



# SOUTHERN NETWORK OF SPECIALIZED CARE

## NETWORK HIGHLIGHTS

Spring/Summer 2012 Edition

A Message from Coordinator Liz Froese

## A Strategy For Our Network's Future

Welcome to the spring and summer edition of the Southern Network of Specialized Care's newsletter for this year – now six years into our creation as a networking agency - 2012.

Spring, as we all know, is a time for growth and renewal. So it seems a fitting time for our Southern Network to unveil a draft of our Strategic Plan for moving forward with our business for the next three years.

I had the opportunity to outline this draft plan at this May's Annual Meeting of our Network's Advisory Committee, Facilitators and Leaders of the Local Service Delivery Networks and Dual Diagnosis Committees across the southern region we serve.

That meeting focused on working to fulfill our over-arching vision – “to ensure that people with developmental disabilities who have mental health and/or challenging behaviours receive fair and sustained access to services they need to participate as citizens in all aspects of community life” – and you can learn more about our work to realize that vision in this newsletter.

The draft of our Strategic Plan for the years 2012 to 2015 found its genesis a year ago, at our May 2011 Annual Meeting, with a robust discussion of what forward-thinking elements should be included in it.

Since then, our Network has received feedback on the plan from our Advisory Committee, represented by professionals across our justice, health, education, developmental and other services, the leaders of the LSDN and DDC we serve, and our own Network staff.

The draft plan speaks to all of our Network's partners on such key items such as our values, which include: collaboration with our many partners, excellence, communication and others.

Our strategic priorities, which include: coordinating specialized service systems, enhancing service delivery, and training and building capacity in the communities we serve.

The plan also speaks to our strategic directions and goals which include: strengthening and expanding our community relationships to ensure all



*Mary Westerhof, Chair of SNAC  
& Liz Froese, Coordinator*

key stakeholders are unified in improving the lives of people with a Dual Diagnosis.

This summer, the draft plan will undergo final revisions before we roll out a final plan this fall. We thank these partners for their input into this and we look forward to keeping all of our partners and supporters informed on the outcomes.

### Inside This Issue:

SNAC Advisory Members page 2

SNAC Annual Meeting page 4 & 5

Network Advisor Honoured page 6

FASD page 3

Research Projects & Trauma page 7

# Profiling Network Advisors Kevin West & Heather Callender

The SNSC's Advisory Committee plays a vital role in guiding our Network's efforts to fulfill our core goals and vision. We are fortunate to have a dedicated group of professionals from across our southern region serving on it.

So once again, we are pleased to devote some space in our newsletter to profiling those who serve on our Advisory Committee, representing a range of sectors from health and developmental services to education and justice. This time, we pay tribute to committee members Kevin West, a Probation and Parole Services Area Manager in Niagara Falls, and Heather Callender, the Executive Director of St. Leonard's Community Services in London.

Kevin West was born in Toronto and grew up in the Greater Toronto Area. He went on to graduate from McMaster University in 1981 with a Bachelor of Science degree in Psychology.

Kevin began his career with the Ontario Ministry of Correctional Services in 1982, working as a Correctional Officer in a rehabilitation institution and as a Probation & Parole Officer in regions across southern Ontario. In 2001, he was promoted to administrative positions, including Deputy Superintendent of Programs, at three correctional institutes in the province. He is currently the Area Manager of Probation and Parole Services in the Niagara region.



**Kevin West**

He says he views his representation on the SNSC's Advisory Committee as an "honour" and "a responsibility I hold in high regard... Ensuring the appropriate level of care and service is provided to those in need is really what the SNSC is all about," Kevin adds. "From a justice field perspective, many people who become involved in the justice sector require that same level of care and support in order to make the changes in their lives so that they can avoid further involvement in the justice system".

Heather Callender was born in Sarnia and grew up in that part of Ontario. Heather went on to study Psychology at McMaster University in Hamilton and graduated in 1991 with Bachelor of Arts degree in that field. After living and working for four years in Banff, Alberta, she moved to Vancouver, B.C. in 1995 and enrolled at Antioch University across the border in Seattle,

Washington where, in 2001, she graduated with a Master of Arts degree in Clinical Psychology.

Since then, Heather has experienced a rich variety of professional positions, including as a Relief Residential Counsellor with VISTA, a program for people with eating disorders at St. Paul's Hospital in Vancouver, a Crisis Intervention Specialist and later a Discharge Planner at Scarborough Hospital in the GTA, a Crisis Intervention worker at the Toronto East General Hospital, a Manager at the Centre for Addiction & Mental Health's Crisis and Assessment Clinic, and now as Executive Director of St. Leonard's Community Services where the mission is to promote positive change in all persons who are or could be in conflict with the law.

