

Annual Report 2014 - 2015



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Board of Directors' Report:

Burke Heather - Chair

Over the past six years I have had the pleasure and the privilege of being a Board member of CWSDS. Over the past two years I have been the chair of the Board of CWSDS, a position that I have recently resigned due to work and other circumstances. I am pleased to report that Susan Quinn-Mullins, the Vice Chair for the past two years, will be taking over as Chair and I have the utmost confidence in Susan's ability to guide CWSDS through her term in office.

Approximately twenty-five hundred years ago, the Greek philosopher Heraclitus said that: "The only thing that is constant is change." Over the past six years, there has been tremendous change at CWSDS, as I'm sure all of you are aware. Work continues apace to identify and renovate additional homes in nearby communities for CWSDS' individuals. Negotiations with the unions representing our staff were undertaken and a new contract was reached. We are grateful to the Ministry of Community and Social Services for all the support it has provided to us in the past year. The only constant is change, and yet change needs to be managed and made to work for us. We cannot allow pressures for change to simply push in new directions without ascertaining the best route to follow to ensure positive outcomes for our individuals and staff.

To this end, one of the significant initiatives taken by the Board over the past year has been the initiation of a new strategic plan for the organization, in an effort to understand and manage the forces of change exerted on CWSDS. Both Susan and the head of the Governance and Nominating Committee, Catherine Potechin, along with Stephen Fletcher have worked tirelessly to ensure that it will be as effective as possible. The Board will meet this fall with the Senior Management team to finalize the plan that will take us beyond 2016.

CWSDS continues to be recognized as one of the pre-eminent facilities in the province that deals with developmentally challenged individuals requiring specialized services. Whether through our residential services, Dual Diagnosis Service, S.T.A.T.E., Halton Support Services, Community Network of Specialized Care or Passport, CWSDS is recognized as a leader in the field. Evidence of this is provided by the requests that CWSDS' clinicians receive to provide clinical support for developmentally challenged individuals requiring specialized services.

To this end, I want to give my thanks to all of the individuals who work at and with CWSDS. I would like to start by recognizing the members of the Board, for their devotion and resolution in dealing with the forces of change underway at CWSDS. Mike Nero expends countless hours reviewing our financial records, ensuring that we remain within budget. The members of the Governance and Nominating Committee have met countless times to review resumes provided by those applying for director positions and to interview these individuals to determine their suitability for the Board.

I would also like to recognize our Executive Director, James Duncan. Over the past six years, James has managed the expansion of CWSDS and the change engendered by this expansion incredibly effectively, and is one of the reasons why CWSDS is the pre-eminent organization that it is today. James ensures that CWSDS functions effectively and as it should – to provide the most effective and best possible care and support for our individuals.

I feel honoured to have the opportunity to work with these individuals. All of them have worked and continue to work tirelessly to ensure that the care and support provided at CWSDS is of the highest caliber possible.

Executive Director's Report: James Duncan

"Life isn't a matter of milestones, but of moments" Rose Kennedy.

Much is made of milestones for example, the 40th anniversary of CWSDS. This particular milestone is significant ... what is more important to focus on are the events and accomplishments along the journey to this milestone the moments that built on this achievement. Some of these events were:

- CWSDS (Oaklands Regional Centre) opened in 1975, providing residential and clinical services / supports to 150 people at 53 Bond St.
- Halton Support Services joined Oaklands in 1986.
- There was increased emphasis on individuals moving and being served by other agencies in the 1980s and 1990s.
- Oaklands opened the Respite Program in 2000.
- The Ministry of Community and Social Services announced a new mandate and direction – increased focus on community, specialized, and regional supports and services.
- Oaklands opened the regional Dual Diagnosis Service and the regional Passport Program in 2006.
- In 2007 we changed our name to Central West Specialized Developmental Services (CWSDS).
- In 2008 we began the process of opening community homes for people supported long term by CWSDS (total of 4 homes by the end of 2015 – Grand Blvd, Star Lane, Dorest, No. 5 Side Road).
- In 2008 as well, CWSDS began the process of opening new residential treatment homes (total of 6 homes – Pineview, Halton Hills, STATE, Tribeca, Gallager, House 6).
- In 2009 CWSDS began the lead agency for the regional Community Network of Specialized Care.

