



COMMUNITY LIVING HURONIA



**COMMUNITY NETWORK OF
SPECIALIZED CARE**

**ANNUAL REPORT
2013-2014**



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“Through collaboration and coordination, we build efficient and effective cross-sectoral specialized service systems that support individuals with developmental disabilities and mental health needs and/or challenging behaviours”.

COORDINATE LOCAL SPECIALIZED SERVICE SYSTEM

The Central East Regional Network Coordinator chairs the Regional Case Resolution Committee. Very complex referrals are received and reviewed from within the Central East Region as well as from other regions within the province. Requests have been to:

- **Mobilize the Mobile Resource Outreach Team and the Treatment Team to assess the environment and staffing supports in the person's current environment.**

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Central East CNSC is represented at all Local Case Resolution tables across the Region to expedite the linkage to specialized resources available within the Central East Region.

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The Canadian Consensus Guidelines and Tools for the primary care of individuals with developmental disabilities can be found on the Surrey Place Centre website

<http://www.surreyplace.on.ca/Primary-Care/Pages/Home.aspx>).

New tools have been developed with the goal of creating electronically fillable forms.

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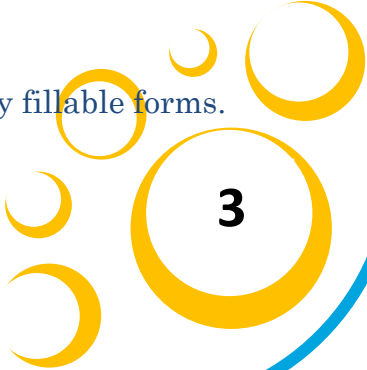
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## DID YOU KNOW

The CE CNSC is a partnership of community based organizations from multiple sectors, working together to provide professional services, consultations, education, training and research related activities for individuals with developmental disabilities and mental health needs, and/or challenging behaviours.

The Central East CNSC Team developed a document that identifies all of the linkages and partnerships. The document provides the pathways and access points for all services and programs accessible through the Community Networks of Specialized Care.

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The Central East committee on Aging and Developmental Disabilities includes membership from both the developmental and health sectors from the municipality of Durham and the counties of Haliburton, Northumberland & Victoria, Peterborough, Simcoe and York. The outcomes result in cross sector collaboration, partnerships and training in supporting individuals with developmental disabilities.

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The Central East Health Care Facilitator is an active member of several groups and committees. Many opportunities for cross sector collaboration on training events to promote and share best practice guidelines, have been provided through collaboration and partnerships on committees such as the Central East Aging and Developmental Disabilities, the North Simcoe Muskoka Dementia Network, Developmental Disabilities Ontario Nursing Network, and the Central East Community Networks of Specialized Care Advisory Committee.

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The Health Care Facilitator has been collaborating with the Psychogeriatric Resource Consultant in the Midland / Penetanguishene area. The focus has been to develop partnerships between local long term care settings and Community Living agencies to support individuals with developmental disabilities currently residing within the long term care system in this area.

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## DID YOU KNOW

Psychogeriatric Resource Consultants (PRC) are strategically located in community mental health centres, geriatric facilities, and Alzheimer Society chapter offices across the province.

Their primary role is to educate, advise, and support staff in long term care homes, community care access centres, and other health care settings in the application and interpretation of assessment tools for care planning and treatment for persons with cognitive / mental health needs and associated behavioural issues.

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# ENHANCE SPECIALIZED SERVICE DELIVERY

A Behaviour Technician was hired in 2012-2013 to assist the Mobile Resource Team (MRT) in providing behavioural supports. This position is in partnership with Lake Ridge Community Support Services who also provides the supervision. This has been an invaluable addition to the team.

The MRT are now deploying the Mobile Outreach along with the Behaviour Technician to do outreach to individuals going through the MRT process.

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Monthly clinical consultations are being conducted via videoconferencing technology with Dr. Marvin Lew from Nova Southeastern University in Florida. Thirty people from across the Central East Region have been trained in Adapted Dialectical Behaviour Therapy (A-DBT). A-DBT Groups are being held in all four quadrants using the adapted resources and materials developed by the Central East CNSC.

