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OPENING THE DOOR

Toronto Developmental Services Agencies, consumers, and the Toronto Region of the Ministry of Community and Social Services are working together to improve the quality of life of adults with developmental disabilities-today and into the future. We are committed to the equitable, strategic and effective use of all available resources in meeting the needs of adults with developmental disabilities and their families.

Partner Agencies

Check out www.dsto.com for information about partner agencies and developmental services provided in Toronto.

Realizing Dreams

Addus	416-544-8847
Bob Rumball Centre for the Deaf	416-447-2378
Christian Horizons	416-630-3646
Community Living Toronto	647-426-3220
CORE	416-340-7929
Common Ground Cooperative	416-421-7117
COTA Health	416-785-9230
Family Service Toronto	416-971-6326
Geneva Centre for Autism	416-322-7877
Griffin Centre	416-222-1153
Harmony Place Support Services	416-510-3114
JVS Toronto	416-787-1151
Kerry's Place Autism Services	416-537-2000
L'Arche Toronto Homes Inc.	416-406-2869
Mary Centre	416-630-5533
Meta Centre	416-736-0199
Montage Support Services	416-780-9630
Muki Baum Treatment Centres	416-630-2222
New Leaf	905-478-1418
New Visions Toronto	416-868-1493
Operation Springboard	416-913-1301
Participation House Toronto	416-439-3226
Pegasus	416-691-5651
Reena	905-889-6484
The Safehaven Project for Community Living	416-535-8525
St. Vincent de Paul	416-265-2605
Salvation Army Broadview Village	416-425-1052
Surex	416-469-4109
Surrey Place Centre	416-925-5141
Vita	416-749-6234
Woodgreen Community Services	416-469-5211
York Community Services	416-653-5400

For referrals contact any of the above agencies.



My name is Paul, I am 28 years old and I have Down syndrome. Shortly after I was born, a service coordinator from Surrey Place Centre met my parents at the hospital. The Centre has been a part of my life ever since. From birth to age 6 I received support from a Developmental Therapist, Speech-Language Pathologist,

Occupational Therapist and Psychologist from Surrey Place Centre.

Today, I am proud to say that I am an outgoing, enthusiastic person who has a positive attitude on life and who loves to share my life story. With the support my parents and I received and the help to access services for people with developmental disabilities I have been able to live my life to its full potential. I work four days a week at Coffee Shed, a shop at Surrey Place Centre run by Common Ground Cooperative company employing people with developmental disabilities.

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Developmental Services Transformation Update

In October 2008, the government passed new legislation that will eventually replace the 35 year old Developmental Services Act, and subsequently consulted on two draft regulations that will support the *Services and Support to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*, when it is proclaimed. The legislation lays the foundation for key elements of transformation: a consistent, fair process to apply for supports, including assessment and prioritization; and funding supports that respond to the individual's circumstances, whether through direct funding or through the transfer payment system.

The new legislation sets out two types of entities that can deliver the core functions of the application process – application and funding entities. Under the Act, these entities are responsible for carrying out the core functions of the application process. These entities

will be designated by the Minister of Community and Social Services following the proclamation of the new legislation.

In the Fall of 2009, each region undertook a community engagement process related only to the Application Entity (AE). The community engagement process involved a broad range of stakeholders by asking them for their input on developing a set of regional delivery criteria for the future Application Entity in each of the regions. Community stakeholders who were consulted included individuals with a developmental disability, their families, developmental services agencies, access mechanisms, and broader system stakeholders including representatives from children's, education, health, and mental health services and supports. By the end of December 2009, 15 sessions were held in Toronto and involved more than 200 individuals across the city.

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The Toronto Network of Specialized Care is a partnership of community based organizations that work together to provide a variety of specialized services, consultations, training, education and research for individuals with developmental disabilities, mental health needs (Dual Diagnosis) and/or challenging behaviours. In Toronto we have representation from Developmental Service and Mental Health agencies.

We are also a part of a Provincial network which allows us to share new ideas and opportunities.

Education and Training

Family Education Sessions

February 2nd - **Mental Health Promotion for People with Developmental Disabilities: An Introduction for Family Carers on Accessing Mental Health Services (Toronto)**

March 24th - **Navigating the Court System When Your Child Has a Developmental Disability: An Introduction for Family Care Givers (Newmarket)**

April 10th - **How to Make the Most of Medical Appointments for People with Developmental Disabilities (Oakville)**

Faculty Training: In order to increase the capacity of service providers, staff are being trained to be faculty to address priority education needs to health care staff who support adults who have a developmental disability and mental health needs and/or challenging behaviour. At the end of March 2010 over 20 people will be trained in adult education principles.