Our accomplishments include 40 years of support and services to individuals with developmental disabilities, and:

- Individuals we support having achieved an immeasurable amount of growth, success and change during their lifespan.
- Became an accredited organization in 2012.
- Effectively demonstrated a commitment to continuous quality improvement and the objective evaluation and measurement of the quality of our services and supports; including the establishment of an independent and third party ethics review committee (CERC).
- Developed a system to ensure that we regularly pre-identify areas of potential risk to the organization and developed mitigation strategies.
- Proactively reviewed and evaluated our services and supports through internal and external reviews.
- Maintained, rejuvenated and expanded CWSDS' human resources (professional support staff, clinicians, operation and administrative support and leadership).
- Maintained a consistent and involved Board of Directors and its evolution to continue to include the importance of family involvement and a broad range of expertise in members from across the community.
- Continued to operate / deliver services within our Ministry funding / budgets and related requirements and legislation.
- Developed and strengthened our reputation, standing and activity at a Provincial level in developmental services.
- Achieved the goals of past strategic plans and continue to develop future plans to maintain and strengthen CWSDS.
- Adapted to the changing needs of the individuals we support and to the inevitable list of both challenges and opportunities that occur over a 40 year period.

The above is a high level view and by no means a complete list of the events and accomplishments over the last 40 years nor can it ever capture the infinite list of specific moments, extreme effort and deep commitment of everyone involved at CWSDS. It is important that each of us take time to remember and talk among ourselves to keep the details of the moments, the effort and commitment alive when we recall the past and move into the future.

With the achievement of this 40th anniversary milestone, our attention inevitably turns to the journey forward from here. Our Board President, in his annual report, has spoken of the next phase in developing our new strategic plan. The specific goals and details of that plan will be further identified in the coming months. In advance of that we have engaged in a process to confirm our strategic direction and to use that to shape the impending strategic plan. CWSDS has identified the following as our key strategic directions going forward (towards our next milestones):

1. Development of CWSDS as a centre of excellence in the continued provision of specialized supports and services to individuals with developmental disabilities who have complex needs
2. Plan and pursue new sources of funding.
3. Develop comprehensive, integrated strategies to enhance, align and modernize function support areas / infrastructure.

On a personal level I have just passed my own CWSDS milestone 10 years as the Executive Director of CWSDS 1/4 of the history of this organization. This time has been marked with a multitude of "moments" however, these are not "moments" I am referring to in relation to in my role as Executive Director, but rather as "moments" I have witnessed and benefited from due to the efforts and commitment of everyone associated with CWSDS.

Residential Services:

Terri Britton-Kennedy and Robert Bingham - Directors of Services

The year 2015 marks the 40th anniversary of Oaklands Regional Centre / Central West Specialized Developmental Services. Our residential and day services programs have evolved over the years and so have our staff's commitment to provide the best possible support and services to people with complex needs.

This year is the first year in many years that CWSDS has not been in an expansion mode. We do however, have two carry over projects from last year.

One project is renovating our purchased home on the 5th Side Road in Halton Hills. This home will accommodate five people presently living on-site at 53 Bond Street to move to the community, allowing us to close Bond House. We are looking forward to a move in date for the fall of 2015.

The second project is to locate a new community home for five people, including one of the individuals presently residing in House Six. We are actively searching for a property that will best work for all involved.

We went through the process of reviewing our day services, to ensure that the programs we are offering meet the changing needs of the people we have supported for a long period of time, as well as the people we have welcomed over the last several years through our expansions. We created "Tri Bond" - a new day activity for people living at Bond House and Tribecca. If you have visited 53 Bond St. during office hours recently, you may have been welcomed by our two front desk greeters—it is their job to have you sign in and make sure you get where you are going on the property. For further details, see the Day Services report on Page No. 4.

Pictured to the right are Colleen, Dede and Joanne, who are all now well established and familiar with the people living in CWSDS' residential and community homes. They, along with the Residential Managers and the front line staff, provide the highest standard of services and supports to the people who entrust us to assist them in reaching their dreams and goals.

