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AGENCIES MENTIONED TO ACCESS AN
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Southern Network of Specialized Care



A GUIDE TO SERVICES
FOR PERSONS WHO HAVE A
DUAL DIAGNOSIS
IN CHATHAM KENT
2016



CHATHAM KENT DUAL DIAGNOSIS COMMITTEE

PLEASE NOTE:

IMPORTANT ADDITION TO THIS GUIDE!

The form that you will find in the middle of this Guide can be completed and contains important information about an individual. It was mainly developed for a person with a dual diagnosis and their families or caregivers who may need to go to the Emergency Department (ED) when dealing with a mental health crisis, but can be used by anyone who would find it useful.

Research has shown that ED staff are not always comfortable when dealing with someone who has an intellectual disability. Families often feel that hospital services are less than ideal due to the staff's lack of knowledge and professional training about intellectual disabilities. Completing and having this information with you, will help them serve you better .

The form contains critical information about your family member. This information will help the staff understand, communicate and care for your family member the best way possible. It also helps the caregiver while dealing with a stressful situation. The form can be given to the hospital staff upon arrival. ED staff can take the information they need and the other information will help them care for your family member effectively.

IMPORTANT PHONE NUMBERS



NOTES / APPOINTMENTS

IF THE SITUATION IS A CRISIS
DO NOT WAIT

CALL 911

IF IT IS A MEDICAL EMERGENCY
ASK FOR AN AMBULANCE

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

OR GO TO THE LOCAL HOSPITAL
EMERGENCY DEPARTMENT

• **CHATHAM CAMPUS**

80 GRAND AVE W
CHATHAM, ON

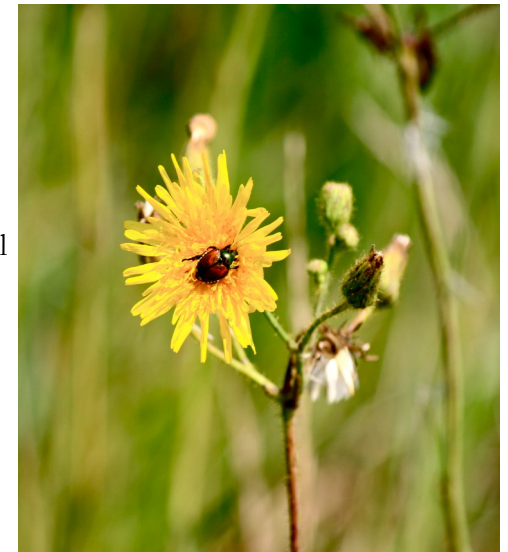
• **SYDENHAM CAMPUS**

325 MARGARET AVE
WALLACEBURG, ON

SUPPORTS AND SERVICES FOR PEOPLE WHO HAVE A DUAL DIAGNOSIS

How to find services in Chatham-Kent

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



This guide was revised in 2016 by the
Chatham-Kent Dual Diagnosis Committee.

WHAT IS A DUAL DIAGNOSIS?

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

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

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

DO YOU NEED HELP FINDING FURNITURE OR HOUSEHOLD ITEMS?

LOADS OF LOVE
519-352-0911

NEIGHBOURLINK
519-352-5647

GOODWILL
519-351-9486

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

CANADIAN MENTAL HEALTH
COURT SUPPORT WORKER
519-436-6100

REGIONAL SUPPORT ASSOCIATES
DUAL DIAGNOSIS JUSTICE CASE MANAGER
1-800-640-4108
EXT. 7212

LEGAL AID ONTARIO
1-800-668-8258
www.legalaid.on.ca

LEGAL ASSISTANCE KENT
519-351-6771

DO YOU NEED HELP FINDING FOOD?

OUTREACH FOR HUNGER FOOD BANK
519-351-8381

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

FAMILY SERVICE KENT
PURCHASE PRE-MADE FROZEN MEALS
519-354-6221 EXT. 236

DO YOU NEED HELP FINDING A PLACE TO LIVE?

