

Annual Report 2015-16



DSL

DEVELOPMENTAL SERVICES
OF LEEDS AND GRENVILLE

Enhancing Abilities, Promoting Independence,
Advocating for Inclusive Communities

Since 1983



Mission Statement

Developmental Services of Leeds and Grenville is committed to providing a variety of clinical and support services which will enable persons with developmental disabilities to develop their potential within their communities.



DSL**G**
DEVELOPMENTAL SERVICES
OF LEEDS AND GRENVILLE

Annual Report Stats

April 1, 2015 – March 31, 2016

Services and Supports (in excess of 748 individuals)

Advocacy
Case Management
Social Work
Therapy and Counselling

Children's Services and Inclusive Child Care
Children's Summer Groups
Community Connections
Family Home
Foundations
Innovative Residential Services
Weekend Respite

Crisis Intervention/Short-Term Treatment
Behavioural Services
Occupational Therapy
Psychiatric Clinic
Psychological Assessments/Consultations

Distress Centre Lanark, Leeds & Grenville Responded to over 6,932 calls

124 volunteers

Summer Students

8 Summer Students

Student Placements

- Child and Youth Worker
- Office Administration
- Occupational Therapy
- Autism & Behavioural Science
- BAA Behavioural Psychology
- Early Childhood Education



Annual Report of the Chair

Annual General Meeting • September 19, 2016



Who would have thought that the past year would have been as eventful and busy for our organization? From opening a brand spanking new facility on Park Street where our clients and community members can gather together to enjoy a variety of activities, to a variety of organizational and Board challenges requiring the entire organization to work together, resolve and move forward. As with any organization, our strength is in the dedicated staff who daily make it their mission to meet the needs of our clients and families within the community. As a Board, we are grateful that staff at DSLG collectively work together in meeting the goals of the organization, and as a result, make our community more inclusive as part of the process.

DSLG staff continue to put the clients first as they provide services which stress inclusive, caring support to individuals within their communities. They are required to work with the client, family members and colleagues in making informed decisions as they support each individual in reaching their potential. What a tall order! To do this effectively, DSLG has a number of diversified programs to meet these needs. Each client is supported with their own plan designed to meet their individual goals, a plan which is reviewed regularly. Our organization provides programs which encompass those from early age to later life. It is because of this, that Developmental Services of Leeds and Grenville is recognized in the community and provincially as a benchmark agency providing the highest quality services. The Board recognizes and applauds the work and vision of our staff in achieving this standard.

There were a number of new projects successfully completed during the year. Our staff did a wonderful job of shepherding the renovations required at Park Street prior to our grand opening this spring. Some of our staff were active in adding their voice of experience in the planning process, so that we believe we have met the challenge of creating a facility which meets the needs of our clients, the staff and the community. Thanks to our Management team in providing the financial oversight in completing the project within budget projections. DSLG began to accept forensic clients from the Royal Ottawa Hospital into the Short Term Treatment Home, giving a new avenue towards independence for carefully chosen patients ready for a less restrictive environment. We were fortunate in once again being chosen as the provider of the support available through the Distress Centre. Congratulations to everyone for their involvement in these innovative projects undertaken by DSLG this year.

This past year we had our second Quality Assurance Measures Review, which is part of the Ministry's internal processes for organizations meeting their membership requirements. Congratulations to the staff in successfully meeting the bar set by the QAM review. The standards require the highest professionalism and service to achieve. It requires internal processes which supports the requirements. The Board is appreciative of the staff for their forbearance during the process and is confident that we continue to provide the highest quality of service to our clients in our community.

Respectfully submitted,

Ms. Pam Little

Chair

Executive Director's Report

Annual General Meeting • September 19, 2016



"If the road is easy, you're likely going the wrong way."
— Terry Goodkind

In terms of the above quote, I know we are going the "right way" because each and every staff and Board member, has made a difference in the lives of the individuals we serve through your commitment and quality of service in each of your roles. Has this been easy? – "No". Doing the right things and going the right way is often not easy. But DSLG has made a HUGE difference, and we will continue to deal with every challenge that confronts us.

