

Systems Pathway into mental health (MH) supports:

- **Developmental Services Ontario (DSO):** register with DSO for supports- may have list of services and professionals available to connect with
 - **DSO intake line:** 1-888-941-1121
 - 8:30a - 4:30p** press '0' and connect with operator for assistance
 - After hours** press '1' to leave a message and someone will get back to you with information
 - <https://www.dsontario.ca/>
 - <https://www.dsontario.ca/members/register>
 - DSO helps you connect with a case manager, support worker, day programs etc.
 - Funding for the above services: <https://www.dsontario.ca/passport-program>
 - Sunbeam Community Center: <https://sunbeamcommunity.ca/>
 - Sunbeam Developmental Resource Center: <https://www.sdrc.ca/>
 - Ontario Autism Program, Autism Behaviour Consultation, behaviour consultation, counselling, health care consultation, FASD coordination, respite coordination, speech and language consultation, etc.
 - Community Living Services: <https://sunbeamcommunity.ca/community-living-services/>
 - Developmental Services Ontario Central West Region: <https://www.dsocwr.ca/>

- **Psychiatry or a diagnosis** is key for MH support
 - Diagnosis gives a clear way forward, and professionals know more about how to support someone if they have a diagnosis

 - **Psychiatrists:**
 - Dr. Kantor, Waterloo Region, Toronto
 - Through Sunbeam Community Services
 - Referral process through Heather Leisegang, Sunbeam Manager of Clinical Supports
 - h.leisegang@sunbeamcommunity.ca

 - Dr M. Virey, Mississauga
 - Dr. Maselle G. Virey is currently accepting new patients. To book an appointment, please call (905) 896-1302.
 - <https://www.healthdoc.ca/listing/dr-maselle-g-virey-psychiatrist-mississauga-on>

 - Dr E. Mulder, Guelph

- **Central West Specialized Developmental Services (CWSDS):**
 - “The Dual Diagnosis Service provides comprehensive assessment, treatment planning and interpretation, on-site and follow-up support, mentoring for caregivers, consultation and education.” “CWSDS is proud to provide a wide range of residential and non-residential services that accommodate the most complex needs.”
 - <http://cwsds.ca/en/dual-diagnosis-service/>
 - Information on the CWSDS/[CNSC community referral and screening process](#)
 - CWSDS/[CNSC Community Screening/Referral Form](#)
 - **Jodi Marleau**, Complex Support Coordinator, Community Networks of Specialized Care—Central West Region
 - Contact for information on CWSDS services that may be appropriate for you
 - 905-808-5309
 - jmarleau@cwsds.ca
 - 53 Bond Street
Oakville, ON
L6K 1L8
 - fax 905-849-8000
 - www.community-networks.ca
 - **Amber Huffman**, Dual Diagnosis Justice Coordinator (Waterloo, Wellington, Dufferin), Community Networks of Specialized Care
 - Contact for justice system support for people with developmental disabilities
 - 519-504-8211
 - ahuffman@cwsds.ca
 - 53 Bond Street
Oakville, ON
L6K 1L8

- fax 905-849-8000
 - www.community-networks.ca

- **Grand River Hospital Specialized Mental Health/ Dual Diagnosis Clinic:**
 - <https://www.grhosp.on.ca/care/services-departments/mental-health-addiction/specialized-mental-health>
 - Freeport Site
 - Specialized Mental Health
 - 3570 King St. East
 - Kitchener, ON N2A 2W1
 - Phone: 519-749-4300 ext. 7472
 - Fax: 519-894-8308
 - [Dual Diagnosis Clinic criteria checklist](#)
 - [Dual Diagnosis Clinic outpatient referral form](#)
 - Services: mental health emergency care, adult inpatient and outpatient mental health, specialized mental health, family navigator, information for family doctors
 - Outpatient services can be accessed through family doctor:
 - <https://www.grhosp.on.ca/care/services-departments/mental-health-addiction/family-physicians-referral-forms>

