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# A GUIDE FOR SERVICES FOR PERSONS WHO HAVE A DUAL DIAGNOSIS IN CHATHAM KENT



CHATHAM KENT DUAL DIAGNOSIS COMMITTEE 2012



# IMPORTANT PHONE NUMBERS

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# NOTES / APPOINTMENTS

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# SUPPORTS AND SERVICES FOR PEOPLE WHO HAVE A DUAL DIAGNOSIS

## How to find services in Chatham-Kent

This guide is intended to help people who have a dual diagnosis, find the support and services they need in Chatham-Kent. The guide will be useful to people who have a dual diagnosis, as well as their family, friends and advocates. The guide identifies key organizations in Chatham-Kent, and describes how to access services and support. There may be other organizations that can help in particular situations, but this booklet highlights those currently serving people who have a dual diagnosis.



This guide was prepared in 2012 by the Chatham-Kent Dual Diagnosis Committee.

## WHAT IS A DUAL DIAGNOSIS?

Dual diagnosis describes a person who has an intellectual/developmental disability, and is experiencing symptoms of mental illness. An intellectual disability is a significant learning impairment that presents before the age of 18 and may cause a person to have difficulty adapting to the demands of everyday life. People who have intellectual disabilities are usually supported by agencies from the developmental service sector. Mental illness is a health condition that can change a person's thinking, feelings or behaviour (or all three), causing distress and difficulty in functioning. Mental illness includes diagnoses such as depression, bi-polar, mood disorders, and schizophrenia.

Symptoms of mental illness may look different or be less obvious for a person who has an intellectual disability. Although mental health concerns may be evident in 30% of people who have an intellectual disability, it can be difficult to properly diagnose. Mental illness can cause challenging behaviour that is not recognized as being caused by mental illness. The symptoms may be seen as "just a behavioural problem" or may be complicated by difficulties in communication. It can be complex to understand how a person's intellectual disability relates to their mental health needs.

It may not be easily recognized that a person who has a mental illness, also has an intellectual disability. People may be able to hide their struggles with daily life, using basic survival skills and their personal strengths. They may look as if they are coping or accepting a lifestyle, when they are actually struggling to survive.

IF THE SITUATION IS A CRISIS  
DO NOT WAIT

CALL 911

IF IT IS A MEDICAL EMERGENCY  
ASK FOR AN AMBULANCE

IF IT IS A SAFETY ISSUE  
ASK FOR POLICE  
(REQUEST HELP TEAM MEMBER  
IF AVAILABLE)

