Provincial Community Network of Specialized Care
~ Videoconferencing Coordinators ~

The Crew

Central CNSC:	Linda Bruce lbruce@clhmidland.on.ca (on leave)
	Louise Spicer lspicer@clhmidland.on.ca
Eastern CNSC:	Sarah Joynt sjoynt@ongwanada.com
Northern CNSC:	Rosanne Stein rstein@handstfhn.ca (Education)
	Frank Wager fwager@handstfhn.ca (clinical)
Southern CNSC:	Heather Prescott hprescot@wgh.on.ca

Community Networks of Specialized Care Provincial Videoconferencing Sites


Honorable Mention . . .

NORTHERN	SOUTHERN	CENTRAL	EASTERN
Atikokan	Brantford	Aurora	Alexandria
Blind River	Chatham	Barrie	Bancroft
Bracebridge	Dundas	Belleville	Belleville
Dryden	Dunnville	Blackstock	Brockville
Elliot Lake	Essex	Brampton	Carleton Place
Fort Frances	Goderich	Collingwood	Cornwall
Geraldton	Hamilton	Fergus	Kemptville
Haileybury	London	Huntsville	Kingston
Kapuskasing	Owen Sound	Kitchener	Madoc
Kenora	Petrolia	Midland	Morrisburg
Kirkland Lake	Port Colborne	Mississauga	Ottawa
Mindemoya	Simcoe	Oakville	Penbroke
North Bay	Thorold	Orangeville	Picton
Parry Sound	Vineland	Peterborough	Plantagenet
Red Lake	Walkerton	Toronto	Renfrew
Sault Ste. Marie	Wardsville	Whitby	Sharbot Lake
Sioux Lookout	Windsor	Orillia	
Sturgeon Falls	Woodstock		
Sudbury			
Thunder Bay			
Timmins			

12

Welcome to

Videoconferencing

across the

Community Networks of Specialized Care

PROVINCIAL COMMUNITY
NETWORKS OF SPECIALIZED CARE

Northern Network
Southern Network
Eastern Network
Central Network
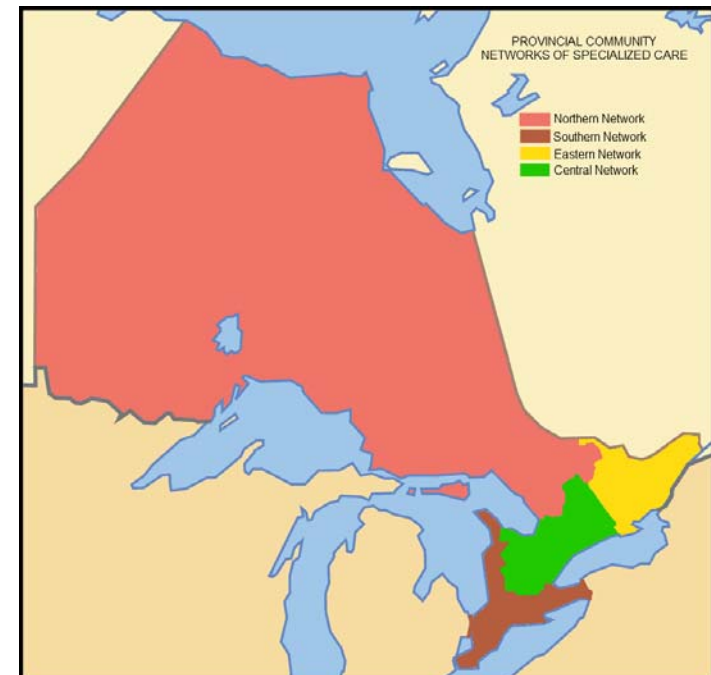
WHAT IS VIDEOCONFERENCING

Videoconferencing is a useful tool that allows people to connect together without requiring all those involved to be in the same room. Health care, counseling and assessments, education and training, court appearances, building capacity and planning meetings al well as person directed family visits are just some of the uses of this exciting evolving technology.

