



Ministry of Community and Social Services / Ministère des Services Sociaux et Communautaires



COMMUNITY NETWORKS
OF SPECIALIZED CARE
RÉSEAUX COMMUNAUTAIRES
DE SOINS SPÉCIALISÉS

CENTRAL REGION



Together
we can make a
Difference

**"Coming together is the beginning.
Keeping together is progress.
Working together is success."
~ Henry Ford**



Central East
Community Living Huronia



Central West
Central West Specialized Developmental Services



Toronto
Surrey Place Centre

**CENTRAL CNSC
VIDEOCONFERENCING
ANNUAL REPORT
2013 - 2014**



TABLE OF CONTENTS

ABOUT US	3
VISION	4
OBJECTIVES AND KEY ACCOMPLISHMENTS	5
Coordinate the Local Specialized Service System	6
Enhance Specialized Service Delivery	8
Train and Build Capacity in the Community.....	11
Videoconferencing Provincial Profile	14
Year to Date / Individual Site Usage	18
EFFECTIVENESS AND BENEFITS	19
LOOKING FORWARD	24

APPENDICES

Appendix A.....	Communication – Quarterly Flyers
Appendix B.....	Provincial systems inventory list

ABOUT US

Often, so much time and effort is spent comparing ourselves to others that we miss the uniqueness of ourselves. The positive feedback notes that videoconferencing is one of the most tangible benefits of the Community Networks of Specialized Care (CNSC).

Our work is collaborative; it's not only the quantity of what we do, but the resulting quality of its impact on the specialized services we bring to individuals with developmental disabilities and mental health needs and/or challenging behaviours in our communities. We are creative in how we build capacity; we remember what's important, going above and beyond to provide access to amazing technology options. We bring positive attitudes, creativity, and enthusiasm to every interaction with members, partners and provincial counterparts thereby creating effective change. We have taken the best technology we have to create the best of what we want.

Videoconference technology eases the provision of assessments and feedback of diagnoses; it is now possible to have access to specialized services that were previously much more difficult to access; it improves coordination and continuity of care by facilitating the delivery of clinical services in a timely way. It provides opportunities for multidisciplinary consults from specialties across the province on challenging and complex cases; it makes education and training more accessible for everyone from any community thereby providing equal access to current and relevant knowledge and best practices.

Central Region has often taken the lead role in collaborating with our provincial counterparts, Ontario Telemedicine Network (OTN) and community partners to ensure continued excellence in service. We have prided ourselves in being leading edge and innovative in the world of videoconferencing, creating and maintaining the ability to respond to the specialized needs of adults with developmental disabilities and mental health needs, and/or challenging behaviours.

We have the ability to stand strong as a team; we stand out from the crowd by becoming trendsetters in developing and identifying best practices and to challenge ourselves to continue to improve the great services we provide.

Ernest Hemingway was once challenged to write a complete short story using only six words. He came back with a brilliant six-word story and won the challenge. If we were to describe the CNSC Videoconferencing Program using only six words it would be:

“Maximizing the transformation of specialized services”

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.



***“The strength of the team is each individual member.
The strength of each member is the team”. ~ Phil Jackson***



&



KEY ACCOMPLISHMENTS

COORDINATE THE LOCAL SPECIALIZED SERVICE SYSTEM

Objective #1

- Increase the number of videoconferencing logs being returned
- **Preferred Outcome:** The rate of logs being returned will increase by 50%

Objective #2

- Strategically manage utilization of each system
- **Preferred Outcome:** Will provide the usage per system; assist those sites with low usage; possibly provide the stats that may justify re-deployment (allow us to review – is this the best location for the system)

Objective #3

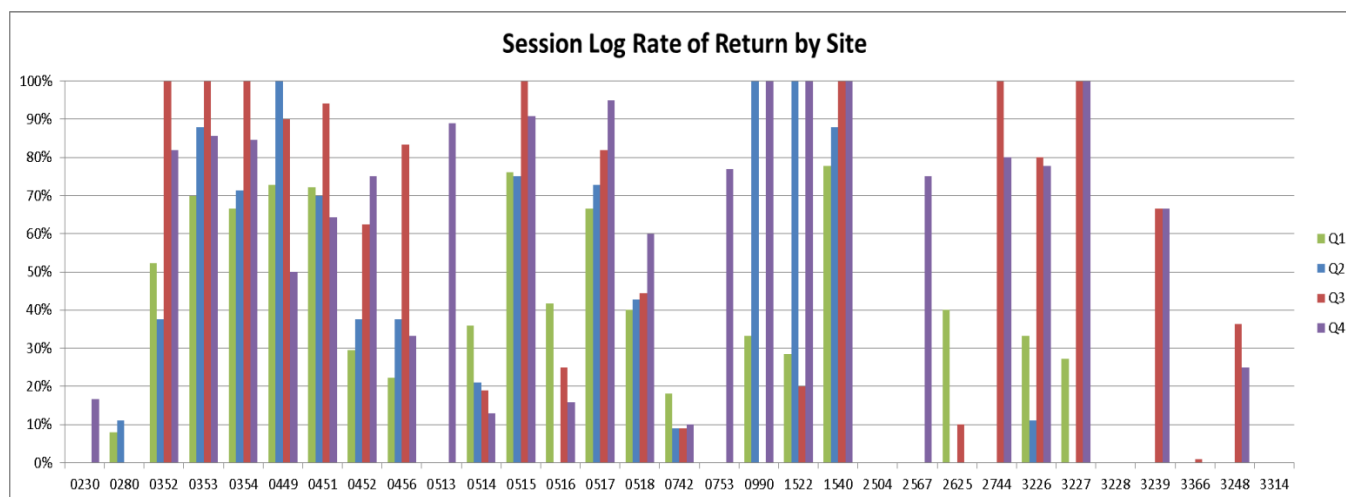
- Look at expansion possibilities
- **Preferred Outcome:** Will provide us with locations for re-deployment of current systems and/or provide us with the locations / areas for possible expansion initiatives

Objective #4

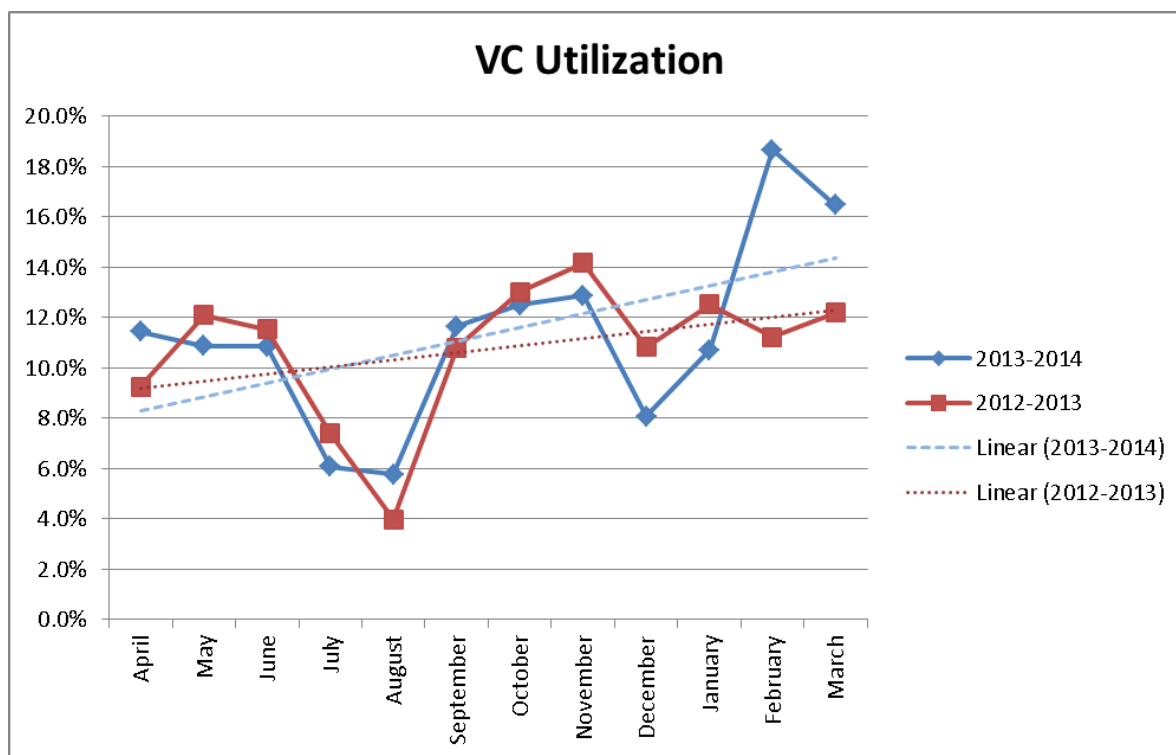
- Increase communication with Central Videoconferencing sites
- **Preferred Outcome:** Better communication with the site contact; ability to address issues in a timely way; and provide the sites with opportunities to give us their feedback

KEY ACCOMPLISHMENTS

1. Throughout the year the increased communication with sites has helped to steadily increase the rate of logs being returned. This steady increase landed us at a rate of 53% in the final quarter and an overall rate for the year of 42%, both exceeding the previous year's 25% rate of return.



2. Part of the automated data charting for the Videoconferencing Program includes the utilization rate. This data is available as an overall number for the Videoconferencing Program or can be filtered to an individual site. The overall utilization rate for this year was 11.3%, which is up from the 10.7% the previous year.



3. Throughout the year we continued to document the different areas within Central where we see the need for videoconferencing technology. A database of agencies who have identified an interest in becoming a videoconferencing site has been developed for possible future expansions.
4. The Central Videoconferencing Program Coordinators have strengthened the relationships with existing member sites through better communication thereby providing the opportunity to address issues in a timely way and provide the sites with opportunities to give feedback.

See Communication Flyers - APPENDIX A



ENHANCE SPECIALIZED SERVICE DELIVERY

Objective #1

- Continue to develop the database of clinicians that provide services through videoconferencing technology
- **Preferred Outcome:** Add three (3) new clinicians who offer their services through videoconferencing to our database

Objective #2

- Integrate Personal Computer based Video-Conferencing technology (PC-VC) with our current videoconferencing network
- **Preferred Outcome:** Develop five (5) new PC based VC system users

Objective #3

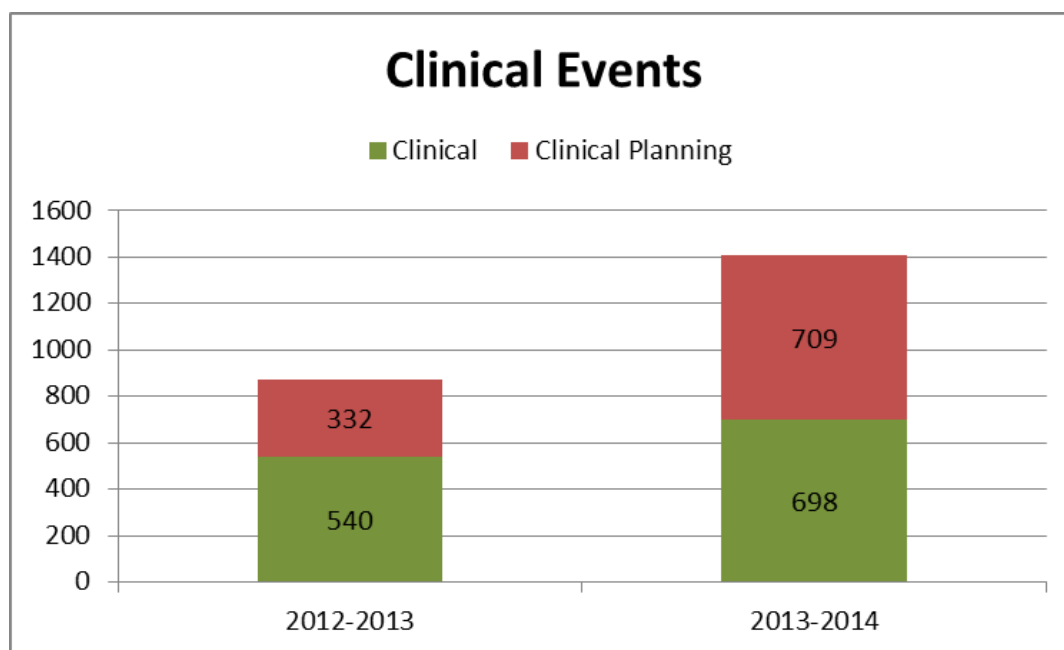
- Coordinate the request approval process for clinical dollars through videoconferencing to increase access to specialized clinical services available through videoconferencing technology
- **Preferred Outcome:** More agencies will learn about the availability of these funds which in turn will increase the usage and requests. The goal is to receive and approve five (5) requests for clinical dollars through videoconferencing.

