
Supports and Services for Persons with a Dual Diagnosis

A Resource Manual for
Simcoe County Families



Prepared under the direction of the
Simcoe York Dual Diagnosis
Education Committee

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Supports and Services for Persons with a Dual Diagnosis in Simcoe County

A Resource Manual for Families

Introduction

ABOUT THE SIMCOE YORK DUAL DIAGNOSIS EDUCATION COMMITTEE

The Simcoe York Dual Diagnosis Education Committee consists of developmental and mental health service providers from Simcoe County and York Region. With planning support from the Simcoe York District Health Council, the committee establishes education and training priorities and facilitates the coordination and delivery of related initiatives throughout Simcoe York. The committee reports to the respective dual diagnosis planning committees in each of Simcoe and York.

Simcoe York Dual Diagnosis Education Committee

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ABOUT THIS HANDBOOK

This handbook is the Simcoe version of a Simcoe York effort to prepare resource material for persons with an intellectual disability and mental health needs (dual diagnosis). We hope it will be helpful to consumers, family, friends, advocates and service providers. It identifies key organizations in Simcoe County and the surrounding area and effective strategies to help you plan and get the supports and services you need. The focus is primarily adults but does include some services for youth as well.

The handbook is not intended to include all possible organizations but rather organizations that are geared to, or have shown a capacity to serve individuals with a dual diagnosis. These include a range of supports and services in both the developmental and mental health sectors.

This handbook is divided into three sections.

- 1)** Section One is an introduction
- 2)** Section Two describes the two sectors involved and provides information on how to navigate the sectors such as:
 - How to get a case manager
 - What to do in a crisis
 - Indicators of a dual diagnosis
 - A supports and services guide to help you plan
 - Sample questions you might consider asking when calling an agency
 - Who to call to learn about government programs and policies
 - Other resources you might find helpful.
- 3)** Section Three has an index of key supports and services that you might consider contacting. We have listed the organizations alphabetically. There is also an important numbers at a glance page.

Just a few words about the language and terms used in the handbook. We use the term intellectual disability to refer to cognitive limitations. (Other terms the reader might be familiar with are developmental handicap, developmental delay or mental retardation.) 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.

DUAL DIAGNOSIS - AN OVERVIEW

The term dual diagnosis refers to an individual who has an intellectual disability and mental health needs. 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. They 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. It is estimated that there are at least 1300 individuals with a dual diagnosis living in Simcoe County.¹ 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 behavioral 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 statuses 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.

¹ This number is based on the general agreement in the literature that approximately 1% of the population has a developmental disability and that of those individuals, about 30% also experience a mental health problem.

Persons with a dual diagnosis have been a greatly underserved group and yet 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.

HOW TO NAVIGATE THE SYSTEM WHEN A PERSON HAS A DUAL DIAGNOSIS

GETTING STARTED

How do you know if a person might have an intellectual disability and/or mental health needs?

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?

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 you have 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.

Do I 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, behavioral, 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.

Tips on Getting Started

- 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 or 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 at 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.

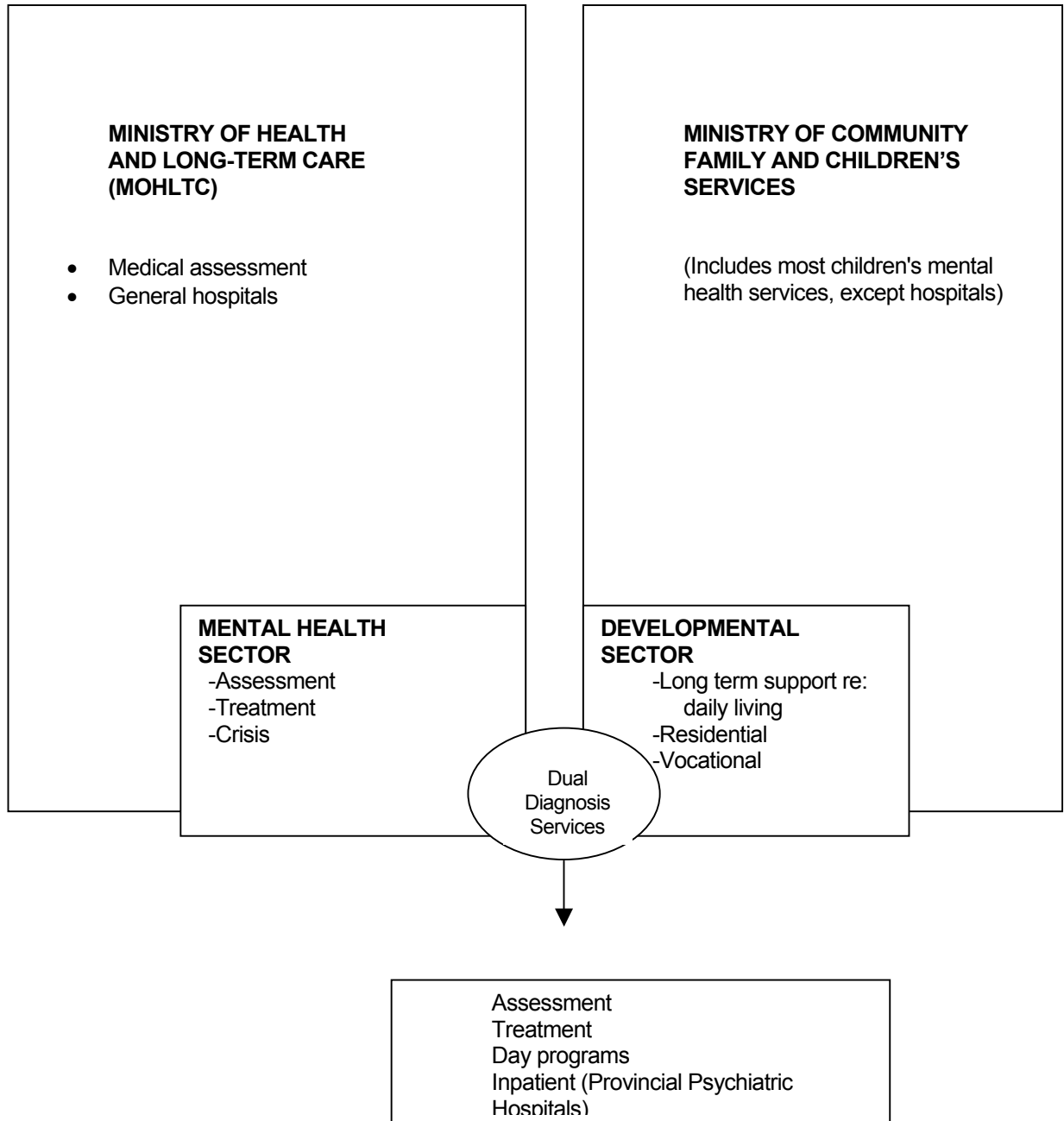
Questions to consider when calling organizations

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 5 days a week?
- Do you have weekend or evening activities?
- Can you manage many different types of behavior?
- How does the medical and mental health needs of individuals get met?
- In what areas is 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?

The Ministries Responsible for Funding and Policies Related to Dual Diagnosis



Dual Diagnosis Services

These specialized services can be:

- A specialized program for individuals with a dual diagnosis based in either the mental health or developmental service sector
- A group of agencies that are partnering to provide a range of services in both sectors

NAVIGATING THE SECTORS

What 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, Family and Children's 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 throughout Ontario, 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.

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, Family and Children's 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.

What a case manager can do for you and how to get one?

It can be very confusing to sort out what services the consumer needs and if those services are available. You may find that you would like a case manager to help you decide whom to contact and also to help you begin to get everyone working together.

Case management is a service provided by staff working at agencies. They are usually referred to as case managers. Although case management services may differ somewhat from agency to agency and within the mental health sector and the developmental sector, they serve as a central point to integrate all the stakeholders including consumers, families and service providers. There are some common functions that all case managers fulfill.