WHAT ARE THE PROFESSIONAL DEVELOPMENT BENEFITS

- Reduces the professional development isolation experienced by professionals in rural and remote settings
- Makes education more accessible for everyone across the province.
- Access current and relevant knowledge shared by some of the world experts in their fields.
- Education includes specialized dual diagnosis topics as well as broader learning opportunities in health, developmental services and organizational development

WHAT ARE THE BENEFITS IN SERVICE DELIVERY

- Reduction in time, cost and risk of travel for individuals, families, support staff and care providers, in turn minimizing the disruption of their daily lives
- Access to specialized services that may have previously been unworkable because of distance, now becomes possible
- Enables the inclusion of family and clinical supports, wherever they may be
- It facilitates improved coordination and continuity of care across the Health care, social services, developmental services and justice systems.
- In an era where many have grown up with computers, televisions, and video games, meeting by videoconference can be a very comfortable way of meeting for some who may otherwise be anxious about "*in person*" appointments.

WEBCAST LIVE & ARCHIVES Provincial Education Events COMING SOON

Handouts for all Network Sessions will be posted on the Community Networks Website **www.community-networks.ca** ~ VC Handouts
(Private events ~ Username=north ~ Password=network)

Watch for the following events which will be offered through the OTN Webcast Live and Archived (http://webcast.otn.ca/)

TSM #: 12868294 (Public)   Air Date: January-21-2011 (10:00 - 12:30)

Self-Injurious Behaviour in Developmental Disabilities: This session will include discussion of some of the research literature, some theoretical models and provide some strategies that can be used to develop support and safety plans for individuals who engage in self-injurious behaviours.

TSM #: 14382341 (Private)   Air Date: January-28-2011 (10:30 - 12:45)

Sleep Part III ~ Sleep Hygiene and Behavioural Treatment of Sleep Difficulties: This session will provide information on the development, maintenance and prevention of many sleep difficulties. Presenter will describe standard protocols for the treatment of insomnia and how these apply to individuals with intellectual disabilities, referring back to information already presented in Part I and Part II.

TSM #: 13793833 (Public)   Air Date: February-01-2011 (10:00 - 12:30)

Dual Diagnosis and the Law ~ Part I

TSM #: 14443297 (Public)   Air Date: February-11-2011 (9:00 to 1:00)

Dave Hingsburger Workshop: Teaching Objectives: a) participants will come to recognize the role "shame" has played in the establishment of practices, approaches and philosophy regarding service provision; b) understand 'disphobia' and see that 'internalized disphobia' is a natural result of "shame based practices" and causes psychological damage; and c) equate "disability pride" with new ways of interacting with and supporting someone with a disability.

TSM #: 13941517 (Public)   Air Date: March-01-2011 (10:00 - 12:30)

Dual Diagnosis and the Law ~ Part II

TSM #: 13984767 (Public)   Air Date: March-25-2011 (10:00 - 12:30)

Developmental Disabilities and Criminal Justice System

TSM #:   12206406   (Private)   Air Date: November-23-2010

Specific Disabilities and their Impact on Sexual Expression: Researchers are increasingly examining specific diagnoses and syndromes, largely because particular conditions may predispose individuals to unique developmental patterns, a, strengths, or weaknesses. Individuals with developmental disabilities are also more likely to experience physical and medical challenges that interfere with their sexual experience and reproduction. These challenges may be specific to particular types of disabilities or may affect individuals with developmental disabilities as a whole. For example: some individuals may display inappropriate sexual behaviour and run into legal difficulties due to impulsivity and social skills deficits. Individuals with these challenging behaviours may appear to be engaging in sexually inappropriate or offending behaviour but their behaviour is actually a result of their particular diagnosis. Esteem issues also become relevant when addressing specific disabilities that affect one's secondary sexual characteristics and some disabilities may cause an individuals' body to look different from their peers, thus influencing their experience of sexuality education programs.

TSM #:   12415761   (Public)   Air Date: November–25-2010

Connections for Students ~ A Program and Clinical Update: This presentation will focus on the Connections for Students Initiatives with an emphasis on building a transition team, community and clinical collaboration and preliminary results

TSM #:   13568879   (Public)   Air Date: November-20-2010

Quality Assurance Measures Training: Province Wide Training on Quality Assurance Measures.