The Ministry continues to promote quality assurance and accountability, and these are good principles. What it means is more procedures and processes for agencies to accomplish these principles, by interweaving these into the day to day practice, and the interactions of the staff and individuals we work with. We continually try to balance these standards and regulations with normalization, inclusion, and individual rights.

DSLG continues to be an agency with a culture of flexibility, adaptability, and collaboration to provide the most effective and efficient service to individuals, both internally and with partner agencies. Those principles at times, are difficult to balance with the Ministry's expectations and accountability. However, this would not be possible without a competent and skilled staff who continue to think creatively when we are faced with a challenging case or issue.

Over the past year we completed a number of tasks including: training of staff in the newly developed Information Management System (IMS), implementing a Quality Assurance Committee, fully integrated the Inclusive Child Care Program into the DSLG Information and recording system, continued updating our Accessibility legislation requirements, aligned managers and teams in a small reorganizational move, to better provide access and supervision to staff, as well as on-going training both externally and internally for staff. We continually strive to improve our services, sometimes with decisions that are not always popular, but are in the best interest of the individuals we serve.

We also accomplished a major move in our "Central Park Connection" adult program through a major build and renovation. The new location provides more space and a "state of the art" setting for providing service and promoting inclusion in the community. We had a very successful "grand opening" in June attended by many community partners.

The Short-Term Treatment Home (STTH) has also expanded service by providing two dedicated beds for individuals with a dual diagnosis and other challenging behaviors with our collaborative partnership with the ROH. This pilot program known as DD-TRHP allows individuals an opportunity to transition from the hospital to the STTH and eventual citizenship. The staff have worked hard and completed training with our partners and continue to work collaboratively with them to make this a success.

The agency will miss our long time Manager of Community Connections, Sandi Lamorre, who retired in August, and spearheaded the final steps and furnishings for our new Park Street location. The agency was very fortunate to hire an experienced Manager in our field to carry on the work at Community Connections, Caroline Guilboard. Caroline has several years' experience working with BACLA, and is very familiar with the field and Ministry expectations.

The agency has been, and continues to, recruit for the Director of Client Services position. The managers, staff and consultants have all "stepped up" in carrying on our commitments to the individuals we serve and community partners during this transition.

The agency is also focusing on the Ministry's individualized funding program, "Passports", to optimize the service individuals and families can receive. By offering more "individualized" options and building capacity through our adult programs, individuals will have more choices and opportunities to learn skills, become connected to the community, socialize, and build friendships. This will enable us to offer more creative opportunities and activities, and hopefully increase the number of individuals into these options, and reduce waitlists. It will also assist with the administration and accountability in the area.

All programs continue to provide quality service and creative solutions for individuals, as evidenced by our Ministry Compliance reviews. The IT team continues to improve our internal service and also build partnerships with community partners. Children's Services, ran a successful After School Support Program throughout the school year. The Specialized Services Team implemented a Developmental Screening Clinic for children under 5 years of age. The Innovative Residential program is working on increasing Family Home Program placements and also shifting the focus of the Teaching Training Apartment to a more socially inclusive community format. The Distress Line continues to offer the volunteer after-hours support and the well-established "Warm Line Calls". The Clinical Support Services Team is looking at how to best manage APSW referrals, as this is an area that has seen a major increase of referrals from the DSO. Each program will continued to develop program goals which align with the agency goals, and we will continue to introduce a process of evaluating both, over the next period.

As you can see it has been a busy year, and every program should be proud of their accomplishments and hard work. I know I have not mentioned them all, and I know it is difficult at times to "see the light at the end of the tunnel". However, you did it, you assisted individuals to reach some of their goals, even when resources were stretched and documentation demands continually increase.

Our next year will continue to be busy and challenging as well, with the introduction of many Ministry projects and processes. Constant change has become the norm. In some ways, this allows us to be proactive and deal with it in a strategic way.