Heather says her interest in our Network's Advisory Committee include ensuring people in need with "complex, overlapping needs" don't "fall through the cracks" and promoting best practices in the communities the Network serves. She applauds the Network's Coordinator, Liz Froese, for being "a great support on the Human Services & Justice Coordination Committee and very dedicated to making change a reality."



**Heather Callender**





# SNSC-Sponsored FASD Sessions Draw Many

More than 200 people gathered in the banquet room of a hotel in the Niagara community of Thorold this April 26<sup>th</sup> for a day-long conference our Network sponsored on Fetal Alcohol Spectrum Disorder.

Nancy Hall, our Facilitator for the Niagara and Haldimand/Norfolk area, introduced the key speaker for the day, Diane Malbin, Executive Director of Fetal Alcohol Syndrome Consultation, Education and Training Services Inc. (FASCETS) based in Portland, Oregon and an internationally respected expert on FASD.

"Diane," said Nancy, who had heard her speak before, "has an unparalleled sensitivity and a real respect for this (FASD) population. You can really feel it in her."



The FASCETS director wasted little time proving Nancy right with an engaging discussion with a range of professionals in the fields of education and developmental disabilities, parents, siblings and other caregivers. "If you leave here asking more questions than you came with, I think I have done my job," said Diane, and she must have, because there were no end of questions from an audience seeking her expertise on a host of issues facing persons with FASD.



*SNSC Facilitator Nancy Hall with Diane Malbin, Executive Director of FASCETS*

We are also pleased to report that a similarly well-attended training session, sponsored with more than \$2,000 of the \$30,000 our Network has annually for supporting training events across the southern region, was held in Walkerton with the assistance of Lynda Legge, our Facilitator for the Grey/Bruce and Huron/Perth regions.

That four-day session, organized by the Grey Bruce Fetal Alcohol Spectrum Disorder Community Mobilization Committee and titled: Fetal Alcohol/Neurobehavioural Conditions: Into Action, also featuring Diane Malbin as a



*Grey Bruce FASD Community Mobilization Committee*

key speaker, served as a special opportunity for a cross-section of professionals – more than 170 in all – from the education, developmental, mental health, primary health care, justice, addiction and correctional sectors to come together to learn more about FASD and discuss collaborative strategies for improving lives for people with FASD.

The fourth day of the session involved key leaders from a cross section of agencies who would continue to use the knowledge learned through the event for training staff working with people with FASD and, in the long-term, preventing FASD.





# The SNSC's Annual Meeting



**Julia Baxter, Manager, Geriatric Mental Health Outreach Program at St. Joseph's Hospital, Hamilton**

Since our inception as one of four Networks in the province, the Southern Network of Specialized Care has strived to build collaborative relationships between many sectors across the southern region in an effort to enhance the lives of people with developmental disabilities.

The theme of “collaboration” set the tone for our May 16<sup>th</sup> Annual Meeting for our staff, for the Advisory Committee, and for the Co-Chairs of our LSDN and DDC, which are made up of a cross section of representatives from multiple sectors that help guide us with our mission.

Julia Baxter, Manager of Geriatric Mental Health Outreach Programs at St. Joseph's Hospital in Hamilton, amplified that theme in an introductory discussion with the more than 40 community leaders from across the southern region of our Network.

“You can't think of collaboration without thinking about communication,” stressed Julia during her talk. She shared a quote by George Bernard Shaw: “The single biggest problem with communication is the illusion that it is taking place.”

At this annual meeting Julia led us in a discussion of why community collaboration is important, identified barriers to collaboration and what is going to help us to collaborate better.

You can find Julia's PowerPoint presentation on our website by clicking Southern Region and then Education and Training.

Julia followed up our discussion with some thought provoking questions regarding collaboration:

- Is there something that we need to stop doing?
- Is there something we need to review?
- Is there something we need start doing?

Finally, Julia shared another quote from Arthur Ashe: “Start where you are, use what you've got, and do what you can”. She shared this quote to encourage us to start collaboration now rather than wait for having more time, having more money, and having more resources.

We are thankful to Julia for the time spent with us.



**Community Collaborator Julia Baxter at our SNSC annual meeting, May 14th**





# Building Community Collaboration

Among those who spoke were Jason Young, Director of the Woodstock-based Regional Support Associates and one of our Network's Co-Leads, who outlined how robust videoconferencing is as a tool for reaching our many partners for clinical services and training.

Our annual meeting went on to highlight the workplans of the LSDN & DDC. The Co-Chairs and Facilitators outlined the work being done in each of their communities.

