason Young and Brian Davies

June 2014—Clinical Leadership Group:

In June 2014, the Clinical Leadership Group met with colleagues from the Toronto Network to discuss a new initiative in Toronto called “Connecting the Dots”. This new initiative focuses on training and mentoring Direct Support Professionals, Group Living Supervisors/Managers and Behaviour consultants to better support people with challenging needs. As a result of this interaction, the Behaviour Providers, namely Hamilton Brant Behaviour Services, Regional Support Associates, Bethesda Community Services and the Southern Network formed the Behaviour Working Group to review similar programs and develop a behaviour training and mentoring program for the Southern Network Region. This working group meets on a regular basis to review curriculum and is in the process of developing a pilot program.



Safe Beds Enhancement Project:

In 2014, the Niagara Safe Bed project (collaboration with Canadian Mental Health Association Niagara-CMHA & Bethesda) partnered with the Hamilton Safe Bed project (collaboration with Barrett Centre & Hamilton Brant Behaviour Services-HBBS) to develop emerging practises guidelines in providing collaborative support to people with a dual diagnosis. The Southern Network provides evaluation support to these collaborative initiatives.

2. Crisis Protocol/System Navigation

Crisis Protocols have been developed in the following regions:

- Chatham/Kent
- Windsor/Essex County— Emergency Room binder
- Brant
- Hamilton
- Niagara
- Haldimand/Norfolk
- Sarnia/Lambton

Community Service Navigation Guides for Dual Diagnosis have been created in the following regions:

- Huron/Perth
- Hamilton
- Chatham/Kent
- Sarnia/Lambton

Collaborative relationship building continues with the Health System in the following regions:

- Grey Bruce
- Huron Perth
- Oxford/Elgin
- London
- Hamilton – LHIN 4 Complex Case Resolution Process for people with Acquired Brain Injury/ Developmental Disabilities & Complex Care System Planning Table
- Niagara – developing guidelines with Niagara Health System and the Developmental Service System
- Haldimand/Norfolk – Trillium project on Aging & the Developmental Service System



3. Regional Data Aggregation



SNSC continues to develop a strategy for collecting and analyzing relevant data from key stakeholders to inform service system responses that can impact the quality of life for people with dual diagnosis and improve the health of people with developmental disabilities. Mining data from the provincial Health Care Access Research in Developmental Disabilities (HCARDD) project is currently in process.

4. Provincial Collaborations (Community Networks of Specialized Care-CNSC)

- a. CNSC Coordinators Group
- b. CNSC Research & Education Committee
- c. Provincial Specialized Accommodation Working Group
- d. Provincial Dual Diagnosis Justice Case Management group
- e. Care, Support & Treatment Guideline project
- f. Dual Diagnosis Framework project
- g. Provincial Justice & Developmental Service System training project
- h. CNSC Website Working Group



CNSC Coordinators pictured here with Dr. Ruth and Dr. Stephen Myers at this year's Annual Provincial Clinical Conference in October 2014.



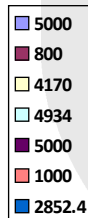
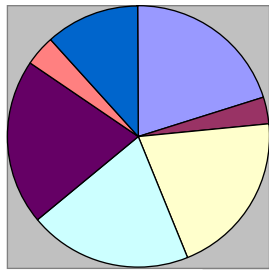
TRAINING & EDUCATION:

The SNSC Training Committee underwent re-organization with new members added and a new chair, Sue Benko, SNSC Regional Facilitator.

