



**DSO**

**Developmental Services Ontario**

**Your access point for adult developmental services**

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**North East Region**

**WELCOME PACKAGE**



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Welcome to Developmental Services Ontario, your first point of entry into Adult Developmental Services in Ontario.

In 2006, the Ontario Government announced that it would change the way people who have a developmental disability applied for services. With the family's input they developed a system that would create an easier and more transparent way of applying and accessing services and supports from government funded agencies.

In 2007, the Ministry of Children, Community and Social Services tested a new application process in the form of a pilot project and tested it on many people across the province of Ontario. These assessments included an application for Development Services & Supports (ADSS) and a Supports Intensity Scale (SIS). These questionnaires are processed by trained and competent assessors and this helps them to understand exactly what your supports needs are in every aspect of your life.

Since July 1 2011, the new application process is being used provincially in all Developmental Services Ontario agencies. All adults who are receiving or seeking developmental supports and services will have to complete this new application package. Unlike traditional assessments, the ADSS and SIS do not look at a person's deficits, but at what supports the individual needs to live a successful life.

HandsTheFamilyHelpNetwork.ca has been established as the lead agency for The Developmental Services Ontario for the North East region. Hands is a non-profit, bilingual, charitable organization and funded primarily by the Ministry of Children, Community and Social Services.

## What you should know about Developmental Services Ontario

Developmental Services Ontario can help people with a developmental disability apply for Ministry funded adult developmental services.

Developmental Services Ontario is also referred to as the DSO.

Developmental Services Ontario was introduced in July 2011 by the Ontario government under a new law called The Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act (2008).

This change was made to ensure:

- A single regional access point to avoid confusion about where to go for services;
- Clear and consistent way for determining who is eligible for services;
- Needs are determined for each individual by using the same assessment tool across Ontario for everyone;
- Information can be easily transferred from one DSO office to another DSO office.

### What will the DSO do?

- Confirm if you are eligible for adult Ministry funded Developmental Services.
- Complete an application package to determine your level of support needs.
- Provide you information about services and supports in your community that helps adults with developmental services.
- Tell you about other community programs that might be useful or interesting to you.
- Match and link you to Ministry funded developmental services.
- Link you to other community services.

## Eligibility

DSO must make sure that you are eligible before you can apply for adult developmental services. If you were 18 or over and were receiving Ministry funded developmental services/or were on a waitlist for a service prior to July 2011, you will be grand-parented. That means that you are automatically eligible for adult developmental services.

If you were over 18 and not in service before July 2011, DSO must determine if you are eligible before you can apply for adult developmental services. In order to qualify for services, we require a copy of each of the following documents:

### Proof of age

- Birth or baptismal certificate
- Ontario Health Card
- Passport; or
- Driver's license

### Proof that you are an Ontario resident

- Rental or lease agreement
- Statement of direct deposit for Ontario Disability Support Program
- Employer record (pay stub or letter from employer on company letterhead)
- Mailed bank account statements (does not include automated teller receipts or bank books); or
- Utility

### Psychological assessment that tells us about your disability

- If you already have an assessment that was completed by a Doctor, school, hospital or another organization, the DSO office will review it to make sure you are eligible by reviewing your significant limitations in cognitive and adaptive functions. If you do not have a psychological assessment, then we can help you find out how and where to get one.

If you are 16 or 17 years old it is very important that you call us so that we can confirm if you are eligible for adult developmental services. You will need the same information as mentioned above. If you are eligible, as soon as you turn 18, we will be able to link or match you to available Ministry funded adult developmental services.

Once you have been confirmed eligible the next step is the application.

## Completing the Application Package

An Assessor/Service Navigator will meet with the applicant along with family or other respondents to complete the application package. The Assessor/ Service Navigator shall arrange for:

- Time and location for *two* interviews;
- Confirmation that respondents will be available for both interviews; respondents should be someone that has known the individual for at least 6 months and that can answer personal questions regarding health, disability, support needs and about funding/finances. Preferably, assessments are done with one respondent that is a support worker and the other one a family member.
- Confirmation that an authorized person will be able to provide consent prior to the meeting or at the time of the meeting. It is important to note that DSO North East Region typically seeks the consent of an individual, 16 years of age or older, for any referrals made to developmental or other services. Consent is also obtained for the sharing of results from the Support Intensity Scale (SIS) with other services and supports, if necessary.
- The respondents and/or the individual should be able to tell the assessor what supports and services the applicant is accessing now.
- The respondents and the individual needs to let the assessor know what services and supports the applicant will want to access in the present or future.
- If a Person Directed Plan is available a copy would be helpful as it will enhance the assessment.
- There is a section called "*Getting to Know You*". The assessor will have a conversation with the individual and his respondents about subjects that the applicant likes and doesn't like and about what is important to them. We will also be asking if there are any goals or dreams for the future. This information is useful to do the matching and linking for the individual.
- If it has not been already been provided, we will need a copy of the Birth Certificate and/or the Health Card.