In last year's report I mentioned I had "still much to learn" in my new role, and this continues. However, one thing I have learned is that "hard work pays off", and the staff and Board have proven this, in keeping DSLG a respected leader in our community.

Respectfully submitted,

Tom Turner

Executive Director

Quality Assurance Measures Compliance Review



Developmental Services of Leeds and Grenville successfully completed its second Quality Assurance Measures Compliance Review in July 2016. This systemic review process is committed to a consistent and proactive approach to identify, monitor and manage compliance with legislation, regulation and policy directives of all MCSS-funded services and supports for adults with developmental disabilities. The primary purpose of the review is to provide consistent expectations and to ensure high quality standards of care and safety for all adults with developmental disabilities.

The review covered the time period from January 1, 2014 to July 25, 2016. This process included a review of Policies and Procedures, Board Records, Staff and volunteer Records, Individual Records, Records and Documentation, as well as service specific site inspections and discussions with individuals. A total of 128 distinct compliance indicators were used as part of the review process.

The results from the Compliance Review identified some items that needed to be worked on to provide better indicators of compliance; however, we had a very positive review, and met full compliance within 10 business days.

Moving forward, we continue to be committed to ensure DSLG meets Quality Assurance Measures for all funded programs and we strive to ensure compliance with all requisite areas under review.

Effective April 1, 2016, the Ministry released Policy Directives for Host Family programs which include an additional 72 Compliance Inspection Indicators specifically for the Host Family Program. The agency is working to fulfill all new requirements as part of its 2017 Compliance Review.

Respectfully Submitted,

Lisa Crawford

Manager,
Quality Assurance and Distress Centre

FOCUS Accreditation Quality Improvement Plan!

In 2015 DSLG received its first Accreditation from FOCUS Accreditation for a 4 year time period. Some of the strengths of the organization identified by FOCUS included: strong leadership, culture of continuous learning and improvement, flexible person centred services and a recognition that the organization is a highly regarded community partner. Each year, accredited agencies are required to report on the work and efforts being made to ensure Continuous Quality Improvement. Hence, each year, the agency develops a Quality Improvement Plan, that outlines the next steps that have been established for quality improvement purposes. This year, some of the goals outlined in DSLG's Quality Improvement Plan are:

- Developing and implementing a process for compiling and analyzing information pertaining to the achievement of outcomes for people using services and use it for future planning, quality improvement and decision making.
- Implement Policy specific to AODA Integrated Regulation Standards
- Ensure Stakeholder input in next Strategic Plan Review Process.
- Develop a succession plan for key Management positions using the Talent Management and Succession Planning Guide for DS Agencies

Respectfully Submitted,

Lisa Crawford
Manager,
Quality Assurance

Dual Diagnosis Transitional Rehabilitation Housing Program (DD-TRHP)



DSLG and the Short-Term Treatment Home are proud to announce a new partnership with the Royal Ottawa Hospital. This partnership; jointly funded by the Ministry of Health and Long-Term Care and the Ministry of Community and Social Services is one of four Dual Diagnosis Transitional Housing Programs across Ontario. This innovative program is intended to transition dually diagnosed individuals who have been deemed stable and are residing at the Royal Ottawa Hospital forensic ward, an opportunity to be re-integrated back into the community. These individuals will receive a high level of support, in addition to adaptive assessments and structured transitional housing. The program is intended to promote integration and inclusion, as well as promote capacity building and knowledge exchange between our sectors.

Respectfully submitted,

Ms. Erin Bertrand

Manager,
Crisis Intervention/Short-Term Treatment



Sensory Garden at the Short-Term Treatment Home

Psychiatric Services at DSLG



Developmental Services of Leeds and Grenville offers a diverse range of clinical and support services, which includes a Psychiatric Clinic. In Partnership with the Developmental Disabilities Consulting Program in Kingston, DSLG is pleased to be able to offer individuals access to the expertise of two Consulting Psychiatrists, Dr. M. Ayub and Dr. C Jones-Hiscock and a Clinical and Forensic Psychologist, Dr. Jessica Jones. All three specialize in the field of Intellectual Disabilities.