Training Committee members include:

- Sue Benko, SNSC Facilitator
- Claire Market, Community Living Essex County
- Karen McClintock, Lambton County Developmental Services
- Holly Duff, Fanshawe College
- Laura Bergeron, FCC of Brant
- Liz Froese, SNSC Coordinator

GRANTS:



CMHA NIAGARA	\$5000.00
COMMUNITY LIVING WINGHAM	\$800.00
LAMBTON COUNTY DEVELOPMENTAL SERVICES	\$4,170.00
COMMUNITY LIVING ESSEX COUNTY	\$4934.00
TWIN LAKES/BETHESDA/HBBS/SALVATION ARMY	\$5000.00
HAMILTON BRANT BEHAVIOUR SERVICES (HBBS)	\$1000.00
HOLMES HOUSE	\$2852.40

The SNSC offered Training & Education Grants to the above agencies for a variety of training opportunities including Occupational Therapy Assessment focussing on Sensory Integration, consultation with a Naturopathic doctor for alternative method of treatment for people with Autism Spectrum Disorder, Non-violent Crisis Prevention, Quality Behavioral Solutions (QBS) Safety Care training, training for use of Dynavox T10 (augmentative communication device), Trauma Assessment and Treatment Certificate program, and Applied Behaviour Training. We have also gave a \$5000.00 grant to Community Living London for their annual conference which focussed on Trauma. A total of \$28,756.40 was given in grants.

Trauma:

The Trauma Initiative working group met bimonthly under the leadership of Keith Anderson - HBBS, Gail Clarke – RSA, and Liz Froese – SNSC. We are pleased that we have two new members, Cassie and Melissa - who are self advocates with lived experience. In February 2015, the group met with the Central West Trauma group to look back and plan forward through a Strengths-Weaknesses-Opportunities-Threats (SWOT) analysis. It was decided to form one collaborative working group with one strategic plan moving forward. A day of training for the committee was planned for April 10, 2015 with Dr. Karyn Harvey with time set aside to review and approve the strategic plan.



Aging:

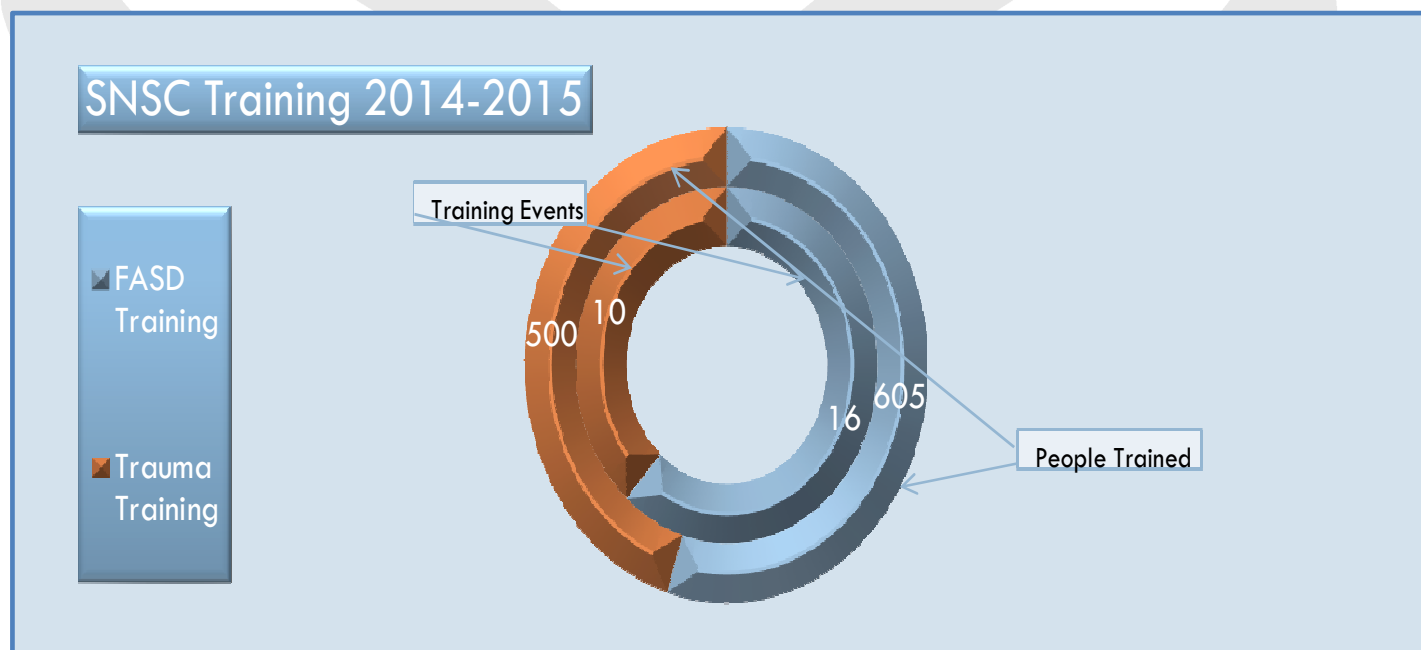


SNSC has been working as a member of the Haldimand Norfolk Seniors Partnership table to develop a Train the Trainer curriculum to develop capacity to support seniors in the community with a developmental disability. Planning continues for developing an e-learning component and sharing the curriculum province wide.

Challenging Behaviour:

The Clinical Leadership Group met in June 2014, and a working group is currently exploring a behavioural training/mentoring pilot project for the Southern Network region. As of March 31, 2015, the working group has reviewed 4 training programs and is in the process of choosing a curriculum for this project.

Fetal Alcohol Spectrum Disorder & Trauma:



Management:

In Spring 2014, there were 19 participants for the Training in Partnership (TIP) series from Huron & Perth and Grey & Bruce regions. In Fall 2014, 21 cross sector managers completed TIP from the Brantford area.

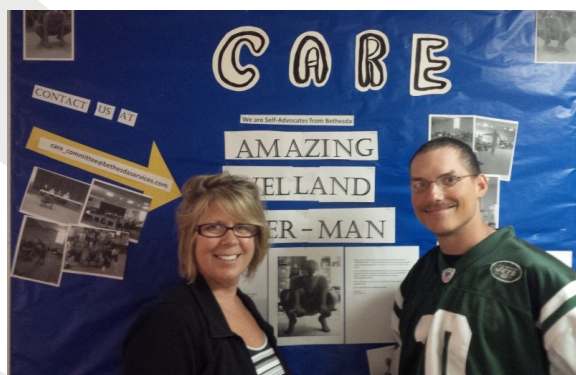


Dr. Melanie Barwick teaching Knowledge Translation techniques with Dr. Kerry Boyd and Veronique Baril at the December 2015 KT Training days in Brantford.

In December 2014, the Clinical Leadership Group spent two days of Knowledge Transfer training with Dr. Melanie Barwick from Toronto's Sick Kids Hospital. The focus of the training was on how to translate evidenced-based research in to best clinical practice.

Self Advocates:

SNSC has partnered with Bethesda's CARE Self Advocates Committee to branch out and develop the Provincial Developmental Services Self-Advocates Network called "Linked Up".



C—Choices
A—Advocacy
R—Rights and Responsibilities
E—Education

Trinda and Jeremy from the CARE Committee

The launch happened in November 2014 which included 13 video-conference sites provincially with over 100 people participating. The first session focussed on Stress, how to identify the triggers and working on stress reducers and what they look like. The goal is to provide education and training on a number of issues which have been identified by the network. The next session is May 15, 2015 with Dr. Kerry Boyd presenting on "Relationships: Keeping Them Healthy".

For more information, please contact SNSC Coordinator, Liz Froese at froese.network@sympatico.ca or call **1-866-486-1651**.



RESEARCH, EVALUATION AND KNOWLEDGE TRANSLATION

COMMUNITY RESEARCH PROJECTS:

Funded Community Projects – to date \$7,600

- ⇒ Family Access to Developmental Services Ontario (DSO) Evaluation in Essex County & area led by University of Windsor with community partnerships
- ⇒ Healthy Relationships Curriculum Research – Fanshawe College and DS agencies in London & Essex will explore the protective benefits of a previously piloted Healthy Relationships curriculum.
- ⇒ Autism & Intellectual Disabilities/Developmental Disabilities and Fine Motor Skill Development Phase 2 led by University of Windsor's Kinesiology Department
- ⇒ Resiliency in aging parents of “at home” adult children lead by University of Windsor's Social Work Department and presented to International Social Work Conference in July 2014 in Australia
- ⇒ Associated Medical Services (AMS) Phoenix Project: A Call for Caring led by Dr. Kerry Boyd of Bethesda which presented initial research results at the OADD conference in April 2014
- ⇒ Case Study (Longitudinal) Research on Six Residents (SNO's) who received Long Term Treatment at Bethesda Services (2006)– collaboration with Brock University Long Term Effects of Treatment for Offenders with Developmental Disabilities who have High Risk Behaviours