KEY ACCOMPLISHMENTS

1. We continue to seek out clinicians that will provide services through videoconferencing technology.
2. Personal Computer based Video-Conferencing technology is proving to be the most economical way of getting services to the person where videoconferencing units are not accessible. PCVC is an internet based connection that allows the user to connect to any videoconferencing session through their laptop or desktop units. Throughout 2013/2014 eighteen new users were registered for PCVC throughout Central Region. This small, one-time investment is already accounting for 3.8% of the total hours of videoconference activity in our region.
3. During the 2013/2014 year, ten requests for clinical dollars through videoconferencing were received – nine were approved and one was withdrawn. The purpose of the funding is to cover the cost of specialized services accessible through videoconference technology that would otherwise not be accessible. Because of this funding:
 - 3 individuals received 6 months' worth of Psychological / Specialized Counselling Sessions each (two of the three requests were received from the Crisis Response Network Coordinators)
 - 2 individuals received a Specialized Psychiatric / Autism Assessment
 - 2 individuals received a neuro-psyche assessment
 - 30 individuals had Social Services Intakes completed through the HKPR Dual Diagnosis Psychiatric Outpatients Clinics (in collaboration with Queens University and Ongwanada Resource Centre in Kingston)

- 86 site visits for 12 individuals were made possible by augmenting the cost of the Behaviour Technician assigned to the Mobile Resource Team
- 30 individuals were reviewed as case presentations through the Dr. Lew, A-DBT monthly clinical events
- 38 front line support staff received specific A-DBT training through Dr. Lew

Videoconferencing sites within the Central Region Videoconferencing Program were involved in 2487 hours of clinical activity; 698 people received clinical services using videoconferencing technology as the delivery mode. A total of 1407 clinical events were held by videoconference resulting in a 61% increase in number of events over last year. This is a significant increase, which can partially be explained by the education the videoconferencing coordinators have provided to member site contacts with regard to what truly constitutes clinical activity.



"Thank you so much. I can't imagine having to travel to Toronto – this is so much closer to home".

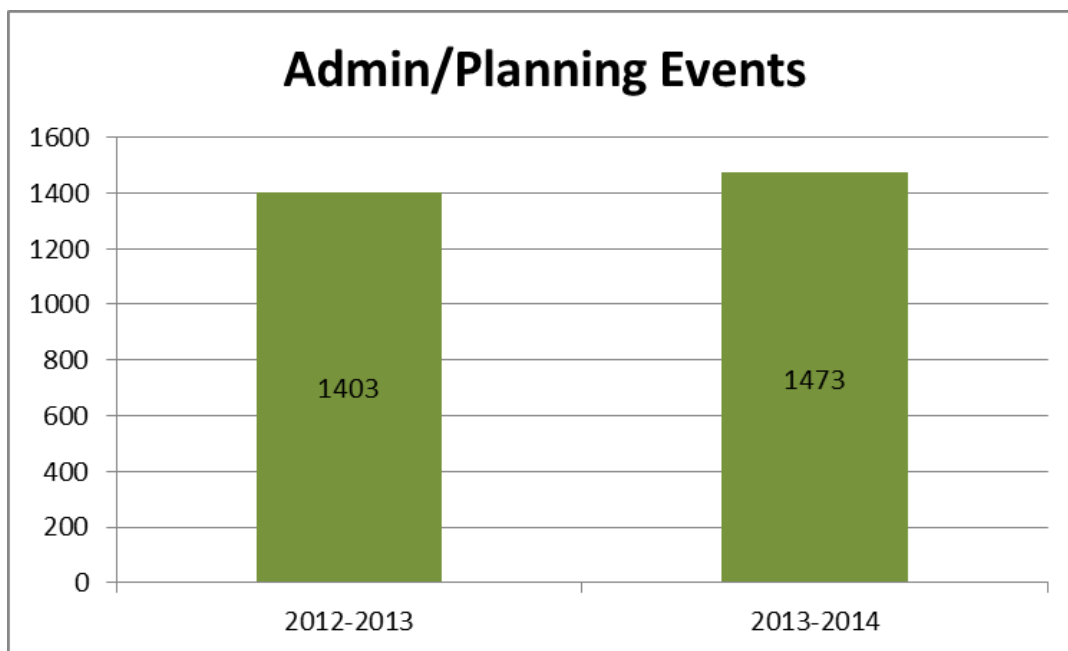
Clinical consult held September 20th, 2013

Betteraccess
Bettercare





Planning / Administrative



The increase in Planning / Administrative events held via videoconference was 5% over the previous year.

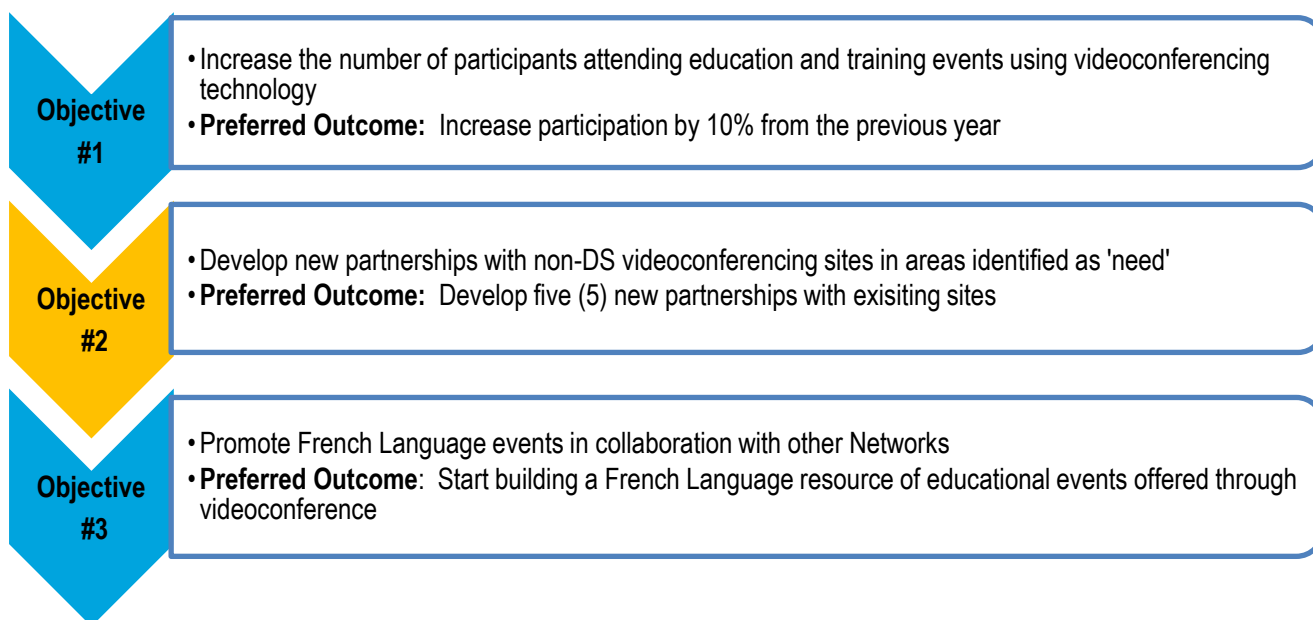
Meeting by videoconference continues to be the preferred mode especially for those joining from a distance or if the weather is not cooperating. Often a host site is chosen because they have videoconferencing capabilities thereby providing the opportunity to schedule events or sites as an alternative instead of cancelling the event due to inclement weather.

The Regional Videoconferencing Coordinators are active members of several local, regional, and provincial workgroups;

- Central East Dual Diagnosis Education Committee
- Central East Clinical Providers Workgroup
- Central East CNSC Advisory
- Simcoe County French Language Services Workgroup
- Central Region / Tri-Alliance Advisory
- Central Region / Tri-Region Coordinators Workgroup
- Regional Videoconferencing Coordinators Workgroup
- Provincial Videoconferencing Workgroup
- Provincial French Language Network (RCSS)
- Provincial CNSC Website Workgroup
- Provincial CNSC Coordinators Workgroup

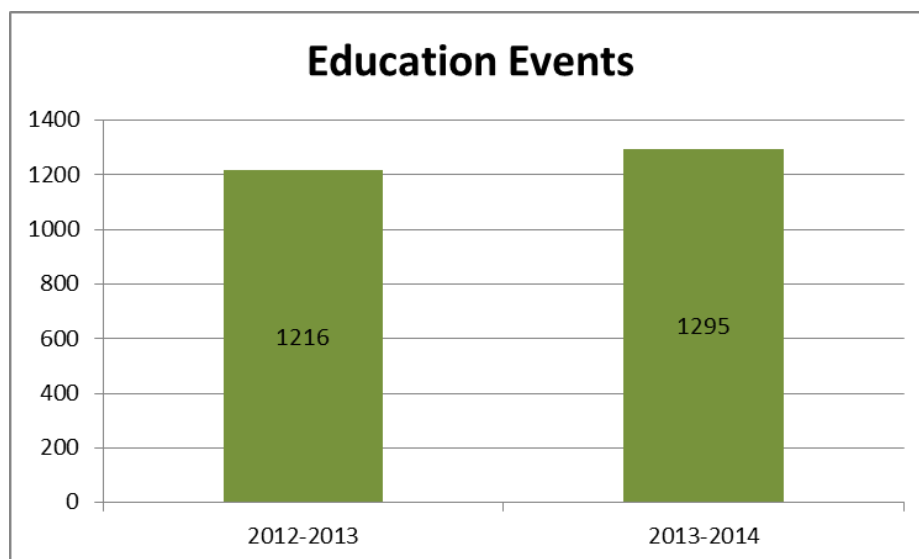


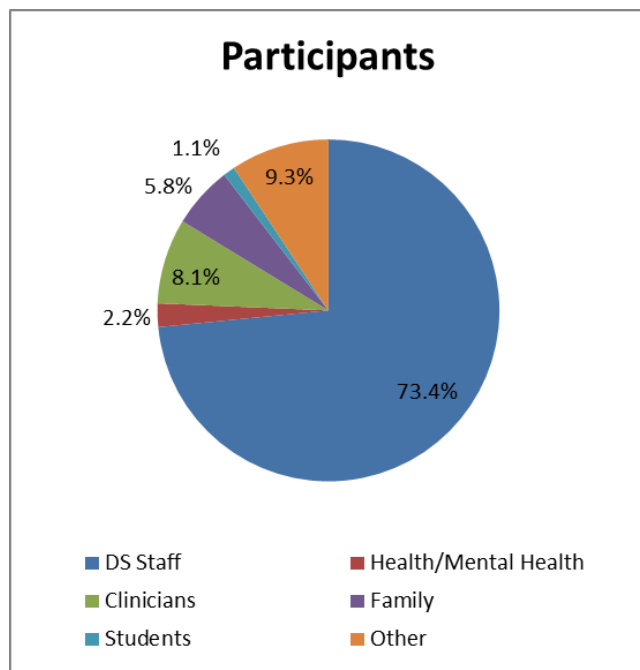
TRAIN AND BUILD CAPACITY IN THE COMMUNITY



