

*People Families Community Supports*



*Working Together*

# **Durham Region Dual Diagnosis Resource Guide for People with a Dual Diagnosis**

**2008 Edition**

# How to use this Manual

This Resource Manual for Durham Region Families has been prepared by the Durham Region Dual Diagnosis Committee.

This is a Resource Manual for: consumers, family, friends, advocates and service providers within the Durham Region. The intent of this book is to provide information about services and supports for people living with a dual diagnosis. These include services in both the developmental and mental health sector.

Just a few words about the language and terms used in the handbook:

We use the term dual diagnosis to refer to individuals with an intellectual disability, as well as, a mental health diagnosis and or behavioural challenges (see Appendix I Dual Diagnosis an Overview page 141 and Appendix II Common Indicators: Intellectual Disability and Mental Health Difficulties on page 142).

We use the term intellectual disability to refer to a particular state of functioning that begins in childhood and is characterized by limitation in both intellectual abilities and adaptive skills.

We use the term adaptive skills to refer to challenges in two or more of the following: communication, home living, community participation, health and safety, leisure, self-care, social skills, self (direction), functional academics and/or work.

The sector that primarily provides service and support for persons with intellectual disabilities is called the developmental sector.

The sector that provides service and support for persons with mental health needs is called the mental health sector.

Individuals who are receiving services in either sector are referred to as the consumer.

We hope you find the manual useful. We welcome your comments, feedback and suggestions. This edition of the Durham Region Dual Diagnosis Resource Guide for people with a Dual Diagnosis and further editions can be found on the National Association for the Dually Diagnosed (NADD) website <http://www.thenadd.org>.

To reach the Durham Region Dual Diagnosis Committee for more information, please contact:

Whitby Mental Health Centre  
Dual Diagnosis Outreach Program  
Phone: 905-668-5881 ext. 6755

## Acknowledgments

Our thanks to Jim and Elgi Johnston, as well as the Concerned Parents of Toronto for giving permission to the Durham Dual Diagnosis Committee to adapt their information booklet: “A Resource Handbook for Supports and Services for Persons with a Dual Diagnosis” in Toronto, 2002 edition.

In turn we pass on their acknowledgements that some of their material was obtained and /or adapted from the following source:

- Community Resource Consultants of Toronto, Making Choices: A Consumer/Survivor’s Guide to Adult Mental Health Services and Supports in Toronto, 1999-2000.
- MATCH Project: Creating a Continuum of Supports and Services, a Resource Document, 1996.
- Lynn Eakin and Associates, Toronto: The Twelve Commandments for Successful Lobbying

Our thanks as well to York Support Services Network for giving us permission to adapt their York Region Supports and Services Resource Handbook, 2005 edition.

We sincerely appreciate and acknowledge that some material contained in this handbook was obtained and/or adapted from:

- Information Durham Blue Book 2005, published by the United Way of Oshawa, Whitby, Clarington, Brock and Scugog.
- Northbrook Service Directory (2005)
- APSW Resource Guide, Family Services Durham (2006)

Our thanks as well to Ashley Priestman; York University BSW Student and Nicole Morgan, Carleton University BSW Student, (CMHA Durham Branch), for their assistance in the preparation and production of this manual. Also, thanks to Pam Chapman, Canadian Mental Health Association (Durham Branch) for hosting the formulation of this guidebook.

The Durham Region Dual Diagnosis Resource Guide, 2008 edition was prepared under the direction of the Durham Dual Diagnosis Committee.

## Table of Contents

How to use the Manual	2
Acknowledgements	3
<b>Section 1:</b>	
<b>INTRODUCTION</b>	5
About Durham Region Dual Diagnosis Committee	6
<b>Section 2:</b>	
<b>WHERE DO I GET SUPPORTS AND SERVICES</b>	10
Supports and Services Introduction	11
The Supports and Services Guide	12
Advocacy Supports and Services	20
Individual Advocacy	21
Systemic Advocacy	22
Community Supports and Services	27
Child and Youth Supports	27
Developmental Supports	30
Family Supports	34
In Home and Community Health Supports	38
Mental Health Supports	40
Self Help Supports	47
Crisis Supports and Services	53
Crisis Phone Line Listing	54
Hospital Listings	55
Education Supports and Services	61
Employment Services	67
Fee for Service Agencies	77
Financial Supports and Services	82
Housing Resources, Supports and Services	91
Justice Supports and Services	104
Physical Health Supports and Services	109
Recreational/Social Supports and Services	119
Transportation Supports and Services	125
Treatment Supports and Services	133

### **Section 3:**

#### **APPENDIX**

		.....	141
I	Dual Diagnosis-An Overview	.....	142
II	Common Indicators: Intellectual Disability and Mental Health Difficulties	.....	144
III	Frequently Asked Questions	.....	146
IV	Tips for Lobbying	.....	150
V	Care for the Caregiver	.....	154
VI	Tips and Tools	.....	156
VII	Henson Trust: SISKINDS	.....	158
VIII	Process/Access to Central East Network of Specialized Care	.....	169
IX	Decision Tree for Mentally Disordered Offenders Before the Court	.....	175
X	My Support Network/Frequently Called Numbers	.....	176

S e c t i o n 1:

# Introduction

## About Durham Region Dual Diagnosis Committee

The Durham Region Dual Diagnosis Committee emerged from a process that began well before 1990. Agencies in Durham Region came together to improve access to treatment and services for people with a dual diagnosis.

### ***VISION STATEMENT:***

Persons with a Dual Diagnosis and their families will have access to a continuum of services and supports within the Durham Region.

### ***PURPOSE AND OBJECTIVES:***

1. To provide a forum for information sharing on new initiatives and services.
2. To advocate for enhancement of existing services and establishment of additional services required.
3. To facilitate formal and informal linkages and partnerships with all community supports (agencies and hospitals).
4. To identify training needs required by staff and family members and make recommendations to appropriate committees.
5. To promote and advocate for rights and quality services for people with a Dual Diagnosis and their families.
6. To identify legislative and policy barriers which inhibit development of services to the dually diagnosed.
7. To identify service gaps and resource deficiencies.

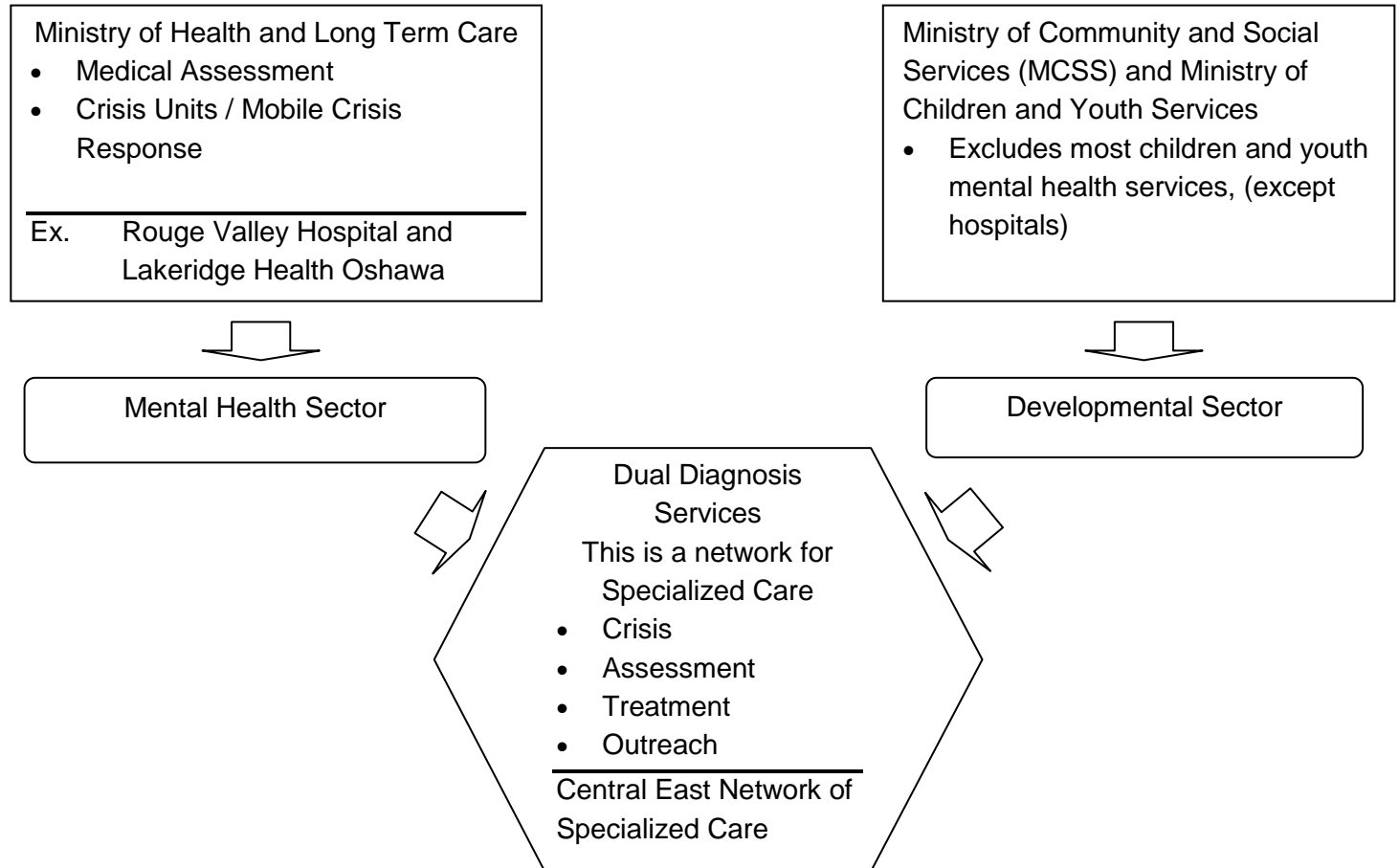
# Durham Region Dual Diagnosis Committee

## MEMBERSHIP:

- Adult Community Support Service  
(Nee: Adult Protective Services - Family Services Durham)
- Canadian Mental Health Association – Durham
- Christian Horizons Group Homes
- Community Living Ajax/Pickering/Whitby
- Community Living Durham North
- Community Living Oshawa/Clarington
- COPE Mental Health Services
- Durham Association for Family Respite
- Durham District School Board
- Durham Catholic District School Board
- Durham Mental Health Services
- Durham Regional Police Services
- Family Representatives
- Kerry's Place Autism Services
- Lakeridge Community Supports Services
- Lake Ridge Health Oshawa
- Ministry of Community and Social Services, ex-officio
- Ministry of Health and Long Term Care, ex-officio
- Participation House Project (Durham)
- Patient Advocate, WMHC, ex-officio
- Whitby Mental Health Centre

CHAIR:	To rotate each meeting
RECORDING SECRETARY:	To rotate each meeting
MEETINGS:	A minimum of four times per year
DECISIONS:	By simple majority
REVIEW OF TERMS OF REFERENCE:	Annually (May 2009 next review date)
DISTRIBUTION OF MINUTES:	Recording secretary

# The Two Ministries Responsible for Funding and Policies Related to Dual Diagnosis



## Dual Diagnosis Services

Two separate sectors provide money and policy direction for services to persons with a dual diagnosis.

1. The Health care sector (including mental health) funded by the Ontario Ministry of Health and Long-term Care.
2. The Developmental Service sector funded by the Ontario Ministry of Community and Social Services and the Ministry of Children and Youth Services.

People seeking services can get connected to one sector or the other depending on the primary diagnosis of the person. If the primary diagnosis is developmental with the secondary diagnosis being mental health then you would first seek services and supports from the Developmental Services sector and then the Mental Health sector, and vice versa.

The two ministries have developed a linkage to provide seamless services for people with dual diagnosis through the Central East Network for Specialized Care.

Families must connect with an agency from either sector, as this agency will initiate the process on behalf of the family/person.

S e c t i o n 2:

# **Where do I get Supports and Services?**

# Supports and Services Introduction

There are different kinds of supports and services in both the mental health and developmental service areas. These areas include:

- ❖ Advocacy Supports and Services
- ❖ Community Supports and Services
  - Child and Youth Supports
  - Developmental Supports
  - Family Supports
  - In Home and Community Health Supports
  - Mental Health Supports
  - Self Help Supports
- ❖ Crisis Supports and Services
  - Crisis Phone Line Listing
  - Hospital Listings
- ❖ Education Supports and Services
- ❖ Employment Services
- ❖ Fee for Service
- ❖ Housing Resources, Supports and Services
- ❖ Justice Supports and Services
- ❖ Financial Supports and Services
- ❖ Physical Health Supports and Services
- ❖ Recreational/Social Supports and Services
- ❖ Transportation Supports and Services
- ❖ Treatment Supports and Services

Please refer to the supports and services guide on the following pages for an overview. The main goal is to develop a diverse support network of professionals, family and friends who will work together with the individual living with the dual diagnosis.

# THE SUPPORTS AND SERVICES GUIDE

## ADVOCACY SUPPORTS and SERVICES

Individual Advocacy	21
Systemic Advocacy	22
Advocacy Resource Centre for the Handicapped (ARCH)	24
Information and Privacy Commissioner (Ontario)	24
Members of Parliament	24
Whitby Mental Health Centre Patient Advocates	24

## COMMUNITY SUPPORT and SERVICES

### CHILD and YOUTH SUPPORTS

Coordination Services for Children and Youth Durham	27
Durham Regional Municipality of Health Department Infant Development Services	27
Grandview Children's Centre	28
Precious Minds	29
Resources for Exceptional Children and Youth	29

### DEVELOPMENTAL SUPPORTS

Adult Community Support Service (Nee: Adult Protective Services)	30
– Family Services Durham Region	
Autism Ontario – Durham Region Chapter	31
Christian Horizons Group Homes	31
Community Living Associations	32
Kerry's Place Autism Services	33
Participation House Project (Durham Region)	33

### FAMILY SUPPORTS

Community Helpers for Active Participation (CHAP)	34
Durham Association for Family Respite Services	34
Durham Down Syndrome Association	35
Durham Family Network	35
Durham Family Registry	35
Family Connections - DMHS	45
Family Services Durham	36
Fetal Alcohol Spectrum Disorder – Durham (FASD)	36
The Ontario Brain Injury Association	37
Wraparound Durham	37

## COMMUNITY SUPPORT and SERVICES continued

### IN HOME AND COMMUNITY HEALTH SUPPORTS

Assistive Device Program	38
Central East -Community Care Access Centre	38
Community Care Durham	39

### MENTAL HEALTH SUPPORTS

Canadian Mental Health Association – Durham Branch	40
Community Care (COPE)	42
Distress Centre Durham	43
Durham Mental Health Services (DMHS)	43
Mental Health Service Information Ontario	45
Schizophrenia Society of Ontario – Peterborough/Durham Region	46

### SELF HELP SUPPORTS

ADHD Support Group	47
Anxiety Support Group (Cope Mental Health)	47
Association of Parent Support Groups in Ontario (APSGO)	48
Caregivers Support Group (Cope Mental Health)	48
Catholic Family Services of Durham	49
Fetal Alcohol Syndrome Network & Parents Support Group	49
Invisible Disability Support Group (ADD/ADHD)	50
Learning Disabilities Association of Ontario	50

## CRISIS SUPPORTS and SERVICES

### CRISIS PHONE LISTINGS

911	54
Durham Mental Health Service	54

### HOSPITAL LISTINGS

Lakeridge Health Bowmanville	55
Lakeridge Health Oshawa	55
Lakeridge Health Port Perry	56
Ross Memorial Hospital Lindsay	56
Rouge Valley Centenary Toronto	57
Rouge Valley Health Ajax and Pickering	57
Uxbridge Cottage Hospital	58

## **EDUCATION SUPPORTS and SERVICES**

Durham Catholic District School Board	63
Durham District School Board	62
Literacy Network of Durham (LiNDR)	64
Kawartha Pine Ridge District School Board	62
Peterborough Victoria Northumberland and Clarington Catholic District School Board	63
National Association for the Dually Diagnosed (NADD)	64

## **EMPLOYMENT SERVICES**

Acclaim Ability Management Inc.	67
Avocation	67
Career Dynamics	68
Challenging Directions Enterprises	68
Disability Vocational Rehabilitation Program	69
Durham Regional Employment Network (DREN)	69
Durham Region Unemployment Help Centre	70
John Howard Society	71
Meta Vocational Services	72
Northern Lights	72
Ontario Disability Support Program (ODSP) Employment Supports Program	73
Watton Employment Services	73
Windreach Farm	74
YMCA Durham Employment Services	74

## **FEE FOR SERVICE AGENCIES**

Alder Employment Agency Inc	77
Bartimaeus Inc	77
Dorvict Resource & Consulting Centre	78
Jodal Health Care Inc	78
Sunrise Youth Group (Activity Centre for Adults with Special Needs)	79
Tania's Place (Activity Centre for Adults with Special Needs)	79
Wholistic Child & Family Services	78

## **FINANCIAL SUPPORTS and SERVICES**

Canada Child Tax Benefits	82
Child Disability Tax Credit	82
Human Resources and Social Development Canada Income Security Programs (CPP/OAS/GAINS)	83
Ministry of Community and Social Services: Special Services at Home Program	83
Ontario Ministry of Children and Youth Services	84
Ontario Ministry of Community and Social Services	84
Ontario Ministry of Community and Social Services Ontario Works Durham	85
Ontario Ministry of Health and Long Term Care	86
Ontario Rent Bank Network	86
Ontario Works: Trusteeship and Pay Direct Directive	87
Passport Funding for Community Participation Support	88

## **HOUSING RESOURCES, SUPPORTS and SERVICES**

Canadian Mental Health Association – Durham Branch	96
Community Care Northumberland	96
Cornerstone Community Association	97
Durham Access to Social Housing	97
Durham Hospice	97
Durham Region Housing Services	98
Durham Region Non-profit Housing	98
Housing Help Durham	99
Gate 3:16	99
John Howard Society	99
Muslim Welfare Centre	101
YWCA Durham	101

## **JUSTICE SUPPORTS and SERVICES**

Citizenship and Immigration Canada	106
Community Justice Alternatives of Durham Region	106
Court Support Program	106
Crown Attorney's Office	106
Dial-A-Law	106
Durham Community Legal Clinic	106
Durham Family Court Clinic and Family Law Information Centre	106
Durham Legal Aid Office	106
Immigration Settlement Services	106
John Howard Society	106
Lawyer Referral Services	106
Probation and Parole Offices	106
Victim Services Unit – Durham Regional Police	106
Victim / Witness Assistance Program	106

## **PHYSICAL HEALTH SUPPORTS and SERVICES**

The Bob Rumball Centre for the Deaf	109
The Canadian Diabetes Association	109
Canadian National Institute for the Blind	110
Canadian Red Cross Homemaker Service	111
DHS Health Care Services	111
Durham Medical	112
Epilepsy Durham Region	112
Family Wellness Clinic	112
Happy Feet Footcare Centre	113
The Motion Group	113
Ortho Tec Limited	113
Park Road Foot Clinic	114
Saint Elizabeth Health Care	114
Therapy Supply and Equipment Program	114
V.O.N Durham Region	115
Whitby Family Foot Care Clinic	116

## **RECREATIONAL / SOCIAL SUPPORTS and SERVICES**

Ajax Recreation Services	119
Ajax Rising Stars Special Needs Skating	119
Challenge League Sports	119
City of Oshawa Parks and Recreation	119
Durham Dragon Special Hockey	120
Durham Hotwheels Sport Club	120
R.A.M.P - Recreation Access Membership Program	
* Oshawa residents only	121
Special Olympics – Durham West Special Sports	121
Special Olympics Ontario	122
Township of Uxbridge Community Guide	122

## **TRANSPORTATION SUPPORTS and SERVICES**

Blue Line Taxi	125
Durham Region Transit	125
Durham Region Transit – Specialized Services	130

## **TREATMENT SUPPORTS and SERVICES**

Central East Network of Specialized Care	133
Chimo Youth and Family Services Inc	134
Durham Behavioural Management Services	134
Enterphase Child and Family Services	135
Frontenac Youth Services	135
Kinark Child & Family Services	136
Lakeridge Health Children's Mental Health	136
Lake Ridge Community Support Services	137
Lakeridge Health Oshawa	138
Port Perry Counselling Services – Partners In Parenting	138
Rouge Valley Health Ajax/Pickering	139
Shoniker Clinic	139
Whitby Mental Health Centre	140

# **ADVOCACY SUPPORTS AND SERVICES**

- ❖ Individual Advocacy
- ❖ Systemic Advocacy

## **ADVOCACY SUPPORTS and SERVICES**

Advocacy Resource Centre for the Handicapped (ARCH)	24
Information and Privacy Commissioner (Ontario)	24
Members of Parliament	24
Whitby Mental Health Centre Patient Advocates	24

# Advocacy Supports and Services

Advocacy is a healthy response to feelings of helplessness. You can help your loved one access services, help improve services and access for others and help yourself feel better. Many family members say that advocating helped them be more confident and find meaning in life.

It can be helpful to visit the websites of professional associations, asks professionals how you can be included and obtain an understanding about rules of confidentiality.

Advocacy is an important tool when a person's rights are being infringed upon or if he or she are being denied access to services or supports that he or she should be entitled to. It is important not to let your emotions from past experiences get in the way. Stay calm, cool and constructive. When families seek help in times of crisis, professionals may appear insensitive or slow to respond.

Always:

- Keep your emotions in check
- Show professionals that you think rationally, so they will take you seriously
- Avoid blaming or criticizing
- Stick with what you want, rather than what you do not want
- Learn to express your position in positive ways

There are two types of advocacy, individual and systematic advocacy.

## **Individual Advocacy**

### ***How to Advocate Within the “System”***

There are two separate sectors that provide funding and policy direction for services to people with a dual diagnosis:

- the health sector funded by **The Ontario Ministry of Health and Long Term Care**
- the developmental sector funded by **The Ontario Ministry of Community and Social Services and Ministry of Children and Youth Services** that provide funding and policy direction for services for people with a dual diagnosis

It may become complicated to know how to get services and where to begin. Often people with a dual diagnosis may require services from both sectors. Each sector has special knowledge that it can offer. For example, the developmental sector may be able to assist with housing and issues related to developmental disabilities, while the health sector may assist in areas of mental illness and medication.

#### **If you are advocating on behalf of an individual:**

- Never proceed without obtaining full written permission from the individual or his or her designate.
- Always inform the individual of his or her options at each stage, including the pros and cons of taking the action in question
- Attempt to anticipate and warn the individual about the likely response to the action at each stage

If the individual has suffered a criminal act...CALL THE POLICE

If the individual is being discriminated against...CALL THE HUMAN RIGHTS COMMISSION at 1-800-387-9080 or (TTY) 1-800-308-5561.

## **Systemic Advocacy**

Being able to network, advocate and organize locally, nationally and internationally on issues relevant to people living with a dual diagnosis is important to improving the life quality and services available to this community.

Legislation relevant to the dual diagnosis community for systematic advocacy in Canada includes:

- (i) **Mental Health Act**
- (ii) **Alternate Decision-Making,**
- (iii) **Consent to Treatment and Community Treatment Orders**
- (iv) **Ontario Human Rights Commission**
- (v) **The Residential Tenancies Act (formerly the Tenants Protection Act)**

For a good overview of the mental health process in Ontario including a description of the relevant laws and required forms regarding admission for psychiatric care in a hospital, contact Publications Ontario at 416-326-5300 or visit the Ontario Government website <http://www.gov.on.ca>

### **ARCH: Advocacy Resource Centre for the Handicapped**

- Legal Resource Centre for Persons with Disabilities. Call 416-482-8255.

There are four relevant laws in Ontario:

### **The Mental Health Act**

This Act governs the rules and regulations related to providing and receiving mental health care services in Ontario. It describes what is required in order to admit someone to a psychiatric hospital or a psychiatric ward of a general hospital. For example, before anyone can be admitted for a 72 hour period to a psychiatric facility, a physician or Justice of Peace is required to assess this individual to determine if he or she meets the criteria for admission. This includes behaviour that is seen as violent towards others, or threatening, attempting, or causing harm to themselves, or if the person is unable to take proper care of themselves. This act also covers confidentiality of psychiatric records and the roles of the Boards of Review, providers of mental health services and others such as police, justices of the peace.

### **The Substitute Decisions Act**

This Act describes the process by which individuals may make decisions over property or personal care on behalf of another adult who is deemed incapable of making such decisions. This can include Powers of Attorney and court appointed guardians.

### **Health Care Consent Act**

This Act describes the process by which an adult is deemed to be capable of consenting to his or her own treatments of a therapeutic, preventive, palliative, diagnostic, cosmetic or other health related nature. It also explains how a person may be deemed incapable of consent and the process for ensuring that appropriate alternate decision makers are appointed who will attempt to determine as best as they can what the wishes of the vulnerable person might be and act accordingly.

## **Community Treatment Orders**

Community Treatment Orders (CTOs) are focused on individuals with a serious mental illness who have difficulty maintaining stability in the community.

The individual must have two admissions, or an admission of over 30 days, in the past three years. Treatment orders last six months and are ordered by a psychiatrist. It is a voluntary process and the client helps develop the treatment plan. The focus of all treatment orders is to maintain the client's wellness in the community and, hopefully, to prevent re-hospitalization. It has been well received throughout Ontario in its third year of inception.

## **Personal Health Information**

Personal Health Information Protection Act (PHIPA) became law on November 1, 2004. PHIPA provides a common set of rules for collecting, using, disclosing, retaining and disposing of personal health information in the Ontario health care system. The act ensures protection of privacy, while facilitating effective health care and supporting well-being.

Personal health information is identifying information about an individual in oral, written or electronic form. It is broadly defined and includes information related to the physical, mental and social domains of an individual. Given that personal health information is often required in order to provide service, many social service agencies have modified their privacy policies to comply with the requirements of the Act.

PHIPA compliant agencies have responsibilities such as:

- Ensuring that personal health information is protected at all times
- Obtaining consent from the individual according to regulations in the Act

Consumers of service have rights under PHIPA such as:

- The right to understand the purpose for collection of information
- The right to withdraw consent
- The right to complain about a breach in privacy

For additional information contact the Information and Privacy Commissioner (Ontario)

The following agencies/organizations can assist a person with dual diagnosis, or someone acting on his or her behalf, in terms of both individual and systematic advocacy.

AGENCY	CONTACT NUMBERS	WEBSITE
Advocacy Resource Centre for the Handicapped (ARCH)	416-482-8255	<a href="http://www.archdisabilitylaw.ca">www.archdisabilitylaw.ca</a>
Canadian Mental Health Association – Durham Branch	905-436-8760	<a href="http://www.cmhadurham.org">www.cmhadurham.org</a>
Community Living Ontario	416-447-4348 1-800-278-8025	<a href="http://www.communitylivingontario.ca">www.communitylivingontario.ca</a>
Durham Mental Health Services	905-666-0831	<a href="http://www.dmhs.ca">www.dmhs.ca</a>
Information and Privacy Commissioner (Ontario)	1-800-387-0073	<a href="http://www.ipc.on.ca">www.ipc.on.ca</a>
Members of Parliament	1-800-622-6232 1-800-926-9105 (TTY)	<a href="http://www.canada.gc.ca">www.canada.gc.ca</a>
National Association for Dual Diagnosis	1-800-331-5362	<a href="http://www.thenadd.org">www.thenadd.org</a>
Whitby Mental Health Centre	905-668-5881	<a href="http://www.whitbymentalhealthcentre.ca/ppao.htm">http://www.whitbymentalhealthcentre.ca/ppao.htm</a>
Patient Advocates	1-800-341-6323	

### Politicians

Since the responsibility for such services is provincial, all concerns or requests for political assistance should be directed towards your local Member of Provincial Parliament (MPP). There are three primary ways of finding out whom your MPP is:

1. you may consult the Blue Pages in your phone book under the listing of Ontario Government
2. you may visit <http://www.canada.gc.ca>
3. you may call 1-800-622-6232 or TTY 1-800-926-9105

# COMMUNITY SUPPORTS AND SERVICES

- ❖ Child and Youth Supports
- ❖ Developmental Supports
- ❖ Family Supports
- ❖ In Home & Community Supports
- ❖ Mental Health Supports
- ❖ Self Help Supports

## **COMMUNITY SUPPORT and SERVICES**

### **CHILD and YOUTH SUPPORTS**

Coordination Services for Children and Youth Durham	27
Durham Regional Municipality of Health Department Infant Development Services	27
Grandview Children's Centre	28
Precious Minds	29
Resources for Exceptional Children and Youth	29

### **DEVELOPMENTAL SUPPORTS**

Adult Community Support Service (Nee: Adult Protective Services)	30
Autism Ontario – Durham Region Chapter	31
Christian Horizons Group Homes	31
Community Living Associations	32
Kerry's Place Autism Services	33
Participation House Project (Durham Region)	33

### **FAMILY SUPPORTS**

Community Helpers for Active Participation (CHAP)	34
Durham Association for Family Respite Services	34
Durham Down Syndrome Association	35
Durham Family Network	35
Durham Family Registry	35
Family Connections - DMHS	45
Family Services Durham	36
Fetal Alcohol Spectrum Disorder – Durham (FASD)	36
The Ontario Brain Injury Association	37
Wraparound Durham	37

### **IN HOME AND COMMUNITY HEALTH SUPPORTS**

Assistive Device Program	38
Central East -Community Care Access Centre	38
Community Care Durham	39

### **MENTAL HEALTH SUPPORTS**

Canadian Mental Health Association – Durham Branch	40
Community Care (COPE)	40
Distress Centre Durham	42
Durham Mental Health Services (DMHS)	43
Mental Health Service Information Ontario	45
Schizophrenia Society of Ontario – Peterborough/Durham Region	46

### **SELF HELP SUPPORTS**

ADHD Support Group	47
Anxiety Support Group (Cope Mental Health)	47
Association of Parent Support Groups in Ontario (APSGO)	48
Caregivers Support Group (Cope Mental Health)	48
Catholic Family Services of Durham	49
Fetal Alcohol Syndrome Network & Parents Support Group	49
Invisible Disability Support Group (ADD/ADHD)	50
Learning Disabilities Association of Ontario	50

# Community Supports and Services

There are community supports/services that are providing services for the dual diagnosis community and more generalized supports/services. The following is divided up into five sections; family supports, mental health supports, developmental sector supports, in home and community health supports and child and youth supports.

## Child and Youth Supports

### COORDINATION SERVICES FOR CHILDREN AND YOUTH DURHAM REGION

**Description:** Assisting children and youth with high needs requiring services and/or supports that exceed present service delivery. Provides information, access to services, case conferencing, service plan resolution and follow up accept/process applications for Critical intervention Funding.

**Address:** 865 Westney Road. South, Ajax, ON, L1S 3M4

**Phone:** 905 427-7207

**Fax:** 905-427-3107

**Website:** <http://www.rfecydurham.com/cccsd.htm>

**Hours:** 9:00am-5:00pm Monday – Friday

**Service Area:** Durham Region

**Eligibility:** 0-18 years of age, Durham residents only

**Languages Spoken:** English

**Accessibility:** Fully accessible

### DURHAM REGIONAL MUNICIPALITY OF HEALTH DEPARTMENT INFANT DEVELOPMENT SERVICES

**Description:** Young children (birth to 5 years) who are at risk for or have developmental delay and/or have a physical challenge may benefit from this program. A consultant visits the family in their home and develops a program of activities to promote their child's development.