When we began providing support and services to individuals with developmental disabilities, the age range was anywhere between 5 and 35 years. Now 40 years later, we have a large number of people in their 50s, and beyond. Terri Britton-Kennedy has been leading a committee to address this changing demographic at CWSDS. Terri presented the committee's recommendations to the Board of Directors earlier this year and they were approved. We will dedicate two of our current residential programs and gear one day service area for geriatric services. This will help people to live as long as they can in the comfort of their own home and environment. We will provide training for staff on geriatrics and identify and acquire the necessary equipment required to support our senior population.

Throughout the year, each of our residential homes and day services host an event with a theme for the individuals at CWSDS to participate in. Some of the highlights this past year included: a Valentine's Day dance, Lady's tea, St. Patrick's Day dance, Christmas luncheon, Hockey Night in Canada and a Halloween party.

As well, the Families Association hold various events during the year including dances and monthly Bingo nights and we thank them for their continued support.

**Colleen Cook, Dede Batson, Joanne McCallum
Area Managers**



Residential Services continued:

Robert Bingham and Terri Britton-Kennedy - Directors of Services

Day Services:

A Day Services committee was formed to work on enhancing our existing day services. Committee members include the Director of Services, Area Manager, Day Services Manager, Community Home Managers, Day Services staff, Residential Services staff and a Resource Worker. In the future, the Committee will also be looking at making connections with our community partners to explore how CWDS could provide new day services to complex individuals.

Work is already underway on some of their identified initiatives and they include:

- Providing a laundry service to all homes at 53 Bond St. and in the community homes for large, oversized items – comforters, blankets, scatter rugs, etc. There is an industrial sized washer and dryer in one of the rooms in the basement. It is hoped that this will cut down on the wear and tear of the standard sized washers and dryers in each home.
- Installing display cases and shelves in the main lobby to showcase individuals' crafts, artwork and pictures.
- Operating a photo shop program for those who enjoy taking pictures.
- Expanding the car wash program.



Donald and James
ready for a walk



David is a proud new uncle!



Josh and Jessica out on a
Fall day



Whitney, Gerry and
Richard - Part of
CWSDS' Choir



Going "Over the Falls"
Brian, Scott, Jessica, Niromi

Respite Services:

Currently we have 135 individuals registered to use CWSDS' Respite Services - 20 individuals are new to the Service this year.

Respite Services are open 24 hours a day, all year long with the exception of five days over the Christmas holiday period. They support individuals over the age of five who have complex behavioural and medical needs. A calendar is sent out on a quarterly basis to all those registered and bookings are matched based on each individual's needs. Requests are accepted for up to ten days in a month, with the longest consecutive stay of three weeks in a quarter.

The service can accommodate a maximum of ten individuals at any one time but it is dependent upon the needs of the individuals and their compatibility. All adults are referred to our Respite Service through Developmental Services Ontario (DSO). One weekend each month is dedicated to children and teens (age 5 to 16).

Dual Diagnosis Service: Sylvia Fattore - Clinical Director

I would like to acknowledge and thank the skilled team of professionals who comprise the multidisciplinary Dual Diagnosis Team to support people and their families across our five regions.

The team is composed of Resource Workers, Speech-Language Pathologist and Speech-Language Assistant, Occupational Therapist, Nurse Specialist, Behaviour Therapist, Psychiatrist, and Psychologist. This team of professionals bound by a common purpose, meet regularly to communicate, collaborate and consolidate knowledge from which plans are made, actions are determined and future decisions are influenced. Each team member has a particular expertise to assist people in achieving their maximum potential.

The Dual Diagnosis Team and the person in service work collaboratively in establishing a plan and goals in the attainment of a person's maximum potential. The composition of the team will vary depending on the nature of the person's complexities; the person is always included as a member of the team. The outstanding performance the Dual Diagnosis team displays on a consistent basis deserves recognition; their dedication and tireless efforts have assisted so many people in their quest to be the best they can be. We would like the Dual Diagnosis Team to know how much their work is appreciated and how valued they are. This sentiment is also shared by families and people who have received services as cited below:

"The best part was the communication assessment and having the discharge binder with all information included. It makes for an easy and quick go to for all the staff." (Waterloo)

"All services received were helpful. In the beginning it was the behavioural support and then all the services were equally helpful." (Wellington)

"The DDS staff team are out there providing tremendous support to families." (Halton)

"Thanks to the DDS team I now understand my daughter." (Waterloo)

"I really appreciated the work of the whole team effort, exploring all of my daughter's options and possibilities - Very good service." Waterloo