## Completing the Application Package (Cont'd)

### Meeting 1: The Application for Developmental Services and Supports (ADSS)

Ontario's Application for Developmental Services and Supports (ADSS) includes several components. These include:

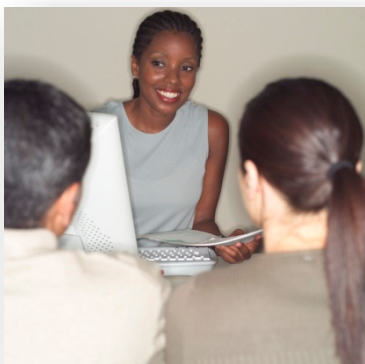
- Basic demographic and contact information;
- A person's lifestyle preferences, strengths, and goals for the future;
- Background information on medical and behavioral support needs that are important to know for planning purposes;
- Information about current services and supports that may be involved;
- Current caregiver/ family circumstances; and
- Services and supports that a person is requesting.

The first interview will require approximately two hours to four hours to complete.

### Meeting 2: Support Intensity Scale (SIS) ®

The Supports Intensity Scale (SIS) ® is a tool that helps to identify the pattern and intensity of supports a person needs to participate in everyday life activities. During this meeting we talk about the kind of support a person may need at home, in the community, at work or educational activities, in their relationships, or to simply stay healthy and safe. We also talk about any exceptional medical and behavioral supports needs that a person might have.

When completing the SIS ®, an Assessor/ Service Navigator meets with at least two people who know the individual well. They review each item, and ask what kind of support the person would need to be successful with that activity. For people using assistive technology, we rate the item with that technology in place.



The process is the same province-wide and is repeated every five years or sooner if the applicant has a significant change in their circumstances.

It is not a diagnostic tool; it does not diagnose intellectual disabilities but rather focuses on what can be done to improve the life of an individual already diagnosed with a developmental disability.

The second interview will require two to three hours to complete.

## Preparing for your Application for Developmental Services and Supports

### During the interviews:

- Don't underestimate your support needs.
- Keep an open mind about things you don't do now but may wish to in the future.
- Don't rush the process; the goal is to determine the best supports for you.
- If you disagree with anything that is said, let your interviewer know.
- If you don't understand a question please ask for clarification.
- If you need a break tell someone.
- When we meet with people, we use a laptop to make notes of your responses and comments. While this might seem impersonal, it saves time, and allows us to respond to interview requests more quickly.

The interview can be held at a location of the person's choice, so long as it ensures the individual's privacy and allows for comfortable seating at a table, along with any necessary accommodations. It is always best if the individual with a developmental disability attends the meetings.

However, we do understand that occasionally this is not possible. If you have any questions or concerns about this, please let your Assessor/ Service Navigator know when they call to schedule your meetings.





## Assessor Summary Report (ASR)

From the information provided during the interviews, an “Assessor Summary Report” will be prepared for use in planning. This profile summarizes the key findings from the entire application package.

### The Assessor Summary Report includes information on the following:

- Background information on the individual and their application interviews;
- Things that are important to the individual;
- Things that are important for the individual;
- Faith and cultural preferences;
- Communication skills;
- Medical and behavioral issues;
- Key areas of strength;
- Key areas of need;
- Summary of current living situation;
- Summary of goals for the future;
- Description of the person’s support network; and
- Recommendations and services requests.



You will receive a copy of the report for your review and use. We ask that people review the report as soon as possible. Let us know of any corrections or additions you would like to make. When vacancies in services and supports come available within your community, this documentation is provided to other service providers.

The process is the same province-wide and is repeated every five years or sooner if the applicant has a significant change in their circumstances.

It is not a diagnostic tool; it does not diagnose intellectual disabilities but rather focuses on what can be done to improve the life of an individual already diagnosed with a developmental disability.

## Matching and Linking

With the application complete we will make referrals directly to the Ministry funded adult developmental service you need. For services where there are waitlists we will ensure that your name is placed on the waitlist.

Once services become available we will let you know and ask you if you are still interested in that service. If you are interested in the service we will match you to that service.

### **Examples of services that we can match and link to are:**

- Residential living
- Family Home placement
- Supported Independent Living
- Community Participation supports
- Passport
- Respite services
- Specialized and professional services such as Behavioral therapy
- Person directed planning
- Employment supports



## How to Apply for Adult Developmental Services and Supports in Ontario

**1**

### Find out if you are eligible

To find out if you can apply for services and supports funded by Ontario's Ministry of Children, Community and Social Services, you will need to provide Developmental Services Ontario with documents that show:

- you have a developmental disability
- you are 18 years of age or older
- you live in Ontario

Developmental Services Ontario staff can tell you more about which documents you will need for this.