Tom Archer, Health Care Facilitator, reported on behalf of Deb Lawrence and himself of the work being done this past year in Building Health Care Capacity in the Southern region. Tom and Deb have focused on providing information and training to Primary Care Professionals to build capacity and improve access to health care services for people with a developmental disability.



*Sue Benko, SNSC Facilitator giving an update on her local committees*

## SNSC Engages In Province's Dual Diagnosis Guideline Review

This May 14<sup>th</sup>, at the Southern Network of Specialized Care's Annual Meeting of our Advisory Committee and Co-Chairs, our Network was pleased to include Rae Roebuck and Gary Sanders on our agenda - two HSC Vision Group consultants – to offer our input as they engage in the important task of reviewing and making recommendations to update Ontario's Joint Policy Guideline for the Provision of Community Mental Health and Developmental Services for Adults with a Dual Diagnosis.

The Guideline is important to all of us in our roles of providing better care for the people our many partner agencies serve, and the task ahead of consultants like Rae and Gary is an important one. That is why we were pleased to have them speak to us and accept feedback from our southern region partners at our Annual Meeting.

"We really thank you for allowing us to be here," said Gary to our gathering. "These are exactly the kind of meetings we want to attend across the province. This is exactly what we need to inform this review process."

That review includes a detailed look at what is and what is not working around the implementation of the Guideline. The review is still in its first phase, focusing on the current Guideline's effectiveness, going back to its implementation in 2008 under the Ontario Ministries of Health and Long-term Care and of Community and Social Services.



*HSC Vision Consultants Rae Roebuck and Gary*

You can find more about the Guideline by visiting the following website link:

<http://www.mcass.gov.on.ca/en/mcass/programs/developmental/improving/index.aspx>





## One of Our Network's Valued Advisors Receives Award

Dr. Jay Rao, a Specialist in Developmental Neuropsychiatry at the University of Western Ontario and a member of our Southern Network's Advisory Committee since its inception in 2006, was honoured with a National Association on Dual Diagnosis - Ontario Chapter Recognition Award this spring.



*Liz Froese with Dr. Jay Rao*

Jay was presented the award on May 25<sup>th</sup> in recognition of his contributions to the field of Dual Diagnosis – contributions which are “consistent with the vision, mission and goals” of NADD – a not-for-profit organization with a world-wide reputation for providing educational services, training materials and conferences for addressing the mental health needs of people with developmental disabilities.

Liz Froese, Coordinator of the SNSC, congratulates Jay and says she is proud to see a key member of the Network's team receive such a tribute.

Fortunately for our Network, Jay continues to serve on our Advisory Committee and remains instrumental in encouraging our many partners across the southern region to engage in research for better understanding and enhancing the lives of individuals with developmental disabilities. He has also been a leader in producing our Network's Research Digest.

Jay has said that he looks at his involvement in our Network as “an exciting and rewarding opportunity” for sharing information and encouraging research in the area of developmental disabilities, and for breaking down traditional barriers between service sectors so that individuals in need of assistance don't fall through the gaps.

## Network Hosts Special Workshop On Substance Misuse

This past February 3<sup>rd</sup>, our Southern Network was pleased to provide a special international videoconference for our many partners, featuring David O'Neal, Department Manager of Specialized Services at the Sound Mental Health Centre in Seattle, Washington.

Our Network's Facilitators Linda Smith and Nancy Hall visited a session two years ago by David O'Neal, focusing on the successes of the Substance Treatment And Response (STAR) program in the Seattle area, and concluded that this unique program for people with developmental disabilities should be shared with our Network's partners.

This special training workshop included Alice Jara, a Behaviour Consultant at Behaviour Management Services of York Simcoe, Danielle Moreau, Concurrent Disorders Counsellor at Addiction Services for York Region and Joanne Savage, Dual Diagnosis Case Manager at York Support Services Network.

We wish to remind all of our partners that our Network offers videoconferencing on a broad range of topics related to enhancing services for individuals with a Dual Diagnosis.

You can obtain information about upcoming videoconferences by visiting [www.community-networks.ca](http://www.community-networks.ca), then clicking on Southern Region on the home page. Videoconferences can then be found by clicking on the Education & Training tab.



*David O'Neal, Department Manager  
of Specialized Services, Sound Mental  
Health Centre, Seattle Washington*







***Juanita St.Croix, SNSC Facilitator and Chair of the Research Committee with Research Facilitator Beth Anne Currie***

There are so many encouraging examples of our Network's efforts to fulfill our core objectives taking flight, and the growing number of professionals across our communities interested in engaging in research on developmental disabilities is certainly one of them.

"The applications are coming in very steady," says Beth Anne Currie, the SNSC's Research Facilitator of the number of partners across the southern region who are approaching us to do research in the area of Dual Diagnosis. "The applications are full and robust and it will take a lot of discerning to decide which ones to support."