**Address:** Whitby Mall, 1615 Dundas St. E, Ste 210, Whitby, ON L1N 2L1

**Phone:** Call the Region of Durham and ask for the Infant Development Services at 905 668-7711 or toll free 1-800-841-2729

**Fax:** 905-666-6232

**Website:** <http://www.region.durham.on.ca>

**Hours:** M-F 8:30am-4:40pm

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## GRANDVIEW CHILDREN'S CENTRE

**Description:** Grandview Children's Centre offers a range of outpatient services in Durham Region to children and young adults with physical and communication disabilities. These include physiotherapy, occupational therapy, speech-language pathology, audiology, family support services, medical services, and specialty services including Orthopaedics, Orthotics, and Muscle Tone Clinics. Referrals may be initiated by parents or agency staff, but must be signed by a physician. Audiology referrals are accepted by telephone from any service provider, provided that they first confirm the referral with the child's physician. Our family-centred approach emphasizes collaboration with parents, community agencies, educators and physicians. All services are available to persons 0 - 21 years of age, with the exception of Speech and Language Pathology which is primarily for preschool aged children.

**Address:** 600 Townline Rd. S Oshawa, ON, L1H 7K6  
**Phone:** 905-728-1673 or toll free 1-800-304-6180  
**Fax:** 905-728-2961

**Address:** 570 Westney Road South, Ajax, ON, L1S 6V5  
**Phone:** 905-619-6551  
**Fax:** 905-619-6552  
**Hours:** 8:00am-4:30pm M-F

**Address:** 451 Paxton Street, Port Perry, ON, L9L 1L9  
**Phone:** 905-985-7321, extension 5568  
**Hours:** 8:00am-8:00pm M-F, some weekends  
**Website:** <http://www.grtc.ca>  
**Email:** [info@grtc.ca](mailto:info@grtc.ca)  
**Service Area:** Durham Region  
**Eligibility:** Any resident of Durham Region with a special need between the ages of birth to 21 years of age with a valid Health Card is eligible for participation in Grandview recreation programs.  
**Languages Spoken:** English  
**Accessibility:** Fully accessible

## PRECIOUS MINDS

**Description:** To provide support to families with children who have learning barriers including Autism, developmental disorders, cerebral palsy, Down's syndrome, cognitive delays and/or deficits, language delays and/or deficits, low muscle tone, sensory integration disorders, attention disorders, chromosomal, metabolic, and other disorders.

**Address:** P.O. Box 726, Uxbridge, ON, L9P 1N1  
**Phone:** 905-982-0882  
**Fax:** 905-982-0883  
**Website:** <http://www.preciousminds.com/>  
**Hours:** 9:00am-2:00pm M-F, with programs running on Saturdays  
**Service Area:** Durham Region  
**Email:** [admin@preciousminds.com](mailto:admin@preciousminds.com)  
**Languages Spoken:** English  
**Accessibility:** Fully accessible

## RESOURCES FOR EXCEPTIONAL CHILDREN AND YOUTH DURHAM REGION

**Description:** Resources for Exceptional Children and Youth - Durham Region provides a wide variety of programs for children/youth ages 0-18 years of age. Service is provided to the Regional Municipality of Durham which is bounded by Pickering in the west, Newtonville in the east, Brock Township in the north and Lake Ontario in the south. Programs offered Child Care Centre, Co-ordination Services for Children and Youth - Durham Region, Children's Mental Health Funding, Consultation, Community Residential Placement, Enhanced Staffing, Family Networking, Fetal Alcohol Spectrum Disorder Committee and a Resource Library.

**Address:** 865 Westney Rd, Ajax, ON, L1S 3M4  
**Phone:** 905- 427-8862 or toll free 1-800-968-0066  
**Fax:** 905-427-3107  
**Website:** <http://www.rfecydurham.com/highres.htm>  
**Hours:** 8:30am-5:00pm M-F  
**Service Area:** Durham Region  
**Referrals:** 905-427-8862 ext. 338  
**Email:** [info@rfecydurham.com](mailto:info@rfecydurham.com)  
**Languages Spoken:** English  
**Accessibility:** Fully accessible

## **Developmental Supports**

### **ADULT COMMUNITY SUPPORT SERVICE (NEE: ADULT PROTECTIVE SERVICES) - FAMILY SERVICES DURHAM REGION**

**Description:** Adult Community Support Service Durham is administered by the Family Services Division of the Regional Municipality of Durham Department of Social Services.

Adult Community Support Service was designed to provide direct services to individual adults with an intellectual disability and to advocate for the development of expanded community services for people with intellectual disabilities.

The primary goal of the program is to enable clients to live their lives to their fullest potential and as independently as possible, within their community. The client must be 18+ years of age; intellectually disabled and typically living independently in a community setting without significant means of social support.

The Adult Community Support Service worker (ACSS) can assist with:

- Advocacy
- Case Management
- Medical/Dental Coordination
- Vocational /Educational Coordination
- Money Management
- Legal/Court Matters
- Accommodation
- Assessment
- Counselling

Service is provided in a voluntary manner whereby the client directs and determines the level of support required.

For referral information please call the main office at (905) 668-7711 ext 2713.

**Address:** 605 Rossland Rd East, Whitby, ON, L1N 6A3

**Phone:** 905-668-7711 or toll free 1-800-372-1102

**Fax:** 905-666-6217

**Website:** <http://www.region.durham.on.ca/social.asp?nr=/departments/social/adltprotect.htm>

**Hours:** 8:30am-4:00pm Monday-Friday

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## AUTISM ONTARIO – DURHAM REGION CHAPTER

**Description:** A Non-profit organization dedicated to ensuring that every individual with Autism Spectrum Disorders (ASD) is provided the means to achieve quality of life as a respected member of society. Currently serving hundreds of families throughout Durham Region Autism Ontario - Durham Region is comprised of parents and others who volunteer their time, talents, and energy to help improve the lives of children, teens and adults with autism. The Realize Community Potential Program is also available to Durham Region Residents.

**Address:** 21980 Highway 12, Sunderland, ON, L0C 1H0

**Phone:** 1(866) 495-4680

**Fax:** 1(866) 495-4680 \*51

**Website:** <http://www.autismontario.com/Durham>

**Email:** [durham@autismontario.com](mailto:durham@autismontario.com) for general inquiries

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible-Entrance, Washrooms, Parking

## CHRISTIAN HORIZONS

**Description:** Operates 10 adult group homes in Durham Region providing residential support to individuals with developmental and/or physical challenges. Both Day Programs and Children's respite available.

**Address:** 59 Gibbons St, Oshawa, ON L1J 4Y1

**Phone:** 905- 728-1713

**Information Line:** 416-630-3646

**Website:** <http://www.christian-horizons.org/services-ontario.html>

**Hours:** 8:00am-4:00pm

**Email:** [info@christian-horizons.org](mailto:info@christian-horizons.org)

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## COMMUNITY LIVING ASSOCIATIONS

**Description:** Community Living Associations provide support to people with intellectual disabilities and their families. These agencies are licensed and funded by the Ministry of Community and Social Services (MCSS). Community Living Associations provide a wide range of services and supports to people, which can include residential living, day supports, employment supports, children and respite services. Community Living Associations work collaboratively with mental health professionals to ensure the needs of those with a dual diagnosis are met.

### COMMUNITY LIVING OSHAWA CLARINGTON

**Address:** 947 Adelaide Avenue East, Oshawa, ON, L1G 7L3  
**Phone:** 905-576-3261 general inquiries  
**Fax:** 905-576-4309  
**Address:** 39 Wellington Avenue East, Oshawa, ON, L1H 3Y1  
**Phone:** 905-576-3011  
**Fax:** 905-576-9756  
**Address:** 132 Church Street, Bowmanville, ON, L1C 1T5  
**Phone:** 905-623-6814  
**Fax:** 905-623-0221  
**Website:** <http://www.communitylivingoc.ca>  
**Email:** [info@communitylivingoc.ca](mailto:info@communitylivingoc.ca)  
**Hours:** 9:00am-4:00pm Monday-Friday  
**Service Area:** Durham Region  
**Languages Spoken:** English  
**Accessibility:** Fully Accessible-Entrance, Washrooms, Parking

### COMMUNITY LIVING DURHAM NORTH

**Address:** 60 Vanedward Drive, Unit 2, Port Perry, ON, L9L 1G3  
**Phone:** 905-985-8511  
**Fax:** 905-985-0799  
**Website:** [www.communitylivingdurhamnorth.ca](http://www.communitylivingdurhamnorth.ca)  
**Hours:** 8:00am-4:00pm Monday-Friday  
**Service Area:** Durham Region North  
**Languages Spoken:** English  
**Accessibility:** Fully Accessible-Entrance, Washrooms, Parking

### COMMUNITY LIVING AJAX, PICKERING AND WHITBY

**Address:** 36 Emperor Street, Ajax, ON, L1S 1M7  
**Phone:** 905-427-3300  
**Fax:** 905-427-3310  
**Website:** <http://www.cl-apw.org>  
**Hours:** 8:30am-4:30pm Monday-Friday  
**Service Area:** Durham Region  
**Languages Spoken:** English  
**Accessibility:** Fully Accessible-Entrance, Washrooms and Parking

## KERRY'S PLACE AUTISM SERVICES

**Description:** A Non-profit organization committed to enhancing the quality of life for people with an Autism Spectrum Disorder, Asperger's Syndrome or Pervasive Development Disorder (PDD) through individualized support, innovative services, and advocacy. Kerry's Place Autism Services provide a wide range of services and supports to people, which can include residential living, community outreach, employment, educational services and respite support.

**Address:** 1077 Boundary Rd, Suite 208 Oshawa, ON, L1J 8P8

**Phone:** 905-579-2720 ext 21 Intake/Administration

**Fax:** 905-720-0348

**Website:** <http://www.kerrysplace.org>

**Hours:** 9:00 am – 4:30 Monday, Wednesday and Friday

**Service Area:** Central East (York, Simcoe and *Durham*)

**Languages Spoken:** English

**Accessibility:** Fully Accessible-Entrance, Washrooms and Parking

## PARTICIPATION HOUSE PROJECT (DURHAM REGION)

**Description:** A non-profit organization that provides a range of residential and day services for adults with developmental disabilities who reside within the Durham Region. The basic objective is to provide opportunities and support systems to assist people to reach his/her optimum degree of self sufficiency. Individuals are accommodated in accessible apartments in Oshawa and a group home in Bowmanville. Non-medical support staff are on the premises 24 hours a day to assist with personal needs and activities of daily living. In addition, provides respite programs for life readiness, music and art therapy and yoga on wheels. Area of expertise is assisting people with physical and mobility challenges.

**Address:** 1255 Terwillegar Ave., Unit 9, Oshawa, ON, L1J 7A4

**Phone:** 905-579-5267

**Fax:** 905-579-5281

**Website:** <http://www.phdurham.com>

**Hours:** 8:30 am – 4:00 pm Monday to Friday

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## **Family Supports**

### **COMMUNITY HELPERS FOR ACTIVE PARTICIPATION (CHAP)**

**Description:** This program is available in Durham Region as of April 1, 2008. The CHAP Program aims to recruit a large base of workers interested in supporting persons with a developmental disability including autism and/or a physical disability to provide meaningful respite opportunities through community based options. Families are able to connect with workers to fulfill Special Services At Home contracts and other funding sources.

(CHAP) is specifically geared to facilitating connecting individuals with disabilities and support workers through a Family Registry and Worker Database. Funding for this service is made available through the Ontario Government Special Services at Home Program that supplies funds for qualifying families to pay a contract worker or agency.

**Address:** Unit 20 – 850 King Street West, Oshawa, ON, L1J 8N5

**Phone:** 905-436-2500 ext 2209 or toll free 1(800) 500-2850

**Fax:** 905-436-3587

**Website:** <http://www.respiteservices.com>

### **DURHAM ASSOCIATION FOR FAMILY RESPITE SERVICES**

**Description:** Non-profit organization that supports families throughout Durham region who have: a child with a developmental or physical disability or an adult aged family member with a developmental disability.

Services include in and out of home respite and individualized day and living supports. Facilitators work in partnership with families exploring opportunities to increase meaningful community participation, develop social networks and deepen personal relationships for their son or daughter.

The Association has a strong commitment to supporting families with; Individualized approaches that focus on meaningful, community based experiences for people supported, and Family leadership through learning, networking and working in partnership to support family members with a disability.

Promotion and protection of the rights and interests of people who have a disability and their families.

**Address:** Unit 20 – 850 King Street West, Oshawa, ON, L1J 8N5

**Phone:** 905-436-2500 or toll free 1(800) 500-2850

**Fax:** 905-436-3587

**Website:** <http://www.dafrs.com>

**E-mail:** [info@dafrs.com](mailto:info@dafrs.com)

**Hours:** 8:30 am - 4:30 pm, Monday-Friday

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible-Entrance, Washrooms, Parking

## DURHAM DOWN SYNDROME ASSOCIATION

**Description:** A Non-profit, parent support association that provides information to the public on Down Syndrome, assists parents to meet their child's special needs, maintains a small library and has social events for members.

**Address:** P.O. Box 231, Whitby, ON, L1N 5S1  
**Phone:** 905-433-4100 or toll free 1(800) 334-1009  
**Fax:** 905-433-4121  
**Website:** <http://www.ddsa.ca>  
**Hours:** 9:00 am- 4:00pm  
**Service Area:** Durham Region  
**Languages Spoken:** English  
**Accessibility:** Fully Accessible-Entrance, Washrooms, Parking

## DURHAM FAMILY NETWORK

**Description:** The Durham Family Network exists to bring families together to support one another in a variety of ways. The Network has as its vision that families can grow in their capacity to plan for a desirable future for their family member who is labelled with a disability. This can be achieved through sharing information and resources, learning together and hearing each other's stories of the joys and rewards as well as the struggles of everyday life. Call Durham Family Network to speak to a family member like yourself.

**Address:** Unit 20-850 King Street West, Oshawa, ON, L1J 8N5  
**Phone:** 905-436-2500 ext 2222 or toll free 1-800-500-2850 ext 2222  
**Fax:** 905-436-3587  
**Website:** <http://www.durhamfamilynetwork.com>  
**E-mail:** [info@durhamfamilynetwork.com](mailto:info@durhamfamilynetwork.com)  
**Hours:** 8:30 am – 4:30 pm Monday-Friday  
**Service Area:** Durham Region  
**Languages Spoken:** English  
**Accessibility:** Fully Accessible

## DURHAM FAMILY REGISTRY

**Description:** A resource for families and caregivers wanting to hire a Support Worker for their family member who has a physical and/or developmental disability living in Durham Region.

**Address:** 36 Emperor Street, Ajax, ON, L1S 4S9  
**Phone:** 905-427-2157 (Tami Harrison)  
**Fax:** 905-427-3310  
**E-mail:** [durhamregistry@hotmail.com](mailto:durhamregistry@hotmail.com)  
**Hours:** 11:00 am - 2:30 pm, 4 days a week  
**Service Area:** Durham Region  
**Languages Spoken:** English  
**Accessibility:** Fully Accessible

## **FAMILY SERVICES DURHAM**

**Description:** Family Services Durham is funded by the Regional Municipality of Durham. Working in partnership with other Divisions of the Social Services Department and other community agencies, Family Services Durham is dedicated to improving the quality of life of the residents of Durham by providing them with professional counselling and other support services that are timely, accessible and responsive.

**Address:** 850 King Street West, Oshawa, ON, L1J 8N5

**Phone:** 905-721-6120 or in Port Perry 905-985-7665

**Intake:** 1-866-840-6697

**Fax:** 905-579-8455

**Address:** 339 Westney Road South, Ajax, ON, L1S 7J6

**Phone:** 905-683-3451

**Fax:** 905-683-3466

**Website:** <http://www.region.durham.on.ca/social.asp?nr=/departments/social/famcounsel.htm>

**Hours:** 8:30am-4:30pm, Monday to Friday

**Service Area:** Durham Region

**Area:**

**Languages Spoken:** English

**Spoken:**

**Accessibility:** Fully Accessible

## **FETAL ALCOHOL SPECTRUM DISORDER-DURHAM (FASD)**

**Description:** Coordinates professional training and agency in-services, assessments and diagnostic services, education and awareness initiatives so parents and service providers can meet the needs of children and adults with FASD.

**Address:** 865 Westney Road South, Ajax, ON, L1S 3M4

**Phone:** 905-427-8862 or toll free 1-800-968-0066

**Fax:** 905-427-3107

**Website:** <http://www.rfecydurham.com/fasd/>

**E-mail:** [fasd@rfecydurham.com](mailto:fasd@rfecydurham.com)

**Hours:** 8:30am-5:00pm, Monday-Friday

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## THE ONTARIO BRAIN INJURY ASSOCIATION

**Description:** An organization that enhances the lives of Ontarians living with the effects of acquired brain injury (ABI) through education, awareness and support.

**Services:** Caregiver Information Support Link program, peer support program, training and professional development courses.

**Address:** 850 King St. West, Unit #24, Oshawa, ON, L1J 8N5

**Phone:** 905-723-2732 or toll free at 1-866-354-4464

**Fax:** 905-723-4936

**Email:** [obia@obia.on.ca](mailto:obia@obia.on.ca)

**Website:** <http://www.obia.on.ca/>

**Service Area:** Durham region

**Languages Spoken:** English

**Accessibility:** Accessible

## WRAPAROUND DURHAM

**Description:** Wraparound is a strength-based planning process that helps individuals and families who are experiencing significant difficulties by building teams of informal and formal supports that come together to wrap the individual or family in community support.

**Address:** 850 King Street West, Unit 20, Oshawa, ON, L1J 8N5

**Phone:** 905-725-4786 1-800-263-0993

**Fax:** 905-725-8337

**Website:** <http://www.lindr.on.ca/wrap.htm>

**Email:** [wraparound@bellnet.ca](mailto:wraparound@bellnet.ca)

**Service Area:** Oshawa; Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## **In Home and Community Health Supports**

### **ASSISTED DEVICES, TECHNOLOGY AND THERAPY SUPPLIES**

**Description:** The Ontario Ministry of Health and Long-Term Care runs the Assistive Devices Program (ADP) to help people who have long-term physical disabilities get needed equipment and supplies.

**Address:** 7<sup>th</sup> Floor, 5700 Yonge Street, Toronto, ON, M2M 4K5

**Phone:** 1-800-268-6021 or 1-800-387-5559 (TTY)

**Toronto Line** 416-327-8804

**Fax:** 416-327-8192

**Website:** [www.health.gov.on.ca/english/public/program/adp/adp\\_mn.html](http://www.health.gov.on.ca/english/public/program/adp/adp_mn.html)

**Service Area:** Ontario Residents Only

**Languages Spoken:** English

### **CENTRAL EAST COMMUNITY CARE ACCESS CENTRE**

**Description:** A Non-profit community based organization that provides in-home and community health services, long term care placement services and information and referral services to residents of Durham Region.

**Address:** 209 Dundas Street East, 5<sup>th</sup> Floor, Whitby, ON, L1N 7H8

**Phone:** 905-430-3308 or toll free 1(800) 263-3877

**After Hours Phone:** 905-430-3308 ext. 3500, 7 days a week until 8:30pm

**Fax:** 905-430-3297

**Website:** <http://www.ccac-ont.ca>

**Hours:** 8:30am-4:30pm Monday-Friday

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible-Entrance, Washrooms, Parking

## COMMUNITY CARE DURHAM

**Description:** Durham Region Community Care is a community based charitable organization that helps people live at home with a network of community support. The agency serves adults with needs related to physical disability, aging or mental health who live in the Durham region. Services include: Home Support Services, Caregiver Respite & Adult Day Programs, and Mental Health Support Services.

**Home Support Program** is available to any adult who has needs related to a physical disability or aging.

**Respite Program** is a service that provides temporary relief to caregivers of the frail elderly and adults with needs related to physical disability, or the effects of dementia.

**COPE Mental Health Program** is a community mental health program which offers a support system to adults with emotional or psychiatric problems.

<b>Address:</b>	419 King Street E., Suite 605, Oshawa, ON, L1J 2K5
<b>Phone:</b>	905-404-2224
<b>Fax:</b>	905-404-2241
<b>Website:</b>	<a href="http://www.communitycaredurham.on.ca">http://www.communitycaredurham.on.ca</a>
<b>Email:</b>	<a href="mailto:admin@communitycaredurham.on.ca">admin@communitycaredurham.on.ca</a>
<b>Hours:</b>	8:30 am to 4:30 pm, Monday to Friday
<b>Service Area:</b>	Durham Region
<b>Eligibility:</b>	As above
<b>Languages Spoken:</b>	English
<b>Accessibility:</b>	Fully Accessible

## **Mental Health Supports and Services**

### **CANADIAN MENTAL HEALTH ASSOCIATION – DURHAM BRANCH**

**Description:** CMHA strives to promote and enhance the mental and emotional well being of the residents of Durham Region. We envision a community in which individuals are valued and respected. The community is a diverse and accepting one, mobilized to empower all residents. CMHA-Durham strives to nurture and promote that healthy environment. CMHA offers a variety of services which include:

#### **Extensive Services:**

##### **Centralized Intake and Referral**

Single point of entry and contact for prospective clients; ensure eligible access to CMHA-Durham services. Links to external programs when required.

##### **Community Health Promotion and Public Relations:**

Crisis Intervention Training (CIT); Applied Suicide Intervention Skills Training (ASIST) information, educational workshops, special events and displays. Talking about Mental Illness Program.

#### **Short Term Support Services:**

##### **Brief Case Management Services**

Provides brief and intermittent support, assist with immediate concerns which do not require ongoing supports. Provides a Public Trustee Program for youth.

##### **Counselling (short-term 1-6 sessions)**

Provides one-on-one assistance to individuals; reduce symptoms of distress, identify and amplify strengths/coping skills.

##### **Corporate Services**

Integral services to CMHA and the larger community, fee for services (including bookkeeping and accounting services)

##### **Housing and Case Management Program**

Supportive housing units throughout the Region, client centered intensive supports to individuals living in a wide range of housing options. Assists clients that are homeless or at risk of homelessness, in choosing, getting and keeping their desired housing. Develops permanent affordable housing within Durham Region. Assistance to local shelters and homeless service providers, hospitals and families.

##### **Criminal Justice Case Management**

Provide forensic case management supports to mentally disordered offenders

##### **New Horizons Program**

A psychosocial/vocational rehabilitation program based on the principals of the Recovery model. Educational, leadership and other personal growth opportunities, socialization/recreation and affordable meals.

## CANADIAN MENTAL HEALTH ASSOCIATION – DURHAM BRANCH continued

### **Small Business Initiatives**

Paid work assessments and opportunities, catering, moving, lawn care, cleaning, maintenance and cafeteria services

### **Making Connections**

In Clarington-a daytime resource centre for people recovering from mental illness

### **Assertive Community Treatment Team (ACTT)**

Uses an assertive multidisciplinary approach. Services are available 24 hours a day, seven days a week and are provided on a long-term basis with flexible degrees of intensity

### **Community Treatment Order (CTO) Service**

Sponsored by Lakeridge Health, CTO is a form issued or renewed by a physician which allows a person to receive care and treatment in his or her own community rather than in the hospital.

**Address:** 60 Bond Street West, Oshawa, ON, L1G 1A5  
**Phone:** 905-436-8760 or  
Central Intake Services 905-436-8760 ext. 103, 104 or 137  
**Fax:** 905-436-1569  
**Website:** <http://www.cmhadurham.org>  
**E-mail:** [cmha@cmhadurham.org](mailto:cmha@cmhadurham.org)  
**Hours:** Monday - Thursday 9:00am-4:30pm and Fridays 9:00am-4:00pm  
**Service Area:** Durham Region  
**Languages Spoken:** English  
**Accessibility:** Fully Accessible Entrance, Washrooms and Parking

## COMMUNITY CARE (COPE)

**Description:** Home Support, Respite (Caregiver Relief) and COPE Mental Health services for adults and their care givers who have needs related to physical disability, aging and/or mental health. COPE Mental Health offers a support system to adults with emotional and/or mental health problems. COPE volunteers and staff help people through individual and group support. There is no charge for COPE services.

**Address:** 1420 Bayly Street East, Unit 6, Pickering, ON, L1W 3R4

**Phone:** 905-837-0017

**Fax:** 905-837-7535

**Address:** 1 Cameron ST. E., P.O. Box, 176, Cannington, ON, L0E 1E0

**Phone:** 705-432-3044

**Fax:** 705-432-3362

**Address:** 26 Beech Ave, Bowmanville, ON, L1C 3A2

**Phone:** 905-623-4123

**Fax:** 905-623-2604

**Address:** 45 Bloor St. E., Unit #1, Oshawa, ON, L1H 3L9

**Phone:** 905-434-1693

**Fax:** 905-434-9877

**Address:** 175 North St., Port Perry, ON, L9L 1B7

**Phone:** 905-985-8461

**Fax:** 905-985-0313

**Address:** 75 Marietta St., Unit #1, Uxbridge, ON, L9P 1K7

**Phone:** 905-852-9560

**Fax:** 905-852-7879

**Website:** <http://www.communitycaredurham.on.ca>

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## **DISTRESS CENTRE DURHAM**

**Description:** Callers can telephone 24 hours a day, to talk about personal problems or crisis situations. Caring, non judgmental volunteers are specially trained in active listening, crisis intervention and suicide prevention techniques, to offer emotional support, encourage caller initiative and provide referrals to community resources when necessary. This service is confidential and anonymous. Volunteer Board of Directors establishes policies and programs which direct the organizations. Workshops on Active Listening, Crisis and Suicide Prevention and Intervention are given to schools, businesses, agencies and groups.

**Address:** 58 Rossland Road West, 2nd Floor Suite 211, Oshawa, ON, L1G 2V5

**Admin Phone:** 905-723-4461

**Admin Fax:** 905-723-2283

**24 Hour Helpline:** 905-433-1121 or toll free 1(800) 452-0688

**Website:** <http://www.distresscentredurham.com>

**Email:** [dcd@distresscentredurham.com](mailto:dcd@distresscentredurham.com)

**Hours:** 24 hour helpline phone line

**Office Hours:** 9:00am-5:00pm Monday-Friday

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible-Entrance, Washrooms, Parking

## **DURHAM MENTAL HEALTH SERVICES (DMHS)**

**Description:** Durham Mental Health Services assists adults, between the ages of 16 and over, in Durham Region who are experiencing emotional/mental health problems so that they can obtain the best possible personal growth and live as independently as possible. Our priority is to serve individuals with serious mental health problems. Support for family members/caregivers is also available.

**Admin Address:** 519 Brock Street South, Whitby, ON, L1N 4K8

**Phone:** 905-666-0831

**Crisis Phone:** 905-666-0483 or toll free 1-800-742-1890

**Fax:** 905-666-2976

**Website:** <http://www.dmhs.ca>

**E-mail:** [accesspoint@dmhs.ca](mailto:accesspoint@dmhs.ca)

**Hours:** 9:00am-5:00pm with 24 hour crisis services

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible Entrance, Washrooms and Parking

## **DURHAM MENTAL HEALTH SERVICES (DMHS) continued**

### **Community Mental Health Case Management Program**

**Description:** A community based program that provides assistance and support to individuals with mental health difficulties who are living independently in the community. Referrals can be made to DMHS Central Intake by calling 905-666-0831 Ext. 234.

### **Specialized Case Management**

**Description:** Support is provided to individuals with a dual diagnosis that includes advocacy, education and assisting families with consulting and collaborating with community agencies to develop a shared support plan. Referrals can be made directly to Community Mental Health Worker, Crisis Response, 905-683-9124 Ext. 227 or Community Mental Health Worker, Dual Diagnosis, 905-683-9124 Ext. 228

### **The Crisis Response Program**

**Description:** Provides crisis intervention to individuals experiencing a personal, emotional, and/or mental health related crisis. The program includes a 24 hour telephone support line, a mobile crisis team and a crisis bed location. Individuals can access service directly by calling 905-666-0483 or 1-800-742-1890.

### **The Mental Health Support Unit**

**Description:** A branch of the Crisis Response Program that provides an enhanced mobile crisis team that works in association with the Durham Regional Police and Whitby Mental Health Centre. The goal of the program is to support individuals with mental health related issues that have come into contact with the police. DRP will complete an EDP report following contact with individuals experiencing mental health related issues and will forward such to the Mental Health Support Unit for follow-up.

### **The Supportive Housing Program**

**Description:** Provides support to individuals in need of developing the coping skills and life skills necessary for future successful independent community living.

Support is offered through a range of high to medium to lower support based on the individual needs of the client. Referrals can be made to DMHS Central Intake by calling 905-666-0831 Ext. 234

### **The Court Support Program**

**Description:** Provides support, advocacy and Court Supports to individuals experiencing mental health related issues that have found themselves in conflict with the criminal justice system. Individuals can access services directly by calling 905-430-4927, or in person at 850 King Street West, Oshawa. This program works in conjunction with the Crown Attorney's Office.

## **DURHAM MENTAL HEALTH SERVICES (DMHS) continued**

### **The Family Connections Program**

**Description:** Offers support to family members/caregivers of an individual suffering from a mental health difficulty. Services are available on a 1-1 basis, or in weekly support group setting. Referrals can be made to DMHS Central Intake by calling 905-666-0831 Ext. 234

## **MENTAL HEALTH SERVICE INFORMATION ONTARIO**

**Description:** MHSIO provides comprehensive, up-to-date information on a wide range of mental health services, such as case management, counselling and treatment, assertive community treatment teams, vocational/employment, clubhouses, early intervention, diversion and court support, social rehabilitation/recreation, abuse services, etc. Information on the MHSIO database includes (but is not limited to): descriptions of organizations and programs, admission criteria, intake procedures, and services for specific populations such as the elderly, Natives, and women.

MHSIO can provide you with information about mental health services and supports in your community and across Ontario. It is a 24/7 phone information line and on-line directory of mental health services in Ontario. The telephone line is free, confidential and anonymous.

**Phone:** 1-866-531-2600

**Fax:** 1-519-439-0455

**Website:** <http://www.mhsio.on.ca/>

**Email:** [info\\_ref\\_services\\_mhsio@connexontario.ca](mailto:info_ref_services_mhsio@connexontario.ca)

**Hours:** 24 hours – 7 days a week

**Service Area:** Ontario

## **SCHIZOPHRENIA SOCIETY OF ONTARIO-PETERBOROUGH/DURHAM REGION**

**Description:** The Schizophrenia Society of Ontario is a federation of volunteer driven societies that provide family support, advocacy and public education programs as well as funding to fellowship and research projects. The national office works in collaboration with a network of 10 provincial societies and over 100 chapters and branches located across Canada. Together, we are dedicated to alleviating the suffering caused by schizophrenia today while we help search for a cure for tomorrow.

**Address:** 466 George Street North, Peterborough, ON, K9H 3R7

**Phone:** 705-749-173

**Fax:** 705-749-6175

**Website:** <http://www.schizophreniasociety.on.ca>

**Hours:** 9:00am-4:00pm Monday-Friday

**Service Area:** City of Kawartha Lakes, Haliburton County, Northumberland County, Peterborough County, Durham Region.

**Languages Spoken:** English

**Accessibility:** Fully Accessible-Entrance, Washrooms and Parking

## **Self Help Supports**

### **ADHD SUPPORT GROUP**

**Description:** Parents in Partnership is a support group for parents of children with attention deficit hyperactivity disorder.

**Address:** Kimbourne Park United Church  
200 Wolverleigh Blvd., Toronto, ON, M4C 1S3

**Phone:** 416-690-6512

**Email:** [parentsto@hotmail.com](mailto:parentsto@hotmail.com)

### **ADHD SUPPORT ORGANIZATION**

**Description:** Support for adults with ADHD

**Website:** <http://www.addsupport.org>

**Phone:** 416-422-2090

**Email:** [webmaster@addsupport.org](mailto:webmaster@addsupport.org)

### **ANXIETY SUPPORT GROUP (COPE MENTAL HEALTH)**

**Description:** To provide a supportive environment where participants can learn to recognize and manage panic attacks, chronic worry and tension, social anxiety, specific phobias and agoraphobia.

