



NADD ONTARIO CHAPTER

**Fall 2007**

A Twice Annual Bulletin of  
the Habilitative Mental  
Health Resource Network

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# NEWS

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## Message from the Chair

It's been a very busy summer and fall for NADD Ontario. In September we published the paper **Training, Recruitment and Retention in the field of Developmental Disabilities and Dual Diagnosis**. It provides a literature review recently completed by NADD Ontario that documents what other jurisdictions have done to address this issue. With the Board's approval we also launched a public relations campaign to become an active partner in the provincial discussions and initiatives that are occurring with regard to this issue.

Three new board members were welcomed to the board at the September meeting: Mike Coxon, Liz Froese as members-at-large, and Lynn Hanley representing the North. We also reviewed and updated our committee structure adding the Product Coordination Committee to coordinate and manage the inventory, storage, marketing, sales, and distribution pertaining to NADD Ontario products (e.g. the book), as well as the AGM Planning Committee.

Last but not least, in collaboration with CARE-ID/ACREDI we have written letters to the National Mental Health Commission and have had some preliminary contact with individuals involved with the Commission in regard to the needs of individuals with a dual diagnosis.

You can read all about this and various other activities in this edition. If you have any questions, don't hesitate to contact a member in your region.

Best wishes for a happy and healthy holiday season!  
Susan Morris, President

## INTERMINISTERIAL NEWS

### Training, Recruitment and Retention in the Field of Developmental Disabilities and Dual Diagnosis: A Review of the Literature

This paper was written by a Task Group of the NADD Ontario Chapter with the assistance of Rae Roebuck, Partner, First Leadership Limited. NADD Ontario decided to write this paper as the organization has a long history of involvement in education and training initiatives to build the skills of Ontario providers who serve individuals with developmental disabilities and mental health needs. Additionally, a current goal of the association is to support the establishment of sustainable education and

training related to dual diagnosis in Ontario. As with many initiatives in this field, this work requires cross sectoral and interministerial efforts. Below is the Executive Summary of the paper that outlines NADD Ontario's strategy for pursuing our directions.

#### Executive Summary

In the field of developmental disabilities, our most fundamental current issue is the education, training, recruitment, and retention of staff.

In keeping with its mandate, NADD Ontario conducted a literature review to identify successful strategies used in other jurisdictions such as the United Kingdom, the United States, and Australia that contribute to sustainable training and education models. These strategies are applicable for staff working in developmental and mental health services, as well as in generic services that support people with developmental disabilities.

## INTERMINISTERIAL NEWS

Training, Recruitment and Retention in the Field of Developmental Disabilities and Dual

Diagnosis: A Review of the Literature

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The report concluded that there are 11 key elements for success:

1. Developmental disability policy includes health and mental health needs and recognizes the skills, training, and qualifications required to address these needs.
2. Funding policy is established that is specific to the needs of individuals with developmental disabilities and becomes a powerful tool to effect change.
3. The structure to oversee the implementation of policy and to evaluate outcomes is integrated within other policy and program level initiatives (e.g., primary health, mental health, income support, education)
4. Career pathways, developed through policy as well as program/practice level initiatives, support recruitment, retention, and advancement.
5. When access to care occurs through the generic health care system, training and continuing education in developmental disabilities and dual diagnosis are required aspects of curricula, practicum, and practice standards
6. Training sanctioned within professional practice standards and/or certification criteria supports the implementation of best practice.
7. Early exposure to developmental disabilities and dual diagnosis within training and clinical or practicum experiences increases a sense of competence to serve this population
8. A variety of creative models, approaches and strategies can be utilized to achieve success in training
9. Teaching clients and caregivers about primary care improves quality of care.
10. Existence of local, regional or national interest groups contributes to enhanced practice.
11. Standardized procedures or templates assist practitioners in the implementation of quality care.