As a key part of our mission, we are promoting research that strengthens the knowledge and skills of those in all sectors providing life-enhancing assistance to individuals with a Dual Diagnosis. To that end, the SNSC has a total of \$10,000 in grants annually for supporting research projects conducted by members of our many partner agencies.

More than two years ago, our Network hired Beth Anne as our Research Facilitator to encourage research projects and to use her research experience to assist our partners in carrying out studies of their own. In 2008, we also began

hosting annual Research Forums for our partners across the southern region and we publish a twice annually Research Digest to keep our partners informed on current developments in the field of Dual Diagnosis research.

Juanita St. Croix, our Network's Facilitator for Oxford/Elgin, London/Middlesex and Chair of our Research Committee, says it is great to build a pool of community-based research on Dual Diagnosis rather than always turning to research from outside of the area.

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## SNSC Works To Improve Access To Trauma Treatment

The Southern Network of Specialized Care has launched an initiative for sharing the information needed to assist individuals with developmental disabilities who are struggling to cope with trauma in their lives.

This initiative, headed up by Lynda Legge, our Network's Facilitator for the Grey/Bruce, Huron/Perth communities of the southern region, is a response to research showing that people with developmental disabilities are at higher risk than the general population of neglect or of physical, emotional and sexual abuse.

Among the goals of this initiative are to hopefully make services already in place for supporting the recovery of persons with trauma more accessible to people with

developmental disabilities.

The initiative would also provide information and guidance to caregivers and direct support professionals for implementing trauma-related supports and services for people with developmental disabilities.

"Our goal," says Lynda Legge, "is to develop a training curriculum from cross-sector clinicians and direct support professionals, and to augment resources and techniques to improve effectiveness for people with disabilities, and strengthen the services specific to assessment and treatment of trauma."



## Profiling: Linda Smith

In our ongoing desire to acquaint our partner agencies with our Southern Network team, this time we are pleased to offer this profile on Linda Smith.

Linda serves as a Facilitator for our partners in the Hamilton and Brant areas, and is one of our longest serving team members.



She joined us more than five years ago, shortly after our launch in 2006 as one of four provincial networks in Ontario for advancing services for people with developmental disabilities.

Born in the United States and a “proud” Canadian since the age of 12, Linda earned a Bachelor of Science in Psychology before working with Great Lakes Christian College in Beamsville, Ontario and the Niagara-based Bethesda Services where she provided leadership to residential and clinical programs for more than 30 years before joining us.

Since joining our team, she has contributed to a number of projects and resources we offer to our partners, including the creation of active Local Service Delivery Networks, Crisis Protocol development with partners, and our Network's well received Youth in Transition Toolkit, just to name a few.

“It has been so rewarding to be part of an initiative that has such a wide range of influence on the improvement of services and supports to persons with a Dual Diagnosis,” Linda says of her ongoing work with the SNSC team.

## We wish to hear from you!

We thank you for reading the latest edition of the Southern Network of Specialized Care newsletter and hope it is providing information the Network's many partners across the Southern Region need to better serve their clients.

To ensure that this newsletter continues serving the needs of our partners, we invite you to share your thoughts and ideas for articles for upcoming editions.

Is there a topic or program you feel should be shared with fellow professionals across the Southern Region? If so, please contact:

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## SNSC Advisory Committee

**Dr. Jay Rao** - Regional Mental Health Care London

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

**Lynda Nicholson** - Community Living Six Nations

**Mary Westerhof** - St. Joseph's Health Care Hamilton

**Maurice Voisin** - South-East Grey Support Services

**Nancy Wallace-Gero** - Community Living Essex

**Shelley McCarthy** - Family Counselling Centre of Brant

**Mark Benner** - Fanshawe College

**Connie Smits** - Community Living Sarnia

**Heather Callender** - St. Leonard's Community Services, London

**Jenny Barretto** - HNBHN LHIN

**Dawn Maziak** - Erie St. Clair LHIN

**Patty Chapman** - South West LHIN

**Lea Pollard** - DSO Hamilton Niagara

**Kevin West** - Probation and Parole Services, Niagara Falls

**Bob Fehir** - CMHA Oxford

**Mary Gregg** - Alexandra Marine and General Hospital, Goderich

### Co-Leads

**Brian Davies**

Bethesda - Network Co-lead

**Jason Young**

RSA, Woodstock Office - Network Co-lead

### Ex-officio

**Liz Froese** - SNSC Coordinator

**Rosanne Perron** - MCSS Southwest Region

**Wilma Van Staalduinen** - MCSS Hamilton