Comprehensive psychiatric consultations and follow-up appointments, for both children and adults, are offered on a monthly basis. Consultations are accessed through a referral from the patients' family physician and coordinated by a social worker at DSLG. Consultations are holistic in nature, where both formal and informal support systems are encouraged to be part of the consultation process and treatment plan.

Dr. Jessica Jones provides clinical consultations in risk management and treatment planning for individuals with intellectual disabilities and autism spectrum disorders. Referrals to access Dr. Jones' services can be made directly with the Clinic Co-ordinator, Heather Laushway.

This past year, approximately 60 individuals accessed services through the Psychiatric clinic.

We are pleased to be able to offer this service to other Community Partners that support individuals with Intellectual Disabilities within Leeds and Grenville.

Respectfully Submitted,

Ms. Heather Laushway

Social Worker

“Central Park Connections”



328 Park Street, Brockville

In September 2015 the agency took possession of a building at 328 Park Street. The building was built in the 70's and was a Mac's Milk store for many years and then a couple of different restaurants. The building sat empty for four years and the extensive renovations required presented a perfect opportunity to customize the interior to fit our needs. Excitement started to build as the project progressed and the move in date drew closer. A contest was held to name the building and Community Connections staff, Sue Birtch, won with her entry **“Central Park Connections”**. Individuals started attending the program on March 28th.

The building is approximately 1800 square feet and all on one floor. It has two accessible washrooms, a beautiful kitchen and three activity rooms. The central location enables a number of participants to walk to various programs and across the street to the YMCA. The train enthusiasts are thrilled to watch passenger and freight trains go by several times a day, and staff and visitors are delighted by the ample parking.

Families, community partners and the general public had an opportunity to tour the new building and enjoy a barbecue at an Open House held June 24th.

Staff and individuals who attend our various programs are enjoying the new location.

Respectfully Submitted,

Sandi LaMorre

(Former Manager of Community Connections ~ retired June 2016)



Open House June 24, 2016

Ribbon Cutting:

Dianne Dillon-Samson (Board Member),

Tom Turner (Executive Director)

Community Connections Continues to Connect!!



John J., Paul D. Cici D.



It has been a busy year at Community Connections. The new building at 328 park street is continuing to be an excellent location and accessibility has been greatly improved. We are beginning to see new building construction as well, which will enable an enhancement to our pottery and wood working activity.

It was a bitter-sweet farewell in June with Sandi's retirement. We wish her well and look to ensure that we continue to provide opportunities for individuals to be active members in their community. It is our goal to listen to individuals ideas and interest and match the desires for new and previously enjoyed activities. Kim Gomes has been instrumental in helping people to identify their interests, and as a result a new list of activities has been developed from leisure groups to sporting events. We continue to offer many of the favorites from Cooking around the World, Supper Club, Movie Night, Crocheting, Local Farmers market, to opportunities for individuals to join the YMCA. The list could go on. We are also happy to announce that inclusive dance classes are once again being offered at BOLDT Dance Academy.

Fall is an exciting time as it includes some great opportunities for individuals to learn canning and preserving. This is the second year Sue Birtch is offering this activity and the success is shown in the interest it generates and the products created. This year we will be participating in the Elizabethtown Kitley's first ever Ladies Night! The event will be held at the Lyn fire station on Nov 3rd. We will represent creative



*Cindy E., Cici D., Krista Cameron
(instructor), Karen E.*



*Deana E., Karyn Wilson
(Community Connections)*

items from our pottery and woodworking classes and they are already underway looking to add fire and Christmas themes to their products. Woodworking has developed some new and unique items with birdhouses showing creative art work to enhance individual's skills and interest. The requests for these items are already rolling in.

Volunteering continues to be a valued opportunity for individuals to reach out and be an active member in their communities. We continue to assist seven different partners: Upper Canada District School Board, Girls Inc., Elizabethtown Library, Food for all Food Bank, Salvation Army and St. John Bosco Church. New this year is the Community Hub which sees individuals offering help in organizing clothing and toys for people and children in the community who frequent the Hub. Our volunteers complete a variety of jobs from shredding to stocking shelves, janitorial work, folding bags and church bulletins.