OR GO TO THE LOCAL HOSPITAL  
EMERGENCY DEPARTMENT

• **CHATHAM CAMPUS**  
80 GRAND AVE W  
CHATHAM, ON

• **SYDENHAM CAMPUS**  
325 MARGARET AVE  
WALLACEBURG, ON

## DO YOU NEED HELP FINDING FURNITURE OR HOUSEHOLD ITEMS?

LOADS OF LOVE  
519-352-0911

NEIGHBOURLINK  
519-352-5647

## DO YOU NEED LEGAL HELP OR ARE YOU IN TROUBLE WITH THE LAW?

CANADIAN MENTAL HEALTH  
COURT SUPPORT WORKER  
519-436-6100

REGIONAL SUPPORT ASSOCIATES  
DUAL DIAGNOSIS JUSTICE CASE MANAGER  
1-800-640-4108  
EXT. 2212

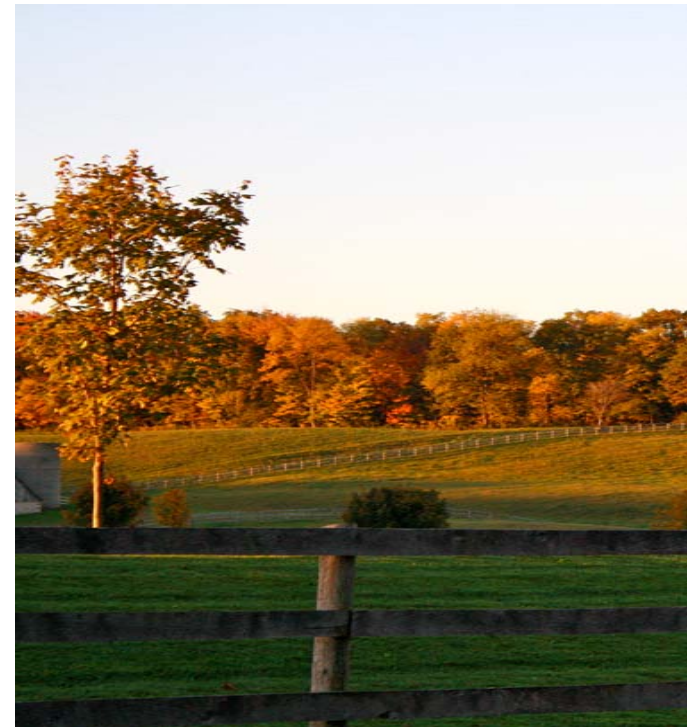
LEGAL AID ONTARIO  
1-800-668-8258  
[www.legalaid.on.ca](http://www.legalaid.on.ca)

LEGAL ASSISTANCE KENT  
519-351-6771

## DOES THE PERSON NEED A DIAGNOSIS TO GET SERVICES?

It is important to get an accurate diagnosis. Sometimes people who have more complex needs are considered difficult to support. A complete assessment includes consideration of both physical and mental health, as well as an understanding of the nature of a person's disability. Today there are more specialized services and professionals with an understanding of the unique needs of people who have both mental health and developmental needs, and agencies willing to work together.

At times, a person's needs may exceed the help that is available from any one agency. Some people may benefit by services from both sectors working together, while others will benefit from primary service from one. Agencies can help you decide what will work best in your situation.





## MAYBE I HAVE A DIAGNOSIS. NOW WHAT?

It is important to decide what help you want and need. Do you need help remembering to take your medication or get to your doctor's appointments? Are you having trouble making decisions that keep you safe? Are you finding it hard to look after things in your house or apartment?

It can be very difficult and stressful to look after all the responsibilities you may have, but there are people who can help you. Maybe a friend or family member can assist you, or you might need someone from a local service provider.

## WHO WILL HELP ME?

Agencies in the developmental sector specialize in helping people who have an intellectual disability. Mental health agencies specialize in helping people who have mental illness.

Agencies in the developmental and mental health sector help people learn to be more independent in their daily life, and to get involved in their community. Depending on your situation, one agency may be able to meet your needs, or they may work together with other agencies to support you. The agency you contact should try to connect you with the right kind of help.