KEY ACCOMPLISHMENTS

1. A total of 2144 people participated in 5153 hours of VC Education activities.
 VC Education events hosted by Central CNSC grew by 25.7%
 11.6% of sites joined CNSC events that are beyond the developmental services sector
 An additional 527 people viewed our content online via webcasts and 186 DVD copies were distributed on demand



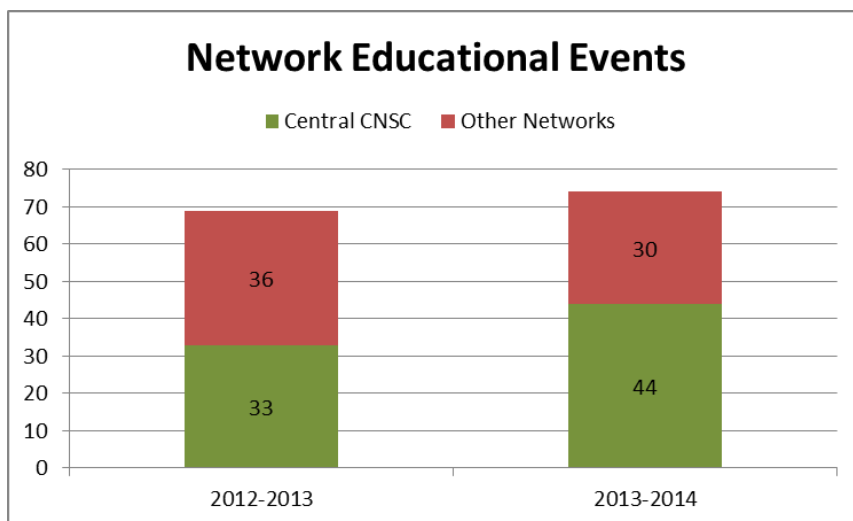


The educational events offered by the Community Networks of Specialized Care continue to be promoted far and wide. Our distribution list continues to grow and based on many videoconferencing sites being registered for the events, they are also being distributed beyond our list.

To the left you can see a breakdown of the participants taken from the session logs Central sites submit for all educational events. It is nice to see that a little over a quarter of participants did not identify themselves as developmental service staffs. We are reaching beyond.

The Central Region continues to reach out to partners and presenters to offer educational events via VC. We saw a 33% increase in the number of events we hosted over last year and these events accounted for 59% of the Community Networks of Specialized Care events provincially.

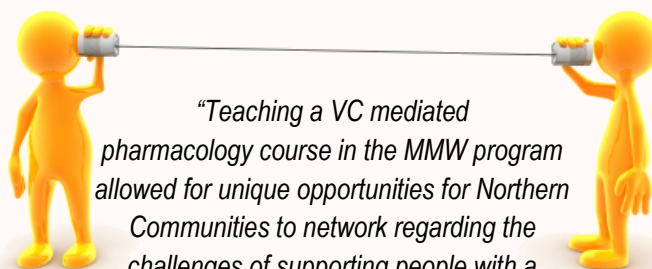
Kerry's Place Autism Services have been a key education partner, offering excellent educational events by videoconference offered provincially.



That the Videoconferencing Coordinators are available to work with any new or recurring presenters, offering practice sessions, tips and tricks to ensure a successful event and potentially increase the number of participants attending events.



Customer Feedback



"Teaching a VC mediated pharmacology course in the MMW program allowed for unique opportunities for Northern Communities to network regarding the challenges of supporting people with a dual diagnosis in remote areas of the province. Students were able to discuss both their challenges and solutions with each other despite hundreds of miles away from each other. This course is only possible through VC support and although there were challenges with power outages in different sites due to severe weather, no one had to drive or navigate treacherous conditions to engage in learning opportunities."

Professor, Faculty of Human Services, Fanshawe College

2. The Central Videoconferencing program developed three (3) new partnerships
 - Central Community Care Access Centre in Newmarket
 - Community Futures Newsask with 13 locations in Saskatchewan
 - Central West Community Care Access Centre in Brampton
3. The Central Videoconferencing program grew by five systems over the past year
 - KPAS – Mississauga
 - KPAS – Oshawa
 - CBHS – 2nd system - Barrie
 - CLNH – DSO CWR - Milton
 - FCSS – DSC CWR – Guelph

Personal Computer Video Conferencing (PCVC) allows users to be everywhere, from anywhere. The ever-increasing demand for ease, flexibility of accessing events, the affordability and mobility of PCVC has all but eliminated the barriers of time and distance providing a new level of convenience, efficiency and independence.

Central is very pleased to be able to assist the sites in the registration process for their PCVC users. Over the past year 18 new users, across Central Region have been registered and are active users of PCVC.

"PCVC has been a great resource to access clinical, case conferences, provincial groups and educational events. It has saved a great amount of travel time and allows me to be more responsive."





VIDEOCONFERENCE OUR PROVINCIAL PROFILE

Objective #1

- Complete Year - 4 Refresh Initiative project
- **Preferred Outcome:** Twenty (20) systems will be refreshed province wide

Objective #2

- Develop videoconferencing specific provincial standards
- **Preferred Outcome:** Provide opportunities to address issues as a group vs. each individually in turn having consistent processes and better communication province wide

Objective #3

- Develop a Provincial videoconferencing templates
- **Preferred Outcome:** The ability to develop a provincial videoconferencing report which would include success stories from users

Objective #4

- Prepare for Year - 5 Refresh Initiative
- **Preferred Outcome:** Broader Public Sector Procurement Directive will be achieved and 25 systems will be refreshed province wide

KEY ACCOMPLISHMENTS

The Regional Videoconferencing Coordinators within each of the four CNSC's continue to meet on a quarterly basis and are bringing consistency province wide in standardizing videoconferencing documents, processes and data collection. Over the past year they have:

- Developed a standardized Letter of Agreement for all member sites across the province. The intent is that this agreement would be renewed at time of refresh thereby providing opportunities to revise the agreement accordingly.
- Developed a consistent format for flyers. This goes hand in hand with branding the CNSC across the province – regardless of which Network is hosting the event the flyer is our 'voice' and identifies the session to be a CNSC Event
- Developed a Presenters' Guideline Package, providing useful tips and information for all presenters showing that the expectations are the same regardless of who hosts the event
- Developed a consent agreement for recording education events hosted by any of the Networks; the recordings become part of the VC Education Resource list. Any DVD recorded can then be requested by the community through the CNSC website (<http://www.community-networks.ca/en/DVDRequest>)
- The team is working towards providing consistency on data collection based on the MCSS Standards; Videoconferencing Database continues to be refined and perfected. The Regional Videoconferencing Coordinators see the value in providing consistency on information reported.

- As a way to improve communication with our telemedicine provider, the Regional VC Team have welcomed their OTN Regional Managers to their quarterly meeting to address VC issues proactively as a provincial body rather than each individually.

Building Capacity

As of March 31st, 2014, the number of videoconferencing access points are:

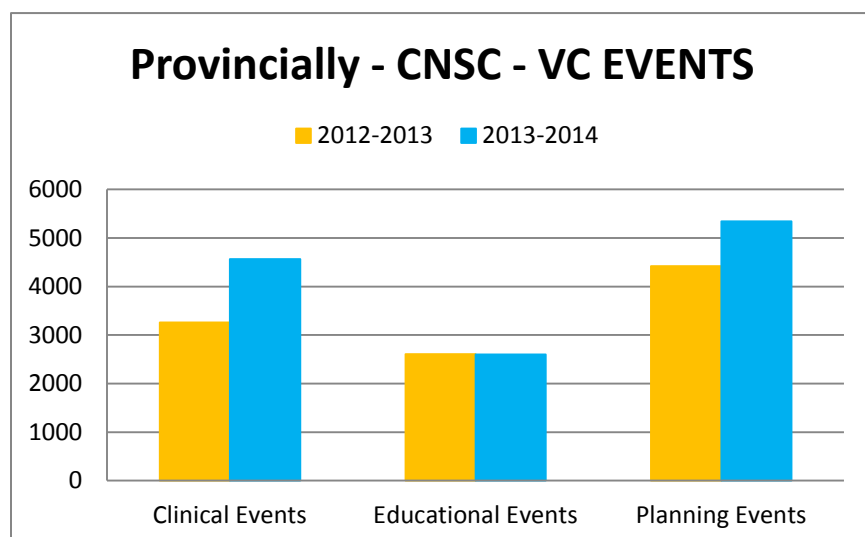
PROVINCIAL

134 CNSC/MCSS Sites
164 VC Systems
33 PCVC Users

WITHIN CENTRAL

38 CNSC/MCSS Sites
45 VC systems
19 PCVC Users

CNSC Ontario Videoconferencing Sites / System Activity two-year comparison (planning events and hours include clinical planning where the individual does not attend the event).

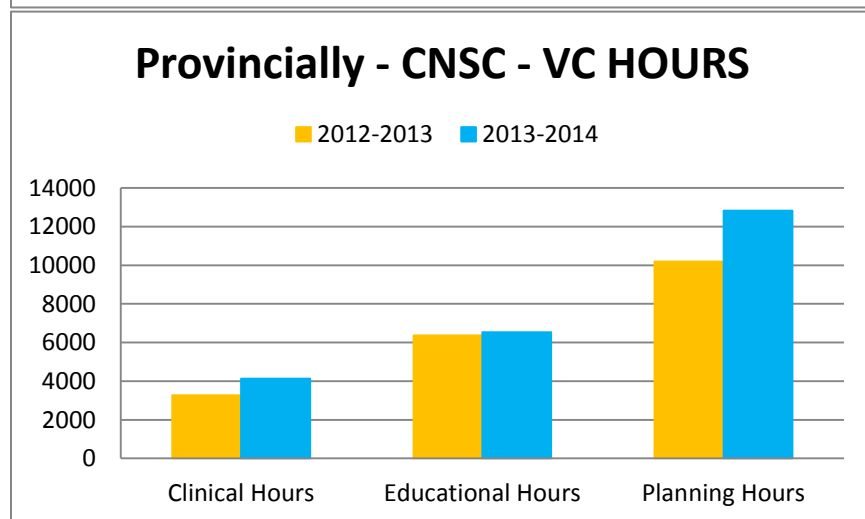


On a provincial basis the data shows:

40% increase in clinical events

No change for education events

21% increase in planning events



On a provincial basis the data shows:

26% increase in clinical hours

3% increase in education hours

27% increase in planning hours

Provincial Refresh Initiative

Year-4 Provincial Refresh Initiative replaced 20 systems across the province through the Broader Public Sector Tendering Process. All CNSC Regional Videoconferencing Coordinators became members of the 2013/2014 Tender Evaluation Team. The process was a prodigious collaboration that allowed for all Networks to contribute by providing feedback into the decision making process.

A provincial centralized inventory of all CNSN/MCSS systems is maintained by the Central CNSC VC Program. Inventory includes all of the details pertinent for all systems, such as where the systems are located; make/model of the systems is on site; and serial numbers for all hardware. (SEE APPENDIX B)

Year-4 Refresh challenged us with multiple defective hardware issues, resulting in sites requiring replacement equipment. The team worked diligently with OTN, the Vendor, and the Manufacture to find the root cause of the issues and resolve them as quickly as possible.