Supported Community Projects

- ⇒ Hamilton Staff Exchange and Support Project
- ⇒ Haldimand Norfolk Aging Train the Trainer project funded by Trillium
- ⇒ Hamilton VON, Developmental Services & DSO Collaboration funded by LHIN 4
- ⇒ Grey Bruce & Surrey Place Centre FASD project funded by South West Human Services & Justice Coordinating Committee
- ⇒ SNSC Gaps Barriers Strengths and Solutions survey revised and redistributed to select Local Service Delivery Networks/Dual Diagnosis Committee tables
- ⇒ Hamilton Mental Health (Barrett Centre and HBBS) Staff Exchange and Support Project; This project involved the development of two “tailored” pre/post questionnaires that were completed by each staffing sector before the start of the exchange project.

Pictured here, taking registration at the Annual Research Forum, are members of the SNSC Research Committee, Doris Thérien, SNSC/RSA and Keith Anderson, HBBS.



SNSC : Year of Transformation, Transition and Targets

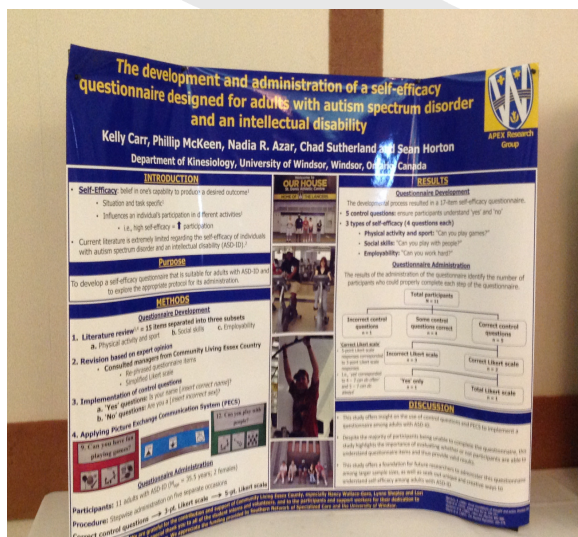
Knowledge Translation & Exchange

- ⇒ SNSC 7th Annual Research Forum took place on September 22, 2014
- ⇒ SNSC Research Digest – Volume 8 was distributed in January 2015. It focused on the 6 SNSC research and evaluation projects across the region.
- ⇒ SNSC Research Committee scheduled to meet in November 2014 to review grant applications
- ⇒ Niagara Transitional Aged Youth (TAY) Project leads presented research findings at International Occupational Therapist Conference in Japan in Summer 2014 (project funded by SNSC)
- ⇒ In Summer 2014, the Windsor Resiliency project presented in Australia an international conference for Social Work
- ⇒ The Windsor Adapted Physical Exercise Project (APEX) group created a learning webinar



*Keith Anderson, Dr. Jonathan Weiss,
Dr. Melanie Kelly and Beth Anne Currie
at the SNSC Annual Research Forum*

Evaluation



- ⇒ Hamilton Brant & Niagara Senior's Education project funded by Federal New Horizon's grant
- ⇒ SW HSJCC Court Support Evaluation
- ⇒ Grey Bruce FASD Justice project
- ⇒ FASD ONE provincial evaluation
- ⇒ SNSC Trauma Initiative evaluation
- ⇒ Barrett Centre in Hamilton – internal agency evaluation (fee for service)



BUILDING HEALTH CARE CAPACITY

Education and Training:

The Health Care Facilitators provided 1589 hours of training to 967 English speaking Health Care professionals and 57 hours of training to 46 French speaking Health Care Professionals. There was also 1748 hours of training provided to 616 Developmental Services professionals and 117 hours of training to 64 Developmental Social Services students.