- **Assessment.** Usually case managers will help you assess the overall situation and pull together all the information from various sources. They may refer the consumer to someone else for a specific assessment, such as a psychiatrist or psychologist.
- **Assistance with Service Planning.** They help an individual and/or family decide what kind of services and supports they currently require as well as anticipate what the future needs might be. Using this information, the family and/or individual can prepare a plan which describes what supports and services to seek and when.
- **Information.** They can be an excellent source of information about the services that are available as well as providing educational materials related to your needs.
- **Referrals.** They can refer the consumer to available resources with the prior approval of the family and/or individual. This may include making a phone call, assisting with the completion of application forms, or writing referral letters that describes the person's current needs and situation.
- **Advocacy.** They can advocate on behalf of a person to assist him/her to obtain or create services and supports.
- **Coordination.** They can assist the family and/or individual to coordinate the various services and supports being used, acting as the central point to ensure that services are being used in a way that best meets the person's needs and to promote a team approach.
- **Counselling.** Some case managers provide individual and/or family counselling.
- **Support.** They provide support and encouragement, plus being a good listener!

Sometimes a family member or friend has the role of case manager. Case managers are available in both the developmental and mental health sectors. Unfortunately, there is sometimes a wait list for this service and some agencies require a diagnosis of either an intellectual disability or mental illness. For a range of case management services in both sectors check the listings in this handbook.

- If you are looking for a developmental sector case manager you can call **ONE STOP ACCESS to Simcoe County Developmental Services** 1- 888-247-8880.
- For a mental health case manager call one of the mental health agencies in your geographic area, listed at the back of handbook.

Once you (or the case manager) have pulled together all the assessment material or a specialized assessment has been completed, the next step is to match the needs of the consumer with the supports and services that are available in the community. Some people with a dual diagnosis require a lot of support in specialized programs where they live, work or go to daily activities, while others can live and work more independently in the community with much less support.

What to do in a crisis

Contact your relative's family doctor or psychiatrist for an assessment when your relative / friend is becoming very ill, and you are afraid that he or she may be a danger to himself/herself or others if treatment is not in place.

When the situation gets critical first call any available professional who knows the individual well. He or she may be able to assist in problem solving and in directing you to the most appropriate service under the circumstances. If you cannot reach someone, **DO NOT WAIT.**

- Contact the **Simcoe County Mental Health Crisis Line** by calling - 728-5044 or 1-888-893-8333 (toll free). The crisis line worker will be able to advise you on the most appropriate course of action and facilitate the provision of an assessment or other services that may be required.
- Or for any crisis situation you can go to **your local hospital emergency department.**

How to get a mediator (one-to-one contract worker)

Mediators are one-to-one contract workers who can provide an important type of individualized support to your family member in the home and community. Mediators can offer the following: intermittent respite; opportunities for recreation or socialization; life skills teaching; additional supports to maintain your family member in his/her current environment or at times of transition, or assistance in acquiring new skills. The funding program, Special Services at Home, supplies financial assistance to a care giving relative to pay a mediator. For more information about this program, contact your local Community Living Association, Catulpa Community Support Services, or your local Ministry of Community, Family, and Children's Services office. Such mediators are usually hired directly by the care giving relative to carry out specific goals to improve the family member's quality of life.

Tips on hiring a mediator

You can begin to look for a mediator on your own. The following suggestions may help you in this process. You may decide you would like some assistance. The above-mentioned organizations can help you apply for Special Services at Home funding and help you through all or any of the steps in the hiring process.

Places to look or post for a mediator

- Agencies that serve people with disabilities.
- Local religious organizations such as churches and synagogues.
- Community Centres.
- Colleges, universities, and high schools.
- Employment boards.
- Libraries.

Getting started

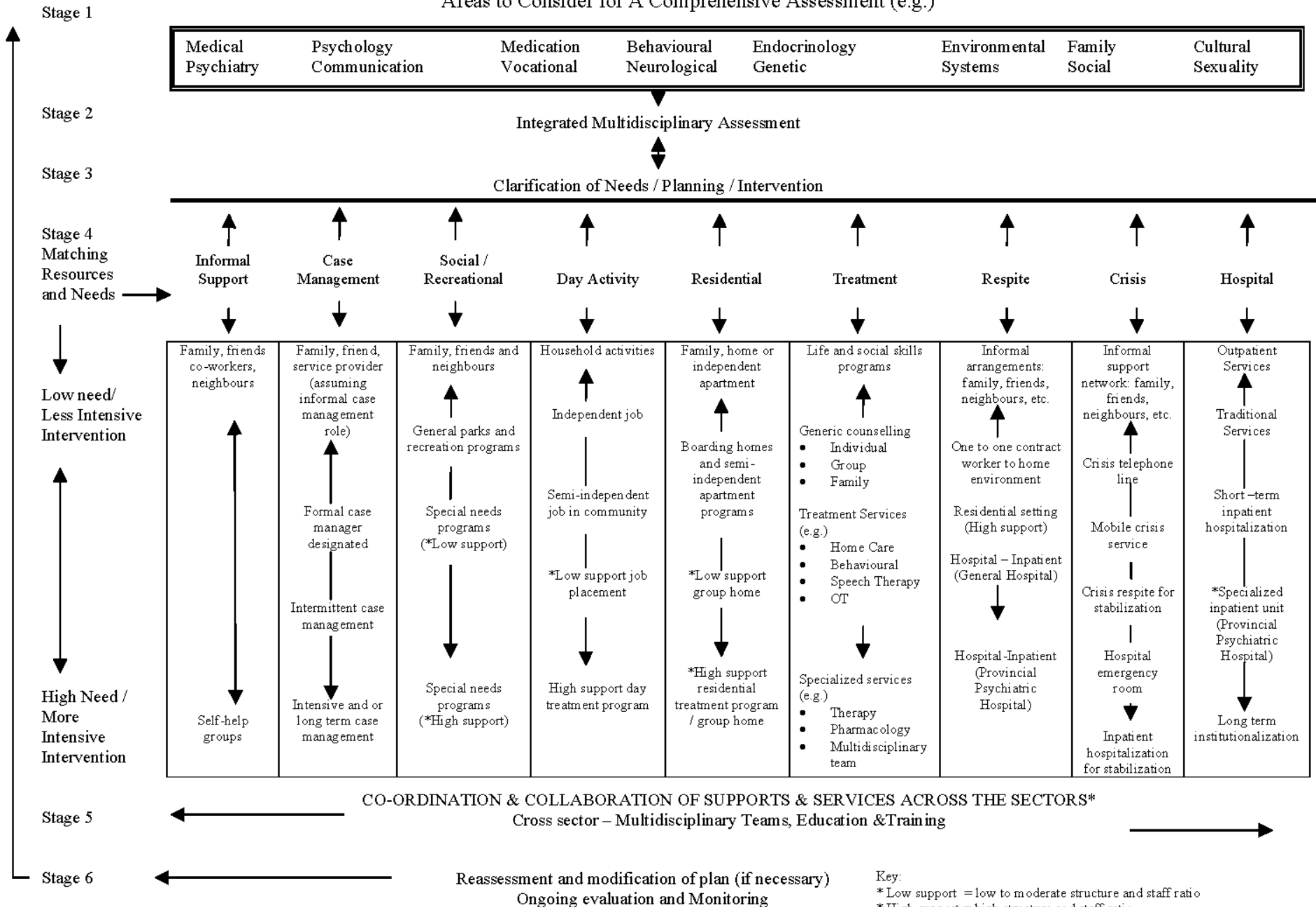
- Make a list of the duties the mediator would fulfill.
- Describe what essential qualifications/attributes you are looking for in a mediator to carry out these duties. Some examples are previous experiences; first aid training; having a car; hours of availability; and attitude to persons with disabilities.
- Screen over the phone by asking each caller questions related to these qualifications/attributes.
- Conduct in-home interviews with candidates who have "passed" the phone screening. Have a prepared list of questions, including "what if," situations. Make sure that the candidate meets the person with special needs to observe how they interact.
- When you have chosen a candidate, review carefully all issues related to financial arrangements, insurance coverage, and job obligations.
- Provide adequate training and support to the mediator, including specialized training regarding the needs of your family member.

