

Developmental Services Ontario Hamilton-Niagara Region

Service de l'Ontario pour les personnes ayant une déficience intellectuelle de la région de Hamilton-Niagara

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Upon designation July 1st, 2011
Administered by Contact Hamilton

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New Executive Director

The Board of Directors of Contact Hamilton is delighted to announce the appointment of Lea Pollard as its new Executive Director. Lea will be responsible for two important things. She will oversee programs for Hamilton children seeking access to mental health and developmental services. Lea will also be leading Developmental Services Ontario (DSO) Hamilton-Niagara Region. Over the next few months, Lea will be busy getting ready to begin operations of the DSO Hamilton-Niagara Region for July 1, 2011.

Answering Your Questions

Here are answers to some of the commonly asked questions about the DSO Hamilton-Niagara Region:

When does the new DSO Hamilton-Niagara Region take effect?

The DSO Hamilton-Niagara Region takes effect on July 1st. On July 1st, the DSO Hamilton-Niagara Region will be the agency that people will call:

- To get information about adult developmental services and
- To apply for adult developmental services.

What do I do in the meantime if I want information or want to apply for adult developmental services?

Between now and July 1st, you should call the Contact agency in your community. There are four Contact agencies:

- Contact Brant, (519) 758-8228

- Contact Haldimand and Norfolk (a division of REACH), (519) 587-2441 or 1-800-265-8087
- Contact Niagara, (905) 684-3407 or 1-800-933-3617
- Contact Hamilton, (905) 570-8888

Will I lose the services and supports I have now because of the DSO Hamilton-Niagara Region?

No, you will not. Your services will continue as they are now.

I am currently registered with my local Contact agency. Will my information automatically transfer to the DSO Hamilton-Niagara Region?

No. Very soon, your Contact agency will write to you and ask your permission to disclose your information to DSO Hamilton-Niagara Region. The letter will explain:

- The kinds of information to be disclosed
- What happens if you consent to the disclosure of information
- What happens if you do not consent to the disclosure of information

You will need to sign a consent form and return it to your Contact agency. They will only give information to the DSO Hamilton-Niagara Region if your consent is in place. **They will respect your privacy.**

Who can I call if I have any questions about this newsletter?

Call Contact Hamilton at 905-570-8888 and ask to speak with the Intake Coordinator. They will do their best to return your call in a timely way – but it may take a few days. Soon a Manager will be in place to serve you better.

Work in Progress

1. DSO staffing

The DSO Hamilton-Niagara Region will have a Manager, an Intake Coordinator, and Access Coordinators. DSO Hamilton-Niagara Region staff should be in place by the end of May.

The Access and Intake Coordinators must be certified to administer the new Developmental Services Application Package. There are two parts to the new application package: the Application for Developmental Services and Supports (ADSS) and the Supports Intensity Scale (SIS).

The certification process is very intensive and some DSO staff are already being trained. The training involves both classroom study and

actual practice interviews with people who have developmental disabilities. We have had many people, their support networks and agencies, volunteer to help with the training.

We are very grateful to all the agencies, volunteers and their support networks for their help and their precious donation of experience, time, insight and support. Thank you.

2. Learning about each other

A big goal over the past several months has been to learn about the communities in the region. DSO Hamilton-Niagara Region also wants to share information about the upcoming changes by meeting with:

- Contact agencies
- Adult developmental services planning tables in each of the communities
- Agencies and family groups

In June, once the staff are hired, DSO Hamilton-Niagara Region will host information sessions across the region for people, their families, and the broader community. More information will come about the dates and locations of these information sessions.

Provincial Work

There are 9 DSOs across the province; DSO Hamilton-Niagara is one of them. The nine DSOs meet regularly with each other and the Ministry of Community and Social Services. There are many things that need to be the same across the 9 DSOs in the province, such as:

- The name (Developmental Services Ontario)
- The logo (called branding)
- The application package (called the Developmental Services Application Package)
- The eligibility criteria
- Standards and rules
- Website (there will be one provincial website with links to each of the 9 DSOs).

Some of these are still being developed, like the logo and the website. Others are already in place, like the new application package. Updates will be posted in this newsletter.

While many things will be the same across the province, the DSOs, including DSO Hamilton-Niagara Region, will be mindful of local needs.

What the Service will Look Like

On July 1st the DSO Hamilton-Niagara Region will be the agency people will call if they want:

- Information about adult developmental services
- To apply for adult developmental services.

Here is a brief description of what the service will look like. More information will come in future editions of the newsletter.

Who can call DSO Hamilton-Niagara Region?

Anyone can call the DSO Hamilton-Niagara Region for information. This includes a person with developmental disabilities, their family, support network, service providers, health care workers, school staff, other professionals, and the general public.

To apply for adult developmental services, the person or their substitute decision maker can call directly. Or someone they trust can call on their behalf, with their consent.

How do I call the DSO Hamilton-Niagara Region?

There will be new telephone numbers. There will be a local number for each community and a free 1-800 number if you need to call long-distance. These numbers will be advertised and in place by July 1st.

What happens when I call?

The Receptionist will ask why you are calling. If you are already registered with the DSO Hamilton-Niagara Region, you will be connected to your Access Coordinator. Your Access Coordinator will help you.

If you are not registered yet, the Receptionist will connect you to the Intake Coordinator.

- If you are looking for information, the Intake Coordinator will give you the information you need.
- If you are looking for services, the Intake Coordinator will determine if you are eligible. You will need to provide documentation that confirms that you have a developmental disability. Look for more information about eligibility in a future edition of this Newsletter.
- If you are eligible for services, the Intake Coordinator will:
 - Give you the name of your Access Coordinator.
 - Set up the appointment times with you.
 - Help you choose where you will have your appointment.
 - Help you decide who else needs to be there.

- Explain what will happen at the appointment.
- Tell you about your right to privacy.

The Intake Coordinator will also write all this down and mail it to you.

What happens next?

The Access Coordinator will meet with you to complete the application package. This will take 2 appointments. The Access Coordinator works in the community you live in and knows its resources well. After the application package is finished, the Access Coordinator will share service recommendations with you. You may need to wait for the service you need. If this is the case, the Access Coordinator can tell you about other supports that might be helpful to you.

It is very important to call your Access Coordinator if there are changes to your situation so that they can help you figure out what to do next. Your Access Coordinator will be the same person for as long as you are registered with the DSO Hamilton-Niagara Region.

I am French speaking. Can I have my services delivered in French?

Yes. The communities of Hamilton, Welland and Port Colborne are designated French communities. This means that a certain number of French-speaking people live in that area and services must be provided in French when requested. There will be at least one French-speaking person on staff.

Where will the Access Coordinators' offices be?

The Access Coordinators will have offices in the communities they work in. They will share office space with another agency. Locations will be confirmed shortly in a future edition of this newsletter.

Visit Developmental Services Ontario on the Web

All DSO Newsletters and links about the DSO are on Contact Hamilton's website at www.contacthamilton.ca. This is an interim site until the provincial website is up and running. Please check out this site often.

Please mail me the newsletter:

Circle:

ENGLISH

FRENCH

NAME: _____

ADDRESS: _____

CITY/TOWN: _____

POSTAL CODE: _____

Thank you. Please detach this form and mail it to:

DSO Hamilton-Niagara Region
c/o Contact Hamilton, 140 King St. E. Suite 4, Hamilton, ON L8N 1B2