**Address:** Municipality of Clarington, COPE Mental Health Program,  
Durham Region Community Care Association, 98 King Street  
West, Bowmanville, ON, L1C 1R4

**Phone:** 905-623-4123

**Membership:** No membership fee, please call to pre-register.

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## ASSOCIATION OF PARENT SUPPORT GROUPS IN ONTARIO (APSGO)

**Description:** All groups meet weekly. All groups provide a structured, action driven and friendly environment. Trained and experienced parent volunteers run each group. Each group focuses on practical strategies for helping families. Parents are helped to develop a plan tailored to their family's needs. Each group helps parents build satisfying relationships while setting reasonable boundaries. Support, information and advice are available between meetings. All information disclosed at meetings is kept confidential. Each group offers a continuous programme of help, allowing parents to join at any time without referral or waiting period. Each group is a member of The Association of Parent Support Groups In Ontario Inc. (APSGO) Each group is represented on the APSGO Board of Directors.

**Address:** APSGO, Box 27581, Toronto, ON, M6A 3B8  
**Phone:** 1-800-488-5666 (24 hour line) to find the closest group to you.  
**Website:** <http://www.apsgo.ca>  
**E-mail:** [mail@apsgo.ca](mailto:mail@apsgo.ca)  
**Groups Held in Durham Region:** Ajax/Pickering (Tuesday Evenings) and Port Perry (Monday Evenings)  
**Service Area:** Durham Region  
**Languages Spoken:** English

## CAREGIVERS SUPPORT GROUP (COPE MENTAL HEALTH)

**Description:** To offer mutual support through the sharing of experiences and to learn from other caregivers about the illness or incapacity your loved one is coping with; how to deal with stress and what resources are available to make your care giving task easier.

**Address:** COPE Mental Health Program, Durham Region Community Care Association, 26 Beech Avenue, Bowmanville, ON, L1C 3A2  
**Phone:** 905-623-4123  
**Membership:** No membership fee  
**Hours:** Meets the second Monday of each month, 1:30-3:00pm at Trinity United Church in Bowmanville.  
**Service Area:** Durham Region  
**Languages Spoken:** English  
**Accessibility:** Fully Accessible

## CATHOLIC FAMILY SERVICES OF DURHAM

**Description:** Catholic Family Services of Durham provides an accredited family counselling service to anyone in Durham Region. The service is directed at couples experiencing marital problems, families experiencing conflict as well as individuals and/or youth experiencing personal adjustment difficulties.

**Address:** 1115 Simcoe Street South, 2<sup>nd</sup> Floor, Oshawa, ON, L1H 4G7

**Phone:** 905-725-3513 or 905-686-4350 or  
toll free 1-877-282-8932

**Fax:** 905-725-8377

**Hours:** 9:00am-5:00pm Monday, Thursday and Friday, 9:00am-9:00pm Tuesday and Wednesdays.

**Address:** McKenzie Plaza, 250-252 Bayly Street, Unit 21A, Ajax, ON, L1S 3V4

**Phone:** 905-428-1984 or toll free 1-877-282-8932

**Fax:** 905-428-6135

**Hours:** 9:00am-5:00pm Monday -Friday, evenings by appointment only.

**Email:** [cfsd@idirect.com](mailto:cfsd@idirect.com)

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## FETAL ALCOHOL SYNDROME NETWORK & PARENTS SUPPORT GROUP

**Description:** Parent support group that meets monthly to discuss complications and impact of FASD on the individual with the disability and their family.

**Address:** 6 Hogan Crescent, Bowmanville, ON, L1C 4X9

**Phone:** 905-697-9064

**Hours:** The group meets monthly, please call for the hours.

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

### INVISIBLE DISABILITY SUPPORT GROUP (ADD/ADHD)

**Description:** To help support and educate parents of children afflicted with ADD (with or without hyperactivity); also to advocate and educate the community about the concerns and problems of this disability. The group also helps parents of children suffering from social and/or emotional problems.

**Address:** 4062 Courtice Road North, Courtice, ON, L1C 3K4

**Phone:** 905-404-2970

**Membership:** No membership fee

**Hours:** The group meets the first Tuesday of the month (except in July and August when there are no meetings held), at 7:00pm at 947 Adelaide Street East in Oshawa.

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

### LEARNING DISABILITIES ASSOCIATION OF ONTARIO

**Description:** We are a registered charitable organization dedicated to assisting individuals and their families deal with learning disabilities. A learning disability is a permanent disorder which affects the way individual with average or above average intelligence receives stores, organizes, retrieves and uses information.

**Address:** P.O. Box 346, Pickering, ON, L1V 2R6

**Phone:** 905-426-1442

**Fax:** 905-556-0286

**Website:** <http://www.idao.ca>

**Email:** [info@Idadr.on.ca](mailto:info@Idadr.on.ca)

**Service Area:** Durham Region

**Languages Spoken:** English

# **CRISIS SUPPORT AND SERVICES**

- ❖ Crisis Phone Line Listings
- ❖ Hospital Listings

## **CRISIS SUPPORTS and SERVICES**

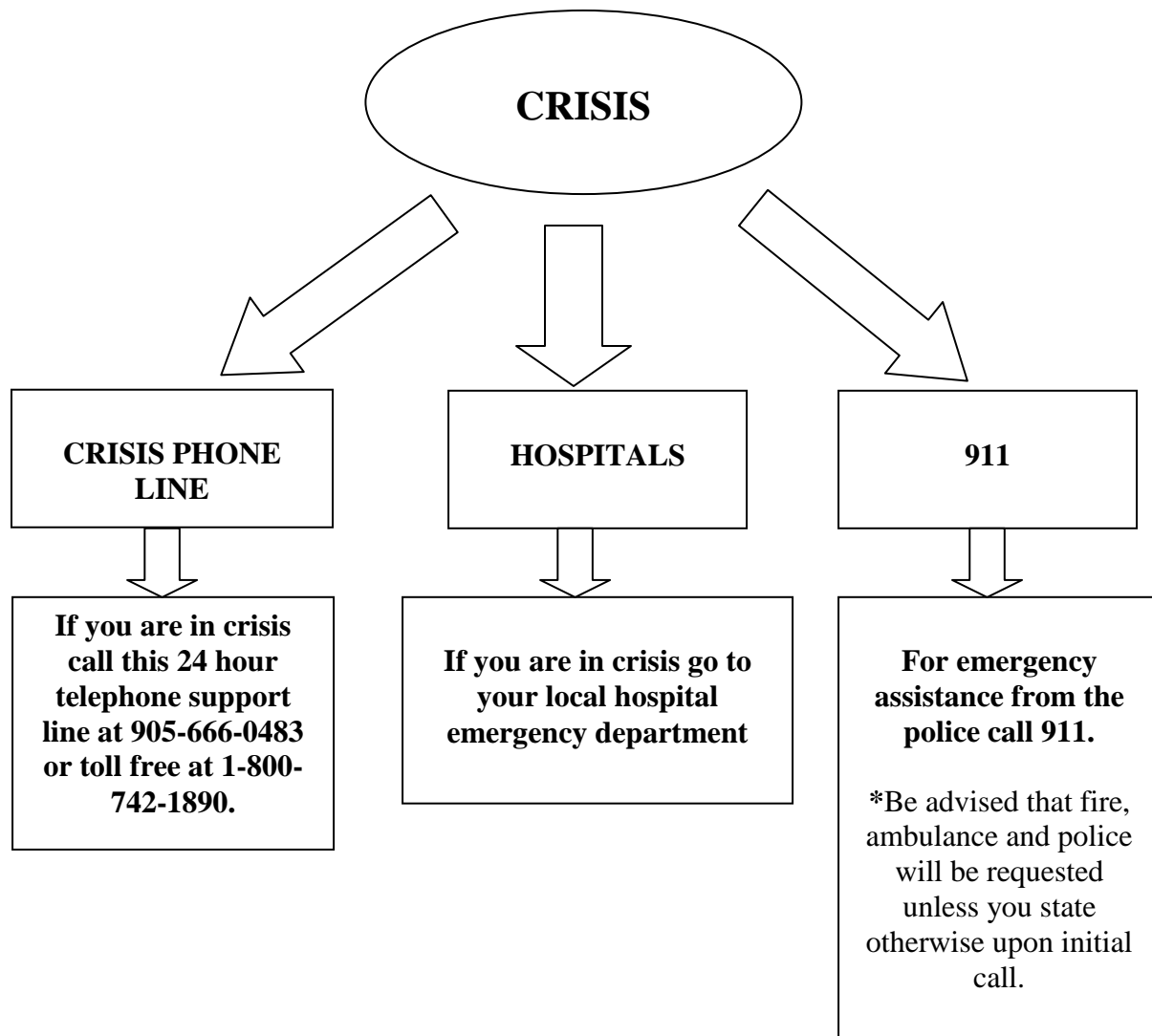
### **CRISIS PHONE LISTINGS**

911	54
Durham Mental Health Service	54

### **HOSPITAL LISTINGS**

Lakeridge Health Bowmanville	55
Lakeridge Health Oshawa	55
Lakeridge Health Port Perry	56
Ross Memorial Hospital Lindsay	56
Rouge Valley Centenary Toronto	57
Rouge Valley Health Ajax and Pickering	57
Uxbridge Cottage Hospital	58

# Crisis Supports and Services



## **Crisis Phone Line Listing**

### **911**

**Description:** The Central Ambulance Communication Centre (CACC) will receive the call from the 911 operator. The call taker will answer all requests for EMS service in a prompt and effective manner and will immediately determine whether the request for ambulance service is an emergency. The role of the dispatcher is to collect and assess patient and geographic information in order to dispatch the appropriate paramedic and allied service resources to your location.

**Be prepared to answer the following questions related to the patient's condition:**

- which emergency service do you require - police, fire, ambulance
- the telephone number you are calling from
- the address or location and main intersection of where the patient is located
- your name
- the type of emergency
- is the patient breathing, is the patient conscious

**Phone:** 911

**Website:** <http://www.region.durham.on.ca> \* type 911 in the search bar

### **DURHAM MENTAL HEALTH SERVICES**

#### **The Crisis Response Program**

**Description:** Provides crisis intervention to individuals aged 16 and over experiencing a personal, emotional, and/or mental health related crisis. The program includes a 24 hour telephone support line, a mobile crisis team and a crisis bed location. Individuals can access service directly by calling 905-666-0483 or 1-800-742-1890.

#### **The Mental Health Support Unit**

**Description:** The Mental Health Support Unit is comprised of a Durham Region police officer and a psychiatric nurse from Whitby Mental Health Centre.

When an individual with a mental health issue experiences an emotional or psychosocial crisis that results in a police response, police may request the presence of the MHSU. Referrals for this service are not available to the general public.

Durham Regional Police may contact the DMHS Crisis Response Program for assistance and follow up for any individual requiring further assistance.

**Address:** 501 Dundas St East, Whitby, ON, L1N 2J5

**Crisis Phone:** 905-666-0483 or toll free 1-800-742-1890

**Website:** <http://www.dmhs.ca>

**Hours:** 24 hour crisis support

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible-Entrance, Washrooms, Parking

## **Hospital Listings**

In order to access the mental health unit at your local hospital, individuals must be medically cleared prior to accessing. Individuals can be medically cleared at emerge at your local hospital, urgent care clinics or by their family physician.

Please refer to your local phone book or yellow pages for the complete listing of urgent care clinics or family physicians. The following is a complete listing of hospitals in Durham Region that either have a mental health unit or an emergency department.

### **LAKERIDGE HEALTH BOWMANVILLE**

**Description:** No mental health unit available, all crisis patients go through the emergency department.

**Address:** 47 Liberty Street South, Bowmanville, ON, L1C 2N4

**Phone:** 905-623-3331

**Fax:** 905-697-4692

**After Hours Phone:** 905-623-3331

**Website:** <http://www.lakeridgehealth.on.ca>

**Hours:** 24 hours a day (emergency)

**Visiting Hours:** 11:00 am – 8:00 pm

**Service Area:** Clarington; Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible-Entrance, Washrooms, Parking

### **LAKERIDGE HEALTH OSHAWA**

**Description:** To access the Crisis Teams register at the emergency department. Crises occurring outside of Crisis Team hours will be processed through the emergency department.

#### **Adult Crisis Team (18 years +)**

**Hours:** Monday to Friday from 7:30am to 12:00pm and weekends 8:00am to 12:00pm.

#### **Child/Youth Crisis Team**

**Hours:** Monday to Friday from 9:00am to 11:00pm and weekends from 10:00am to 11:00pm

**Address:** 1 Hospital Court, Oshawa, ON, L1G 2B9

**Phone:** 905-576-8711

**Fax:** 905-721-4743

**Website:** <http://www.lakeridgehealth.on.ca>

**Hours:** 24 hours a day (emergency)

**Visiting Hours:** 11:00 am – 8:00 pm

**Service Area:** Oshawa; Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible-Entrance, Washrooms, Parking

## LAKERIDGE HEALTH PORT PERRY

**Description:** No mental health unit available, all crisis patients go through the emergency department.

**Address:** 451 Paxton Street, Box 960, Port Perry, ON, L9L 1A8

**Phone:** 905-985-7321

**Fax:** 905-985-5829 administration

**Website:** <http://www.lakeridgehealth.on.ca>

**Hours:** 24 hours a day (emergency)

**Visiting Hours:** 11:00am–8:00pm

**Service Area:** Scugog; Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible-Entrance, Washrooms, Parking

## ROSS MEMORIAL HOSPITAL – LINDSAY

**Description:** Adult Crisis Team (16+)

**Hours:** M-F 9:00am-7:00pm All crisis patients have to go through the emergency department and be cleared by a doctor to be seen by the Adult Crisis Team.

**Address:** 10 Angeline Street North, Lindsay, ON, K9V 4M8

**Phone:** 705-324-6111

**Crisis Team:** 705-328-6064

**After Hours Phone:** 705-324-6111

**Fax:** 705-328-2817

**Website:** <http://www.rmh.org>

**E-mail:** [publicrelations@rmh.org](mailto:publicrelations@rmh.org)

**Hours:** 24 hours a day (emergency)

**Visiting Hours:** 11:00am-1:00pm and in the evening from 5:00-8:00pm

**Service Area:** Kawartha Lakes

**Languages Spoken:** English

**Accessibility:** Fully Accessible-Entrance, Washrooms, Parking

## ROUGE VALLEY CENTENARY

**Description:** Adult Crisis Team is located on the 6<sup>th</sup> floor between the hours of 9:00am and 4:20pm, Monday to Friday. Outside of Crisis Team hours will be processed through the emergency department.

**Address:** 2867 Ellesmere Road, Toronto, ON, M1E 4B9

**Phone:** 416-284-8131

**After Hours Phone:** 416-284-8131

**Fax:** 416-281-7323

**Website:** <http://www.roughvalley.ca>

**Hours:** 24 hours a day (emergency)

**Visiting Hours:** Hours vary by department

**Service Area:** Durham Region West

**Languages Spoken:** English

**Accessibility:** Fully Accessible-Entrance, Washrooms, Parking

## ROUGE VALLEY HEALTH AJAX AND PICKERING

**Description:** Mental Health Outpatient Unit is located on the 3<sup>rd</sup> floor of the West Tower between the hours of 9:00am to 5:00pm, Monday to Friday. Outside of Crisis Team hours will be processed through the emergency department.

**Address:** 580 Harwood Avenue South, Ajax, ON, L1S 2J4

**Phone:** 905-683-2320 Ext. 3275

**After Hours Phone:** 905-683-2320

**Fax:** 416-281-7323

**Website:** <http://www.roughvalley.ca>

**Hours:** 24 hours a day (emergency)

**Visiting Hours:** 11:00am–8:30pm for non family members and for family members 24 hours.

**Service Area:** Durham Region West

**Languages Spoken:** English

**Accessibility:** Fully Accessible-Entrance, Washrooms, Parking

## UXBRIDGE COTTAGE HOSPITAL

**Description:** No mental health unit available, all crisis patients go through the emergency department. Uxbridge Cottage Hospital is a sub-site of Markham Stouffville Hospital.

**Address:** 4 Campbell Drive, Box 5003, Uxbridge, ON, L9P 1S4

**Phone:** 905-852-9771

**Fax:** 905-852-5560

**Website:** <http://www.msh.on.ca>

**Hours:** 24 hours a day (emergency)

**Visiting Hours:** 11:00am–8:00pm, only 2 visitors allowed at the same time per patient unless patient is in critical or a terminal state.

**Service Area:** Uxbridge and surrounding areas; Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible-Entrance, Washrooms, Parking

# **EDUCATION SUPPORTS AND SERVICES**

## **EDUCATION SUPPORTS and SERVICES**

Durham Catholic District School Board	63
Durham District School Board	62
Literacy Network of Durham (LiNDR)	64
Kawartha Pine Ridge District School Board	62
Peterborough Victoria Northumberland and Clarington Catholic District School Board	63
National Association for the Dually Diagnosed (NADD)	64

# Educational Supports and Services

The Regional Municipality of Durham is comprised of 4 school boards including:

- **Durham District School Board**
- **Durham Catholic District School Board**
- **Kawartha Pine Ridge District School Board**
- **Peterborough Victoria Northumberland and Clarington Catholic District School Board**

<b>SCHOOL BOARD</b>	<b>ADDRESS</b>	<b>TELEPHONE NUMBER</b>
<b>Durham Catholic District School Board</b>	650 Rossland Rd. W., Oshawa, ON L1J 7C4	905-576-6150
<b>Durham District School Board</b>	400 Taunton Road East, Whitby, ON L1R 2K6	905-666-5500 1-800-265-3968 (toll free) 905-666-6474 (fax)
<b>Kawartha Pine Ridge District School Board</b>	1994 Fisher Drive, P.O. Box 719 Peterborough, ON K9J 7A1	705-742-9773 1-877-741-4577 (toll free)
<b>Peterborough Victoria Northumberland and Clarington Catholic District School Board</b>	1355 Lansdowne St. W., Peterborough, ON K9J 7M3	705-748-4861 1-800-461-8009 (toll free) 705-748-9734 (fax)

Educational services to students who have exceptional needs are delivered using different models for special education among the School Boards.

The government's funding of special education includes two categories of grants: Special Education per Pupil Allocation (SEPPA) and Intensive Support Amount (ISA). There are very specific criteria for the ISA grants for the most challenged students.

All students brought to Identification, Placement and Review Committees (IPRCs) in Durham are identified using the Ministry Categories of Exceptionalities. An IPRC is a committee that meets to identify students who have exceptional needs and determines the placement. These include: behaviour, communication (autism, deaf and hard of hearing, language impairment, speech impairment, and learning disability), intellectual (giftedness, mild intellectual disability, developmental disability, and intellectual disability), physical (physical disability, blind and low vision) and multiple (multiple exceptionalities).

Each School Board is required, every two years to prepare and approve a report on the special education programs and special education services provided by the board, and to submit it to the Ministry. (Durham District School Board, 2007)

## **Public School Boards**

### **DURHAM DISTRICT SCHOOL BOARD AND KAWARTHA PINE RIDGE SCHOOL BOARD**

The Durham District School Board and the Kawartha Pine Ridge District School Board endeavour to provide a range of programs, placements and services to students with special needs.

#### **Placement Options:**

- ***Regular Class Setting with Indirect Support:***

The student is placed in a regular class for the entire day, and the teacher receives specialized consultative services with the special education teacher.

- ***Regular Class with Resource Assistance:***

The student is placed in the regular class for most or all of the day and receives specialized instruction, individually or in small group within the regular classroom from a qualified special education teacher.

- ***Regular Class with Withdrawal Assistance:***

The student is placed in the regular class and receives instruction outside of the classroom for less than 50 percent of the school day, from a qualified special education teacher.

- ***Special Education Class with Partial Integration:***

The student is placed by the IPRC in a special education class, where the student-teacher ratio conforms to Regulation 298, section 31, for at least 50 percent of the school day, but is integrated with a regular class for at least one instructional period daily.

- ***The Special Education Class Full Time:***

The student is placed by the IPRC in a special education class, where the student-teacher ratio conforms to Regulation 298, section 31, for the entire school day.

**Detailed information may be accessed via Board websites at:**

Durham District School Board: <http://www.ddsb.durham.edu.on.ca>

Kawartha Pine Ridge District School Board: <http://www.kpr.edu.on.ca>

## **Catholic School Boards**

### **PETERBOROUGH VICTORIA NORTHUMBERLAND CLARINGTON CATHOLIC DISTRICT SCHOOL BOARD AND DURHAM CATHOLIC DISTRICT SCHOOL BOARD**

The Peterborough Victoria Northumberland and Clarington Catholic District School Board, as well as the Durham Catholic District School Boards support the meaningful integration of all students in a regular classroom in order to meet the students' educational needs. The outcome of placement decisions at IPRC meeting is generally determined to be the regular classroom with varying degrees of indirect, resource, or withdrawal support.

If a child has been identified by the IPRC as an exceptional student, placement options are provided as follows:

#### **Placement Options:**

- ***Regular Classroom Placement***

The student is placed into a regular class with no modifications necessary in curriculum, although there may be accommodations in curriculum delivery.

- ***Regular Classroom Placement with a Modified Program***

The student is taught within the regular classroom setting, in conjunction with appropriate program modifications and accommodations.

- ***Regular Classroom Placement with Resource Assistance***

Resource assistance is encouraged within the classroom; however there may be a need to withdraw a student from the classroom.

- ***Short-term Withdrawal Support Program***

A short-term withdrawal support program is implemented for the student.

- ***Segregated Support Program***

These classroom programs support students living with exceptionalities in the areas of behaviour, learning disabilities, communication, and developmental disabilities

**Detailed information may be accessed via Board websites at:**

Durham Catholic District School Board: <http://www.durhamrc.edu.on.ca>

Peterborough Victoria Northumberland and  
Clarington District School Board: <http://www.pvnccdsb.on.ca>

## **Other Educational Services Listings**

### **LITERACY NETWORK OF DURHAM (LiNDR)**

**Description:** The Literacy Network of Durham Region is a Non-profit agency that operates the Hotline, an information referral service, and supports literacy programs in Durham Region.

**Address:** 22 King Street West, Suite 502, Oshawa, ON, L1H 1A3

**Phone:** 905-725-4786 or toll free 1-800-263-0993

**Website:** <http://www.lindr.on.ca/>

**Email:** [lindr@bellnet.ca](mailto:lindr@bellnet.ca)

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

### **NATIONAL ASSOCIATION FOR THE DUALLY DIAGNOSED (NADD)**

**Description:** NADD is the leading North American expert in providing professionals, educators, policy makers, and families with education, training, and information on mental health issues relating to persons with intellectual or developmental disabilities. The mission of NADD is to advance mental wellness for persons with developmental disabilities through the promotion of excellence in mental health care.

To receive the NADD Newsletter please send \$10.00 and your name and address to:

Habilitative Network  
c/o Plaza 69 Postal Outlet  
1935 Paris St., Box 21020  
Sudbury, ON P3E 6G6

# **EMPLOYMENT SERVICES**

## EMPLOYMENT SERVICES

Acclaim Ability Management Inc.	67
Avocation	67
Career Dynamics	68
Challenging Directions Enterprises	68
Disability Vocational Rehabilitation Program	69
Durham Regional Employment Network (DREN)	69
Durham Region Unemployment Help Centre	70
John Howard Society	71
Meta Vocational Services	72
Northern Lights	72
Ontario Disability Support Program (ODSP) Employment Supports Program	73
Watton Employment Services	73
Windreach Farm	74
YMCA Durham Employment Services	74

## Employment Services (vocational)

The following is a list of agencies which offer supports and services that assist in finding and obtaining employment opportunities in the Durham region.

### ACCLAIM ABILITY MANAGEMENT INC

**Description:** ACCLAIM Ability Management Inc. is a national leader in disability management services for over a decade. With offices nationwide they are available to provide ODSP support services and disability management services, workplace health and wellness assessments to employers, long-term and short-term disability carriers, auto insurers, third party administrators, solicitors and government programs.

**Address:** 82 Peter Street – 4<sup>th</sup> floor, Toronto, ON M5V 2G5

**Phone:** 416-486-9706 or toll free 1-877-867-6064

**Fax:** 416-486-9254 or toll free 1-866-486-8663

**Website:** <http://www.acclaimability.com>

**Email:** [toronto@acclaimability.com](mailto:toronto@acclaimability.com)

**Service Area:** Greater Toronto Area

**Languages Spoken:** English

**Accessibility:** Accessible

### AVOCATION EMPLOYMENT ALLIANCE OF DURHAM

**Description:** Avocation is an incorporated non-profit organization based in Durham that provides holistic, accessible and inclusive programming that empowers job seekers to overcome barriers to employment and take control of their lives and their careers by building self-esteem, providing whole-person support and resources, skills upgrading and employment readiness.

**Address:** 115 Simcoe St S Oshawa , ON, L1H 4G7

**Phone:** 1-888-304-6918 OR 905-725-2796

**Fax:** 1-888-304-6918

**Website:** <http://www.a-vocation.com>

**Email:** [info@a-vocation.com](mailto:info@a-vocation.com)

**Service Area:** Durham Region

**Eligibility:** Job seekers who have experienced significant barriers.

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## CAREER DYNAMICS NETWORK

**Description:** Career Dynamics Network specializes in providing vocational, recruiting and consulting services that promote the employment, career progression and job retention of persons with disabilities.

**Address:** 47 Liberty Street South, Bowmanville, ON, L1C 2N4

**Phone:** 1-877-212-2147

**Fax:** 905-697-4692

**Website:** <http://www.careerdynamicsnetwork.com>

**Email:** [mcf@idirect.com](mailto:mcf@idirect.com)

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## CHALLENGING DIRECTIONS ENTERPRISES (CDE)

**Description:** CDE is an innovative Vocational Rehabilitation program for outpatients of Whitby Mental Health Centre. The program provides recovery based, client centred vocational assessments, career counselling, skills development and individual placement and support (IPS) within the community. CDE partners with many community organizations and employers to develop employment opportunities in sectors such as Food Services, Property Maintenance, Woodworking, Janitorial and much more.

For more information on the WMHC services, please visit our website.

**Address:** 5 Carlow Street, Whitby, ON, L1N 9T7

**Phone:** 905-665-4026

**Website:** <http://www.whitbymentalhealthcentre.ca>

**Service Area:** Durham Region and Surrounding Areas

**Languages Spoken:** English

**Accessibility:** Full

**Eligibility:** Registered outpatients of Whitby Mental Health Centre with a vocational goal and by Referral only.

## DISABILITY VOCATIONAL REHABILITATION PROGRAM

**Description:** The Canada Pension Plan Disability Vocational Rehabilitation Program is designed to help people who receive a Canada Pension Plan disability benefit return to work. In the past, many people receiving benefits because of a severe and prolonged disability believed that they were permanently out of the work force. Today, new technology, medical treatments and skills training are making it possible for some people with severe disabilities to become part of and remain in the work force. That is why the Canada Pension Plan is making vocational rehabilitation available to those who can benefit from it the most.

**Phone:** 1-800-277-9914 or 1-800-255-4786

**Website:** <http://www.servicecanada.gc.ca>

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## DURHAM REGIONAL EMPLOYMENT NETWORK (DREN)

**Description:** To provide a formal opportunity for members to meet with the intent of sharing information and to enhance and develop their services to the unemployed, especially those that face a multitude of barriers. Objectives: Networking - by creating a forum to share pertinent information; Education - to provide direct or indirect, training opportunities for its Network membership; Resource Centre - data bank of existing employment resources; Advocacy - to identify area of improvement and advocate for change in service delivery, policy and funding.

**Address:** 60 Bond Street West, Oshawa, ON, L1G 1A5 (Located on the Eighth Floor)

**Phone:** 905-720-1777

**Fax:** 905-720-1363

**Website:** <http://www.dren.org>

**Email:** [dren@dren.org](mailto:dren@dren.org)

**Hours:** 8:30am - 4:30pm, Monday to Friday

**Eligibility:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## DURHAM REGION UNEMPLOYMENT HELP CENTRE

**Description:** If you're out of work or underemployed, the Durham Region Unemployed Help Centre can provide the tools and teach you the skills you need in order to stand out from other job seekers. The Centre will take the time to learn about your needs, strengths and abilities, and help you to find and keep a job suited to your education, skills and work experience.

**Address:** 15 Colborne Street East, Oshawa, ON, L1G 1M1

**Phone:** 905-579-1821

**Fax:** 905-579-1857

**Website:** <http://www.unemployedhelp.on.ca>

**Email:** [info@unemployedhelp.on.ca](mailto:info@unemployedhelp.on.ca)

**Hours:** Monday - Friday 8:30am - 4:30pm

**Address:** 193 King Street East, Oshawa, ON, L1H 1C2

**Phone:** 905-579-1821

**Fax:** 905-579-1857

**Email:** [resources@unemployedhelp.on.ca](mailto:resources@unemployedhelp.on.ca)

**Hours:** Monday - Thursday 8:30am - 8:00pm, Friday 8:30am - 4:30pm

**Address:** 1400 Bayly Street, Unit #12, Pickering, ON, L1W 3W2

**Phone:** 905-420-4010

**Fax:** 905-420-9854

**Email:** [careadmin@unemployedhelp.on.ca](mailto:careadmin@unemployedhelp.on.ca)

**Hours:** Monday and Thursday 8:30am - 8:00pm, Tuesday, Wednesday, Friday 8:30am - 4:30pm

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## JOHN HOWARD SOCIETY

**Description:** The John Howard Society can help you with finding employment. This program has three areas to assist with your goal of finding and keeping a job.

1. Employment Planning and Preparation
2. Information and Referral Services
3. Job Development and Placement Services

**Address:** 75 Richmond St West, Oshawa, ON, L1G 1E3  
**Phone:** 905-579-8482  
**Fax:** 905-435-0352  
**After Hours Phone:** 905-668-4614  
**Hours:** 8:00am-5:00pm Mon-Thu, 8:00am-4:00pm Fri

**Address:** 136 Commercial Avenue , Ajax, ON, L1S 2H5  
**Phone:** 905-427-8165  
**Fax:** 905-427-3701  
**Hours:** 8:30am-6pm Mon-Thu, 8:00am-4:00pm Fri

**Address:** 132 Church Street Bowmanville, ON, L1C 1T5  
**Phone:** 905-623-6814  
**Fax:** 905-623-0221  
**Hours:** 8:30am-4:30pm Mon-Thu, 8:00am-4:00pm Fri

**Address:** 105 Consumers Drive, Whitby, ON, L1N 1C4  
**Phone:** 905-666-8847  
**Fax:** 905-666-9293  
**Hours:** 8:30am-4:30pm Mon-Thu, 8:00am-4:00pm Fri

**Website:** <http://www.jhsdurham.on.ca>  
**Email:** [jhsdurham@jhsdurham.on.ca](mailto:jhsdurham@jhsdurham.on.ca)  
**Service Area:** Durham Region  
**Languages Spoken:** English  
**Accessibility:** Fully Accessible

## META VOCATIONAL SERVICES

**Description:** The Job Finding Club is a three week program for individuals who have a vocational goal and are prepared to actively search for employment in a positive group atmosphere. The objective is to assist the job seeker in acquiring the necessary skills to obtain suitable employment in the shortest period of time.

**Address:** 15 Thickson Road North, Unit 6, Whitby, ON, L1N 8W7

**Whitby Phone:** 905-725-0087 or toll free 1-866-794-4677

**Whitby Fax:** 905-725-0935

**Bowmanville Phone:** 905-697-8887

**Peterborough** 705-748-4894

**Phone:**

**Cobourg Phone:** 905-372-0149

**Email:** [meta@durham.net](mailto:meta@durham.net)

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## NORTHERN LIGHTS

**Description:** The Employment Advantage Information Session: This free, ninety-minute information session will connect those that are unemployed to community agencies, programs and services throughout Durham Region to assist with your journey to employment. Outreach services are available for residents of North Durham.