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Program Standards have been completed and approved by the Central East CNSC Advisory Committee for the CER-Crisis Response Network. A common job description, business cards, and an integrated information grid have been developed for the Crisis Response Network Coordinators. A Memorandum of Understanding has been implemented between the lead agencies and the host agency of the CER- Crisis Response Network.

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The CER – Crisis Response Network has access to five safe beds in CER. One of the safe beds, hosted by Community Living Huronia, is now open to receive individuals 16 years of age and older for specialized respite. The safe bed was developed in response to a need from individuals between 16 and 18 years old who are involved with the law and are homeless. They were identified as a very high pressure point in The Central East Crisis Response Network.

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## Evaluation Feedback

*“Dr. Lew is very knowledgeable and provides the group with valuable skills. The case studies are a practical way to narrow down skills for difficult members in each region.”*

The Crisis Response Network Coordinators conducted safe-bed training in conjunction with the Centre for Behaviour Health Sciences on Monday January 13, 2014. A mix of managers, supervisors, and direct support professionals from the developmental services sector within Central East Region attended this event.

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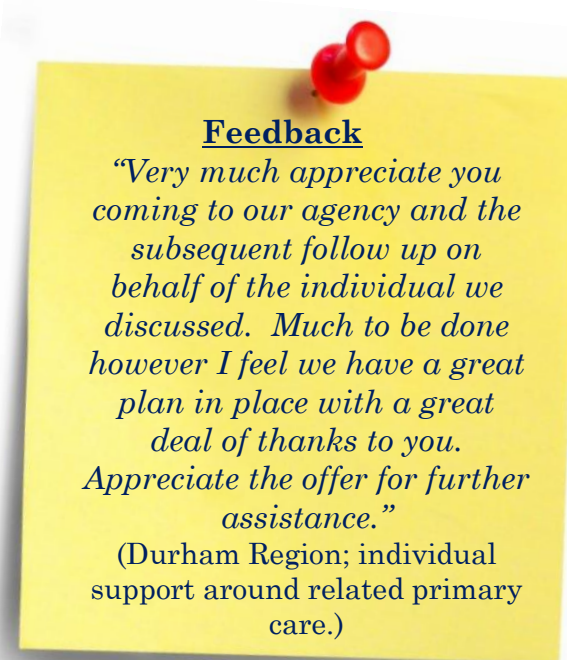
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In an effort to enhance specialized service delivery, the Health Care Facilitator for Central East Region continues to develop partnerships that provide a collaborative approach in training and education. Working together with partners from other sectors in the development of training opportunities provides a seamless continuum of care for individuals with developmental disabilities and support staff in providing quality care.

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There is limited research in the area of aging and developmental disabilities. Over the past 30 years we have seen an increase in the life expectancy for individuals with developmental disabilities; they are living longer and some contributing factors include improvements in living conditions and advancements in health care and medical technology.

Continuing to focus on the high standards to provide the highest quality care, which has previously guided us, will serve us well in providing person centered, seamless services for individuals with developmental disability who are aging to receive the right support in the right place at the right time.



TRAIN AND BUILD CAPACITY IN THE COMMUNITY

The Central East Region CNSC has developed a new curriculum on Clinical and Responsiveness Training (C.A.R.T.). This specialized training was developed for Managers, Supervisors and Direct Support professionals. It is focusing on enhancing the skill set of staff and building community capacity to enhance community agencies' abilities to support individuals with developmental disabilities and mental health needs, and/or challenging behavioural.

The curriculum development team is being led by Jenny Carver and Associates. Experts from Australia, Scotland, Ireland, the United States and Canada were consulted to develop the content for curriculum. Master Trainers have been hired from the clinical agencies in CER, Centre for Behaviour Health Sciences, Lake Ridge Community Support Services, and Tri County Support Services, to conduct the training.

This training initiative will see 125 developmental services staffs from across the Central East Region participate in this training.