In addition this year we are increasing our community presence by most recently participating in the Culture Days that was held on October 1st downtown Brockville. Individuals from the pottery, woodworking and Music program displayed their wares and talents to the community and had many conversations with the public about who we are and what we offer. The interest was widely received. Many thanks to Pat Johnson and Karyn Wilson, who supported individuals to attend the event.

Staff continue to work hard to ensure meaningful opportunities and individual interests are experienced and that we are moving toward an inclusive direction of community experience in line with our agencies mission and guiding principles!
Respectfully Submitted,

Caroline Guilboard

Manager,
Community Connections & Supports

After School Group



Family centred and client directed. The most enjoyable part of providing services to children, youth and families is being responsive to those needs identified specifically by the children, youth and families themselves. With support from our Board of Directors, we had the opportunity to respond to a need that had also been identified through the Children's Services Team. A family

shared that they needed after school support for their child who was ageing out of traditional after school child care, but still required some additional support in those hours after school, while parents are still at work. As a result, the DSLG After School Group was piloted.

Currently, there are Child Care Programs in our community who will accommodate these older children, but this forces the children and youth out of normal transition periods with their same age peers who are developing life-skills and social experiences with others in their school and neighbourhood communities. Our DSLG After School Group supports youth to be involved in extra-curricular activities and events at their school, in the community and develop skills towards involvement and independence.



Children and youth enjoying summer 2016 group programs

The program has allowed for the strengthening of partnerships and relationships with schools where students and staff become gatekeepers in building inclusive communities in their schools. Students who participated this past year also took part in building their community service volunteer hours through CPHC and the Food Bank, as well as participating in programs at the Brockville Public Library.

The program content and activities were identified and driven by the needs, interests and desires of the individuals in the group, with the goal of ensuring participants were engaged and in control of developing the activities that were of interest to them. There was also a focus on skill development towards independence and decision making so that the long term outcome are children and youth who 'graduate' to not requiring a facilitated group.

The participants themselves supported the successful evaluation and reporting of the program through a great video that was developed with the support and enthusiasm of our Child & Youth Care placement student from St. Lawrence College, Marissa Poletta.

Respectfully Submitted,

Gillian Jackson RECE, B.Soc.Sc., MA.
Manager, Children's Services

Student Awards

Since 2007, DSLG has offered student awards to first year students, or a graduate student, pursuing a career in a field related to developmental disabilities. Eligible applicants must provide proof of acceptance to a post- secondary program, at least two references, school transcript of credits and an essay describing personal and career goals. This year's selection committee consisted of Board members, Mr. Stewart Glashan and Mr. Harry Kingscott; Ms. Erin Bertrand, Manager, Crisis Intervention and Short-Term Treatment; and Mr. Tom Turner, Executive Director. There were no applications received this year for the **R.G. McMullen** award (graduate category).

Two individuals were selected to receive an award. Awards were presented at an Awards Presentation held on July 27, 2016.

Taylor Kitson, registered in the Social Service Worker Program at St. Lawrence College (Kingston), was awarded \$750.

"People with any type of developmental disability are often misunderstood, and I want to be able to assure them that there are people who do understand them. I want to be able to show the kindness and compassion that often isn't demonstrated to people with a disability. This type of work is so valuable, as it would enable me to make a difference in someone's life every single day".

Nikki Stiller, registered in the B.A.A. Behavioural Psychology Program at St. Lawrence College (Kingston), was awarded \$1000.

"I play on many sports teams and volunteer when I am not working. I thoroughly enjoy helping and interacting with others. I have chosen the Bachelor of Applied Arts in Behavioural Psychology course because I feel that I can make a difference in others' lives".



Taylor Kitson and Nikki Stiller with Tom Turner (Executive Director) receiving their award.