**Address:** 843 King Street West, Unit 8, Oshawa, ON, L1J 2L4

**Phone:** 905-436-2957 or Toll-free 1-866-613-WORK (9675)

**Fax:** 905-436-0353

**Address:** 250 Bayly Street W, Unit 19, McKenzie Plaza, Ajax, ON, L1S 3V4

**Phone:** 905-426-8337

**Fax:** 905-426-8335

**Website:** <http://www.northernlightsosh.com>

**Email:** [durhaminfo@northernlightsosh.com](mailto:durhaminfo@northernlightsosh.com)

**Hours:** Monday to Friday, 8:00-4:00 (for both locations)

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## ONTARIO DISABILITY SUPPORT PROGRAM (ODSP) EMPLOYMENT SUPPORTS PROGRAM

**Description:** The ODSP Employment Supports program works with community service providers to help people with disabilities prepare for and find jobs, keep a job and advance their career.

Some examples of the supports that may be available include:

- Job coaching
- On-the-job training
- Adaptive software and mobility devices
- Interpreter/intervener services
- Transportation assistance
- Assistive devices and training to use them
- Tools and equipment
- Special clothing
- Specialized computer training
- Other items you may need for work

**Address:** 1400 Hopkins St. Whitby, ON, L1N 2C3

**Phone:** 905-665-1030 or toll free at 1-800-722-1196  
TTY at 905-665-1053

**Fax:** 905-665-1050

**Website:** <http://www.cfcs.gov.on.ca/mcss/english/pillars/social/programs/odsp.htm>

**Hours:** Monday to Friday from 8:30am to 5:00pm

**Service Area:** Durham Region

**Eligibility:** 16 years of age or older, Must be a resident of ON  
Must have a long-term disability that has made it difficult for you to find or keep a job.

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## WATTON EMPLOYMENT SERVICES

**Description:** Offering a creative, professional approach to vocational rehabilitation, assessments and employment assistance.

**Address:** 18 Spencer Street, East, Cobourg, ON , K9A 1C2

**Phone:** 905-372-1901 ext. 203 or toll free 1-888-348-8854

**Whitby Office:** 905-665-0057

**Fax:** 905-372-7790

**Website:** <http://www.watton.ca>

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## WINDREACH FARM

**Description:** Offers experience in farming and nature to small groups of people with and without disabilities as well as overnight accommodation.

**Address:** 312 Townline Road, Ashburn, ON, L0B 1A0

**Phone:** 905-665-5827

**Fax:** 905-655-5652

**Website:** <http://www.windreach.org>

**Email:** [windreach@sympatico.ca](mailto:windreach@sympatico.ca)

**Service Area:** Durham Region

**Eligibility:** People with cross disabilities of all ages

**Languages Spoken:** English, French

**Accessibility:** Fully Accessible

## YMCA DURHAM EMPLOYMENT SERVICES

**Description:** YMCA employment programs offer youth an opportunity to gain the skills they need to get a rewarding job. The YMCA works with youth 16-24 (up to 29 if disabled or have special needs) who need help getting a first time job experience. Our friendly and knowledgeable employment counsellors help youth create effective and professional resumes and cover letters, upgrade computer skills and practice the interview process. We help youth realize and build on their personal job related skills and abilities, and we support them every step of the way.

**Address:** 1550 Kingston Rd, Unit 16, Pickering, ON, L1V 1C3

**Phone:** 905-427-7670

**Fax:** 905-839-9687

**Hours:** Monday to Thursday, 8:30-6pm; Friday 8:30-4pm

**Service Area:** Durham Region, Ajax ; Pickering

**Eligibility:** 16-24 years of age

**Languages Spoken:** English

**Accessibility:** Fully Accessible

# **FEE FOR SERVICE AGENCIES**

## **FEE FOR SERVICE AGENCIES**

Alder Employment Agency Inc	77
Bartimaeus Inc	77
Dorvict Resource & Consulting Centre	78
Jodal Health Care Inc	78
Sunrise Youth Group (Activity Centre for Adults with Special Needs)	79
Tania's Place (Activity Centre for Adults with Special Needs)	79
Wholistic Child & Family Services	78

## Fee for Service Agencies

This list is of agencies that provide temporary support staff services for a monetary cost. The support workers are employed by the agency and provide services contracted through the arrangements of the caregiver and the agency.

The following agencies provide supports for those with developmental, behavioural and dual diagnosis.

### ADLER EMPLOYMENT AGENCY INC

**Description:** An employment agency that provides support workers whose services support children, adolescents and adults with special needs, who are experiencing emotional, psychological, developmental and/or behavioural problems.

**Address:** 824 Wilson Ave, North York, ON M3K 1E5

**Phone:** 416-789-5522

**Fax:** 416-789-3957

**Service Area:** Durham Region

**Languages Spoken:** English

### BARTIMAEUS INC

**Description:** Provides services that support children, adolescents and adults with special needs, who are experiencing emotional, psychological, developmental and/or behavioural problems.

These support services can be combined with a variety of other services offered by Bartimaeus in order to maximize resources and minimize disruptions.

**Admin Address:** 1006 Plains Road East, Burlington, Ontario L7T 4K2

**Phone:** 905-213-7944

**Website:** <http://www.bartimaeus.com/Support/TorontoGTA.html>

**Email:** [lgourley@bartimaeus.com](mailto:lgourley@bartimaeus.com)

**Service Area:** Southeastern Ontario/Durham Region

**Languages Spoken:** English

## **DORVICT RESOURCE & CONSULTING CENTRE**

**Description:** Dorvict Home and Health Care Services (aka) Dorvict Resource & Consulting Centre Inc. is a permanent and temporary staffing replacement agency specializing in the provision of in-home and community health support services to children, youth with behavioural challenges, seniors, and people with challenging abilities. We also provide unique house-sitting under our parental relief services.

**Admin Address:** 1111 Finch Ave W, North York, ON M3J 2E5  
**Phone:** 416-661-1740  
**Fax:** 416-661-3855  
**Website:** <http://www.dorvict.com>  
**Email:** [info@dorvict.com](mailto:info@dorvict.com)  
**Service Area:** Metropolitan Toronto and its surroundings including Whitby  
**Languages Spoken:** English

## **JODAL HEALTH CARE**

**Description:** An employment agency that provides support workers whose services support children, adolescents and adults with special needs, who are experiencing emotional, psychological, developmental and/or behavioural problems.

**Address:** 1315 Finch Ave W Unit 304, North York, ON M3J 2G6  
**Phone:** 416-398-0078  
**Website:** <http://www.jodalhealthcare.com>  
**Service Area:** Durham Region  
**Languages Spoken:** English

## **WHOLISTIC CHILD & FAMILY SERVICES**

**Description:** WCFS works with private and government organizations that provide care or treatment for people who may be in transitional points in their lives, these transitional points may lead them to make unhealthy choices. WCFS provides professionals who are trained and have gained extensive experience in the fields of Social Work, and Child & Youth Work.

**Address:** 18 Elgin Square, P.O. Box 51021, Toronto, ON, m1l 4t2  
**Phone:** 416-531-5616 or toll free 1-866-535-6465  
**Fax:** 416-531-7338  
**Emergency / after hours:** 416-830-9349  
**Website:** <http://www.wcfsinc.org>  
**Email:** [info@wcfsinc.org](mailto:info@wcfsinc.org)  
**Service Area:** Durham Region  
**Languages Spoken:** English

These agencies provide day support and recreational opportunities at a monetary cost.

### SUNRISE YOUTH GROUP

**Description:** Recreational and social experiences for young people with special needs aged 15 and older. Programs include residential camps, camping programs, winter camp, dances, athletic clubs and daily excursions.

**Address:** 1621 McEwen Ave, Whitby, ON, L1N 9A5

**Phone:** 905-438-9910

**Fax:** 905-438-1830

**Email:** [info@sunriseyouthgroup.ca](mailto:info@sunriseyouthgroup.ca)

**Website:** [www.sunriseyouthgroup.ca](http://www.sunriseyouthgroup.ca)

**Hours:** 9:00am-4:00pm (M-F)

**Service Area:** Durham Region

**Eligibility:** young people with special needs aged 15 and older

**Fee:** Day program-\$12.50 for ½ day or \$25.00 for a full day;  
Recreation Program-\$1400/yr. for full-time membership,  
\$575.00/yr for part-time membership, \$200.00/yr for dance  
membership

**Languages Spoken:** English

**Accessibility:** Fully Accessible

### TANIA'S PLACE (ACTIVITY CENTRE FOR ADULTS WITH SPECIAL NEEDS)

**Description:** Tania's Place is an Innovative and Creative Day Program that services Adults 18 years and older and teens 13 to 17 years of age who live with a Developmental and or Physical Disability.

**Address:** 230 Harwood Avenue South, Unit 2, Ajax, ON, L1J 2H6

**Phone:** 905-686-9532

**Website:** <http://www.taniasplace.com>

**E-mail:** [info@taniasplace.com](mailto:info@taniasplace.com)

**Hours:** 8:00 am - 4:00 pm

**Fees:** Between \$35 - \$52.50 dollars a day

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

# **FINANCIAL SUPPORTS AND SERVICES**

## **FINANCIAL SUPPORTS and SERVICES**

Canada Child Tax Benefits	82
Child Disability Tax Credit	82
Human Resources and Social Development Canada Income Security Programs (CPP/OAS/GAINS)	83
Ministry of Community and Social Services: Special Services at Home Program	83
Ontario Ministry of Children and Youth Services	84
Ontario Ministry of Community and Social Services	84
Ontario Ministry of Community and Social Services Ontario Works Durham	85
Ontario Ministry of Health and Long Term Care	86
Ontario Rent Bank Network	86
Ontario Works: Trusteeship and Pay Direct Directive	87
Passport Funding for Community Participation Supports	88

## Financial Supports and Services

The following section includes a list of resources that may be able to assist in obtaining financial assistance.

### CANADA CHILD TAX BENEFITS

**Description:** The Canada Child Tax Benefit (CCTB) is a tax-free monthly payment made to eligible families to help them with the cost of raising children under the age of 18. Included within the CCTB is the National Child Benefit Supplement (NCBS), a monthly benefit for low-income families with children. The NCBS is the Government of Canada's contribution to the National Child Benefit, a joint initiative of federal, provincial, and territorial governments.

**Phone:** 1-800-387-1193

**Website:** <http://www.children.gov.on.ca>

**Eligibility:** You must live with the child, and the child must be under the age of 18; You must be the person who is primarily responsible for the care and upbringing of the child; You must be a resident of Canada; and You or your spouse or common-law partner must be a Canadian citizen, a permanent resident, a protected person, or a temporary resident.

**Service Area:** Canadian Citizens Only

**Languages Spoken:** English

### CHILD DISABILITY TAX CREDIT

**Description:** The Child Disability Benefit (CDB) is a tax-free benefit of up to \$2,395 per year (\$199.58 per month) for families who care for a child under age 18 with a severe and prolonged impairment in mental or physical functions.

**Phone:** 1-800-387-1193

**Website:** <http://www.cra-arc.gc.ca/benefits/disability-e.html>

**Eligibility:** Families who are eligible for the CCTB for a child will receive the CDB only if the child is also eligible for the disability amount, also known as the Disability Tax Credit. Not all children with disabilities are eligible for the disability amount. To be eligible a child must have a **severe and prolonged** impairment in physical or mental functions. Impairment is **prolonged** if it has lasted, or is expected to last, for a continuous period of at least 12 months. A qualified practitioner must certify on Form T2201, *Disability Tax Credit Certificate*, that the child's impairment meets **certain conditions**.

**Service Area:** Canadian Citizens Only

**Languages Spoken:** English and French

## HUMAN RESOURCES AND SOCIAL DEVELOPMENT CANADA INCOME SECURITY PROGRAMS (CPP/OAS/GAINS)

**Description:** Administers the Canada Pension Plan (CPP) including Retirement, Survivor, Disability and monthly benefits for children. Also, administers the Old Age Security (OAS), Guaranteed Income Supplement (GIS), the Allowance and the Allowance for Survivor.

**Local Address:** 78 Richmond Street West, Oshawa, ON, L1G 1E1

**Ajax Office:** 320 Harwood Avenue, Ajax, ON,

**Address:** P.O. Box 5100, Station D, Scarborough, ON,  
M1R JC8

**Phone:** English 1-800-277-9914 or French 1-800-277-9915

**Website:** <http://www.servicecanada.gc.ca>

**Hours:** Tele-message Centre is available 24hrs. Personal service is available 8:30am-4:30pm, Monday-Friday

**Service Area:** Durham Region

**Languages Spoken:** English and French

**Accessibility:** Fully Accessible

## MINISTRY OF COMMUNITY AND SOCIAL SERVICES: SPECIAL SERVICES AT HOME PROGRAM

**Description:** The Special Services at Home program provides funding directly to families so they can purchase services to provide personal development and relief support to children and adults with a developmental disability and children with a physical disability.

**Address:** 1400 Hopkins Road, Whitby, ON, L1N 2C3

**Phone:** 905-665-1030, 905-665-1053(TTY) or toll free 1-800-722-1196

**Fax:** 905-665-1050

**Website:** [www.gov.on.ca/children/english/resources/needs/index.html](http://www.gov.on.ca/children/english/resources/needs/index.html) (child)  
[www.mcass.gov.on.ca/mcass/english/topics/pop\\_ssah.htm](http://www.mcass.gov.on.ca/mcass/english/topics/pop_ssah.htm) (adult)

**Hours:** Monday-Friday, 8:30am-5:00pm

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## ONTARIO MINISTRY OF CHILDREN AND YOUTH SERVICES

**Description:** Information about services funded and/or provided by the Ontario government for children with physical, intellectual and/or developmental disabilities.

**Address:** 1400 Hopkins Road, Whitby, ON, L1N 2C3

**Phone:** 905-665-1030, 905-665-1053(TTY) or toll free 1-800-722-1196

**Fax:** 905-665-1050

**Website:** [www.gov.on.ca/children/english/programs/needs/index.html](http://www.gov.on.ca/children/english/programs/needs/index.html)

**Hours:** Monday-Friday, 8:30am-5:00pm

**Service Area:** Durham Region

**Languages Spoken:** English

## ONTARIO MINISTRY OF COMMUNITY AND SOCIAL SERVICES

**Description:** The Ontario Disability Support Program (ODSP) provides income assistance for people who qualify because of age and disability.

Assistance for Children with Severe Disabilities Program:

assists parents of handicapped children living at home with costs for special needs; special shoes, transportation and parent respite.

Special Services at Home Program:

assists families of developmentally disabled adults to facilitate personal development and growth, and to provide family relief and support.

The Employment Support Program: assists persons with disability barriers in obtaining and maintaining employment.

**Address:** 1400 Hopkins Road, Whitby, ON, L1N 2C3

**Phone:** 905-665-1030, 905-665-1053(TTY) or toll free 1-800-722-1196

**Fax:** 905-665-1050

**Website:** [www.mcsc.gov.on.ca/mcsc/english/pillars/developmental/programs/](http://www.mcsc.gov.on.ca/mcsc/english/pillars/developmental/programs/)

**Hours:** Monday-Friday, 8:30am-5:00pm

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## ONTARIO MINISTRY OF COMMUNITY AND SOCIAL SERVICES

### ONTARIO WORKS DURHAM

**Description:** Ontario Works provides financial and employment assistance to people in temporary financial need. People receiving assistance through Ontario Works participate in a wide range of employment assistance activities, which help them, prepare for, find and keep a job.

**Intake:** Centralized Intake – basic information is taken over the telephone and then an appointment is booked at one of four Ontario Works Offices in Durham to complete the application with a caseworker

**Phone:** 1-877-678-6333 or 905-428-8982

#### Oshawa Office

\* Serving residents north of Olive/Gibb Ave., and Whitby residents east of Brock St.,

**Address:** 605 Rossland Road, Whitby, ON, L1N 6A3

**Phone:** 905-668-7711

**Fax:** 905-666-6224

#### South Oshawa/Clarington Office

\* Serving residents south of Olive/Gibb Ave., and all of Clarington

**Address:** 505 Wentworth Street West, Oshawa, ON, L1J 6G5

**Phone:** 905-436-6747

**Fax:** 905-436-7361

#### Ajax Office

\*Serving Ajax, Pickering, and Whitby residents west of Brock Street

**Address:** 140 Commercial Avenue, Ajax, ON, L1S 2H5

**Phone:** 905-428-7400

**Fax:** 905-428-7401

#### Uxbridge Office

\*Serving Brock, Scugog and Uxbridge

**Address:** 2 Campbell Drive Suite 305, Uxbridge, ON, L9P 1H6

**Phone:** 905-852-4566 or toll free 1-800-361-3268

**Fax:** 905-852-4573

**Website:** <http://www.region.durham.on.ca/services.asp?nr=departments/social/incomesupport.htm>

**Hours:** 8:30am-4:30pm, Monday – Friday

**Service Area:** Durham Region

**Language:** English

**Accessibility:** Fully Accessible

## ONTARIO MINISTRY OF HEALTH AND LONG TERM CARE

Registration and Claims Branch, Ontario Health Insurance Office

**Description:** Registers Ontario residents for insured health services, provides access to government funded health care services, processes medical claims for payment to fee for service providers, manages the fee for service transfer payment and disseminates information to the public and providers. Contact the office if you are changing your address, changing your name, leaving Ontario for more than 7 months, your immigration status changes or your Health Card is lost or stolen.

**Address:** P.O. Box 635 Oshawa Shopping Centre,  
Executive Tower 419 King St W, 4<sup>th</sup> Floor, Oshawa, ON, L1H 8L4

**Phone:** 905-576-2870

**Fax:** 905-434-3725

**Website:** <http://www.health.gov.on.ca/index.html>

**Hours:** 8:30 am-5 pm, Mon-Fri, Open until 7 pm Thursday, by appointment only, call (905) 434-3700

**Service Area:** Durham Region

**Languages Spoken:** English and French

**Accessibility:** Fully Accessible

## ONTARIO RENT BANK NETWORK

**Description:** The Ontario Rent Bank Network is made up of service providers across Ontario who provides emergency financial assistance including interest-free loans or grants to people facing eviction as a result of rental arrears. Our Rent Bank Programs help vulnerable, low-income families avoid eviction by paying off their rental arrears, allowing them the critical time they need to stabilize their financial and life situations.

The services include:

- Landlord & tenant mediation assistance
- Providing money management advice & skill development
- Housing search assistance
- Follow-up support and community links

Rent Bank interest free loans

**Address:** 134 Commercial Avenue, Ajax, ON, L1S 2H5

**Phone:** 905-686-2661 or toll free at 1-866-746-3696

**Fax:** 905-686-0984

**Website:** <http://www.ontariorentbank.net>

**Hours:** Monday to Friday, 8:30am to 4:30pm

**Eligibility:** Anyone can apply

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## ONTARIO WORKS: TRUSTEESHIP AND PAY DIRECT DIRECTIVE

**Description:** Applicant of Income Assistance under 18 Years of Age

If a person is eligible for income assistance under this section, his or her assistance shall be paid on his or her behalf to the person's guardian of property or trustee or a person appointed by the administrator. The provision of a trusteeship or direct payment to a third party assists in managing the assistance of applicants who are 16 or 17 years old, or applicants or participants who have used or will likely use their assistance in a way that is not beneficial to them or the benefit unit.

**Address:**

**King Street Office**

605 Rossland Road East

Whitby, ON

P: 905-666-6239/1 877-678-6333 (Toll Free)

F: 905-666-6218

**South Oshawa Office**

505 Wentworth Street West

Oshawa, ON

P: 905-436-6747/1 877-678-6333 (Toll Free)

F: 905-436-7361

**Ajax Office**

140 Commercial Avenue

Ajax, ON

P: 905 428-7400/1 877-678-6333 (Toll Free)

F: 905-428-7401

**Uxbridge Office**

2 Campbell Drive

Uxbridge, ON

P: 905 852-4566/1 877-678-6333 (Toll Free)

F: 905-852-4573

**Employment Service**

200 John Street West

Oshawa, ON

P: 905-432-2929/1 877-678-6333 (Toll Free)

F: 905-432-4602

**Website:**

<http://www.mcass.gov.on.ca>

**Hours:**

8:00am-4:00pm;

Employment Service: 8:30-4:30pm

Resource Centre at the Employment Service Office: 9:00-4:00pm

**Service Area:**

Durham (and all of Ontario)

**Eligibility:**

Applicants must be residents of Ontario; be in immediate financial need; and be in agreement to participate in employment activities

**Languages Spoken:**

English; Interpreter services can be arranged

**Accessibility:**

Fully accessible

## PASSPORT FUNDING FOR COMMUNITY PARTICIPATION SUPPORTS

**Description:** This program is offered by the Regional Municipality of Durham, social Services Department. The goal of this program is to assist people with developmental disabilities, who have left school, to take part in meaningful community participation supports.

The program provides funding so that people with a developmental disability can take part in programs and services that:

- Focus on individual goals, work activities and community participation
- Promote independence
- Encourage continuing education and personal development
- Foster social, emotional and community participation skills.

**Address:** 605 Rossland Road East, Lower Level, P.O. Box 623, Whitby, ON, L1N 6A3

**Phone:** 905-668-7711 or 1-800-372-1102

**Website:** <http://www.mcass.gov.on.ca>

**Hours:** Monday to Friday, 8:00am to 5:00pm

**Service Area:** Durham Region

**Eligibility:** Residents of ON with a developmental disability.

**Languages Spoken:** English

**Accessibility:** Fully Accessible

# **HOUSING RESOURCES, SUPPORTS & SERVICES**

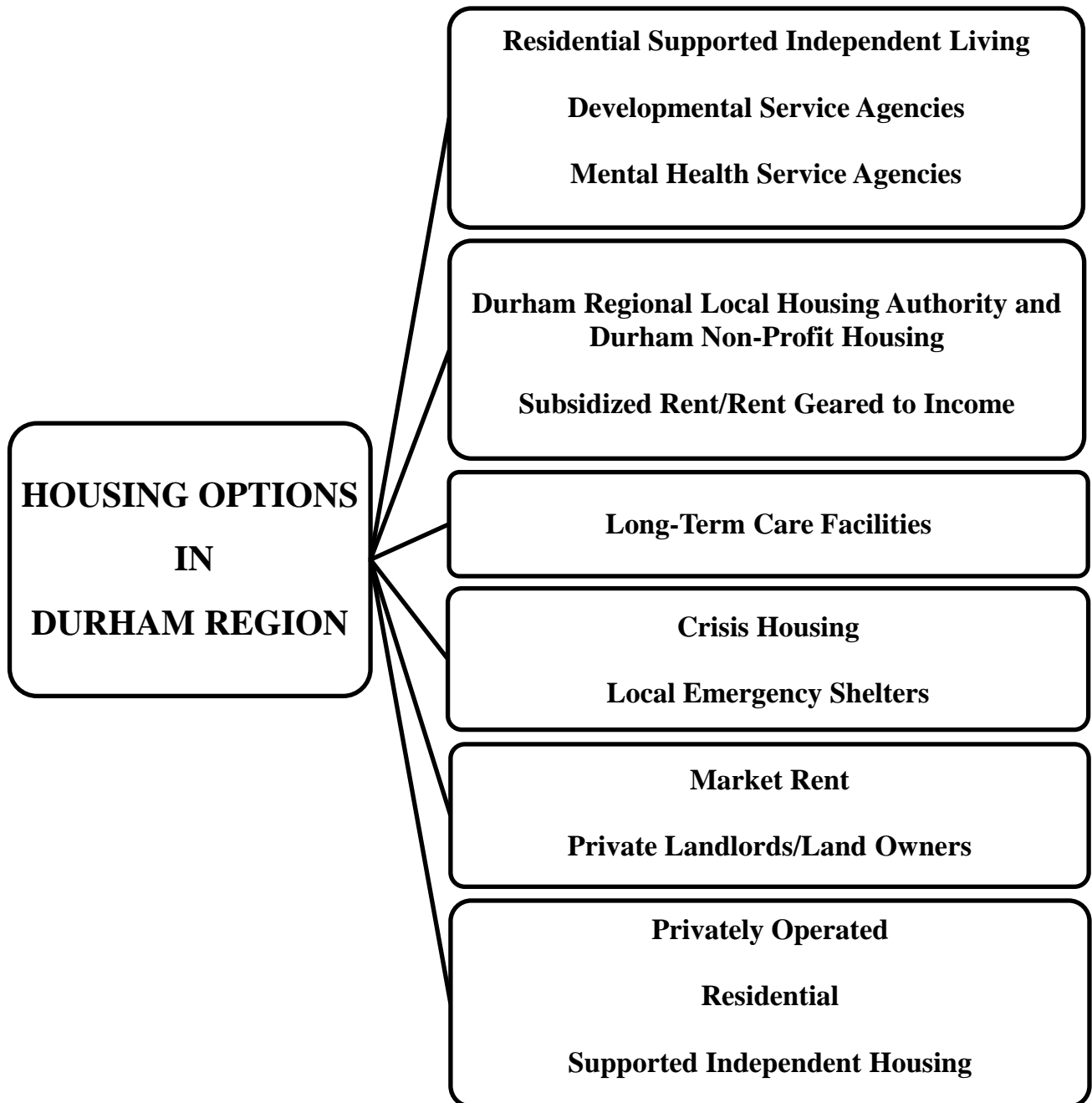
## HOUSING RESOURCES, SUPPORTS and SERVICES

Canadian Mental Health Association – Durham Branch	96
Community Care Northumberland	96
Cornerstone Community Association	97
Durham Access to Social Housing	97
Durham Hospice	97
Durham Region Housing Services	98
Durham Region Non-profit Housing	98
Housing Help Durham	99
Gate 3:16	99
John Howard Society	99
Muslim Welfare Centre	101
YWCA Durham	101

# Housing Resources, Supports and Services

## HOUSING/ACCOMMODATION OPTIONS

The following provides an overview of housing options available within Durham Region for people diagnosed with a dual diagnosis.



## **Developmental Service Agency Residential and Supported Independent Living Information**

### **Local Developmental Service Agency Residential and Supported Independent Living Providers:**

- Community Living Durham North (CLDN)
- Community Living Ajax Pickering Whitby (CLAPW)
- Community Living Oshawa Clarington (CLOC)
- Christian Horizons (CH)
- Participation House Project (Durham) (PH)
- Kerry's Place Autism Services (KPAS)
- Adult Community Support Service (ACSS)

### **Local Developmental Service Agency - Residential/Supported Independent Living Application Process:**

- A "Durham Adult Accommodation Sub-Committee Form B" Intake Form available at your local Developmental Service Agency must be completed
- The information that you provide through the completion of this request Form B will be entered into the Single Point Access Durham Accommodation System (SPADA) for consideration by all of the Durham Region Residential Agencies.
- The Single Point Access Durham Accommodation System was created to prevent families from having to complete multiple applications when seeking residential services within the Durham Region. The Agency presenting you with this application will be responsible for placing your information into the system and will be your primary contact/advocate for services.
- The applicant or their family may be screened/interviewed and assessed by the contacted agency to ensure eligibility of the applicant - a face to face interview may be requested
- Applicant must have a documented developmental disability to be eligible
- The completed Form B application must be submitted to a local Developmental Service Agency for input into a centralized regional database
- Applications are waitlisted based on requested residential placement and needs as noted in the Form B application
- Applications are reviewed monthly by the Durham Implementation and Allocation Committee which is comprised of local Developmental Service providers
- Updated information should be provided to the Developmental Service agency that processed your application whenever necessary
- Inquiries can be made through the submitting Developmental Service Agency
- Waitlists
- When a vacancy becomes available within one of the Durham Residential agencies, they will enter the criteria/characteristics for their vacancy into SPADA system i.e. Group Home Vacancy, Wheelchair accessible, Male, 18-35 etc. When reviewing the referrals that meet the necessary criteria of the vacancy, priority will be given to those most in need i.e. homeless etc.

## **Glossary of Housing Terms Form B**

**Associate Living:** (Also can be known as family Home Support) Residential support to adults who have an intellectual disability. An associate care provider usually provides the support in their home. This can also occur in the home of the person receiving supports. Services include shelter, supervision, support, training and social/recreational activities. People receive personalized levels of support with all activities of daily living and personal growth and development as well as a primary focus on ensuring health and safety.

**Group Living:** Residential support and supervision to people with intellectual disabilities. Group Living involves living with other people who have intellectual disabilities and sharing the residential environment and supports. The services are provided. The support includes food, shelter, support, community participation and social/recreational activities. Consumers receive the appropriate levels of support with all activities of daily living, personal growth and development with a primary focus on ensuring health and safety.

**Supported Independent Living:** Individualized support and supervision for people living on their own in the community, whom require some supported living assistance. Supports are specific to the individual needs of each person and can be outreach (2 hours per month), to enhanced (15 hrs per week). People supported by the SIL program receive support based on their definition of personal outcome measures. Such need areas can include but are not limited to: Financial/Budgeting assistance, nutritional planning, cooking, accessing services in the community (doctor's/psychiatrist), home care, medication administration and monitoring, developing social networks, friendships and recreational.

# **Mental Health Service Agency Residential and Supported Independent Living Information**

## **Local Mental Health Service Agency Supported Living Providers:**

- Canadian Mental Health Association (CMHA)
- Durham Mental Health Services (DMHS)

## **Local Mental Health Service Agency - Residential/Supported Independent Living Application Process:**

- Mental health diagnosis must be the predominant diagnosis or presenting issue for access into this service system
- Contact either CMHA or DMHS to request a residential/supported independent living intake
- The residential and supported independent living intake process is centralized to include applications for both CMHA and DMHS
- General information is gathered during the telephone intake process and an appointment is scheduled for a face to face intake appointment
- During the face to face intake a formal screening and needs assessment is completed
- Formal documentation of a mental health diagnosis is required for CMHA
- No formal documentation of a mental health diagnosis is required for DMHS
- Individuals must be capable of living in a shared environment or independently with limited support
- Applicants have a choice to choose one or both of the mental health residential/supported independent living providers for accommodations
- Updated information should be provided to the submitting mental health agency

# **Subsidized/Rent Geared to Income Housing Application Process**

## **Durham Regional Local Housing Authority (DRLHA)**

- DRLHA provides “rent-geared-to income” (RGI) or subsidized housing assistance
- People eligible for RGI assistance pay reduced rent that is roughly 30% of their total gross household income
- An “Application for RGI Assistance” must be completed with all requested documentation attached
- Completed applications must be submitted to Region of Durham Housing Services Division; Durham Region Non-profit Housing Corporation or Housing Help Durham
- Applications are reviewed to determine eligibility
- If you are eligible for RGI, your name is placed on the bottom of the waiting list for all the locations noted on the application
- A letter requesting updated information will be sent yearly – you must respond even if there are no changes in order to keep your application on the waitlist
- Any changes to the initial application must be reported in order to keep your application updated and on the waitlist
- Social Housing providers not connected with DRLHA are provided in the application - applicants must apply directly to these housing providers
- Waitlists

### **Long-Term Care Facilities**

- All applicants for long-term care facilities are coordinated by a Community Care Access Centre (CCAC)
- The CCAC for Durham Region is called the Central East Community Care Access Centre (905) 430-3308
- Components to the application process include: assessing needs and documentation; determining eligibility; selecting facilities; getting on waitlists if applicable; receiving a bed offer
- Long-Term Care facilities provide placement for eligible seniors, however non-senior applications can be considered based on medical need and/or other needs assessed for eligibility by the CCAC case manager

### **Crisis Housing**

#### **Local Emergency Shelters**

- Cornerstone Community Services (Men’s Hostel)
- Durham Mental Health Services Crisis Beds

### **Private Landlords/Home Owners**

#### **Market Rent**

- Rental accommodations provided by private landlords
- Local newspapers can be reviewed for available units
- Housing Help Durham (905) 686-2661, John Howard Society (905) 579-8482 and North Durham Homelessness Outreach (905) 985-3553 can be accessed for updated local accommodation listings including rooms, homes and apartments for rent

## Privately Operated Supported Independent Living Housing

### Private Homes

- Local unregulated and private landlords providing room for rent with limited support

The following is a list of services that assist in finding appropriate housing options in the Durham region.