The training has two delivery components in this fiscal year:

- **The first training is the Autism Spectrum Disorder Certificate Program, which will be conducted by Kerry's Place Autism Services. Forty staff**

consisting of Managers, Supervisors, and direct support professionals will receive this training which will run from January 2013 through to July 2014.

- **The second training is the Clinical and Responsiveness Training (CART), for 125 Managers, Supervisors and Direct Support Professionals within Central East Region. Training will be conducted face to face from March 2014 through to April 2014; followed by monthly sessions which will be offered through videoconference from April 2014 to December 2014**

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At this time MCSS, Quality Assurance measures require compliance on the Regulated Health Professions Act (1991), and in response to this regulation the Health Care Facilitators across the province have been responding to and providing training on this topic. Health Care Facilitators have presented on this topic at the Health and Wellness conference, to local planning tables, as well as offered a training session through videoconference technology providing access to the training on a provincial basis.



Effective Specialized Response for individuals with developmental disabilities and complex needs training was held in York Region in partnership with York Support Services Network in Newmarket. The training was held on April 04<sup>th</sup> and 5<sup>th</sup>, 2013 and saw 26 staff receive this training.

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“Unlocking the Mysteries of Challenging Behaviours: Using the Science of Applied Behaviour Analysis”

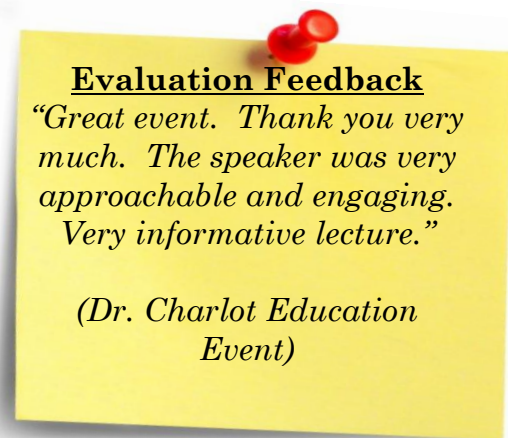
Central East CNSC and Toronto CNSC partnered to offer a one day behaviour training day for front line staff from both Developmental Services and Mental Health sectors.

Clinicians from Behaviour Management Services York and Simcoe, Surrey Place Centre, and the Centre for Addictions and Mental Health presented to 115 participants who consisted of supervisors, managers and front line staff from across multiple sectors.

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The Central CNSC collaborated to offer a great education presentation with presenter Dr. Lauren Charlot. She is a Developmental Psychologist from the University of Massachusetts Memorial Medical Centre. Dr. Charlot presented the *“Pathways to Psychiatric Disorder and Challenging Behaviours in patients with Intellectual and Developmental Disabilities”*.

The presentation was held in each of the three Regions within Central over the course of three days. One hundred participants, who included managers, supervisors, and front line staff from multiple sectors, attended the Central East date on May 14<sup>th</sup>, 2013, was held in Markham.



**Evaluation Feedback**  
*“Great event. Thank you very much. The speaker was very approachable and engaging. Very informative lecture.”*

*(Dr. Charlot Education Event)*







*“The Social Inclusion Revolution”*

The Central East annual education event is organized by the Central East Dual Diagnosis Education Committee and sponsored by the Central East CNSC; this annual event was held at the Venetian in Vaughan on May 22<sup>nd</sup> 2013.

This creative and interactive conference was titled: *“The Social Inclusion Revolution”* and keynote speaker was John Lord. Also presenting was Donna Lee from Vita Community Living Services and MensSana presented: she presented on *“Facebook Friends and Disability Vlogging: Exploring the possibilities of new Media for users with developmental disabilities.”*

The event was attended by 150 participants from across the CER. John Lord presented on *“The Power of Community and Relationships’*. He inspired the audience to think about different ways to facilitate social inclusion in their communities.

Shira Avni also presented and discussed three of her films: *Petra’s Poem*, *Tying Your Own Shoes* and *John and Michael*. In the afternoon, Donna Lee looked at tools to engage new media technologies and how to become connected with modern technology through social networking for persons with an intellectual disability. Feedback was extremely positive due to the topic and the use of different mediums to present the materials.