We currently have two training packages;

ESR – Effective Specialized response which gives Case Managers training how to work with Individuals, Families and Systems, using a Biopsychosocial model.

TIP – Training in Partnership is directed at Managers and Supervisors across the sectors. The overall goal is to ensure that people with a dual diagnosis are understood by staff and receive more effective, responsive supports and services.

Supports and Services

Clinical Conferences are held monthly to provide support and planning for individuals who have complex needs. Skilled professionals make up the Clinical Conference team. We try to ensure that all community avenues available have been tried.

Usually the lead agency or case manager presents the situation however individuals and family members have also participated and are welcome. In 2008 - 2009 there were **50 referrals** to the coordinator, **27** of these came to The Clinical Conference. It was noted, that in this period there was an increase of people who have Bi-Polar, Depression and Schizophrenia diagnoses.

Video Conferencing is a useful tool which allows people to connect without being in the same room. It is being used for healthcare, counseling and assessment, education and training, professional development, administrative meetings and family visits. Everyone is welcome to attend. The sessions are usually 1 hour in length. There are handouts which can be accessed at www.community-networks.ca/en/VCHandouts

For more information on the Specialized Networks check out the website at www.community-networks.ca or contact Sandra Bricker at sandra.bricker@surreyplace.on.ca

Realizing Dreams

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I also work at an employment training centre, I am a Leader in Training at a Parks and Recreation summer camp and I also speak to University of Toronto medical students who visit Surrey Place Centre for a day of learning about developmental disabilities. I share my story with people so that more people learn from me and understand that people with developmental disabilities can also realize their dreams with the right services and support from agencies just like Surrey Place Centre.

“Surrey Place Centre has been very helpful at all transition points for my son and our entire family. They helped Paul when he started daycare, entered a regular school, switched from regular school to a special education class and also when

he graduated and prepared for life as a independent adult. We are grateful for the support and services we have received. Today, Paul is realizing his dreams everyday by living his life to his ability,” Paul’s mother.

Surrey Place Centre is one of 30-plus agencies part of Developmental Services Toronto (dsto) working towards supporting adults living with developmental disabilities and is committed to meeting their needs through partnerships. Partner agencies of dsto work with adults, their families and the Toronto Region of the Ministry of Community and Social Services in order to ensure programs and services are accessible.

How to Access Services

Developmental Services in Toronto (dsto) is into its third year of a coordinated approach to processing requests for information and service for callers ‘new to the adult sector’* who are:

- 16 years and older,
- Live in Toronto and
- Have a confirmed or suspected developmental disability

**New to the adult sector’ is someone who does not have an ongoing relationship with one of the agencies listed on the front of the Newsletter*

Who Do You Call?

A call to any one of the 30 + partner agencies (listed on the front of the newsletter) provides eligible callers with:

- Information about services and supports available for adults with a developmental disability and their families and
- The offer of ‘Interim Support’ or being connected directly to a Lead Agency

What is Interim Support?

Interim Support is a visit, generally in your home, which includes information about:

- **Government programs**
Specifically Special Services At Home & Passport funding and assistance with completing the applications.
- **Getting connected to community programs**
While waiting for services that have waiting lists like residential programs, day programs & case management

Assistance in developing a personal plan

Person directed planning is a service offered by some agencies free of charge.

What is a Lead Agency?

The Interim Support visit ends with a connection being made to one of the 30 + agencies funded by the Ministry of Community and Social Services to provide services to adults with a developmental disability. The agency you choose becomes your ‘Lead Agency’ and will have the following responsibilities:

- **Ensures that you are registered for service**
If requested they will make the referral for residential, day activities or case management.
- **Acts on your behalf when the requested service or support becomes available**
The lead agency will contact you when you are being considered for a vacancy when waiting for a residential support, day activity or case management.
- **Provides you with a point of contact should the individual or family’s circumstances change**
- **Keeps the individual and/or family informed by forwarding appropriate communications**
At a minimum your lead agency should send you the Spring and Fall editions of this newsletter.

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A reference group comprised of members from all the above listed groups provided oversight and advice to the regional office in the community engagement process and the final regional criteria that were submitted for the Ministry's consideration.