The NADD Ontario report concludes that there are 3 fundamental keys to achieving success in the education, training, recruitment and retention of staff to the field of developmental disabilities in Ontario:

- ❖ Government policy that incorporates human resource principles, strategies and structure to address training, education, recruitment and retention.
- ❖ Training, education, recruitment and retention policy and practices that take a population health perspective, integrating health and community living needs.
- ❖ Education curricula and practice standards that are developed upon and follow policy intent.

NADD Ontario recommends that the current discussion occurring within Ontario incorporate **a population health perspective**. That is, training, education, recruitment and retention initiatives in the field of developmental disabilities reach across and include the mainstream systems within which individuals with developmental disabilities live their lives and from whom they obtain their supports (e.g., health, education, mental health and justice sectors as well as social, recreational and housing).

NADD Ontario's focus will now be to coordinate our efforts with other organizations that share similar concerns and objectives. We would like to become a partner in the provincial discussions that are occurring, with the goal of bringing the population health perspective to the dialogue and supporting as neces-

sary cross sector communication. To achieve this, the paper has been distributed to key system stakeholders to invite their feedback and request to join the efforts of those stakeholders. Recipients of the paper include the Provincial Network on Developmental Disabilities, the leads of the Community Networks of Specialized Care for Individuals with a Dual Diagnosis and/or Challenging Behaviours, Directors within the Ministries of Health, Community and Social Services, and Training Colleges and Universities, and the Academic Health Science Centres Task Force.

For a copy of the paper, contact  
Susan\_Morris@camh.net

## Here and There

**Ontario Accessibility Standards for Customer Service** have been set by the Ontario government. The regulations come into effect on January 1, 2012, for non-profit and private sector organizations. The public sector must comply by January 1, 2010. The purpose of the standards is to support businesses and other organizations to provide all their clients with the same level of quality of customer service. Organizations are also required to develop policies and procedures that respect the principles of independence, integration and equal opportunity; to communicate with customers with disabilities through accessible channels; to have an accessible customer feedback mechanism; to make information available about the accessibility features of their customer service; to provide information about planned disruptions to accessible service; and to decide how they will operate with accessibility supports such as assistive devices, service animals and support people. Private and non-profit organizations with fewer than 20 employees are exempt from the requirements for written reports. For more information: [www.e-laws.gov.on.ca](http://www.e-laws.gov.on.ca).

## Here and There

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**Mental Health Commission of Canada and Dual Diagnosis.** NADD Ontario in partnership with CARE-ID/ACREDI has been in communication with the commission regarding inclusion of the needs of individuals with developmental disabilities and dual diagnosis in the three priority areas of the commission: launch of a national anti stigma campaign, promotion of development of national mental health strategy and creation of a national knowledge exchange centre. The chair of the committee, Mr. Michael Kirby has expressed interest in this particular subpopulation. Check the NADD Ontario and CARE-ID websites for more information (<http://www.care-id.com>). The Commission was announced by Prime Minister Harper in the summer of 2007. Fifty-five million dollars has been committed to this work over the next five years. For more information about the commission check <http://www.mentalhealthcommission.ca>.

**Federal government releases draft legislative proposals for the Registered Disability Savings Plan .**The ministers of finance and human resources and social development Canada released draft legislative proposals on October 2 to implement the Registered Disability Savings Plan (RDSP). Eligible individuals will be able to receive payments of the new Canada Disabilities Savings Grant and, for those with a low or modest income, the Canada Disability Savings Bond. Individuals who qualify for the [disability tax credit](#), or their parents or other legal guardian will be able to establish an RDSP. See "Canada's New Government Introduces Draft Legislative Proposals to Implement the Registered Disability Savings Plan," October 2, 2007, at [www.fin.gc.ca](http://www.fin.gc.ca).

## Update from the Board of Directors

Meet two of our new Board Members

**Mike Coxon** lives in Penetanguishene with his family. He is currently the Executive Director of Camphill Communities of Ontario. Previously, Mike was the Executive Director of Community Living Kawartha Lakes. He also teaches in the Developmental Services Worker (DSW) programme at Georgian College in Orillia. Mike started Third Sector Consulting in 1990, working with voluntary organizations on board development, strategic planning and organizational change projects. Mike is an active volunteer, involved with the Canadian Institute of Cultural Affairs (ICA) Board of Directors, OASIS and TASH Ontario. He is also a community volunteer through his church.