The Central East Health Care Facilitator continues to receive requests for education, training and resources in the area of aging. As individuals with developmental disabilities are living longer, it has become evident that they generally have more complex health needs. Once community health resources can no longer support them in their community settings they will enter long term care settings and that’s where the need for more training has been identified.

The Central East Aging and Developmental Disabilities Committee responds to MCSS requests for proposals when funding is available to support this initiative in their continued effort to support and create partnerships between Developmental and Health sectors.

**Evaluation Feedback**

Simcoe North Muskoka –  
North Simcoe Muskoka  
Conference:  
*“A huge THANKS for presenting at the conference. You did so well and the audience was soaking it all up!”*



The Central East Health Care Facilitator was involved in presenting either individually or in collaboration with another agency in the following events:

- Down Syndrome & Alzheimer's Disease – presented to the North Simcoe Muskoka Dementia Network Conference
- Shared information and resources on Down Syndrome, Aging and Behaviours in Simcoe North Muskoka Area with the Mobile Resource Team
- Providing training session on Developmental Disabilities and Behaviours for a long term care setting in collaboration with the Psychogeriatric Resource Consultant for North Simcoe Muskoka
- A group of Health Care Facilitators presented via videoconference on the Regulated Health Professions Act (1991) in April 2013. Also presented on this same topic at the Health and Wellness Conference in November 2013.
- Received a request from the HKPR Local Planning Group to present information on Regulated Health Professions Act (1991) in February 2014. A second presentation was provided to a Developmental Service Agency's Compliance Committee.
- Received requests and provided training on Diabetes as well as Bowels.
- Health related requests for supports of individuals with community agencies have also been received. Information related to the Canadian Consensus Guidelines and Tools have been helpful to support staff and agencies in their efforts to respond to the primary care needs of these individuals.
- The guidelines and tools have been presented to a treatment home within Central East, as well as mental health / dual diagnosis organizations.



#### **Evaluation Feedback**

Simcoe County, Presentation on CNSC, HCF Role, Canadian Consensus Guideline and Tools:  
*"I just wanted to send a quick email to again thank you so much for coming to Waypoint and giving the Bayview Dual Diagnosis Program staff an in-service on Primary Health Care Guidelines and Facilitator role. It was very helpful and informative."*

## PROVINCIAL LEADERSHIP

The Central East Regional Coordinator chairs the Provincial Dual Diagnosis Justice Case Management (DDJCM) Rounds. A complete template has been developed of housing and models of support across the province for persons with a dual diagnosis who are involved in the corrections system. A common dataset and job description of the DDJCM's has been completed to highlight the work being done across the province and identify the pressures within the system.

The Central East Regional Coordinator chairs the Provincial CNSC Coordinators. The CNSC Coordinators have been active in the development of the Care and Treatment Guidelines project. The CNSC's have been invited to play a proactive role to help frame and implement shared organizational guidelines of specialized treatment and care for persons with a dual diagnosis who have complex and changing needs. As well, the project will be supporting the development of concrete, provincial, clinical support mechanisms to agencies that need help in certain complex situations.

The provincial legislations which guide the Developmental Service sector, such as Regulated health Professions Act, and the Quality Assurance Measures, often challenge us to look at new and alternative ways in providing quality care to the individuals we support.



As developmental service agencies begin working towards compliance on these regulations, agencies such as the Ottawa Rotary Home are working at developing a training program to support developmental services agencies across the province in providing the highest quality care in this area.

# GAPS / BARRIERS / CHALLENGES

## CRISES TRENDS AND GAPS IN SERVICE

### York

- Homeless, middle aged individuals who have never been involved with the developmental sector and needing long term accommodations
- Challenging, complex individuals who are homeless and living in OPR's and needing long term accommodations.
- Parents going to the media because there is no funding for their adult child with developmental disabilities.
- Youths involved with the justice system and they have nowhere to live in the community.



### Simcoe

- Homeless, justice youth 16 to 19 years
- Individuals involved with prostitution and addictions to survive on the streets
- Complex and aggressive young adults living at home and the parents can no longer support them in their home.