TSM #:   11901056   (Private)   Air Date: December-07-2010

Social Opportunities for People with Intellectual Disabilities: Issues Related to Consent & Intimacy: Fostering and enhancing social relationships can impact quality of life. This presentation will help direct support staff and agencies to examine the issues and increase their knowledge related to a person's ability to give consent to various levels of intimacy. There are varying degrees of individual ability to give consent. On a daily basis staff encounter situations where the individuals they support are making choices within their relationships that involve potential issues of consent. Recommendations will be discussed for agency policy development, training of staff, support for people, and the need for involvement of additional services.

TSM #:   13064763   (Public)   Air Date: December-09-2010

Supportive Housing

VIDEOCONFERENCING EQUIPMENT

CAMERA

In most cases, on top of one of the monitors will be a camera. This camera (or what techies call a Codec), is actually a very complex computer that receives and transmits encrypted signals over an internet-type network. This is a closed network that is impossible for a hacker to break into. Just to be sure, all the information that is exchanged is scrambled up in a code-encryption, that ensures privacy is carefully protected.

MONITORS

The most prominent part of the video-conference system is the monitors, something everyone is familiar with. Most locations have one or two large televisions, or maybe a wall screen. Sometimes the monitor and other equipment will be on a cart that is easily moved between rooms.

REMOTE CONTROL

Making it all work is a special remote control that only works on videoconferencing systems. Using this, the coordinator can connect with another site, move the camera around the room and zoom in or out on objects or people. This helps if a doctor needs to look at a cut that is not healing well, or a therapist wants to make sure to see all the people in a group.

MICROPHONE

Somewhere on the table or cabinet top will be a microphone that is shaped like a triangle. This very sensitive microphone can pick up ALL the noise in a room. When it's on "mute" the light in the centre is red, so nobody can hear the conversation where you are. When someone wishes to talk, a simple push on the middle button turns it on.

Please do not make any adjustments to the videoconference systems.

If you are here for a videoconference, please take a few minutes before your session begins and read the *Etiquettes* of Videoconferencing.

Arrive on time

Your event is scheduled to start and end at specific times. Make sure to arrive on time to avoid disruptions upon your arrival. Remember that even if your microphone is muted all other sites can still see you, this in turn disrupts the session. Know what time your session starts and be ready when it does.

Mute Your Microphone

Most microphones are triangular in shape - in the centre is a red light, which **GLOWS IF MUTED**. If it is not lit up, you can be pretty sure that all other sites involved in the videoconference can hear <u>every</u> sound being made where you are. Even quiet whispering, shuffling of papers, creaky chairs and background noises are picked up by the very sensitive microphone and can be very distracting to others on the call. Push the button in the middle of the microphone to turn it on when it is your turn to speak, and then turn off again afterwards. No need to speak loudly or directly into the microphone – it picks all the sounds in the room. **Once your session ends make sure the microphone is muted.**

You Can Be Seen…

Always assume that **WHATEVER** you are doing in your room **CAN BE SEEN** by all the others sites connected to the call. That means talking with the person next to you or on your cell, snoozing, scanning the newspaper or personal hygiene activities.

TSM #: 11900811 (Private)   Air Date: October-21-2010

Early Recognition & Screening of Alzheimer's Disease in People with Down Syndrome: People with Down Syndrome are at higher risk for developing Alzheimer's Disease. However, recognizing the early stages of Alzheimer's disease can be difficult. Peop0le with Down Syndrome have a wide range of health problems as they age and some of these may mimic or hide the presence of Alzheimer's disease. Also, the usual tests used for diagnosis of Alzheimer's disease do not take into account intellectual ability, verbal and other communication challenges that may make it more difficult to assess people with Down Syndrome. A practical model will be presented outlining the process of establishing an early baseline of cognitive ability, functional behaviour, and medical conditions, with annual follow-up screenings to evaluate changes.

TSM #: 12476289 (Private)   Air Date: October-28-2010

Sleep ~ Part I of a three part series: Sleep ~ the Golden Chair that Ties Health and Bodies Together: This presentation will provide a general overview of sleep, disorders of sleep (particularly in individuals with intellectual disabilities), and common interventions for these disorders. Prevention of sleep difficulties will also be discussed.