## DO YOU NEED HELP FINDING FOOD?

OUTREACH FOR HUNGER  
FOOD BANK  
519-351-8381

MEALS ON WHEELS  
PURCHASE PRE-MADE MEALS  
519-354-0791

FAMILY SERVICE KENT  
PURCHASE PRE-MADE FROZEN MEALS  
519-354-6221

SALVATION ARMY FAMILY SERVICES  
519-354-1430

## DO YOU NEED HELP FINDING A PLACE TO LIVE?

SALVATION ARMY FAMILY SERVICES  
519-354-1430

CAHTHAM-KENT HOUSING AUTHORITY  
(SUBSIDIZED HOUSING)  
519-351-8573

## FINANCIAL PROGRAMS & SUPPORTS

ORGANIZATION	SERVICES	CONTACT
<p><b>ONTARIO DISABILITY SUPPORT PROGRAM</b></p> <p><b>(ODSP)</b></p> <p><b>INCOME SUPPORT</b></p>	<p>Funds are available to help cover the cost of food, housing and basic needs. You must apply through the local office of the Ministry of Community and Social Services who determine your eligibility for the program, and the amount you may receive.</p> <p>This program is available for anyone who meets eligibility criteria.</p>	<p>MINISTRY OF COMMUNITY AND SOCIAL SERVICES</p> <p>1023 Richmond Street P.O. Box 685 Chatham, ON N7M 5K8</p> <p>519-352-5040</p> <p><a href="http://www.mcass.gov.on.ca">www.mcass.gov.on.ca</a></p>
<p><b>ONTARIO DISABILITY SUPPORT PROGRAM</b></p> <p><b>(ODSP)</b></p> <p><b>EMPLOYMENT SUPPORT</b></p>	<p>The focus of this program is to help people who have a disability to find and hold on to a competitive job. This program helps people receive the coaching needed to find and maintain a job making at least minimum wage.</p> <p>This program is available to people who meet eligibility criteria. Contact the Ministry of Community and Social Services to see if you might qualify.</p>	<p>MINISTRY OF COMMUNITY AND SOCIAL SERVICES</p> <p>1023 Richmond Street P.O. Box 685 Chatham, ON N7M 5K8</p> <p>519-352-5040</p> <p><a href="http://www.mcass.gov.on.ca">www.mcass.gov.on.ca</a></p>
<p><b>ONTARIO WORKS</b></p>	<p>If you qualify, Ontario Works provides temporary funds to help you cover the cost of basic needs (food), and housing. There may also be health benefits available including drug and dental coverage. To be eligible, you must live in Ontario, need money right away and be willing to take part in activities to help you find a job.</p> <p>This program is administered locally by the Municipality of Chatham-Kent - Ontario Works.</p>	<p>CHATHAM-KENT - CENTRE FOR COMMUNITY SERVICES</p> <p>485 Grand Ave W Chatham, ON N7M 5L8</p> <p>519-351-8573 Select Option #5</p> <p><a href="http://www.chatham-kent.ca/communityservices">www.chatham-kent.ca/ communityservices</a></p>

## WHO PAYS FOR THE NEEDED SERVICES?


Most services are available for free. The mental health sector is funded through the Ministry of Health and Long-term Care. The developmental sector is funded through the Ministry of Community and Social Services. Agencies will be able to tell you if it will cost you money to get a particular service.

## WHAT HAPPENS WHEN YOU CONTACT A SERVICE PROVIDER?

When you call an agency, they might ask about your symptoms or diagnosis, how long you've experienced them, and any past mental health involvement. This information will help them figure out what kind of service might best meet your needs. The service providers in this community will try to work together to get you the right kind of help. The person you contact may set an appointment to meet with you, or help you find another agency who might be able to help you best.

If you decide to meet with the person from the agency, you can bring someone with you (family or friend) if it will make you more comfortable, or if you think they might help to share information. It is important that the agency has a chance to get to know you and find out what kind of help you are looking for. They will also tell you about the services they offer. Usually they can assist you in filling out an application for service if it is needed. After your meeting, the agency will try to arrange for you to get the support you need. Sometimes the support you need may not be available immediately, and you will be on a waiting list.

## SERVICES AVAILABLE FOR INDIVIDUALS WHO HAVE A DUAL DIAGNOSIS



ORGANIZATION	SERVICES	CONTACT
<p><b>CANADIAN MENTAL HEALTH ASSOCIATION LAMBTON - KENT</b></p>  <p>CANADIAN MENTAL HEALTH ASSOCIATION</p>	<p>We provide a range of clinical services to adults aged 16 and up throughout Lambton County and the Municipality of Chatham - Kent. Services are tailored to meet the needs of the individual to provide relevant education, aid in skill development and promote independence.</p> <p>24 hour crisis services are provided.</p> <p><b>Dual Diagnosis Specialist</b> Works with individuals, their families and other service providers to develop crisis prevention plans, facilitate community integration and coordinate developmental and mental health services.</p> <p><b>How to access Services:</b> Contact the office by phone to request services</p>	<p>240 Grand Avenue West Suite 100 Chatham, ON N7L 1C1</p> <p>519-436-6100</p> <p><a href="http://www.cmhalambtonkent.ca">www.cmhalambtonkent.ca</a></p>