CHATHAM-KENT HOMELESS RESPONSE LINE
519-354-6628

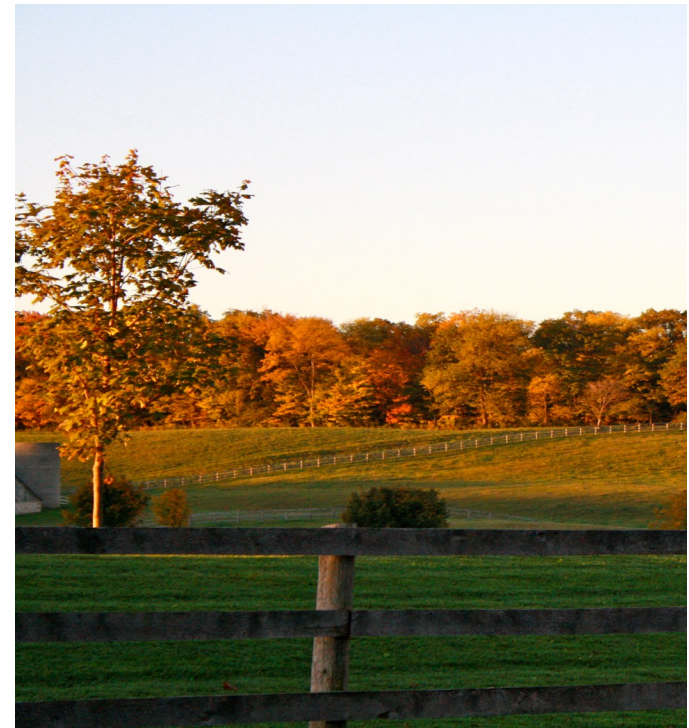
This is a centralized “**after-hours**” point of contact for people, in crisis, experiencing emergency homelessness in C-K. Lines are answered daily between 4:30pm and 8:00am Monday to Friday and 24 hours a day weekends and holidays.

CHATHAM-KENT HOUSING SERVICES
519-351-8573 (PRESS 3)

DOES THE PERSON NEED A DIAGNOSIS TO GET SERVICES?

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

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



MAYBE I HAVE A DIAGNOSIS. NOW WHAT?

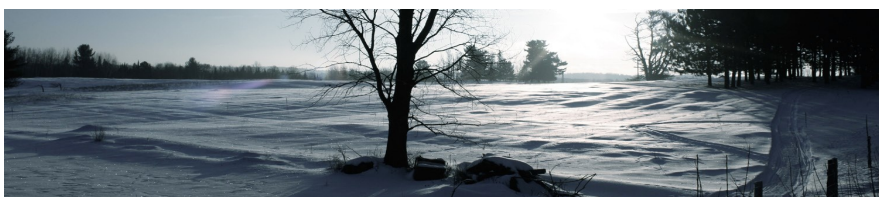
It is important to decide what help you want and need. Do you need help remembering to take your medication or get to your doctor's appointments? Are you having trouble making decisions that keep you safe? Are you finding it hard to look after things in your house or apartment?

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

WHO WILL HELP ME?

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

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



FINANCIAL PROGRAMS & SUPPORTS

ORGANIZATION	SERVICES	CONTACT
ONTARIO DISABILITY SUPPORT PROGRAM (ODSP)	Ontario Disability Support Program Income Support is one of Ontario's social assistance programs. Income Support provides financial help for people with disabilities who are in need. It can help pay for living expenses, like food and housing.	MINISTRY OF COMMUNITY AND SOCIAL SERVICES 1023 Richmond Street P.O. Box 685 Chatham, ON N7M 5K8
INCOME SUPPORT	This program is available for anyone 18 yrs. and older and who meets eligibility criteria.	519-352-5040 www.mcass.gov.on.ca
ONTARIO DISABILITY SUPPORT PROGRAM (ODSP)	Employment Supports can help even if you have never worked before, have been out of work for some time, or are in school. Once you start working, you can also get assistance to keep your job or to advance your career. This program is available to people who meet eligibility criteria.	MINISTRY OF COMMUNITY AND SOCIAL SERVICES 1023 Richmond Street P.O. Box 685 Chatham, ON N7M 5K8
EMPLOYMENT SUPPORT	Contact the Ministry of Community and Social Services to see if you might qualify.	519-352-5040 www.mcass.gov.on.ca
ONTARIO WORKS	Ontario Works helps people in our community with money for shelter, food and other basic necessities. Ontario Works can help you temporarily until you can support yourself and your family. You can apply for: emergency financial help ongoing financial help, help with rent and/or energy costs. To be eligible, you must: live in Chatham-Kent need money right away to help with food and housing costs and be willing to take part in activities that will help you find a job	CHATHAM-KENT - CENTRE FOR COMMUNITY SERVICES 435 Grand Ave W Chatham, ON N7M 5L8 519-351-8573 (press5) www.chatham-kent.ca/communityservices