The year 2014-2015 was another outstanding year for the Dual Diagnosis Service in its delivery of excellent services and supports to people throughout the region with a dual diagnosis. The chart below is a breakdown of the 120 people supported in the Dual Diagnosis Service:

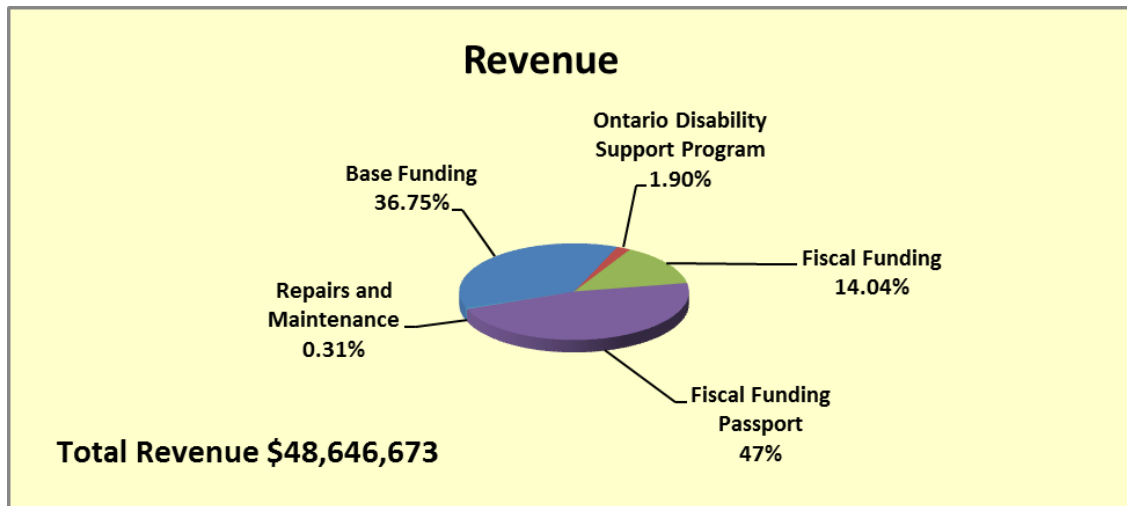
Dual Diagnosis Service - Statistics														
Gender		Age of Individuals Served				Region / County Served						Residence		
M	F	Under 25	25-30	30-40	Over 40	Dufferin	Halton	Peel	Waterloo	Wellington	Other	Family	Residence	Other
75	45	47	28	14	31	8	28	47	20	13	4	59	47	14

Nurses, Behaviour Therapists and Clinicians

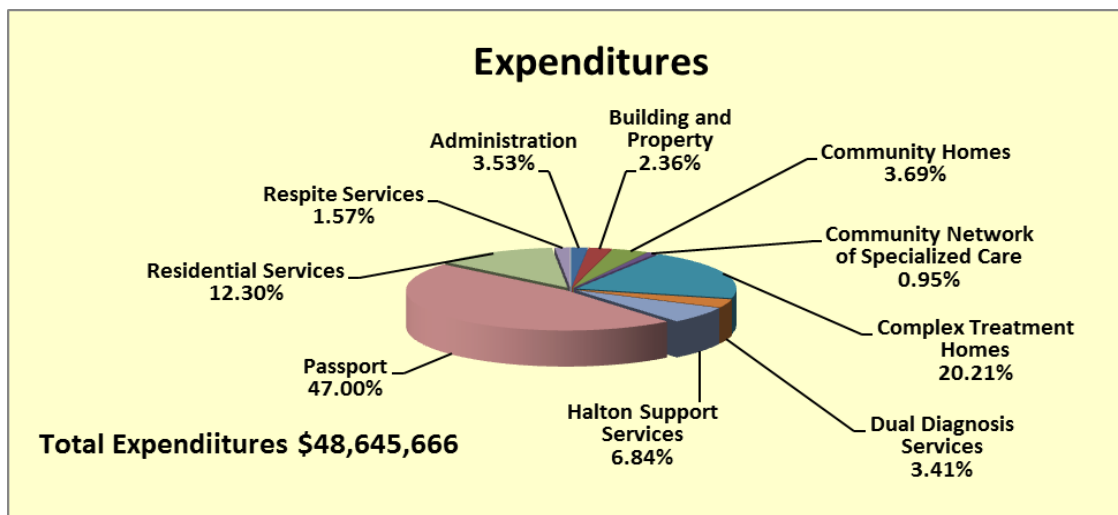
I would like to thank the Nursing Team, Occupational Therapist Team, Speech-Language Team, Behaviour Therapists and Consulting Psychiatrist, Psychologist and Physician for their dedication in delivery of services to the 73 people who receive residential supports within CWSDS.