**Lynn Hanley** has a BA in Psychology, a M.Sc. in Child Care Administration and formal Family Therapy training at the Philadelphia Child and Family Guidance Centre. Since moving to Ontario she worked at the Developmental Clinical Services, a division of the Northeast Mental Health Centre in Sudbury, Ontario, providing services to families, children and adults who have a global developmental disability, a pervasive developmental disability or a dual diagnosis. Previously she worked in the psychosocial network with many dually diagnosed parents. Lynn is currently working on a model for a 30 day residential treatment program aimed at keeping individuals in the community.

### Website Update

The [www.naddontario.org](http://www.naddontario.org) site receives approximately 1,700 to 2,000 hits a month. This makes it a viable location for advertising your employment or educational opportunities free of charge. To make a submission send us a Word ready document at: [contactus@dualdiagnosisontario.net](mailto:contactus@dualdiagnosisontario.net)

### Announcing the NADD Ontario Chapter Recognition Award

We delighted to announce the initiation of the NADD Ontario Chapter Recognition Award for an **individual, group or team** within Ontario whose contribution to the field of dual diagnosis is consistent with the NADD vision, mission and goals. Recipients may be family members and persons with developmental disabilities, or providers of service, students, academicians, researchers, educators, and administrators. Nominees will be evaluated by the board based on their contribution to:

- Increasing the understanding and awareness of the abilities and needs of individuals with dual diagnosis, and/or
- Enhancing delivery of services to individuals with a dual diagnosis and their families, and/or
- Life time achievement.

Anyone can nominate an individual, group or team by completing the form found on our website <http://www.naddontario.org> or requesting a copy from Shelley Bishop at [sbishop@ctrc.on.ca](mailto:sbishop@ctrc.on.ca). All nominations must be made by or endorsed by a member of NADD. The completed nomination form is submitted to the member of the board in your region. This can be found on our web site. The nominee(s) must be aware that their name(s) has been put forward prior to submission of the form. Nominations must be **received by February 15** of each year. The award will be announced at our Annual General Meeting and the recipient will receive free membership in NADD for 1 year, a plaque, and an autographed copy of the Dual Diagnosis book.

### Book Update:

Demand for the book continues and we are now into our 3rd printing. With this we will have printed 4,000.

## Partnership in Action

### The PACT Program Preventing Abuse through Consultation and Training

The PACT Program is an initiative of MARC and family members. MARC is an organization of eighteen agencies in the City of Toronto serving those with intellectual disabilities. The program is part of an ongoing commitment to eliminate all forms of abuse.

Guidelines for agencies handling allegations of abuse have been developed and printed, and made available to all agencies to use as a template for developing or improving their own prevention of abuse policies. A family pamphlet has been developed and distributed outlining family and client rights and lists the participating agencies. Training materials consist of self-paced computer modules directed by a trainer. Trainers have completed their education and the roll out to all front line staff is well underway. The PACT Team – a key innovation - has been formed consisting of agency managers/clinicians and family members. This team will consult every 3 years with each agency to review policies, procedures and processes and make recommendations for improvement in a written report to the Executive Director and Board of the agency. It will also act as an expert resource to families and agencies on abuse issues, research best practices, and report yearly to MARC.

Although in its early stages, the PACT program was welcomed by the agencies involved, and front line staff has rated the education very highly. For more information contact the PACT Team at Surrey Place Centre - 416-925-5141.

## Education Events

**NADD Teleconferences:** visit [www.thenadd.org](http://www.thenadd.org) for the full teleconference brochure and online registration. These one hour sessions are very reasonably priced (\$50), only require one hour of time and can also be shared across agencies and staff teams.