FINANCIAL PROGRAMS & SUPPORTS

ORGANIZATION	SERVICES	CONTACT
SPECIAL SERVICES AT HOME (SSAH) FOR CHILDREN UNDER 18 YEARS OF AGE	<p>The Special Services at Home program helps families who are caring for a child with a developmental or physical disability. It is funded and managed by the Ministry of Community and Social Services. The program helps families pay for special services in or outside the family home as long as the child is not receiving support from a residential program.</p> <p>Community Living Wallaceburg is the coordinating agency for SSAH in Chatham Kent.</p> <p>www.getintocommunityliving.com</p>	<p>IF YOU HAVE A CHILD (UNDER 18 YEARS), CONTACT:</p> <p>COMMUNITY LIVING WALLACEBURG</p> <p>1100 Dufferin Avenue Wallaceburg, ON N8A 2W1</p> <p>519-627-7882</p>
PASSPORT FOR ADULTS 18 YEARS OF AGE AND OLDER	<p>Passport is a program that helps adults 18 years or older with a developmental disability to participate in their communities. It also helps caregivers of an adult with a developmental disability take a break from their caregiving responsibilities. Passport provides funding for services and supports so adults with a developmental disability can:</p> <ul style="list-style-type: none"> • take part in community classes or recreational programs • develop work, volunteer, and daily life skills • hire a support worker • create their own life plans to reach their goals • get temporary respite for their caregivers. <p>To qualify for Passport you must go through the DSO.</p>	<p>DSO</p> <p>1-855-437-6797</p>

WHO PAYS FOR THE NEEDED SERVICES?


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

WHAT HAPPENS WHEN YOU CONTACT A SERVICE PROVIDER?

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

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

SERVICES AVAILABLE FOR INDIVIDUALS WHO HAVE A DUAL DIAGNOSIS

ORGANIZATION	SERVICES	CONTACT
CANADIAN MENTAL HEALTH ASSOCIATION LAMBTON - KENT  <small>CANADIAN MENTAL HEALTH ASSOCIATION</small>	<p>We provide a range of clinical services to adults aged 16 and up throughout Lambton County and the Municipality of Chatham - Kent. Services are tailored to meet the needs of the individual to provide relevant education, aid in skill development and promote independence.</p> <p>24 hour crisis services are provided.</p> <p>Dual Diagnosis Specialist Works with individuals, their families and other service providers to develop crisis prevention plans, facilitate community integration and coordinate developmental and mental health services.</p> <p>How to access services: Contact the office by phone to request services</p> <p>In case of EMERGENCY the person should go to the closest hospital!!</p>	<p>240 Grand Avenue West Suite 104 Chatham, ON N7L 1C1</p> <p>519-436-6100 ext. 2295</p> <p>www.cmhalambtonkent.ca</p>

OTHER ORGANIZATIONS THAT MIGHT BE ABLE TO HELP

SALVATION ARMY

HOUSING: Please call 519-354-1430

FOOD ASSISTANCE:

- ⇒ In Chatham: 19 Raleigh Street 519-354-1430
- ⇒ In Wallaceburg: 600 Lowe St. 519-627-8257
- ⇒ In Ridgetown: 18 Main St. 519-674-3765
- ⇒ In Blenheim: Blenheim Baptist Church (basement)
42 Talbot St. 519-674-3765

BUDGET MANAGEMENT/TRUSTEE PROGRAM

- ⇒ Helps people manage their money.
 - ⇒ This service is available to anyone throughout Chatham-Kent
- Contact: Chatham office 519-354-1430

YOUTH SUPPORT PROGRAM

- ⇒ Supports youth ages 16-25 years in a number of areas (budget management, housing, school etc.)

Food Skills: classes are available at the Chatham location.

