



# Annual Report

## 2018 – 2019

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**JUNE 2019**

**Central West Specialized Developmental Services**



**CENTRAL WEST  
SPECIALIZED  
DEVELOPMENTAL  
SERVICES**

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## Board of Directors

**Officers:**

- Susan Quinn-Mullins – Chairperson
- Mike Nero – Vice Chairperson & Treasurer
- Robert Hickey – Secretary
- James Duncan – Executive Director

Central West Specialized Developmental Services  
53 Bond Street | Oakville, ON | L6K 1L8  
(905) 844-7864  
[www.cwsds.ca](http://www.cwsds.ca)

**Directors:**

- Wendy Archibald, Barbara Barrow, Monica Bettazoni,
- Jeff Berk, Olga Gappasova, Michelle Jones, Shahroz Jafri,
- Denise Mitchell & Brenda Singer

**Charitable Donation Number:**  
10779 0263 RR0001

# Board of Directors & Executive Director’s Report

*James Duncan, Executive Director &  
Susan Quinn-Mullins, Chair of CWSDS Board of Directors*

In last year’s report to the Members, we spoke of the rapid rate of change within our sector. We are successfully riding that wave of change again this year. And in working with change, we see innovation at all levels within the organization as we make our residents ‘the best that they can be’. Among many initiatives, there are three that we would like to profile: individual-centered care; clinical expertise in measuring the impact of our personal and behaviour support plans; and the ability to allow people we support to age in place.

As we apply what we learned from our Quality of Life project, we continue to develop ‘individual-centric’ programs. This approach is about taking the time to listen. It ensures that individuals have a voice in how they spend their time and the goals they would like to achieve. One of our day programs “Community Connections” gathers like-minded people and organizes outings they will all enjoy.

## *“Being the best that I can be”*

Some examples are sports games (Blue Jays), Niagara Falls, local art galleries, museums and farms. Personal support plans now include very specific requests – maybe going to a pub for a beer! We are applying for funding again this year to further our insight into how everyone can reach their potential.

One of the hallmarks from CWSDS is the diversity and range of programs and services:

8 Community Homes	3 Residential Homes, STATE and Respite at 53 Bond Street	Dual Diagnosis Services
Halton Support Services	Passport Program	Community Network of Specialized Care
On-Site Health & Clinical Services	Active leadership & role with a number of Regional and Provincial initiative and groups	
Resources that support the programs and services...operations and administrative roles and functions		

CWSDS is fortunate to have expert clinicians that work with staff at each of our Houses, training them to implement personal support plans and apply behaviour support plans when required. We are often asked to support individuals with highly complex needs and, as we do so, see amazing successes. CWSDS clinicians determine the best motivators for each individual, working with the staff in houses to integrate these into daily life, and measure the impact that a program has on the individual’s mental and social well-being. If data indicate the approach is not working, there is always another to try.

As the people we support age, their needs become significantly different from our traditional approaches of support. Our biggest initiative this year was the creation of Central Manor and West Village came from a combination of 3 existing houses. These new homes allow us to focus on geriatric programs: staff have received extra training ... As spaces become available, we have worked in collaboration with Community Agencies & the Ministry to offer opportunities for those outside of CWSDS. We are proud that we have been able to accomplish this without additional funding.

CWSDS will continue to do everything we can to ‘be the best we can be’ in a public sector environment that calls for ‘doing more with less’. Credit goes to CWSDS, the leadership team and staff for always thinking of how to do things better and more efficiently for people we support.

# CWSDS at A Glance

Our **Vision** is to be recognized as driving innovation and excellence in specialized services for individuals with developmental disabilities.

Our **purpose** is to be recognized as driving innovation and excellence in specialized services for individuals with developmental disabilities.

Our Core Values are:



Accountability



Adaptability



Collaboration



Inclusion

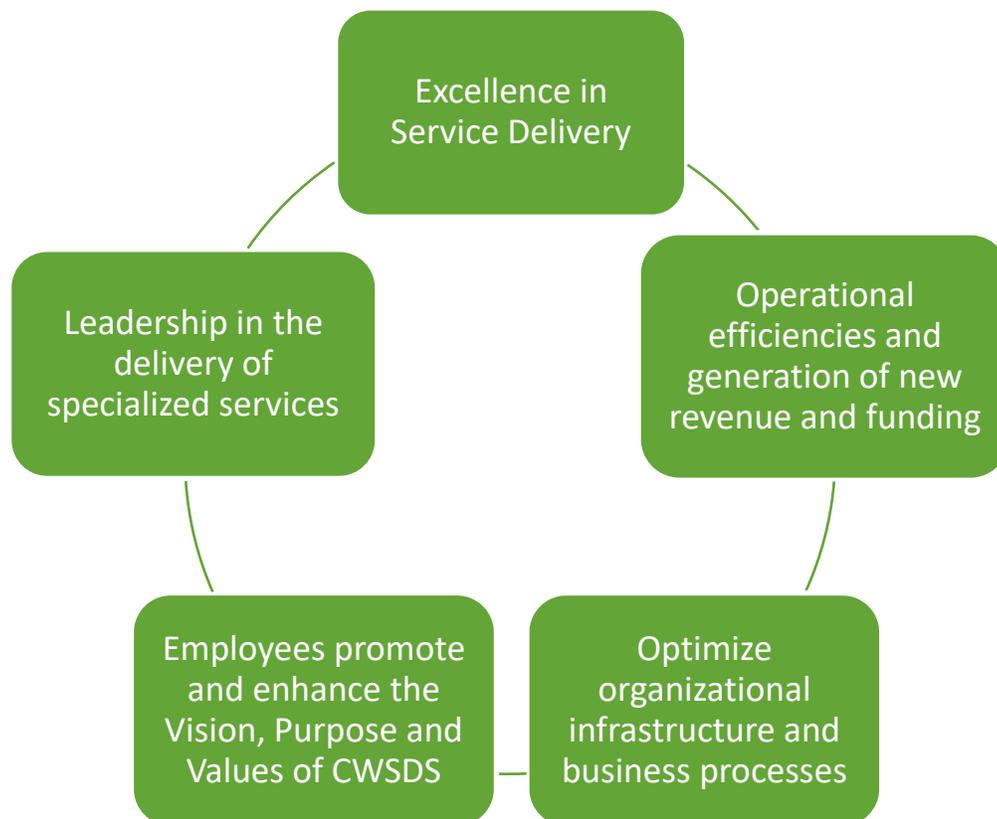


Innovation



Respect

## CWSDS Strategic Plan 2018 – 2020



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# Director of Services Report

***Terri Britton-Kennedy, Director***

2018- 2019 was a year of exciting change at CWSDS. We provide diverse specialized programming and services that support individuals in their homes with their families and in our longer term programs.

