



SOUTHERN NETWORK OF SPECIALIZED CARE NETWORK HIGHLIGHTS

Fall 2015

Niagara—Windsor Community Collaboration



Jason Young-CNSC Co-Lead/RSA, Liz Froese-SNSC Coordinator, Leah Jeffrey-Bethesda, Kelly Falconer-CMHA Niagara, George Kurzawa-Executive Director CMHA Niagara, Michelle Burd-MCSS, Dawn Maziak-Erie St.Clair LHIN, Mary Harper-MCSS, and Sue Benko-SNSC Facilitator

“Right Care, at the right time, in the right place” ... this motto continues to drive the work the Southern Network does in helping social service systems support people with a dual diagnosis and/or challenging behaviours. In support of this work on October 5, 2015, the Southern Network of Specialized Care (SNSC), at the request of the Erie St. Clair LHIN, organized a collaborative exchange between the Niagara Dual Diagnosis Safe Bed program and providers of dual diagnosis services in the Windsor/Essex area. The Niagara program is a collaborative partnership between Canadian Mental Health Association (CMHA) Niagara which is LHIN funded; and Bethesda Community Services which is funded by MCSS. Since 2012, this collaborative partnership provides crisis counselling and a safe, therapeutic environment for men and women to stay for a short term as an alternative to hospitalization. To date, 23 clients have been served. Client outcomes have included: empowerment & responsibility; peer support; diversion from hospital & incarcerations; enhanced crisis plans; increased coping skills; and increased professional & social supports. There is a similar collaborative program in Hamilton with Barrett Centre and Hamilton Brant Behaviour Services. For more information, please contact Liz Froese, Coordinator SNSC at froese.network@sympatico.ca.

Inside this issue:

Collaboration	Page 1 - 2	Training & Education	Page 6
Provincial work	Page 3	Building Health Care Capacity	Page 7
Research Forum 2015	Page 4 - 5	Feature—Visit to Flesherton	Back cover

Community Collaboration— continued

Niagara Crisis Guideline Launch

Over the past several years the Niagara Service Development Network (NSDN) has worked closely with various organizations (developmental, community mental health and addiction, hospital, seniors, health, police, and crisis) to develop a common, integrated approach to reduce and respond effectively to people who experience crisis. The result of this work is the development of a Niagara Crisis Guideline. In essence, the guideline provides an evidenced based approach for organizations who work with people likely to experience a crisis. The main elements of the guideline include: awareness of emergency / crisis services, and community services that support people likely to experience crisis; commitment by organizations to work together and proactively develop crisis prevention and response plans for people they support; and a commitment to implement crisis plans when individuals require support.



Kelly Falconer (CMHA), Sarina Labonte (CL Grimsby Lincoln), Tom Archer (SNSC), Kathy Peters (BSO), Vanessa Blair (NRPS) and Ian Robertson (NHS)

The Niagara Crisis Guideline was launched on October 6th. Over 110 people, representing a wide spectrum of organizations and services that will utilise the Crisis Guideline participated. Representatives from key organizations provided information about their organization, the services they provide, and their role in preparing for and responding to individuals in crisis. Kelly Falconer, co-chair of the NSDN, spoke about community mental health services and CMHA's Safe Beds program. Sarina Labonte, also co-chair of the NSDN, spoke about developmental services. Laura Bruno, from Crisis Outreach And Support Team (COAST), spoke about their role and the encouraging results from the Mobile Crisis Rapid Response Team (MCRRT). Kathy Peters, from Behaviour Supports Ontario (BSO), spoke about the 'Integrated Community Lead' model they are using in the seniors service sector and how it has improved communication and collaboration among multiple service providers working with seniors. Vanessa Blair, a Niagara Regional Police Service officer with COAST, spoke about the important role police play in responding to people in crisis. Vanessa referenced the Crisis Intervention Training that officers request and the benefits that they are seeing from their involvement with the MCRRT. Ian Robertson spoke about the Niagara Health System (NHS), in particular, the role of the Psychiatric Emergency Services Team (PERT). Ian also shared enthusiasm over the 'Priority Community Referral' process they have implemented at the St. Catharines site.



