Welcome to the first edition of many to come

The Complex Service Needs provincial initiative has been building momentum over the past year.

Beginning in January, 2012 and utilizing a joint framework, Alberta Health Services, in partnership with Government of Alberta Human Services – Persons with Developmental Disabilities, began working together to ensure that adults with complex service needs get the right support at the right time to meet their support needs.

As one of five strategic directions within Alberta’s Addiction and Mental Health Creating Connections Strategy, the Complex Service Needs primary goal is to ensure:

- Adults with complex service needs in Alberta are effectively supported through a sustainable continuum of integrated and coordinated services.

The day to day work is focused on the achievement of five policy directions. They are:

- integrated case management;
- continuum of services;
- training and education;
- effective and efficient systems and
- shared accountability across Ministries.

As a working group we would like to credit this initiative’s executive sponsors, Alberta Health Services, Senior Leader, David O’Brien and Human Services, Assistant Deputy Minister, Brenda Lee Doyle with truly championing this initiative and continually working to ensure Complex Service Needs structures are considered and promoted within their entire body of work.

We are proud to announce the new arrival of the Complex Service Needs website on: www.albertahealthservices.ca

It did take some time to navigate the process of building a website that must be easy to access by stakeholders and supporters and front line service agencies and staff. Our goal forward is for the website to be informative and contain useful and pertinent information to front-line service delivery.

We have only just begun...Contact Sandy Marcynuk with any content or links you would like to see posted.

Sandy Marcynuk, Addiction & Mental Health, Complex Service Needs Provincial Coordinator
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Complex Service Needs Provincial Coordinator
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Introducing

2 of the
Community
Support
Teams

Services for
these teams
must be
referred
through
PDD

Community Support Teams (CST)

Community Support Teams is a joint initiative between Alberta Health Services (AHS) and Persons with Developmental Disabilities (PDD).

Based on regions/zones service needs, local Community Support Teams are comprised of local AHS zone and PDD regional staff to jointly serve a complex service need population.

The goal of Community Support Teams are to:

- support dual diagnosis individuals to stay healthy and thrive in their own communities and
- enhance community capacity to provide effective and enriched supports to individuals with a dual diagnosis.

Support may involve providing appropriate referrals, developing preventative strategies, assisting with the development of behavioral plans, hands on training to agency staff, facilitation between multiple individuals, programs and support systems.

Edmonton—COAST

The Community Outreach Assessment and Support Team (COAST) enhances community capacity to provide effective and enriched supports to individuals with a dual diagnosis.

The team is multidisciplinary and is represented by the following positions:

- Behaviour Specialists, Occupational Therapists, Social Work, Psychologist, Nurse, Therapy Assistant and an Independent Living Services (ILS) worker.
- In addition, a Consulting Community Psychiatrist will be added as a future component of the team.

All referrals to COAST will come from the PDD Coordinator in your area.

Edmonton PDD: Liz Peterson 780-427-0218

COAST Mission:

To enhance the community’s capacity to meet the needs of individuals with developmental disabilities.

For further information call COAST (780) 342-5500

Calgary—Catalyst

Consultation for Complex Service Needs is a joint initiative between Alberta Health Services, Addiction & Mental Health - Calgary Zone and Persons with Developmental Disabilities Calgary Region.

This service may include:

- Behavioural assessment, risk assessments & behaviour support plans
- Psychological counseling
- Staff and care network education/support
- Psychiatric nursing evaluation
- Medication evaluation
- Physical assessment

The Calgary team is comprised of a social worker, a clinical nurse specialist, an outreach nurse, two mental health therapists and a psychologist.

All referrals to Catalyst will come from the PDD Coordinator in your area.

Calgary PDD: Heather Mazur 403-297-5251

CATALYST Mission:

To enhance the mental wellness of persons with intellectual disabilities and complex service needs by fostering greater understanding of their human experience and supporting the systems that serve them.

To request a CATALYST Consultation call (403) 943-8311

Complex Service Needs Newsletter
From the Front-line

Working with “Peter”
(pseudonym name)

COAST received an urgent referral for a client in northern Alberta. The client has a developmental disability with co-occurring mental illness; he is mostly non-verbal and will occasionally communicate via an iPhone app or use one word responses. At the time of the referral, he was admitted to an acute care psychiatric unit due to an episode of aggressive behaviour in the community. This particular unit was not familiar with PDD clients and had difficulty supporting the client in the inpatient setting. The site considered transitioning Peter to Alberta Hospital Edmonton due to their perceived inability to support within their resources; this concern was reinforced when Peter’s behaviour escalated to the point that he required isolation to keep himself and others safe and was monitored through a window.