TSM #: 12512237 (Public)   Air Date: November-10-2010

Effective Strategies for Supporting Individuals with FASD: Fetal Alcohol Spectrum Disorder (FASD), affects at least one in every 100 live births. Individuals impacted by FASD often do not respond to typical behavioural support strategies leaving the person affected feeling like a familiar and the service provider feeling bummed out. In this session basic practices and a variety of specific strategies thought to be effective will be presented.

TSM #: 13094478 (Private)   Air Date: November 15-2010

Sleep Part II ~ Sleep Apnea and Intellectual Disabilities: The presence of sleep apnea or other sleep disturbances can negatively affect a person's overall mood and ability to function in activities of daily living. In this 2-hour session, participants will learn about this sleep disorder, symptoms and treatments. Case studies will also be presented to illustrate the benefits of including a sleep study in a multidisciplinary approach to the support of the person who exhibits challenging behaviour where a loss of interest or ability within regular routine is also noted.

TSM #: 12512486 (Public)   Air Date: November-19-2010

Adults with Asperger Syndrome: Creative Psychotherapy and Treatment Approach: Few professionals have worked extensively with adults with Asperger Syndrome. This session will focus on effective psychotherapy and other clinical approaches which can greatly improve the lives of this needy, often forgotten and underserved population.

TSM #: 10999670 (Private)   Air Date: June-22-2010

Dialectical Behaviour Therapy for People with Intellectual Disabilities: Presenters will describe the dialectical behaviour therapy model as outlined by Marsha Linehan and how it is modified to an 'Adapted-DBT Model' for people with intellectual disabilities. Participants will learn about the changes presenters have made to the model, what is working and what needs to be improved.

TSM #: 11385641 (Public)   Air Date: July-16-2010

Signs of Suicidal Ideation in Individuals with Dual Diagnosis: This workshop will offer some general signs and ideation in people with developmental disabilities and mental health needs. Discussions will take place around research that references specifically how suicidal ideation may look like in people with a dual diagnosis.

TSM #: 12408761 (Public)   Air Date: September-16-2010

Consent, Capacity and Developmental Disabilities: Ethical considerations in obtaining consent and assessing capacity.

TSM #: 12490054 (Public)   Air Date: September-17-2010

Making Justice Accessible to People with Intellectual Disabilities: Presenter is a social Worker from the Investigation Support Unit in Liverpool, specializing in witness support, preparation and profiling in persons with intellectual disabilities.

TSM #: 12490054 (Public)   Air Date: September-17-2010

Making Justice Accessible to People with Intellectual Disabilities: Presenter is a social Worker from the Investigation Support Unit in Liverpool, specializing in witness support, preparation and profiling in persons with intellectual disabilities.

TSM #: 13004501 (Public)   Air Date: October-15-2010

Making Sure our Practice Makes a Change: Applied Research in the Real World: This session will talk about the importance of evaluating the services and practices that we provide for persons with intellectual disabilities. Examples of applied research will be used to determine if programs have produced the quality of life changes that are expected and if policy changes created positive shifts in the lives of those we support. Challenges and benefits of community-based research will be discussed.

TSM #: 12771843 (Public)   Air Date: October-20-2010

Two Common GI Problems in Persons with Developmental Disabilities: GERD and Constipation

Please Don't Play With the Remote

You can accidently disconnect the session. Using the remote to zoom in and out repeatedly is also very distracting. Once the sound is right and everyone is seen in the picture it is best to leave the remote on the table.

Wait for the Pause

There is a slight 2 second delay when each site talks. Make sure you wait for a moment after speaking to see if others joining the call wish to respond. Remember, if speaking - it takes a moment to "unmute" the microphone too and remember to MUTE it once you're done.

Now What to Wear?

Those groovy patterns, stripes and polka dots are fun to wear, but can give the viewer at another site a real headache or even motion sickness. The best choices for being on camera are solid colours or small subtle prints, not too dark or too light. Blue is the colour many people on TV wear most because it enhances your natural skin tone.