## FINANCIAL PROGRAMS & SUPPORTS



ORGANIZATION	SERVICES	CONTACT
<p><b>SPECIAL SERVICES AT HOME (SSAH)</b></p>	<p>This program provides funding directly to families to hire workers to help their family member who has an intellectual disability, or a physical disability. The funds help the family to hire a worker to help with personal development, or provide respite relief to the person and their family. Families may hire a support worker or use funds to pay a family member or other care giver. There is a limited amount of funding for this program and is funded by the Ministry of Community and Social Services.</p> <p>As of April 2012 SSAH for adults (18 years and older), has been converted to the Passport Program. Families interested in applying for these funds need to apply through the DSO.</p> <p>*SSAH supports are co-ordinated by Community Living Wallaceburg</p>	<p>DSO</p> <p>1-855-437-6797</p> <p><b>*IF YOU HAVE A CHILD (UNDER 18 YEARS), CONTACT:</b> COMMUNITY LIVING WALLACEBURG</p> <p>1100 Dufferin Avenue Wallaceburg, ON N8A 2W1</p> <p>519-627-7882</p> <p><a href="http://www.getintocommunityliving.com">www.getintocommunityliving.com</a></p>
<p><b>PASSPORT</b></p>	<p>The Passport Initiative was created to provide opportunities for people who have an intellectual disability and who have completed school to find more ways to participate in the community. Funds are used to help transition from school-life to life as an adult, by improving independence and fostering social, emotional and community participation skills. Participants can live independently or in supported housing, but priority will be given to applicants who live at home with their families. There is a limited amount of funding for this program.</p> <p>Families and individuals interested in applying for Passport funding must apply through DSO.</p>	<p>DSO</p> <p>1-855-437-6797</p>



## OTHER ORGANIZATIONS THAT MIGHT BE ABLE TO HELP

ORGANIZATION	SERVICES	CONTACT
<p><b>ST. FRANCIS ADVOCATES</b></p> 	<ul style="list-style-type: none"> <li>Provides in-home or supportive housing to people who have a diagnosed intellectual disability and who may also have mental health related issues</li> <li>Other community services include supports for job coaching, day programs, or other mental health issues</li> </ul>	<p>21220 Charing Cross Rd RR#1 Charing Cross, ON N0P 1G0</p> <p>519-351-8888</p> <p><a href="http://www.stfrancisadvocates.net">www.stfrancisadvocates.net</a></p>
<p><b>GOODWILL INDUSTRIES</b></p> 	<ul style="list-style-type: none"> <li>Our commitment lies in helping people become more self-sufficient through employment and training programs.</li> <li>Goodwill's Job Plus Program is designed to provide vocational training along with life skills training to increase employability and independence for individuals with an intellectual disability, physical disability or someone who lives with mental illness.</li> <li>Goodwill can also help those in the community that are in crisis by assisting them with clothing or household items.</li> <li>How to apply: Call the Sarnia number or Toll Free Number</li> </ul>	<p>255 Grand Avenue West, Chatham ON N7L 1C3</p> <p>1121 Wellington Street, Sarnia ON 519-332-0440 Ext 23</p> <p>Toll Free at 1-888-699-1775</p>





ORGANIZATION	SERVICES	CONTACT
<p><b>CHATHAM KENT MENTAL HEALTH &amp; ADDICTIONS PROGRAM</b></p>  	<p>The Dual Diagnosis program offers support to those who have a intellectual disability over the age of 16 years and have a confirmed or suspected mental health issue or those with behavioural difficulties.</p> <ul style="list-style-type: none"> <li>Services provided by a Registered Nurse and/or an Occupational Therapist</li> <li>The program offers mental health assessments, dementia assessments, behavioural interventions, crisis plans, medication monitoring, referrals as needed, support, education and sensory experiences.</li> <li>The program can also communicate with the family doctor</li> </ul> <p style="text-align: center;"><b>In case of EMERGENCY the person should go to the closest hospital!!</b></p>	<p>Call 519-351-6144 ext. 5051</p> <p>CKHA - CHATHAM CAMPUS</p> <p>519-352-6400 80 Grand Ave West P.O. Box 2030 Chatham, ON N7M 5L9</p> <p>CKHA - SYDENHAM CAMPUS</p> <p>519-352-6400 352 Margaret Ave P.O. Box 2030 Wallaceburg, ON N8A 2A7</p> <p><a href="http://www.ckha.on.ca">www.ckha.on.ca</a></p>






## WHAT IF THE PERSON IS HAVING A MENTAL HEALTH CRISIS?


If you or someone you know is experiencing significant difficulty, you should contact their family physician, psychiatrist, support worker or any professional who knows the person well. These people may be able to help decide what service is most appropriate.