THINKING ABOUT WHAT IS NEEDED

The Supports and Services Implementation Guide

The Supports and Services Implementation Guide is a tool to help you plan. The guide identifies an ideal range of supports and services that combine elements of both the mental health and developmental service sectors. Use this guide to help you think about what is needed or what is missing in the services you already have and then to match the consumer's needs appropriately with resources. It outlines six stages in the implementation of the assessment, intervention and treatment planning process. It should be noted that a consumer might enter this range of supports and services at any point depending on their needs and situation. The overall goal is to develop a comprehensive support network for each individual. This approach requires that all involved (family, friends, agency staff at various agencies, family doctor etc.) work together and communicate effectively. You may decide to take a central role in arranging services or you may want to find a case manager to help you with this process and with the ongoing communication between all involved.

SUPPORTS AND SERVICES IMPLEMENTATION GUIDE FOR PERSONS WITH A DUAL DIAGNOSIS
Areas to Consider for A Comprehensive Assessment (e.g.)



Key:
 * Low support = low to moderate structure and staff ratio
 * High support = high structure and staff ratio
 * Specialized = dual diagnosis
 * Sectors = e.g. mental health, developmental services, corrections

KEY ACCESS POINTS AND COMMITTEES

Key Specialized Services

Behaviour Management Services York Simcoe

Provides behaviour support programming for persons with developmental disabilities, including autism and Down syndrome. Assistance is given to help teach and increase skill development and to work with any problem behaviour.

Phone: 705-728-9143

Mental Health Centre Penetanguishene – Dual Diagnosis Program

The 25-bed Dual Diagnosis Program of the Mental Health Centre Penetanguishene (MHCP) is a specialized program providing assessment and treatment of individuals with a developmental disability and a mental health need.

Offering a comprehensive assessment, treatment and discharge follow-up care opportunity, the Program serves both male and female patients. Through the multidisciplinary team, clinical interventions are individualized in a planned treatment approach.

Phone: (705) 549-3181, ext. 2515

Key Committees

Strategic Planning Committee for Developmental Services in Simcoe County

The Strategic Planning Committee consists of family members, developmental service agencies, mental health agencies and government staff. It is mandated by the Ministry of Community, Family and Children's Services to plan a comprehensive system of supports responding to the needs of individuals with developmental disabilities and their families in Simcoe County.

Simcoe York District Health Council

One of 16 District Health Councils in Ontario, the Simcoe York DHC is mandated to plan for the full spectrum of health needs, including mental health. The District Health Council supports a number of planning tables related to the identification of mental health needs and facilitates the development of system level strategies to address them, and is actively involved in dual diagnosis planning.

Developmental Services Council

The Developmental Services Council is a group of senior executives from the developmental services sector that deals with system level operational issues in the developmental services sector. The Council has a Service Coordination Subcommittee that manages vacancies in the system and a Respite Subcommittee that ensures the County has adequate respite services. It also jointly oversees the work of the Simcoe County Dual Diagnosis Committee with the Mental Health System Management Group.

Mental Health System Management Group

The Mental Health System Management Group is a collective of provincially funded adult mental health agencies and allied organizations with a commitment to developing and maintaining an effective system of care for persons affected by mental illness. The Management Group operates with planning support from the Simcoe York District Health Council. A number of working committees report to the Management Group, including the Simcoe County Dual Diagnosis Committee, which also has a reporting relationship to the Developmental Services Council.

Simcoe County Dual Diagnosis Committee

The Dual Diagnosis Committee provides advice to the mental health and developmental service systems in Simcoe County, for the purpose of improving services and supports for individuals with a dual diagnosis, and their families. It reports to both the Developmental Services Council and the Mental Health System Management Group. In addition to the county level committee, there are a number of local dual diagnosis networks that address local issues and provide advice to the main committee.

Human Services Justice Coordinating Committee

This committee provides a forum in which mental health providers, developmental service providers, the police, crown attorney and other interested community partners explore means of better serving individuals who come into conflict with the law because of a mental health problem or developmental disability.

If you are interested in communicating with any of the above committees (or possibly serving in one of them) contact the Simcoe York District Health Council 1 – 877-258-8899.

Government Contacts

Ontario Ministry of Community, Family and Children's Services

Central East Region Office: Call 1-877-669-6658

Web site: www.cfcs.gov.on.ca

Ontario Ministry of Health and Long-Term Care

Central East Region Office: Call 1-800-486-4935

Web site: www.health.gov.on.ca

For Family and Friends

What supports do you need?

Persons with a dual diagnosis often need a lot of support from their natural supports including family and friends. While each person's needs may vary, providing care can be very challenging on a daily basis. Your care giving may include providing basic needs such as housing, meals, transportation, assistance in life skills and scheduling activities and being an emotional support. If there is no case manager you may also be the lead

person trying to help navigate the system, find the appropriate services and deal with crisis situations. Your role as caregiver is critical. Juggling all of these tasks and responsibilities, in addition to looking after yourself and other demands such as family or work, can be very stressful.

Repeated crises and the lack of an appropriate range of services can seriously affect families and friends. This often leads to stress, fatigue and burnout. Families often feel blamed and burdened by the systems and this leads to feelings of disillusionment and anger. Misdiagnoses, which occur frequently, lead to confusion for family members. The cloak of competence, combined with values around normalization, can lead to high expectations for the individual with a dual diagnosis. Many service providers, particularly in the adult system, do not include family members as part of the planning process. It is important to remember that gains for the individual will not be maintained if you are not involved in the planning process and you are not provided with the supports that you need.

It is very important for you to look after yourself too. As caregiver, for your family member or friend, you may want to take some time to think about what support you need in order to keep your energy and spirits up. Your role can be particularly challenging as you are often caught between meeting the needs of your family member or friend and your role in advocating in a system that is very difficult to understand with limited resources.

In many communities there are opportunities to meet with other family members to obtain support and relief to your feelings of isolation and frustration. A mutual-aid / self help support group can give you a chance to get some much needed support for yourself, share strategies and tips about which organizations are most helpful and what works and doesn't work when trying to get services. You might also be able to get some help in advocating for services if you haven't been successful on your own. For information on local support possibilities, talk with a case manager or call the **Family Mental Health Initiative for Simcoe County 705-725-0363**. You might also like to contact Concerned Parents Incorporated, a group that is specifically geared to helping family / friends who are caregivers to an individual with a dual diagnosis. You can reach Concerned Parents by calling 416-492-1468. Community agencies can also be a source of support to families. Agencies in both the mental health and developmental sectors can provide information and/or referrals to a range of appropriate resources, and some offer counselling to families.

Respite

Respite services can provide care and family relief. There are both in-home and out-of-home respite services. In-home services involve hiring care providers to come to your home and provide intermittent relief; carrying on routine activities with your family member while the family is away or needs a break. Special Services at Home, an Ontario Government program, can supply funds for qualifying families to pay a mediator, which is another form of respite for a family. There are times when caregivers need a break. You may need to attend to other demands related to work; family or you want to take a vacation. You can arrange for your family member to stay with a care provider at their home. This is called out-of-home respite services and can be a nice break for both caregiver and family member.

For more information about respite services in Simcoe County, contact one of the following agencies:

- If you live in the Barrie area or Bradford, contact the Barrie and District Association for Persons with Special Needs at 734-9690.
- If you live in another part of Simcoe County, contact Catulpa Community Support Services at 733-3227.