Participants engaged in discussions about individual crisis plans and the process used to create and implement them. Over the next year, it is hoped that Niagara residents will be supported to develop, implement and if needed, utilize a crisis plan that meets their unique situation. Copies of these plans will be available to COAST, MCRRT, and PERT staff so that they can better respond to people who require their assistance. Additional information on Niagara's Crisis Guideline can be obtained by contacting:

Tom Archer at tarcher@bethesdaservices.com



...Linking UP...↑ A Provincial Self Advocates Network

What is ...“Linking UP”... ?

...Linking UP...↑ is a Provincial Self Advocates Network.

By...Linking UP...↑ through Videoconferencing, Self Advocate groups can share their successes, challenges and ideas with each other. Guest speakers will provide training and education on a variety of topics.

The most recent videoconference was held on October 30th on the S.T.A.R. Rights and Abuse training presented by a team of 3 Self Advocates & 2 staff members from the People Helping People Achieve group and was well attended by 25 videoconference sites across the province.

...“Linking UP”...↑ will empower people so that everyone feels accepted and has a sense of belonging to the community. All people are welcome to attend, you do not have to be a part of an organization or a company or agency, just contact us at dsmith@bethesdaservices.com and we will get you....

Linked UP

Jeremy Walsh, manning the booth at Options Niagara's 4th Annual Pathways to Success Oct 29th.



CNSC Provincial Clinical Conference

On October 1st & 2nd, 2015, the Community Networks of Specialized Care (CNSC) held our third annual Provincial Clinical Conference. Dr. Dennis Reid, Psychologist and Board Certified Behaviour Analyst, presented on two topics: ***“Supervising and Maintaining Implementation of Positive Behaviour Support Approaches”***; and ***“Best Practices for Training Positive Behaviour Support”***. Clinicians attended from all over the province for two days of learning and networking.

Dr. Reid also provided an afternoon of case consultation.



CNSC Coordinators (Marnie McDermott, Jo-Ann Trahan, Jennifer Altosaar, Tara Hyatt & Liz Froese) with Dr. Dennis Reid

The 2-day conference also included the introduction of three ‘home grown’ behaviour mentoring and training programs from the Central region of the CNSC.

The three programs presented were: Common Thread Initiative (CTI); Clinical And Responsiveness Training (CART); and Connecting the Dots.

The SNSC’s Behaviour Working Group has been reviewing each of these three programs and exploring the efficacy of each program in an effort to bring a similar behaviour and mentoring program to our region.



Research Forum 2015

The 8th Annual SNSC Research Forum was held at the Hampton Inn & Suites in Brantford with almost 60 cross-sector participants engaged in a busy day of hearing about applied research and evaluation from across the Southern Network.

The following section provides a short description of names, titles and findings that were shared throughout the day. A fuller summary of the findings will be reported in the upcoming Winter 2016 edition of the SNSC Research Digest, a publication that serves to strengthen the utility of applied research in the developmental service sector.

Key note speaker: Dr. Rebecca Ward, Centre for Applied Disabilities Studies, Brock University, spoke about: The Epic Win – an Evaluation of a Transition to Adulthood Program for Teens and Young Adults.



Dr. Fran Owen, Dr. Ward, Beth Anne Currie and Dr. Ann Fudge Schormans

These Brock researchers built their study on Jane MacGonigal's TED talk called: Gaming Can Make a Better World (see http://www.ted.com/talks/jane_mcgonigal_gaming_can_make_a_better_world) and examined the gaming world through a behaviour analysis lens and looked at how they could use the same behaviour principals when teaching TAY's (Transitional Aged Youth) with Developmental Disabilities about life planning.

Dr. Ward can be reached at: bward@brocku.ca

Karen Klee, Fanshawe College and research assistant, Holly Morris, DSW Student spoke about: Testing a model for Abuse Awareness for People with Developmental Disabilities (DD).

Karen and Holly shared findings from a study that examined the impact and effectiveness of an "abuse awareness curriculum" and related training for people who have DD. Research suggests that up to 90% of women with DD and up to 86% of men with DD have suffered abuse in their lives. The study considered how an abuse awareness curriculum would meet MCSS-QAM's and impact the lives of people with DD.

Method: 74 participants (equal # of men/women); wide range of abilities; ages 18-65

Procedures: baseline data; stratified & randomized or case study; pre/post-tests.

