

# Contact HAMILTON

For Children's and Developmental Services  
pour les services à l'enfance et à l'adaptation

## Volunteer Board of Directors

Leila Ryan, *Chair*  
Mary Burnett  
Brian Guest  
Shirley Mitchell

Steven Stewart, *Vice Chair*  
Patrick Fernando  
Rick Helm  
Leslea Peirson

## Executive Director

Oksana Plawiuk Fisher

February 2001

## CONTACT Hamilton

### Officially Opens



CONTACT board chair Leila Ryan; Hamilton Advisory Panel chair Keith McIntyre; and director of the MCSS Hamilton/Niagara Regional Office, Terry McCarthy, cut a ribbon to officially open the offices of CONTACT Hamilton.

On December 5, 2000, CONTACT Hamilton invited the community to join directors and staff in celebrating the official opening of our office. The fact that the occasion also marked the city's first major winter storm did not deter the 100 guests who persevered through snow clogged streets to attend the opening ceremonies.

Leila Ryan, CONTACT Hamilton's board chair, presided over the festivities which included remarks by Terry McCarthy, director of the Hamilton/Niagara Regional Office of the Ministry of Community and Social Services (MCSS), Keith McIntyre, chair of the Hamilton Advisory Panel (Making Services Work for People) and Oksana Plawiuk Fisher, executive director of CONTACT Hamilton. The speakers reflected on CONTACT's history, evolution and its vision for the future. In keeping with the significance of the event, The Honourable Michael D. Harris, premier of Ontario and The Honourable John Baird, minister of Community and Social Services sent letters of congratulation.



CONTACT staff members Gary Winship and Livy Della Luna serve cake to guests at the open house.

*Thanks to everyone who joined us.*

## What is CONTACT Hamilton?

CONTACT Hamilton is a new organization funded by the Ministry of Community and Social Services to provide a single point of access and service coordination to individuals and their families who require children's services and developmental services for adults. The organization is governed by a volunteer Board of Directors.

## Media Coverage

The official opening in December sparked a lot of interest by the media. Articles about CONTACT appeared in the Hamilton Spectator and the Brabant community papers. Oksana Fisher, our executive director appeared on ONtv with Connie Smith and on Cable 14. She was also interviewed by radio stations 1150 CKOC, 102.9 K-Lite FM and 900 CHML.



Board member Rick Helm and Keith McIntyre were among those in attendance at the official opening of CONTACT Hamilton.

## We Have Relocated to our Permanent Location

On July 17, 2000, we moved into our permanent location on the main level of the Effort Square Building. We have received many positive comments about the convenient central location and the general accessibility. Please check your records to make sure you have changed our address to: 140 King Street East, Suite 4, Hamilton, ON L8N 1B2

## Community Room Available for Booking

If your group requires a large meeting room for occasional use, please call Dayna Setzkorn ext. 229 to discuss your requirements. This room can accommodate seating for up to 30 people (board table style) or 45 people (lecture style). The office and room are wheelchair accessible.

## Looking Back.... *Moving Forward*



### *A Message from the Executive Director*

It's hard to believe that a full year has passed since I came to CONTACT Hamilton to begin my role as executive director. The last year has been very exciting for the CONTACT board and staff, as we launched into making CONTACT a reality. We focused our efforts on creating the organization, building relationships within the community, hiring staff and developing the system features. It has been a continuous mode of learning, change and evolution. I'm happy to say that much has happened of which we can all be proud.

On June 1, 2000, we opened our doors and began our work with children, youth, people with developmental disabilities and their families. Since then we have worked with 600 individuals and families. In some situations, people were simply looking for information about the services available. In other cases, we engaged in an intake process with the person and his or her family, and linked them with the appropriate services and supports. Each experience provided us with an opportunity to reflect and continuously evaluate our processes.

We have heard first hand that people find the system of community services very confusing and frustrating to gain access to. People have expressed gratitude for the information and support offered by our resource coordinators, and they have told us that we make a difference.

Hamilton is fortunate to have an outstanding network of children's services and developmental services, with a high calibre of staff and board members who are committed to excellence. We are proud to be working closely with them to shape the new system of access and service coordination.

The next year will be marked by the continued implementation of our mandate. By April 1, 2001, we anticipate that the single point of access model will be fully implemented for all MCSS funded children's and developmental services. This will represent many changes for the community as well as new opportunities.

I look forward to continuing to build relationships with our community – with those who need our services and those who provide the services – and to creating partnerships with other sectors. These relationships will be built on a common commitment to improving the system, trust, mutual respect and a willingness to work together.

Together, we will build a strong system able to support and serve the children, adults and families who need it.

Oksana Plawiuk Fisher,  
Executive Director

## *Staff Update*

Our recruitment for our inaugural staff team is now complete. We would like to thank everyone who responded to our recent advertisements for resource coordinator positions. Once again the response was very positive and we received over 150 resumes.

### *Welcome to our new staff!*

#### **Livy Della Luna, Administrative Assistant** (since July 2000)

Livy will play a key role in reception, linking callers with the appropriate staff person, providing administrative support to the resource coordinators, and coordinating service planning and review meetings. Livy's extensive experience and excellent customer service skills will contribute immensely to CONTACT Hamilton's "front door."