### CANADIAN MENTAL HEALTH ASSOCIATION-DURHAM BRANCH

**Description:** Housing Outreach to the Homeless assists clients that are homeless or at risk of homelessness, in choosing, getting and keeping their desired housing.

**Address:** 60 Bond Street West, Oshawa, ON, L1G 1A5  
**Phone:** 905-436-8760 or  
Central Intake Services 905-436-8760 ext. 103, 104 or 137  
**Fax:** 905-436-1569  
**Email:** [cmha@cmhadurham.org](mailto:cmha@cmhadurham.org)  
**Website:** <http://www.cmhadurham.org>  
**Hours:** 9:00am-4:30pm (Mon-Thurs.), 9:00am-4:00pm (Fri)  
**Service Area:** Durham Region  
**Languages Spoken:** English  
**Accessibility:** Fully Accessible

### COMMUNITY CARE NORTHUMBERLAND

**Description:** Provides community based home support services primarily to persons with dependencies related to aging, physical disability and to their caregivers so that the quality of life of those who receive these services shall be maintained or enhanced.

**Address:** 1005 Elgin Street West, Cobourg, ON, K9A 5J4  
**Phone:** 905-372-7356  
**Website:** <http://www.commcare.ca>  
**Email:** [cobourg@commcare.ca](mailto:cobourg@commcare.ca)  
**Service Area:** Durham Region, Cobourg and District  
**Languages Spoken:** English  
**Accessibility:** Fully Accessible

## CORNERSTONE COMMUNITY ASSOCIATION

**Description:** Cornerstone provides a range of housing, community development and support services to people without housing and/or those just released from an institutional setting. Those we serve are over the age of 16, the majority of whom are single men.

**Address:** 133 Simcoe Street South, Oshawa, ON, L1H 4G8

**Phone:** 905- 433-0254

**Fax:** 905- 433-2363

**Website:** <http://www.geocities.com/ccadurham>

**Email:** [ccadi@rogers.com](mailto:ccadi@rogers.com)

**Service Area:** Oshawa; Durham Region

**Languages Spoken:** English

## DURHAM ACCESS TO SOCIAL HOUSING

**Description:** Durham Access to Social Housing looks after all applications for rent-geared-to-income (RGI) assistance (subsidized housing) in the Region of Durham. This includes seniors housing. \*Most housing providers funded by the federal government look after their own waiting lists and you have to contact them directly.

**Address:** 605 Rossland Road East, Whitby, ON, L1N 6A3

**Phone:** 905-668-7711 or toll free at 1-800-372-1102

**Website:** <http://www.region.durham.on.ca>

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## DURHAM HOSPICE

**Description:** It is Durham Hospice's vision that volunteer hospice care will be available and accessible to all individuals and families living with a progressive life threatening illness in our community.

Our mission is to enhance the quality of life of individuals and families facing a progressive life threatening illness through volunteer support and education in partnership with the community.

**Main Office** 209 Dundas Street East, Whitby, ON, L1N 7H8

**Address:**

**Phone:** 905-430-4599

**Website:** <http://www.durhamhospice.com>

**Email:** [hospice@durhamhospice.com](mailto:hospice@durhamhospice.com)

**Hours:** Monday to Friday from 9:00 am to 4:30pm.

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## DURHAM REGION HOUSING SERVICES

**Description:** Applications are also available on-line through the Region of Durham web-site at <http://www.region.durham.on.ca>. Click on “Departments”, then “Social Services” then select “Housing Services”. The link “need affordable housing” contains a list of the properties as well as a downloadable application form and guide. The form is then returned to one of the four satellite offices for processing.

**Address:** 605 Rossland Road East, P.O. Box 623, Whitby, ON,  
L1N 6A3

**Phone:** 905-666-6222 or toll free 1-800-372-1102

**Fax:** 905-666-6225

**Website:** <http://www.region.durham.on.ca> Click on “Departments”, then “Social Services” then select “Housing Services”.

**Hours:** 8:30am-4:30pm, Monday to Friday

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## DURHAM REGION NON-PROFIT HOUSING

**Description:** A housing provider that owns and manages more than 1100 apartment and townhouse units at 18 sites across Durham Region in the Province of Ontario. Find out more about us, our properties, our policies and our operations.

**Address:** 28A Albert Street, Oshawa, ON, L1H 8S5

**Phone:** 905-436-6610

**Fax:** 905-430-5361

**Website:** <http://www.durham-housing.com>

**Email:** [drnphc@durham-housing.com](mailto:drnphc@durham-housing.com)

**Hours:** Monday to Friday from 8:30am to 4:30pm

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## HOUSING HELP DURHAM

**Description:** The Housing Help Centre maintains a housing registry to assist individuals in securing affordable accommodation that exists in the private rental market.

**Address:** 134 Commercial Avenue, Ajax, ON, L1S 2H5

**Phone:** 905-686-2661

**Fax:** 905-686-4157

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## GATE 3:16

**Description:** Gate 3:16 Outreach Centre is committed to serve honour and glorify the triune God through its ministry in the Oshawa community and Durham Region.

**Address:** 63 King Street E., Oshawa, ON, L1H 1B4

**Phone:** (905) 432-5316

**Fax:** (905) 436-7946

**Website:** <http://www.salem.on.ca/directory/agencies/129.html>

**Email:** [ocmc@on.aibn.com](mailto:ocmc@on.aibn.com)

**Service Area:** Oshawa; Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible-Entrance, Washrooms, Parking

## JOHN HOWARD SOCIETY

**Description:**

Services Include:

- Assist with preventing eviction through mediation/advocacy with landlords
- Information/advice on the Tenant Protection Act for both tenants and landlords (your rights/obligations)
- Will accompany tenant to the Ontario Rental Housing Tribunal
- Provide assistance and support in finding housing
- Provide access to the Rent Bank and Energy Fund with application forms and other funds when available
- Assists with filling out rental applications for market and "rent geared to income" housing
- I.D. replacement Clinic, applications for birth certificates for all parts of Canada
- Post-inmate release assistance
- Advocacy and referral with Ontario Works/ODSP and other agencies as required
- Referral to emergency housing if you are homeless or about to be
- Referrals to out of town emergency hostels

## JOHN HOWARD SOCIETY continued

- Transportation for housing searches (\* when funds are available)
- Locating food banks in Durham Region
- Referrals to other community resources
- Resource material

Workshops/presentations available upon request for:

- Eviction Prevention
- Budgeting
- Homelessness

How to search for housing

**Address:** 75 Richmond St West, Oshawa, ON, L1G 1E3

**Phone:** 905-579-8482

**Fax:** 905-435-0352

**After Hours Phone:** 905-668-4614

**Hours:** 8:00am-5:00pm Mon-Thu, 8:00am-4:00pm Fri

**Address:** 136 Commercial Avenue , Ajax, ON L1S 2H5

**Phone:** 905-427-8165

**Fax:** 905-427-3701

**Hours:** 8:30am-6pm Mon-Thu, 8:00am-4:00pm Fri

**Address:** 132 Church Street Bowmanville, ON, L1C 1T5

**Phone:** 905-623-6814

**Fax:** 905-623-0221

**Hours:** 8:30am-4:30pm Mon-Thu, 8:00am-4:00pm Fri

**Address:** 105 Consumers Drive, Whitby, ON, L1N 1C4

**Phone:** 905-666-8847

**Fax:** 905-666-9293

**Hours:** 8:30am-4:30pm Mon-Thu, 8:00am-4:00pm Fri

**Website:** <http://www.jhsdurham.on.ca>

**Email:** [jhsdurham@jhsdurham.on.ca](mailto:jhsdurham@jhsdurham.on.ca)

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## MUSLIM WELFARE CENTRE

**Description:** The Muslim Welfare Centre has been offering safe, short-term affordable housing to abused women and their children of all communities irrespective of Religion, Nationality, Caste or Creed across the Greater Toronto Area since 1993. It also provides a caring and non-judgmental environment for women of all faiths and their children that are respectful of cultural, personal and religious beliefs.

**Address:** 425 Dundas St E, Whitby, ON, L1N 2J2

**Phone:** 905-665-0424

**Fax:** 905-665-1446

**Website:** <http://www.muslimwelfarecentre.com>

**Email:** [muslim@muslimwelfarecentre.com](mailto:muslim@muslimwelfarecentre.com)

**Service Area:** Oshawa; Durham Region

**Languages Spoken:** Free Translation Service in English, Urdu, Arabic, Punjabi and Hindi

**Accessibility:** Fully Accessible

## YWCA DURHAM

### **Description: Emergency Housing:**

An emergency hostel for single women and mothers with children. Provide crisis intervention, referrals, advocacy, and support to find suitable long term housing in the community. \*15- beds are available for women and children. Meals, clothing and basic necessities are also provided free of charge.

**Emergency Phone:** 905-576-2997

**Admin Phone:** 905-576-6743

**Fax:** 905-576-0816

**Website:** <http://www.ywcadurham.org/content/view/41/80/>

**Email:** [shelter@ywcadurham.org](mailto:shelter@ywcadurham.org)

**Service Area:** Oshawa; Durham Region

**Languages Spoken:** English

### **Description: Interim Housing:**

Longer term accommodation and meals to single women. Provide counselling support, referrals and assistance to find permanent housing in the community.

**Address:** c/o YWCA 33 McGrigor Street, Oshawa, ON, L1H 1X8

**Phone:** 905-576-8880

**Fax:** 905-576-8919

**Website:** <http://www.ywcadurham.org>

**Email:** [housing@ywcadurham.org](mailto:housing@ywcadurham.org)

**Hours:** 24 hr service, 7 days per week

**Service Area:** Durham Region

**Eligibility:** Women and female led families

**Languages Spoken:** English

# **JUSTICE SUPPORTS AND SERVICES**

## JUSTICE SUPPORTS and SERVICES

Citizenship and Immigration Canada	106
Community Justice Alternatives of Durham Region	106
Court Support Program	106
Crown Attorney's Office	106
Dial-A-Law	106
Durham Community Legal Clinic	106
Durham Family Court Clinic and Family Law Information Centre	106
Durham Legal Aid Office	106
Immigration Settlement Services	106
John Howard Society	106
Lawyer Referral Services	106
Probation and Parole Offices	106
Victim Services Unit – Durham Regional Police	106
Victim / Witness Assistance Program	106

# Justice Supports and Services

It is important that you are aware of your legal rights and the supports and services that are available to an individual with dual diagnosis. The following section includes information in areas of criminal laws and processes that may affect a person with dual diagnosis who has become involved with the law.

## Justice Supports and Services

### Rights of the accused person and the Criminal Justice System

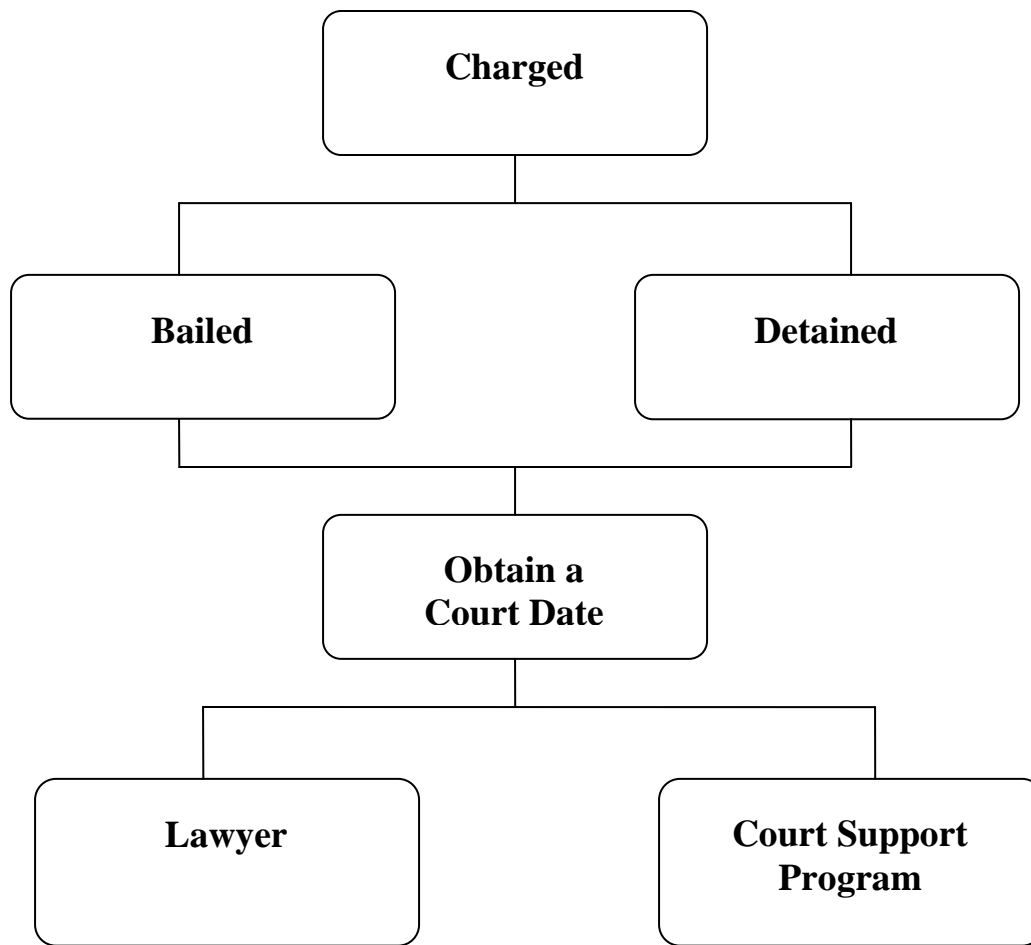
- Right to a lawyer
- Right to be given reasons for detention or arrest
- Validity of detention confirmed
- An accused person who is vulnerable with special communication needs where appropriate has right to a support person and/or interpreter to be present during an interview
- Everyone has a presumption of competence to stand trial unless the court orders the accused person to be remained in custody for a 30-day fitness assessment at a mental health facility.

### Court Support Program

Durham Mental Health Services Court Support Program, in partnership with the Crown Attorney's Office, responds to individuals with mental health difficulties who find themselves in conflict with the criminal justice system primarily because of their mental disorder. The Court Support Program can assist with understanding the court process; connecting you with resources and providing support for discussions with the crown attorney.

Clients or their family members may simply attend the office. Sometimes clients contact this program because the crown attorney, their lawyer or their worker has sent them or because they have heard about the program from someone they know.

The Court Support Program office is located inside the courthouses at 242 King Street, East and 850 King Street West in Oshawa. The Court Support Program contact number is 905-430-4927.



For a more detailed overview of this process, please refer to Appendix IX the Decision Tree for Mentally Disordered Offenders Before the Court on page 161

## **Legal Aid**

Legal Services are available to those who cannot afford a lawyer and who meet eligibility requirements. Once a legal aid certificate has been acquired, a lawyer who takes legal aid cases can be contacted for legal assistance in criminal cases.

### **Durham Legal Aid Office**

419 King Street West, Unit 3512

Oshawa, L1J 2K5

905 –576-0563

Toll Free: 1-866-595-0563

**Durham Community Legal Clinic**

419 King Street West, Unit 3512

Oshawa, L1J 2K5

Telephone: 905-728-7321

Toll Free: 1-888-297-2202

**Duty Counsel**

People who do not qualify for a legal aid certificate may be able to get assistance from duty counsel.

Duty counsels are assigned to courts to assist people who do not have a lawyer with them in the courtroom.

**Other Justice Services**

Agency	Contact Number	Website
Citizenship and Immigration Canada	1-888-242-2100 1-888-576-8502 (TTY)	<a href="http://www.cic.gc.ca">www.cic.gc.ca</a>
Community Justice Alternatives of Durham Region	905-683-8615	<a href="http://www.cjadurham.com">www.cjadurham.com</a>
Court Support Program	905-430-4927	<a href="http://www.dmhs.ca">www.dmhs.ca</a>
Crown Attorney's Office	905-430-4150	
Dial-A-Law	1-800-387-2920	
Durham Community Legal Clinic	905-728-7321	<a href="http://www.durhamcommunitylegalclinic.ca">www.durhamcommunitylegalclinic.ca</a>
Durham Family Court Clinic and Family Law Information Centre	905-579-1988 1-877-294-6529	<a href="http://www.durhamfamilymediation.ca">www.durhamfamilymediation.ca</a>
Immigration Settlement Services	905-436-6731	<a href="http://www.settlement.org">www.settlement.org</a>
John Howard Society Oshawa	905-579-8482	
Bowmanville	905-623-6814	<a href="http://www.jhsdurham.on.ca">www.jhsdurham.on.ca</a>
Whitby	905-666-8847	
Ajax	905-427-8165	
Lawyer Referral Services	1-800-268-8326	
Probation and Parole Offices	905-571-3774 905-831-2600 (Ajax/Pickering)	<a href="http://www.mcscs.jus.on.ca">www.mcscs.jus.on.ca</a>
Victim Services Unit – Durham Regional Police	905-579-1520	<a href="http://www.drps.ca">www.drps.ca</a>
Victim / Witness Assistance Program	905-430-4170	

# **PHYSICAL HEALTH SUPPORTS AND SERVICES**

## PHYSICAL HEALTH SUPPORTS and SERVICES

The Bob Rumball Centre for the Deaf	109
The Canadian Diabetes Association	109
Canadian National Institute for the Blind	110
Canadian Red Cross Homemaker Service	111
DHS Health Care Services	111
Durham Medical	112
Epilepsy Durham Region	112
Family Wellness Clinic	112
Happy Feet Footcare Centre	113
The Motion Group	113
Ortho Tec Limited	113
Park Road Foot Clinic	114
Saint Elizabeth Health Care	114
Therapy Supply and Equipment Program	114
V.O.N Durham Region	115
Whitby Family Foot Care Clinic	116

## Physical Health Supports and Services

The following section includes a list of resources that may assist individuals with the physical health needs.

### THE BOB RUMBALL CENTRE FOR THE DEAF

**Description:** The Bob Rumball Centre for the Deaf is a multi-purpose, multi-program facility that functions both as a community centre for the Deaf, and as a provider of services to the Deaf.

Located on Bayview north of Lawrence, the Centre operates a wide variety of programs, as well as offering a home for the activities and offices of Deaf groups and associations. Several of the programs are residential in nature, with apartments on site, and others are day programs.

**Address:** 2395 Bayview Ave., Toronto ON, M2L 1A2

**Phone:** 416-449-9651 (voice) 416-449-2728 TTY

**Fax:** 416-449-8881

**Website:** <http://www.bobrumball.org>

**Email:** [info@bobrumball.org](mailto:info@bobrumball.org)

### THE CANADIAN DIABETES ASSOCIATION

**Description:** Established over 50 years ago, the Canadian Diabetes Association is a charitable organization that has grown to include a presence in more than 150 communities across the country. The Canadian Diabetes Association promotes the health of Canadians through diabetes research, education, service and advocacy.

**Address:** 235 Yorkland Blvd., Suite 200 Toronto, ON, M2J 4Y8

**Phone:** 1-800-226-8464 EXT. 7144

**Fax:** 416-491-8927

**Website:** <http://www.diabetes.ca>

**Email:** [info@diabetes.ca](mailto:info@diabetes.ca)

#### Information and Support Groups

##### Living Well with Diabetes

Come out and join the Durham Region Diabetes Network for a series of group sessions which will include information about: what you should know about diabetes, risk factors, exercise, healthy eating, healthy food choices, medications, driving, and foot care.

The program is free and is offered at 2 locations:

Where: Upstairs at Pickering Loblaws on Liverpool Road

When: Thursdays - May 1, May 8, May 15, May 22, May 29, June 5

Time: 1pm - 2:30pm

## THE CANADIAN DIABETES ASSOCIATION continued

Where: Upstairs at Whitby Real Canadian Superstore on Taunton Road

When: Thursdays - May 1, May 8, May 15, May 22, May 29

Time: 7pm - 8:30pm

Contact Giselle Sicchia 905-623-3331, ext. 1596 for more information

### **Oshawa Diabetes Support Group**

(organized by the Durham Region Diabetes Network)

There will be guest speakers, demonstrations and information about living well with diabetes. Each session, covering a different topic, is run by a Diabetic Educator.

When: First Thursday of every month

Time: 7pm - 9pm

Where: Upstairs at Oshawa Loblaws on Gibb Street

Contact: Giselle Sicchia 905-623-3331, ext. 1596

### **West Durham Diabetes Support Group in Pickering**

There will be guest speakers, demonstrations and information about living well with diabetes. Each session, covering a different topic, is run by a Diabetic Educator.

When: Last Wednesday of every month

Time: 7pm - 9pm

Where: Upstairs at Pickering Loblaws on Liverpool Road

Contact: Giselle Sicchia 905-623-3331, ext. 1596

### **Pickering Diabetes Information & Support Group**

Dates: 3rd Tuesday of every month

Time: 7 pm

Location: Petticoat Creek Community Centre

Coordinator: Barbara Lorne, 905-725-4226

## CANADIAN NATIONAL INSTITUTE FOR THE BLIND

**Description:** Technical aids facilitate access to, or performance of daily personal or occupational tasks which may be affected by loss of vision. The objective of the CNIB technical aids service is to provide consumers with information and guidance to make informal decisions about the availability, selection, use and purchase of technical aids and devices.

**Address:** 1 Mary Street North, Oshawa, ON, L1G 7W8

**Phone:** 905-436-7732 (local) or 1-800-563-2642 (National)

**Fax:** 905-436-1202

**Website:** <http://www.cnib.ca>

**Email:** [Info@cnib.ca](mailto:Info@cnib.ca)

**Service Area:** Durham Region West

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## CANADIAN RED CROSS HOMEMAKER SERVICE

**Description:** For more than 70 years, the Canadian Red Cross has been providing in-home community services to help individuals in Ontario live as independently as possible. The services, now expanded to Atlantic Canada, enhance people's well-being and dignity, be they frail or elderly, children at risk, people with disabilities or palliative patients. Home care services have taken on a more significant role in Canada's health care system in recent years. Major hospital restructuring has meant shorter hospital stays for many Canadians, resulting in increased health care at home.

Home support – such as meals and general assistance for seniors, medical equipment rentals and transportation – is offered, depending on the needs of a particular community, by many Red Cross branches and regions across Canada. Red Cross medical equipment loans, for example, are available through most of Canada. However, it is only in Ontario and the Maritimes that a comprehensive and separate home support program exists.

**Address:** 585 Wentworth Street East, Unit 40, Oshawa, ON, L1H 3V8  
**Phone:** 905-723-2933  
**Fax:** 905-723-9023  
**Website:** <http://www.redcross.ca>  
**Email:** [durham\\_region @redcross.ca](mailto:durham_region@redcross.ca)  
**Hours:** Monday – Friday, 8:30 am – 4:30 pm  
**Service Area:** Durham Region  
**Eligibility:** See above  
**Languages Spoken:** English  
**Accessibility:** Fully Accessible

## DHS HEALTH CARE SERVICES

**Description:** DHS provides nursing and support services in private homes, hospitals, long-term care facilities, as well as industrial and medical office locations in the Durham Region of Ontario, Canada. DHS offers a number of different services including: health care services, care giver relief, private foot care and assistance with the activities of daily living.

**Address:** 88 Centre Street North. Ste. 1, Oshawa, ON, L1G 4B6  
**Phone:** 905-571-1511 or 1-800-461-6756  
**Fax:** 905-579-2539  
**Website:** <http://www.dhshealth.com/home.htm>  
**Hours:** Offers service 24 hours per day, 7 days a week.  
Office hours are Monday to Friday 8:30 – 4:30.  
On-Call personnel are available after office hours.  
**Service Area:** Durham Region  
**Languages Spoken:** English  
**Accessibility:** Fully Accessible

## DURHAM MEDICAL

**Description:** Sales, rentals and repairs with free home consultations.  
**Address:** 92 Simcoe Street North, Oshawa, ON, L1G 4S2  
**Phone:** 905-728-1112 or toll free 1-888-479-4687  
**Website:** <http://www.durhammedical.ca/>  
**Email:** [general@durhammedical.ca](mailto:general@durhammedical.ca)  
**Hours:** Monday-Friday 9:00am-5:30pm and 9:00am-1:00pm on Saturdays  
**Service Area:** Durham Region West  
**Languages Spoken:** English

## EPILEPSY DURHAM REGION

**Description:** Epilepsy Durham Region is dedicated to promoting independence and optimal quality of life for children and adults living with seizure disorders and their families, through awareness, support, advocacy, and public education.  
**Address:** 119 Ash Street, Whitby, ON, L1N 4B1  
**Phone:** 905-666-9926 or toll free at 1-800-350-9069  
**Fax:** 905-666-4529  
**Website:** <http://www.epilepsydurham.com>  
**Email:** [info@epilepsydurham.com](mailto:info@epilepsydurham.com)  
**Hours:** Monday – Friday, 9:00 am – 4:00 pm  
**Service Area:** Durham Region  
**Languages Spoken:** English  
**Accessibility:** Accessible

## FAMILY WELLNESS CLINIC

**Description:** Provides foot care and orthotics, \$50 initial visit includes first foot care, \$535 for castings, fittings, follow up appointments and foot care in general \$30/visit and \$31 for seniors.  
**Address:** 1631 Dundas Street East, Whitby, ON, L1N 2K9  
**Phone:** 905-728-3608  
**Hours:** 9:00am-5:00, Monday -Friday and one Saturday a month.  
**Service Area:** Durham Region  
**Languages Spoken:** English  
**Accessibility:** Fully Accessible

### HAPPY FEET FOOTCARE CENTRE

**Description:** Foot care initial cost \$45 and then \$36 and for seniors \$30 and for castings, fittings and follow up \$400.

**Address:** 951 Simcoe Street North, Oshawa, ON, L1G 4W3

**Phone:** 905-434-5392

**Website:** <http://www.happyfeet.ca>

**Hours:** Monday, Wednesday & Friday from 9:00am to 5:00pm  
Tuesday & Thursday from 6:00pm to 9:00pm

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

### THE MOTION GROUP

**Description:** An assembly of Canadian owned and operated companies. We offer a wide selection of medical aids and supplies, and specialize in mobility devices and adaptive seating systems for individuals with limited mobility due to physical disability.

**Address:** 47 Liberty Street South, Bowmanville, ON, L1C 2N4

**Phone:** 905-576-2174 or 1-866-374-9590

**Fax:** 905-576-7158

**Website:** <http://www.themotiongroup.com>

**Email:** [sreilly@themotiongroup.com](mailto:sreilly@themotiongroup.com)

**Service Area:** Pickering to Newcastle and up to Beaverton

**Languages Spoken:** English

**Accessibility:** Fully Accessible

### ORTHO TEC LIMITED

**Description:** Ortho Tec does not provide foot care; however, they provide castings, fittings and follow up appointments for \$385.

**Address:** 585 Wentworth Street East, Oshawa, ON, L1H 3V6

**Phone:** 905-571-3633

**Fax:** 905-571-7364

**Website:** <http://www.orthotec.ca/orthotec/>

**Email:** [info@orthotec.ca](mailto:info@orthotec.ca)

**Hours:** 9:00am-5:00pm, Monday to Friday

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

### **PARK ROAD FOOT CLINIC**

**Description:** Foot care \$50 initially if you do not have a referral and \$40 after that, \$400 for castings, fittings and follow up appointments.

**Address:** 64 Park Road North, Oshawa, ON, L1J 4L1

**Phone:** 905-438-1500

**Hours:** 9:00am-7:00pm, Monday to Friday

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

### **SAINT ELIZABETH HEALTH CARE**

**Description:** Non-profit organization providing total health care services at home. Provide Palliative Care, Mental Health Services, Foot Care, Enterostomal Therapy Program and Maternal Child Care. Private duty shift nursing and supportive care services available.

**Address:** 420 Green Street, Ste 202, Whitby, ON, L1N 8R1

**Phone:** 905-430-6997

**Fax:** 905-430-3106

**Website:** <http://www.saintelizabeth.com>

**Hours:** 24-hour Service

**Service Area:** Durham Region - and surrounding areas

**Languages Spoken:** English

**Accessibility:** Fully Accessible

### **THERAPY SUPPLY AND EQUIPMENT PROGRAM**

**Description:** Since 1972, Therapy Supplies & Rental Ltd. has been a leading supplier of wheelchairs & mobility devices, healthcare equipment and medical supplies to Toronto and the G.T.A. We've experienced massive growth across Ontario in the past 2 years, bringing Therapy Supplies' excellence in service & expertise province-wide.

**Address:** 2365 South Service Road, Bowmanville, ON, L1K 3K3

**Phone:** 905-697-4205 or 1-877-665-7782

**Fax:** 905-697-4210

**Website:** <http://www.therapysupplies.com>

**Hours:** Monday to Friday, 8:30am-6:00pm

**Service Area:** Durham Region West

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## V.O.N. DURHAM REGION

**Description:** The following are programs and services offered:

**Nursing and Professional Programs/Services:** Cancer Services; Clinic Nursing; Foot Care Services; General Home Visiting Nursing Program; Immunization; Private Duty Nursing and Shift Nursing; Staff Replacement

**Community Support Services:** Caregiver Support; Exercise Program; Vial of Life Program

**Respite Care:** In-Home; Overnight

**Personal Support/Homemaking/Home Support Services:** Companion Care; Homemaking; Personal Care

**Health Promotion/Education Services:** Senior's Health Counselling; Supportive Housing; Wellness and Health Promotion Clinics

**Occupational Health Services:** Back Care Education; Corporate Wellness Programs

**Mental Health Services:** Group Home Support for the Intellectually Challenged; SELECT; WIN Mental Health Case Management

**Crisis Services:** Crisis Intervention

**Volunteer Services:** Volunteer Visiting

**Special Services:** DNA Paternity Testing

**Other Services:** VAC Assessments

**Address:** 50 Richmond Street East, Suite 116, Oshawa, ON, L1G 7C7

**Phone:** 905-571-3151

**Fax:** 905-571-1460

**Hours:** Monday to Friday, 9:00am-4:00pm

**Email:** [info@sharethewarmth.org](mailto:info@sharethewarmth.org)

**Service Area:** Ajax, Beaverton, Bowmanville, Brooklyn, Clarington Scugog Township, Courtice, Hampton, Mitchels Corner, New Castle, Orono, Oshawa, Pickering, Port Bolster, Port Perry, Sunderland, Whitby, Uxbridge, Zephyr.

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## WHITBY FAMILY FOOT CARE CLINIC

**Description:** Offers foot care services and custom orthotics. Costs \$39/visit, \$48 for an initial assessment and \$475 for castings, fittings, and follow up appointments.

**Address:** 420 Green Street, Unit 107, Whitby, ON, L1N 8R1

**Phone:** 905-668-8233

**Hours:** Varies, only open Monday to Thursday

**Fees:** Not covered by OHIP

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

# **RECREATIONAL / SOCIAL SUPPORTS AND SERVICES**

## RECREATIONAL / SOCIAL SUPPORTS and SERVICES

Ajax Recreation Services	119
Ajax Rising Stars Special Needs Skating	119
Challenge League Sports	119
City of Oshawa Parks and Recreation	119
Durham Dragon Special Hockey	120
Durham Hotwheels Sport Club	120
R.A.M.P - Recreation Access Membership Program	
* Oshawa residents only	121
Special Olympics – Durham West Special Sports	121
Special Olympics Ontario	122
Township of Uxbridge Community Guide	122

## Recreational / Social Supports and Services

The following is a list of recreational services offered in the Durham region that may provide recreational and social activities.

### AJAX RECREATION SERVICES

**Description:** Recreational Services are committed to providing quality programs, services and facilities to create opportunities to strengthen individuals, families and the community. Embracing a customer driver focus, our services are inclusive and responsive to the needs of a diverse and changing population. We work collaboratively with community partners to develop creative approaches that maximize leisure opportunities. With integrity, teamwork, innovations and excellence, we are dedicated to preserving and enhancing the quality of life within the town of Ajax.

