

## 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 Manager of Dual Diagnosis Service, Regional Manager of Community Supports, Director of Services and/or Chief Executive Officer.

## 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, that the person is affiliated with.**

The DDS referral form can be accessed on our website at [www.cwsds.ca](http://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-Peel Regions**

- Toll free: 1-888-941-1121

### **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



# DUAL DIAGNOSIS SERVICE

53 Bond Street  
Oakville, Ontario  
L6K 1L8  
Tel. 905-844-7864

[www.cwsds.ca](http://www.cwsds.ca)

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

*Funded by the Ministry of Children, 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 regions.

This service offers assessments and treatment planning for adults who have an intellectual/developmental disability, behavioural and/or mental health concerns that have been diagnosed or queried.

## We Help People Who:

- Have a history of presenting symptomology that is undiagnosed
- Have presenting 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 primary care provider & community support resource capacity.
- Have accessed & used existing community based developmental, health and mental health services.
- Have care providers, 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](http://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.

Care providers 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
- Behavioural Therapists
- Speech-Language Pathologist
- Speech-Language Pathologist Assistant
- Occupational Therapist
- Resource Professionals
- Clinical Director – Behavioural Services
- Regional Manager of Community Supports
- Manager of Dual Diagnosis Services

## Education & Training

The DDS team provides comprehensive assessment, treatment planning, on-site and in-home support/mentoring for care providers, 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 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 four bed, 24 hours, supported living treatment home is located at 53 Bond Street, in Oakville. 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, 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 care providers to facilitate a successful transition back to the person's home/supported living environment.

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

