

## FROM OUR PARTICIPANTS

*"I liked that the other learners and instructors were from various agencies and positions, and that the facilitators infused presentations with personalities and tried to generate honest dialogue." (Training In Partnership, Central CNSC)*

*"The training model, tools (BPS Model, service framework), and the opportunity to network and meet people in different sectors/agencies has been wonderful". (Effective Specialized Responses, Toronto CNSC)*

*"Was unaware of the close relationship of Developmental Services and Alzheimer's Disease; scary. Overall the presentation was excellent; good information and sharing; a lot of information and knowledge was shared and explained." (Down Syndrome and Aging Training, Long-Term Care, Central East CNSC)*



## Message from the Leads

We are extremely proud of the work that is being done through the Central Community Networks of Specialized Care, and recognize that it could not be possible without the support of our community partners. We would like to thank all of you for your wisdom, spirit of collaboration and partnership with the objective to better coordinate, and enhance services for people with developmental disabilities and mental health needs and/or challenging behaviours.

The Community Networks of Specialized Care (CNSCs) were established in 2005 with the mandate to coordinate the specialized service system, enhance specialized services, and train and build capacity in the community. The Central Community Networks of Specialized Care, being the most densely populated region in Ontario, was subdivided into three Networks - Central East, Central West, and Toronto.

The Central team continues to build and leverage relationships within and outside the Developmental Services sector. Advocating for the unique needs of individuals with developmental disabilities within mental health, addictions, justice, and health sectors

has resulted in the creation of shared funding of new initiatives leading to more responsive and accessible services across sectors.

The Networks promote training and education through face-to-face, videoconference, webinar, and on-line training. This year through these educational opportunities multiple caregivers, clinicians and family members built their capacity to understand and support individuals with developmental disabilities.

Our successful work is organized and kept running smoothly by our team of dedicated and committed office assistants.

2012/2013 has been a very exciting year, working at local, regional and provincial levels to enhance services and supports for people who have developmental disabilities, mental health needs and/or challenging behaviours.

We look forward to new challenges, key accomplishments and great successes in 2013/2014.

Tony Vipond – Central East CNSC  
 James Duncan – Central West CNSC  
 Steven Finlay—Toronto CNSC

# TRAIN AND BUILD CAPACITY IN THE COMMUNITY

“Central West Network of Specialized Care is currently maintaining a database of 300+ physicians who serve individuals with developmental disabilities”.

## COLLABORATION

Central East and Toronto collaborated to provide two days of training. “Unlocking the Mysteries of Challenging Behaviour” was delivered by clinicians. The training objective was to increase knowledge of front line staff.

Central East Network collaborated with the Central East Aging and Developmental Disabilities Committee on a proposal for a series of day conferences throughout the province with the goal of building linkages and partnerships between developmental service agencies and long-term care agencies in our communities.

Central West Network coordinated face-to-face education events to 886 physicians, case managers, LHIN funded and Developmental Services providers.



- ◆ Thirty facilitators were trained in Adapted - Dialectical Behaviour Therapy. They receive ongoing clinical consultation by Dr. Marvin Lew from Nova Southeastern University (Florida). Groups run weekly across Central East Region
- ◆ Central’s capacity to deliver high quality education was supported through our Advanced Principles and Practices of Adult Education course, mentoring and debriefing of faculty and sharing resources
- ◆ Central offered the Effective Specialized Responses (ESR) Training which was attended by provincial colleagues
- ◆ Central East presented on Aging and Down Syndrome to local community long-term care agencies
- ◆ Toronto Network delivered multiple presentations on the CNSC, Clinical Conference process and was involved in the Developmental Services Toronto Information Fair of all Toronto Developmental Services providers
- ◆ Education focused on Aging and Developmental Disabilities was delivered within Central West. This included eight education events to 155 front line staff in the Developmental Services and Health sectors to ensure safe, effective and knowledgeable care and culminating in a cross sector collaboration forum attracting 175 participants.
- ◆ Central East was pleased to have Dave Hingsburger as the keynote speaker at the Sexuality Unplugged conference held in May 2012. The conference also included presenters from community partners
- ◆ Central West partnered with Trellis Mental Health and Developmental Services to provide education and training on Dual Diagnosis to 32 practicing primary care providers psychologists, psychiatrists, physicians, nurse practitioners and nurses
- ◆ A presentation was delivered by Central East to the Central Community Care Access Centre with Developmental Services Ontario Toronto - presentations were focused on:
  - The role of Developmental Services Ontario
  - The role of the Community Networks of Specialized Care
  - The role of Health Care Facilitators, which included the guideline information and tools

*"My car and agency expense budget truly are thankful for the savings videoconference technology allows". (Videoconference Training, Central CNSC)*