Our services range from Geriatrics, High Intensity treatment programs and Community supports and outreach.

This past year, we undertook a major shift in our residential programs in developing 2 very specific Geriatric services at 53 Bond Street. We opened the West Village and the Central Manor in January of 2019. It is the dedicated and loyal teams surrounding the people we support, that encourages the improvement of people's quality of life. All of our staff teams are committed to their work and support everyone in service with the highest level of care.

Each manager and their program are highlighted in this year's Annual Report. We have a diverse group of managers that support all of our teams to provide the best provision possible. Dede Batson and Joanne McCallum lead the residential teams with enthusiasm. Audrey Meissner and Sylvia Fattore bring a wealth of knowledge to support our clinical teams / Dual Diagnosis team. Beth Watson supports the Halton Support Service team to provide service to our local community.

A variety of our programs have access to be supported by our Clinicians, which includes a Psychiatrist, Physicians, Nurses, Physiotherapy, Behaviour Therapists, Occupational Therapist, Speech-Language Therapists, and Chiropody.

CWSDS, as an agency, participates in Ministry Quality Assurance Measures (QAM) reviews and FOCUS Accreditation. We are pleased to look at the recommendations that assist us in improving the way we engage our services.

*Those we love don't go away  
They walk beside us  
Every day, unseen, unheard  
But are always near  
Still loved still missed and very dear.*

*We will miss Wendy, Ian, Bernadette, Tracy & John*

**Joanne McCallum, Area Manager for  
The West Village, Central Manor, Respite Services, Day Services, STATE & Tribeca**

**The West Village (formally House #9)**

***Stephanie Mitchell, Manager***

This year has brought some BIG changes to House 9... now THE WEST VILLAGE. Over the past year, The West Village has not only grown in size but also in staff and residents. With the help of our wonderful staff in all departments, we opened a BIGGER and BRIGHTER house welcoming five new residents to our family. The West Village is part of our continuum of care that Central West has been developing over the years, and this past January, our plans came to fruition. Our transition from House 9 to The

West Village was a smooth one, and we hope with more room, we are now able to focus more on what it can be like for our individuals to age in place. We are now able to focus more on creating pleasant days with the attention to the individuals aging needs and the quality of their life here on site, not having to move from their home. Our Geriatric program is far from being complete but we are ecstatic for the changes that have already occurred and are looking forward to the future.



**The Central Manor (formally House #1 & #2)**

***Michelle Thurgar, Manager***

The Central Manor is part of the new Geriatric's initiative that opened in January of 2019.



We currently support 10 individuals with adapting age challenges, decreasing mobility as well as some individuals presenting behaviours, which requires a Behaviour Support Plan. The Clinical team which is made up of a Behaviour Therapist, an Occupational Therapist, and Health Services helps us to better address all the changing needs of our aging population. The Manor continues to enhance the individuals quality of life by keeping them involved in Day Services and Community outings wherever possible. This residence focuses on meal assistance, personal hygiene assistance, close supervision and active engagement in the day-to-day care of the individuals

## Respite Services

*Rose Thachuk, Manager (until May 21, 2019) &  
Christine Higenell, Manager*

We are a recreation based respite service that likes to keep busy all year round. We are a non-emergency respite to families and caregivers. The program is designed to ensure people have an active, safe and happy stay, focusing on recreational activities.

Currently we have 118 people in service. Service is available 24/7 360 days a year. We are closed for 5 days at Christmas only.

We support individuals age 5 and up that have complex behavioural and medical needs. Calendars to request service are sent out quarterly for families to book their visits with us.

We offer two weekends every quarter that are geared to ages 5 to 16.

Our maximum number of people that can visit at one time is 10, and this is dependent on the needs of the individuals.



## Tribeca House

*Managed by Kyle Whalen until June 3, 2019  
Managed by Christina Shea from June 3, 2019*

Tribeca is a 24/7/365 residential group home located at 1512 Rebecca St in Oakville, Ontario. This program supports five very special individuals between the ages of 27-53 years of age with a variety of developmental/physical/behavioural and Mental Health challenges.

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Tribecca is located within the Halton community with a focus on community inclusion and integration. The Tribecca team will often be found throughout the community either shopping, dining and/or enjoying a variety of activities throughout the community.

Our group of individuals really enjoy the beauty of nature and will be seen throughout parks and trails exploring when weather permits. As a whole, we remain dedicated to a focus of improvement to the quality of life of each one of our individuals. We as a team continue to focus our attention on improving the quality of life for each one of our individuals. These can clearly be seen in the personal goals of each of our individuals.



## **The S.T.A.T.E. Program**

***Managed by Amanda Poelmann until May 3, 2019***

***Managed by Kyle Whalen from May 4, 2019***

The S.T.A.T.E. program is a 24/7/365 residential group home located at 53 Bond St. in Oakville, Ontario. This program supports up to five very special individuals who vary in age with a variety of developmental/physical/behavioural and Mental Health challenges. The S.T.A.T.E. team is made up of a large multi-disciplinary group who all focus on working with the individual, family and collaborating agencies/services to effect change in an individual's life around identified areas of concern.

Each individual's area of concerns are unique but are commonly seen to be impacting and limiting their ability to keep themselves or other safe and/or limit their ability to enjoy life how they dream to. This program approach has been designed to be a short term service that works hard to assess areas of growth, design treatment plans, implement and gather data on effectiveness and then assists / support in transitioning each individual back into their usual environment.