**Address:** 65 Harwood Avenue South, Ajax, ON, L1S 2H9

**Phone:** 905-683-4550

**Website:** <http://www.townofajax.com>

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully accessible

### AJAX RISING STARS SPECIAL NEEDS SKATING

**Phone:** 905-686-2538

### CHALLENGE LEAGUE SPORTS

#### \* PHYSICALLY AND DEVELOPMENTALLY CHALLENGED SPORTS

**Address:** 114 Baldwin Street, Oshawa, ON, L1H 6H1

**Phone:** 905-571-3379

**Email:** [challengeleague@rogers.com](mailto:challengeleague@rogers.com)

### CITY OF OSHAWA PARKS & RECREATION

**Description:** Each year Oshawa citizens enjoy an extensive calendar of arts and recreation activities. In any given year the City of Oshawa provides upwards 1,800 professionally supervised programs including aquatics, arts and crafts, music, leisure, sports and fitness. Whether you are 5 or 65 the City's Department of Operational Services has a recreation or sport program suited to fit your lifestyle.

**Address:** 50 Centre Street South, Oshawa, ON, L1H 3Z7

**Phone:** 905-725-7351

**Website:** <http://www.oshawa.ca> (under Parks, Recreation and Culture)

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully accessible

### DURHAM DRAGON SPECIAL HOCKEY

**Description:** The Durham Dragons Special Hockey is a program designed for developmentally challenged individuals of all ages that would otherwise not be able to play hockey. Each weekend they experience the thrill and camaraderie that is part of a hockey team. It's not just hockey....It's so much more!!

**Address:** (mailing) 270 Davis Dr., Unit 109, Newmarket, ON L3Y 8K2

**Phone:** Larry and Marianne 905-436-7825

**Fax:** Cindy/905-898-6944 PM

**Website:** <http://durhamdragonsspecialhockey.com/>

**Email:** [durhamdragons@rogers.com](mailto:durhamdragons@rogers.com)

**Service Area:** Durham Region

**Eligibility:** Gender, age & skating ability is not a problem. Skating skills come with practice. Lots of practice!

**Languages Spoken:** English

**Accessibility:** Fully accessible

### DURHAM HOTWHEELS SPORT CLUB

**Description:** Non-profit organization that offers fitness and fun to physically disabled children and youth. Track and field skills, also movies, bowling, leisure swimming nights (must have an adult swimmer accompany).

**Phone:** 905-571-3122

**Eligibility:** Ages 8-25 with a physical disability

**Fees:** None

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully accessible

## **R.A.M.P. (RECREATION ACCESS MEMBERSHIP PROGRAM)**

**Description:** This new program is aimed at enhancing the accessibility of recreational facilities and programs. Oshawa residents with a disability, and who are 18 years of age or older are eligible for this program. Participants will pay the “Seniors Rate” of fees rather than the “Adult Rate” for admission and membership to public swims, public skating, indoor tracks and fitness centres. Participants will receive a 35% discount for all Adult Recreation and Culture Services programs. Participants can be accompanied by a caregiver at no additional cost. Oshawa residents who are enrolled in the ODSP automatically qualify for this program. RAMP applications are available at the Arts Resource Centre, the Civic Auditorium Complex, Donevan Recreation Complex, Legends Centre, Northview Community Centre or for downloading at <http://www.oshawa.ca>

**Address:** 50 Centre St. South, Oshawa, ON, L1H 3Z7

**Phone:** 905-725-7351 or toll free 1-800-667-4292

**Fax:** 905-436-5697

**Website:** <http://www.oshawa.ca>

**Email:** [infoservices@oshawa.ca](mailto:infoservices@oshawa.ca)

**Hours:** Monday – Friday, 8:30 am – 4:30 pm

**Service Area:** Oshawa

**Eligibility:** Oshawa residents with a disability, who are 18 and above.

**Languages Spoken:** English

**Accessibility:** Fully accessible

## **SPECIAL OLYMPICS - DURHAM WEST SPECIAL SPORTS**

**Description:** Provides sports training and competition to developmentally challenged individuals. Sports activities include: 5 pin bowling, basketball, floor hockey, swimming, softball, track and field, soccer, figure and speed skating, cross country skiing and snow shoeing. Activities are held in various locations in Durham Region.

**Phone:** 905-686-2538

**Website:** <http://www.durhamwestoso.ca>

**Fees:** Applicable fees

**Service Area:** Durham Region West

**Eligibility:** Individuals with an intellectual disability

**Languages Spoken:** English

**Accessibility:** Fully accessible

## SPECIAL OLYMPICS ONTARIO

**Description:** Special Olympics Ontario is a community-based program. Its primary instrument of program delivery is the local sport clubs, which gives athletes the opportunity to train and compete twelve months of the year. Invitational and Regional meets occur frequently, and athletes advance through a regular cycle of Provincial Games to compete in both National and World Games and Championships. Provincial competitions are held in the Spring, Summer and Winter every two years. National Summer and Winter Competitions are conducted every four years as are World Winter and Summer competitions. This competition cycle ensures that every year, Canadian athletes have an opportunity to compete in either a provincial, national or international event.

**Address:** 25 Cornwall Drive Ajax, ON L1T 3G5  
**Phone:** 905-686-2538  
**Email:** [risingstarmom@hotmail.com](mailto:risingstarmom@hotmail.com)  
**Website:** <http://www.osoinc.com>  
**Service Area:** Durham Region

## TOWNSHIP OF UXBRIDGE COMMUNITY GUIDE

**Description:** Recreational Services is committed to providing quality programs, services and facilities to create opportunities to strengthen individuals, families and the community. Embracing a customer driver focus, our services are inclusive and responsive to the needs of a diverse and changing population. We work collaboratively with community partners to develop creative approaches that maximize leisure opportunities. With integrity, teamwork, innovations and excellence, we are dedicated to preserving and enhancing the quality of life within the town of Uxbridge.

**Address:** 51 Toronto Street South, P.O. Box 190, Uxbridge, ON, L9P 1T1  
**Phone:** 905-852-9181  
**Website:** <http://www.town.uxbridge.on.ca>  
**Service Area:** Durham Region  
**Languages Spoken:** English  
**Accessibility:** Fully accessible

# **TRANSPORTATION SUPPORTS AND SERVICES**

**TRANSPORTATION SUPPORTS and SERVICES**

Blue Line Taxi	.....	125
Durham Region Transit	.....	125
Durham Region Transit – Specialized Services	.....	130

# Transportation Supports and Services

The following is a list of transportation options in the Durham region.

## BLUE LINE TAXI

<b>Description:</b>	Wheelchair accessible taxi service.
<b>Address:</b>	350 Wentworth Street East, Unit 8, Oshawa, ON, L1H 3V9
<b>Phone:</b>	905-440-2011
<b>Fax:</b>	n/a
<b>Website:</b>	n/a
<b>Hours:</b>	24 hours
<b>Service Area:</b>	Ajax, Pickering, Oshawa
<b>Eligibility:</b>	Everyone; Seniors (over 69 years of age) receive 10% discount.
<b>Fee:</b>	For service
<b>Languages Spoken:</b>	English
<b>Accessibility:</b>	Fully Accessible

## DURHAM REGION TRANSIT

**Description:** Durham Region Transit (DRT) is an integrated transit system serving all communities in Durham Region. The service area is divided into West, East, Centre and North service sectors. Door to door transit for disabled passengers is provided by Specialized Services.

### The Vision:

- Affordable, convenient single fare structure linking people, jobs, communities
- Integrated transit plan with connections to the entire GTA
- Offer travel options to meet diverse specialized needs
- Increase ridership and public support for the transit system
- A competitive, environmentally superior alternative.

### Background

The Regional Municipality of Durham Region enacted a by-law under the Municipal Affairs Act to transfer all lower-tier public transit operations. The by-law amalgamated transit services in Ajax/Pickering, Whitby, Oshawa, Clarington, Handi Transit and Specialized Services. The Durham Region Transit Commission was established as a municipal services board, effective January 1, 2006. Members of the commission are elected members of Durham Regional Council.

The following is the Durham Transit's Fare Schedule effective **July 1, 2008**. \* Please note that these costs are subject to change.

	Cash Fare	Monthly Pass	10 Rides
Adult	\$2.85	\$95.00	\$25.75
Senior 65 years & older	\$1.85	\$38.00	\$17.50
Student* Unrestricted	\$2.65	\$80.00	\$23.75
Student* Restricted**	n/a	\$67.00	n/a
Child under 5 years	Free	Free	Free
Child**** 5 years & older	\$1.85	\$56.50	\$17.50
Co-Fare	\$0.65	\$25.00	\$6.25
<u>Access Pass</u>	n/a	\$38.00	n/a
Specialized Pass***	n/a	\$95.00	n/a
Specialized Services	\$2.85 Fare for Service		
Student*	Individual attending a recognized educational institution with a current Student ID card		
Student Restricted**	Monday to Friday 6:00am to 7:00pm Not available in July & August		
Specialized Pass***	Available by request only for registered Specialized Services Clients only by calling 905-683-4114 or 905-725-4000		
Child ****	Attending elementary school		

#### **Access Pass**

The Access Pass provides unlimited ridership privileges on all conventional Durham Region Transit (DRT) buses and GO Transit buses within Durham Region for the specified calendar month stated on the Access Pass. The Access Pass is not valid on Specialized Services.

- Only ODSP (Ontario Disability Support Program) recipients are eligible to purchase an Access Pass

- Current statement of ODSP direct deposit or ODSP cheque stub is required
- Pass must be signed on the back to be valid
- ODSP statement is stamped prior to every purchase

At the time of purchase, ODSP benefit recipients must provide a statement of ODSP direct deposit or an ODSP cheque stub as proof of eligibility. Recipients of Social Services support do not qualify for the Access Pass.

In the event the ODSP statement provides benefits for more than one person, more than one Access Pass may be sold. For example, if a ODSP proof of eligibility indicates two members of a family, two monthly Access Passes may be sold and the payment stub is stamped two times. Adults, Students, and/or Children may be identified as eligible recipients on the benefit statement.

- The pass is not transferable, unlawful use of the pass will result in confiscation and the possibility of criminal charges
- Access fares are available in monthly passes only, cash or ten ride tickets are not available
- The cost of the Access Pass qualifies for the transit tax credit, the Access Pass itself is enough to support the claim, a receipt is not required
- The Access Pass is available at selected municipal locations only

## **DURHAM REGION TRANSIT WEST-AJAX/PICKERING**

**Address:** DRT West Office Sales  
110 Westney Rd. S. (Ajax GO Station Plaza-S/W Corner)  
**Phone:** 1-866-247-0055 - **Press 1 for Ajax/Pickering**  
Live assistance available from 7:30am – 4:30pm Mon to Fri  
**Fax:** 905-427-3473  
**Email:** [drtwest@region.durham.on.ca](mailto:drtwest@region.durham.on.ca)  
**Website:** <http://www.durhamregiontransit.com>  
**Service area:** Ajax / Pickering  
**Hours:** Monday to Friday 7:30am to 4:30pm

### **Ajax ticket sales locations**

**Address:** Ajax Town Hall, Finance Department  
65 Harwood Ave. S (south of 401, east side)  
**Hours:** Monday to Friday 8:30am to 4:00pm  
**Address:** Ajax Community Centre  
75 Centennial Rd.  
**Hours:** Monday to Friday 6:00am to 10:30pm  
Saturday & Sunday 7:00am to 10:30pm  
**Address:** McLean Community Centre  
95 Magill Rd.  
**Hours:** Monday to Friday 6:00am to 10:30pm  
Saturday & Sunday 7:00am to 10:30pm

### **Pickering ticket sales location**

**Address:** Pickering Civic Complex, Finance Department (2nd floor)  
One The Esplanade  
**Hours:** Monday to Friday 8:30am to 4:00pm  
**Address:** Pickering Recreation Centre  
1867 Valley Farm Road  
**Hours:** Monday to Friday 6:00am to 10:30pm  
Saturday & Sunday 7:00am to 8:30pm

## **DURHAM REGION TRANSIT CENTRE-WHITBY**

**Address:** 710 Raleigh Avenue, Oshawa, ON, L1H 3T2  
**Phone:** 1-866-247-0055 - **Press 2 for Whitby**  
**Fax:** 905-579-1050  
**Email:** [drtccentre@region.durham.on.ca](mailto:drtccentre@region.durham.on.ca)  
**Website:** <http://www.durhamregiontransit.com>  
**Hours:** Monday to Friday, 7:30 am to 4:30 pm  
**Service Area:** Durham Region Centre  
**Languages Spoken:** **English**

## **DURHAM REGION TRANSIT CENTRE-WHITBY continued**

**Address:** Regional Municipality of Durham – Head Office  
605 Rossland Rd. E.

**Hours:** Monday to Friday 8:30am to 4:30pm

**Address:** Whitby Municipal Building  
575 Rossland Rd. E.

**Hours:** Monday to Friday 8:30am to 4:30pm

**Address:** Whitby Civic Recreation Complex  
555 Rossland Rd. E.

**Hours:** Monday to Friday 9:00am to 9:00pm  
Saturday & Sunday 9:00am to 5:00pm

**Address:** Iroquois Park Sports Complex  
500 Victoria Street

**Hours:** Monday to Friday 9:00am to 9:00pm  
Saturday & Sunday 9:00am to 5:00pm

## **DURHAM REGION TRANSIT EAST- OSHAWA/CLARINGTON**

**Address:** 710 Raleigh Avenue, Oshawa, ON, L1H 3T2

**Phone:** 1-866-247-0055 - **Press 3 for Oshawa /Clarington**

**Fax:** 905-579-1050

**Email:** [drteast@region.durham.on.ca](mailto:drteast@region.durham.on.ca)

**Website:** <http://www.durhamregiontransit.com>

**Hours:** Monday to Friday, 7:30 am to 4:30 pm

**Service Area:** Durham Region East

**Languages Spoken:** English

**Accessibility:** Fully Accessible

### **Oshawa ticket sales location**

**Address:** Oshawa Bus Terminal  
47 Bond St. W.

**Hours:** Monday to Friday 5:15 am to 6:25 pm  
Saturday 6:00 am to 5:00 pm & Sunday 9:00 am to 6:45pm

**Service Area:** Durham Region West

**Address:** United Way Information Services at Star Assist Customer  
Support Kiosk  
Oshawa Centre

**Hours:** Monday to Friday 9:30 am to 9:00 pm  
Saturday 9:30 am to 6:00 pm Sunday 11:00 am to 5:00 pm

#### Clarington ticket sales location

**Address:** Courtice Community Complex  
2950 Courtice Rd. N., Courtice

**Hours:** Monday to Friday 6:00 am to 10:00 pm  
Saturday & Sunday 8:00am to 9:00pm

**Address:** Municipality of Clarington Administrative Centre  
40 Temperance St., Bowmanville

**Hours:** Monday to Friday 8:00am to 5:00pm

**Address:** Clarington Fitness Centre  
49 Liberty St. N., Bowmanville

**Hours:** : Monday, Tuesday, Thursday 7:00 am to 10:00 pm  
Wednesday, Friday 8:30 am to 10:00 pm  
Saturday & Sunday 9:00 am to 9:00 pm

#### DURHAM REGION TRANSIT NORTH – Uxbridge, Brock, Scugog

**Address:** 44 William Street, Oshawa, ON, L1G 1J9

**Phone:** 1-866-247-0055 - **Press 3 Press 6 for Brock, Scugog & Uxbridge**

**Fax:** 905-571-7390

**Email:** [drtnorth@region.durham.on.ca](mailto:drtnorth@region.durham.on.ca)

**Website:** <http://www.durhamregiontransit.com>

**Hours:** Monday to Friday, 8:30 am to 5:00 pm

**Service Area:** Durham Region East

**Languages Spoken:** English

**Accessibility:** Fully Accessible

#### Uxbridge, Brock, Scugog ticket sales location

**Address:** Uxbridge Municipal Office, 51 Toronto St. S., Uxbridge 905-852-9181

**Address:** Brock Township Office, 1 Cameron St., Cannington 705-432-2355

**Address:** Scugog Visitor & Business Centre, 181 Perry Street, Unit G1, Port Perry 905-985-7346

**DURHAM REGION TRANSIT SPECIALIZED SERVICES  
(FOR PERSONS WITH DISABILITIES)**

**Address:** 110 Westney Road South, Ajax, ON, L1S 2C8  
**Phone:** 1-866-247-0055 - **Press 3 Press 5 for Specialized Services**  
905-683-4114 (Ajax, Pickering)  
905-725-4000 (Oshawa, Whitby, Clarington)  
1-800-263-1916 (Brock, Scugog, Uxbridge)  
**Fax:** 905-427-3473  
**Email:** [drtspecialized@region.durham.on.ca](mailto:drtspecialized@region.durham.on.ca)  
**Website:** <http://www.durhamregiontransit.com>  
**Hours:** Monday to Friday - 8:30 am to 5:00 pm  
**Service Area:** Durham Region West  
**Languages Spoken:** English  
**Accessibility:** Fully Accessible  
**Eligibility:** Unable to board conventional vehicles/ walk 175 metres.

# **TREATMENT SUPPORTS AND SERVICES**

## **TREATMENT SUPPORTS and SERVICES**

Central East Network of Specialized Care	133
Chimo Youth and Family Services Inc	134
Durham Behavioural Management Services	134
Enterphase Child and Family Services	135
Frontenac Youth Services	135
Kinark Child & Family Services	136
Lakeridge Health Children's Mental Health	136
Lake Ridge Community Support Services	137
Lakeridge Health Oshawa	138
Port Perry Counselling Services – Partners In Parenting	138
Rouge Valley Health Ajax/Pickering	139
Shoniker Clinic	139
Whitby Mental Health Centre	140

# Treatment Supports and Services

The following section is a guide to some of the treatment centres which are available for the residents of the Durham Region. They are places that you may contact in order to obtain treatment services and/or assessments.

## CENTRAL EAST NETWORK OF SPECIALIZED CARE

**Description:** A partnership of community based organizations that works together to provide professional services, consultations, teaching, education, training and research related activities for adults with developmental disabilities and mental health issues and/or challenging behaviour.

<http://www.community-networks.ca>

### **Central East Durham Region Network Includes:**

Mobile Resource Team, Forest View Residential Treatment Program, Crisis Response Network and Specialized Case Management.

#### **(1) Mobile Resource Team (MRT)**

**Description:** A team of professionals from different disciplines working in partnership to assess individual's needs based on the Bio-Psycho-Social model. The MRT makes recommendations and/or offers supports to agencies, case managers, and families to better support individuals with developmental disabilities and mental health problems and/or challenging behaviours in order to assist the person to stay in their home, if possible.

The MRT also reviews all applications for specialized residential treatment beds.

#### **(2) SPECIALIZED RESIDENTIAL TREATMENT PROGRAMS**

##### **ACCESS:**

Operated by Access Community Services Inc, offers 2 treatment beds for adults with significant behavioural needs that require long-term clinical support and interventions.

##### **FOREST VIEW:**

Operated by the Community Living Ajax-Pickering and Whitby, offers 5 treatment beds for no more than a year stay, with the goal of assisting the individual to move back into their home community and to have a better quality of life.

##### **PINEVIEW:**

Operated by the Community Living Huronia near Midland also offers 5 short term (up to one year) treatment beds.

##### **VITA:**

Operated by VITA Community Living Services, offers 5 treatment beds for adults with a history of significant sexual offending behaviour (may also have other criminal, inappropriate social and/or aggressive behaviours).

Please refer to the Appendix VIII Process/Access to Central East Network of Specialised Care on page 155, for information regarding the formal process.

## **CENTRAL EAST NETWORK OF SPECIALIZED CARE continued**

### **SPECIALIZED CASE MANAGEMENT**

Operated by Durham Mental Health Services in conjunction with Community Living Ajax, Pickering and Whitby, offers support to individuals with a dual diagnosis that includes advocacy, education and assisting families with consulting and collaborating with community agencies to develop a shared support plan. Referrals can be made directly to Community Mental Health Worker, Crisis Response, 905-683-9124 Ext. 227 or Community Mental Health Worker, Dual Diagnosis, 905-683-9124 Ext. 228.

### **CHIMO YOUTH AND FAMILY SERVICES INC**

**Description:** Victoria, Haliburton, Northumberland Counties, Peterborough, Durham Region community program: multi-disciplinary therapy (individual, group, family), play therapy, parent education out-patient/in-home support services, psychiatry, psychology, social work, day treatment for children needing daily intervention and multidisciplinary approach to social/emotional/behavioural problems, multidisciplinary residential treatment

**Address:** 2 Kent Street West, Unit 3, Lindsay, ON, K9V 2Y1  
**Phone:** 705-324-3300  
**Fax:** 705-324-3304  
**E-mail:** [chimoyouth@on.aibn.com](mailto:chimoyouth@on.aibn.com)  
**Hours:** Monday-Friday 9:00am-5:00pm  
**Service Area:** Durham Region  
**Languages Spoken:** English  
**Accessibility:** Fully Accessible

### **DURHAM BEHAVIOUR MANAGEMENT SERVICES**

**Description:** Assistance in dealing more effectively with individuals who are presenting challenging or difficult behaviours. Services provided are individuals behaviour programmes, consultation to parents, consultations to professionals and organizations, and training/education to groups. We serve all individuals in the Durham Region between the ages of 2 and 12 who are presenting challenging or difficult behaviour and who would benefit from a behavioural approach.

**Address:** 1615 Dundas Street East, Whitby, ON, L1N 2L1  
**Phone:** 905 668-7711 or toll free 1-800-372-1102  
**Fax:** 905-666-6226  
**Website:** <http://www.region.durham.on.ca>  
**Hours:** 8:00am-5:00pm Monday – Friday  
**Service Area:** Durham Region  
**Eligibility:** All individuals in the Durham Region between the ages of 2-12 who are presenting challenging behavior.  
**Languages Spoken:** English

## ENTERPHASE CHILD AND FAMILY SERVICES

**Description:** Enterphase Child & Family Services is a children's mental health agency that provides treatment oriented residential placements for children between the ages of 4 -18 years. Enterphase operates nine (9) residences and provides Clinical Services and Day Treatment Programs to support them. The residences themselves are diverse, offering referring agents' choices of staff-operated latency, upper latency and adolescence placements for male and females. All the homes incorporate a "wraparound" approach to treatment planning and every effort is made to include the child's family or other significant people into the planning, if appropriate.

**Address:** 209 Bond St E Oshawa, ON, L1G 1B4

**Phone:** 905-434-8909

**Fax:** 905-434-1775

**Website:** <http://www.enterphase.com>

**E-mail:** [ecff@enterphase.com](mailto:ecff@enterphase.com)

**Hours:** 8:30am-4:30pm, Monday-Friday

**Residential Hours:** 24 hours, 7 days a week

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## FRONTENAC YOUTH SERVICES

**Description:** A non-profit children's mental health treatment centre offers residential, outpatient and day treatment programs for youth with psychiatric and emotional problems, behavioural disorders, and perceptual/learning handicaps. Centre provides individual, family and group therapy sessions.

**Address:** 1160 Simcoe Street South, Oshawa, ON, L1H 5L8

**Phone:** 905-579-1551 or toll free 1-877-455-5527

**Fax:** 905-723-7059

**Crisis Line:** 1-888-337-0841 \* For a crisis after office hours contact: The Residential Programme at 905-436-6564

**Website:** <http://www.frontenacyouthservices.org>

**Hours:** Monday – Friday, 9:00am-4:30pm

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## KINARK CHILD AND FAMILY SERVICES DURHAM REGION

**Description:** Provides a full range of free and confidential programs and services to children and youth with mental health issues as well as support to their families.

**Address:** 1916 Dundas Street East, Unit 2, Whitby, ON, L1N 2L6

**Phone:** 905-433-0241 or Toll Free 1-800-454-6275

**Fax:** 905-432-0916

**Website:** <http://www.kinark.on.ca>

**Email:** [info@kinark.on.ca](mailto:info@kinark.on.ca)

**Hours:** Monday – Thursday: 9:00am– 8:00pm and on Fridays:  
9:00am– 5:00pm

**Service Area:** Durham Region

**Eligibility:** 0-12 years of age

**Languages Spoken:** English

**Accessibility:** Fully accessible

## LAKERIDGE HEALTH CHILDREN'S MENTAL HEALTH

**Description:** Lakeridge Health's Mental Health Program provides assessment, diagnosis and short-term treatment for those suffering from mental illness – generally those who have or appear to have clinical depression, anxiety disorders, schizophrenia, bipolar disorder or other psychiatric conditions.

**Address:** 1 Hospital Court, 3<sup>rd</sup> Floor, Oshawa, ON, L1G 2B9

**Phone:** 905-576-8711 or 905-433-4345

**Fax:** 905-721-4724

**Website:** <http://www.lakeridgehealth.on.ca>

**Hours:** 8:30am-5:00pm, visiting hours are until 8:00pm

**Service Area:** Durham Region

**Eligibility:** 0-19 years of age, with a referral from a physician

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## LAKE RIDGE COMMUNITY SUPPORT SERVICES

**Description:** Providing quality treatment and education for persons with Developmental Disabilities, Dual Diagnosis and Autism Spectrum Disorder.

### **Community Behaviour Therapy Services**

Lake Ridge Community Support Services specializes in the provision of Behaviour Therapy Services, which is based on the science of Applied Behaviour Analysis. This involves the identification of the function between behaviour and biological/social/environmental factors. Service is designed to assist the person to improve social awareness, assertiveness and to develop alternatives for challenging behaviours.

Service is available to persons 7 years and older with a diagnosis of Developmental Disability or Autism Spectrum Disorder residing in Durham Region.

### **Psychological Assessment Services**

Provide a profile of intellectual development, which can contribute to the development of the person's life plan. Service is available to individuals over the age of 18 who have a diagnosis of a Developmental Disability or Autism Spectrum Disorder residing in Durham Region.

### **Educational Support Services**

A variety of educational courses and groups are offered for families, agencies and persons with developmental disabilities, dual diagnosis, and autism spectrum disorder.

### **Central East Autism Services**

Intensive behavioural intervention (IBI) provided to children who have been diagnosed by an independent physician or psychologist as having Autism Spectrum Disorder. Individual IBI programs based on assessment of the child's cognitive, communicative and adaptive behaviour are developed and delivered in either Centre or home-based programs. Transitional support is provided to children completing the preschool program and entering school or other programs. Referrals to the Preschool Autism Services are made through the Regional Central Intake Process operated by Kinark Child and Family Services at 1-800-230-8533.

**Address:** 900 Hopkins St. Unit 8, Whitby, ON, L1N 6A9

**Phone:** 905-666-9688

**Fax:** 905-666-5541

**Website:** <http://www.lrcss.com>

**Hours:** 8:30 am - 4:30 pm Monday – Friday.

**Service Area:** Durham Region

**Eligibility:** Persons 7 years and over, with a diagnosis of a Developmental Disability, Autism or Pervasive Developmental Disorder and living in Durham Region.

**Languages Spoken:** English

**Accessibility:** Fully accessible

## LAKERIDGE HEALTH OSHAWA

**Description:** Adult Crisis Team (18 yrs+) Hours: M-F 7:30am-12:00pm,  
Weekend 8:00am-12:00pm

Child/Youth Crisis Team Hours: M-F 9:00am-11:00pm, Weekend 10:00am-11:00pm

To access the Crisis Teams register at the emergency department. Crises occurring outside of Crisis Team hours will be processed through the emergency department.

**Address:** 1 Hospital Court, Oshawa, ON, L1G 2B9

**Phone:** 905-576-8711

**After Hours Phone:** 905-576-8711

**Fax:** 905-721-4743

**Website:** <http://www.lakeridgehealth.on.ca>

**Hours:** 24 hours a day (emergency)

**Visiting Hours:** 11:00 am – 8:00 pm

**Service Area:** Oshawa; Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible-Entrance, Washrooms, Parking

## PORT PERRY COUNSELLING

### PARTNERS IN PARENTING & PSYCHOTHERAPY SERVICES

**Description:** To serve as a complementary therapeutic resource to the existing health care services in Port Perry and the surrounding areas. The counselling support services are aimed towards teens, adults and parents for the purpose of offering a variety of psychological modalities that can serve to enhance their individual mental health.

**Address:** 0 Crandell St, Port Perry, ON L9L 1J8

**Phone:** 905-982-0101

**Website:** <http://portperrycounselling.com>

**Email:** [info@portperrycounselling.com](mailto:info@portperrycounselling.com)

**Service Area:** Durham Region

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## ROUGE VALLEY HEALTH AJAX AND PICKERING

**Description:** Mental Health Outpatient Unit is located on the 3<sup>rd</sup> floor of the West Tower. Hours: M-F 9:00am-5:00pm. Outside of Crisis Team hours will be processed through the emergency department.

**Address:** 580 Harwood Avenue South, Ajax, ON, L1S 2J4

**Phone:** 905-683-2320 Ext. 3275

**After Hours Phone:** 905-683-2320

**Fax:** 416-281-7323

**Website:** <http://www.rougevalley.ca>

**Hours:** 24 hours a day (emergency)

**Visiting Hours:** 11:00am–8:30pm for non family members and for family members 24hr.

**Service Area:** Durham Region West

**Languages Spoken:** English

**Accessibility:** Fully Accessible-Entrance, Washrooms, Parking

## SHONIKER CLINIC

**Description:** The Rouge Valley Shoniker Clinic offers outpatient mental health treatment services to children up to 18 years of age in the Pickering and Ajax communities. Patients must be referred by a physician in order to obtain services. The outpatient services are geared to children who have; emotional problems, behavioural difficulties; family conflict; problems at school or in the community; psychosis; depression; anxiety; attention deficit disorder; trauma-related problems; and neuropsychiatric disorders. Treatment could include; family therapy, individual counseling; parent education; group therapy; medication.

**Address:** 2867 Ellesmere Road, Scarborough, ON, L1S 2J0

**Phone:** 416-281-7301

**Website:** <http://www.rougevalley.ca>

**Hours:** Monday-Friday 9:00am-5:00pm

**Service Area:** Ajax and Pickering

**Languages Spoken:** English

**Accessibility:** Fully Accessible

## WHITBY MENTAL HEALTH CENTRE (WMHC)

**Description:** WMHC is a state-of-the-art Public Hospital dedicated to meeting the needs of the community. WMHC and its Dual Diagnosis team are very proud to be able to provide comprehensive services to Durham Region, York Region, Scarborough, Toronto, Haliburton, Northumberland, Peterborough Counties and the City of Kawartha Lakes. In addition, WMHC is actively involved in mental health research and education through a range of specialized mental health programs for both inpatients and outpatients.

### *Dual Diagnosis Outreach Services*

This program provides services to individuals 18 years of age and older who have both a developmental delay and a serious mental health illness and/or associated behavioural difficulties. We offer specific behavioural assessments, consultations, short-term follow-up and education for the individual and their caregivers.

For more information on the WMHC services, please visit our website.

**Address:** 700 Gordon Street, Whitby, ON, L1N 5S9  
**Phone:** (905)-668-5881 Ext. 6755 or 6768  
**All Referrals:** 1-877-767-9642 (Toll free)  
**Crisis Line:** 1-800-263-2679 (Toll free)  
**Fax:** (905) 430-4000  
**Adolescent Services:** (905) 668-5881 Ext. 6014  
**Website:** <http://www.whitbymentalhealthcentre.ca>  
**Visiting Hours:** 9 am- 9 pm  
**Service Area:** Durham Region and surrounding Areas  
**Languages Spoken:** English  
**Accessibility:** Full  
**Eligibility:** By Referral only

S e c t i o n 3:

# Appendix

# APPENDIX I

## Dual Diagnosis - An Overview

The term dual diagnosis refers to an individual who has an *intellectual disability as well as a mental health diagnosis and/or challenging difficulties*. They may or may not have been formally diagnosed with an intellectual disability, a mental illness or both. Individuals with a dual diagnosis are a marginalized group in our society often exposed to prejudices, abuse and social isolation.