*"I learned a great deal about how to improve my facilitation skills and things to consider in regards to planning new programs and Evaluation". (Advanced Principles and Practices of Adult Education, Central CNSC)*

- ◆ Education events hosted by Central's Videoconference program increased by 83%
- ◆ 2396 people participated in a total of 6700 hours of videoconference education activities across Central
- ◆ Sixteen clinicians within Central East received training from Dr. Nirbhay Singh in the mindfulness-based treatment called "Soles of the Feet". Ongoing clinical consultations to the clinicians trained is being provided by Dr. Singh through teleconference.
- ◆ The Developmental Disability Primary Care Initiative (DDPCI) work continues to be supported across Central by co-facilitating the Clinical Supports Networks. Primary care providers received training in:
  - Genetic Assessment
  - Dysphagia/aspiration pneumonia
  - Transitions, and
  - Autism Spectrum Disorder
- ◆ Central West engaged in building capacity within a local in-patient specialized mental health unit through case consultation and targeted education
- ◆ 425 hours of face to face education events were offered within the Central CNSC in collaboration with Health Care Facilitators, covering a variety of topics:
  - Biopsychosocial Model
  - Case Management
  - Challenging Behaviours
  - Collaboration Agreements
- Dementia
- Diabetes
- Dual Diagnosis
- Eating Disorders
- Mental Health Law
- Nutrition
- Primary Care
- Sexuality
- ◆ 2900 people attended the various events from a variety of roles, representing a variety of sectors including:
  - Developmental Disabilities
  - Education
  - Family
  - Health
  - Justice / Forensics
  - Mental Health
  - Primary Care
  - Research
- ◆ Central completed a refresh of Effective Specialized Responses (ESR) curriculum in order to increase the overall quality and applicability of this course; feedback has been very positive
- ◆ We continue to see an increase in the number of videoconferencing sites joining Community Networks of Specialized Care educational events beyond the Developmental Services sector (i.e. hospitals, mental health, family health teams, hospitals, and justice)
- ◆ Central supported a pilot project to determine if the tools identified in the Standardized Measures Study should be used on an on-going basis in treatment planning and monitoring of outcomes for individuals in specialized treatment beds

## COLLABORATION

A request from Toronto to Central West provided a truly great opportunity for the Networks to collaborate and educate/train 16 first and second year medical students as future promising primary care providers. This was completed in collaboration with multiple partner agencies.

The seven-session education program consisted of:

- Introduction to developmental disabilities
- Physical health issues in developmental disabilities
- Physical Disabilities (cerebral palsy focus)
- Communication
- Hearing and vision impairments
- Autism Spectrum Disorders
- Mental health and behaviour in developmental disabilities





# COORDINATE LOCAL SPECIALIZED SERVICES



*"I think you're doing a great job of educating all of us in the provider community to better understand the needs of the Developmental Services community, the impact on people in the Developmental Services community seeking support and assistance for complex issues". (Advocacy and planning across sectors, Central West CNSC)*

- ◆ Central West coordinated the development of a consistent vacancy filling process for specialized treatment and/or regional residential beds
- ◆ Support was offered by the Toronto Network to health care providers, clients, caregivers, developmental services staff and Toronto District School Board staff, using health-related advocacy work, linkages to healthcare resources, informational support and requested teaching / training
- ◆ The Student Placement Enhancement workgroup was formed within Central CNSC to identify the learning and placement needs of students, academic institutions, and community-based agencies in the developmental, mental and mental health sectors, and will attempt to address these needs through the provision of information, resources, training, education and networking events
- ◆ Health Care Facilitators within Central continue to respond to community health and developmental services agencies by coordinating and giving presentations on specific topics and

*"The Central West CNSC was incredibly responsive to our organization. They facilitated an appropriate connection to the health sector ensuring the immediate need of insulin training for front line staff. This agency is grateful for the hard and timely work completed. The Network was helpful and made a huge difference".*  
(Cross sector navigation and service coordination, Central West CNSC)

sharing resources developed through the Developmental Disabilities Primary Care Initiative that reflect best practices and improved health care services

- ◆ Coordinated the development of a common job description, an integrated information grid, and Memorandums of Understanding between the lead agencies and host agencies for the Central East Community Crisis Response Network
- ◆ Central East and Toronto coordinated a presentation of the role of the Community Networks of Specialized Care and the Health Care Facilitator, along with information on the Canadian Consensus Guidelines and Tools were explained to second-year DSW students at Georgian College - Orillia Campus
- ◆ Coordinated an Inter-ministerial meeting involving, the Toronto Central LHIN, MCSS Toronto Region, Justice, Developmental Services agencies and the Toronto CNSC to look at shared strategies and systemic responses for people having complex needs. Participants felt it was a positive step in moving forward with planning and working together.
- ◆ Central Coordinators have been developing a protocol for sharing resources across the three regions. This is to formalize what was already occurring, unitizing the structure of service / case resolution and include an accountability mechanism
- ◆ Great collaboration with the North Simcoe Muskoka Dementia Network and the Central East Aging and Developmental Disabilities Committee within Central East