Year-5 Provincial Refresh Initiative will see 25 systems refreshed across the province. The Tendering process has begun.

DID YOU KNOW



Central Regional Videoconferencing Coordinators are the primary point of contact for any agency / organization requiring information about videoconferencing technology. This provides many benefits to any agency requiring information such as:

- ◇ How to become a videoconference site and all of the fees involved
- ◇ How to capitalize on hardware purchases through OTN Vendors of Record
- ◇ We have the familiarity of available resources and have the ability to advise agencies on what is the best solution for them (i.e. mobile cart or wall mount solution, large unit, desktop, or PCVC)
- ◇ Where the sites are located across the province; the areas within the province where gaps have been identified thereby providing opportunity to develop and build capacity in areas with the greatest need whenever possible
- ◇ Coordinating and scheduling videoconferencing events (clinical, education, and planning)
- ◇ A resource of available archived educational events
- ◇ Capitalize on the centralized bulk buying process and offering those prices to partner agencies wanting to become a videoconferencing site
- ◇ Troubleshoot ticket history and we have the knowledge base to draw from to resolve issues quickly
- ◇ Opportunity to leverage the videoconferencing program as a provincial program for all and share successes vs. developing similar programs in silo
- ◇ Great partnerships have been developed with our Telemedicine Provider (OTN), vendors and manufacturers, thereby providing the opportunity of having urgent matters addressed in a timely way.

DID YOU KNOW?



As part of the Provincial Videoconference Refresh Initiative the Central Region CNSC Videoconferencing Coordinators are the lead with managing the refresh of hardware for all funded DSO sites provincially; this includes having their existing hardware scheduled into the refresh initiative and including them in the planning and tendering process; we ensure extended maintenance warranty coverage is in place to meet OTN's requirements; we

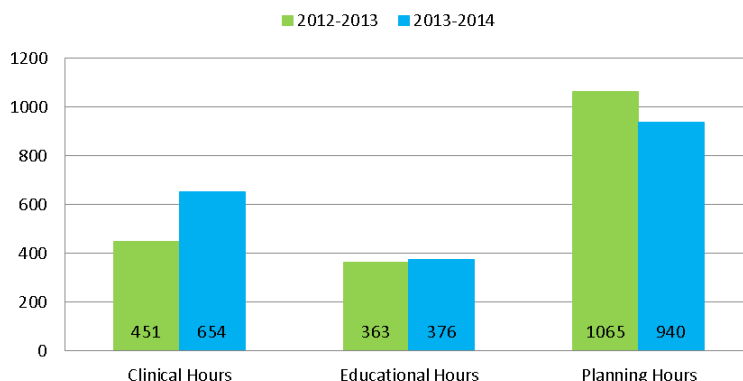
manage the annual membership fees, and act as the liaison with OTN for any required changes at the sites. In addition, the Regional CNSC Videoconferencing Coordinators, across the province, have also collaborated with the DSO sites in their regions and provide whatever extra support is necessary to the DSO sites, such as troubleshooting, event scheduling and coordinating alternative sites when required.



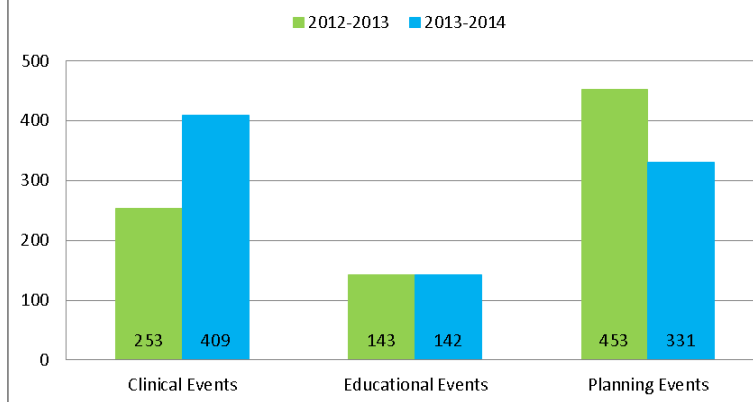
Ontario Developmental Services
Make a difference every day.

The graphs provided here show the activity for all DSO's as taken from the OTN NCompass Scheduling database for the past two years.

DSO VC Hours



DSO VC Events



Year to Date View

Below is a tally of events and hours per site for the year.

	YEAR to DATE	Planning Events	Planning Hours	Clinical Planning Events	Clinical Planning Hours	Clinical Events	Clinical Hours	Education Events	Education Hours	Training Recipients	Training Hours
CENTRAL EAST SITES	0518_01 BMS-Barrie	49	104.85	60	152.5	37	39.23	47	133.31	91	252.45
	0518_02 BMS-Barrie -Desktop Unit	5	11.58	0	0	8	8.58	1	3	1	3
	0514_01 CNSC/CTN	73	139.65	45	112.13	16	19.72	111	210.82	139	284.98
	0514_02 CNSC/CTN	42	74.79	8	20	0	0	61	99.96	65	103.58
	Marnie McDermott	31	52.1	28	73.01	0	0	24	16.3	24	16.3
	Louise Spicer	8	0.51	0	0	0	0	7	0.64	7	0.64
	Tony Gougeon	12	18.52	0	0	0	0	15	4.74	15	4.74
	0354_01 CLAPW	7	13	2	3.83	20	30.89	12	30.83	12	30.83
	0352_01 CLH	7	12.2	4	10	15	16.9	25	64.99	52	139.48
	0452_01 KPAS-Aurora	113	318.64	29	108.42	49	79.35	50	125.56	261	680.92
	0517_01 LRCSS	16	41.11	21	51.63	4	7.08	19	45.25	41	101.83
	0517_02 LRCSS	7	16.25	39	100.13	5	6.58	16	37.98	46	105.06
	0517_03 LRCSS-Desktop Unit	9	21.26	26	79.32	6	3	9	31.34	12	42.34
	0353_01 TCCSS	13	26.45	49	132.05	27	56.9	27	57.59	77	176.82
	0353_02 TCCSS-Desktop Unit	31	68.74	19	56.4	18	28.66	22	82.75	33	114.58
	1540_01 CH-Central East (Peterborough)	97	243.93	46	85.81	6	7.25	21	51.01	34	82.26
	Shawn Edison	1	0.12	0	0	0	0	0	0	0	0
	0990_01 SCS-Barrie	4	12.78	0	0	3	5	3	6	3	6
	0990_02 SCS-Barrie	3	8.45	0	0	2	1.5	3	7.83	5	13.33
	1522_01 SCS-Orillia	7	25.45	0	0	4	2.5	10	26	21	53.25
	2567_01 BMS-Richmond Hill	38	79.59	15	28.48	24	21.99	33	74.81	34	76.81
	2567_02 BMS-Desktop Unit (Richmond Hill)	9	15.5	3	6	0	0	0	0	0	0
	2744_01 CH-Oshawa	22	74.91	16	30.22	1	1	23	46.75	23	46.75
	3227_01 Access-Port Hope	12	35	10	23.3	4	3.73	14	29.66	24	54.74
	3228_01 DBOS-Newmarket	9	17.11	2	2	2	2	18	56.35	28	79.35
	3239_01 CLASS-Alliston	7	16.54	0	0	16	27	26	55.16	27	57.16
	3366_01 HAPS - Cobourg	0	0	1	1	1	2	3	12.83	7	22.83
	2504_01 KPAS-Belleville	51	147.96	0	0	3	11.84	44	110.72	44	110.72
	3248_01 DSO-CER - YSSN	31	80.15	61	163.16	8	10.08	16	33.99	43	91.36
	3248_02 DSO-CER - YSSN	12	36.16	13	34.04	13	14.58	18	44.17	73	181.67
	TOTAL	726	1713.3	497	1273.43	292	407.36	678	1500.34	1242	2933.78
CENTRAL WEST SITES	0451_01 CWSDS-Oakville	28	73.63	0	0	18	13.25	43	113.08	83	202.99
	0451_02 CWSDS-Desktop Unit	57	125.05	4	12	3	2.5	17	50.66	31	79.41
	0513_01 CH-West District (Kitchener)	61	162.44	7	12	2	3.58	31	74.66	32	77.49
	Patricia Vlaar-Philbrick	14	38.41	9	14.01	0	0	1	1	1	1
	Christine Stewart	0	0	0	0	0	0	0	0	0	0
	Katherine Wassink	0	0	0	0	0	0	0	0	0	0
	Jennifer Gleva	2	0.1	0	0	0	0	1	1	1	1
	0456_01 CLD-Orangeville	5	7.5	0	0	3	4	31	83.48	50	146.13
	0515_01 DSAC-Kitchener	19	52.32	0	0	11	14.16	49	136.66	144	456.03
	0516_01 KPAS-Brampton	68	182.86	0	0	23	25.92	42	113.53	62	170.03
	0449_01 PBS-Mississauga	24	47.78	1	1	9	12	15	35.49	47	81.49
	2625_01 KPAS-Belwood	30	62.65	2	2.08	16	14.5	28	77.09	34	99.43
	2600_01 CK-Corporate (Kitchener)	154	406.17	38	77.31	0	0	12	39	12	39
	Janet Nolan	0	0	0	0	0	0	0	0	0	0
	Angelica McKay	0	0	0	0	0	0	0	0	0	0
	David Petkau	4	3.44	0	0	0	0	0	0	0	0
	Allan Mills	2	2.12	0	0	0	0	0	0	0	0
	Eugene Versteeg	2	1.58	0	0	0	0	1	0.02	1	0.02
	5450_01 DSO-CWR - Guelph	0	0	0	0	0	0	0	0	0	0
	5394_01 DSO-CWR - Milton	0	0	0	0	0	0	0	0	0	0
	TOTAL	470	1166.05	61	118.4	85	89.91	271	725.67	498	1354.02
TORONTO SITES	0742_01 CH-Central District (Toronto)	27	80.92	0	0	0	0	31	93.83	31	93.83
	Dwayne Milley	1	2	0	0	0	0	0	0	0	0
	0753_01 KPAS-Toronto	78	187.18	2	3.17	19	28.18	39	85.65	83	141.13
	0280_01 SPC-Sheppard	9	19.45	0	0	0	0	54	119.07	54	119.07
	0230_04 SPC-Desktop Unit (Toronto)	11	14.57	58	70.63	229	167	11	19.91	11	19.91
	0132_01 CAMH - Toronto	13	30.37	1	0.5	27	39.75	41	80.25	41	80.25
	3226_01 Vita	9	18.03	40	95.87	15	25.4	27	65.82	52	113.56
	0230_05 DSO-TO - SPC (Toronto)	27	64.96	0	0	0	0	24	59.71	24	59.71
	3314_01 DSO-TO - SPC (Milner)	37	91.19	0	0	2	4	20	33.99	20	33.99
	TOTAL	212	508.67	101	170.17	292	264.33	247	558.23	316	661.45
ASSOCIATES	0452_02 KPAS - Aurora	36	67.96	12	50.83	22	24.09	19	44	24	52.59
	0516_02 KPAS - Brampton	20	54.22	0	0	3	5.58	4	9.59	4	9.59
	4977_01 KPAS - Mississauga	7	15.02	0	0	3	2.33	25	69.83	25	69.83
	5386_01 KPAS - Oshawa	4	8.67	0	0	1	3.17	18	33.12	18	33.12
	0742_02 CH-CD - Toronto - Desktop	92	241.63	38	77.31	0	0	12	26.5	17	39
	4514_01 CLH - King Street Midland	13	33.01	0	0	0	0	21	23.33	0	0
	TOTAL	172	420.51	50	128.14	29	35.17	99	206.37	88	204.13
PCVC TOTAL		77	118.9	37	87.02	0	0	49	23.7	49	23.7
MCSS TOTAL		1408	3388.02	659	1562	669	761.6	1196	2784.24	2056	4949.25
GRAND TOTAL		1580	3808.53	709	1690.14	698	796.77	1295	2990.61	2144	5153.38

TESTIMONIALS FROM CENTRAL SITES AND USERS



**Mackenzie
Health**

Centre for Behaviour & Health Sciences (Barrie/Richmond Hill)

It's been a great year for videoconferencing in Barrie & Richmond Hill. We have had the opportunity to meet and greet many new and existing community partners who use this convenient service. Our own staff also takes advantage of the convenience of videoconference, especially between our York and Barrie offices in the wild winter months.