Their professional, and skillful approach to assist people with complex / specialized needs is outstanding and their dedication to go above and beyond to provide optimal care, support and intervention is remarkable.

Financial Summary - 2014/2015: Kelly Kocken - Director



Central West Specialized Developmental Services once again achieved balanced results with 94.4% of revenue going directly to



Charitable Donation Fund

Statement of Revenue and Expenditure Net Assets For the year ended March 31, 2015

Revenue	
Donations	\$31,562
Expenditures	
Equipment	17,288
Purchase of Service	4,682
Recreation	10,885
	32,855
Excess of revenue over expenditures	(1,293)
Balance, beginning of year	<u>114,015</u>
Balance, end of year	\$112,722

Community Network of Specialized Care (Central West Region): Tara Hyatt - Coordinator

The Community Networks of Specialized Care (CNSC) continue to work alongside our community partners in working towards an efficient and effective cross-sector service system that supports individuals with developmental disabilities and mental health needs and/or challenging behaviour – ensuring a system that is coordinated, flexible, integrated and accessible.

The CNSCs operate under a provincial mandate to: ***Streamline Access to Specialized Services; Enhance Service Delivery; and Build Capacity through Training and Education.***

The Central West Region CNSC has established four strategic priorities within our mandate:

Education and Training has continued to focus on the delivery of training events in person, web-based and by Videoconference (VC), building capacity for over 800 direct service professionals, clinicians, physicians and medical students this year. The Common Thread Initiative was successfully launched in CWR and had amazing outcomes. This team-based problem solving approach enabled residential staff teams from 7 different MCSS agencies to observe, recognise and respond to complex and challenging behaviours, plan meaningful data collection and practice making evidence-informed team-based decisions.

The **Service Pathways** group developed a process map for **Access to Specialized Assessment and Consultation** in our Region and launched a pilot project in March 2015. The purpose of the pilot project is to enable consistent access to short-term specialized assessment and consultation for all service providers across communities within Halton, Dufferin, Peel, Waterloo and Wellington through referral to existing participating specialized service providers; building service capacity among regional providers to address barriers and/or gaps; and where local resources don't exist, reaching out to other Community Networks of Specialized Care beyond Central West to explore access to specialized service providers in their Region.

Building Health Care continues to work on integrating the Tools for the Primary Care of People with Developmental Disabilities into practice across the Region. Additionally, this priority focuses on linkages with the LHINs and building capacity with existing and future physicians, as well as other health care providers. One way we do this is through specialized psychiatric consultations with Dr. Rao.

The **System Partnership** group continues to support the CNSC's work with a number of cross sector projects and committees across CWR. A primary focus this past year has been on the Dual Diagnosis Justice Case Management role within Waterloo, Wellington and Dufferin.

In the 2014 - 2015 fiscal year, there were 46 clinical hours and 107 hours of educational and/or administrative videoconference events offered at 53 Bond St. A wide variety of educational topics were presented that families, community workers and CWSDS staff could attend. We also continue to link clients, caregivers and clinicians using our videoconferencing units. The recent addition of PCVC-Personal Computer videoconferencing allows heavy videoconferencing users, wherever they may be, to log on to their own laptops and join administrative meetings and/or educational events. Events can be accessed at: <http://www.community-networks.ca/en/webcastsanddv>

Provincially, the Networks have continued their work

on two projects this year. At their completion, they will achieve effective changes across the Developmental Services system.

No. 1: The Networks will lead the development of the Dual Diagnosis Framework, working closely with a steering committee comprising the Ministry of Community and Social Services / Ministry of Health and Long Term Care and other experts. The Networks will also be involved with the implementation efforts, scheduled for the fall of 2015.