Person with dual diagnosis' experience the same range of severe and prolonged mental health difficulties including depression, mood disorders and schizophrenia as the general population, but at much higher rates. Studies have shown that between .8 and 1% of the population has a developmental disability. For Durham Region, this translates into approximately 5,100 people. Of these, it is estimated that approximately 30% also have a mental illness, or about 1,530 people. As the population in Durham Region grows so the population with dual diagnosis will, as well. A conservative estimate is that by 2011, there will be close to 1,920 individuals with a dual diagnosis in Durham Region. Unfortunately, many individuals are never properly identified and, as a result, do not receive the comprehensive treatment they need.

While there have been recent improvements in how services are being provided, many gaps and barriers remain in the service system resulting in consumers not being able to access the range of services they need. Many consumers are undiagnosed or receive a diagnosis in one aspect only. For some they were identified with an intellectual disability as children. However, they may never have had their mental health needs thoroughly identified or been reassessed as they age and experience stress at various life stages or events. One reason for this is that mental health issues often show up as behavioural problems. People then treat the behavior problem without identifying or treating the underlying mental health need. Other individuals have been diagnosed with a mental illness and no one has suspected that they also have an intellectual disability. Still others have been overlooked entirely and have never had their intellectual or mental health status evaluated, but are, in fact, dually diagnosed.

*Several factors contribute to not properly identifying persons with a dual diagnosis and the many gaps and barriers to service in both the developmental and mental health sectors.*

Here are a few of the key issues:

- It can be quite complicated to understand how a person's intellectual disability and mental health interact together.
- When an individual with an intellectual disability has a mental illness the symptoms are usually less obvious and different from the general population.
- Individuals often present as higher functioning or they deny their cognitive difficulties.
- They use their strengths and splinter skills to mask their denial of their intellectual disability and/or their sadness. This is referred to as a cloak of competence. The cloak fools people. It sets up a chain reaction around denial of the intellectual disability and high expectations. These individuals may be struggling to cope in the community or living on the streets and many more are thought to be in the justice system.
- There are many service issues that act as barriers such as long waiting lists, requiring a diagnosis in order to get service and getting stuck in one sector when you need services from both sectors. The result is that many still are undiagnosed and untreated.
- Persons with a dual diagnosis have been a greatly underserved group and remain very vulnerable and at risk. Unfortunately, there are not many professionals (e.g., psychiatrists, nurses and social workers) who are experienced and knowledgeable in assessing, diagnosing and treating individuals with a dual diagnosis. Treatment takes much longer for these consumers than for others. Unfortunately, they often fall through the cracks in our society and don't get the treatment they need. However with the right approach, a person with a dual diagnosis can certainly get help with their mental health needs. It can be confusing for everyone involved finding the right kind of help and support. There are a few key things to remember when helping plan services with a person with a dual diagnosis:
- Everyone involved needs to work together as a team;
- Several different types of services may need to be involved; and
- Sometimes specific changes in a program or activity will help improve the fit with the person's needs.

## APPENDIX II

### Common Indicators: Intellectual Disability and Mental Health Difficulties

The following are some questions that can help you identify common indicators. Often family, friends and staff at agencies do not know what the signs are of a mental health need or an intellectual disability. These indicators will help you decide if you need to consult a professional for a more thorough assessment. Keep in mind that these are only suggested indicators and do not constitute a diagnosis.

#### Cognitive Indicators

- Does he/she communicate in short sentences and seem egocentric in his/her thinking?
- Does he/she seem on the surface to be able to do things he/she really can't?
- Does he/she have trouble generalizing?
- Does he/she seem to learn slowly?
- Does he/she have trouble with abstract thinking? (For example, recognizing how two things are similar.)
- Does he/she do better on concrete and structured tasks? (For example, when you are very specific and break things down into steps?)
- Does he/she have memory problems?
- Does he/she have a splinter skill that fools people but has been learned by rote?
- Is he/she a poor problem-solver? Does he/she show poor judgment?
- Does he/she have trouble understanding 'why' questions?
- Is he/she good at picking up non-verbal social cues?
- Do people disagree about whether this person is higher functioning or not?

## Mental Health Needs Indicators

- Is he/she overly dependent for his/her capabilities?
- Is he/she overly independent for his/her capabilities?
- Is change really hard for him/her?
- Does he/she lack peers and friends?
- Is he/she impulsive?
- Is he/she withdrawn?
- Is he/she aggressive, verbally or physically?
- Does he/she have trouble with anger?
- Is he/she irritable?
- Has he/she been in trouble with the law?
- Does he/she have problems with inappropriate social or sexual behavior?
- Does he/she deny being intellectually disabled?
- Does he/she appear higher functioning than he/she is?
- Is there a diagnosed mental illness?
- Does he/she hurt himself/herself?
- Is he/she sleeping more or less?
- Has there been a change in his/her appetite?
- Does he/she seem overactive?
- Is he/she overly fearful?
- Is he/she extremely confused or disoriented?
- Does he/she hear voices that are not there? (This is not to be confused with talking to oneself for company or to reduce anxiety)
- Has there been difficulty in getting professionals to agree over the years about a diagnosis for both the range of cognitive functioning and their mental health?
- Are there family problems that interfere with his/her functioning?
- Is there a parent with an intellectual disability or a mental health problem?

## APPENDIX III

### Frequently Asked Questions

#### ***Q. Do you need a diagnosis to get services?***

Unfortunately this is not an easy question to answer. Some organizations require a diagnosis and some do not. No matter which agency you contact, the consumer will need to meet certain criteria that the agency has decided is required for a person to receive their services. For example, a developmental service agency may require proof of an intellectual disability such as a psychological or psychiatric assessment of the person's level of functioning. However, they might also accept more informal information that indicates that the person is functioning in this range. Many mental health agencies require a psychiatric diagnosis in order to access mental health services. Some may accept more informal description of behavior that might indicate that there is a mental health concern.

What if the individual or person has one diagnosis and not the other? With one diagnosis you can usually access services in the sector that is associated with the diagnosis. For example, if you have a diagnosis of an intellectual disability you should be able to access a range of services in the developmental service sector. If you have a diagnosis of mental illness you should be able to access a range of services in the mental health sector. The difficulty here is that you may get stuck receiving services in only one sector when in fact you need some support from the other sector as well. If you have a diagnosis of both an intellectual disability and a mental illness, you can access a range of services specifically designed for persons with a dual diagnosis. Unfortunately, there is often a waiting list for many services in both sectors.

Sometimes agencies in the developmental service sector will be concerned about their ability to manage a mental health problem because they feel they don't have the knowledge and experience that is needed. Or, on the other hand, a mental health agency may worry they don't know how to help a person with an intellectual disability. There may be situations where this is true. They will need some help from the "other" sector in order to help the consumer. In these situations you may need to get one agency to start to work with your relative/friend with some back up support from the other sector. If the consumer already has services with one sector, you could advocate finding a partner service in the other sector to help provide more of what the individual needs. The added advantage of this is that you begin to develop a team approach that works very well with individuals with a dual diagnosis. You may still hear agencies use the term "primary diagnosis" and you may be asked if their intellectual disability or their mental illness is their "primary diagnosis". How you answer this question may determine whether you get service from this organization.

## ***Q. Do you need an assessment?***

It is always very important to have a good overall assessment or an accurate picture of the person and all their needs. Otherwise, you won't know how to put together the right services to really help the person and their mental health will likely get worse. A good assessment needs to include physical and mental health and an understanding of the nature of the person's intellectual disability. Important areas to consider for a comprehensive assessment include medical, psychiatry, psychology, communication, medication, vocational, behavioural, neurological, endocrinology, genetic, environmental, systems, family, social, cultural and sexuality. You can get an assessment at an agency that specializes in dual diagnosis or you may have to gather information and reports from different people such as a family doctor, community agency reports and/or a psychiatrist and put it all together. Even if the individual has had a thorough assessment in the past, they may require a new assessment as their situation changes.

## ***Q. What do you need to know about the system to get around?***

There are two separate sectors that provide funding and policy direction for services for persons with a dual diagnosis.

They are:

- **The Health Sector** (including mental health) funded by the Ontario Ministry of Health and Long-Term Care and
- **The Developmental Sector** funded by the Ontario Ministry of Community and Social Services and Ministry of Children and Youth Services

The fact that two ministries are involved can make it quite complicated to know how to get services and where to begin to look for them. Sometimes people get connected to one sector or the other, but usually not to both. When this happens they will not get the help they need because they are missing what is needed from the other sector. For example, if a person with an intellectual disability has a worker in the developmental sector they might not know the signs for depression and what to do to help. In another situation, a person, diagnosed with schizophrenia, might have a mental health worker from the health sector that is helping them cope with the symptoms of schizophrenia and making sure their medication is right but they might not know what to look for to know if the person also has an intellectual disability. It can be difficult and confusing for everyone involved finding the right kind of help and support. It really works best if there is a special combined approach with both the health and developmental sector and for everyone to work together as a team.

Each sector has areas of special knowledge that they can offer. For example, the developmental sector can help with future planning such as where to live and what supports the consumer needs in the community, while the health sector (mental health) can assist in areas such as mental illness and medication. Another important point is that many agencies do not include family members as part of the planning process. It works best if everyone is included.

In the last few years in Durham Region many people have been trying to provide better services for people with a dual diagnosis. There are still a lot of changes needed but some things are better. In 1994 the Ministry of Health changed its definition of who should be the first ones to get mental health services and they included individuals with a dual diagnosis in the definition of serious mental health problems that should be a priority. This change has led to many opportunities for mental health agencies to work together with agencies in the developmental sector.

There is a recent initiative within the Ministry of Community and Social Services and Ministry of Children and Youth Services which will be helpful to consumers and families. Now when you contact a *developmental sector agency*, that agency is obliged to stay connected to you. Either they will provide the service or they will find an alternate service to fit your needs. This initiative will help prevent the stress, frustration and disappointment of reaching out for help only to be told that that agency can't help you.

While these changes remove some barriers and there is a better range of services now, more joint work is still needed so that all the required services can be available.

There may be some confusion about which sector to turn to for long-term care services. Please note that (despite the name) the Ministry of Health and Long-Term Care is not the primary provider of long-term care for persons with an intellectual disability. Most of the long-term care services are provided by the developmental sector through the Ministry of Community and Social Services and Ministry of Children and Youth Services. However some individuals with an intellectual disability and serious mental health difficulties do receive long-term care services through the Ministry of Health and Long-Term Care, but relatively few. The Ministry of Health and Long-Term Care provides long-term care services for consumers with serious psychiatric disabilities and those who need nursing home care such as the elderly.

Please remember that the system is always changing. This describes the system at the time this handbook was written. There will undoubtedly be more changes in the future, some positive and some negative in regards to services for persons with a dual diagnosis. There may be new policies that have a direct impact or a new program that might be available. Check with someone who is aware of the system such as a case manager, agency staff or a representative of the Ministry to clarify the current policies and programs.

# Questions to Consider When Contacting Organizations

The following is a list of questions to review before you call an organization to ask about their services. You may already have some questions of your own. Have a look at this list and see if there are any other questions that you might like to ask.

- Are you the intake person and can you answer my questions about your organization?
- What is your name?
- What area do you serve?
- Can your program serve someone with a dual diagnosis?
- Can we come and visit?
- What choices do we have about which programs you offer? Can we choose ourselves or do you do an assessment and then assign?
- Can you do an assessment to help decide what is needed?
- Is your program flexible and can it be tailored to suit an individual?
- Is there a fee for any services?
- What age are most of the people in the program?
- What is the physical set up of the program?
- Do you offer job training or placement? How many people have you placed?
- What recreational or social programs do you have?
- What kind of activities do you do?
- Does this program operate five days a week?
- Do you have weekend or evening activities?
- Can you manage many different types of behavior?
- How do the medical and mental health needs of individuals get met?
- In what areas are your staff specially trained and what are their qualifications?
- What is the ratio of staff to clients?
- Do you have consultants to your program? For example, do you have a psychologist or psychiatrist on call?
- Is your agency accredited?
- How are you funded?
- What is the role of parents in your organization?
- What can I do if I have a complaint?
- If I can't get into your services, can I get in if I pay a fee for the program?
- Who don't you serve and why?

# APPENDIX IV

## Tips for Lobbying

### Tips Connecting with Organizations

- A person with an intellectual disability and mental health needs may want to contact an organization on their own. More often they will need some assistance from their natural supports (family / friends) or a staff person at an agency. For example, they may need some coaching about what to say; have you sit with them while they call or they may need you to be the person to speak on their behalf.
- When calling on behalf of a family member/friend:
- Prepare yourself and be clear about what your relative/friend needs before you call.
- Make a list about what activities they like, what things they do well and what the problems are. Think clearly about what you want/need from the organization. For example, your family would like two hours of support each day or your family/friend needs a day program.
- Remember this is a chance for you to see if the organization feels like a good fit for your relative/friend and the organization is also trying to decide if your relative/friend would be a good fit in their program. Share important information and be sure to balance the information about both your relative/friend's strengths and areas of difficulty.
- Ask to speak to someone who is informed about what services are offered and that can answer your questions. Take the time to talk to staff so you can get a sense of how the organization works - its "culture". Or you may need to meet with a worker in the organization you are calling to discuss what your relative/friend needs.
- You may decide to get a case manager to help you with this whole process. A case manager can help you sort out what your relative/friend needs, what you as a family need and how to match that with the supports and services that are available. There are case managers in both the mental health and developmental sectors that can help.
- If you don't get a good response when you call an organization, what do you do?
- Call another agency or you can advocate for your relative/friend.
- Remember to record the worker's name, phone number, date and response.

The following highlights general steps to consider when self advocating or advocating on behalf of a family member or client in effort to access service:

## **Ten Steps to Being an Effective Advocate**

Adapted from training by Trish Spindel at the Adult Protective Services Association of Ontario Annual Conference

### **Step One: Obtaining Instructions**

- It is an advocate's responsibility to clearly determine what the individual/client/family member wants and what they would like the advocate to do.
- Instruction and direction from the individual should be specific and be given after full discussion regarding options and the pros and cons of each action
- Document instructions
- Obtain consent regarding actions the advocate can take and what information can be released and to whom
- Check back to ensure that as an advocate you continue to be in sync with the client's wishes

### **Step Two: Making Concrete Requests**

- Compile a full list of services offered for the individual/client/family member
- After discussing all options with the individual, make a request in writing to the desired service
- Highlight the individual's strengths as well as accurate information regarding skills that may require further development
- Ask the individual to read(or read to them) the request and have them co-sign it
- If a front line staff refuses the request for service, request that they put it in writing, then proceed to the supervisor and executive director if required

### **Step Three: Documenting Refusals**

- If a service agency refuses your request for service, request the reasons in writing
- If they refuse to put the reasons in writing, write a letter to them documenting the reasons for refusal as you understand them
- Send it registered mail and forward a copy to the Ministry Program Supervisor

### **Step Four: Ask the Ministry for Assistance**

- Once all options are exhausted at the agency levels make a written request for assistance to the Ministry Program Supervisor and copy the Area Manager
- Make the request specific and state what you have already tried
- Request a reply in writing and give a time limit for the response
- If the Ministry refuses to reply in writing, repeat the same process as above, sending a letter stating your understanding of their refusal
- Send it registered mail to Area Manager and copy the Regional Director for the Ministry

### **Step Five: Go up the Bureaucratic Line**

- Write to the Assistant Deputy Minister – Operations about the individual’s situation
  - State the problem clearly and state what you have already tried
  - Enclose any pertinent correspondence
  - Ask them to intervene directly and tell them specifically what you would like done
  - Ask for a response in writing by a particular date (3-4 weeks)
  - Copy your letter to the Deputy Minister and to the Minister
- 
- **Step Six: Contact your Local Minister of Provincial Parliament (MPP)**
  - If you do not receive a satisfactory response from the Ministry, write to your local MPP and request a meeting with him/her
  - Give a time limit for their response
  - Prepare all your necessary documentation for the meeting
  - Make a specific request (i.e. “I would like you to contact the Minister and ask that they intervene to resolve this matter)
- 
- **Step Seven: Contact the Ombudsman**
  - If there is still no satisfactory response, go back to the MPP, but contact the Ombudsman’s office as well
  - Write to the Ombudsman stating that you wish to make a formal complaint against the Ministry
  - State the reasons for your complaint and the desired result
  - Enclose copies of all correspondence to date
- 
- **Step Eight: Contact the Opposition Parties**
  - Copy the complaint package sent to the Ombudsman, with a covering letter to the leaders of both opposition parties
  - Request a meeting with them to discuss the situation
  - If you are advocating on behalf of an individual, take them with you if possible
  - Ask them to take a specific action (i.e. write to the Minister; raise the issues in the Legislature etc.)
- 
- **Step Nine: Contact the Press**
  - Call your major newspaper as well as the local paper
  - Speak to your favourite reporter, or to the contact at the paper who deals with social service issues
  - Have them meet the individual you are advocating on behalf
  - Release all correspondence to them
- 
- **Step Ten: Retain Legal Counsel**
  - Retain legal counsel for the individual
  - Request that they prepare an order-in-council application or seek injunctive relief for the individual, depending on the situation

## **The 12 Commandments for Successful Lobbying**

### **1. Be Nice**

Respectable, reasonable, courteous, calm, but "concerned".

### **2. Be Respectful**

Everyone likes to feel important and to be helpful. Enlist their sympathy and support.

### **3. Be Clear**

Ask for exact dates, times and who will be involved, etc. Ask for things in writing. Ask for copies of correspondence. Write confirming minutes of meetings. Summarize and clarify.

### **4. Be Informed**

Do your homework, check your facts, consult experts, brief your members.

### **5. Seek Help**

Seek out mentors, consult experts, make alliances with agencies and other groups, hire a lobbyist if the task is very large.

### **6. Know Your System**

Know how and where decisions get made. Target the key points of intervention.

### **7. Know What You Want**

Governments do not solve problems — they adopt solutions. You must give them the problem and the solution.

### **8. Show Strength**

Act as a group, stick together, act organized, act confident.

### **9. Be Patient**

Constantly re-evaluate strategy and goals. Recognize small accomplishments. Moving governments takes time.

### **10. Have Fun, Support Each Other**

Meet the needs of your members for personal support and friendship. Keep a sense of humour and keep each other in perspective.

### **11. Be Tough**

Keep pushing from all directions. Be political. Use the media. Be creative.

### **12. Be Strategic**

Carefully plan your strategy in scale with your resources. Seize opportunities. Be proactive.

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# APPENDIX V

## Care for the Care Giver

### Caring for the Caregiver for Family and Friends

Caregivers of family members with a dual diagnosis live with significant and often daily challenges. You are often caught between meeting the needs of your family member or friend and advocating in a system that is very difficult to understand and has very limited resources. Taking care of a loved one with a dual diagnosis is a very difficult and stressful job, often involving caregivers to cope alone. On a daily basis, you are caring for your family member with a dual diagnosis. It can begin to take its toll on you as well as your loved one.

Given these stresses it is important, that as a caregiver you take the time to take care for yourself. Taking care of yourself can happen in different ways, all aimed at helping you sustain your physical, emotional and mental well-being.

Here are some helpful hints for taking care of yourself (feel free to add your own):

**1. Seek support through self-help groups.**

- ✓ Getting support from others sharing your situation can help bring some comfort and relief to your feelings of isolation and frustration. Self- help support groups for caregivers bring the opportunity to hear each other's stories and learn from each other. They allow caregivers to share strategies and tips about which organizations are most helpful and what works and what doesn't when trying to access services. You might also be able to get some help in advocating for services you haven't been successful in getting on your own.
- ✓ There are three self-help support groups for caregivers in the Durham Region:
  - a) The Durham Family Network: brings 'care giving' family members with loved ones living with a disability together to support one another in a variety of ways. Call 905- 436-2500 to speak with a family member like yourself.
  - b) The COPE Mental Health program: offers a caregivers support group. Call 1-800-742-1890
  - c) Durham Mental Health Services: hosts a family support group for family members with loved ones living with a mental health diagnosis. Call 905-666-0831

Another resource is the Ontario Self-Help Network at: [www.selfhelp.on.ca](http://www.selfhelp.on.ca)

2. **Seek outside information and assistance.**
  - ✓ Educate yourself regarding your loved one's condition and needed care.
  - ✓ Connect with community agencies in your area listed in this guide to access information, resources or referrals to appropriate services and supports.
3. **Maintain meaningful relationships with friends and family.**
  - ✓ Keep friendships alive, stay connected with others.
  - ✓ Do not put your life on hold. Do not shut yourself away. Connect with others!
4. **Pay attention to your own health. Take time to restore yourself. Be self-nurturing.**
  - ✓ Have regular medical check-ups.
  - ✓ Find stress reducing activities, such as walking, deep breathing, meditation, yoga.
  - ✓ Get enough sleep, good food and exercise. If you are rested, you will be more patient and efficient in care giving.
  - ✓ Read about self-care (see <http://www.cornerstonefh.com> , <http://www.caregiverresource.net> ).
  - ✓ Now more than ever, you need to take care of basics. Looking after you is crucial. You cannot be of help to your loved one if you are run down and unable to cope. Seek out personalized ways to reduce stress in your life.
5. **Take breaks. Know and respect your own limits.**
  - ✓ Take regular breaks so you have interests outside of your care giving role. Don't wait until you are too exhausted to plan this.
  - ✓ Take time to keep up with things that are important to you. Being involved in activities that are meaningful to you can give you strength and prevent you from feeling lonely and isolated.
6. **Keep your sense of humour and use it often.**
  - ✓ Seeing humour in your situation does not lessen the sincerity of your care. Don't take yourself seriously all of the time. Your sense of humour will help get you through difficult times.
7. **Celebrate small successes and good days.**
  - ✓ Identify positive things in your life.
  - ✓ List your accomplishments as a caregiver and allow yourself to feel good about the role you play in your loved one's life.

*The information for this section came from the following sources:*

*Durham Association for Family Respite, Canadian Mental Health Association – Durham Branch family information pamphlets and Caregiver Burnout handbook, [www.caregiverresource.net](http://www.caregiverresource.net).)*

# APPENDIX VI

## Tips and Tools

### Government Programs and Policies

#### Government Structure

As of the date of publication of this Directory, two separate ministries of the Province of Ontario deliver services for persons with dual diagnosis. These two ministries are the Ministry of Community and Social Services and Ministry of Children and Youth

Services, which administers services for persons with intellectual disabilities, and the Ministry of Health and Long-Term Care is responsible for administering the health care system and providing services to the Ontario public through such programs as health insurance, drug benefits, assistive devices, care for the mentally ill, long-term care, home care services, community and public health, health promotion and disease prevention. It also regulates hospitals, nursing homes, long-term care homes; operates psychiatric hospitals and medical laboratories; and coordinates emergency health services.

In an effort to work collaboratively, a joint policy was developed in 1997 by both of these ministries regarding services for persons with a dual diagnosis and each made a commitment for funding.

For Durham Region, these three ministries may be contacted as follows:

#### Ministry of Children and Youth Services

1400 Hopkins Street, Whitby, ON L1N 2C3 at 905-665-1030; 1-800-722-1196 or TDD/TTY: (905) 665-1053

#### Ontario Ministry of Community and Social Services

1400 Hopkins Street, Whitby, ON L1N 2C3 at 905-665-1030; 1-800-722-1196 or TDD/TTY: (905) 665-1053

#### Ontario Ministry of Health and Long-Term Care

General Inquiry: Hepburn Block 10th Floor, 80 Grosvenor St., Toronto ON M7A2C4 Call: 416-327-4327, TTY: 800-387-5559, or Toll Free: 800-268-1153 <http://www.health.gov.on.ca>

**ServiceOntario Centres and Government Information Centres** provides you with a wide range of general government information, and perform routine transactions for government services at one location. 590 Rossland Rd. East, Whitby, L1N 9G5 Call: (416) 326-1234, 1 800 267-8097, or TTY (416) 325-3408 / 1 800 268-7095 \*Toll free in Ontario

*\*Please note that these addresses and phone numbers are correct as of the date of publication of this directory.*

#### Ontario Works

This is a short-term program to assist individuals in returning to the work force. To apply for Ontario Works in Durham Region call the Region of Durham at 905-428-8982 or 1-877-678-6333 and ask for the office nearest to you.

## **Information About and Assistance Getting Ontario Works or ODSP**

The following services are available if you need information or have problems or questions with government assistance:

- Client Services & Information Unit – Ontario Works **905-668-7711**
- Client Services & Information Unit – ODSP **905-868-8900 or 1-877-272-8610**

The staff at these units acts as go-betweens between clients, the general public and decision makers. They can provide you with information if...

- You don't know what services are offered
- You don't know what the policy and regulations are
- You don't understand how the regulations affect you

## **Financial Programs**

### **Special Services at Home (see money section as well)**

*Special Services at Home (SSAH)* is available through the Ontario Ministry of Community and Social Services and Ministry of Children and Youth Services. This program provides support to families caring for children and adults with an intellectual disability in their own homes. It is geared to fund in home support such as parent relief or teaching skills. Families hire their own contract worker.

You have to apply for this program and Ministry staff decides if your family is eligible. If you are approved for this program it does not cost you any money and is not based on family income. Families are expected to use community resources (where available) before they consider using this program. Call the **Ontario Ministry of Community and Social Services** or the **Ministry of Children and Youth Services (Whitby)** at **905-665-1030; 1-800-722-1196** or **TDD/TTY: (905) 665-1053** to inquire about this program.

### **Ontario Disability Support Plan**

*Ontario Disability Support Plan (ODSP)* is available through the Ministry of Community and Social Services, an Ontario Government Service. This program can provide long-term financial assistance for people with disabilities, age 18 and over, who can't work permanently or for at least a year or more. There is a financial needs test and a disability application form when you apply.

Call **905-665-1030** or **1-800-722-1196** to inquire about this program and get the address and phone number of your local ODSP office. Local ODSP offices are also listed in the Blue pages of the telephone book. You will need to make an appointment and ask what type of information you need to take, such as bank statements, identification, official papers. It may take a while for ODSP to come through so apply as soon as possible. You might want to apply for this program six months before the 18th birthday.

### **Wills and Trusts (Advocacy)**

Financial planning is important for all parents. It is even more crucial when parents have a son or daughter with a disability.

### **WILLS, TRUSTS, AND ESTATE PLANNING: A GUIDE FOR PEOPLE WITH DISABILITIES AND THEIR FAMILIES**

**(Authored by Paul C. Strickland and Michelle Moro of Siskinds LLP)**

Families are very familiar with positive planning processes that are focused on helping their child with disabilities to have a good life. You may have had help by many people in your unique situation to develop a good plan: extended family and friends, members of your child's support circle, other families in similar circumstances, or facilitators.

In order for your plan to continue after you are gone, it is also necessary to develop a will and estate plan. Your lawyer's responsibility is to help you understand how certain legal tools can help you to attain the goals of your child's plan. However, it is you - the family of the child with disabilities - that knows and understands what you need and want for your child. Remember that your lawyer can only help you to be protected by the law by assisting you to have the right documents in place, and it is your responsibility to give your lawyer all the information needed so that your wishes are carried out. Being well prepared when you meet with your lawyer will save your lawyer's time and your money.

#### **WHAT DO YOU NEED TO KNOW BEFORE YOU MEET WITH YOUR LAWYER?**

How can you be prepared?

Lawyers have such tools as Wills, Trusts, and Powers of Attorney for Personal Care and Property, which can be used to assist parents in providing for their child with disabilities. Before meeting a lawyer to discuss your will and estate plan, you need to prepare yourself with: an understanding of the abilities and the challenges of your child a recognition of what parents are required to do on a daily basis in order to implement the plan an understanding that the plan must be designed so it can be continued when parents are no longer here to perform all of the duties and tasks that enable the plan to thrive an understanding that there will be a financial cost to pay for the continuation of some of the things that the parents did to support their child during the parent's lifetime a recognition that other people may wish to help your family by providing gifts of services or money to support this plan an understanding that in order to prevent these well intentioned gifts from hurting the plan, the parents must be aware of the gifts and ensure that the gifts are co-ordinated into the plan.

#### **Do you have your own Will?**

A will is the legal document that will guide people to carry out your decisions about your estate. If your children are under the age of 18, you will have named people (guardians) who will be legally responsible for your children if you and your spouse pass away before your children are adults. You will have also named one or more executors responsible for carrying out the instructions in your will.

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### **Can your child make their own Will?**

A person 18 years of age or older is considered capable of making a will if that person: (i) understands the nature and effect of a will; (ii) is aware of the nature and value of his or her property; (iii) understands the extent of what he or she is giving under the will; (v) is aware of the individuals that he or she would be expected to benefit under his or her will; and (vi) understands the nature of the claims that may be made by certain classes of individuals if they are not included in the will. If your child is not capable of making a valid will their assets do not automatically revert to the government. The assets are distributed to spouses, children, parents or other relatives of your child, according to the terms of provincial legislation.

Put simply, a lawyer might ask your child if there are certain belongings that are important to them, and is there anyone that he/ she might want to have them in the future. For example, if they can understand that their brother would really love their hockey card collection, then this simple understanding is strong evidence that your child may be capable of making their own will.

### **What is a Power of Attorney for personal care?**

A power of attorney for personal care (sometimes called a Living Will) is a legal document that allows you to appoint another person (the “attorney”) to make personal care decisions for you if you become incapable of making those decisions on your own, such as medical decisions or issues relating to accommodation, hygiene, food and clothing.

A person may be capable of preparing a power of attorney for personal care even if they cannot make their own personal care decisions. A person is considered capable of preparing a power of attorney for personal care if they are able to understand whether the person named as “attorney” has a genuine concern for his or her welfare and appreciates that this “attorney” may need to make personal care decisions on his or her behalf.

A power of attorney for personal care may contain instructions or directions to the attorney with respect to how personal care decisions are to be made. However, sometimes such directions have caused disputes in the interpretation of the meaning of them, which can result in a delay of treatment. Therefore, it may be prudent not to include such instructions or directions in the document.

A person must be at least 16 years of age in order to prepare a power of attorney for personal care. If your child does not have the capacity to make a power of attorney for personal care, legislation sets out a hierarchical list of people who are authorized to consent to medical treatment on behalf of another person and to provide instructions with respect to most other personal care issues. This list is limited in scope to include a persons’ spouse, partner, child, parent, brother, or sister or any other relative of the person unable to make the decision. If no one in the list is available to act [855618.v1](#)

on behalf of the person, or if the plan is designed with someone not in the approved list as the personal care decisions maker, then an application to Court for the appointment of a Guardian of Personal Care may be the only option available.

### **What is a Power of Attorney for property?**

A power of attorney for property is a legal document which allows you to appoint another person (the “attorney”) to make decisions with respect to your property which may include such things as making bank deposits, paying bills, managing investments, buying, selling or refinancing a home and filing income taxes. A person does not need to be able to manage his or her own property to be capable of preparing a power of attorney for property.

A person must be at least 18 years of age in order to prepare a power of attorney for property. If your child is capable of making a power of attorney for property, his/her assets can be managed by parents or others through the creation of a continuing power of attorney for property. If your child is not capable of preparing a power of attorney for property, it is often possible for parents to assist their child through informal arrangements such as holding a joint bank account, and submitting tax returns and other documents on behalf of the child. Such informal solutions will often be sufficient if the child's asset value is small and there is a parent living to act on behalf of the child. These types of informal arrangements often cease to be possible on the death of the surviving parent and some of the leniencies afforded to parents do not seem to pass easily to siblings or other individuals, in which case it may be necessary for a family member or other person to be given the authority to manage the property of the child with disabilities through a formal appointment as Guardian of the Property by the Court.

Does your child receive Ontario Disability Support Program (ODSP) benefits now or will they receive ODSP Benefits in the future?