## DID YOU KNOW

Central CNSC formed a partnership with EENet (Evidence Exchange Network for Mental Health and Addictions) to create a Dual Diagnosis Community of Interest; this forum for collaborative knowledge creation and exchange will engage stakeholders from across the province and from a variety of perspectives, including:

- Developmental Services
- Education
- Health
- Justice
- Mental Health
- Research

The Central East Crisis Response Network continues to respond and provide support to individuals in crisis. The Central East Model has provided crisis support to 3116 individuals since its inception in 2007.

## LINKAGES

- ◆ Central West have partnered with LHIN's and Developmental Services Planning Table to increase local dual diagnosis agenda and action plans
- ◆ To build capacity within Central, and targeting the geographical areas identified with a need, partnerships were developed with eight existing videoconferencing sites outside of the Developmental Services sector
- ◆ Seventeen families / caregivers within Central West were connected to local health professionals, including primary care, ophthalmology, genetic consultation and psychiatry
- ◆ A presentation about the Health Care Facilitator's role and how the Networks function within the adult sector was given to the North Simcoe Muskoka LHIN Care Connections Child and Adolescent Mental Health and Addictions Steering Committee. The presentation focused on best practices that would be applicable to children's services and was presented in conjunction with the Central East Community Networks of Specialized Care team
- ◆ A data collection project was coordinated within Central West identifying dual diagnosis as chronic service user. Data was used as part of a successful proposal for increased funding to Peel Crisis Capacity Network
- ◆ Members of the Toronto CNSC are actively involved in many cross sector committees such as Human Services and Justice Committee (HSJCC) and Mental Health and Addictions as well as local Developmental Services Planning Tables
- ◆ Participating at local and regional planning tables within Central West including Developmental Services, Mental Health and Addictions, and Regional Service Resolution

*"Unity is strength... when there is teamwork and collaboration, wonderful things can be achieved."*

~ Mattie Stepanek

# ENHANCE SPECIALIZED SERVICE DELIVERY



- ◆ Funding was obtained for a Behaviour Technician to provide behavioural support to the Central East Mobile Resource Team
- ◆ Specialized psychiatric consultations were coordinated by Central West to local physicians and psychiatrists which included medication review, diagnosis clarification, recommendations on further investigations and education. Currently consultations are being provided to 24 people.
- ◆ Access to three specialized forensic assessments were facilitated by Central West
- ◆ Toronto responded to requests from 38 providers of care for links to health and social services resources, case consultations, navigating across sectors and connecting to resources
- ◆ The Toronto Human Services Justice Complex Committee engaged the Toronto Network to look at a model of supporting individuals who have complex needs, including Dual Diagnosis
- ◆ Toronto held monthly clinical conferences. Thirty seven (37) presentations were made; more than 100 client representatives attended which included service providers, professionals, students, family members and clients
- ◆ Toronto responded to referrals from Developmental Services agencies requesting consultations for individuals with complex medical situations
- ◆ Consultations and specific health facilitation supports were offered to 60 individuals within Toronto
- ◆ A database of clinicians who provide services through videoconference technology continues to be developed. In collaboration with the French Network of Specialized Care ten clinicians have been added to the list all of whom offer services in French using videoconference
- ◆ Funding through the Central Videoconference program can be requested for specialized clinical services
- ◆ Central West participated with the regional service resolution team to coordinate access to specialized treatment beds
- ◆ The Alternative Level of Care Dual Diagnosis Transition Service was developed through the Toronto CNSC with annualized funding received from the Toronto Central LHIN. This service is to support four to five people transitioning from in-patient and specialized accommodation. A behaviour therapist and flexible funding are components of this program. This is linked to the Collaborative And Individualized Resource (CAIR) service.
- ◆ The number of clinical events provided by the Central Videoconference program increased by 132% from the previous year

## DID YOU KNOW

The Toronto Health Care Facilitator was the lead along with the clinical mentors' lead Dr. Ullanda Neil for Developmental Disabilities Primary Care Initiative Clinical Support Networks. The Health Care Facilitator works directly with Dr. Bill Sullivan, Dr. Ullanda Neil, and the Developmental Disabilities Primary Care Initiative Coordinator, consulting on various projects. Projects have included:

- New caregiver tools
- Education sessions for University of Toronto medical students
- Conference workshops

