



OVERVIEW:

Integrated Services Northwest (ISN) Access provides Intake and Service Coordination for a wide range of voluntary children's services and to adult developmental services throughout the Kenora and Rainy River District. All ISN programs are sponsored by Lake of the Woods Child Development Centre.

ISN Programs Sponsored by Lake of the Woods Child Development Centre:

MCYS	MCSS	MCYS
Children's Case Managers	Adult Community Case Manager Program	Out of Home Respite Program
Clients birth to 18 yrs	Clients 18 yrs and older	Clients birth to 18 yrs
Single Point Access	Single Point Access	Access through children's case manager
Children's Mental Health CDC PCCY FACS	Adult Mental Health MMW assessments Community referrals	
Children's Developmental CDC PCCY FACS CDC PROP KACL IBI Program Northwords	Developmental Supports Residential Day Programs Community referrals	For children with multiple developmental and/or physical disabilities living at home
Community Case Management/Case Resolution	Community Case Management/Case Resolution	Advocacy, direct funding

REFERRALS:

Referrals for any of our programs are received directly from family or adolescents, developmentally disabled adults or indirectly from physicians, schools, counselors or other agencies or professionals. Referrals are accepted by mail, fax, telephone or in-person.

Indirect referents should inform their client or the legal guardian of the reason for referral and services offered through ISN as Single Point of Access. The ISN Case Manager will follow up by contacting the client or guardian who must consent to service before a referral is processed.

CHILDREN & ADULT CASE MANAGER ROLES / RESPONSIBILITIES:

Intake: Receive / process referrals
Screen suitability / eligibility
Introduce service / program

Assessment:	<u>Client Needs</u>	<u>Available Resources</u>
	<i>Status / Functioning:</i>	<i>Needs from:</i>
	Behavioral	Social services
	Physical	Educational services
	Emotional	Health services
	Cognitive	Mental Health services
	Family	Other support services

Planning: Develop initial service plan

Service

Coordination: Link to appropriate services
Advocacy
Case Resolution

Monitor: Client needs and service status
Service outcomes
Files

Discharge: Review plan
Close service / file

APPROPRIATE CHILDREN'S REFERRALS FOR PROFESSIONAL SERVICES:**Counseling**

Families with children and youth who may be struggling with developmental, emotional or behavioral issues can access counseling services. Child Development Centre (CDC), Patricia Centre for Children & Youth (PCCY) and Family & Children's Services (FACS) provides children's counseling services. The three children's mental health agencies in the Kenora / Rainy River District offer a wide range of services including but not limited to assessment, telepsychiatry, individual counseling, family counseling, group counseling, parenting support, infant development, respite, family relief and community integration.

Psychology / Psychometry:

A referral to psychology is appropriate when there are emotional concerns for children under the age of six years or for children over six years of age where behavior affects both home and school environments. The ISN Case Manager can assist in determining appropriateness of referrals to psychology or psychometry.

Speech & Language Pathology

The main parts of a Speech & Language assessment include: articulation, language (both receptive and expressive), a hearing screening and an oral motor examination. The SLP determines whether or not intervention is required. If so, programming is developed to address areas of concern and forwarded to the school for implementation. Generally, all SLP referrals for children 0-6 years of age are directed to the North Western Health Unit's North Words program.

Occupational Therapy (OT)

The occupational therapist looks at activities of everyday life for a child and how each child can maximize his or her independence and degree of function. The occupational therapy process includes assessment, consultation/in-services with parents/schools/other involved professionals, reports/programming as needed, recommendation of adaptive equipment as needed, and referrals to other programs such as George Jeffries Children's Treatment Ctr as needed.

Occupational therapists can work with children with a wide range of special needs: neurological, physical, learning disabled, FASD, general developmental delay, autism, Down Syndrome, visually impaired/blind, ADD/ADHD, high risk infants and others.