They will then review this information to see if you are eligible to apply.

**2**

### Fill out an application and discuss services and supports

If you are eligible, Developmental Services Ontario staff will discuss your needs and goals with you. They will also help you fill out an application.

They will talk with you about the services and supports that may help you participate in community life.

**3**

### Create a support plan

Developmental Services Ontario staff will then create a support plan with you. This plan will list services and supports that could be available to you.

**4**

### Find out if services and supports are available

Based on current resources and your needs, Developmental Services Ontario staff will contact you to let you know if services and supports funded by the ministry are available.

If these are not available for you right away, staff will follow up with you when they become available. They may also be able to tell you about other programs in the community that are not part of services and supports funded by the ministry.

**5**

### Connect with services and supports

If services and supports are available for you, Developmental Services Ontario staff will connect you to them.

**NOTE:** This is a guide to help you better understand how to apply for developmental services and supports funded by Ontario's Ministry of Children, Community and Social Services. This is not a legal document. For details on each step of the process, please contact Developmental Services Ontario in your area.

Effective: July 2011 / Reviewed August 2018



### North East Region

## Office Locations

	Location	Telephone	Fax Number
<b>North Bay (Main office)</b>	391 Oak Street East North Bay, ON P1B 1A3 <b>Office Hours:</b> 8:30 am to 4:30 pm, Monday-Friday	705-476-2293	705-495-1373
<b>Bracebridge</b>	23 Ball's Drive Bracebridge, ON P1L 1T1 <b>Office Hours:</b> 8:30 am to 4:30 pm, Monday-Friday	705-645-3155	705-645-7988
<b>Timmins</b>	Suite 103, 60 Wilson Avenue Timmins, ON P4N 2S7 <b>By appointment only</b>	705-476-2293	705-264-0860

**Toll Free: 1-855-376-6376**

**Email: [dso@handstfhn.ca](mailto:dso@handstfhn.ca)**

If you wish to give us your feedback, please send us an email or call our toll free number.



## Protecting the Privacy of Your Personal Health Information

Hands TheFamilyHelpNetwork.ca, in accordance with the Personal Health Information Protection Act of Ontario Nov. 2004, recognizes the importance of the privacy of your personal health information, and is committed to respecting, safeguarding and protecting your personal health information.

### COLLECTION OF YOUR PERSONAL HEALTH INFORMATION

We collect personal health information about you directly from you or from the person acting on your behalf. The personal health information that we collect may include health history and records of your health care. When we have your consent, or the law permits, we collect personal health information about you from other sources.

Before collecting personal health information from you, we will explain to you the purpose of collecting the information. We will only collect, use and disclose your personal health information with your expressed or implied consent, except where otherwise permitted or required by law.

### USE AND DISCLOSURES OF PERSONAL HEALTH INFORMATION

This agency uses and discloses your personal health information to:

- treat and care for you in the community;
- plan, administer and manage our internal operations;
- conduct risk management activities;
- conduct quality improvement activities;
- teach;
- conduct research;
- compile statistics;
- comply with legal and regulatory requirements; and
- fulfill other purposes permitted or required by law.

### SECURITY

Your personal health information is kept confidential and secure and used only by those directly involved in your care. We take steps to ensure that everyone who performs services for us protects your privacy and uses your personal health information only for the purposes you have consented to.

This agency has policies and procedure that outline:

- security practices to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal; and
- conducting audits and completing investigations to monitor and manage our privacy compliance.

### YOUR ACCESS TO INFORMATION

You have a right to access and request corrections to your personal health information by contacting your clinician.

You may withdraw your consent for some of the above collections, uses and disclosures, subject to legal exceptions/restrictions and with reasonable notice, by contacting your clinician or treatment team.

### HOW TO CONTACT US

If you have any questions, would like additional information, or have a concern about our privacy practices, you may contact your clinician or our appointed Privacy Information Officer in our North Bay site (705) 476-2293 ext. 1216; 1-800-668-8555 ext. 1216 or email [bmartin@handstfhn.ca](mailto:bmartin@handstfhn.ca).

### FOR MORE INFORMATION OR TO REPORT A PROBLEM

You also have the right to complain to the Information and Privacy Commissioner/Ontario and can be reached at:

Information and Privacy Commissioner of Ontario

2 Bloor Street East – Suite 1400

Toronto, ON M4W 1A8

Telephone: 1-800-387-0073

Fax: (416) 325-9195

E-mail: [info@ipc.on.ca](mailto:info@ipc.on.ca)

For additional information on the French Language Services Act: <http://www.ofa.gov.on.ca/en/flsa.html>

For additional information on Accessibility for Ontarians with Disabilities Act (AODA):

[http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_05a11\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm)

For additional information on the Human Rights Code: <http://www.ohrc.on.ca/en/ontario-human-rights-code>