Provincial Networks of Specialized Care

No. 2: The "Guidelines for the Care, Support and Treatment of People with Developmental Disabilities and Challenging Behaviours" is in the final phase, after holding ten community focus groups across the province to provide input and feedback. The Guidelines will be launched with supporting resources to ensure that people with developmental disabilities and challenging behaviour receive the supports, services, and at times the treatment that they need, to live fully in their communities.

Halton Support Services:

Sylvia Fattore - Manager

Halton Support Services (HSS) continues to provide a variety of supports to individuals with a developmental disability and in more recent years to children with a mental health diagnosis. The year of 2014/2015 noted a record year with an increase to the Transfer Payment Agency (TPA) services HSS provides. Over 200 children were approved for funding through the Special Services At Home (SSAH) program and 10 new individuals are accessing HSS as a TPA for administration of their Passport funds.

Children's Intake and Service Coordination Programs: HSS has completed 122 children intakes during the year. The increase in children's intake is partially due to successful collaboration within the Halton community and across several service sectors. They distribute information and increase awareness about developmental services in Halton by hosting Parent Information Nights (PIN). HSS continues to host PINs monthly, to ensure the distribution of current and relevant information to families in our community.

The Children's Program at HSS provides Service Coordination to over 330 children from birth to age 18. With the joint effort of community supports, HSS has assisted families in the development of their children through Integrated Transition Planning (ITP), throughout their elementary and secondary school years.

The expansion of the Children's Service Coordination Program to include a part-time Children's Mental Health Service Coordinator has proved to be an integral role in our community and has provided support to many families. We have surpassed our target and our intake numbers continue to grow. This role provides intense Service Coordination to children with complex needs which may include individuals with various diagnoses from several origins, such as; a mental health diagnosis, developmental disability and/or a physical disability.

Service Coordination and funding support for Medically Fragile Technology Dependent (MFTD) children is provided through our HSS Respite Program. Partnered with local Community Care Access Centres (CCAC), we have increased the number of MFTD children we support from 54 children served in 2013/2014 to 63 children in 2014/2015.

Respite Program: HSS Respite Program is the host agency for respiteservices.com; a database that matches respite workers to families. In November 2014, HSS succeeded in attaining a grant from the Ministry, which is being utilized to help develop and secure potential respite workers required for the growing number of Passport and SSAH recipients. To date, HSS has reimbursed the cost of mandatory police checks to 21 new potential respite workers. The Respite Program - in partnership with Kerry's Place and ErinoakKids - is also facilitating training workshops for families and respite workers with approximately 4 to 6 workshops each year.

HSS Respite program continues to facilitate "SibShops", which are workshops for children between the ages of 7 and 14, who have siblings with a developmental disability. SibShop has partnered with community agencies to continue providing this special opportunity for families and their children in Acton, Burlington and Oakville.

Adult Intake and Service Coordination Programs: In association with Developmental Services Ontario (DSO), the intake department received 105 referrals from the DSO for Adult Service Coordination or respite for people who are 18 years of age or older. Adult Service Coordination provides support to over 260 individuals and their families by developing goals and seeing them through. Some of the goals characterized in 2014/2015 range from providing assistance with reconnecting people to their community, connecting people with specialized services such as Dual Diagnosis Services, Psychiatrists, Psychologists, Behavioural Therapists and Treatment Centres. Adult Service Coordinators also assist with referrals to mental health, autism and physical disability agencies as well as Community Living Organizations in the Halton Region. In addition, assistance is provided in accessing funding for Community involvement. This process has ensured that adults are receiving the assistance they require to become actively involved in their community to increase their quality of living.

WrapAround Program: Halton WrapAround is a planning process that builds teams of individuals, which include friends, family and professionals who work together to identify, provide and connect individuals/families to the most helpful services and supports. A Steering Committee, with members from Community Livings, D.S.O., the educational sector and the geriatric community, consult with the facilitator on family plans.

Continued on Page 9

Halton Support Services

Continued from Page 8

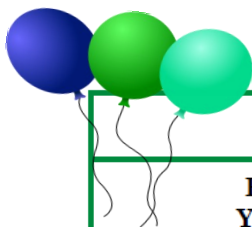

WrapAround gathers people's willingness to create successes within the life of someone. Halton WrapAround is expanding to serve more individuals in the Halton Region. To accommodate the need, we have implemented Mini Wraps, which focus on one goal, using the values and principles of the WrapAround process. In 2014/2015, Senior Wrap focused on developing partnerships in the community and exploring inventive means of accessing funding for the unique supports needed by our seniors with developmental disabilities to maintain their quality of life. Senior WrapAround is involved with seven long-term care facilities and has provided staff education on the specific needs of our seniors. Referrals are received from DSO, Community Livings and Long Term Care facilities. Through word of mouth, we are becoming a prominent resource for our seniors transitioning into Long Term Care.