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, Family and Children's Services, which administers services for persons with intellectual disabilities, and the Ministry of Health and Long-Term Care (MOHLTC), which administer general health services and mental health services for adults.

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 Simcoe County, these two Ministries may be contacted as follows:

Ontario Ministry of Community, Family and Children's Services

Central East Region
465 Davis Drive
Newmarket, Ontario
L3Y 8T2

Phone: 1-877-669-6658

Ontario Ministry of Health and Long-Term Care

Central East Region Office
3rd Floor, 465 Davis Dr
Newmarket ON L3Y 8T2

Phone: 1-800-486-4935

An up to date Government of Ontario Telephone Directory can be purchased from Publications Ontario at 416-326-5300. This lists all the government offices, locations, and phone numbers. For information about each ministry, specific laws and programs you can also go to the Government of Ontario Web site: www.gov.on.ca

*Please note that these addresses and phone numbers are correct as of the date of publication of this directory.

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). To find out who your MPP is you may consult the Blue Pages in your phone book under the listing of Ontario Government.

Legislation regarding mental health, alternate decision making, consent to treatment and community treatment orders

As of the date of publication of this Directory, several important pieces of legislation were in effect regarding mental health, decision-making and adults with disabilities. It is recommended that readers determine the status of any legislation before using the information detailed below. To purchase copies of any legislation, contact Publications Ontario at 416-326-5300 or visit the Ontario Government web site www.gov.on.ca

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, visit the Simcoe County Mental Health web site at www.mhcva.on.ca (go to Mental Health Process in Ontario). Further information about legislation can be obtained from ARCH: A Legal Resource Centre for Persons with Disabilities. Call 416-482-8255.

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 each individual to determine if they meet the criteria for admission which 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 processes 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.

Brian's Law (Bill 68)

This is a new law that came into effect in June 2000 and amended the Mental Health Act and the Health Care Consent Act with respect to Community Treatment Orders. A Community Treatment Order is signed by a physician and allows a consumer to receive treatment, care or supervision in the community instead of being in the hospital. This law was created to provide alternatives to hospitalization for some consumers who are seriously mentally ill. It outlines criteria for assessment and commitment, which could

allow families and professionals to act at an earlier stage of a person's mental illness. Not everyone can be considered for a Community Treatment Order. They must meet certain criteria which includes: having been an inpatient in a psychiatric facility, having a community treatment plan in place; or the assessing physician believing that a community treatment order would be a suitable approach to ensure continuation of proper treatment, supervision and care. Keep in mind that this is a new law. It is unclear, at the time of writing, how this law will be used and whether it can be helpful in the treatment and supervision of some individuals who have an intellectual disability and a serious mental illness. For more detailed information on Brian's Law visit www.gov.on.ca (go to Mental Health Act Amendments: Questions & Answers.)

Financial Programs

Special Services At Home

Special Services at home (SSAH) is available through the Ontario Ministry of Community, Family and Children's 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, Family and Children's Services 1-877-669-6658 to inquire about this program.

Ontario Disability Support Plan

Ontario Disability Support Plan (ODSP) is available through the Ministry of Community, Family and Children's 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 your local office in Barrie to inquire about this program:
Ministry of Community, Family & Children's Services
Ontario Disability Support Program
Income and Employment Supports
34 Simcoe Street
Barrie, ON L4N 6T4
Tel: (705) 737-1311
Toll Free: 1-800-461-7551

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 of your family member.

Ontario Works

This is a short-term program to assist individuals in returning to the work force. To apply for Ontario Works in Simcoe County call one of these intake screening numbers:

1-877-272-8610

1-877-272-8613

OTHER IMPORTANT INFORMATION

Wills and Trusts

Financial planning is important for all parents. It is even more crucial when parents have a son or daughter with a disability.

There are many factors to be aware of when preparing a will when you are trying to arrange for the most financially secure situation for your child with special needs.

Not all lawyers have experience with preparing wills that include a beneficiary with a disability.

Did you know?

The **Hansen Trust** is an absolute discretionary trust named after Leonard Hansen, an Ontario Parent who was trying to provide for his daughter with disabilities. More than a decade ago his lawyer, George Goetz, drafted a will that arranged for Leonard Hanson's daughter to receive his estate through an absolute discretionary trust- an arrangement where she could receive the inheritance without losing or reducing her Government benefits. The trust stipulated that she did not own the assets.

Disability Tax Credit - in Ontario, if the person is on ODSP, the caregiver is automatically entitled. There are three lines on the income tax form; 315, 316, and 318. 315 is the caregiver amount when the disabled person over 18 lives with the taxpayer at any time of the year, even if only for weekend visits. The caregiver may backdate their claim to as far as 1998.

To obtain specific information regarding wills and trusts, you may contact the following organizations:

Ontario Association for Community Living
240 Duncan Mill Road Suite 403 North York, M3B 1Z4
416-447-4348

Family Mental Health Initiative for Simcoe County
705-725-0363

Newsletter

NADD NEWSLETTER (National Association for Dual Diagnosis) - to receive this newsletter send \$10.00 and your name and address to Habilitative Network c/o Plaza 69 Postal Outlet, 1935 Paris St. Box 21020, Sudbury, Ontario, P3E 6G6

TIPS FOR LOBBYING

The Twelve Commandments for Successful Lobbying²

BE NICE

Respectable, reasonable, courteous, calm, but "concerned"

BE RESPECTFUL

Everyone likes to feel important & to be helpful. Enlist their sympathy & support.

BE CLEAR

Ask for exact dates, times & who will be involved etc. Ask for things in writing. Ask for copies of correspondence. Write confirming minutes of meetings. Summarize & clarify.

BE INFORMED

Do your homework, check your facts, consult experts, brief your members.

SEEK HELP

Seek out mentors, consult experts, make alliances with agencies & other groups, hire a lobbyist if the task is very large.

KNOW YOUR SYSTEM

Know how & where decisions get made. Target key points of intervention.

KNOW WHAT YOU WANT

Governments do not solve problems - they adopt solutions. You must give them the problem & the solution.

SHOW STRENGTH

Act as a group, stick together, act organized, act confident

BE PATIENT

Constantly re-evaluate strategy & goals. Recognize small accomplishments. Moving governments takes time.

HAVE FUN, SUPPORT EACH OTHER

Meet the needs of your members for personal support & friendship. Keep a sense of humour & keep each other in perspective.

BE TOUGH

Keep pushing from all directions. Be political. Use the media. Be creative.

BE STRATEGIC

Carefully plan your strategy in scale with your resources. Seize opportunities. Be proactive.

² Source: Lynn Eakin and Associates, Toronto, Tel. 416 961-3924, Fax 416 968-6280, e-mail lynn@lynneakin.com

Supports and Services

HELPFUL NUMBERS AT A GLANCE

Behaviour Management Services York Simcoe – 705-728-9143

Canadian Mental Health Association 705-726-5033

Family Mental Health Initiative for Simcoe County - 705-725-0363 (1-800-324-3252)

Mental Health Centre Penetanguishene – 705-549-3181

Mental Health Crisis Line – 705-728-5044 (1-888-893-8333)

One Stop Access to Simcoe County Developmental Services 1-888-247-8880

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Alzheimer Society of Canada



The Alzheimer Society is a not-for-profit Canadian health organization. The three levels of the Society -- national, provincial and local -- work together to form a nationwide network of services to help Canadians affected by Alzheimer Disease. Their mission is to:

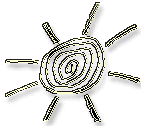
- alleviate the personal and social consequences of Alzheimer Disease
- promote the search for a cause and cure for the disease

The Alzheimer Society of Greater Simcoe County is located in Barrie, and can be reached by telephone at (705)722-1066. The Alzheimer Society of North East Simcoe County is located in Orillia and can be reached by telephone at (705) 329-0909. For more information on the society you can visit their website www.alzheimer.ca.