The Ontario Disability Support Program provides financial assistance to individuals who are 18 years of age or over and who met the eligibility requirements under the relevant legislation. The main benefits available from ODSP include income support, an allowance for shelter and a health plan. The amount of financial support received by a qualifying individual is directly related to each person's unique situation and is calculated based on a certain amount being allocated for basic income support and a certain amount being allocated for shelter. The amount allocated will vary depending on where the person lives (with parents or in the community), and the amount, if any, of other income received by the person.

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### **What is the ODSP Allowable Asset Limit?**

In order to apply for and remain eligible to receive ODSP benefits, a person cannot have more than \$5,000.00 in assets. Assets include cash, bank accounts, stocks, bonds, RRSPs, investments and other securities or assets that can be readily converted to cash.

Assets that flow directly to a person who is receiving ODSP benefits can result in a reduction or suspension of the benefits. Therefore, simply giving money or other assets or leaving money or other assets in a will to an individual with disabilities can negatively impact their benefits and can disrupt the plan that has been set up for their care.

### **How can we protect our child from loss of ODSP benefits?**

When the parents of a child with disabilities are alive, they dedicate time and money to their child in a way that supplements the ODSP benefits while at the same time ensuring the assistance provided does not result in a reduction or suspension of such benefits. If the plan is to continue effectively after the death of the parents it must be set up in a way that will allow the same services to be provided to the child in the same manner as when they were alive. A tool called a **discretionary Henson Trust** has been developed and approved by the court which, if used properly, allows parents and others to leave an inheritance to a person with disabilities without reducing or suspending their ODSP benefits.

### **What is a trust?**

A trust is a legal arrangement whereby asset(s) are transferred from one person to another person (the "trustee") for the benefit of a third person ("the beneficiary"). The assets are held by the trustee and must be used by the trustee in accordance with the rules set out in the trust document. The types of assets that can be placed in a trust are unlimited, although some may not be appropriate. A trust is often used because it permits you to give assets to someone else, namely the beneficiary, while at the same time it allows you to retain some measure of control over the asset after it is given, and the types of controls are set out in the rules of the trust document. A trust can also be used to separate the burden of property management from the benefits of its enjoyment, making it an ideal vehicle for providing for those who, for whatever reason, can't manage assets on their own. A trust can be created and become operational during your lifetime (inter vivos) or it can be created and become operational upon your death through the terms of your will (testamentary).

### **What is a Henson Trust?**

A Henson trust is a specific kind of trust that is named after the trust that Mr. Leonard Henson set up to provide for his daughter with disabilities after his death.

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A Henson trust is most commonly set up by a will, to help your child after you pass away (a Henson Testamentary Trust). However, depending on your specific situation, an additional and separate Henson Trust may also be set up outside of your will and become operational while you are alive to help your child during your lifetime (an inter vivos Henson Trust), and which will continue to benefit your child after you pass away. Usually an inter vivos trust is created if parents have substantial assets and it is determined by their advisors that it is beneficial to set up trusts for their children in order to reduce income tax of the parents.

A Henson trust is also an absolute discretionary trust, which means that the assets in the trust are in the complete control of the trustee and the trustee has total and absolute discretion to decide when and if the beneficiary of the trust (the child with disabilities) will receive any payments or distributions from the trust. The trustee is under no obligation to distribute the trust property to the beneficiary and the beneficiary, therefore, is only entitled to that part of the trust property that the trustee has chosen to distribute to the beneficiary.

In this way, the beneficiary cannot be said to have any interest in the assets of the trust because he or she does not have access to the assets and cannot compel the trustee to make any sort of payment and or distribution from the trust. If the assets are held in an absolute discretionary trust, only the amounts actually paid out of the trust to the person with disabilities will be included in that person's assets and income in determining whether he or she is entitled to ODSP benefits. The assets in the Henson Trust may be used by the trustee to enhance the life of the beneficiary with disabilities and to support and ensure the continuation of the plan devised by their parents, while at the same time ensuring that such actions do not interfere with the individual's receipt of ODSP benefits. It is not necessary for parents who, during their lifetime, are using their own assets to provide extra support and services for a child with disabilities, to create an inter vivos Henson trust to protect ODSP benefits. As long as the child does not have assets in his or own name, the parents can use their own assets, within the limits set out in ODSP legislation, to help their child without disrupting ODSP benefits. An intervivos trust will not allow parents to spend more money on their child than they would without the creation of that trust. The most common use of an inter vivos Henson trust is to provide parents with income tax advantages.

### **How do I create a Henson Trust ?**

The parents or other person planning for an individual with disabilities must have a will in order to ensure the plan that has been implemented in their lifetime

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is continued for the benefit of the person with disabilities. If the person is receiving ODSP benefits or may receive such benefits in the future, the will must, in most circumstances, include a Henson Trust.

What should I consider when setting up a Henson Trust?

### **1. Choice of Trustee (s)**

The selection of the appropriate trustee to manage a trust for an individual with disabilities is of paramount importance. If an inter vivos Henson trust is set up by parents, then while the parents are living, they can be the trustees, but they also need to think about who will run the trust after they pass away. If a testamentary Henson trust is set up by parents in their wills, then the trust will not begin to provide support to the child with disabilities until after the parents pass away. Therefore, the parents cannot be the trustees of a Henson trust created by their own wills. The Henson Trust, as an absolute discretionary trust is not permitted to give directions to the trustee with respect to the operation of the trust. The trustee must understand and believe in the plan that has been developed and must be trusted to make decisions in a way that will allow the plan to continue. It may be necessary to have more than one trustee in order to provide all of the skills that are required to operate the trust. For example, one person might be good at managing the money, and the other might be best at knowing how and what to spend the money on so your child is supported to live in the way that you planned.

Some of the jobs of the trustees include: investment and management of the assets of the trust; making sure your child receives benefits according to what you have planned; using their discretion to give funds when needed; coordinating any needed maintenance or repair of real estate; preparing tax returns of the trust; keeping records of the trust.

### **2. Conflict of Interest and Family considerations**

Family members may not always be the appropriate choice of trustee in each situation. The Henson Trust must name the beneficiaries of any funds remaining in the trust when the person with disabilities passes away. A conflict of interest may occur because often the logical first choice for a trustee is a brother or sister of the individual with disabilities, and in most cases that sibling, or their children, are also the logical choices to receive the funds remaining at the end of the trust. We are all subject to outside influences in our lives that can create pressures and cause us to make decisions that may be contrary to the interests of those that we are entrusted to protect. It is the responsibility of a parent to do their best not to put children in a position of conflict that could result in harm to both their child with disabilities and another child who is named as a trustee. If a trustee is also a beneficiary at the end of the trust, at the very least, additional or co-trustees should be named to address the conflict of interest situation. Parents must also

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consider whether they want to entrust another child or children with the responsibility of acting as a trustee of the trust. You may consider naming a trusted friend to help your children make decisions that will support your child with disabilities as you have planned for.

### **3. Understanding the Government Legislation**

The trustee of the Henson Trust must be aware of the rules that govern ODSP benefits, have the skills to follow these rules, and understand how to spend the trust funds in a way that does not result in a loss of the ODSP benefits. Generally, an individual receiving ODSP is entitled to receive a total of \$5,000.00 each year by way of gift or voluntary payments, which would include payments from the Henson Trust. In addition to this \$5,000.00, unlimited payments can be made from the trust for disability related expenses. The trustee can work within the scope of the legislation and use the Henson Trust assets to purchase personal use and household items, provide various forms of recreation, vacations and entertainment, pay for special equipment or a personal care attendant and to provide for a multitude of other special services.

### **4. Consent and Age**

It is important that you talk to those who you want to name as trustees before you name them in your will. A person cannot be forced to act simply because he or she has been named as trustee in the trust document, so it is best that they have agreed to act as trustees beforehand. The age of the trustee is also something to think about, because the trust is designed to continue during the lifetime of the individual with disabilities. More than one trustee can be named to act together, and one or more alternate trustees can be named to act in the event the first named trustee is not able to act. Regardless of the situation, at least one of the named trustees should be young enough to carry on for the lifetime of the individual with disabilities.

### **5. Investment and Income Tax**

The trustee must be aware that there are many important income tax and investment management issues relating to the proper management of a Henson Trust. A trust is a taxpayer, so it pays taxes on its earnings, and must file an annual tax return. The trustee must understand the plan and the impact that the specific tax and investment management issues will have on the plan. The required tax and investment planning is determined by the specific characteristics of each trust. One of the major factors that influence tax issues and the type of investment strategy required for a trust is the timing issue of when the money in the trust is going to be needed to support a individual with disabilities. The money may be needed now, or perhaps the money is left in a Henson Trust by a grandparent and will not be required to be used until the death of the parents of the person with disabilities. [855618.v1](#)

## **6. Probate Planning versus Funding the Trust**

If a Henson Trust is included in a will, it is mandatory that some funds flow **into** the estate at death so that there is money available to be paid into the Trust.

Many people are told by financial institutions and other advisors to name beneficiaries in the policies in order to avoid paying estate administration tax (formerly known as probate fees) to the Court at death (about 1.5% tax rate). If an asset (such as an RRSP, RRIF, life insurance policy, pension plan, or any other type of asset) has a named beneficiary, the asset does not form part of the deceased's estate, and the value of the asset is not subject to estate administration or probate tax. The proceeds of that policy will be paid by the controlling institution directly to the named beneficiaries upon the death of the owner. But more importantly, the asset will pass outside of the estate and therefore it is not available to form part of the Henson Trust money. Also, if the policy names the person with disabilities as a beneficiary of the policy, the proceeds will be received directly by that individual, which may result in the reduction or suspension of their ODSP benefits. If you include a Henson trust in your will, the most important factor is always making sure that there will be money in your estate to be paid into the Henson trust. The desire to save probate/ administration tax cannot be allowed to interfere with this goal. In most situations, the safest and easiest way to ensure that funds are available to be paid into the Henson trust is to name the spouse, if there is one, as the beneficiary of any life insurance policy, RRSP, RRIF or any other asset which allows a beneficiary to be named, and to name your estate as the alternate beneficiary to receive the proceeds if your spouse has predeceased you. If you do not name an alternate beneficiary, the estate will automatically be the alternate. By doing this, even though probate/ estate administration tax must be paid on the value of the proceeds, you are guaranteed that the asset proceeds will be paid to your estate at the death of the surviving parent, and will be available to be paid into the Henson trust. If your estate is named as the beneficiary, the proceeds will form part of all of the other assets in your estate. Those assets will then be divided according to the specific terms in your will among your beneficiaries, one being the Henson trust set up for your child with disabilities, and may also include other children or trusts set up in your will to hold money for your other children who are not yet old enough to manage their own money. The importance of ensuring that there are funds in your estate to be paid into the Henson trust and to allow for the other specific terms of your will to be carried out, far outweigh the importance of saving probate/ administration tax.

The same principle applies to assets owned jointly with other individuals. If you own such things as a house, bank account, or investments jointly with another individual that joint asset will pass outside of the estate to the surviving joint owners upon the death of an owner. Again, probate/administration taxes are avoided but the funds

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cannot form part of the Henson Trust. If a person with disabilities is a joint owner, he or she will receive the asset directly and his or her ODSP benefits may be reduced or suspended. Naming beneficiaries in any asset policy, or owning property jointly with others, may destroy the plan that has been devised for the person with disabilities.

## **7. Home Ownership**

(The scope of this article does not allow great detail to be discussed around the complicated issues of home ownership, and because every individual situation is different, it is advisable that you talk to your lawyer about the possibilities and financial implications for you and your family member.)

As you go through the planning process, you may think about whether your child with disabilities does now or plans to own their own home in the future. A home owned by a person who receives ODSP is not considered an asset when dealing with the asset eligibility requirements for ODSP. This does not end the question, however, because in the claim for ODSP, expenses for room (or rent) and board are normally identified and included in the calculation of the amount of ODSP entitlement. It is more difficult to explain that a person is paying room or rent when the person owns his/her own home. An option that could be considered if owning a property is to be part of your child's plan would be to have the home owned by the Henson trust. The Henson trust would then be able to charge the person receiving ODSP rent, which would then come from their ODSP room and board entitlement. Using a Henson trust for this purpose could involve the creation of a testamentary Henson trust, or may justify the creation of an inter vivos Henson trust. There are income tax issues that would have to be considered if creating an inter vivos Henson trust, and a full review of these issues would have to be conducted on an individual basis, before this should be considered as part of the plan.

### **What if I can't manage my own assets while I am living? Who can help?**

Parents of a child with disabilities must have a Power of Attorney for Property in place that names someone (the "attorney") to manage their own assets and carry out the plan for their child in case one or both parents are living but are mentally incapable of managing property. The "attorney" must be someone who understands and is able to carry on with the plan. It often makes sense that the "attorney" is the same person or persons who will act as trustee of the Henson trust following the death of the parents.

### **Can I decide who will be my child's Guardian?**

The will of the parents should state who should make an application to the Court to be appointed Guardian of the Person and Property of their child with disabilities once the child reaches 18 years of age. It may not be necessary for someone to

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obtain this appointment, but if it is necessary, because of an institution (eg hospital or bank) refuses to accept instructions on behalf of a child with disabilities without such appointment, the court may appoint the person who meets the wishes of the parents, if there are competing applications to become Guardian.

### **What if relatives want to contribute to my child's care?**

Parents must also take steps to protect their child with disabilities by ensuring that their own parents and siblings include a Henson Trust in their wills if they are leaving an inheritance to that child. Many good plans are destroyed by other well-intentioned individuals who leave money to a child with disabilities in their will without the protection of a Henson Trust. Such gifts can result in the suspension of the child's ODSP benefits and disrupt the plan set in place by the parents. The parents must take the time and make the effort to educate other family members and friends about the plan. If more than one trust is set up for an individual with disabilities (for example, a Henson trust set up in the parents' wills, as well as Henson trusts set up in any other family member's will), it is important that the trusts are coordinated to ensure that they each fit in with the plan, and to ensure that the total amount spent from trusts is within the legislation's allowable limits, and is used for allowable items.

### **What if someone leaves my child money that is not in a Henson Trust? What is a Disability Expense Trust (Rescue Trust)?**

If a child with special needs receives an inheritance by way of a Will that does not protect the money in a Henson Trust, or if the inheritance is received because the child with disabilities was a named beneficiary of a Life insurance policy, pension fund or RRIF, or if funds are received for pain and suffering by way of a personal injury award, then it may be possible to place the funds, to a maximum amount of \$100,000.00, in a Disability Expense or Rescue Trust which will prevent such funds from disqualifying the child with disabilities from receiving ODSP Benefits.

The Disability Expense Trust can be used within the limits of the relevant legislation to supplement the ODSP Benefits. One extremely limiting factor in the use of this trust is that the individual with disabilities receiving the funds must have the legal capacity to create a trust or a Guardian of Property must be appointed by the court to create the trust on behalf of the person with disabilities. As mentioned previously, if a Disability Expense trust is set up, it must be coordinated with any other trusts which have been set up to help the child with disabilities.

Children with disabilities have unique care requirements that will continue throughout their lifetime. For those people who have the responsibility of caring for a child with disabilities, ensuring that those unique care requirements are properly

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fulfilled and funded after caregivers have passed away is both critical to the child's well-being and fundamental to the caregiver's peace of mind. The Henson Trust is a tool that is often used to provide for children with disabilities and is generally set up by parents through their wills. It must be remembered that a Henson Trust is only one tool which may or may not allow parents to reach the desired outcome. To reach the desired outcome, a strategic plan must be put in place that may or may not include a Henson Trust. Trusts and other solutions may be used to address current problems and improve the life of an individual with disabilities while the parents are still alive without affecting the individual's government benefits, so such tools are not just important after parents pass away. An assessment of both present and future strengths, capabilities and needs of the person you are planning for must be addressed in formulating a successful plan that will co-ordinate all the requisite tools to ensure that the plan is tailored made to best fit the individual's circumstances.

### **ABOUT OUR AUTHORS**

Paul Strickland is a senior Partner and member of our General Litigation group. With over 25 years of experience, Paul is recognized throughout south western Ontario as an aggressive litigator capable of finding solutions to complex legal problems. Paul also specializes in advising and providing practical solutions for individuals with special-needs and their families.

Michelle Moro practises exclusively in the area of Personal Planning. She has 14 plus years of experience in will planning and drafting, trusts, Estates Administration, Powers of Attorney and Guardianship issues.

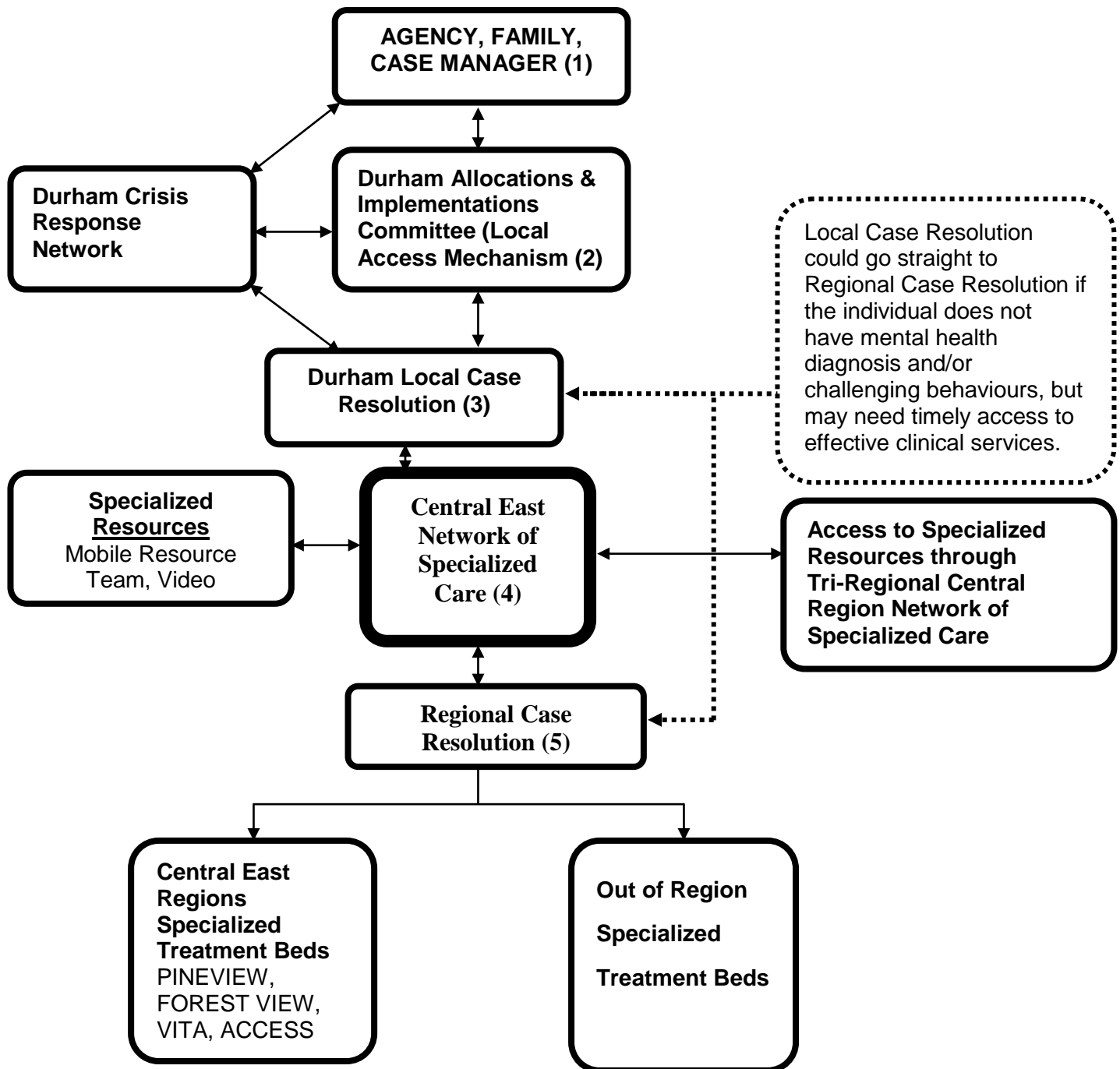
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## APPENDIX VIII

### PROCESS/ACCESS TO CENTRAL EAST NETWORK OF SPECIALIZED CARE - DURHAM

The Network of Specialized Care, in partnership with agencies throughout Ontario, provides needed services for people with special needs. Families, or individuals, need to connect with agencies or case managers to assist in navigating the Centralized Network of Care.



## **Principles:**

- **Inclusive, accessible, responsive:** Communities develop individualized responses, facilitate access and the capacity to address the most complex situations and intensive needs
- **Enhance community capacity to support people:** Build local delivery capacity of specialized services, at home, or close to home, to the greatest extent possible, with regional coordination
- **Person-centred support:** Support individuals in the least restrictive manner, promoting meaningful choice and promoting independence, maximizing safety, preventing abuse, and demonstrating respect for dignity of the individual
- **Early identification, intervention and investment:** Supporting the person through life and transitions, regardless of age
- **Culturally competent:** Ensure culturally competent processes and responses
- **Coordinated:** Across and within sectors, disciplines, agencies, and funding streams
- **Connected:** Strong and effective linkages with people, communities, building on existing partnerships and relationships
- **Sustainable, competent services:** Availability of staff from a range of disciplines with specialized knowledge and skills, working from a biopsychosocial and evidence-based practice approach
- **Improvement focus:** Demonstrate capacity to increase and improve services and supports to people
- **Accountable:** Mechanisms in place to ensure that the network is making a difference: people with intensive needs are being supported by communities.

## **Goals:**

- Specialized clinical services offered are in line/match the level of need and allow support for the person in the least restrictive environment with early identification of clinical needs;
- Develop a range of treatment options for people requiring specialized services, e.g. Mobile Resource Team, Crisis Response, Residential Treatment Services;
- Increase the effective use of community resources throughout Central East Region;
- Identify priorities for services and/or supports for individuals with a dual diagnosis throughout Central East Region;
- Co-ordinate Central East Regional resources and planning with those of Central Region (Tri-Regional Network);
- Recruit staff from different disciplines who have enhanced skills and knowledge in assessing, planning and treating through evidenced-based approaches;
- Assist individuals and families in navigating through the system.

## **Identifying the Need for Referral:**

- The individual is having difficulties gaining access to services due to the complexity of their needs.
- Service response strategies at the local level have been exhausted.
- Highly specialized need has been identified and currently the resources in quadrant do not exist.
- Access to specialized resources is being requested.

## **Referral Process:**

### **1) Agency, Family, Case Manager:**

- Referral on behalf of Individual from Service Provider and/or family to Local Access Mechanism.

### **2) Local Access Mechanisms (Durham Allocations & Implementations Committee):**

**Responsible to:** identify, plan and prioritize access to all local resources i.e.

- Residential Programs
- Day Programs
- Behaviour Services, etc.

### **3) Local Case Resolution (Durham Region Case Resolution):**

#### **Contact Numbers:**

*Simcoe:* Vito Facciolo: (705) 435-2792 ext: 224

*4-Counties:* Jennifer Girard: (705) 749-6681

*York:* Karen Hirstwood: (905) 898-6455 ext: 228

*Durham:* Ann Gyurmanczi: (416) 630-3646 ext: 247

#### **Responsible to:**

- Confirm eligibility
- Review current situation
- Identify strengths and needs
- Brainstorm possible resolution supports and timeframes
- Identify case manager
- Identify immediate, interim steps, resources required and implementation
- If all available resources have been determined to be exhausted the Local Case Resolution Chair refers the case to the Central East Network of Specialized Care for consultation/resources if individual has a dual diagnosis or significant behavioural issues. If case is not “specialized” refers directly to Regional Case Resolution.

#### 4) **Central East Network of Specialized Care:**

**Contact:** Pam Charter, Coordinator (705) 526-0311

- The Network may refer the individual to the Chair of the Mobile Resource Team (MRT) for assessment
- A referral for access to a Mobile Resource Team means that the Network will request the Admissions Package to be completed. This allows the MRT all of the information that they will need to adequately review the situation and make the best recommendations possible.
- The MRT consists of both local and regional specialized supports that review the individual using a bio-psycho-social assessment. Though some of the members may be familiar at a local level with the individual being presented, the MRT is able to bring other resource of the local clinical agency to the team (i.e. rather than a behaviour therapist from York Behaviour Management Services, a senior therapist or therapist from another Behaviour Therapist provider which may shed an alternative perspective on the situation).
- MRT makes recommendations and/or offer supports to agencies, case managers and families to better support individuals with a challenging behaviour and/or dual diagnosis and to assist the person to stay in their home, if possible.
- MRT reviews applications for specialized residential treatment beds.
- Based on MRT recommendations, the Network may be able to purchase time limited assessments or clinical services or may refer the individual back to the local case resolution committee.
- If the referral is for access to a specialized bed the Network will request the Admissions Package to be completed. Once the package has been completed and received at the Network, the Network will then refer the case to the Regional Case Resolution Committee.
- The Network makes the referral to the Regional Case Resolution Committee Chair by submitting the first two pages of the Admissions package.

#### 5) **Regional Case Resolution:**

- The Chair of Regional Case Resolution Committee will make copies of the application and distribute to all members, presenters and invited experts.
- The Regional Chair or designate will set a conference call for the committee within 2 weeks of receipt of the required paperwork
- The case will be reviewed and the Regional Case Resolution Committee will approve/or make suggestions and send back to the Network for implementation.
- Once admission to a treatment bed has been approved, there will be a Memorandum of Understanding completed by the agency/family or local access committee.
- If the individual is not receiving services from an agency then the Local Access Mechanism will be accountable for the individual upon discharge from specialized bed.

## **Criteria for Accessing Durham Region Case Resolution**

### **Description**

Case Resolution is a formal interagency planning process that seeks collaborative solutions. It is intended to address situations involving individuals in highly vulnerable circumstances, e.g., at risk of incarceration, homelessness, removal to a distant location, removal from family home, safety risk to self and/or community, lack of appropriate health/treatment support. It is recognized that to meet the needs of individuals in exceptional and complex circumstances, a creative/unique and collaborative response from families and service providers within and beyond the developmental services sector may be required.

The Durham Case Committee reviews and assists in the development of support/treatment plans for adults whose needs exceed the capacity of an agency in Durham in a way that significantly compromises safety and/or quality of life.

With the possible exception of small expenditures required for administrative purposes, it is expected that the Regional Case Resolution processes will be realized using existing resources.

Please note that families must contact their local agency representative, as they will initiate this process on behalf of the family/individual.

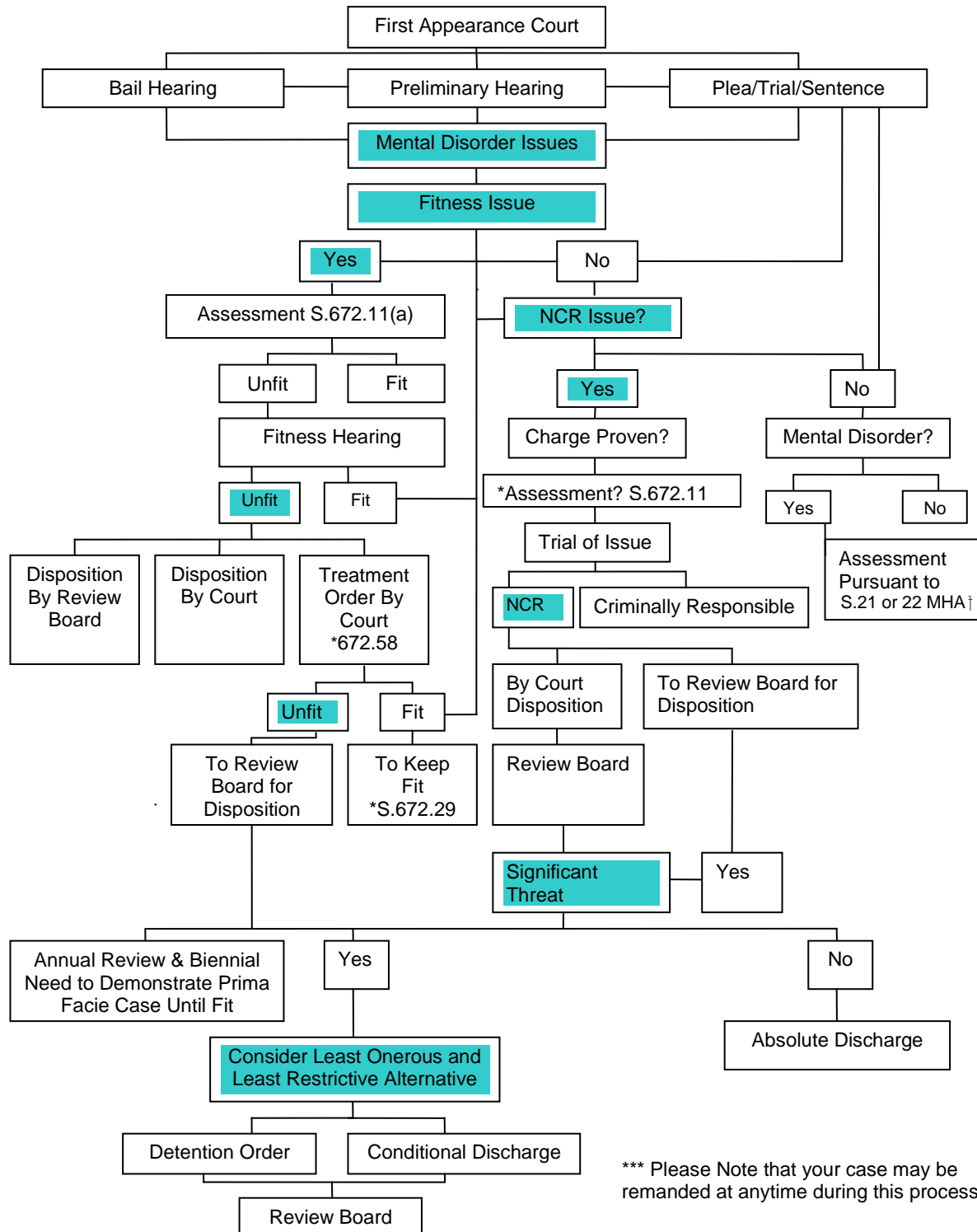
If the needs of the individual exceed that of the Durham Regional Case Resolution Committee the case may be referred, by that committee, to the Regional Case Resolution Committee.

## Case Resolution Checklist

The following is a list of things that families should try to have completed before approaching a Regional Case Resolution process. Please ensure that as many of these things have been done before attempting to access, otherwise there may be the possibility that your case may be denied.

- ☐ Are you/they already connected with an agency?
- ☐ Does the individual have a place to return to following treatment?
- ☐ Are you/they connected with the community?
- ☐ What services are you/they currently involved in?
- ☐ Have you/they had any assessments and when?
  - ☐ Medical and Dental check-ups?
  - ☐ Neurological assessments?
  - ☐ Behavioural assessments/treatment?
- ☐ Do you/they have a psychiatrist?
- ☐ Are you/they on any medication and how long?
- ☐ Have you noticed behaviour changes in the last year?
- ☐ Do you/they require assistance with accessibility or mobility and what type?
- ☐ Do you/they require financial or special services?
- ☐ Have all the resources available in your/their community been exhausted?

# DECISION TREE FOR MENTALLY DISORDERED OFFENDERS BEFORE THE COURT (Contact Court Support at the onset of Charge)



\*\*\* Please Note that your case may be remanded at anytime during this process.

† Mental Health Act (Ontario)

- Consent from Psychiatrist primarily used for pre-sentence reports of risk.

672.11 (a) Fitness to Stand Trial  
672.11 (b) Criminal Responsibility Assessment  
672.58 Treatment Disposition  
672.29 To Keep Fit

Decision Points

Portions of this document have been adapted from the Review Board Practice & Procedure, Part 1, Review Board Rapid Reference Series

## MY SUPPORT NETWORK / FREQUENTLY CALLED NUMBERS

Agency: Contact person: Phone number:

Notes:

Agency: Contact person: Phone number:

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