The success of our HSS staff is evident in the numbers, community partnerships and the success stories of the people we serve. I would like to thank the HSS team for their continuous efforts, dedication and genuine passion for assisting the people within our community.

Human Resources: Susan Scott - Director

Recruitment was Human Resources' priority in 2014 as we grew to 351 employees, a 7% increase over 2013. Thank you to Toni, Tajinder, Laura and the Management Team for making this happen. In 2014 scheduling became the responsibility of Human Resources and we are currently piloting the new position of Trainer. We said goodbye to Toni who transferred to Operations and welcomed Diane Cimetta, Jessica Parmenter (Scheduling), Laura Reyes-Rodrigues (HR Generalist) and Pat McCoy (Trainer) to their new roles.

Throughout 2014 Human Resources supported the implementation of the reorganization through the creation of new job descriptions, recruitment campaigns, orientation and training.

Staff Service Awards			
Five Years	Ten Years		Fifteen Years
Rachel Croll-Reid Angela Ethelston Tracey Hobson Funmilayo Ibidun Laurel Marshall Ayotunde Olagbemi Nathasha Taylor Marion Wendel	Lolita Cabiles Kimberly Cannon Jacqueline Daylo Janis Dewing Saveria Ialeggio Laurie Koopmans Veinusha Kuhendiran Nicole Mowbray	Adam Proba Toni Saieva Andrzej Salaniuk Laura Salmon Ermelinda Vaughan Ryan Walker Cherilyn Wallace	Lisa Glenham-Kachuik Christine Higenell Stephanie Phillips Jennifer Whiteside
Twenty-Five Years		Thirty Years	Thirty-Five Years
Salvatore Badali Karen Cooper Patrick McCoy Kim McGuinness	Terry McKnight Ronald Shea Michelle Thurgar Cassie Traill	Timothy Bedard Anna Herod Greg Honsberger	Serena Stewart

Central West Region Passport Program: Maureen Robinson - Manager

The government announcement of new Passport funding, along with the new Passport guidelines, has brought change and expansion to the Program. As of March, 2015, the Passport program provided funds to 3,350 recipients who reside in the Central West Region. This year, 75% of the recipients managed their own funds, 21% used a transfer payment agency to administer their funds and 4% used a combination of the two options. We currently have a registry of just over 1,500 people who have requested Passport funding.

In order to accommodate the growth within our Region, there was an increase in our staffing compliment along with the establishment of the Passport Community Development Team for the Central West Region. This team has been working with service agencies and program providers to establish services sufficient to meet the needs of the Passport recipients and assisting recipients in the utilization of their Passport funds. Some of the activities organized by this team include a camp fair, resource fairs, drop-ins, and information nights in the local communities.

We look forward to continued growth in the program.

The following is some feedback that CWSDS has received from families:

"I want to say thank you for all your support and assistance you have graciously offered throughout this discharge planning process. It is very much appreciated. We need more of the likes of you to support these unique individuals."
(Sent to CNSC - Central West Region)

The support strategies, recommendations and "tools" that you have offered will continue to be very beneficial for managing and understanding everyday living situations that occur.
(Sent to the DDS Team)

....he is back skiing, which he used to do years ago. He goes over to his family home for visits and can spend weekends at the family cottage with great success.
(STATE / DDS Individual)

Excerpt from a WrapAround Celebration (transition meeting).....came running up and bombarded me with everything she is doing at her new group home.....it is such an incredible relief to know my parents can have peace of mind to know their child will be looked after
(Sent to Halton Support Services)

Our Volunteers - 2014 / 2015

Nauman Abbasi
Pamela Baxter
Chris Beddoe
Shirley Borer
Christine Boutcher
Burlington Humane Society
Civitan Ladies Club
John Costantini
John Cottle
Martin Dach
Bev Farrow
Eileen Farrow
Stephen Fletcher
Brian Grant

