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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.

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.

Developmental Services Lose Long-Time Advocate



Mimma Regina, founding executive director of the Meta Centre and long-time champion of people with special needs, died on August 25, 2009. She was 55. More than 30 years ago she embarked on a career of advancing the quality of life and social inclusion of people with special needs. Ms. Regina first started as a family support worker at York Support Services Network. She helped people with special needs access public services and integrate into the community.

She committed most of her adult life to working with the special needs population. The highpoint of her calling was the foundation of the Meta Centre where she became its first executive director in 1986, a role she held until her death. The organization helps children and adults with special needs by providing a variety of services in the Greater Toronto Area and York Region.

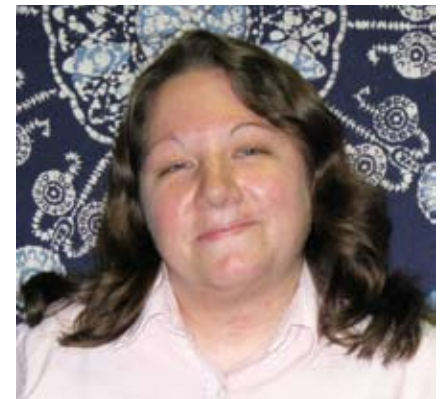
Ms. Regina took pleasure in interacting with service participants and staff whenever she had the chance. Her office was continuously visited by individuals enrolled at the Toronto day program location. She cherished pride in the community's high regard for the agency and inspired her staff and volunteers to help people experience personal growth by being fun and creative in their approaches.

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What Self-Advocacy Means to Me

Kelly MacDougall

My name is Kelly MacDougall. I am thirty-four years old and I'm a self-advocate. Self-advocates are people who have been told we have a disability and who speak out for the way we want to be treated. I became a self-advocate because I have learned to stand up for myself and for those who have a communication barrier or need support to express their needs. I help other self-advocates to get opportunities they need to live the lives they want. My goal is to inspire people who are gifted to have a clear path towards a more positive future. I don't want the mistakes of the past to block our path as self-advocates. These



mistakes include being segregated by our communities and families because we have a "disability." People have been treated as if they have no value and do not have rights. Self-advocates should be able to take charge of our own lives and not be controlled by others.

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Toronto Network of Specialized Care (TNSC)



Who We Are

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 and mental health issues (Dual Diagnosis) and/or challenging behaviours. In Toronto we have representation from developmental services and mental health agencies.

Dual Diagnosis Guidelines were released early this year, to provide a framework for the planning, coordination and delivery of community mental health and developmental services and supports that will promote better access to both sectors for adults 18 years and older. It is known that people having a Dual Diagnosis often need cross sector responses from both Health and Developmental services.

The Networks of Specialized Care and the LHIN's are working together to roll out the guidelines. Meetings are being held across the province to begin to develop a strategy to implement the guidelines.

Highlights from the 2008/09 Annual Report

- *36 Agreements signed with agencies to provide a range of specialized supports from developmental, mental health, health, shelters, crisis services etc.*

- *A Health Care Facilitator was hired to ensure individuals returning from the Facilities had their health needs met and to look at training needs*
- *50 Referrals to coordinator, 27 Clinical conference presentations where individuals and their family members have participated*
- *Presentations have been made to a variety of groups about the networks*

Provincial Priorities

There are linkages with the three other networks across Ontario. Priorities for work across the province include: **mental health inpatient transition, clinical supports, data and curriculum sustainability.**

Video Conferencing 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. Some upcoming topics are: **understanding the behaviour-communication connection, navigating the emergency room, and Dual Diagnosis**

A schedule of events and sites can be seen on the network website. Visit the training calendar at www.community-networks.ca (Registration is required). The Toronto sites are at Christian Horizons, COTA Health, Centre for Addiction & Mental Health, Kerry's Place Autism Services and Surrey Place Centre.

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

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:

- **Ensure 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.

What Self-Advocacy Means to Me

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Self-advocacy means campaigning for myself and others to let them know that even though they are different, they deserve to be treated as a full person. “Gifted” is a word I use to describe the talents of people who have been told they have a disability. This word celebrates the positive aspects of the individual. I would like other people who are gifted to not be ruled by their “disability.” Their gifts will be an asset to them because they will learn to feel *useful, important* and *strong!*

I started my self-advocate journey by joining a self-advocate and mentorship group at Family Service Toronto. We presented to a group of teacher’s college students about how we were treated in the school system and how we wanted more inclusion so people who are different can receive the same learning experience and social setting as other students.

I am a member of the Self-Advocates Hangout, which is a safe space for self-advocates to socialize and share our stories with the Developmental Services Toronto Council (“dsto Council”). The dsto Council is a group I am a member of that

helps to improve services and supports in Developmental Services Toronto. These groups are important to me because they help to change the services and supports that people need to live better lives. I have met people who are willing to give me a chance to make changes. I have met new friends. Now I feel that I am not alone in the world and that there are people who will accept me for who I am.

Although I am uncertain of the future, I know that I have dreams of becoming a Public Speaker for self-advocates, a Self-Advocacy Facilitator or maybe even a Community Representative to speak at Queen’s Park about how services should be improved.

Self-Advocates, I leave you with this thought: Remember to stop once in a while and enjoy your life because you just might miss something. Remember to care about others around you, learn from them, and respect them for who they are as individuals! I want all of us to remember that we are *useful, important* and *strong!*

dsto Information Fair Keeps Getting Better

By all accounts, the 2009 dsto Information Fair was the most successful to-date. The fourth annual Fair was held on May 14 at the Canadian National Institute for the Blind (CNIB).

Overall attendance was up, including increases in the numbers of individuals with disabilities and family members attending. Visitors continued to be very positive about the value of the Fair, with 98% rating the information provided by displays and the overall Fair as either “good” or “excellent.”