DSW students worked as research assistants in lieu of typical field placement facilitators



There were 3 separate groups: control; information about the curriculum only; information & behavioural skills training. Karen & Holly (pictured above) presented their study at the Health & Well Being conference in Toronto this past November, 2015.

Karen Klee can be reached at: kklee@fanshaw.ca

Dr. Jennifer Lavoie and Krystle Shore, (below), Wilfred Laurier University (Brantford Campus) Department of Criminology: The Police & Mental Health/DD Project.

Jennifer examined the interaction between (PMI)'s People living with Mental Illness and police;
Social & Political Context: 8-31 % of service calls involve PMI; they have a lot of police contact; higher arrest rates than non-PMI; repeated encounters; 40% of Canadians with PMI have been arrested (compared to 10-15% of general population); in ON in 2007, over 40,000 police encounters involved PMI.

- * Factors contributing to the rise of Police encounters with-PMI: stigma of PMI as dangerous; deinstitutionalized of MH treatment compiled with underfunded community-based supports; stricter civil commitment criteria;
- * Police decision making: play a pivotal role in the outcome of incidents that involve PMI; officers' abilities & resources to manage encounters significantly influence outcomes;
- * Implications of police-PMI interactions:

criminalization of PMI;
strain on police resources; inadequate police training;
disconnect between police & MH care service (long wait times /reduced bed capacity/ineffective collaboration.



Dr. Jennifer Lavoie can be reached at: jlavoie@wlu.ca



Research Forum 2015

Dr. Ann Fudge-Schormans, Faculty of Social Sciences, School of Social Work, McMaster University, with a presentation entitled: Mapping Disability -My Life in the City Project.

Dr. Schormans (pictured here) has discovered that people with DD are very much engaged in their lives in the city of Toronto. But what are the experiences like for people with intellectual disabilities? Schormans and her research team are finding out a lot about the geo-spatial lives of 12 people with DD as they go about their daily lives. Her innovative research project, "My Life in the City," is using GPS and Geographic Information System technology, voice recordings and iPads to record their experiences and map their community connections. If successful, Schormans hopes to expand the pilot project to northern and rural communities across Ontario and Canada. This research is funded through a grant from the federal Social Sciences and Humanities Research Council. "It's not just where they go, but why they go there, what they do, and who they talk to," she says. "Did they choose to go there on their own, or did a social worker or someone else send them? And is this somewhere they even want to go?" Questions of safety and whether this group feels excluded, ostracized or discriminated against are largely (to date) undocumented, Schormans says. "What places do they avoid and why? What is it about a place that makes them come back?"



A video clip that describes the study can be viewed at: http://www.thestar.com/news/gta/2013/07/25/mcmaster_research_studies_everyday_lives_of_intellectually_disabled.html

Dr. Ann Fudge-Schormans can be contacted at fschorman@mcmaster.ca

Jennifer Hope, (Common Ground Cooperative, Hamilton) Dr. Fran Owen, (Brock University), Lisa Whittingham & Courtney Bishop, (Hamilton Brant Behaviour Services) shared a presentation entitled Supported Entrepreneurship: The Social Return on Investment of Common Ground Cooperative (CGC).

The CGC offers an innovative approach to employment supports for persons with Intellectual Disabilities (ID) and Developmental Disabilities (DD) in Toronto. It began in 1998 as a "little cookie business" started by one woman, her family and friends (Lemon, 2011, p. 1) but grew rapidly thanks to government grants that allowed it to start three social enterprises; a commercial kitchen "Lemon and Allspice Cookery", three retail "Coffee Sheds" and a toy sanitation business, "CleanABLE", located at Surrey Place Centre. These enterprises are operated by persons with ID & DD who are non-share capital partners. The enterprises are supported by CGC which provides administrative and job coach supports and the Foundations Training program that is the first step for all who want to become enterprise partners. Today, CGC is partially supported by the Ministry of Community and Social Services funding as well as foundation grants, private donations, fee for service programs and a percentage of revenue generated at each enterprise for administrative purposes. Enterprise partners are not paid a salary; they receive a share of the monthly enterprise revenues that augments their ODSP (see Owen, Readhead, Bishop, Hope, & Campbell, 2015 for a case study of CGC).