Assistive Devices Program

Ontario March of Dimes assists individuals with physical disabilities to increase their personal mobility and community accessibility through provision of devices. The Assistive Devices Program provides financial assistance and brokerage services to help consumers acquire appropriate equipment. They are located at 80 Bradford St., Suite 125 in Barrie, and can be contacted by telephone locally at (705) 737-3315 or through a toll-free line, 1-866-765-PADP (7237).



Association for the Neurologically Disabled of Canada (A.N.D. Canada)

A Canadian non-profit charitable organization that dedicates themselves to providing functional rehabilitation programs to individuals with non-progressive neurological disabilities. With the help of A.N.D., higher achievement is within reach. Their goal is to help the neurologically disabled reach their full potential by treating the **cause** of the neurological disability rather than the **symptom**. Their unique home-based, non-institutionalized rehabilitation program attempts to stimulate the brain's ability to develop despite injury or inadequate development. It is a program which is individualized to meet the needs of each client and the abilities of each family.

Contact can be made by a toll-free number, 1-800-561-1497 or via the internet www.and.ca.

Association of Parent Support Groups in Ontario Inc.



APSGO is an organization of parents of disruptive youth. They have joined together to offer support and empower parents to deal with their situation. The organization provides weekly meetings, workshops and other resources to assist parents in acquiring the skills to help themselves and their children.

They have a 24 hour Information Line, which is 1-800-488-5666 and their head office is located in Toronto. If more information is needed, visit the APSGO website, www.apsgo.ca.

Autism Society of Ontario (ASO)



ASO is the leading source of information and referral on autism and one of the largest collective voices representing the autism community. ASO is dedicated to increasing public awareness about autism and the day-to-day issues faced by individuals with autism, their families, and the professionals with whom they interact. The Society and its chapters share common goals of providing information and education, supporting research, and advocating for programs and services for the autism community.

For more information of the Simcoe County chapter of ASO, visit www.simcoe-autism.ca or phone 705-326-2214 x 251.

Barrie Community Health Centre



A non-profit organization that provides primary health and health promotion programs for individuals, families and communities. BCHC works with individuals, families and communities to strengthen their capacity to take more responsibility for their health and wellbeing. They provide education and advice on helping families access the resources they need from other community agencies. BCHC works together with others on health promotion initiatives within schools, in housing developments, and in the workplace. They link families with support and self-help groups that offer peer education, support in coping, or are working to address conditions that affect health.

BCHC can be found at 56 Bayfield St. and their telephone number is (705) 734-9690.

Barrie Housing Support Services

Barrie Housing Support Services is a housing registry for people who are homeless or at risk of becoming homeless. It offers a free housing registry, landlord/tenant mediation, a housing help line, housing education workshops and community resource information. Prospective tenants and landlords are screened in order to facilitate a successful match. Housing registry lists houses, townhouses, apartments, rooms and shared accommodation. It is co-sponsored by The Simcoe Community Services and The Canadian Mental Health Association. Barrie Housing Support Services is a member of the Simcoe County Alliance to End Homelessness.

Please phone (705) 739-0485 for further information.

Bayview Dual Diagnosis Program

The Bayview Dual Diagnosis Program is one of four programs of the Tertiary Care Division at the Mental Health Centre, Penetanguishene. We serve adults who have both a developmental delay and mental health problems.

Dynamic multidisciplinary teams of professionals staff this program. The philosophy of the program clearly supports a commitment of a collaborative approach to treatment involving consumers, families, and community based service providers.

The Bayview Dual Diagnosis Program is a unique program, offering specialty psychiatric services in order to meet the needs of clients/caregivers. We encourage and seek the participation of the client's community caregivers throughout the assessment, treatment and discharge planning.

Please call Nancy Pilon, Program Coordinator at 705-549-3181 ext: 2521 for further information.

Behaviour Management Services – York Simcoe

It is a program that provides behaviour support programming for persons with developmental disabilities, including autism and downe syndrome. Assistance is given to help teach and increase skill development and to work with any problem behaviour. It is located in York Central Hospital, in Richmond Hill. For more information call (905) 773-2362.



Canadian Mental Health Association (CMHA)

The Barrie-Simcoe Branch of the Canadian Mental Health Association is a non-profit volunteer organization which receives funding from the Ministry of Health & Long-Term Care, United Way Mental Health Branch, fundraising, and donations. They offer a variety of programs and services aimed at meeting the needs of individuals and families who are affected by mental illness and serious mental difficulties. The programs that they offer are:

- Community Awareness Program
- Volunteer Services
- Wise Choice Café
- Vocational/Employment Services
- Family Support
- Direct Services
 - * General Information
 - * R.S.V.P. (Recreational, Social, Vocational, Peer Support) Clubhouse
- Case Management
- Peer Support
- Court Diversion Services
- Resource Centre for Wellness & Learning

The Barrie-Simcoe Branch is located at 39 High Street, Barrie, ON and can be reached by phone at (705) 726-5033 or 1-800-461-4319.

Catholic Family Life Centre - North Simcoe

Provides a professional counselling service for individuals, couples, families and people 14 years of age and over. Services include individual therapy, marital/couples therapy, family therapy, and group therapy programs. Other services include educational and therapeutic services, referral and information services and consultation. The Centre is located at 354 Midland Ave Midland. Contact: (705) 526-9397

Catholic Family Life South Simcoe

Provide counselling and consultation services to individuals, couples and families who are in need. There is usually a waiting list and religious affiliation is not an issue. The individual's rights to confidentiality are respected. Client fees are based on a person's ability to pay. No one is refused service due to a lack of funds. Common issues that they help with are:

- ★ marital and child management concerns
- ★ family breakdown
- ★ role changes and loss
- ★ spiritual and self-worth issues
- ★ social isolation and stress

The centre is located at 20 Bell Farm Road Unit 5, Barrie, ON. They can also be contacted by telephone (705) 726-2503.

Catulpa Community Support Services

Catulpa's role is to bring a network of support together for developmentally disabled individuals and their families; to provide case management and counselling services; to provide direct service in Early Intervention services; to advocate for integration opportunities for the developmentally disabled individual; to provide respite services when needed; to educate the community about the developmentally disabled; to support the core service agencies in the county who provide residential and day programs. Call Ext 245 (705) 733-3227. County-wide sponsor for the Community Action Program for Children.

Christian Horizons



An organization that strives to provide exceptional quality of life by offering real choices for individuals with exceptional needs and their families. They have over 157 residences, respite care homes and retreat facilities and are Ontario's largest provider of opportunities that create a fulfilling and purposeful place in society for individuals with developmental delays.

They provide many services including:

- + Community Homes
- + Supported Independent Living
- + Individual Support Services
- + Conference Centre
- + Exceptional Adventures
- + Family and Church Support
- + International Service

Please visit www.christian-horizons.org for more information.

Community Care Access Centre



Community Care Access Centre Simcoe County
Centre d'accès aux soins communautaires comté de Simcoe

CCAC provides a broad range of community personal support and health care services that are required on a periodic or ongoing basis. Community care includes both acute and long-term care services in Ontario. It is used by people with physical disabilities, by people who have illnesses, and by people who are aging. CCACSC's goal is to help people function as independently as possible, by providing professional services (case management, occupational therapy, nursing) support services (ie. medical supplies and equipment, Ontario drug benefits) and specialized services (ie. Adult Day Services, Family Alliance Service Team).

The Centre is located on 15 Sperling Drive, Suite 100. For more information please contact (705) 721-8010, 1-888-721-2222 or go to www.ccacsc.on.ca on the internet.

Community Legal Clinic-Simcoe Haliburton Kawartha

A clinic funded by Legal Aid Ontario to encourage access to legal services and to provide direct legal services to low income clients throughout Simcoe County. Provides free legal advice to the public; advises them as to their legal rights and proceeds to court or tribunal if necessary. Offers advice on Income Maintenance Programs such as Workplace Safety and Insurance Board, Ontario Works, Ontario Disability Support Program, Employment Insurance Benefits, and Canada Pension Plan Benefits. Also offers advice on Education, Tenant Protection Act, Ontario Housing; Human Rights as it applies to Employment, Housing, Government Service, Income Maintenance, General and Administrative Law.