Check Salvation Army's website for up to date information on all their programs:



www.cksalvationarmy.org



Giving Hope Today

OTHER ORGANIZATIONS THAT MIGHT BE ABLE TO HELP



ORGANIZATION	SERVICES	CONTACT
ST. FRANCIS ADVOCATES 	<p>St. Francis Advocates is a non-profit agency that supports people with Autism and other Developmental Disabilities throughout Lambton, Chatham/Kent, and Essex counties. We are dedicated to making a positive difference in the lives of the people we support. We are committed to empowering people by promoting independence, providing opportunities, encouraging growth through experience, developing partnerships and collaborating with communities, within a caring environment.</p>	<p>7346 Arkona Rd. Arkona ON N0M 1B0</p> <p>519-828-3923</p> <p>www.mysfa.ca</p>
GOODWILL INDUSTRIES Essex Kent Lambton 	<ul style="list-style-type: none"> • Our commitment lies in helping people become more self-sufficient through employment and training programs. • Goodwill's Community Participation and Support Program is designed to provide opportunities to practice work related skills to succeed at work or as a volunteer, along with life skills training to increase independence. • Goodwill can also help those in the community who are in crisis by assisting them with clothing or household items. • How to apply: Call the Sarnia toll free number. 	<p>300 Lacroix St. Unit 7 Chatham ON N7M 6M6</p> <p>519-354-4400</p> <p>www.goodwillekl.com</p> <p>Sarnia Toll free #: 1-888-699-1775</p>

ORGANIZATION	SERVICES	CONTACT
CHATHAM KENT MENTAL HEALTH & ADDICTIONS PROGRAM  	<p>The Dual Diagnosis program offers support to those who have an intellectual disability over the age of 16 years and have a confirmed or suspected mental health issue or those with behavioural difficulties.</p> <ul style="list-style-type: none"> • Integrated services provided by Dual Diagnosis Specialist and Occupational Therapist • The program offers mental health assessments, dementia assessments, behavioural interventions, crisis plans, medication monitoring, referrals as needed, support, education and sensory experiences. • The program can also communicate with the family doctor <p><u>Referrals</u> for the Dual Diagnosis Program should be made at 519-351-6144 ext. 5051</p>	<p>Call 519-436-6100 ext. 2901</p> <p>240 Grand Ave West Suite 104 Chatham, ON N7L 1C1</p> <p>www.ckha.on.ca</p>






WHAT IF THE PERSON IS HAVING A MENTAL HEALTH CRISIS?

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

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

OTHER ORGANIZATIONS THAT MIGHT BE ABLE TO HELP

ORGANIZATION	SERVICES	CONTACT
COMMUNITY LIVING CHATHAM-KENT 	<ul style="list-style-type: none"> • Offers a wide range of non-crisis services in Chatham-Kent, for people who have a diagnosed intellectual disability and who may also have mental health difficulties • Supports include day programs, supported employment, in-home supports, supportive housing, teaching daily living skills, Respite services and referrals to community resources. 	<p>650 Riverview Drive P.O. Box 967 Chatham, ON N7M 5L3 519-352-1174</p> <p>www.clc-k.ca</p>
COMMUNITY LIVING WALLACEBURG 	<ul style="list-style-type: none"> • Offers a wide range of non-crisis services in the Wallaceburg and surrounding areas, for people who have a diagnosed intellectual disability and who may also have other related difficulties • Supports include supported employment, in-home supports, supportive housing, teaching daily living skills, referrals to community resources 	<p>1100 Dufferin Avenue Wallaceburg, ON N8A 2W1</p> <p>519-627-0777</p> <p>www.getintocommunityliving.com</p>
CHRISTIAN HORIZONS 	<ul style="list-style-type: none"> • Christian Horizons is a non-profit, faith-based organization serving people with developmental disabilities across Ontario. Locally we offer various residential supports and services to meet a wide variety of needs, including assistance with mental health and medical needs. We strive to support people to have meaningful lives. 	<p>317 Consortium Court London, ON N6E 2S8</p> <p>519-686-4800 Ext. 2224</p> <p>www.christian-horizons.org</p>

OTHER ORGANIZATIONS THAT MIGHT BE ABLE TO HELP



REGIONAL SUPPORT ASSOCIATES (RSA)

330 Richmond Street Suite 102
Chatham, ON N7M 1P7
1-800-640-4108 ext. 7212
www.regionalsupport.on.ca

Regional Support Associates is a group of highly trained & qualified professionals with a broad range of expertise. With our knowledge and skills we can help with the following clinical services for adults with intellectual disabilities:

Behavioural Intervention: using a biopsychosocial model of assessment, clinicians assist in determining possible causes of challenging behaviour. Once we learn more about the person and their behaviour, we can create a plan for the person and those who support them to help the person live a happier and more satisfied life.