David Hancock
Burke Heather
Heinz Hettmansperger
Christopher Kim
Spencer Kramer
Wendy Kramer
Thomas Lindsay
Garry Lynd
Susan Lynd
Victor Morgado
Lori Nero
Michael Nero
Elsie Nicholson
Darren Nolan

Gerry Plummer
Catherine Potechin
Susan Quinn-Mullins
Gerry Rhodes
Samantha Rose
Margaret Scott
Muriel Simpson
Brenda Singer
Peter Skov
Michelle Smyllie
Sandy Sutton
Janice Taylor
Marlyne VanExan
Robert Verrall

Quality Improvement Committee:

The Quality Improvement (QI) Committee supports the management of continuous quality improvement activities for individuals supported by CWSDS. This committee also provides leadership and support to the Accreditation Committee and the Clinical Ethics Review Committee. The QI committee meets at least eight times per year and reports to the Board of Directors.

In the fall of 2014, it was brought to the committee's attention that our procedures and practices, when an individual is admitted to the hospital, needed to be reviewed and revamped. The committee focused its attention on bringing together strengthened procedures, documents and support information into one comprehensive policy to address an individual's needs when admitted to the hospital. It has proven to be a good resource for the staff and managers.

With what began as a pilot project in one home, the QI committee is pleased to report that all community homes as well as residential homes and services at 53 Bond St., now subscribe to SmartMeds. SmartMeds is a company that controls the packaging for dispensing medications to individuals. They also provide training to staff on using their system. Although we have always been well below the standards set for medication errors by the Ministry of Health and Long Term Care, we have been able to further reduce our errors.

Several committee members reviewed reporting criteria for injuries and were able to streamline the number of reports filed while still capturing the needed data.

There was a 21% reduction in falls this year and a 23% reduction in overall injuries.

The committee developed a Residential / Day Services satisfaction survey in May 2015 and they look forward to reviewing the feedback to improve upon the quality care and support that is provided to the individuals we serve.

We are pleased to report that the Accessibility committee has met all requirements of the Accessibility Act and our plan has been developed and posted.

The Clinical Ethics Review Committee is a sub-committee of the Quality Improvement Committee. The committee comprises a health consultant, psychologist, certified behaviour analyst and has recently added a pharmacist to the team. This committee has reviewed plans, data and presentations on behaviour support plans for over 23 individuals with complex needs.

Accreditation

CWSDS is accredited by FOCUS, a Canadian accreditation body that specializes in community services. This designation demonstrates that the organization has in place high quality procedures and processes to benefit the people it supports.

The Accreditation Committee is overseeing work towards our next accreditation audit in early 2016. Sub-committees with representatives from all areas of CWSDS are ensuring that policies, procedures and programs are in place to meet or exceed these standards. The groups will meet the goal to have everything in place for a minimum six months before the audit. Sub-committee and oversight committee members must be congratulated for all their hard work.

There are fifteen domains (themes) with a total of 192 applicable standards that CWSDS must meet. Some of them, including a large number pertaining to Clinical Services, have been added since our last accreditation. Outcomes of the accreditation work include an improved Personal Support Plan (PSP) process with an even greater focus on individualized goals and improved interdisciplinary support.

ANNUAL REPORT 2014 - 2015

**Central West Specialized
Developmental Services**
53 Bond St.
Oakville, ON L6K 1L8

Phone: 905-844-7864
Fax: 905-844-3545



Visit our web site
www.cwsds.ca

Vision

Recognized as driving innovation and excellence
in specialized services for individuals
with developmental disabilities

Purpose

To improve the quality of life for individuals with
developmental disabilities who have complex needs
by providing specialized services and supports

Values

- Accountability
- Adaptability
- Collaboration
- Inclusion
- Innovation
- Respect

Board of Directors 2014 / 2015

Burke Heather - President
Susan Quinn-Mullins - Vice President
Mike Nero - Secretary / Treasurer

Stephen Fletcher
Catherine Potechin
Brenda Singer
Robert Verrall

Finance Committee

Mike Nero - Chair
James Duncan
Kelly Kocken
Robert Verrall

Quality Improvement Committee

Robert Bingham
Terri Britton-Kennedy
James Duncan
Karen Hunter
Joanne McCallum
Pat McCoy
Marnie Russell