Distress Centre Lanark, Leeds and Grenville Annual Report 2015/16

The Distress Centre of Lanark, Leeds and Grenville for more than 25 years, has worked on behalf of, and with the Ministry of Health and Long Term Care, the Local Health Integration Network, and Lanark, Leeds and Grenville Addictions and Mental Health to build capacity of the community to offer distress and crisis line service and provide suicide prevention support. Over 124 trained volunteers from the community have responded to over 6932 calls from April 1, 2015 to March 31, 2016 and has supported 37 warm – line referral service recipients. In addition, the program trained 97 Participants in the ASIST Suicide Intervention Workshop and trained over 20 new volunteers for the program during this time. The chart below provides a detailed breakdown of types of presenting issues that Distress Centre Volunteers have assisted callers with over the past year.

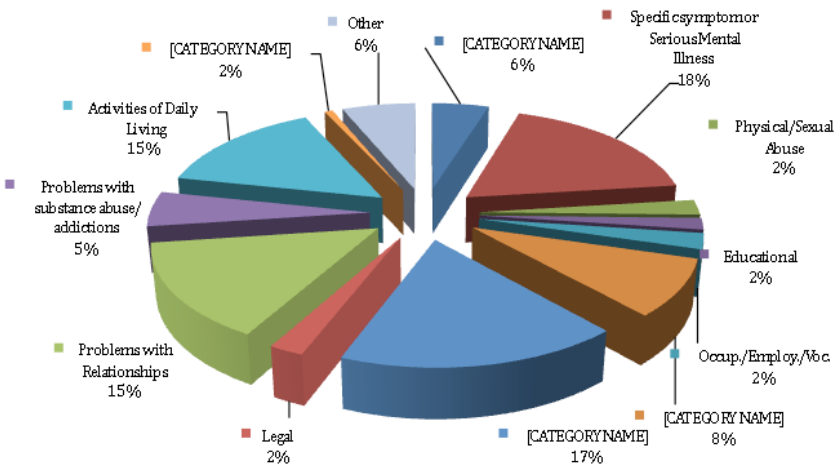


For the past 6 years, the Distress Centre has been a supportive member of the LEAD Team Protocol and has sent over 48 volunteers to participate in its community training and response initiative. The Distress Centre is a proud supporter of this worthwhile endeavour.

The Distress Centre, working with the Smiths Falls District Community Health Centre, recently opened a new call room in the Smiths Falls area to help bring more awareness, resources and support to a larger community.

As part of our Community Awareness Campaign, in the last year the centre staff made presentations to the following groups in our community: Youth and Child Workers at St. Lawrence College, Clinical Support Services through Developmental Services, and Youth Fairs at St. Mary Catholic High School.

April 1, 2015 to March, 2016 - Major Presenting Issues in Calls



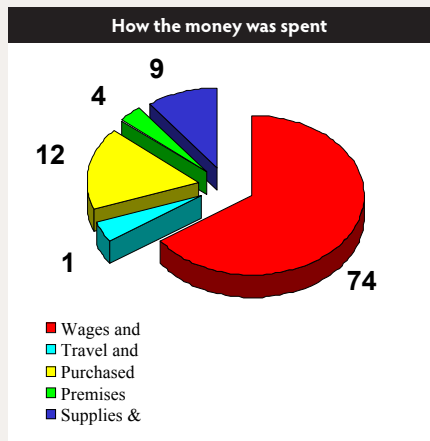
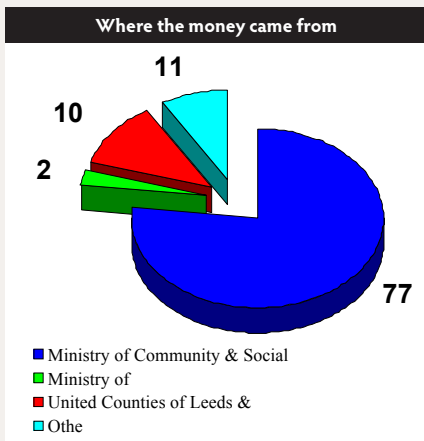
Financial Highlights for 2015/16

Developmental Services of Leeds and Grenville offers a diverse range of clinical and support services funded through multiple sources. The Ministry of Community and Social Services (MCSS) is our primary funder. Additionally, we receive funding from the Ministry of Health and Long Term Care (MOHLTC), United Counties of Leeds and Grenville (UCLG) and Individualized Funding through Passport, Special Services at Home (SSAH) and Assistance for Children With Severe Disabilities (ACSD).