This year we have been able to transition four individuals back into their environments with wonderful success. Currently we do have four individuals involved in active treatment, with each one of them being at different stages of our program.

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## Day Services

*Managed by Alfred Barretto until April 22, 2019*

*Currently recruiting for this position*

Over the last few years, CWSDS Day Services has been moving towards more inclusive community-based programming. Staff are supporting individuals in our Day Program to go out into the community and engage in activities that they may never have had the opportunity to experience. Individuals have responded well and are much more engaged in Day Services.

Community Connections is a 100% community based program offered once/week in the cooler months, and twice/week in the spring and summer. Up to 5 Individuals from the pre-existing programs participate in each planned community activity. These activities are 100% individually directed by signing up for what they want to attend.

With the assistance of all Day Services staff some of the activities the individuals have experienced this past year are as follows: The Royal Ontario Museum, Dundurn Castle, Toronto Music Garden, Niagara Falls, Lavender Farms, local Libraries, HMCS Haida and the Westfield Heritage Village to name a few.

Ahuri Theatre led some of our individuals in an interactive photo experience. Using costumes and props the individuals disguised themselves as their alter ego, and posed for photos. Some of the photos are displayed in our front lobby. Please stop by and see the amazing pictures.

Day Services will continue to evolve in an effort to help individuals experience new things, find their passions and meet new people.



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**Dede Batson, Area Manager for  
Dorset, Gallagher, Star Lane, Grand Blvd, Halton Hills, Hillside & Pineview**

**Dorset**

***Managed by Ginny Scott***

In the past year we have had our ups and downs. On the up side we have been out regularly for dinners at our favourite restaurants, we've been to a paint night in Paris, ON and visited an Alpaca farm. One of our movie choices was "Instant Family" and we promoted good health at the Veggie Festival in Ancaster.

We were all sad to say goodbye to our 2 dear friends but after some time welcomed 2 new housemates who have fit our little world to a "t".

We are looking forward to spending time outside and starting our new friendship.

**Grand Blvd**

***Managed by Ginny Scott***

The men of Grand have had a good steady year in their home. They have enjoyed camp and cottages, festivals and sporting events. Everyone is involved with Special Olympics whether it is swimming, t-ball, bowling or golf. One of our individuals even went on a holiday to Paris, France with his sisters.

Our living room was recently painted and spruced up with a new television and knick-knacks. The guys enjoy the time they spend there with their roommates.



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## Star Lane

*Managed by Ginny Scott*

The ladies have had a good year even through our illnesses. They have attended the Friendship club all year long and enjoyed the year-end gathering. We spent a fair amount of time visiting our friends in the hospital and keeping their spirits up.

The approaching good weather has us all thinking of our favourite activities and plans have already been made to go to a Blue Jays game and tickets have been bought for "The Little Shop of Horrors". Who knows what else we will be up to!



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## Gallager

*Managed by Rose Thachuk*

We have been in our home for 5 years already and the time has flown. We like to be out and active all the time. We help around the house and also enjoy going to the many activities available in our community.

We participate in skill-based programs and communication programs that help us in our home and daily lives. Our favorite time of the week is when we get to visit with our families.

## Hillside

*Managed by Christine Higenell until May 21, 2019*

*currently managed by Moe Mbamba*

Over this last year Hillside transitioned one of the individuals to their new home at 53 Bond St. We also welcomed an individual to Hillside from the Centre.

The gentlemen have thoroughly enjoyed numerous activities such as: trips to Niagara Falls, going to watch the Price is Right taping, African Lion Safari, dinners out, driving Go Karts and many more exciting adventures! They look forward to the many more exciting adventures planned.



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## Halton Hills

*Managed by Moe Mbamba*

Halton Hills is one of the older and, more unique homes within CWSDS as we run our own Day Services program that caters to the needs of the individuals residing there. We have amazing individuals who are being supported by dedicated staff.

In the past year, Halton Hills has participated in the Drum Clinic that is organized by Vanessa who is one of our Day Services staff. Halton Hills has an extensive list of places they have visited this past year, some of which are: Ripley's in Niagara Falls; Clifton Hills in Niagara Falls; MarineLand; Eldorado Park; Butterfly Conservatory and Famous Peoples Player.

Halton Hills will continue to provide exceptional care to our individuals with a focus on community participation and social inclusion.



## Pineview

*Managed by Carla Scibetta-Heathfield*

There are currently four individuals residing at Pineview.

This year has marked the 10<sup>th</sup> anniversary of the individuals living at CWSDS. We have also celebrated 2 milestone birthdays with a great celebration for the individuals.

They have had an eventful year filled with many outings to restaurants for dinner, sporting events, festivals, concerts and even an overnight stays for a couple of the individuals. We are excited to see what this year brings for the individuals.

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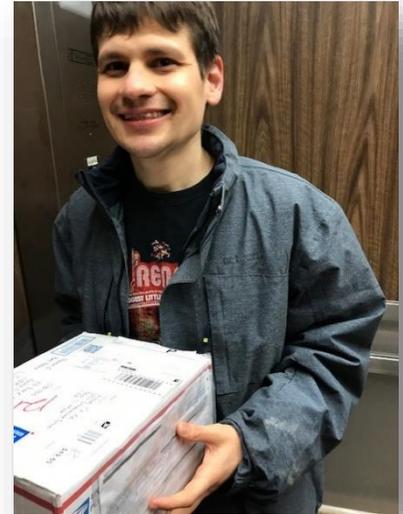
## House 6

*Managed by Jackie Currie*

House 6 has had a wonderful year! We are a busy house and there is always something new and interesting going on! The men of the home continue to participate actively in the community with outings of all kinds daily.

The men are often seen at all the social activities offered at CWSDS monthly, such as movies, drum night, holiday festivities, and even Zumba.

We are all looking forward to another fun summer together!