Health Care Facilitators Cindy Chatzis and Tom Archer at the Health and Well Being Conference in British Columbia, October 2014

Complex Health Needs system Navigation:

There were 76 hours of assistance given to 11 individuals experiencing complex health needs. These included issues related to swallowing difficulties; medical system navigation; poor health and physiotherapy support during a hospital stay; accessing crisis and emergency services; health care issues contributing to behaviour issues; end of life care; supporting people with cancer and dementia issues.



Health Care Facilitator Activities:

- ⇒ Assumed care coordination role related to man requiring coordinated supports and equipment to return home from year-long hospital stay.
- ⇒ Assisted hospital staff in arranging and facilitating a case resolution meeting related to a man who has been inappropriately living in a forensic bed for several years.
- ⇒ One individual and family required assistance in enhancing a crisis plan and access crisis and emergency support services (hospital and community).
- ⇒ Provided education and information for a group of individuals on infectious diseases.
- ⇒ Provided support for a group of individuals with aging and dementia related issues.
- ⇒ Provided support to an individual and a family member to navigate the medical system and supportive advocacy to obtain necessary medical treatment.

Partnerships:

Curriculum of Caring Project:

The Health Care Facilitators provided ongoing support and participation by facilitating self-advocate focus groups; training of McMaster medical students; and supported the gathering of video and web-based resources.

Communities, Universities & Colleges:

Both Health Care Facilitators continue to be involved in community health tables which include: Healthlinks tables; Area provider tables (Health); Ontario Partnership on Aging and Developmental Disabilities (OPADD) Long Term Care planning tables; and special interest tables



Above: Tom Archer with Terry Broda, Kevin Hobbs and Dr. Kerry Boyd—Curriculum of Caring Project



Pictured to the left at OADD's Research Special Interest Group Conference in April 2014, Dr. Kerry Boyd presenting the Curriculum of Caring Research Project with Tom Archer

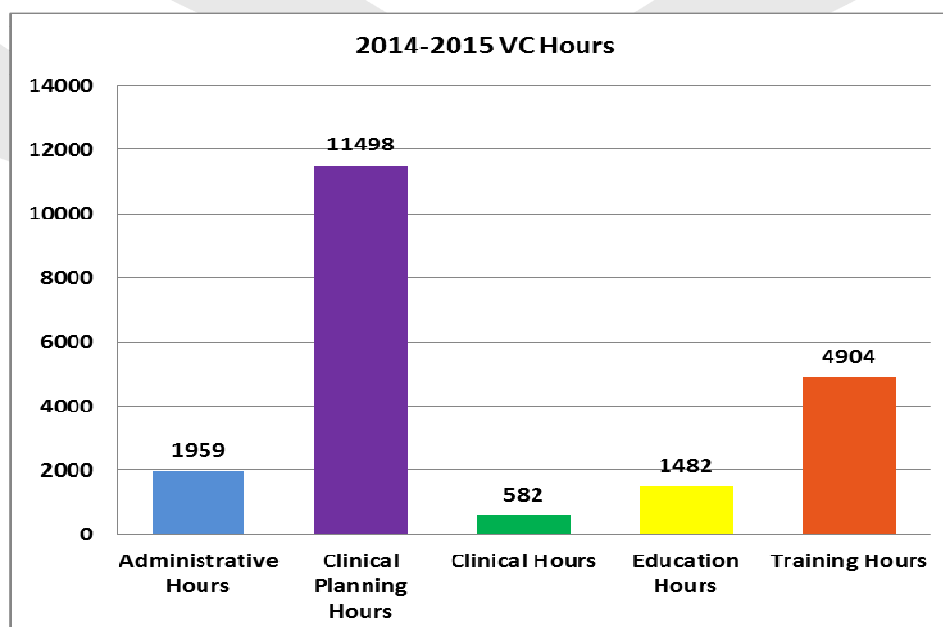
VIDEOCONFERENCING REPORT

During the 2014-2015 Fiscal Year the Southern Network of Specialized Care participated in numerous clinical, educational, and administrative videoconference (VC) sessions.