Total consolidated revenue and gross expenditures increased by 6.3%. This growth was primarily due to an increase in individualized client funding and MCSS System Capacity salary and benefit funding. Through good planning the organization maintained the stability of high-quality client services and well maintained facilities and equipment.

The organization has made a significant investment in developing a web-based Integrated Information Management System. The system has been customized to allow for the automation of business processes. In December 2015 we released the Client Information System module and completed training for all staff. Further development of the Integrated Management System will continue over the next few years.

We completed several major repair projects in 2015/2016. We purchased a property, centrally located in Brockville, for the relocation of the Community Connections Program. Extensive renovations were completed so that the space was accessible and designed to meet the needs and growth of the program. The property has an abundance of parking and is located on a large lot that would allow for future expansion possibilities. At the Short-Term Treatment Home we replaced the roof and completed renovations to accommodate program expansion. We are partnering with the Royal Ottawa Hospital to deliver a Dual Diagnosis Transitional Rehabilitation Housing Program at the STTC site.



Retirements this year ...

Sandi LaMorre, Manager, Community Connections /Children & Youth Groups.

Retired August 16, 2016 (33 years of service)

After 33 years with Developmental Services, Sandi decided to enter the next phase of her life ~ retirement. Her career began at Rideau Regional Centre and then St. Lawrence Regional Centre. When one door closes, another opens! She began employment with DSLG as a "Community Resource Counsellor" on the day the organization opened its doors in 1983. She worked hard to improve the lives of individuals and families and demonstrated



a strong passion for the work. In 2011 she had the opportunity to move into a management position. As Manager of Community Connections, she was involved in the development of "Central Park Connections," and was very excited about the opportunities and benefits the new location would have for people attending the program. Sandi's creativity combined with many of her own community connections, contributed to the success of The Hilltop Studio introducing pottery and creative arts programs. She was instrumental in the success of the teaching respite program, as well as the children's summer and March break programs. Sandi will be remembered for her "infectious" laugh, her "story telling" and especially her carrot cake! She made many lasting friendships and will be missed by staff as well as many of the individuals whose lives she touched over the years. We thank Sandi for her many years of service and wish her all the best in her retirement! Now that she will have time on her hands, we hope she is still thinking about the "Tea Room" – it's not too late!



Donna Cody, Community Support Worker, Innovative & Residential Services. Retired March 31, 2016 (12 years of service)

Donna joined the agency in 2004 as a casual Community Support Worker. She later became a Full time Senior Community Support Worker, taking the lead with implementing the Innovative Teaching Apartment Program. Through her strong leadership and gentle encouragement we have seen many young women who participated in this program develop confidence and increased independence. She earned the respect of staff and individuals she supported, and was well known for turning situations into an opportunity for a "teachable moment". Her retirement was well planned; as a new grandmother, she will have more time to spend with her family. She will be missed by staff and individuals alike. We wish her all the best as she begins this chapter of her life!

We Remember ...

Deborah Bonselaar
November 15, 1993 - Dec. 14, 2015 (22 years of service)

Debbie was a long-term employee who sadly passed away on December 14, 2015 after a lengthy illness. As a volunteer co-ordinator for the Distress Centre, Debbie worked closely with DSLG staff and the many volunteers associated with the Distress Centre. She was a wonderful person and very passionate about helping others. She will be fondly remembered for her cheerfulness and dedication and is missed by all.





Practicing a "green thumb" at our Park Street garden



Expressing ourselves during painting class



Plant and Pottery Sale June 2016



Hanging out with the Ottawa Senators mascot, Spartacat during a road trip



Representing at the 2016 Special Olympics in Guelph



Enhancing Abilities, Promoting Independence,
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