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## In recognition of CWSDS' volunteer contributions for 2018 – 2019, We would like to thank the following:

Wendy Archibald Barbara Azzarello Nancy Baker Barb Barrow Monica Bettazzoni Jeff Berk	Ethan Bourdeau Halton Civitan Club Olga Gappasova Robert Hickey Michelle Jones Shahroz Jafri	Jim Kramer Spencer Kramer Wendy Kramer Denise Mitchell Lori Nero Michael Nero	Kelly Perras Susan Quinn-Mullins Samantha Rose Brenda Singer Marlyne VanExan
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# Behavioural Services

*Audrey Meissner, Clinical Director*

For over two years I have had the privilege of working with a dedicated team of Behaviour Analysts, Dual Diagnosis Services and Residential Teams who make a difference every day in the lives of the individuals we serve. This meaningful change can be attributed to the fact that Central West Specialized Developmental Services (CWSDS) is one of the leading providers of effective, evidence-based treatment for adults with developmental disabilities.

Improving the well-being of the people we serve is in keeping with several of the strategies set out in the current strategic plan, namely 'Leadership in the Delivery of Specialized Services' and 'Excellence in Service Delivery.' The behavioural department is committed to the vision of the strategic plan and is dedicated to improving the quality of life of the people we serve through teaching various skills to promote independence.

## *Leadership in the Delivery of Specialized Services*

Last year the Behaviour Therapists (BT), along with the Behaviour Therapist Assistants (BTA), expanded on teaching skills by conducting skills-based assessments to ensure the skill acquisition programs selected are tailored to each person's strengths and areas in need of development. This year the behavioural department has created Individualized Program Plans (IPP) to identify the scope and sequence of skill acquisition programs for each individual. To ensure the IPP is comprehensive and focuses on teaching a variety of skills, several categories are incorporated in the IPP including but not limited to: Community Skills, Leisure Skills, Life Skills, Personal Care Skills, Social Skills, and Vocational Skills.

With these new initiatives we are looking forward to another successful year at CWSDS!



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# Clinical Services

*Sylvia Fattore, Director*

I would like to express my sincere gratitude for the “everyday miracles” that are often the result of a combined effort of our nurses and clinician’s work. The collective impact of the care they provide is commendable — it’s about listening, supporting and comforting those in need. It’s the ability to keenly diagnose a condition and to provide treatment and healing on a variety of levels.



Thank you to each of you for recognizing the whole person in front of you, including their wondrous and not so wondrous attributes, and doing everything possible to support each person. Thank you for every single minute of time, energy and passion you've given in providing service to the people we support, community and each other. Who you are and what you do matters so greatly to so many, and you are making a difference!

The work that is done at CWSDS is profound and distinguishes us, but it's the small things we do every day that ultimately defines us.

# Dual Diagnosis Service

*Sylvia Fattore, Director*

The 2018-2019 year has once again proven to be a very successful and busy year for Dual Diagnosis Service as we supported 156 of the most complex individuals within the Peel, Halton, Wellington, Waterloo and Dufferin Regions; admitting 57 people into service.

Our services are designed to support some of the most complex individuals in our region at tertiary level; a service, which over the past 5 years, has increased in demand to the extent there was a need to operationalize our registry in the fall of 2018. Our registry continues to remain active, however we are proud to relay the registry reflects single digit numbers and wait time for service is brief.

One of the precursors to our increased demand for service directly relates to the loss of one of our local resources, as CAMH Dual Diagnosis Peel Services relocated to Toronto, and additionally for consideration is the fact that the Peel Region is growing exponentially.

With this said, the Peel Region’s request for DDS Services has definitely increased recently and has more than doubled from 33 to 75 from 2013-2018.

In 2018 -2019 the DDS team provided support and service to 156 individuals, an increase of approximately 11 cases as compared to the previous year and of note; our intake department continued to be very busy processing a total of 57 referrals which is a decrease of 15 referrals from the previous year. The charts depict the breakdown of the total number of people supported in DDS and intake statistics;

Dual Diagnosis Service – Supported Statistics (2018 –2019)														
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
111	45	82	39	15	20	4	36	75	17	15	9	91	51	14

Dual Diagnosis Service – Intake Statistics (2018 –2019)														
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
37	20	36	9	2	10	2	19	31	2	3	0	47	7	3

As DDS reached the close of another year, I was able to reflect on the many dynamics and challenges we all faced on a daily basis. What is most rewarding is being able to be a part of Dual Diagnosis Service, and to see the personal

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commitment that each of the team members brings to improving the lives of the people we support. Every day, small victories add up to amazing care for the people we support— from what may seem mundane changes in life to miraculous team efforts for the people we support. It is your talent, your innovation, your compassion and your dedication that makes this all happen. None of us could do what we do without all of us.

I am grateful to have the opportunity to work with such an incredible team of resource workers and clinicians. My sincerest thanks and appreciation to all of you, for the expertise, passion and dedication that collectively makes us uniquely Dual Diagnosis Service.



The Regional Dual Diagnosis Team

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# Halton Support Services

*Beth Watson, Manager*

Halton Support Services (HSS) continues to provide a variety of supports to individuals with a developmental disability and children with a mental health diagnosis and their families.

This fiscal year there were 74 referrals to Halton Support Services from the Developmental Services of Ontario (DSO) for Adult Service Coordination. 123 families contacted HSS for children's intake. This fiscal year HSS has supported 424 individuals with Service Coordination. 512 individuals received respite funding through HSS. 195 individuals received camp funding this year to attend camp and experience camp life.

Autism Initiative funds were managed by our Respite Department staff and they worked closely with the Service Coordinators to assist families with extra-ordinary support for their children with a diagnosis of Autism.

Our Respite Program provided 76 children who are Medically Fragile Technology Dependent with funding in order for them to experience respite and to help the families continue in their role as a caregiver.

Halton Support Services continues to partner with Reach Out Centre for Children (ROCK) in the delivery of coordinated services planning and there is 1 Children's Service Coordinator assigned to this unique partnership.