We have been very fortunate at the Barrie site this year in that Central CNSC arranged for us to receive a wonderful desktop size videoconference unit; which is now wired for use in three different offices. This will greatly increase our ability to meet the increasing demand.

Last, but certainly not least, a big thank you to the wonderful staff at OTN and Louise & Tony at Central Network of Specialized Care. Their response time whether in setting up videoconferences or working out problems is unmatched. Their commitment definitely shows. Thanks!



Personal Computer Video Conference User

PCVC has been a great resource for me to access clinical meetings, case conferences, provincial groups and educational events. It has saved me a great amount of travel time and the convenience of being able to access PCVC anywhere with internet connection, allows me to be more responsive to individuals and families requiring access to specialized services.

The technical support I receive from the Central Network of Specialized Care Regional Videoconferencing Coordinators has been incredibly proficient. They are very knowledgeable at troubleshooting any possible glitches I have had with accessing events. The convenience of booking sessions on short notice and connecting anywhere in the world makes PCVC the best application of technology to be more efficient in accessing specialized resources for individuals with dual diagnosis and complex/changing needs.

I would highly recommend being connected to PCVC to anyone!!!!

"Videoconferencing has changed how we do business at DSO Central West Region in a number of ways.

On an inter-agency level, it has made it easier to communicate with partners and stakeholders from across Ontario's developmental services system and broader community.

Through DSO Provincial Network meetings, briefings and planning work with our Ministry colleagues, and through frequent consultation and training opportunities. Videoconferencing makes it possible for us to be "several places at once" - or at least, in the same day! The technical support that our Central Network of Specialized Care offers has been terrific.

We look forward to continued use of this effective and innovative technology!"

"Christian Horizons' use of Videoconference technology has been tremendously beneficial. Our system is frequently booked for CNSC educational events pertaining to the field of developmental disabilities, clinical events / doctor consultations and communication between Christian Horizons Corporate and Regional Offices for ongoing staff development and administration. The program offers:

- *reliable and easy to use technology*
- *high quality, relevant educational events in the area of developmental services that we may not be able to participate in or access otherwise, allowing for discussion and questions at the end of sessions and frequently providing handouts which help share the subject material back to our teams*
- *less disruptions for the people supported to participate in specialized clinical appointments without having to go to an unknown destination*
- *it is a cost effective strategy, providing significant saving in both travel costs and time to our agency*
- *and last but certainly not least, the CNSC and OTN staffs are friendly and happy to help should there be a need*

We are very thankful to be members of this provincial program through the Community Networks or Specialized Care and are extremely pleased with the videoconferencing system."



SUNBEAM
 Residential Development
CENTRE

**DEVELOPMENTAL SERVICES
RESOURCE CENTRE
WATERLOO REGION**

“Our videoconference site 0515_01 at The Developmental Services Resource Centre – Waterloo Region has been up and running since 2007. The site is being used for different public educational events and private clinical appointments and committee meetings.

Videoconferencing at our site is running very well, especially having the CNSC at the helm. Their prompt response to any of our request including looking for a site in a specific area, reserving it and scheduling of any site in a last minute has been very helpful. Coordinating between all the parties constantly and promptly is their great expertise which has made our life easier!

Our site was refreshed with new VC equipment in 2012 with a wall mounted bigger flat screen TV and new VC system. Connecting laptop to the system during a presentation has become much easier and time saving. It has saved some floor space in the studio too. The replacement of the equipment regarding delivery, installation and training was well coordinated by CNSC among all the parties including themselves, OTN, our site and our internet service provider!

Many agencies have been using our site to save the cost of travel time regularly: Peel Children's Aid Society, Extend-A-Family, Child and Family Services Review Board, DeafBlind Ontario Services to name a few. The site has also been used for many different committees who have used it for their regular planning events.

The webcasting of educational events has expanded the opportunity to attend many relevant educational sessions for many of our staff and community people. Having events archived has helped when staff cannot access the live presentations. This has been an added and valuable feature to videoconference. Earlier frequent cancellation of events by the presenter was a backdrop, which we do not see as many cancellations now. Regarding the topics – we heard comments from the participants of some educational events (i.e. digital media, social network, suicide prevention, iPad apps, transitional aged youth), that the content presented was already information they knew. If there is a second part to these topics with more detailed information it would be well received.

We would like to share some other comments from presenters and participants who have been involved in videoconferencing events. We would also like to thank the entire Central Network of Specialized Care team for their excellent support to us in all these years and looking forward to continuing this collaboration in the upcoming years!”

WHAT OUR USERS HAVE TO SAY



Parent participant in a clinical event:

"I am so thankful for videoconference. It saves time, minimal loss of work time and saves gas - I don't have to go to London for a 30 minute conference. It's clear; you can see who you are talking with, put a face to a name. The setting is comfy. I have nothing but good to say about it."

Service Coordinator, Developmental Service Resource Centre Waterloo Region

"The tertiary treatment center for Waterloo Region is CPRI in London. Many of our families have children with high needs, and require the expertise and short term support of the interdisciplinary teams at CPRI. Having videoconferencing as an accessible option to consultation and support is a very valuable resource to some of the families I work with. Videoconferencing vastly reduces the time and the expense families would need to spend travelling to London (3+ hours round trip), often with children who have high needs in the vehicle. It also affords potentially greater participation of local professionals involved with the child in the consultation (i.e. teachers and consultants who are not able to take the time to travel to and from London, DSRC Service Coordinators who would need to attend the appointments with the family, etc.)."

Speech Language Pathologist, Developmental Services Resource Centre – Waterloo Region

"Videoconferencing has been invaluable to me. It helps me connect with colleagues across the province to share information and resources. It has enhanced my continuing education experiences as I have access to presentations related to my profession and areas of interest."

Professor, Faculty of Human Services, Fanshawe College, Presented this course in 2010, 2011, 2012 and 2013 via VC from DSRC site

"Teaching a VC mediated Pharmacology course in the MMW program allowed for unique opportunities for Northern Communities to network regarding the challenges of supporting people with a dual diagnosis in remote areas of the Province. Students were able to discuss both their challenges and solutions with each other despite being hundreds of miles away from each other. This course is only possible through VC support and although there were challenges with power outages in different sites due to severe weather, no one had to drive or navigate treacherous conditions to engage in learning opportunities."

Finally, some of the sites supported were very isolated and the VC education provided a way for students to feel connected to their field. In fact, one student who was suffering from signs of vicarious trauma was able to use the VC learning opportunity as way to debrief, vent and start to look at ways to heal."

LOOKING FORWARD

Year-5 Provincial Refresh Initiative has begun in that, the Regional Videoconferencing Coordinators have now identified which systems will be replaced, the equipment we will proceed with, and the Broader Public Sector Tendering process has begun. Refresh Year-5 will see twenty-five units replaced province wide.

~ ~ ~ ~ ~ ~ ~ ~ ~

Guest Link is a new product offering being piloted by OTN at this time. This product extends the reach of videoconferencing directly to the individual without the need for special equipment or registration with OTN. A registered OTN member will be able to send an internet link for the external participant to click, which will in turn join them to the secured videoconference event. This will be possible on a PC, Mac, Android tablet or iPad.

~ ~ ~ ~ ~ ~ ~ ~ ~

The Regional Videoconferencing Coordinators have initiated a project for online registration for educational events. This will help streamline the process, as well as provide better communications with the participants before, during and after the session. Additionally this should allow us to perform better follow up and obtain valuable feedback to inform our educational planning process and participate in future research and evaluation projects.

~ ~ ~ ~ ~ ~ ~ ~ ~

As the Research and Evaluation Unit / Policy Research and Analysis Branch of the Ministry of Community & Social Services wraps up their evaluation of the Community Networks of Specialized Care, we welcome the opportunity to implement any recommendations quickly and efficiently. With videoconferencing being a unique and successful program it is a benefit to have a fresh perspective provide feedback as often as possible.

Respectfully Submitted

Louise Spicer
Regional Videoconferencing Coordinator
Central Community Network of Specialized Care
#6-230 Aberdeen Blvd., Midland ON L4R 5N4
Email: ls Spicer@clhmidland.on.ca
Phone: 1.705.526.4253 x. 322

Tony Gougeon
Regional Videoconferencing Coordinator
Central Community Network of Specialized Care
#6-230 Aberdeen Blvd., Midland ON L4R 5N4
Email: tgougeon@clhmidland.on.ca
Phone: 1.705.526.4253 x. 355



COMMUNITY NETWORKS
OF SPECIALIZED CARE
RÉSEAUX COMMUNAUTAIRES
DE SOINS SPÉCIALISÉS

CENTRAL REGION

Central CNSC Videoconferencing Program
6 - 230 Aberdeen Blvd., MIDLAND, ON L4R 5N4
705-526-0311

VIDEOCONFERENCING

WHAT CHANGED

2013 / 2014 – 1ST QUARTER

- The Provincial CNSC Website.
Go to: (www.community-networks.ca)
- You can order copies of archived DVD's online.
Go to: <http://www.community-networks.ca/en/DVDRequest>
- There have been some changes on how to access all of the CNSC Webcasted events (LIVE or ARCHIVED).
Go to: <http://www.community-networks.ca/en/webcastsanddvd>
- PCVC introduced. For more information please contact your Regional Videoconferencing Coordinator



Quick facts

- The busiest site within Central for clinical events was Surrey Place Centre – Downtown Toronto
- The busiest site overall (which includes clinical, education and administrative) within Central was Kerry's Place Autism Services - Aurora
- The sites with the highest rate of returned session logs were Christian Horizons Central East District and Tri-County Community Support Services with 100%.
*Remember - submitting your logs for each event your sites are involved in provides us the data required by MCSS and allows us to continue the VC Program
- Five sites within Central received new systems as part of the refresh initiative
- Central CNSC sites were involved in 293 Education events
- Central CNSC sites were involved in 424 Planning/Administrative VC events
- Central CNSC sites were involved in 389 Clinical/ Clinical Planning VC events
- A small quantity of new Cisco C-40's have known hardware issues; Cisco is aware of them and is working with us to rectify the issues.
- One of our goals is to develop partnerships with existing sites in areas identified as a need – a new partner was developed with Canadian Mental Health Association Peel
- Congratulations to Kerry's Place Autism Services – their new site is now 'live' in Mississauga
- We're making our rounds. Site visits have begun and it's great to meet everyone face to face.
- Microphones are very sensitive – remember to mute the system when you're not speaking otherwise side conversations and shuffling of paper is shared with all sites involved in the event.
- When hosting presenters for any event it is advised to do a 'dry run' to ensure all technical issues are resolved well in advance.