The Community Networks of Specialized Care **will be establishing a calendar of video training events on their website. Stay tuned for more information.** <http://www.community-networks.ca/>

**Ageing and Mental Health and Addictions**, Wednesday, January 23, 2008, Cummer Lodge Toronto, Ontario - The Older Persons Mental Health and Addictions Network (OPMHAN) in partnership with The Central LHIN Contact: Rochelle Rutman  
Phone: 905-948-1872 ext. 209 E-mail: [Rochelle.Rutman@lhins.on.ca](mailto:Rochelle.Rutman@lhins.on.ca)

**The 7<sup>th</sup> International Conference on the Care and Treatment of Offenders with a Learning Disability.** Conference Announcement and Call for Papers. Organised by the Faculty of Health, University of Central Lancashire, Preston, UK Thursday 27<sup>th</sup> and Friday 28<sup>th</sup> March 2008 University of Central Lancashire, Preston, UK. [www.ldoffenders.co.uk](http://www.ldoffenders.co.uk)

**Health and Wellbeing in Developmental Disabilities** Vancouver, September 25-26, 2008. For information: [ipinfo@interchange.ubc.ca](mailto:ipinfo@interchange.ubc.ca).

## Support Resources

**Black Ink. Practical advice and clear guidelines for dealing with reports of sexual abuse from people with intellectual disabilities.** A good resource for staff regarding what to do when they receive a report of abuse from a client. For copies: contact Leanne Baldwin at Peel Behavioural Services: [lbaldwin@thc.on.ca](mailto:lbaldwin@thc.on.ca)

**Upping the Anti. Anti Abuse Policies: Handling of allegations of sexual abuse within organizations that serve people with intellectual disabilities.** By David Hingsburger for Peel Behavioural Services, Trillium Health Centre. A good resource for writing an agency policy. For copies: contact Leanne Baldwin at Peel Behavioural Services: [lbaldwin@thc.on.ca](mailto:lbaldwin@thc.on.ca)

<http://www.zarcrom.com/users/alzheimers/odem/d7.html> A booklet on Developmental Disabilities and Alzheimer's Disease... What You Should Know

<http://ghr.nlm.nih.gov/conditionGroup=developmentaldisabilities> Genetics Home Reference provides consumer-friendly information about the effects of genetic variations on human health. This link is specific to developmental disabilities

**Successfully Supporting People with Prader Willi Syndrome: A Handbook for Practitioners.** Provides practical information about best practices in supporting people with PWS. The primary focus is on staff who work on a day-to-day basis with people with PWS; families and other professionals will also find the information helpful. For more information and to order: <http://www.pwsnetwork.ca/pws/Handbook-Introduction.shtml>

## Information Resources

[www.autismcentral.ca](http://www.autismcentral.ca) Autism Central is a new initiative to promote the sharing of knowledge and to provide information on Autism Spectrum Disorders and developmental disabilities for parents, family members and professionals. Sponsored by the Miriam Foundation it is a national bilingual web portal.

<http://www.uic.edu/orgs/rrtcamr> The Rehabilitation Research and Training Center on Aging with Developmental Disabilities (RRTCADD) promotes the successful aging of adults with intellectual (mental retardation) and developmental disabilities (I/DD) in response to physical, cognitive, and environmental changes.

**The Psychiatric Patient Advocate Office of Ontario** recently published "Making an Informed Decision about Your Treatment: Talking to Your Doctor." The information guide defines treatment, as described under the *Health Care Consent Act*, and provides several examples of mental health treatments, including medication, electroconvulsive therapy, and psychotherapy. The guide explains both informed and implied consent and describes circumstances when consent is not needed for treatment. Tips are offered on how to prepare for a meeting with your doctor and what questions to ask about your treatment. Available in PDF format at [www.ppaio.gov.on.ca](http://www.ppaio.gov.on.ca).

<http://www.cddh.monash.org/aaddm.html> The Australian Association of Developmental Disability Medicine (AADDM) was formed in September 2002 as a network of doctors with an interest in pursuing improvement in the disparity of the health status of people with intellectual and developmental disability (DD) compared with that of the general population of Australia. Its main focus is the professional development of its members and their clinical colleagues in their role to improve this disparity

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