When COAST became involved, the client had inflicted damage to the isolation room, costing approximately $20,000. The nursing staff were very afraid of working with Peter, fearing they would be injured. Through direct opportunities to work with the agency and hospital staff, COAST assessed the situation and developed potential interventions. Using Telehealth, COAST followed up regularly with the staff to make recommendations to use least restrictive procedures and increase the client’s opportunities to spend time out of isolation. Over time, the hospital staff developed more confidence and comfort working with the client. Peter transitioned to home visits and weekend visits and was eventually discharged to the referring agency.

Following COAST involvement, Peter was discharged to the community where he lived successfully for 5 months until he required hospitalization for stabilization. Peter was transferred to Edmonton zone, where he is now receiving psychiatric supports. COAST is currently collaborating with Edmonton Zone hospital staff, PDD Northeast and community support staff to optimize the support plan for Peter. All parties involved are committed to providing excellent care to Peter, and this is supported by the communication and collaboration that is currently occurring across the different systems and organizations involved in his care.

Focus Group Work

Many local providers of specialized supports to PDD Individuals with Complex Service Needs with a dual diagnosis provided their expertise and contributed to the question posed: What are the most critical competencies needed when working with Complex Clients?

An Education Framework for Supports working with Individuals with Complex Service Needs is in a working draft and truly benefited from the contributions of these multiple and varied facets of services and service providers.

The Education Framework will:
- Provide guidance for support agencies and health providers as what specific skills are required to serve this population,
- Describe the steps involved in becoming specialized within this skill set,
- Present context in the form of best practices on education/training and staff development to serve complex clients.

Help can be as close as a phone call.

“Over time, the hospital staff developed more confidence and comfort working with the client.”

Brainstorming work leads us closer to an Educational Framework.
Website of interest...

Each edition of the Complex Service Needs newsletter we will share websites as informational items. These websites and their content are not endorsed nor promoted by Alberta Health Services or GOA but are meant to point you to the many and varied resources that exist on the web—never be afraid to Google to find what you may not even know you are looking for.

Positive Behaviour Support training from ACDS: Entry level workshops and facilitator training

www.acds.ca

Institute for Applied Behavioural Analysis – Professional Training Resources

www.iaba.com

Quality Mall, a place where you can find lots of free information about person-centered supports and materials for people with intellectual/developmental disabilities. You can look through to learn about positive practices that help people with intellectual/developmental disabilities live, work and participate in our communities and improve the quality of their supports. There are currently 3,467 products listed in Quality Mall

www.qualitymall.org/main/

Spotlight on a Resource

CAMH (Canadian Addiction & Mental Health) Knowledge Exchange

The CAMH Knowledge Exchange resource has done substantial work in the specialty area of Dual Diagnosis. The Dual Diagnosis Research Program is the only program of its kind in Canada with a focus on individuals with intellectual and developmental disabilities and their families coping with mental illness and behavioural concerns.

The knowledge exchange is blended with the clinical services in the Dual Diagnosis Program at CAMH, and research is undertaken through partnerships with services providers, consumers and their families, and policy makers.

Resources are available on the CAMH website at https://knowledgex.camh.net/amhspecialists/specialized_treatment/dual_diagnosis/Pages/default.aspx

CAMH Knowledge Exchange is an online information and tool repository designed to:

- Support community based service providers to increase capacity for services for Addiction and Mental Health
- Support inter-professional collaboration
- Support efforts to increase system capacity

Province Wide Education Opportunity

Mental Health First Aid (MHFA)

A no-cost opportunity for front line staff to access 2-day training through Mental Health Canada is available.

The Federal Government has provided a grant to support this training to frontline staff who serve youth as one of their client groups (up to 24 yrs) who experience issues with mental health and addictions. There are two ways to attend this training:

- Any workplace with 12-24 interested participants can host the course on-site, so the instructor will come to you, or
- Staff can be registered for the available MHFA courses offered around the province. Courses are offered up to March 2014.

Registration for either option can be done by contacting:
Andra Gavrila
Logistics Coordinator
p 780.496.9067 ext. 221
f 780.408.3229
andra@charismc.com

www.mentalhealthfirstaid.ca

From the Mental Health Commission Website...

“Peer support for people living with mental health problems and illnesses can help to reduce hospitalization and symptoms, offer social support, and improve quality of life”

http://strategy.mentalhealthcommission.ca/the-facts/