Physiotherapy (PT)

The physiotherapist provides assessment, intervention, consultation and in-services. Children may have difficulty in the area of motor development, abnormal muscle tone, a limited range of movement, or muscular/joint pain or respiratory problems. They may have a medical diagnosis involving neurological, musculo-skeletal and/or respiratory systems.

Physiotherapy intervention can be provided in home or school settings. Training is provided to families, educational assistants and Special Services at Home workers to implement therapeutic programming. The physiotherapist can also make recommendations for specialized equipment such as wheelchairs, walkers and lifts. Where more intensive intervention is required this is done through collaboration with local service providers such as Community Care Access Centre (CCAC).

Teacher Diagnostician:

Generally, the Teacher Diagnostician completes assessments for children 6-18 years of age. Is there a specific academic concern? Which subject/s and what is the nature of the difficulty? Students with average grades (B's/C's) may not be appropriate for assessment. Children exhibiting behavior difficulties may be assessed in order to rule out learning problems that might be one of the reasons for the behavior. Teacher Diagnosticians may, where assessment outcomes indicate, refer to Psychology to determine if a formal diagnosis is warranted.

Note: All requests for educational assessments should be directed to the principal of the school that the child attends.

APPROPRIATE REFERRALS TO THE ADULT COMMUNITY CASE MANAGER PROGRAM:

To be eligible for adult developmental services a person must be at least 18 years of age and must satisfy either Number 1 or Number 2 of the following diagnostic criteria:

1. A formal written diagnosis of Mental Retardation (mild, moderate or severe) and (may include) Pervasive Development Disorder, by either a medical doctor or a registered Psychologist or an Associate under their review and/or registered with the College of Psychologists. If the diagnosis of PDD is Non-specific, documentation in regards to the impact of the condition in relation to adaptive functioning should be included.
2. All of the following (a, b and c) must be satisfied:
 - (a) IQ score equal to or <70 or a well documented, broad, non-psychiatric, qualitative distortion of thought or thinking process
 - (b) Relevant assessments obtained (eg Vineland Composite score equal to or <70; AAMR Adaptive Behavior Scale score equal to or <70; professionally documented that the individual's functioning is severely affected in two or more areas of adaptive functioning as per AAMD list
 - (c) Age of onset is 18 years of age or less.

The adult community case manager will determine the need for additional assessments and/or documentation to establish eligibility where it is unclear or ambivalent. It is the responsibility of the referral agent, in collaboration with the access agency or community service partner, to provide such assessments to the adult DS access agency to determine eligibility for services.

APPROPRIATE REFERRALS TO THE OUT OF HOME RESPITE PROGRAM:

An eligible child must be under 18 years of age and living at home with their parents. They must have more than one disability related need resulting from a physical and/or developmental disability that requires support for participation in activities of daily living, school and play.

Also, at least one of the following should apply: without planned Out of Home Respite support to their family the child would require a long term residential placement **and/or** the child's family is at potential risk of breakdown unless regular planned Out of Home Respite is provided **and/or** the child would be at serious and imminent risk of harm to him/herself or others unless planned Out of Home Respite is provided.

CONTACT INFORMATION

Children's Case Managers

Atikokan Box 2309, 214 Main St Atikokan, ON P0T 1C0 Phone: 597-4528 Fax: 597-4484	Dryden Box 812, 66 Keith Ave Dryden, ON P8N 2Z4 Phone: 223-2479 Fax: 223-2477	Fort Frances Suite 201, 240 First St Fort Frances, ON P9A 1K5 Phone: 274-9797 Fax: 274-0482
Kenora 820 Lakeview Drive Kenora, ON P9N 3P7 Phone: 467-5580 Fax: 467-5583	Red Lake Box 238, 201 Howey St Red Lake, ON P0V 2M0 Phone: 727-1120 Fax: 727-2326	Sioux Lookout Box 329, 37 Queen St Sioux Lookout, ON P8T 1A5 Phone: 737-3200 Fax: 737-3340

CONTACT INFORMATION

Adult Community Case Managers

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