*A community service for individuals with Developmental Disabilities residing in the Halton Region*

This year the HSS Sex Esteem program has supported multiple people with a Developmental disability an opportunity to discuss sexuality questions and support them in a safe supportive environment. We have received a Grant for this program through the region and it continues to be successful.

Our Sibshops continue to be well-attended and are run out of North Halton and South Halton. This program is geared to children who have a sibling with a developmental disability or Autism. The workshops are offered for children ages 7-12 and provide an opportunity for siblings to share their experiences and play games.

Service Coordinators from HSS organized a game night called "STATION" in order for teens with disabilities to come together to meet, eat and play games. This was a successful group and moving into next year this unique program will expand into different areas of Halton.

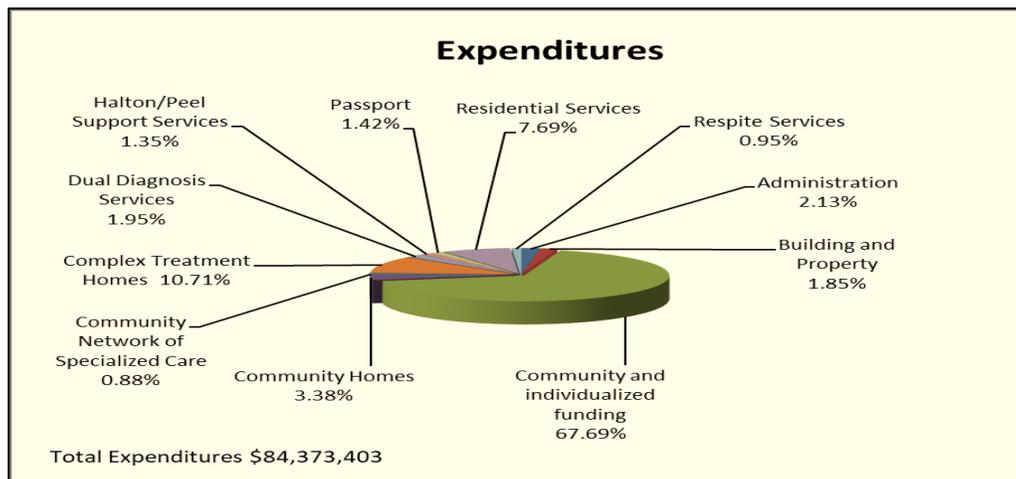
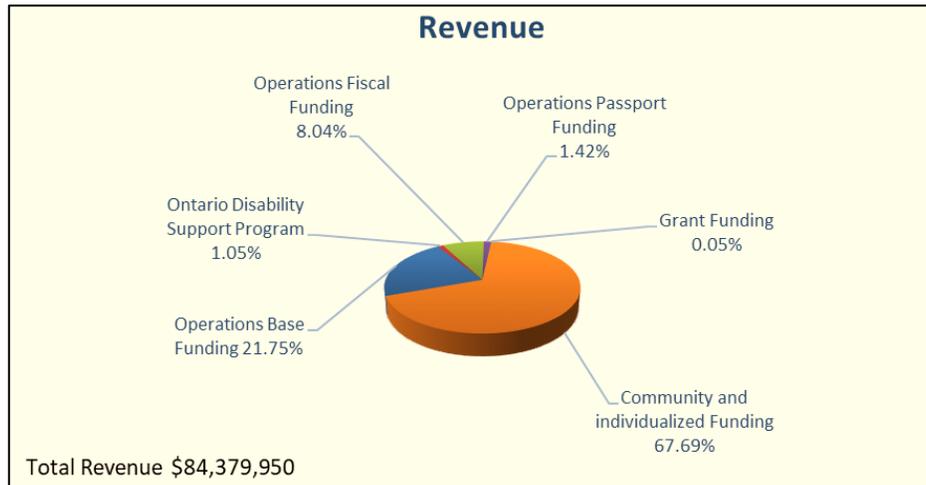
HSS continues to try and meet the needs of the community by offering Parent nights. Some of the topics discussed this year during the workshops have been Future Planning, Wills and Estates, SSAH/Passport and a Sensory presentation.

I would like to thank all our staff at Halton Support Services for their dedication to the families and individuals they support and their hard work. Often times our staff are working hard into the evening to be part of groups throughout the region and their dedication is very much appreciated.

# Financial Summary

**Kelly Kocken, Director**

Central West Specialized Developmental Services had an operating surplus of \$6,547 (+0.007%) with 96% of revenues going directly to programs and services for our clients.



**Charitable Donation Fund  
Statement of Revenue and Expenditure Net Assets  
For the year ended March 31, 2019**

<b>Revenue</b>	
Donations	\$25,316
<b>Expenditures</b>	
Equipment	4,664
Purchase of Services	11,508
Recreation	3,096
	19,268
<b>Excess of Revenue over expenditures</b>	6,048
<b>Balance, beginning of the year</b>	131,325
<b>Balance, end of year</b>	<b>\$137,373</b>

# CWSDS by the Numbers

## Our Residential Homes – Locations – Number of Individuals

Central Manor	Oakville	10	Dorset	Burlington	5	Halton Hills	Halton Hills	5
West Village	Oakville	14	Gallager	Mississauga	2	Pineview	Halton Hills	4
House Six	Oakville	6	Grand Blvd.	Oakville	5	Star Lane	Burlington	6
STATE	Oakville	4	Hillside	Halton Hills	4	Tribecca	Oakville	5

Central West Region Passport Program	
Passport Funding Managed On Behalf of MCCSS	\$68,002,857
Provided Funding to Individuals:	6,982
Managed Own Funding:	75%
Used Transfer Payment Agency:	20%
Used a Combination of Both:	5%

## Dual Diagnosis Service – Statistics (2018 –2019)

	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
<b>Supported</b>	111	45	82	39	15	20	4	36	75	17	15	9	91	51	14
<b>Intake</b>	37	20	36	9	2	10	2	19	31	2	3	0	47	7	3

## Halton Support Services – 2018 - 2019

Children’s Services:	257
Adult Services:	257
Respite Services:	223 adults / 512 children
Camp:	174
MFTD:	76
SSAH:	619
Passport:	99

Respite House provided service to 107 individuals during 360 service days this year. This equates to 52,704 hours of Respite.