ORGANIZATION	SERVICES	CONTACT
<p><b>CRISIS RESPONSE TEAM</b></p> <p><b>CANADIAN MENTAL HEALTH ASSOCIATION LAMBTON-KENT</b></p>  <p>CANADIAN MENTAL HEALTH ASSOCIATION</p>	<p>Available 24 hours a day, 7 days a week</p> <p>Listen carefully when your call is answered. You will be asked to leave your:</p> <ul style="list-style-type: none"> <li>• Name</li> <li>• Phone Number</li> <li>• Brief Message</li> </ul> <p>A CRISIS RESPONSE TEAM MEMBER WILL CALL YOU BACK!</p>	<p><b>1-866-299-7447</b></p>
<p><b>MOBILE CRISIS TEAM</b></p> 	<p>A crisis nurse and trained police officer who assist the police HELP Team with outreach service</p> <ul style="list-style-type: none"> <li>• Provide interventions, assessments, connections and supports to the community to try to stabilize and prevent further crisis</li> </ul>	<p>Call 911 Police</p> <p>A uniformed officer (HELP TEAM Member) will respond, assess the situation and contact the Mobile Crisis Team if necessary</p>

## OTHER ORGANIZATIONS THAT MIGHT BE ABLE TO HELP

ORGANIZATION	SERVICES	CONTACT
<p><b>COMMUNITY LIVING CHATHAM KENT</b></p> 	<ul style="list-style-type: none"> <li>• Offers a wide range of non-crisis services in Chatham-Kent (except Wallaceburg and Dresden), for people who have a diagnosed intellectual disability and who may also have mental health difficulties</li> <li>• Supports include day program/ supported employment, in-home supports, supportive housing, teaching daily living skills, referrals to community resources</li> </ul>	<p>650 Riverview Drive P.O. Box 967 Chatham, ON N7M 5L3 519-352-1174</p> <p><a href="http://www.clc-k.ca">www.clc-k.ca</a></p>
<p><b>COMMUNITY LIVING WALLACEBURG</b></p> 	<ul style="list-style-type: none"> <li>• Offers a wide range of non-crisis services in the Wallaceburg and surrounding areas, for people who have a diagnosed intellectual disability and who may also have other related difficulties</li> <li>• Supports include supported employment, in-home supports, supportive housing, teaching daily living skills, referrals to community resources</li> </ul>	<p>1100 Dufferin Avenue Wallaceburg, ON N8A 2W1</p> <p>519-627-0777</p> <p><a href="http://www.getintocommunityliving.com">www.getintocommunityliving.com</a></p>
<p><b>CHRISTIAN HORIZONS</b></p> 	<ul style="list-style-type: none"> <li>• Provides supportive housing for people who have an intellectual disability and who may also have mental difficulties</li> </ul>	<p>317 Consortium Court London, ON N6E 2S8</p> <p>519-686-4800 Ext. 222</p> <p><a href="http://www.christian-horizons.org">www.christian-horizons.org</a></p>

## OTHER ORGANIZATIONS THAT MIGHT BE ABLE TO HELP

ORGANIZATION	SERVICES	CONTACT
<p><b>REGIONAL SUPPORT ASSOCIATES</b></p> <p><b>(RSA)</b></p> 	<ul style="list-style-type: none"> <li>• Offers a wide range of clinical services for adults who may have a dual diagnosis, including assessments and consultations for behaviour, speech and language, nursing, and dementia.</li> <li>• Counselling services are available for the following topics: anger management, grief and bereavement, post-traumatic stress, relapse prevention, family, and marital.</li> <li>• RSA is also responsible to respond to people who require “Enhanced Specialized Services” (see below)</li> </ul>	<p>330 Richmond Street Suite 102 Chatham, ON N7M 1P7</p> <p>1-800-640-4108 Ext. 2212</p> <p><a href="http://www.regionalsupport.on.ca">www.regionalsupport.on.ca</a></p>

## ENHANCED SPECIALIZED SERVICES

Enhanced Specialized Services are available when someone is experiencing difficulties that put themselves or others at risk, but where the situation is stable enough that appropriate services can help prevent a crisis. It is not a crisis service. The service offers short-term intensive critical support, assessment, and treatment when resources and/or space are available. Services are available in your home or for a short time, in a secure safe space outside your home. You or your caregiver can contact Regional Support Associates to discuss your needs and eligibility for specialized services.