COMMUNITY NETWORKS
OF SPECIALIZED CARE
RÉSEAUX COMMUNAUTAIRES
DE SOINS SPÉCIALISÉS

CENTRAL REGION

Central CNSC Videoconferencing Program
6 - 230 Aberdeen Blvd., MIDLAND, ON L4R 5N4
705-526-0311

VIDEOCONFERENCING

WHAT CHANGED

2013 / 2014 – 2ND QUARTER

- The Provincial CNSC Website.
Go to: (www.community-networks.ca)
- You can order copies of archived DVD's online.
Go to: <http://www.community-networks.ca/en/DVDRequest>
- There have been some changes on how to access all of the CNSC Webcasted events (LIVE or ARCHIVED).
Go to: <http://www.community-networks.ca/en/webcastsanddvd>
- PCVC introduced. For more information please contact your Regional Videoconferencing Coordinator



Quick facts

- The top three busiest sites within Central for clinical events during the 2nd quarter were; Surrey Place Centre, York Support Services Network, and Tri-County Community Support Services
- The top three busiest site overall (which includes clinical, education and administrative) within Central for the 2nd quarter were Surrey Place Centre, Lake Ridge Community Support Services, and Central West Specialized Developmental Services
- Central CNSC sites totaled 248 Education events
- Central CNSC sites totaled 312 Planning/Administrative VC events
- Central CNSC sites totaled 220 Clinical/ Clinical Planning VC events
- Welcome Christian Horizons – Sudbury – their new site went 'live' early September.
- We continue to make our rounds. It is a real pleasure to meet all of you; please don't hesitate to contact us for any assistance regarding challenges you face with VC

TIPS:

- Always be aware and observant to what your VC camera is doing. Look at the camera (even if just passing by) if the bright orange light (located on the top of the camera) is **on** this indicates that your system is connected to an event and the far end sites can see you. There is also a green light, (located on the base the camera is attached to) – this light should be lite and confirms you have power going to the camera.
- **Best Practice** - To avoid any privacy issues ensure that ALL equipment is OFF or ALL equipment is ON – this includes, codec, camera and monitor.
- When videoconferencing with many sites, start your comment by saying your name and location (i.e. "this is Louise in Midland". Doing so helps the video equipment switch to your site and also helps other sites identify who is speaking. Speak in a normal voice – no need to shout.

Having a problem with your system – not sure what to do – Call us – 705-526-0311



COMMUNITY NETWORKS
OF SPECIALIZED CARE
RÉSEAUX COMMUNAUTAIRES
DE SOINS SPÉCIALISÉS

CENTRAL REGION

Central CNSC Videoconferencing Program
6 - 230 Aberdeen Blvd., MIDLAND, ON L4R 5N4
705-526-0311

VIDEOCONFERENCING

WHAT CHANGED

2013 / 2014 – 3RD QUARTER

- The Provincial CNSC Website.
Go to: (www.community-networks.ca)
- You can order copies of archived DVD's online.
Go to: <http://www.community-networks.ca/en/DVDRequest>
- There have been some changes on how to access all of the CNSC Webcasted events (LIVE or ARCHIVED).
Go to: <http://www.community-networks.ca/en/webcastsanddvd>
- Personal Computer Video-Conferencing (PCVC) technology - for more information please contact your Regional Videoconferencing Coordinator



Quick facts

- The top three busiest sites within Central for clinical events during the 3rd quarter were: (CER) KPAS – Aurora; (CWR) CWSDS – Oakville; (TO) SPC- Downtown
- The top three busiest site overall (which includes clinical, education and administrative) within Central for the 3rd quarter were: (CER) YSSN – Newmarket; (CWR) Christian Horizons – Corporate – Kitchener; (TO) SPC - Downtown

- All Central CNSC sites combined, totaled 813 hours of Training / Education through VC
- All Central CNSC sites combined, totaled 671 hours of Planning/Administrative through VC
- All Central CNSC sites combined, totaled 501 hours of Clinical/ Clinical Planning through VC
- Welcome Kerry's Place Autism Services – Oshawa site – their new site went 'live' mid-October.
- Welcome Family Counselling and Support Services – DSO-CWR (Guelph) – their site went 'live' end of November
- Welcome Community Living North Halton – DSO-CWR (Milton) – their site went 'live' end of November

TIPS:

- Site contact information is essential – to avoid having the wrong person contacted, please remember to send us a quick email if **any changes** within your agency involves contacts for videoconference and/or IT support. Not only do we rely on this information so does OTN.
- Make sure you check the preview window every now and then to see how you look to the far end viewers. Viewers should be able to see all participants not just the top of their heads. Also be conscious of the windows in the room, the bright window behind participants could make them look like they are in the witness protection program as they show up as a silhouette.
- Make eye contact - look directly into the camera when you talk so other people see you looking them in the eye. It is a small thing, but it can help make you more personable by giving people the same experience they would have in person.

Having a problem with your system – not sure what to do – Call us – 705-526-0311



VIDEOCONFERENCING

WHAT CHANGED

2013 / 2014 – 4TH QUARTER

- The Provincial CNSC Website.
Go to: (www.community-networks.ca)
- You can order copies of archived DVD's online.
Go to: <http://www.community-networks.ca/en/DVDRequest>
- There have been some changes on how to access all of the CNSC Webcasted events (LIVE or ARCHIVED).
Go to: <http://www.community-networks.ca/en/webcastsanddvd>
- Personal Computer Video-Conferencing (PCVC) technology - for more information please contact your Regional Videoconferencing Coordinator



- The top three busiest sites within Central for clinical events during the 4th quarter were: (CER) Tri-County Community Support Services, Peterborough; (CWR) Developmental Services Resource Centre, Kitchener; (TO) Surrey Place Centre, downtown location.
- The top three busiest site overall (which includes clinical, education and administrative) within Central for the 4th quarter were: (CER) Kerry's Place Autism Services, Aurora; (CWR) Christian Horizons Corporate Office, Kitchener; (TO) Surrey Place Centre, downtown location.
- All Central CNSC sites combined, totaled 1044 hours of Training / Education through VC
- All Central CNSC sites combined, totaled 1137 hours of Planning/Administrative through VC
- All Central CNSC sites combined, totaled 951 hours of Clinical/ Clinical Planning through VC
- Central CNSC welcome 18 new PCVC users during the 4th quarter

TIPS/PROCESS:

- OTN is now using eHealth's ONE-ID Identity and Access Management service for validating PCVC users. This adds a step to the on-boarding (sign-up) process but with the benefit of a higher level of security.
- A pilot project has begun allowing videoconference services to be brought to the people we support in any internet connected location. 'Guest Link' allows this on a PC, Mac, iPad or Android tablet. We hope to be invited to participate in this exciting pilot.
- Ministry of Community and Social Services boundaries have changed but no changes to the boundaries with respect to the videoconference program will be made at this time
- The Policy Research and Analysis Branch of the Ministry of Community and Social Services continue its evaluation of the Community Networks of Specialized Care across the province.

We are always looking for success stories related to the use of Videoconference Technology. From the quick or long comments made by users to specific cost saving examples; any success, however big or small, is a great success. We would love to highlight them – so please, send them to us.

DSO SYSTEM FUNDED THROUGH VC PROJECT					C40 CODEC SERIAL NUMBERS	C40 CAMERA SERIAL NUMBERS	MONITOR SERIAL NUMBERS
	DSO REGION	Agency	OTN - SITE GAB ADDRESS	Site Location			
1	HNR-DSO	Contact Hamilton	HAM_CHCD_3258_CH_01	4 - 140 King Street East, Hamilton	F1AV11D00062	A1AB04D00399	103RMLZ7R741
2	HNR-DSO	Contact Hamilton	STC_CHCD_3469_DNO_01	23 Hannover Drive, Unit 8, St. Catharines's ON L2W 1A3	F1AV11D00073	A1AB05D00215	WE0440709
3	NER-DSO	HANDS TheFamilyHelpNetwork.ca	NBY_HFHN_3106_HFN_03	222 Main Street East, North Bay (SITE 1)	F1AV01D00076	A1AB04D00241	WE0420048
4	NER-DSO	HANDS TheFamilyHelpNetwork.ca	TIM_HFHN_3395_HFT_01	60 Wilson Ave, Timmins, P4N 2S7 (SITE 2)	F1AV11D00002	A1AB05D00119	WE0510575
5	TO-DSO	Surrey Place Centre	TOR_SPC_3314_MBC_01	10 Milner Business Court, Suite 505, Toronto	F1AV10D00147	A1AB05D00126	WE0510576
6	SWR-DSO	Community Services Coordination Network	LON_CSCN_3243_LON_01	171 Queens Avenue, Suite 750, London	F1AV12D00003	A1AB05D00328	105RMJF54204
7	SWR-DSO	CSCN ~ The Professional Centre	OWE_CSCN_3244_TPC_01	945 3rd Avenue East, Suite 12, Owen Sound	F1AV12D00007	A1AB05D00315	105RMBW54205
8	CER-DSO	York Support Services Network	NMK_YSSN_3248_YS1_01	25 Millard Avenue West, Newmarket	F1AV11D00079	A1AB04D00397	WE0430438
9	CER-DSO	York Support Services Network	NMK_YSSN_3248_YS1_02	25 Millard Avenue West, Newmarket	F1AV11D00010	A1AB04D00391	WE0430249
10	SER-DSO	Extend-A-Family	KNG_EAFK_3255_EA1_01	361 Montreal Street, Kingston	F1AV11D00004	A1AB04D00414	105RMNE54199
11	SER-DSO	Extend-A-Family	NAP_EAFK_4779_EA2_01	465 Advance Avenue, Napanee	FTX1605C0H2	A1AB03E00264	111RMLMBG656
12	NR-DSO	Lutheran Community Care Centre	TBY_LCCC_4507_LCT_01	245B Bay Street, Thunder Bay	F1AV11D00012	A1AB05D00379	WE0510574
13	NR-DSO	Lutheran Community Care Centre	DRY_LCCC_4525_LCC_01	100 Casimir Avenue, Room 116, Dryden	F1AV10D00024	A1AB04D00389	WE0510579
14	CWR-DSO	Family Counselling and Support Services	GUE_SRD_5450_FCSC_01	109 Surrey Street East, Guelph	F1AV10D00146	A1AB05D00295	104RMPGA9808
15	CWR-DSO	Community Living North Halton	MIL_SRD_5394_CLNH_01	917-B Nipissing Road, Milton	F1AV11D00011	A1AB03D00175	104RMQKA9812
16	ER-DSO	Service Coordination des Services	VNR_SCS_2983_SCSV_01	200 - 150 Montreal Road, Vanier	F1AV11D00081	A1AB05D00272	103RMYA7R762
17	ER-DSO	Madawaska Valley Association for Community Living	BBY_MVAC_3253_MVA_01	19491 Opeongo Line, Barry's Bay	F1AV11D00071	A1AB04D00388	WE0510578