- **Peel Behaviour Services**
 - outpatient services: counselling sessions, groups, community activities, and psychiatrists will see a person with a DD because they are connected with this program
 - <https://www.peelbehaviouralservices.ca/>
 - Contact and referral information:
 - <https://www.peelbehaviouralservices.ca/contact-us>

- **Here 24/7** – quicker referral to psychiatrists
 - <https://here247.ca/>

- Places for Psychiatry self-referral, don't need a doctor referral
 - **WayPoint** <https://www.waypointcentre.ca/>
 - **St Joe's** <https://stjoestoronto.ca/areas-of-care/outpatient-mental-health/>

- **Family doctor** can be most powerful ally
 - Start with the doctor as portal because a referral from a doctor will/may get someone through door to psychiatrist faster than a waitlist
 - Community Living Cambridge has relationship with Doctors
 - Dr Parker
 - Dr Herrera
 - Dr Iftikhar, Guelph
 - Dr. Rebecca Lubitz, Kitchener

- **Youth transition plans**; there's transition plans from child to adult services, but many families don't follow up on transition plans. Transition plans can be important and helpful as they help a person with DD get connected with services and have an early entry into adult services
 - School board can be a way to get introductions to gatekeepers in services

- **Day program:** <https://liveandlearncentre.ca/>

- **The Ontario Ombudsman:** promotes fairness, accountability and transparency in the public sector by investigating public complaints and systemic issues within his jurisdiction.
 - <https://www.ombudsman.on.ca/home>
 - Advocates wrote about a complaint in policy, had the policy changed. (Used to have to give up custody of child if they were entering a Group Home, this is no longer the case due to a team of families advocating to The Ontario Ombudsman!)

- **Important people and supports to have involved in circle of care:** The person with DD, the person's family, frontline staff, house manager, Psychiatrist, doctor, health therapist, neurologist, dietician, behavioural therapist, 1:1 support, sensory therapy, occupational therapy, Applied Behaviour Analysis (ABA) therapists, court system, community partners, Grand River Hospital, Freeport Hospital, Central West Specialized Developmental Services (CWSDS), police, Brain Injury (BI) specialist, substance-use services.

What May Help:

- Frontline staff can develop a robust dataset that demonstrates the behaviour / symptoms
 - Need to develop credibility in the face of a professional (mental health support people) that may be skeptical
- Helpful for people and their families to call people at agencies like KWHab, they can at least walk you through process, make friendly introduction to some services
 - People have even reached out to agencies for help at hiring fairs, go there to ask them questions
- Some hospitals may see a person with Dual Diagnosis as already having supports in their group home, so they don't need to be at the hospital. Additionally, it may be thought the crises is due to being a person with a disability rather than experiencing a mental health crisis. Families may try to connect and advocate for their family member with Dual Diagnosis if this is the case, rather than staff from the group home to make the need for services clear.
- Ask if home visits from doctors and support people are available, rather than long or difficult transportation journeys, Zoom appointments are becoming more and more common, this may be a suggestion for an office

- Waitlists
 - Connect with the doctors and/or their offices directly
 - An advocate was extremely concerned about safety of her son so wrote email to a doctor directly asking for help. The doctor's office manager responded and got in to see him quickly
 - Doctor called CMHA on behalf of person with a DD and got them connected
 - Reconnect with offices once a month or so to ensure still on the waitlist, unfortunately people can get lost on waitlists. It's okay to call and remind the service their support is still needed

- Parent/other support groups
 - People can share supports, what has worked and hasn't worked for them
 - If a structured support group is not a good fit, try to connect with other families/parents in an informal setting for support and to share knowledge
 - Parents/families from day programs may get together
 - Autism Ontario has support groups
 - https://www.autismontario.com/events?custom_326=All&custom_325=All&event_type_id=20&custom_356=All
 - Parent Facebook support group: PAD- Parents of Adult Children with Disabilities Advocacy and Support
https://www.facebook.com/groups/161151297720322/?multi_permaLinks=1131198350715607%2C1131040230731419%2C1131038534064922%2C1130991640736278%2C1130987587403350¬if_id=1620523888702131¬if_t=group_activity&ref=notif