#### **Lynn Foote, Resource Coordinator**

Lynn joins CONTACT Hamilton this month. She brings a wealth of experience from her previous work in developmental services, mental health and children's services. Lynn was employed with the Good Shepherd Centres HOMES program, and was most recently on a secondment with the community's new Intensive Child and Family Service. Lynn has also worked with Community Living Algoma, the Moreland Addiction Treatment Centre (Chedoke), and the Catholic Children's Aid Society of Hamilton-Wentworth.

#### **Martha Harvie, Resource Coordinator** (since October 2000)

Martha brings over 20 years of experience working within the developmental services sector. For the past 10 years, Martha was employed by Catholic Family Services, where she was an adult protective services worker and transitional planner. She is an experienced wraparound facilitator. Martha also worked for over 10 years with the Burlington Association for Community Living, within the Supported Independent Living Program.

#### **Sharon Warcholak, Resource Coordinator**

Sharon also joins CONTACT this month, after working for the past 13 years with St. Matthew's House. While at St. Matthews, Sharon worked within a number of different programs including Roxborough Parc East End Multi Service Centre, Community Family Support Program and the Early Childhood Integration Support Services. Sharon has also worked for the Windsor Association of Community Living and the Windsor Separate School Board.

#### **Gary Winship, Resource Coordinator** (since October 2000)

Gary has 20 years of extensive experience working with children, youth and families. Gary comes to CONTACT after working for several years with the Lynwood Hall Child & Family Centre. Gary was most recently involved with Lynwood's Treatment Foster Care Program. Gary's knowledge of children's services, his commitment to children and families and his French language skills will be invaluable to CONTACT.

*"Start by doing what's necessary, then do what's possible, and suddenly you are doing the impossible."*

Saint Francis of Assisi

# Implementation Update

## System Features Planning

Several working groups met diligently over the summer and early fall to provide their best advice and to shape the Single Point of Access, Common Intake and Case Resolution features. CONTACT shared the work that was developed through these community processes at a series of information sessions held in October. The recommendations were also summarized in a "Progress Report." CONTACT will continue the dialogue with service providers and other stakeholders to further refine the system features.

## Single Point of Access

- By February 1, 2001, CONTACT Hamilton will be the access point for these services:

- Developmental services offered by:  
Adult Protective Services (Catholic Family Services)  
Beth Tikvah Foundation of Hamilton  
Christian Horizons  
CHOICES  
L'Arche  
Hamilton Association of Community Living  
Rygiel Homes  
Salvation Army: Lawson Ministries  
YWCA
- Children's residential services offered by:  
Big Sisters Youth Services (Charlton Hall)  
Community Adolescent Network (Outlook Residence)  
Lynwood Hall Child and Family Centre (Hamilton site)  
Woodview Children's Centre (Canada House and Woodview Manor)
- Other services for children, youth and families offered by:  
Child and Adolescent Services (Social and Public Health)  
Lynwood Hall Child and Family Centre  
Woodview Children's Centre

---

Anyone wishing to receive information or discuss a referral to any of these services may call CONTACT at 570-8888 and ask to speak to a Resource Coordinator.

---

## Single Point of Access "Work in Progress:"

- We are currently working with staff from the **Chedoke Child and Family Centre** in preparation for Contact's role in providing the single point of access for Chedoke's MCSS funded children's and developmental services. We'll let our stakeholders know when these changes take effect.
- Discussions are also occurring on **Day Treatment/Section 19 classrooms**. These discussions will include representatives from the Board of Education, Children's Service Providers, the MCSS Regional Office and CONTACT.

## Transitional Planning (High School Graduation)

CONTACT is currently working with the Hamilton Wentworth District School Board and the Hamilton Wentworth Catholic District School Board to ensure that students who have a developmental disability have a transitional plan in place upon graduation.

## Developmental Services Waiting List

CONTACT and developmental services agencies have been working together to transfer all agency waiting lists to CONTACT. This transfer is expected to be complete by the end of February. CONTACT will send letters to individuals and families confirming the receipt of their intake information.

## Residential Placement Advisory Committee (RPAC) -

CONTACT Hamilton has been responsible for the RPAC review process since June 1, 2000. We are currently implementing some changes to the team structure and frequency of meetings.

**Common Intake** - CONTACT Hamilton, Niagara and Brant are finalizing a common intake form. The form is based on input from each of the respective communities. It will be piloted early in the year, and revised as necessary.

**Resolution Mechanism** - CONTACT Hamilton has developed a resolution mechanism which will be initiated when an individual and/or family's circumstances are urgent and/or complex, and their needs cannot be addressed within the usual mandates and services of service agencies.

**Information System** - CONTACT Hamilton, Brant and Niagara have engaged the consulting firm of Prior and Prior to identify the information system and technology needs to support our mandate. We have received their report, which will be reviewed further by the CONTACT agencies and the MCSS Regional Office. Thanks to the agencies who met with Prior and Prior and to those who completed surveys.