Display staff also were very positive about the value of the Fair. Fifty-four agencies, organizations and groups participated in the 2009 Fair, an increase over previous years. There were 32 displays by dsto agencies, 11 by community partners, and 11 by self-advocate and family groups.

For the third year in a row, the Information Fair offered presentations on themes of interest primarily to individuals

with developmental disabilities and their families. This year the presentations were organized around three important transitions in the lives of many people with developmental disabilities: from youth to adult, from family home to new home, and from one generation of care provider to the next. The sessions were extremely well attended, and audio tapes of the three sessions can be heard on the ConnectABILITY.ca website under the heading “Life Transitions.”

A “Wrap-Up” Report on the 2009 Information Fair is available on dsto.com (select “Helpful Resources” on the homepage, then select “Fourth Annual Information Fair – May 2009”).

The date and location of the 2010 Information Fair have not yet been set, but when they are the details will be posted on dsto.com under “News and Events” and in the spring edition of this newsletter.

dsto Council

In the past several months Council has been involved in renewing its membership to replace a number of retiring and departing members. We have been successful in recruiting new self-advocate candidates and new family and community candidates reflecting the diversity of Toronto. Since Council has identified engaging diverse groups as one of its priorities, achieving this in its internal membership is important. In the same vein, Council is finalizing a list of groups that it will invite to present to Council over the coming year on issues of significance to the group as well as of Council’s interest.

During recent months we have been working to strengthen our linkages with the Service Provider Committee so that we may be able to represent the consumer’s voice on issues with which they are dealing. Council has also provided to the ministry its comments regarding the draft regulation (re Bill 77) as part of the ministry’s consultation process. We expect to be involved in the future as the ministry releases more draft regulations related to the implementation of Bill 77. In that regard Council has asked the ministry to ensure

that plain language versions of the regulations are available at the same time as the other versions of the regulations are released to allow our community to respond more effectively to the proposals being made. The ministry did provide a plain language version of the last regulation quickly after being asked for one by Council.

With the end of summer approaching, Council is gearing up its activity on its three major projects of (i) Aging and Long Term Care, (ii) Housing and (iii) Personal Relationships. Working Groups have been finalized and chairs appointed for each. As part of the effort to reach out to groups mentioned above, Council is prepared to have groups with an interest in one of the three subjects speak directly to the appropriate Working Group. Those interested in doing this should contact Carol Krause at ckrause@cltoronto.ca. We expect work on these projects to proceed through the fall and winter so there is time for groups that may not be ready to make a presentation at the moment.

Families of individuals with a developmental disability receiving services from agencies in the community can be assured that those agencies are committed to the health and safety of all clients and staff and take this responsibility very seriously.

The Ministry of Health and Long Term Care issues bulletins regularly which can be accessed for recommendations should the situation become more serious in the community. In the meantime, please note the following symptoms and how Influenza A (H1N1) spreads.

H1N1 Symptoms may include all or some of the following:

- Fever
- Muscle aches
- Chills
- Coughing
- Headache
- Sore throat
- Runny nose
- Nausea
- Vomiting
- Diarrhea
- Lack of appetite
- Weakness/Fatigue

H1N1 spreads as follows:

- Coughing
- Sneezing
- Touching infected objects
- Touching nose, mouth and/or eyes with infected hands

All strains of influenza can be dangerous; however, good infection prevention measures can help protect you and others.

- Wash your hands often and thoroughly in warm, soapy water or use hand sanitizer
- Cough and sneeze in your arm, not your hand

- Keep common surfaces and items clean and disinfected
- Stay home if you're sick, and seek medical care

How to wash your hands - 7 Tips:

- Remove all rings and wet your hands with warm running water
- Put a small amount of liquid soap in the palm of one hand. Bar soaps are not as hygienic as liquid soaps because they stay moist and attract germs. If a bar soap is the only option it should be stored on a rack so that the bar doesn't sit in water
- Rub your hands together for 20 seconds so you produce lather. Make sure you scrub between your fingers, under your fingernails and the backs of your hands
- Rinse your hands well with clean running water for at least 10 seconds. Try not to handle the faucets once your hands are clean. Use a paper towel to turn off the water
- Dry your hands with a single use paper towel. If you use a hand towel be sure to change it daily. During cold and flu season you may want to give each family member his or her own hand towel.
- Use hand lotion to put moisture back into your skin if your hands are dry
- Model good hand washing technique to your children. Have them sing a song like Twinkle Twinkle Little Star while rubbing their hands together to teach them the amount of time it takes to clean their hands properly

For Additional Information:

Toronto Public Health www.toronto.ca/health

Ministry of Health and Long Term Care

www.health.gov.on.ca

Public Health Agency of Canada

www.phac-aspc.gc.ca/index-eng.php

World Health Organization www.who.int

Developmental Services Lose Long-Time Advocate

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She was instrumental in the implementation of the Meta Centre's theatre arts with an idea she had 20 years ago for an annual drama performance. She cultivated this throughout the years. She immersed herself in the development of theatric themes, helping with the scripts and overseeing rehearsals. As the years went on and the agency grew, she became less involved in the hands-on preparation but continued to be an inspirational supporter of this event and looked forward to it every year.

Under Ms. Regina's guidance, the Meta Centre's growth

was nurtured to include group residences and multiple day programs serving Toronto, Vaughan, Richmond Hill and Scarborough and an apartments-based Supported Independent Living component in Toronto – all serviced by a contingent of staff that number more than three hundred full and part-time employees.

Ms. Regina will be remembered as a bold and dedicated advocate in the developmental services sector. Her larger-than-life persona will be missed by friends and colleagues who knew her well.