Assessments: psychiatric, psychological, behavioural, cognitive, speech and language and swallowing assessments.

Dual Diagnosis Justice: case management services to assist individuals who have a dual diagnosis and are involved with the judicial system.

ENHANCED SPECIALIZED SERVICES (ESS)

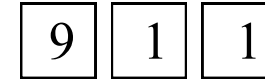
Enhanced Specialized Services (ESS) are available when someone is experiencing difficulties that put themselves or others at risk, but where the situation is stable enough that appropriate services can help prevent a crisis. **ESS is not a crisis service.** The service offers short-term intensive critical support, assessment, and treatment when resources and/or space are available. Services are available in your home or for a short time, in a secure safe space outside your home. The single point of access to Developmental Services, including ESS, is through the DSO.

ENHANCED COMMUNITY RESPONSE (ECR)

Enhanced Community Response (ECR) is a collaboration among the Ministry of Community and Social Services, service providers and broader community service systems to address short term, urgent/complex support needs of individual's most in need who have exhausted the continuum of supports available in their community. Brief/time-limited support coordination, case management and/or funding may be provided to assist an individual and/or family through an urgent situation allowing time for service providers to develop an individualized, long-term support plan.

The single point of access to Developmental Services, including the Enhanced Community Response, is through the DSO.

WHEN TO CALL 911?



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

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

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

OR



go to the nearest
HOSPITAL EMERGENCY DEPARTMENT

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

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



OTHER ORGANIZATIONS THAT MIGHT BE ABLE TO HELP

ORGANIZATION	SERVICES	CONTACT
MENTAL HEALTH NETWORK OF CHATHAM KENT (MHN) 	<p>Offering hope through education, support, social rehabilitation, networking and advocacy to all people whose lives are affected by mental illness.</p> <ul style="list-style-type: none"> • Offers a variety of social recreational programs, support groups and social/peer support opportunities • Will advocate on your behalf to receive services <p>Self referral - call or stop in!</p>	<p>71 Raleigh St. Chatham, ON N7M 2M9</p> <p>519-351-3100</p> <p>www.ckcfn.com</p>
FAMILY SERVICE KENT (FSK) 	<p>Advocacy and Support for adults with an intellectual disability and or dual diagnosis.</p> <ul style="list-style-type: none"> • Crisis Intervention • Trusteeship • Supportive Counselling • Advocacy regarding criminal and family court related matters 	<p>50 Adelaide St. S. Chatham, ON N7M 6K7</p> <p>519-354-6221</p> <p>www.familyservicekent.com</p>
ERIE ST. CLAIR COMMUNITY ACCESS CENTRE 	<ul style="list-style-type: none"> • Provides information, assessments, and referrals to meet medical needs <p>How to apply for service - call for an assessment.</p> <p>Some services may require a Doctor's referral.</p>	<p>1-888-447-4468</p> <p>519-436-2222</p> <p>Ask for intake</p> <p>www.esc.ccac.on.ca</p>

DEVELOPMENTAL SERVICES ONTARIO (DSO)

Developmental Services Ontario helps adults with developmental disabilities apply for services and supports in their communities. There are nine agencies across Ontario to serve you. The organizations are funded by the Ontario Ministry of Community and Social Services.

Wherever you live in Ontario, they can help you or someone you care for connect with available:

- residential supports
- caregiver respite
- community participation supports (like recreation, volunteering, employment, or in-home supports)
- professional and specialized services
- person-directed planning
- and other supports to help people with developmental disabilities become more involved in their communities

Adults who access services through DSO **must** have a developmental disability as defined within the *Services and Supports to Promote Social Inclusion of Persons with Developmental Disabilities Act (2008)*.

To confirm if a person has a developmental disability, DSO will need to review a copy of a psychological assessment. When you call the DSO agency, they can provide you with information and answer any questions you might have about the eligibility process.

1-855-437-6797

This toll free number will link you to the DSO office in London


Developmental Services Ontario
 Your access point for adult developmental services