If you would like more information about any of the changes, please telephone Dayna Setzkorn at 522-3304, ext 229. Service providers and referral sources will receive more detailed information as changes occur.

## Thanks to AATD Team Members

We would also like to thank the following individuals who continued to participate as team members during the transition of responsibilities from AATD to CONTACT. On January 1, 2001, the Central Referral Team, Resource Team and Community Support Team processes were discontinued. The functions performed by these teams will now be supported through the single point of access and case resolution system features and the responsibilities of the resource coordinator.

### Central Referral Team

- Mardi Peckham, Catholic Children's Aid Society
- Paul Kidney, Children's Aid Society
- Brian Lawlor, HWRC Separate School Board
- Ola Furda, HWRC Separate School Board
- Gail Glenny-Burke, H-W District School Board
- Elaine Colgan, H-W District School Board
- Lesley Lalonde, Probation & Parole Services
- Fran Lennie, Probation & Parole Services
- Frank Casale, Probation & Parole Services
- Pauline Irving, Probation & Parole Services
- Moe Jones, Chedoke Child & Family Centre
- Erin Freeburn, Child & Adolescent Services
- Penny Burley, Alternatives for Youth
- Catherine McPherson-Doe, Alternatives for Youth
- Dr. Jean Clinton
- Darlene Sykes, Big Sister Youth Services
- Jim Rushton, Brennan House
- Norma Pearson, Brennan House
- Barb McKay, Canada House
- Irene Perro, Outlook Residence
- Heather Gardner, Catholic Children's Aid Society
- Doug Hazlett, Lynwood Hall
- Tracy Clarke, CPRI

### Residential Placement Advisory Committee

- Wanda St. Francois, ASCY
- Pat Anderchek, Mohawk College
- Deb Ertsinian, Lynwood Hall
- Paul Ricketts, Chedoke Child & Family Centre
- Wilma Van Staalduin, MCSS
- Linda Stumpf, MCSS
- Gina Tarrantino, Probation & Parole Services
- Brenda Symons-Moulton, Alliance for Sexual Abuse Program
- Tracy Newton, Big Sister Youth Services

### Resource Team

- Mike Case, Canada House
- Janis Smith, Children's Aid Society
- Dr. Ruth Pickering
- Tony Van Schie, Probation & parole Services
- Ruth Bolton, Chedoke Child & Family Centre
- Emily Ricker, Hamilton Association for Community Living
- Charlton House
- Lesley Cunningham, H-W District School Board
- Steve McCann, H-W District School Board
- Sharon Nagler

### Community Support Team

- Donna Marcaccio, Rygiel Homes
- Shelley McCarthy, Catholic Family Services
- Pat Senft, Hamilton Association for Community Living
- Emily Ricker, Hamilton Association for Community Living

## Thanks to our Volunteers

Over the past six months, several members of the community have contributed a significant amount of time and energy as members of working groups. We would like to take this opportunity to recognize and thank the individuals and their respective agencies for their commitment and contribution. We have benefited from hearing their perspectives and experience!

### Common Intake Working Group

- Debbie Ertsinian, Lynwood Hall
- Deanna Finch-Smith, Salvation Army: Lawson Ministries
- Moe Jones, Chedoke Child & Family Centre
- Catherine McPherson-Doe, Alternatives for Youth
- Lori Vaanholt, L'Arche

### Single Point of Access Working Group

- Hal Bushey, CHOICES
- Heather Elbard, Chedoke Child & Family Centre
- Deirdre Finlay, Big Sister Youth Services
- Maggie Fischbuch, H-W District Health Council
- Janine Lapointe, Private Practice
- Shelley McCarthy, Catholic Family Services
- Martha McLaughlin, Children's Aid Society

### Service and Resource Resolution Working Group

- Erin Freeburn, Child & Adolescent Services
- Heather Gardner, Catholic Children's Aid Society
- Rose Johnson, YWCA
- Lesley Lalonde, Probation & Parole Services
- Irene Perro, Outlook Residence
- Paul Ricketts, Chedoke Child & Family Centre
- Bryan Shields, Hamilton Association for Community Living
- Lori Vaanholt, L'Arche

## Mailing List Current

Once again, we ask for your help in keeping our mailing list current. Please call Dayna Setzkorn at 522-3304 ext. 229 if:

- Your address/addressee is incorrect;
- You are not receiving our newsletter and wish to;
- You receive multiple copies of the newsletter; or
- You no longer wish to receive correspondence from CONTACT Hamilton.

Upon hearing from you, we will we make the appropriate changes to our mailing list.

Phone Direct **570-8888** to speak with our receptionist.

To reach a staff member through the automated attendant, please call **522-3304**.

Oksana Plawiuk Fisher, Executive Director .....	228
Dayna Setzkorn, Executive Assistant .....	229
Livy Della Luna, Administrative Assistant .....	243

### Resource Coordinators

Lea Odoardi Pollard, Manager, Client Services .....	235
Deb Alexander .....	237
Neil Cosby .....	236
Lynne Foote .....	240
Martha Harvie .....	225
Kamille Ten Brinke .....	224
Sharon Warcholak .....	245
Gary Winship .....	238