Of note, between the 3 clinical service providers (Bethesda, Hamilton Brant Behaviour Services/Family Counselling of Brant & Regional Support Associates) and the Developmental Services Ontario offices (through Contact Hamilton and Community Services Coordination Network) in the West region, there was a total of *12,080 hours* (11,498 planning hours and 582 clinical hours) of client support related activity completed via VC. Clinical planning sessions include those meetings between specialized clinical service provider team members (planning/treatment meetings, clinical supervision, etc.). Clinical sessions include one-to-one client to service provider consults, multi-site & multi-disciplinary consultations with the client involved in the session.

From an administrative standpoint, the Southern Network was able to assist in the facilitation of meetings regarding different research projects throughout the South and provincially including but not limited to:

- SNSC Research Committee Meetings
- Local and Regional Enhanced Community Response Meetings
- Agency Team Meetings
- Self-Advocate Networking Meetings
- FASD Justice Committee Meetings
- Regional and Provincial Training in Partnership Meetings and De-Briefing Meetings
- Various Ministry Working Groups
- SNSC Trauma Initiative Preparation Meetings



This year through an initiative with the Ontario Telemedicine Network, the Southern Network of Specialized Care assisted with the facilitation and coordination of registering a total of 58 people to use personal videoconferencing (also known as PCVC). This model allows people with a laptop/PC, webcam/speaker and a certain quality internet connection to connect to any other room based or personal videoconference user through the secured OTN network. The service can be accessed anywhere the user has an internet access with their computer.



SNSC : Year of Transformation, Transition and Targets

SNSC owes a great deal of thanks to the Regional Facilitators who blazed the trail for work of the Southern Network for the last 8 years. They worked tirelessly to bring system change, knowledge and training to improve the lives of people with a dual diagnosis. With the transformation of the DS sector, comes changes to the Southern Network. We are striving to re-align staff positions and resources in response to the Provincial CNSC Evaluation and its call for consistency across the province; position ourselves to implement the pending Dual Diagnosis Framework and Care, Support and Treatment Guidelines; and to effectively carry out SNSC's four priorities approved by the Southern Network Advisory in March 2015.



The SNSC FAB 5: Lynda Legge, Juanita St.Croix, Nancy Hall, Linda Smith and Sue Benko

SNSC PRIORITIES FOR 2015-2018

1. **Service Solutions and Collaborative Relationships:** Collaboratively exploring service solutions for people with the most complex needs
2. **Competence, Confidence and Care :** Specialized training and education for staff, caregivers and self advocates
3. **Best Practices in supporting people:** increasing research, evaluation and knowledge exchange
4. **Health and Wellbeing:** improving health care and health outcomes for people



Strategic Planning Day May 2014

The Question

- If you could re-think and re-organize SNSC, given experiences and knowledge gain over the past 7 years and the changes that have happened around us during that time span, what would your vision of the ideal organization be?



SNSC ADVISORY COMMITTEE

Dr. Jay Rao - Regional Mental Health Care London

Leo Massi - Haldimand-Norfolk R.E.A.C.H

Maurice Voisin - South-East Grey Support Services

Nancy Wallace-Gero - Community Living Essex County

Shelley McCarthy - Family Counselling Centre of Brant

Mark Benner - Fanshawe College

Connie Smits - Community Living Sarnia/Lambton

Mark Gowing - St.Leonard's Community Services, London

Susan Kennedy - HNBHN LHIN

Dawn Maziak - Erie St. Clair LHIN

Vacant - South West LHIN

Lea Pollard - DSO Hamilton Niagara

Liz Prendergast - DSO Southwest

Mary Gregg - Alexandra Marine and General Hospital, Goderich

Kathy Strauss - WDDS

Lynne Wardell - CMHA Oxford

Co-Leads

Brian Davies

Bethesda - Network Co-lead

Jason Young

RSA, Woodstock Office - Network Co-lead

Ex-officio

Liz Froese - SNSC Coordinator

Rosanne Perron - MCSS Southwest Region

Sam Curtin- MCSS Hamilton



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