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# Community Network of Specialized Care

**Tara Hyatt, Manager**

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. The Ministry of Community and Social Services shared a new vision and direction for the CNSC's provincially and launched the *Refreshed Mandate* April 2018.

The goal of the refreshed mandate is to support adults with developmental disabilities who have complex and multiple needs by:

- ✓ Coordinating support and service within and across sectors by providing complex support coordination for individuals, and acting as a resource to service agencies, Developmental Services Ontario (DSO) and local system planning tables (including urgent response and service solutions/case resolution);
- ✓ Building capacity through education, mentorship and support to other case managers and service agencies; &
- ✓ Providing provincial coordination of videoconferencing and French Language specialized resources.

The CNSC's are expected to fulfil their mandate by utilizing the following four functions:



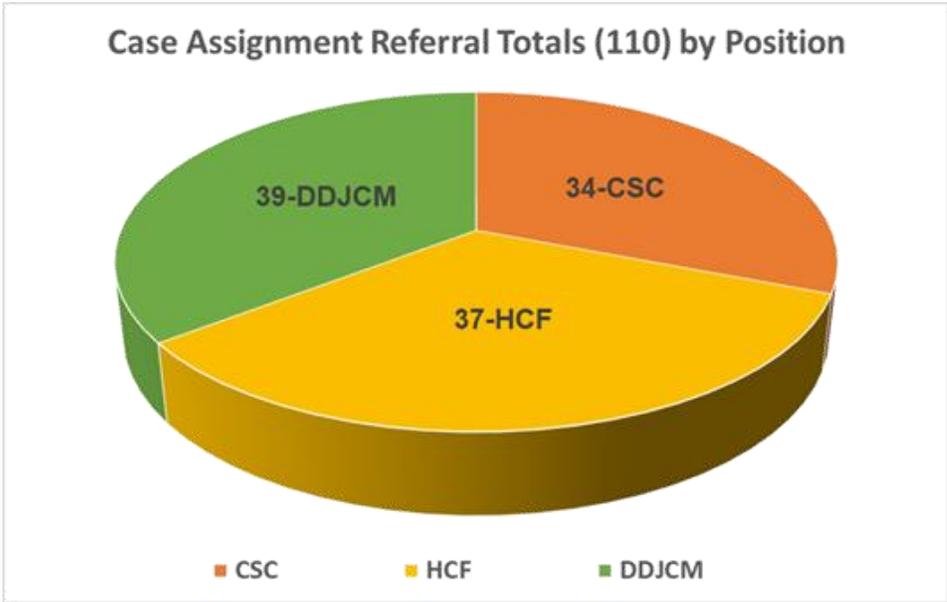
Complex Support Coordinators, Tom Poray-Waterloo/Wellington/Dufferin, Susan Probert-Halton/Peel and Jodi Marleau-Central West region, are new positions to the refreshed mandate. CSC may be required when the available resources are not sufficient to address a person's needs, and/or supports have exhausted all existing resources within the local system. The CSC's provides the right type of service and supports at the right time and place that span the service continuum/system. Services and supports are based on what is appropriate for the person. During the 2018-2019 fiscal year, the CSC's had 34 referrals for CSC support.

Dual Diagnosis Justice Case Managers, Amber Huffman-Waterloo/Wellington/Dufferin, and Susie Khorsand-Halton, support adult individuals through the criminal justice system and ensure supports are in place to reintegrate into community life. The core functions of the DDJCM are: outreach and client identification; comprehensive individualized assessment and planning; coordination and support; monitoring and evaluation; and, systematic advocacy and coordination. During the 2018-2019 fiscal year, the DDJCM's had 39 referrals for DDJCM support.

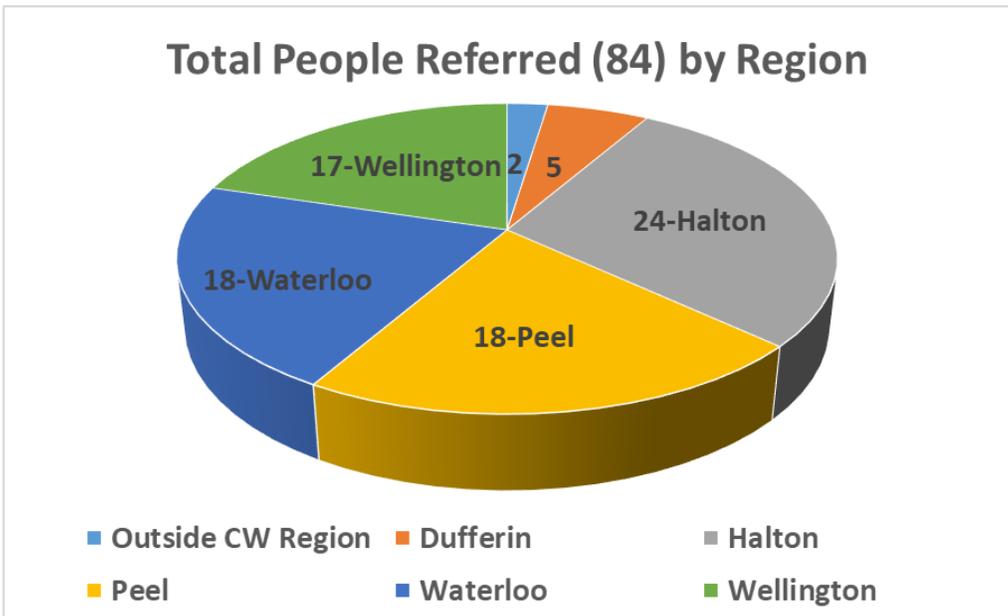
The refreshed mandate of the CNSC reconfirmed the Ministry's commitment to improve access to health care for individuals with a developmental disability that have high support and complex care needs. Part of the role of the Health Care

Facilitator's, Tracey Hobson-Halton/Peel and Laurie Bolden-Waterloo/Wellington/Dufferin, is Capacity Building and Bridging Within and Between Systems. During the 2018-2019 fiscal year, the HCF's had 37 referrals.