Legal Aid applications are available by appointment at the Alliston Satellite Office for the South Simcoe Region by calling (705) 435-4900. Their toll-free office line is 1-800-461-0641 and their website is www.slsc.ca.



Community Living Association for South Simcoe

This organization's mission is to advocate that persons with developmental challenges live in a state of dignity, have equal opportunity to maximize individual potential personal growth, and participate in all elements of living in the community.

CLASS provides the following supports in the South Simcoe area:

- Residential accommodations for adults
- Supported Independent Living
- Supported employment/vocational training
- Day programs for adults
- Summer activities for school age children
- After school program for school age children
- Out of home respite for adults
- Supports for pre-school age children with special needs

The office is located at 125 Dufferin St. S. in Alliston, ON. Please call (705) 435-4792 or visit the website www.class.on.ca.



Community Living Huronia

Community Living Huronia strives to ensure that people with developmental handicaps can live in a state of dignity, with opportunities to participate as effectively as possible in all community activities. A broad variety of services include:

- Adult Day Programs and Alternative Day Programs
- Vocational Training
- Adult Accommodation Programs (residential and supported independent living)
- Supported Employment Programs
- Resource Teacher Program (support for special needs children 2 1/2 years to school entry and their families)
- Adult Services and Developmental Services (support for adults 18yrs and up who have a developmental handicap)
- The Transitional Aged Youth Program (support to youths 14 to 21 years of age, with developmental delays in their school to adult transitions)
- Teen Program (available July through August)

For more information please phone (705) 526-4253 or 1-888-247-8880, or alternatively visit www.clhmidland.on.ca.

Community Living Ontario



Community Living Ontario Intégration communautaire Ontario

The local associations provide direct services and support to individuals and their families so that people may plan their future as productive, fully participating citizens in the community. Community Living Ontario supports this activity by linking the local associations and their members with the resources and information they need, and by offering training and consultation in the areas of family support, education, employment, human rights, community participation, advocacy and self-planning.

Community Living Ontario also works to shape public policy by developing position papers on current issues, by analyzing and responding to legislation, and by advocating for change through public education and awareness campaigns.

Contact (416) 447-4348 for further information, or visit their website www.communitylivingontario.ca.

Community Mental Health Collingwood (Collingwood General and Marine Hospital)

Community Mental Health Services is an outpatient mental health service for people over the age of 16 located on the grounds of the General & Marine Hospital. Treatment and consultation are offered by a multi-disciplinary team of nurse-clinicians, allied professionals, social workers, psychiatrists and outreach program staff that provide direct treatment as well as follow-up with acute and chronically ill patients. The program includes provisions for Adult Mental Health, Psycho-geriatrics, Intense Case Management and Homelessness (for those with mental illness). The clinic operates Quick Response (crisis coverage) to the G&M Hospital Emergency Department. In addition to direct treatment and consultation, Mental Health Services sponsors Psycho-geriatric Resource Consultants for Simcoe County.

Physician referrals are encouraged, however self-referrals are accepted. For appointments call (705) 444-6600.

Community Mental Health Orillia (Orillia Soldier's Memorial Hospital)

The primary goal of the program is to provide community-based services to individuals 16 years of age or older who have serious mental health or psychiatric problems, as alternatives to residential psychiatric admission or re-admission wherever possible, and to facilitate the return to the community of those individuals who have been discharged from psychiatric facilities. They provide a range of services including:

- ☞ Educational and support programs
- ☞ Assessment
- ☞ Individual and group counselling
- ☞ Advocacy, information and referral
- ☞ Family support
- ☞ Life skills training
- ☞ Social-recreational activity
- ☞ Psychiatric consultation
- ☞ Outreach
- ☞ Case management
- ☞ Public education

The Community Mental Health Service is part of the county-wide Crisis Response Service providing same day or next working day appointments and short-term follow-up for individuals in an acute psychosocial or psychiatric crisis. They can be reached through the Mental Health Crisis Line 1-888-893-8333 or through their local office (705) 327-9122.

Concerned Parents of Toronto Inc

Concerned Parents of Toronto Inc is a not-for-profit corporation consisting of parents, relatives and friends of individuals who have an intellectual disability and mental health needs (dual diagnosis). Their mission is to ensure that these individuals get the supports necessary to live productive lives in the community. The organization functions as a support group for families and provides information to families and professionals to help them support those with a dual diagnosis.

Please call 416-492-1468 for further information.

Down Syndrome Association of Toronto



This is a charitable, non-profit organization created by parents in March 1985, dedicated to:

- Providing a social and information network for parents
- Pursuing civil and human rights, equality of opportunity, and the full integration of persons with Down Syndrome
- ensuring the availability of appropriate, quality services for all persons with Down Syndrome
- ensuring that all students with Down syndrome be welcomed in regular classes in their local neighbourhood schools, with appropriate programs and support services

Please visit their website www.dsamt.toronto.on.ca for more information.

E3 Community Services (Community Outreach Services and Supported Independent Living)

Community Outreach Services supports individuals with developmental handicaps over 18 years of age in various endeavours that may include volunteer, recreational, employment or educational activities within the community. To ensure a successful experience, Community Outreach Workers are continuously tailoring services to meet the needs and changing interests of those being supported. The support provided often requires gaining access to diverse services in our community. Acceptance to this program is based on readiness, staff caseloads, and level of need.

The Supported Independent Living Program provides services to developmentally handicapped people living on their own in the community. Support services are individualized and are based on agreed service plans.

E3 can be reached by telephone (705) 445-6351 or 1-888-247-8880 or on the web at www.e3.ca

Epilepsy Ontario, Simcoe County

Epilepsy Ontario is a non-profit, registered charitable organization providing education for people with epilepsy, their family, friends, community, and employers. Client counselling offers counselling for people with epilepsy, as well as their families and friends. They provide information, referral, advocacy and support. Programs include public awareness; support groups; teacher kits for use in schools; guest speakers and quarterly newsletters. Financial assistance for emergency travel and emergency medication is available.

Please contact (705) 737-3132 or visit epilepsyontario.org.



Family Mental Health Initiative of Simcoe County

Provide support through education, training and referral to the family members of those individuals with serious and persistent mental illness difficulties. This will enable those families to adequately fulfill their roles in relationship to their family member(s), the mental health system and the community. They do not provide counselling services, but do provide referral for counselling. There is a lending library found within the branch, as well as a newsletter that is issued quarterly in order to provide family members and caregivers with more information on mental health issues.

They are located within the Canadian Mental Health Association, Barrie-Simcoe Branch at 39 High Street in Barrie. The initiative can be reached at (705) 725-0363 or 1-800-324-3252.

Geneva Centre for Autism

Geneva Centre empowers individuals with autism and other related disorders, and their families, to fully participate in their communities. Their mandate includes:

- ✧ Clinical Intervention and Support Services to families in the Greater Toronto Area (Toronto, York, Simcoe, Peel, Halton).
- ✧ Information for families and service providers across Ontario.
- ✧ Consultation, training, professional development world wide on a fee for services/ cost recovery basis.

Call (416) 322-7877 or visit www.autism.net for more information.



Kerry's Place

Kerry's Place Autism Services is committed to enhancing the quality of life of individuals with Autism Spectrum Disorder, through innovated personalized supports, expertise, collaboration and advocacy. The residential programs operated by Kerry's Place Autism Services offer safe and practical living arrangements within various communities in Southern Ontario. Communication and life skills are taught in all settings, at school, in the work place and in social and recreational settings. Our group homes are single family dwellings which usually accommodate four residents per home. Kerry's Place also provides supported independent living arrangements and home-share settings.