Samantha Stromski is a Bethesda-based Dual Diagnosis Justice Case Manager (DDJCM) who completed this study as part of her Master's thesis entitled: Accommodations within Ontario court systems for individuals with FASD.

Although persons with ID have been conceptualized as having rights to equality in Canada and internationally, there continue to be gaps in the delivery of justice when they are involved within the criminal process. Despite recent research that reveals the challenges individuals with ID encounter when interacting with the justice system in a broad context, and a handful of suggested accommodations for



persons with FASD, there is a lack of empirical research that examines the accommodations that are currently available and needed in the justice system in Ontario to address the difficulties encountered by persons with FASD, more specifically. The current project represents an attempt to fill this gap in the literature. Unlike other research, the current study examines the ways that accommodations and supports are being used to assist individuals with FASD throughout the various stages of the justice system in Ontario as well as what is still needed in order to support this population effectively.

Samantha can be contacted at: sstromski@bethesdaservices.com



"The Importance of Belonging and Understanding How We Can Help"

The St. Clair Tri-County Staff Training and Development Committee was delighted to host 2 days with David Pitonyak in June of this year. Over the 2 days, approximately 150 people from Developmental Services (DS) agencies throughout the region listened to David impart his knowledge and wisdom. David has worked in the DS sector for many years and shares many examples of work done well and work done not so well. We were challenged to look at the ways we help build relationships and community for the people we support. Participants were encouraged to embrace the work we do and always look for opportunities to help someone have a good life. David travels extensively and much of his work "involves meeting individuals who are said to exhibit "difficult behaviors." The Southern Network of Specialized Care (SNSC) was pleased to provide funding to a team of 12 Direct Support Professionals in order for them register for the second day with David. This particular team was struggling to support an individual who presented with complex mental health needs and challenging behaviours. It was also suspected that trauma played a role in this person's life. Through consultation with a number of clinical partners, it was thought that the team could benefit from David's presentation.



Melodie Jackson, Maureen Stiers, with David Pitonyak, Janice McFadden, Norma Hills and Sue Benko (SNSC)

The SNSC is currently able to assist other teams acquire specialized training through their Training & Education Grants. These grants are available to support the training needs of staff who are dealing with **specific** challenges related to an individual/s who are dually diagnosed, have challenging behaviour and/or unmet health needs. Working with their local clinical provider, and meeting the grant criteria, funds to a maximum of \$5,000.00 can be made available. An eligible request for a grant will provide **specific** knowledge and expertise that will enhance the participant's skills to support individuals with a developmental disability and co-existing mental health issue, challenging behaviour and/or unmet health needs. Requests may also include opportunities for training & education on a broader scale when a need has been identified by the local clinical provider. All requests will be vetted and approved by the Education & Training Committee, a sub-committee of the SNSC Advisory Committee. If you would like more information contact Sue Benko at sbenko@wgh.on.ca

Day Program assists the SNSC by producing the Health Care Bookmarks

Thank You Developmental Centre Day Program at Bethesda...



Wilma Miller with Martin hard at work on getting the bookmarks completed for the SNSC earlier this year.

The Southern Network of Specialized Care (SNSC) would like to take a moment to recognize and thank our Developmental Centre Day Program for assisting us with producing our SNSC Health Care Bookmarks. We needed over 2,500 bookmarks laminated and cut. Martin and Wilma graciously took on the task and completed it within the time in which we required them to disseminate them in the community.

Our Health Care Facilitators Tom Archer and Cindy Chatzis are on the ground sharing valuable information & resources and training about the specific health needs of this population with physicians, nurse practitioners, care providers, developmental service professionals, family members and individuals. They are collaborating with community partners to enhance health equity for this vulnerable population and bringing their voice to high level planning tables in the health sector. Tom & Cindy also help with system navigation for individuals with unmet health needs.

These bookmarks are one of a number of ways to share information about good health care practices.



Building Health Care Capacity

Haldimand Norfolk Aging & Developmental Disabilities (DD) Project

As the trend of longevity for people with Developmental Disabilities continues, the Developmental Services sector finds itself making decisions around whether or not they can truly support people across their life span all while giving high quality, comprehensive care that meets people's needs.