Under the fourth function, Service System Resources, the Community Networks of Specialized Care has an improved website that provides information and resources to our community. Please contact Kelly Stockdale, the CW Network Program Assistant for information at [kstockdale@cwsds.ca](mailto:kstockdale@cwsds.ca) or visit our website site at [www.community-networks.ca](http://www.community-networks.ca)



This year there was a total of 84 people supported by the Central West Network of Specialized Care in our 5 Communities (Peel, Halton, Waterloo, Wellington and Dufferin)!





*The Network & Service Solution Team*

## Peel and Halton Service Solutions

Service Resolution (for Children and Youth) and Service Solutions (for Adults) are community support mechanisms for individuals with complex, extraordinary or urgent needs provided by CWSDS for the regions of Halton and Peel. In Halton, Alfred Barretto is the Service Solutions Facilitator and Sylwia Kielb is the Complex Special Needs Facilitator. In Peel, Service Resolution exists as a partnership with Associated Youth Services of Peel: Matt Thompson is the Service Solutions Facilitator (with CWSDS) and Zeeba Grande is the Service Resolution Coordinator (with AYSP). Tara Hyatt is the Manager of both Halton and Peel mechanisms and both are expertly supported by Kelly Stockdale, Program Assistant.

The work involved in Service Resolution and Service Solutions is multi-faceted and dynamic. One of the primary responsibilities of these roles is to facilitate requests to and responses from each community's Service Resolution and Service Solutions committees. These committees are comprised of key service providers whose role is to review and respond to critical situations where the needs of a person with an intellectual or developmental disability exceed the typical level of service available in the community. For children and youth, those with complex mental health needs are also eligible for supports. Some typical responses include providing short-term, outcome-based funding, providing access to regional or out-of-catchment assessment and treatment resources and more often than not involves working with service providers in a collaborative, often cross-sectoral, manner to provide services in a different or innovative that may better serve the person and family involved.

Given the unique nature of these positions in each community, Service Resolution and Service Solutions are also often looked at to provide special input on and sometimes to facilitate community planning efforts, service reviews, data collection and a number of other special projects that hopefully provide a positive impetus for change for those we support. These mechanisms are often a key connection point cross-regionally, cross-sectorally and with our partners at the Ministry of Children, Community and Social Services.

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# Central West Region Passport Program

*Beth Watson, Manager*

This year the Passport program provided funds to 6,982 individuals who reside in the Central West Region. This fiscal year, 2018-2019, there were 4,084 people who started receiving either new funding or an enhancement of funding. The Passport Program managed, on behalf of the Ministry of Children, Community and Social Services, \$68,002,857.25 in Passport funding.

MCCSS made an announcement back in June 2018 that anyone waiting for funding or who was deemed eligible for Developmental Services would receive \$5,000. The new zero turned into \$5K. What that meant for the Central West Passport Program was 6,982 individuals now have funding and are accessing community programming.

This has been a year of change for our Passport Team. Family Service Toronto (FST) has been selected by the Ministry of Children, Community and Social Services to administer Passport funding for all Passport clients across the province. All financial functions for the Passport Agencies across the province will be consolidated into a newly created payment agency, named PassportONE. All invoices and receipts will be processed by PassportONE within 24-48 hours.

***“The help that you give to families like mine is PRICELESS!!! I am grateful every single day for YOU.”***

***“The Customer Service Reps are so easy to speak with and really care about us”.***

***“The Customer Service Reps go above and beyond in their jobs. “***

**Feedback from some families for 2018**

The Passport Community Development Team continues to assist individuals and families in finding supports and services in their community. The Developers have met with each new recipient to review the Passport Guidelines and point them in the right direction. The Developers also continue to implement and teach the course **Safety for Independent Living** which is very well received and individuals thoroughly enjoy and learn from it.

Due to the implementation of PassportONE, the focus this year has been on Information Nights in order for people to understand the new invoice processing and how to complete all the paperwork necessary for PassportONE.

This past year has been the busiest year for the Passport department with all new recipients and all individuals accessing passport funding to be on boarded with PassportONE. The Passport team also worked very hard at migrating to PassportONE at year end and learning a new system created to better meet individual’s needs. The dedication by the staff that works in this department is evident in the work that was done this past year. They not only worked hard they cared about trying to make life easier for people with this funding. I would like to say a big THANK-YOU to the employees at the Passport office for their continued commitment and dedication to their roles here at CWSDS.

# Human Resources

**Michelle Rolston, Director**

Over the past year we participated in a Ministry driven project which was managed by Organizational Solutions to partner with the other Halton agencies (CLO, CLB and CLNH) to review our recruitment forms, processes and practices. The outcome of this project was to determine best practices, streamline where we can and improve our tools to assist us with the ongoing challenges of recruitment within the Developmental Services sector.

In addition to this, we sourced examples of performance reviews within the sector to share with the managers within Residential Services to refresh and better reflect the work being done in that area. Under the direction of Area Manager, Dede Batson, 2 Residential Services Managers, Rose Thurgar and Amanda Poelmann piloted the new templates in their own areas and these will be rolled out to all other Residential programs.

2019 saw many personnel changes within the HR Department.

Karlene Linton-Wilson covered for TJ Hundal, HR Manager during her maternity leave. We said goodbye to Karlene who has moved on to a permanent role at another DS agency in May and welcomed TJ back!

We welcomed Toni MacLeod in to the role of Personnel Officer which is primarily responsible for overseeing Time and Attendance for the Residential areas and assisting with other HR duties as needed.

Waynette Lungs joined our Scheduling Department in April 2018 and Carrie Moses is our HR Summer Staff who supports Laura Reyes Rodriguez with recruitment.

Our recruitment team made it through another high volume year and were able to accomplish the following:

Job Posting	94	Expression of Interest	38
Internal Transfers	80	New Hires	64

Employee engagement and recognition will be an ongoing focus and we look forward to sharing the results of our Employee Climate and Values Surveys.