Kerry's Place East is located at 34 Berczy Street, Suite 210 in Aurora, and the phone number is (905) 713-6808. For more information please visit www.kerrysplace.com.

Kinark Child and Family Services



Kinark is a non-profit children's mental health centre that offers free programs and services to children, youth and their families. Kinark is one of the largest children's mental health centres in the province – they have been providing high quality, innovative programs to kids and families for over 20 years. They are fully accredited by the Ontario Association of Children's Mental Health Centres. For further information visit www.kinark.on.ca or call (705) 726-8861 (local) and 1-800-230-8534 (toll-free). The Barrie office is located on 34 Simcoe Street.

Mary McGill Centre (Community Mental Health Alliston)

This community mental health centre serves adults with mental health issues, with priority given to individuals with serious mental illnesses. Services include assessments, individual, and group counselling, and psychiatric consultations. The quick response program provides same or next Business day support for people in crisis. This service can be accessed through The Mental Health Crisis line or the local emergency department.

Call (705) 435-4314 or 1-888-893-8333 for more information.

Meals on Wheels

Meals on Wheels delivers nutritious meals on a regular or temporary basis to elderly and handicapped persons who are unable to manage their own food preparation. Meals are prepared under the direction of dietary staff and then delivered to homes by trained volunteers. Frozen and special diet meals are also an option.

Their office is located within The Canadian Red Cross Society, Simcoe County Branch, on 14 High Street, Barrie. Please phone (705) 721-3313 or visit www.redcross.ca for more information.

Mental Health Centre Penetanguishene



Throughout the institution, multi-disciplinary clinical teams use psychiatric resources (psychiatry, occupational therapy, recreation, general medicine, nursing, psychology and social work) in the design and implementation of individual treatment plans for all patients. The Centre includes Oak Ridge Division, the only maximum security psychiatric hospital in Ontario for the treatment of mentally disordered offenders. Programs for the Regional Division include:





- * Geriatric Services Program
- * Forensic Services Program
- * Georgianwood Addiction Centre
- * Outpatient Services Program
- * Dual Diagnosis Program
- * Admission/ Assessment Program
- * The Psychosocial Rehabilitation Program
- *

For more information on their services please phone (705) 549-3181 or visit www.mhcva.on.ca/m1mhcp.htm.

Mental Health Crisis Line (Simcoe County Crisis Response Service)

– 1-888-893-8333 7 days a week 24 hours a day



-  information and referral
-  professional telephone crisis intervention
-  peer support to persons with mental health problems
-  development of crisis and pre-crisis support networks around the county

Ministry of the Attorney General - Barrie Office Crown Attorney

Responsible for prosecuting all offences under the Criminal Code of Canada and other federal statutes such as the Youth Criminal Justice Act (formerly Young Offenders Act) occurring within the County of Simcoe. Also advise police, lawyers and the public on general matters related to the administration of justice by this office.

Located on the fifth floor of the courthouse in Barrie, ON, and they can be reached by telephone at (705) 739-6188.



The Mood Disorders
Association of Ontario
(MDAO)

Mood Disorders Association of Ontario

The Mood Disorders Association of Ontario is a non profit, self-help organization committed to improving the quality of life for people with mood disorders, their families, and their friends. We accomplish this through mutual support, information and education.

We work with our members, our volunteers, other mental health groups and mental health professionals. Our goal is to create an open responsive, inclusive community. Our members share their knowledge, support and hope. Through this process, we discover that... "You are not alone."

To Contact Us:

Mood Disorders Association of Ontario
40 Orchard View Blvd., Suite 222
Toronto, ON M4R 1B9

Tel: (416) 486-8046 or Toll Free 1-888-486-8236
Fax: (416) 486-8127
e-mail: info@mooddisorders.on.ca
Website: www.mooddisorders.on.ca

New Path Youth and Family Counselling Services of Simcoe County

New Path is an accredited children's mental health centre serving children, youth and families in Simcoe County. A range of services are provided to assist children and youth up to 18 years of age who are experiencing social, emotional and behavioural problems. These include individual, family and group counselling, parenting groups, outreach services to adolescents, day treatment classrooms in community schools, residential treatment and specialized counselling programs for children 0-6 years. New Path also provides individual and group counselling for women who have experienced abuse in a partner relationship and court ordered group counselling for men who have abused their partners. Offices are located in Alliston, Barrie, Base Borden, Bradford, Collingwood, Cookstown, Midland and Orillia. Not all services are available at each location.

Contact Central Intake to make a referral or for information about services at 705-725-7656 or 1-866-566-7656, toll free from the 905 area code or visit their website www.newpath.ca.

**Office of the Public Guardian and Trustee
Ministry of the Attorney General (Toronto)**



This office is responsible for administering the assets of financially incompetent persons i.e.: psychiatric patients; developmentally handicapped; looks after the estates of deceased persons in Ontario who die intestate without adult heirs; the assets of estates as appointed executor under a will; and the assets as trustee under various provincial and federal legislation; and the Charities Law in the Province in Ontario. The Public Trustee also acts as last resort substitute decision maker for all medical or dental treatment prescribed for patients of Ontario hospitals who are unable to consent to such treatment by reason of mental incapacity; and represents as litigation guardian persons involved in court proceedings who are unable to instruct counsel by reason of incompetency. Administers both property management and personal care (in areas such as food, clothing, hygiene, personal safety, shelter and health care) as the decision-maker of last resort

Call 1-800-366-0335 or visit www.attorneygeneral.jus.gov.on.ca/english/family/pgt.

Ontario College of Family Physicians



Provides names of family physicians who are specialists in family medicine. Can be provided according to postal code, language spoken, and whether doctor is male or female. Cannot be referred according to hospital affiliation. This is not a referral service. Call (416) 867-9646 or go to <http://www.ocfp.on.ca/> on the internet.

Ontario Disability Support Program



Ontario Ministry of Community Family & Children's

Services

People who have a substantial physical or mental health problem that is expected to last a year or more, and, that substantially limits their ability to work, look after themselves, or carry out daily activities at home and in the community may qualify for benefits through this program. In addition to a disability assessment, clients must qualify for income support. That amount depends on the size of a family, housing costs and assets. Clients must apply in person to any Ministry of Community, Family and Children's Services or Ontario Works office. Clients with immediate needs should go directly to Ontario Works office. The Employment Support Program component is designed to assist people receiving ODSP benefits to overcome, (reduce or eliminate) substantial disability related barriers to seek and/or maintain competitive employment.

ODSP: (705) 737-1311; Employment Support: Ext 215 (705) 737-1311; Toll-free 1-800-461-7551; Website www.cfcs.gov.on.ca/cfcs/en/programs/IES/OntarioDisabilitySupportProgram.

Ontario Federation for Cerebral Palsy

The Ontario Federation for Cerebral Palsy is committed to working with and for people with cerebral palsy and other physical disabilities to initiate programs, public and professional awareness, public education, research and medical equipment, and family support groups. Programs include:

- ◆ Participation Projects (encourages the development of support required to live with dignity)
- ◆ Educational Services (to improve the quality of life through education)
- ◆ Consumer (for consumers to organize, assume responsibilities or just take part in the community)
- ◆ Participation Families (a family centred program offering support and information)
- ◆ Carriage Driving for Disabled Ontario (a recreational opportunity and therapeutic support throughout Ontario, and uses specially designed carriages for those with special needs)

Call toll-free 1-877-244-9686 for more information or visit their website <http://www.ofcp.on.ca/>



Ontario Prader-Willi Syndrome Association

The Ontario Prader-Willi Syndrome Association (OPWSA) is a non-profit, charity which was established in 1982 whose mission is to enhance the quality of life for individuals with Prader-Willi Syndrome. They provide information and referrals, advocacy initiatives, establishment of support groups, education and awareness programs, research support and initiatives. The association also issues a quarterly newsletter.