## WHEN TO CALL 911?

9 1 1

If it is a **MEDICAL** Emergency -  
ask for an **AMBULANCE**

If it is a **SAFETY** issue - ask for **POLICE**  
(Request **HELP** Team Member if available)

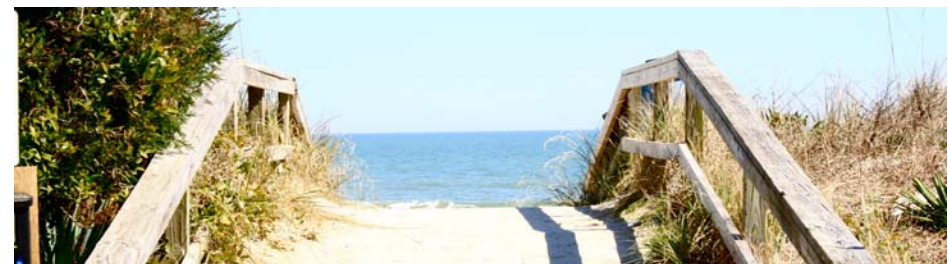
The **HELP** Team consists of front line officers trained to respond to crisis situations involving people who are experiencing emotional distress

OR




go to the nearest  
**HOSPITAL EMERGENCY DEPARTMENT**

CKHA-Chatham Campus  
80 Grand Ave W  
Chatham, ON  
N7M 5L9

CKHA-Sydenham Campus  
352 Margaret Ave  
Wallaceburg, ON  
N8A 2A7



## OTHER ORGANIZATIONS THAT MIGHT BE ABLE TO HELP

ORGANIZATION	SERVICES	CONTACT
<p><b>MENTAL HEALTH NETWORK OF CHATHAM KENT (MHN)</b></p> 	<ul style="list-style-type: none"> <li>Provides support and advocacy to people that live with mental illness and their family members</li> <li>Offers a variety of social recreational programs, support groups and social/peer support opportunities</li> <li>Will advocate on your behalf to gain services</li> </ul> <p>Self referral - call or stop in!</p>	<p>235 St. Clair Street Chatham, ON N7L 3J8</p> <p>519-351-3100</p> <p><a href="http://www.ckcfn.com">www.ckcfn.com</a></p>
<p><b>FAMILY SERVICE KENT (FSK)</b></p> 	<p>Advocacy and Support for adults with an intellectual disability and or dual diagnosis.</p> <ul style="list-style-type: none"> <li>Crisis Intervention</li> <li>Trusteeship</li> <li>Supportive Counselling</li> <li>Advocacy regarding criminal and family court related matters</li> </ul>	<p>770 Richmond Street Chatham, ON N7M 5J5</p> <p>519-354-6221</p> <p><a href="http://www.familyservicekent.com">www.familyservicekent.com</a></p>
<p><b>ERIE ST. CLAIR COMMUNITY ACCESS CENTRE</b></p> 	<ul style="list-style-type: none"> <li>Provides information, assessments, and referrals to meet medical needs</li> </ul> <p>How to apply for service - call for an assessment.</p> <p>Some services may require a physician's referral.</p>	<p>712 Richmond Street P.O. Box 306 Chatham, ON N7M 5K4</p> <p>519-436-2222 Ask for intake</p> <p><a href="http://www.esc.ccac.on.ca">www.esc.ccac.on.ca</a></p>

## DEVELOPMENTAL SERVICES ONTARIO (DSO)

Developmental Services Ontario (DSO) agencies can help adults with intellectual disabilities find services and supports in their community. They can also provide information and help you or someone you care for with planning for the future. The agency in your region will help you access the supports that are available in your community.

Wherever you live in Ontario, DSO can help you or someone you care for to connect with available

- Residential supports
- Caregiver respite
- Community participation supports (like recreation, volunteering, employment, or in-home supports)
- Professional and specialized services
- Supports to help people with developmental disabilities become more involved in their communities!

Adults who access services and support through DSO must have a development disability as defined within the SOCIAL INCLUSION ACT (2008).

To confirm if a person has an intellectual disability, they will need to review a copy of a psychological assessment.

When you call the DSO agency, they can provide you with information and answer any questions you might have.

**1-855-437-6797**

This number will link you to the DSO office in London. Whoever you speak to will take some information from you or the person calling on your behalf. They will then have a local person who is called a "Service Navigator" call and make an appointment with you.