In addition to this we will be partnering with The Work Perk, a global brands promotional company that is responsible for distributing new promotional products out into work environments for employees to enjoy free of charge! The purpose is to raise brand awareness and get the public familiar with these new products just as they are released into the market.

While the movement within the organization is high due to transfers, promotions, etc., the tenure of our staff remains long and we would like to congratulate the following employees on their long-term service:



## 2019 Staff Service Awards

<b>2019 Staff Service Awards</b>			
<b>Five Years</b>		<b>Ten Years</b>	<b>Fifteen Years</b>
Patrick Barnswell Adina (Dede) Batson Paige Bax Ashley Blais Laura Campbell Meredith Campbell Steve Campbell Elio Campbell Kaitlyn Corey Abigail Cortes Jacqueline Currie Carolyn Daub Siphwe (Carol) Dube Sylvia Fattore Jayson Figueroa Beverly Griffiths Anthony Hughes Slavica Ilic Sarah Lewis Kathryn Malynyk	Jennifer Marcotte Stabile (Star) Masawi Joanne McCallum Tanisha Nelson Bibian Nwaigwe Maulik Patel Kristin Pease Deneka Price Joseph Reaume Laura Reyes Rodriguez Ruth Rollo Camille Russell Chanvir Sangha Emily Sikkes Stephen Temple Christine Wallace-King Tania Walters Hank Wroblewski April Young	Dionne Burrell Nicole Cousins Michael Jordan Anne Lawrence Andra Leja Caroline Mcintosh Stephen Morton Amanda Poelmann Kelly Stockdale Joan Spaulding-Williams	Irina Don Steve Gordon Vanessa Mann Katherine Warren
<b>Twenty Years</b>		<b>Twenty-Five Years</b>	<b>Thirty Years</b>
Lisa Krumpek Daniel McDonald Theresa Reid	Lynda Harrold	Diane Boulter Brenda Powell Ginny Scott	Terri Britton-Kennedy Louis Prior

**The following staff retired during the fiscal year April 2018 – March 2019.**

**We wish them all the best!**

Joyce Albinson   Jennifer Creighton   Karen Hunter   Brett Newman   Steve Pal\*   Debra Routhier

\*retired in June 2016 but remained working as Relief Staff

## Blue Mountain Getaway

Some of our individuals from Central Manor and Halton Hills enjoyed a 2-night vacation to Blue Mountain this past April. The individuals did very well and had a great time eating out at several different restaurants, sightseeing and enjoying the mountains.



Patricia admiring the mountains



Darren relaxing in the cottage



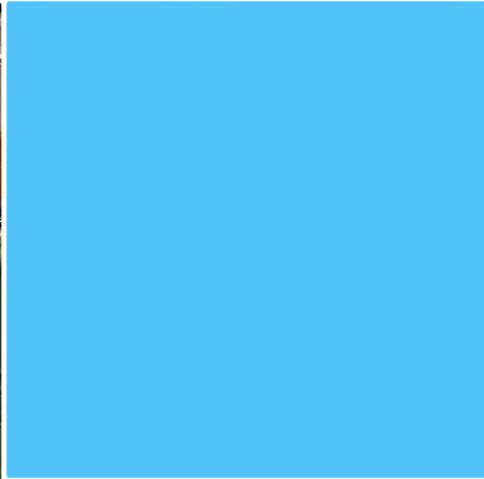
Group dinner in the Village

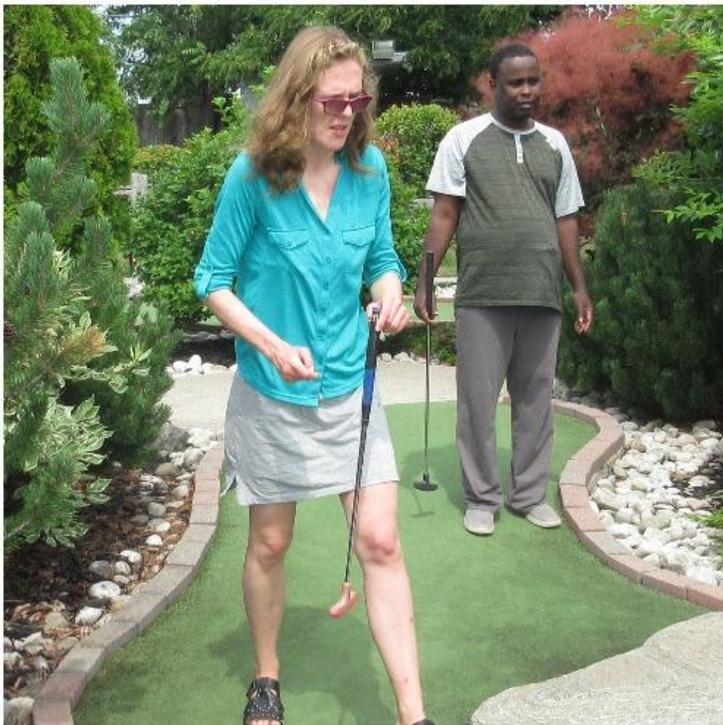
## Success Story at Central Manor

Susan, for the first time in over 2 years, went to the Mall and a movie! She has not been out except for appointments and as you can tell from her expression, she was happy. She saw Wonder Park movie and bought some toys at Toys 'R Us. The team has done a wonderful job working with Susan to get to this point and this will now be a monthly occasion with additional walks in the community.



We are always going on adventures ...







## Let your legacy live on

Here at Central West Specialized Developmental Services, we realize that there is more than one way to let your legacy live on for your cherished family members. In early 2019, we updated our Donate page to include the following options for donations:

Bequests

Gifts of Retirement Plan Savings

Gifts of Life Insurance

Giving to Remember

Charitable Gift Annuities

Gifts of Property

Gifts of Charitable Remainder Trusts

Should you wish to inquire further about any of these options, please contact Lisa Cranstoun at 905-844-7864 ext. 322