DSO SYSTEM FUNDED THROUGH AGENCY					C40 CODEC SERIAL NUMBERS	C40 CAMERA SERIAL NUMBERS	MONITOR SERIAL NUMBERS
	DSO REGION	Agency	OTN - SITE GAB ADDRESS	Site Location			
1	HNR-DSO	Contact Hamilton	BRA_CHCD_3470_DBO_01	25 King Street East, Brantford ON N3T 3C4	F1AV11D00190	A1AB04D00429	WE0440655
2	HNR-DSO	Contact Hamilton	HAM_CHCD-3258_CH_02	25 King Street East, Brantford ON N3T 3C4	F1AV11D00193	A1AB04D00382	WE1110161
3	TO-DSO	Surrey Place Centre	TOR_SPC_0230_SURR_05	2 Surrey Place, Toronto	F1AV11D00199	A1AB05D00325	105RMRH54206
4	SWR-DSO	CSCN - The Chris Dawson Centre	SAR_CSCN_3245_CDC_01	420 East Street North, Suite 14 Sarnia	F1AV11D00089	A1AB04D00393	103RMJF7R684
5	SWR-DSO	Community Services Coordination Network	STR_CSCN_4643_STR_01	59 Lorne Avenue East, Unit 1, Stratford N5A 6S4	F1AV11D00201	A1AB05S00218	105RMGC54263
6	SWR-DSO	Community Services Coordination Network	WND_CSCN_3246_WND_01	3200 Deziel Unit 212, Windsor, ON	F1AV11D00003	A1AB05D00123	103RMGC7R719
7	NR-DSO	Lutheran Community Care Centre	SSM_LCCC_3229_LCC_01	203 - 262 Queen Street East, Sault Ste. Marie	F1AV11D00196	A1AB05D00326	WE0440626
8	NR-DSO	Lutheran Community Care Centre	SUD_LCCC_3249_LCS_01	403 - 96 Larch Street, Sudbury	F1AV11D00191	A1AB05D00319	WE0440650
9	NER-DSO	HANDS TheFamilyHelpNetwork.ca	BRC_HFHN_0462_HFH_02	23 Balls Drive, Bracebridge	F1AV11D00066	A1AB04D00376	WE0510569

EXPANSION PROJECT					C40 CODEC SERIAL NUMBERS	C40 CAMERA SERIAL NUMBERS	MONITOR SERIAL NUMBERS
	CNSC - NETWORK	Agency	OTN - SITE GAB ADDRESS	LOCATION			
1	East	Corporation of the County of Lanark	PER_CCL_3472_CCL_01	99 Christie Lake Road, Perth	F1AV11D00015	A1AB04D00406	104RMVBA9807
2	East	Mills Community Support Corporation	ALM_MCS_3256_MCSC_01	67 Industrial Drive, Almonte	F1AV11D00025	A1AB05D00191	WE0430195
3	East	Integra for Children and Adults of Prescott-Russell	RKL_VEAP_5058_VEA_01	860 Caron Street, Rockland	F1AV10D00149	A1AB05D00116	212RMGC4B135
4	East	Ongwanada Resource Centre	KNG_ORC_0476_ORC_03	191 Portsmouth Avenue, Kingston	F1AV11D00026	A1AB05D00117	105RMMD54267
5	East	Lennox and Addington Addictions & Community Mental Health Services	NAP_LAAC_3435_LAA_01	37 Dundas Street West, Napanee	F1AV11D00076	A1AB05D00285	103RMFP7R683
6	South	Community Living Sarnia/Lambton	SAR_CLSL_3225_CLS_01	551 Exmouth Street, Suite 202, Sarnia	F1AV11D00050	A1AB05D00130	104RMBWA9805
7	South	Bethesda / Twin Lakes Clinical Services Hamilton	HAM_BETH_3326_BET_01	550 Fennell Avenue, Unit 16A, Hamilton	F1AV11D00070	A1AB04D00402	103RNE7R751
8	South	Family Counseling Centre Brant (Brantford Office)	BRA_FCCB_3224_FCB_01	54 Brant Avenue, Brantford	F1AV11D00046	A1AB05D00139	105RMLM54264
9	South	Community Living Stratford & Area	STR_CLSA_3247_CLS_01	112 Frederick Street, Stratford	F1AV11D00064	A1AB04D00404	104RMZLA9813
10	North	James Bay Association for Community Living	MOO_JBCL_5469_JB_01	18 Fourth Street, Moosonee	F1AV11D00016	A1AB05D00302	WE0510586
11	North	Integration communautaire de Hearst Community Living	HEA_ICHC_3459_ICH_01	923 rue Edward St., Hearst	F1AV11D00068	A1AB04D00398	WE0510577
12	North	Superior Greenstone Association for Community Living	RRK_SGAC_3240_SGA_01	20 Frost Street, Red Rock	F1AV11D00052	A1AB05D00102	WE0510580
13	North	Lutheran Community Care Centre	MAR_HFHN_3238_LCM_01	115-52 Peninsula Square, PO# 1379, Marathon	F1AV11D00014	A1AB05D00188	WE0510589
14	North	Integration Communautaire Cochrane Community Living	COC_ICCC_3493_ICC_01	Box 2330, 18 Aurora Avenue, Cochrane	F1AV11D00013	A1AB02D00141	WE0510588
15	North	Community Living Mattawa	MAT_CLM_3272_CLM_01	PO Box 550, 533 Valois Drive, Mattawa	F1AV11D00022	A1AB05D00303	WE0510581
16	Central	Vita Community Living Services	TOR_VCLS_3226_VCL_01	4301 Weston Road, Toronto	F1AV11D00008	A1AB04D00181	104RMJFA9804
17	Central	Community Living Association for South Simcoe	ALL_CLAS_3239_CLS_01	125 Dufferin Street South, Alliston	SF1AV16D00004	A1AB05D00236	WE0510587
18	Central	Access Community Services	PHO_ACSI_3227_ACS_01	160 Walton Street, Port Hope	F1AV11D00038	A1AB05D00121	WE0430697
19	Central	DeafBlind Ontario Services	NMK_DBOS_3228_DBO_01	17665 Leslie Street, Newmarket	F1AV11D00091	A1AB04D00395	105RMVV54201

SYSTEMS FUNDED THROUGH OTHER SOURCE (HST REBATE)					EX60 DESKTOP UNIT SERIAL NUMBER	
	CNSC - NETWORK	Agency	OTN - SITE GAB ADDRESS	LOCATION		
1	North	HANDS TheFamilyHelpNetwork.ca	BRC_HFHN_0462_HFH_03	23 Balls Drive, Bracebridge	A1AZ05D00267	Tandberg 990 MXP
2	North	OPTIONS Northwest	TBY_HFHN_0458_NWS_02	95 North Cumberland Street, Thunder Bay	30A69609	
3	North	HANDS TheFamilyHelpNetwork.ca	NBY_HFHN_3106_HFN_04	222 Main Street East, North Bay	A1AZ06D00150	
4	East	Pathways to Independence	BEL_OH_0477_PTI_02	290 Pinnacle Street, Belleville	A1AZ06D00140	
5	East	Christian Horizons-East District	OTT_OH_0485_CHED_03	1950 Merivale Road, Unit #2, Ottawa	A1AZ05D00545	
6	East	Solutions	OTT_PRSC_0833_SOL_02	29 - 2450 Lancaster Road, Ottawa	A1AZ05D00285	
7	South	Bethesda / Twin Lakes Thorold	THO_RSA_0475_TLCB_03	3280 Schmon Parkway, Thorold	A1AZ05D00302	Re-deployed from Options
8	South	RSA Woodstock	WOO_RSA_0467_RSA_04	293 Wellington Street North, Woodstock	A1AZ05D00301	
9	South	Family Counselling Centre Brant	BRA_FCCB_3224_FCB_02	54 Brant Avenue, Brantford	A1AZ05D00266	
10	Central	Behaviour Management Services York and Simcoe	RH_CLH_2567_BMS_02	13311 Yonge Street, Suite 115 Richmond Hill	A1AZ06D00138	
11	North	Behaviour Management Services York and Simcoe	BAR_MKZH_0518_BMS_02	570 Bryne Drive, Unit H, Barrie	A1AZ05D00270	
12	Central	Lake Ridge Community Support Services	WHI_CLH_0517_LRCS_03	900 Hopkins Street, Unit 8, Whitby	A1AZ06D00144	
13	Central	Central West Specialized Developmental Services	OAK_CLH_0451_ORC_02	53 Bond Street, Oakville	A1AZ06D00159	
14	Central	Tri-County Community Support Services	PET_CLH_0353_TCCS_02	349A George Street North, Suite 207, Peterborough	A1AZ48C00016	
15	Central	Surrey Place Centre	TOR_SPC_0230_SURR_04	2 Surrey Place, Toronto	A1AZ0AD00075	
16	Central	Halpern and Associates Psychological Services	COB_HAPS_3366_HAP_01	282 George Street, Cobourg ON	A1AR02E00674	

REFRESH SITES - YEAR 1 AND YEAR 2				C40 CODEC SERIAL NUMBERS	C40 CAMERA SERIAL NUMBERS	MONITOR SERIAL NUMBERS
	CNSC - NETWORK	Agency	OTN - SITE GAB ADDRESS	LOCATION		
1	East	Ongwanada	KNG_ORC_0476_ORC_01	191 Portsmouth Ave., Kingston	F1AV10D00011	104RMCM1M104
2	East	Christian Horizons East District	OTT_CH_0485_CHED_01	1950 Merivale Road, Unit 2, Ottawa	F1AV11D00060	105RMKU54269
3	East	Pathways to Independence	BEL_PTI_0477_PTI_01	289 Pinnacle St., Belleville	F1AV11D00065	WE1110145
4	East	North Hastings Community Integration Assoc	BAN_NHCI_0541_NHC_01	2 Alice Street, P.O. Box 1508, Bancroft	F1AV10D00049	104RMHR1M097
5	East	Developmental Services Leeds and Grenville	BRO_DSLG_0479_DSL_01	61 King Street East, Brockville	F1AV10D00018	105RMFP54203
6	East	Community Living Stormont County	COR_CLSC_0483_CLS_01	280 Ninth St. West, Cornwall	F1AV10D00046	WE1110148
7	East	Ottawa Carleton Association Persons with Developmental Delay	NEP_OCAP_0542_APD_01	229 Colonade Road, Nepean	F1AV11D00072	103RMBW7R733
8	East	Community Living Upper Ottawa Valley	PEM_CLUO_0538_CLU_01	894 Pembroke St. West, P.O. Box 1030, Pembroke	F1AV10D00043	103RMJF7R732
9	South	RSA London	LON_RSA_0386_RSA_02	633 Colborne Street, London	FTX15093009	103RMUY7R726
10	South	RSA London	LON_RSA_0386_RSA_03	633 Colborne Street, London	FTX1508C0A2	102RMZL6P261
11	South	Hamilton Brant Behaviour Services	HAM_FCCB_0576_HBB_01	1024 Upper Wentworth Street, Unit 4, Hamilton	FTX1509300A	101RMGC3U599
12	South	Bethesda Thorold	THO_BETH_0475_TLC_01	3280 Schmon Parkway, Thorold	FTX1508C0A6	103RMZL9Z837
13	South	HR Reach Early Years Centre	SIM_HNRE_0472_HAL_01	12 Colborne Street North, Simcoe	F1AV10D00054	010RMHR9B281
14	South	Lambton County Developmental Services	PTR_LCDS_0533_LCD_01	339 Centre Street, Petrolia	F1AV10D00049	104RMQK1M100
15	South	Community Living Port Colborne	POR_CLPC_0532_CLW_01	100 McRae Avenue, Port Colborne	F1AV10D00051	103RMCJ7R739
16	South	Community Living Central Huron	GOD_CLC_0529_CLCH_01	267 Suncoast Drive East, PO Box 527, Godrich	F1AV11D00057	010RMQK9B284
17	South	CHOICES	DND_CAI_0528_CAI_01	459 Ofield Street South, R.R. #2, Dundas	F1AV11D00063	010RMGC9B287
18	South	Community Living Haldimand	DNV_CLHL_0531_CLH_01	137 Lock Street East, Dunnville	F1AV10D00040	010RMLM9Y272
19	South	RSA Woodstock	WOO_RSA_0467_RSA_01	333 Athlone Avenue, Woodstock	F1AV11D00061	103RMRH7R710
20	North	Community Living Algoma - Sault Ste. Marie	SSM_CLA_0453_SSM_01	99 Northern Avenue, Sault Ste. Marie	F1AV10D00059	WE1110117
21	North	Cochrane Temiskaming Resource Centre	TIM_CTRC_0454_CTR_01	600 Toke Street, Timmins	F1AV10D00015	010RMUY9Y278
22	North	Kapuskasing and District Association Community Living	KAP_KDAC_0731_KDA_01	12 Kimberley Drive, Kapuskasing	F1AV11D00067	010RMJF9Y380
23	North	Hands TheFamilyHelpNetwork.ca	BRC_HFHN_0462_HFH_01	23 Ball's Drive, Bracebridge	F1AV17D00117	010RMXX9Y306
24	North	Harmony Centre for Community Living	RED_HCCL_0464_HCC_01	26 Young Street, Red Lake	F1AV10D00044	WE1110147
25	North	Kenora Association for Community Living	KEN_KACL_0455_KAC_01	501-Eight Avenue South, Kenora	F1AV10D00060	WE1110167
26	North	OPTIONS Northwest	TBY_ONPS_0458_ONP_01	95 Cumberland Street North, Thunder Bay	F1AV10D00058	104RMYAA9810
27	North	Community Living Fort Frances	FFR_CLFF_0457_CLF_01	340 Scott Street, Fort Frances	F1AV10D00004	010RMMD9Y275
28	Central	Tri-County Community Support Services	PET_TCC_0353_TCCS_01	349 A George St. North, Suite 303, Peterborough	F1AV11D00058	WE1110146
29	Central	Central West Specialized Developmental Services	OAK_CWS_0451_CWSD_01	53 Bond Street, Oakville	F1AV11D00059	103RMKU7R557
30	Central	Christian Horizons West District	KIT_CH_0513_CHWD_01	4275 King Street East, Suite 2, Kitchener	F1AV10D00047	WE1110149
31	Central	Behaviour Management Services York-Simcoe	BAR_MKZH_0518_BMS_01	570 Bryne Drive, Unit H, Barrie	F1AV10D00016	WE1110107
32	Central	Lake Ridge Community Support Services	WHI_LRC_0517_LRCS_01	900 Hopkins Street, Unit 8, Whitby	F1AV10D00042	104RMGC1M103
33	Central	Kerry's Place Autism Services	BRM_KPA_0516_KPAS_01	25 Van Kirk Drive, Unit 3, Brampton	F1AV10D00012	WE1110166
34	Central	Community Living Huronia / Central Network of Specialized Care	MID_CLH_0514_CTN_01	230 Aberdeen Blvd., Unit 4, Midland	F1AV11D00051	103RMBW7R709
35	Central	Kerry's Place Autism Services	BLW_KPA_2625_BW_01	6871 Fifth Line RR#1, Belwood	F1AV10D00029	WE1110168
36	Central	Kerry's Place Autism Services	TOR_KPA_0753_KPAS_01	219 Dufferin St, Toronto, Toronto	F1AV10D00031	010RMXX9Y378
37	Central	Christian Horizons - Oshawa	OSH_CH_2744_CHO_01	375 Bond St., Oshawa	F1AV10D00030	N/A (No monitors purchased)