The themes for the regional delivery criteria for Toronto included the ability to demonstrate:

- Capacity and strategies for enabling access to all AE functions across the region.
- Capacity to develop and maintain strategies for an on-going active approach to communication outreach and marketing and for having access to comprehensive information regarding developmental and related services and supports.
- Capacity to identify and link individuals and their family members with appropriate services and supports within and beyond the developmental services sector.
- Capacity to identify and respond to issues of diversity in all aspects of its service delivery.
- Capacity to identify and respond to the needs of the

- francophone population.
- A commitment to fairness and neutrality in managing its business and to managing relationships and processes in a positive, respectful and collaborative manner.
- A sound knowledge of the sector, a commitment to continuous improvement and the administrative capacity to resource and deliver the AE functions.
- A commitment to developing and maintaining linkages and partnerships that are important to supporting service delivery.

Regional criteria from all 9 regions are in the process of being reviewed by the Ministry. The intent is to use these criteria in addition to the provincial criteria, to inform an Expression of Interest request that will assist in the designation process of application entities for each region.

Thanks to all the different stakeholders who participated in the community engagement process and a special thanks to the Reference Group members who contributed their time and effort to support this part of Developmental Services Transformation.

New Person Directed Planning Initiative

In November 2009 the Ministry of Community and Social Services announced the allocation across Ontario of \$2 million per year in 2009-10 and 2010-11 to support Person-Directed Planning. The funding for this initiative was provided through the Government of Canada's Strategic Training and Transition Fund as part of the federal Economic Action Plan.

The purpose of the Person Directed Planning Initiative is to support adults who have a developmental disability to direct a planning process to prepare for life transitions, identify opportunities and resources that can help to create a meaningful life in their community, and build a network of relationships that will support them in achieving their goals. The focus of this initiative is on community participation, and includes finding volunteer, employment and/or educational opportunities.

In Toronto, through a dsto partnership process, eight agencies were approved to provide Person Directed Planning supports through this initiative.

These agencies are working collaboratively to provide support in the development and implementation of person-directed plans for 180 individuals from December, 2009 to March 31, 2011.

Self-determination, choice, inclusion, and citizenship are the principles that guide these service providers as they facilitate person-directed plans.

Families also have the option of choosing independent planners who will be paid on a fee-for-service basis up to a maximum of \$3,000 per plan, subject to available funding. This funding will be provided on a first-come, first-served basis. To request independent planner funds please call **Family Service Toronto at 416-971-6326 ext 326.**

To request this service or for more information about the initiative, please contact any of the following agencies:

Community Living Toronto:	647-426-3220
Corbrook:	416-245-5565 Ext. 222
Family Service Toronto:	416-971-6326 Ext. 326
Geneva Centre for Autism:	416-322-7877 Ext. 296
Griffin Centre:	416-222-3563
JVS Toronto:	416-782-3976
Montage Support Services:	416-300-9839
Operation Springboard:	416-913-1301

Pour recevoir ce service en français, veuillez appeler **Family Service Toronto au 416-971-6326.**

Council News

When the Developmental Services Council launched its pilot project with the North York Ontario Disability Support Program (ODSP) office to improve services to those with developmental disabilities, part of the plan had been to provide training to a small group of staff who would be assigned to ODSP recipients with a developmental disability. As the plan evolved it became increasingly evident that this was going to prove difficult for the Ministry with its staffing and that the ODSP offices were unable to identify which of their clients had a developmental disability. As an alternative a decision was made to provide all ODSP staff in Toronto with training about developmental disabilities so that all staff would have some knowledge about developmental disabilities and some ways to provide the best service.

Surrey Place Centre, which had previously provided training to teachers in the Toronto Public and Separate School boards agreed to provide the training. During November 2009, training was provided to staff at the four ODSP offices in Toronto. The presentation was done in 8 sessions of about 30 people or more each, or about 250 people altogether in four offices. The audience was the office staff that deal with clients who are on ODSP income support benefits. Four psychologists and two speech pathologists prepared the presentation and shared duties in presenting the material to the four different offices with topics covered including what is a developmental disability,

levels of severity of intellectual disability and strategies for communicating with a person who has an intellectual disability.

What was particularly helpful were specifics on the areas that people with developmental disabilities have and some approaches to help overcome those problems. Examples were provided in using plain language for communication.

Staff who received the training said that it was nice to get more of an idea of the types of developmental disabilities, they felt that they understood the challenges of those with developmental disabilities better and learned how making some basic changes to their approach in serving those with developmental disabilities can make a huge difference in their lives. Staff found the role play component of the session valuable in both showing them how to communicate more clearly by being more concrete in their words and examples but also how to use other non verbal techniques to expand the range of communications tools used. Staff also learned how to get clues from the individual that would let them modify how they communicated to ensure they were better understood.