For more information call (416) 481-8657 or go to the website <http://members.attcanada.ca/~opwsa/>.

Outpatient Services Program Mental Health Centre Penetanguishene

This is a community based program providing services to individuals with a serious mental illness who live in the hospital service area, or people in crisis requiring urgent attention. Offers a broad range of services including:

- ◆ Case Management
- ◆ Treatment/Rehabilitation Service
- ◆ Crisis Response Service
- ◆ Pharmacy Service
- ◆ Psychiatric Consultation.

Please call (705) 526-0567, (705) 526-0568 or for after hour emergencies contact the shift supervisor (705) 549-3181 ext. 2364.

Pineview Project (Community Living Huronia)

This project is for individuals with a dual diagnosis (persons with a developmental disability combined with mental health needs). The project has three key components:

Transitional Treatment Home

Pineview is a treatment home for five individuals, located on the grounds of the Mental Health Centre Penetanguishene. Operated by Community Living Huronia, the Home provides a short-term treatment program with a maximum time period of 12 months. This allows a multi-disciplinary team with expertise in the area of dual diagnosis to assess, develop and implement a treatment plan for each person based upon their individual needs. Individuals must return to their home community and have supports there to continue the treatment recommendations. Discharge planning will begin with admission to the treatment home, and the home agency maintains case management and will be actively involved in treatment. Training for agency staff and family is part of the process.

Mobile Resource Team

Assessments will be completed in the individual's home community by the Mobile Resource Team. This will be the only means of access to the five treatment beds. The team will review current supports and current treatment plans and then, using an individualized approach, make recommendations to: (a) remain in the community, perhaps with additional supports required; (b) enter the treatment home; or (c) be hospitalized. Members of the mobile resource team may include a psychiatric nurse, case manager, behaviour therapist, person-centered planner and the transition home coordinator. It is also essential for local supports, along with a small core group from Pineview, to be part of the team.

Developing Community Capacity

There will be an emphasis on building community capacity in each area of the region of identified needs. This will include an emphasis of staff training. Staff training will be done at the transition house for those staff working with individuals in residence there and in the home community. To ensure appropriate co-ordination and continuum of service, it is expected that the home community will be actively involved in ongoing planning and training activities. This will include follow-up actions upon discharge of the person back to the home community. It is expected that this will build the capacity in various local communities to work with people with a dual diagnosis.

This project will reflect the values and principles of Central East Region, including a strong commitment to person centered planning. This approach will be taken in the treatment home and with anyone receiving supports from the Mobile Resource Team. Key partners in this Project include the Mental Health Centre Penetang and the Cululpa Community Support Services. Other organizations in various areas of the Central East Region are also partners.

Phone: 705-526-4253 E-mail: nhaans@clhmidland.on.ca
Fax: 705-526-8299 Service Area: Central East Region
Eligibility: Individuals with a dual diagnosis

Psychologists Referral Service Ontario Psychological Association



Provide a service to refer the public to private psychologists by geographical area and specialty.
Phone 1-800-268-0069.

Psychiatric Patient Advocate Office



Advocates and Rights Advisors from this office are in place to advise psychiatric patients of any status of their rights and entitlements under the Mental Health Act; Health Care Consent Act; and Substitute Decisions Act. Advocates also intervene on patient's behalf in an attempt to resolve disputes or dissatisfaction concerning their care and treatment.

For more information please contact (705) 549-3181 ext. 2388 or (705) 549-3663, or visit them online www.ppao.gov.on.ca.

Royal Victoria Hospital Mental Health and Addiction Program

Purpose is to provide a comprehensive and integrated mental health and addiction service to clients aged 16 and over who are suffering from either an identified psychiatric illness or such distressing emotional and situational difficulties that they are presenting with symptoms of mental illness that render one or more significant areas of their lives dysfunctional. The Mental Health and Addiction Program consists of several coordinated and integrated services which make up their service continuum. These include: Crisis Services, Inpatient Unit - Acute, Day Hospital, Medication Clinic, Brief Psychotherapy, Mental Health Support Services and Addiction Services along with Simcoe County Eating Disorder Services.

Call (705) 728-9090, ext 4140



Schizophrenia Society of Ontario

This self help group provides emotional support and education to families of people with schizophrenia, educating the public about the disease, advocating improved services for loved ones, and seeking increased funds for research that will lead to improved treatments and ultimately a cure. Also seeks to encourage the Ontario government to pass mental health laws that reflect a full understanding of the special needs and circumstances of people who suffer from schizophrenia.

The Barrie Chapter operates holds meetings the last Thursday of every month at 7:00 p.m., out of the Canadian Mental Health Association Barrie-Simcoe Branch building located on 39 High Street, Barrie. For more information call either the Family Mental Health Initiative of Simcoe County (705) 725-0363 or the Schizophrenia Society of Ontario (toll-free) 1-800-449-6367. Further information can also be reached on their website www.schizophrenia.on.ca.



Simcoe Community Services

A diverse community organization dedicated to supporting individuals and families to achieve their full potential through leadership, collaboration and advocacy, and providing services that respond to community needs. They offer many services including the following:

- ◆ Adult day services
- ◆ Behavioural services
- ◆ Family services
- ◆ Pre-school services
- ◆ Residential services

The office is located at 39 Fraser Court in Barrie. For more information please contact (705) 726-9082 or go to www.bdapsn.on.ca.

Special Services at Home and Assistance for Children with Severe Disabilities **Ontario Ministry of Community Family & Children's Services**

Special Services at Home assists children with developmental delays and physical disabilities as well as adults with developmental delays to live at home by providing funding for individual services which will enable his/her development and allow the family to function more easily. Administers Assistance for Children With Severe Disabilities for those up to 18 years of age to help with extraordinary expenses incurred as a result of the special needs of the child.

For further information, please contact (705) 737-1311 ext 322 or 1-800-461-7551, or www.gov.on.ca/CSS/.

Telecare

(705) 726-7922 (Barrie) (705) 325-9534 or (705) 835-3453 (Orillia)

A 24-hour distress line available at no charge to anyone in the community. An anonymous and confidential service. Staffed by trained volunteers who are in touch with trained personnel. Programs include a listening service for callers, friendly calls for adults, elderly, etc. and Phone Friend for children who need assistance at any time. Also provides guest speakers. A non-profit registered charitable organization.

Tourette Syndrome Foundation of Canada

The Tourette Syndrome Foundation of Canada is a federally registered national voluntary charitable organization dedicated to helping individuals with Tourette Syndrome, and their families, by: gathering and distributing information, promoting local self-help and professional services, and promoting research. Tourette Syndrome is a neurological disorder characterised by tics - involuntary, rapid, sudden movements or vocalizations that occur repeatedly in the same way. Onset varies, but is before the age of 18.

For more information please call 1-800-361-3120 or go online to www.tourette.ca.

Wendat Community Psychiatric Support Programs

Wendat provides community support and rehabilitation services. Mission is to assist adults disabled by mental illness to be satisfied and successful where they live, work and socialize. Each of the psycho-social rehabilitation programs uses either the Psychiatric Rehabilitation Approach developed at Boston University or the Clubhouse Model.

The office is located at 237 Second St. in Midland, ON and they can be reached by telephone at (705) 526-1305.

Women's Resources of Simcoe County

The Sexual Assault/Rape Crisis Centre provides free and confidential services for women 16 years of age and older throughout Simcoe County. Services include a 24 hour telephone crisis line, individual counselling and support groups, court and hospital accompaniment, legal support, advocacy, information, referrals and public education to end violence against women in our community.

The centre is located at 80 Bradford Street, Unit 143 in Barrie, ON. The crisis lines that are available are English: 24hr (705) 737-2008, 1-800-987-0799; French: Mon-Fri 9-5 (705) 737-2788, 1-800-211-4954; 24hr 1-877-679-2229.