### HKPR

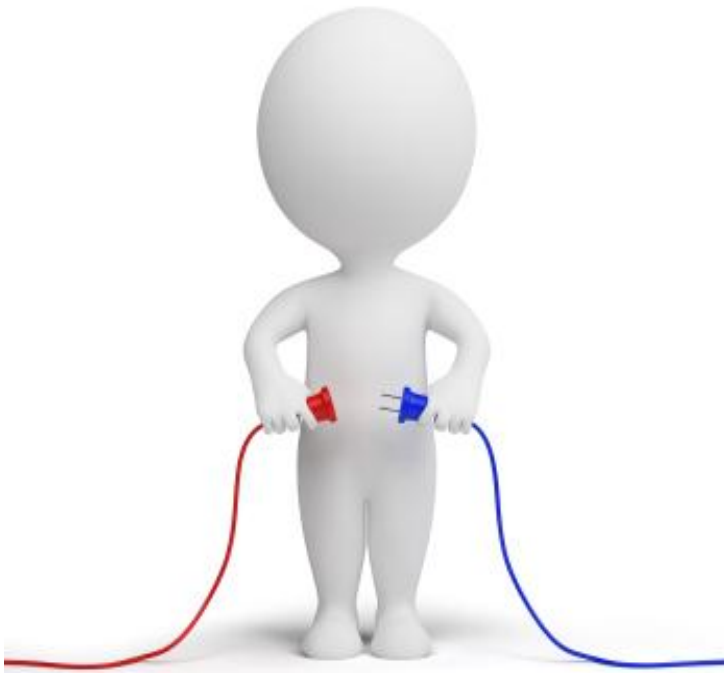
- Individuals who have never accessed the developmental sector; aging parents and family members can no longer support them and want them to move into the community.
- Youth in the justice system needing long term support and housing in the community.

### Durham

- Individuals in Schedule One hospitals ready for discharge into the community; no long term accommodations.
- Families not being able to support their adult child and needing long term placements on the community.
- Families contacting their Ombudsman and MPP for needing long term accommodations in the community and/or funding.

## GAPS – BARRIERS - CHALLENGES

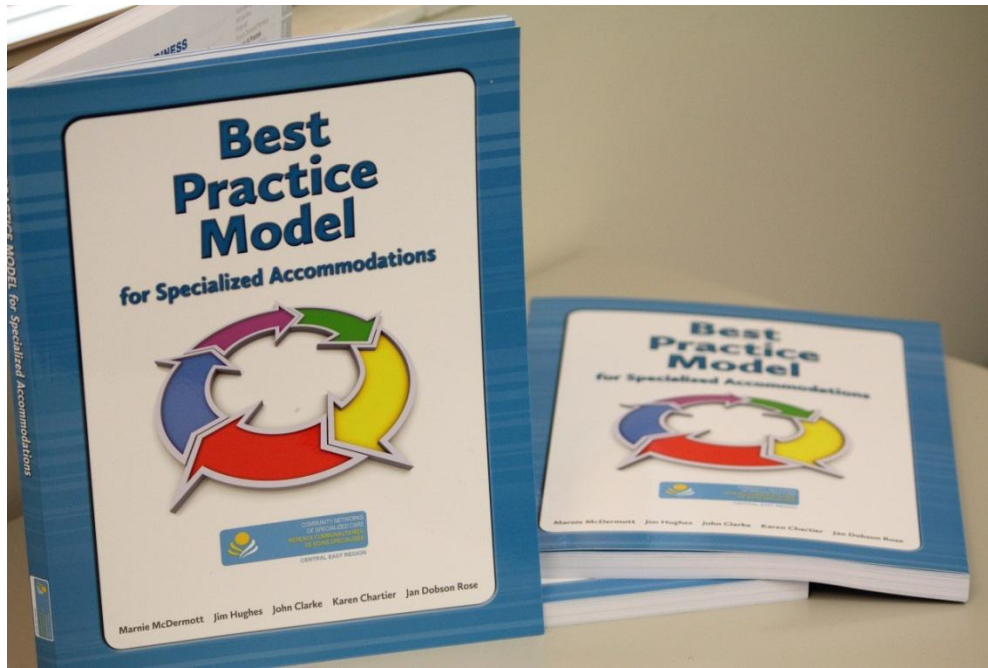
- Funding continues to be a major pressure – there are no resources to access for short or long term supports.
- Providing more long term case management because individuals are not being able to access case management, APSW's, housing, clinical services and/or respite.
- Individuals involved or at risk of being involved with the justice system requiring longer term support and nowhere for them to go after they have completed their sentences.
- Families wanting immediate housing for their adult son or daughter with a developmental disability
- Long wait times to get eligibility confirmed to access services with Developmental Services Ontario (DSO).