It will be interesting to see over the next several months if there is an improvement in the communication between those with developmental disabilities and their families and the OSDP staff who serve them.

Do You,

- Have questions about services and supports to adults with developmental disabilities in Toronto?
- Need to plan for the transition from children's services to adult's services?
- Wonder what groups exist to support people with developmental disabilities and their families?
- Want to know more about government programs like Special Services at Home (SSAH) and the Ontario Disability Support Program (ODSP)?
- Interested in learning what some families are doing with little or no government funding?

Then mark your calendar for May 6 and come to the 5th annual Developmental Services Toronto (dsto) Information Fair!

There are more than 30 agencies that provide services and supports to adults with developmental disabilities and their families in Toronto. Once a year, these agencies host an Information Fair to showcase what's available.

The Fair includes display tables on developmental services agencies, related community agencies and programs, and on groups that support people with developmental disabilities

and their families. There also are presentations on themes of interest to individuals and families. This year's presentations will focus on the transition from children's services to adults' services and exploring creative alternatives to government-funded programs.

Best of all, it's all free! There is no registration and no admission charge.

When: Thursday, May 6th, 2010, 9:30 a.m. – 5:00 p.m.

Where: Yorkland Hotel, 185 Yorkland Blvd., Toronto
First street east of Highway 404, south of Sheppard Ave. (Not far from Fairview Mall)

Presentations:

10:00 – 11:00 Making the Transition from Children's Services to Adults Services

11:30 – 12:30 Exploring Creative Alternatives to Government-Funded Programs

For more information about the Information Fair please visit the dsto website: www.dsto.com; call any agency or contact: **Carol Krause at 416-968-0650 ext. 2268** or email ckrause@cltoronto.ca

Hold The Date

5th Annual dsto Information Fair

Developmental Services Toronto (dsto) invites you to attend the **5th Annual dsto Information Fair**

Date: Thursday, May 6th, 2010
Time: 9:30 a.m. – 5:00 p.m.
Place: Yorkland Hotel,
185 Yorkland Blvd., Toronto
Located near Sheppard & Don Mills,
a short distance from Fairview Mall

TTC Directions

**To Yorkland Hotel, 185 Yorkland Blvd.
from Sheppard Subway Line**

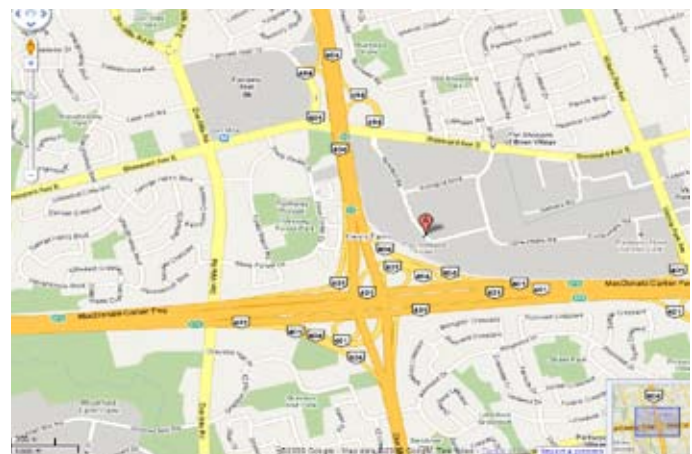
- Take the Sheppard subway to Don Mills Station
- Board the 24A Victoria Park bus
- The 24A bus will drop you off in front of the hotel
- For further information on bus times, call the TTC at **(416) 393-4636** and press 0 to speak with an operator

The day includes information on dsto services, presentations and networking opportunities with dsto agency staff, self advocacy groups, family support groups and community partners.

There is no fee or registration for this event or presentations.

For more information about the Information Fair, including this year's presentation topics, please visit the dsto website: www.dsto.com or call any agency in April or contact:

Carol Krause at 416-968-0650 ext. 2268
or email ckrause@cltoronto.ca



Bowlers to Compete at National Games

The Reena Bowling Team is proud to have five athletes who will be attending the Special Olympics National Games this summer in London, Ontario. **Hyla Rubinstein, David Gosling, Larry Weinstein, Emmanuel Attencio,** and **Victor Henry** have all been bowling every Wednesday night for many years. They also attend tournaments every few months where they compete against athletes within their region and nearby regions. The group has already

started training for the National Games. The bowlers have met their coaches and have started to practice bowling a few times a week.

The team is very excited to have made it this far, and look forward to experiencing the 2010 National Games. We wish them luck in their training and look forward cheering them on in London!