REFRESH SITES - YEAR 3							
	CNSC - NETWORK	Agency	SITE #	Location	C40 CODEC SERIAL NUMBERS	C40 CAMERA SERIAL NUMBERS	MONITOR SERIAL NUMBERS
1	East	Community Living Prince Edward	PIC_CLPE_3496_CPE_01	67 King Street, Unit 1, Picton	FTX1605C0HB	A1AB03E00314	203RMEN0G612
2	East	Community Living North Grenville	KEM_CLNG_0481_CLN_01	2830 County Road 43, Kemptville	FTX1605C0HE	A1AB03E00323	111RMWVBG665
3	East	Christian Horizons East District	OTT_CH_0485_CHED_02	1950 Merivale Road Unit 2, Ottawa	FTX1605C0H9	A1AB03E00312	203RMDZ0G586
4	East	Lanark Community Programs	CAR_LHCS_0480_LCP_01	30 Bennet Street, Carleton Place	FTX1605C0GJ	A1AB03E00256	111RMUYBG662
5	South	Regional Support Associates	CHA_RSA_0468_RSA_01	330 Richmond St. Suite 102, Chatham	FTX1605C0HL	A1AB03E00316	203RMGCG0G607
6	South	Regional Support Associates	WLK_RSA_0469_RSA_01	911 Yonge Street South., Walkerton	FTX1605C0HC	A1AB03E00328	203RMNE0G615
7	South	Bethesda, 3950 Fly Road	VIN_BETH_0527_BET_01	3950 Fly Road, Box 1000, Vineland	FTX1605C0GK	A1AB03E00253	203RMMDOG587
8	South	Community Living Essex County	ESS_CLEC_0530_CLE_01	372 Talbot Street North, Essex	FTX1603C00P	A1AB52D0008	203RMZL0G581
9	South	Community Living Wallaceburg	WAL_CLWA_0678_CLW_01	1100 Dufferin Avenue, Wallaceburg	FTX1605C0HD	A1AB03E00319	203RMTT0G585
10	North	CL Parry Sound	PAR_CLPS_0463_CLP_01	38 Joseph Street, Parry Sound	FTX1605C0H4	A1AB16D00081	111RMDZBG658
11	North	CL North Bay	NBY_CLNB_0459_CLN_01	161 Main Street East, North Bay	FTX1605C0H3	A1AB03E00245	111RMGCBG655
12	North	CL West Nipissing	STU_CLWN_0460_WNI_01	75 Railway Street, Sturgeon Falls	FTX1603C0AD	A1AB51D00394	111RMNE8C263
13	North	CL Temiskaming South	HAI_CLTS_0461_CLT_01	513 Amwell Street, Haileybury	FTX1605C0FE	A1AB03E00270	111RMMDBG659
14	Central	Surrey Place Centre	TOR_SPC_0280_SHEP_01	245 Sheppard Ave. W., Toronto	FTX1605C0H1	A1AB03E00317	203RMMDOG635
15	Central	Community Living Huronia	MID_CLH_0352_CLH_01	339 Olive Street, Midland	FTX1605C0F9	A1AB03E00326	204RMXX28066
16	Central	CL Ajax, Pickering, Whitby	BLK_CLAP_0354_FV_01	2165 Concession 10, RR #2, Burkton Station, Blackstock	FTX1605C0GF	A1AB03E00307	111RMAQBG664
17	Central	Peel Behavioural Services	MIS_THC_0449_PBS_01	5770 Hurontario St., Suite 101, Mississauga	FTX1605C0HA	A1AB03E00336	111RMKUBG661
18	Central	Community Living Dufferin	ORA_CLD_0456_CLD_01	065371 County Road 3 East, Orangeville	FTX1605C0FG	A1AB03E00247	204RMFP28067
19	Central	DSRC 1120 Victoria Street North	KIT_SRD_0515_DSRC_01	1120 Victoria Street North, Unit #205, Kitchener	FTX1605C0H0	A1AB03E00304	203RMZL0G605
20	Central	Christian Horizons Central District	TOR_CH_0742_CHCD_01	155 Deerhide Crescent, Toronto	FTX1605C0HK	A1AB03E00335	203RMSS0G606
21	Central	Christian Horizons Corporate	KIT_CH_2600_CHCO_01	25 Sportsworld Crossing Road, Kitchener	FTX1605C0HH	A1AB03E00311	204RMJF28068

REFRESH SITES - YEAR 4							
	CNSC - NETWORK	Agency	SITE #	Location	C40 CODEC SERIAL NUMBERS	C40 CAMERA SERIAL NUMBERS	MONITOR SERIAL NUMBERS
1	East	Ongwanada Resource Centre	KNG_OH_0476_OH_02	191 Portsmouth Ave., Kingston	FTT1714009H	A1AB16F00431	WE0510764
2	East	Services aux enfants et adultes de Prescott-Russell	PLA_OH_0482_SEAP_01	200 de Comté Rd., Plantagenet	FTT171400J0	A1AB17F00103	212RMLM4B136
3	East	Southeastern Regional Transitional Treatment Home	KNG_ORC_0804_SRTT_01	1234 Sunnyside Road, Kingston	FTT171200V3	A1AB16F01033	Z6003CCD401244
4	East	Community Living Glengarry	ALE_OH_0536_CLG_01	82 Anik Street, Alexandria	FTT171400AQ	A1AB16F00901	303RMQK3E556
5	East	SOLUTIONS Service aux Enfants et Adultes de Prescott-Russell	OTT_PRSC_0833_SOL_01	2450 Lancaster, Unit 29, Ottawa	FTT17140095	A1AB16F01363	303RMCJ3E555
6	South	Regional Support Associates ~ London	LON_RSA_0386_RSA_01	633 Colborne Street, 2nd Floor, London	FTT174000H5	A1AB16F01331	301RMDZ68506
7	South	Regional Support Associates ~ Woodstock	WOO_RSA_0467_RSA_05	333 Athlone Avenue, Suite 201, Woodstock	F1AV03D00060	B1AB23D00129	302RMVB32959
8	South	Community Living Owen Sound & District	OWE_CLOS_0470_CLO_01	769 4th Avenue East, Owen Sound	FTT171400A1	A1AB16F00829	Z6003CCD401306
9	South	Community Living Windsor	WND_CLW_0471_CLW_01	7025 Enterprise Way, Windsor	FTT171302WY	A1AB16F00833	212RMSS4B134
10	South	Brantwood Centre	BRA_BC_0474_BC_01	25 Bell Lane, Brantford	FTT171400J9	A1AB16F00816	303RMZL3E557
11	South	Regional Support Associates ~ Windsor	WND_RSA_0575_RSA_01	4510 Rhodes Avenue, #130, Windsor	FTT171201C8	A1AB16F00816	212RMTT4B137
12	North	Community Living Manitoulin	MMY_CLMN_0465_CLM_01	6062 Hwy. 542 East King Street, Mindemoya	FTT171302X1	A1AB16F01445	Z6003CCD401304
13	North	Community Living Greater Sudbury District	SUD_CLGS_0466_GSD_01	303 York Street, Unit 241, Sudbury	FTT1714009F	A1AB16F00392	Z6003CCD401247
14	North	Community Living Kirkland Lake	KIR_CLKL_0523_CLK_01	51 Government Road West, Kirkland Lake	FTT171400J6	A1AB16F00827	Z6003CCD401252
15	North	Community Living South Muskoka	BRC_CLSM_0524_CLS_01	15 Depot Drive, R.R. #2, Bracebridge	FTT1713011T	A1AB16F00798	Z6003CCD401305
16	Central	Centre for Addiction and Mental Health	TOR_CAMH_0132_QUE_01	1001 Queen Street (Room 186), Toronto	B1AV01C00020	A1AB16F01006	121RMHR4B129
17	Central	Community Living Dryden (SPC)	DRY_ACL_0236_CLD_01	288 Arthur Street, Unit 4, Dryden	FTT1719025X	A1AB16F01443	212RMKU4A973
18	Central	Community Living Sioux Lookout (SPC)	SLO_ACL_0237_ACL_01	41 King Street, Sioux Lookout	FTT1714008W	A1AB16F01411	212RMFG4B128
19	Central	Kerry's Place Autism Services Inc. Central East	AUR_KPA_0452_KPAS_01	34 Berczy Street, Suite 190, Aurora	F1AV51D00233	A1AB16F01012	Z6003CCD4012492
20	Central	Central CNSC / Community Living Huronia	MID_CLH_0514_CTN_02	#6 - 230 Aberdeen Blvd., Midland	FTT1721001U	A1AB36F01050	301RMJF06836