This collaboration provided experience that informed the work done with individuals who have developmental disabilities and their caregivers in accessing health care services, such as:

- Emergency Departments
- Community Health Centres
- Family Health Teams
- Diabetes clinics
- Other specialists

*"Accessing dollars for specialized clinical services can make or break developing and providing specialized supports for individuals". (Videoconferencing Resources, Central CNSC)*



## OUR PROVINCIAL PROFILE

The Leads for the Community Networks of Specialized Care across the province, continue to work with the Ministry of Community and Social Services and are presently engaged in three key initiatives:

- ◆ To develop, facilitate implementation and monitor province-wide standards of care and treatment of persons with a dual diagnosis and/or challenging behaviours.
- ◆ To hold a series of symposiums in partnership with the Ministry of Community and Social Services, as well as representatives from Health and Justice to discuss and refine the proposed standards, and to strengthen services for persons with developmental disabilities and mental health needs and/or challenging behaviours
- ◆ To communicate and promote the valued work of the Community Networks of Specialized Care

### DEVELOPMENTAL DISABILITY PRIMARY CARE INITIATIVE

- ◆ The Toronto Health Care Facilitator was nominated as co-lead for the newly formed Provincial Health Care Facilitator Group facilitating collaboration with other groups i.e. Developmental Disability Primary Care Initiative (DDPCI)
- ◆ Health Care Facilitators were approached by the Developmental Disabilities Primary Care Initiative to facilitate two sessions at the Canadian Down Syndrome Society Conference 2012. The Primary Care guidelines, caregiver tools and the Down Syndrome Health Watch Table were presented

### VIDEOCONFERENCE INITIATIVE

- ◆ Collaborating provincially to develop a Regional Videoconferencing Coordinators' Work Group to address provincial challenges as a team; standardize videoconferencing documents and processes with the benefit of sharing resources and reducing duplicate efforts

- ◆ The Provincial Videoconference Refresh, Expansion, DSO Initiative
  - Year-3 Refresh saw twenty-one (21) systems across the province replaced
  - Seventeen (17) expansion systems went "live"
  - Twenty-three (23) DSO systems went "live"
- ◆ A complete inventory of all CNSC Ontario videoconference systems has been compiled, which includes serial numbers and warranty status
- ◆ Central CNSC was involved in a unique and successful provincial videoconference collaboration - Challenging Behaviours in Persons with Developmental Disabilities: The Whole Person Approach. This provincial collaboration involved an expert panel of highly experienced clinicians representing CNSC Ontario. In this interactive, case history-based tutorial, a variety of bio-psycho-social factors needed to be considered in order to explain the challenging behaviours presented.

**HIGHLIGHT**  
*Personal Computer Video Conference (PCVC) now available for clinical services to all OTN videoconferencing member sites.*

### WEBSITE INITIATIVE

- ◆ Central CNSC contributed to the refresh of the provincial CNSC Website, which is now a more user-friendly site and easier to access information ([www.community-networks.ca](http://www.community-networks.ca)). Oversight of each section lies with the associated provincial committees; Central CNSC is currently leading the provincial committees for:
  - Research
  - Education
  - Videoconference, and
  - Health Care

## Community Networks of Specialized Care Vision

Together we will build our capacity to make a positive difference for individuals in our communities with developmental disabilities and mental health needs and/or challenging behaviours who need timely access to effective clinical services.





# CENTRAL COMMUNITY NETWORKS OF SPECIALIZED CARE

## **Central East Community Networks of Specialized Care**

### **Community Living Huronia**

Tony Vipond, Chief Executive Officer  
Marnie McDermott, Regional Coordinator  
Beverly Vaillancourt, Health Care Facilitator  
Louise Spicer, Regional Videoconferencing Coordinator (Central CNSC)  
Tony Gougeon, Regional Videoconferencing Coordinator (Central CNSC)  
Joanne Boulard, Administrative Assistant

## **Central West Community Networks of Specialized Care**

### **Central West Specialized Developmental Services**

James Duncan, Executive Director  
Trevor Lumb, Regional Coordinator  
Sabrina Vertolli, Health Care Facilitator  
Kelly Stockdale, Program Assistant

## **Toronto Community Networks of Specialized Care**

### **Surrey Place Centre**

Steven Finlay, Chief Executive Officer  
Terri Hewitt, Vice President, Community Programs, Executive Lead (Central CNSC)  
Sandra Bricker, Regional Coordinator  
Angela Gonzales, Health Care Facilitator  
Megan Primeau, Education and Research Coordinator (Central CNSC)  
Patricia Beckford, Office Assistant (Central CNSC)  
Patricia Tomlinson, Office Assistant