The Haldimand Norfolk Aging & DD Project seeks to arm the sector with the tools needed to do just that. This project was recently expanded to include a few new topics of value.

In June, Cindy Chatzis had the good fortune to partner up with her Healthcare Facilitator colleague from the Central West Network of Specialized Care, *Violet Atkinson*, to deliver the components of Advanced Care Planning, Palliative Care and Grief for the Haldimand Norfolk Aging & DD project.

They spent the better part of a day with a group of champions in the DS sector on Aging & DD who will take these learning modules out into their community agencies to increase capacity in the front line of care provision on these very important topics.

Cindy and Violet were able to give Palliative Care a context, offer practical strategies and build insight into the needs of people facing life-limiting illness and end-of-life. The philosophy of care in the

DS sector marries beautifully with the concepts of Palliative Care and with a strong support for increased capacity in this area of expertise, Cindy is confident that Palliative Care amongst people with developmental disabilities can be a beautiful and wholistic experience for both caregivers and those they support.



Submitted by: Cindy Chatzis, SNSC Health Care Facilitator (pictured above with Violet Atkinson)

Primary Care Today Conference



Cindy Chatzis, SNSC Health Care Facilitator

In May, a number of the Provincial Health Care Facilitators collaborated to support an exhibit at the Primary Care Today conference in Toronto. This conference is attended by thousands of physicians, nurse practitioners & students from across Ontario.

Our booth was not only stunning but attracted a large number of healthcare providers wanting to know more about how to support people with disabilities and complex needs. We were able to get resources such as the Primary Care Toolkit, Healthwatch Tables, Quick Reference Guides and Research Articles into the hands of the people delivering Primary Care in our communities.

Overall this proved to be a valuable way to access health care providers in a venue where they are open to new information and resources. There is no doubt this will have a positive effect on the health outcomes of people with Developmental Disabilities across our province.



Feature: visit to South East Grey Support Services

On October 14, 2015, the Southern Network staff team had the unique privilege of holding our monthly staff meeting at South East Grey Support Services (SEGSS). For 54 years, SEGSS has provided supports to adults with an intellectual/developmental disability. After an extensive review in 1985, the agency developed a new philosophy of support that was based on individualized planning and focusing on helping people gain control over their lives by making more decisions about where they would live, who they would live with, who supports them, and how they are involved in their communities. As a result of this review, the supervised group home was closed. Maurice Voisin, Executive Director of SEGSS and Chair of the Southern Network's Advisory Committee, gave the SNSC team an overview of their services and how transformation to a new philosophy was achieved. A big thank you also goes to Diccon Garrett, Manager at SEGSS, for inviting us to visit several people and their homes in the Flesherton area. For more information on SEGSS, please go to their website at www.southeastgreysupportservices.com

The SNSC Staff team would love to learn more about agencies supporting people with dual diagnosis and challenging behaviours. Please consider inviting us to see your program by contacting Liz Froese, Coordinator of SNSC at froese.network@sympatico.ca.



*SNSC staff team,
Coordinator Liz Froese,
Health Care Facilitator
Cindy Chatzis,
Facilitator Sue Benko,
with Maurice Voisin
(Executive Director-
SEGSS),
Office Administrator
Diane Smith-Coomber,
Health Care Facilitator
Tom Archer and
Research Facilitator
Beth Anne Currie.
(Absent from picture:
Admin Support
Doris Thérien)*



Upcoming Events

- ⇒ December 3rd, 2015: SPECIAL PRESENTATION—Dialectical Behaviour Therapy (DBT) Featuring Jo-Anne Kens, Behaviour Therapist-HBBS, 10am—12:30pm,
- ⇒ December 14th, 2015: Dual Diagnosis and Addiction featuring Jodie Petkovich, Behaviour Consultant at HBBS and Tracy Miles of the Barrett Centre 1:00-3:00pm contact Sue Benko for more information at sbenko@wgh.on.ca
- ⇒ January 29th, 2016: ...Linking UP↑...A Provincial Self Advocate Network presents their next Videoconference on "Grief & Bereavement" 9:30am—12:30pm, contact Diane at dsmith@bethesdaservices.com for more information

Visit the CNSC website to view more on our Calendar of Events.

www.community-networks.ca