

PERSONAL HEALTH INFORMATION

Central West Specialized Developmental Services is committed to protecting the privacy of your health information and places the highest value on maintaining the confidentiality of your personal information.

We collect personal health information about you directly from you or from the person acting on your behalf, to assist in our assessment and treatment planning process.

You or your substitute decision maker may access and correct your personal health records or withdraw your consent for any of the above uses and disclosures by contacting us (subject to legal exceptions).

We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.

APPEAL PROCESS /COMPLAINT RESOLUTION

Any person or family member who has questions, concerns, a complaint, or is dissatisfied with decisions as they relate to receipt of service, may in the normal course of events, discuss and resolve the concern with the appropriate team members.

If you feel that your concern has not been resolved to your level of satisfaction, please contact the Dual Diagnosis Service Clinical Director, Director of Services and/or Executive Director.

REFERRAL INFORMATION

All people referred must be deemed eligible for adult services through Developmental Services Ontario (DSO).

Referrals can be initiated by the person, family members, community agencies and practitioners. **However, all referrals must be made with the support of the manager/service coordinator and director or designate of the lead agency, the person is affiliated with.**

The DDS referral form can be accessed on our website at www.cwsds.ca or by calling DDS Intake at 905-844-7864 Ext. 315.

If you are not registered with the DSO and/or do not have a service coordinator to assist you, please call the DSO office in your region:

Halton/Waterloo/Dufferin-Wellington Regions

- Toll free: 1-888-941-1121
- Dufferin/Wellington: 519-821-5716
- Waterloo: 519-741-1121
- Halton: 905-876-1373

Peel Region

- Developmental Services Ontario - Central West Region
Tel. (905) 453-2747 ext. 2501

OR

- Central West Specialized Developmental Services - Dual Diagnosis Service
Tel. (905) 844-7864 ext. 315

OR

- Centre for Addiction & Mental Health - Peel Dual Diagnosis Service
Tel. (416) 535-8501 ext. 77713



DUAL DIAGNOSIS SERVICE

**53 Bond Street
Oakville, Ontario
L6K 1L8
Tel. 905-844-7864
www.cwsds.ca**

**Serving the Central West
Region
(Peel, Halton, Waterloo,
Wellington and Dufferin)**

Funded by the Ministry of Community & Social Services

Who We Are

The Dual Diagnosis Service (DDS) is part of Central West Specialized Developmental Services, serving people from Halton, Peel, Waterloo, Wellington and Dufferin areas.

The service offers assessments and treatment planning for adults who have a developmental disability, and behavioral and/or mental health concerns that have been diagnosed or queried.

We Help People Who:

- Have a history of presenting symptomology that is undiagnosed and challenging behaviours.
- Have unexplained changes in behaviours, moods, activities and social interests.
- May have other health, communication and/or sensory issues, which may impact behaviour.
- Have needs & challenges that exceed caregiver & community support resource capacity.
- Have accessed & used existing community based developmental, health and mental health services.
- Have caregivers, community service agencies and health providers who commit to remaining engaged throughout the treatment process and ongoing involvement upon discharge.
- Have a lead service coordinator.
- Meet the Developmental Service Ontario (DSO) eligibility criteria. Please visit the DSO website www.dsontario.ca or call 1-888-941-1121 for more details.

DDS Service Goals

Our service is designed to enhance the general well-being, healthy positive lifestyle and functioning of the persons we serve in their own community, through assessment and understanding from a biopsychosocial approach.

Caregivers are provided with a plan of care and treatment that reflects a biopsychosocial approach, as well as the knowledge and skills to assist in the support of persons with a dual diagnosis.

The Biopsychosocial Approach

The biopsychosocial approach systematically considers biological, psychological, sensory, communication and social factors and the complex interaction in understanding the approach to care, treatment and service.

DDS team members collaborate and plan together with the person, caregivers and existing community supports to establish goals, expectations, management strategies and treatment.

The Dual Diagnosis Team

- Consulting Neurodevelopmental Psychiatrist
- Consulting Family Physician
- Dual Diagnosis Nurse Specialist
- Consulting Psychologist
- Psychometrist
- Behavioural Therapists
- Speech-Language Pathologist
- Occupational Therapist
- Justice Coordinator
- Resource Workers
- Clinical Director
- Director of Services

Education & Training

The DDS team provides comprehensive assessment, treatment planning, on-site and home support, mentoring for caregivers, consultation and education/training.

DDS provides training and/or presentation opportunities to local agencies and also provides workshops and conferences upon request in response to identified service gaps.

We are happy to respond to any questions or inquiries.

The S.T.A.T.E Program

The S.T.A.T.E Program (Short Term Assessment & Treatment Environment) is operated by Central West Specialized Developmental Services and is supported by the DDS Clinical Team.

The five bed, 24 hour, residential treatment home is located at 53 Bond Street. The DDS Clinical Team determines eligibility and considers active DDS persons for a voluntary short term S.T.A.T.E admission.

All admissions are coordinated by the DDS Clinical Team and the S.T.A.T.E Program Manager and endorsed by the local Service Solutions Team.

Comprehensive assessment and treatment is provided by the DDS Clinical Team. A person-centered approach is used to develop a plan of care with full involvement of the person, their family and any other applicable community team members.

Training and support will be provided to all caregivers to facilitate a successful transition back to the person's home.

The S.T.A.T.E Program is not an emergency admission program, a long term treatment, or a respite program.