- Current trends in the area of aging and developmental disabilities indicate the need to develop community health partnerships and linkages. If we are to work collaboratively to continue to provide quality support and care through later life, whether it is an aging in place option or transition to long term care settings we must work together to achieve our goals.

- In developing a person centered approach in providing seamless supports for individuals with developmental disabilities who are ageing can often be a challenge. The plans need to meet and address the physical, social and environmental changes being experienced by this population.

# BEST PRACTICE MODEL FOR SPECIALIZED ACCOMMODATIONS



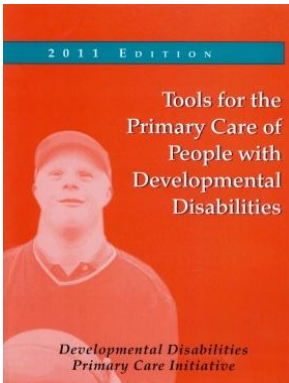
“**Best Practice Model for Specialized Accommodations**”, has been positively received at various conferences over the previous year and many requests have been received to get a hard copy of the manual. The bound version has now been distributed throughout the Central Region.

The manual embraces the bio-psycho-social model and identifies the best practices for specialized accommodations for individuals with an intellectual disability, mental health needs and/or challenging behaviours. The focus of the manual is on person directed planning; access and process; evaluation and discharge; and staffing and operations.

On June 15<sup>th</sup>, 2012, the authors of this amazing resource, partnered with the Central Videoconferencing Program to launch the Manual provincially using videoconferencing technology. Every participant received a copy of the manual, creating a more interactive event that focused on the different sections of the manual: Access and Process, Person Directed Planning, Discharge and Evaluation and Staffing and Operations.

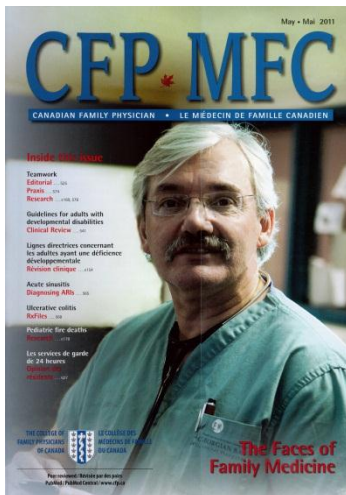
*For a copy of this resource please contact*  
**Marnie McDermott**  
Central East CNSC  
Regional Coordinator

# DEVELOPMENTAL DISABILITIES PRIMARY CARE INITIATIVE



The **Developmental Disabilities Primary Care Initiative** has brought together clinicians with expertise in the care of adults with developmental disabilities (DD) to improve primary care and quality of life for these people.

With leadership and coordinator from Surrey Place Centre, and funding from the Ontario Ministry of Community and Social Services, the Ontario Ministry of Health and Long-Term Care and Surrey Place Centre Foundation, Guidelines and Tools have been developed to help primary care providers to follow best practices in the care of these patients.



*“The guidelines are formulated within an ethical framework that pays attention to issues such as informed consent and the assessment of health benefits in relation to risks of harm.”*

(Primary care of adults with developmental disabilities / Canadian consensus guidelines)

**For a copy of these resources please contact**

**Bev Vaillancourt**  
Central East CNSC  
Health Care Facilitator

## **CONTACT INFORMATION**

For more information on resources, services, and supports, provided within the Central East Community Networks of Specialized Care please contact:

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