What do I have to Do?

Relax. Every studio has someone who will make sure the system is turned on and the videoconference gets connected. They may be called a telehealth coordinator or onsite videoconference coordinator or could be a nurse or a receptionist. In most cases all you will have to do is come into the studio, make yourself comfortable and wait for the session to begin. If you unmute the microphone remember to mute it back when you're ready to leave.

Thank you
~ We hope you enjoy your session ~

WEBCAST ARCHIVES
Provincial Education Events

Handouts for all Network Sessions will be posted on the Community Networks Website **www.community-networks.ca** ~ VC Handouts
(Private events ~ Username=north ~ Password=network)

The following events are available through the OTN Webcast Centre Archives (http://webcast.otn.ca/)

TSM #:   9188258   (Private)   Air Date: March-25-2010

Supporting Adults with Intellectual Disabilities ~ Grief, Bereavement and Loss: Bereavement? What feelings and behaviours are associated with these terms and common to all people? What types of losses does a person experience in a lifetime? What do grief and loss look like across different states of human development? What interventions, strategies and tools can we use to help ourselves and the people we support cope with loss? This presentation will attempt to address these questions.

TSM #:   10059509   (Public)   Air Date: March-30-2010

Surviving Trauma: Treatment and therapy needs to be available for people with intellectual disabilities who are Trauma Survivors. This brief overview will identify the risk factors for abuse and trauma. We will explore resiliency and fragility. We will outline treatment responses to assist survivors using a flexible and compassionate model.

TSM #:   10491404   (Private)   Air Date: April-19-2010

Mindfulness ~ Part I: Introduction to Mindfulness: The first of two parts. This session will describe the concept of mindfulness, providing a description of the origins of this practice, how it migrated from Eastern to Western cultures and how mindfulness has been incorporated into clinical practice and personal growth. Participants will learn how practicing mindfulness can benefit us and the people around us in our personal and work lives.

TSM #:   11143639   (Public)   Air Date: April-29-2010

Tourettes and Dual Diagnosis: This workshop will explore Tourettes Syndrome. Common co-morbid conditions include, ADHD, and OCD and these will also be briefly included in the discussion.

TSM #:   10964792   (Public)   Air Date: April-30-2010

Capacity Assessment: This session will provide a brief outline of what the Capacity Assessment Office does and what a capacity assessment involves. Discussion will also detail when capacity assessments are required and why they are considered appropriate. This session will explain how the process works including the importance of consent from the individual, the Financial Assistance Program and some challenges and complications related to people with Intellectual Disabilities.

TSM #:   11110491   (Public)   Air Date: May-14-2010

Medication Administration ~ What's in Your Cabinet?: This presentation explains the medication administration-training program developed by Mary Westerhof RN of St. Joseph's Developmental Dual Diagnosis Team. It is a 'Train the Trainer' model that teaches the trainers on the how to's and how not to of medication in general. Note: This video presentation is not intended to certify staff as able to give medication.

TSM #:   10491476   (Private)   Air Date: May-18-2010

Mindfulness Part II ~ Mindfulness Practice & Mindfulness in Everyday Life: Information will be provided on ways of incorporating mindfulness into our personal and professional lives. Some mindfulness exercises will be described and practiced in the session. (Participants should view Part I prior to viewing this session).

TSM #:   11201837   (Public)   Air Date: June-02-2010

Enhancing Senior Services ~ Bridging the Gap: Working with Professionals: This is a one-day workshop on Aging and Intellectual Disabilities which will explore: a) Breaking down the barriers to exploring long term care with families and staff; b) Guidelines for self-determination (when and should self-determination be overridden for health purposes?); and c) Working with professionals such as doctors, CCAC (advocating and communicating effectively as managers and front line staff).

TSM #:   11179336   (Public)   Air Date: June-11-2010

Aging and Developmental Disabilities: This session will review the aging process and mortality patterns in persons with developmental disabilities. Consideration will be made to mental disorders in persons with developmental disabilities as well. The workshop will identify and explain approaches and strategies in caring for elderly persons who have a developmental disability.