

Human Services and Justice Coordinating Committee
Thursday, May 7, 2020 at 12:15 p.m.
Canadian Mental Health Association

Teleconference

Minutes

1. **Call to order:**

The meeting was called to order at 12:15 p.m.

2. **Present:**

Jenna David	Akwesasne Community Justice Program
Benoit St. Jean	Hawkesbury General Hospital
Joanne Ledoux-Moshonas (Chair)	CMHA – Champlain East
Nadia Langevin	CMHA – Champlain East
Johanne Renaud	CMHA – Champlain East
Kamylle Roy	Ontario Works
Kelsey Benoit	Laurencrest
Chantal Finn-Losier	Legal Aid Ontario
Jim Blanchette	OPP
Cynthia Savard	OPP
Martine Sabourin	Probation and Parole Services
Raquel Beauvais-Godard	CMHA – Champlain East
Michelle Gosselin	Victim Services of S.D.G.&A.
Marissa Moher	Youturn
Sandra Langevin	Secretary

Regrets:

Angel Quesnel	Addiction and Mental Health Services
George Knezevic	Cornwall Community Police Service
Mallory Ouellette	Laurencrest
Mélissa Bouchard	Ontario Provincial Police, Prescott-Russell
Mario Gratton	Ontario Provincial Police, Prescott-Russell
Kate Baker	The Royal (OTN wasn't working for her)
Sheila Tallon	Victim Witness Assistance Program, S.D. & G.

Absent:

Kelsey McDaniel	Autism Ontario
Sabrina Peacock	Fetal Alcohol Resource Program
Angela Dassa	John Howard Society
Lynn Bradley	Legal Aid Ontario
Robert Hawkins	Ministry of Children and Youth Services
Jim Blanchette/Mike Mulhearn	Ontario Provincial Police, Stormont, Dundas & Glengarry
Cheryl Bass/Kristal Hennigar	Ottawa-Carleton Detention Centre
Jérémy O'Grady	Prescott-Russell Victim Services
Marie-Eve Poulin	Valoris
Chantal Prieur	Victim Services of S.D.G.&A.
Alanna Wall/Kim Hayward	Youth Now Intervention Services

3. **Adoption of the Agenda**

The agenda was approved as circulated with the following addition:

- Electronic Supervision Program – Other Business

4. **Adoption of the Minutes**

The minutes of the last meeting held Thursday, March 5, 2020 were approved as circulated. Adopted by Benoit St. Jean, seconded by Kelsey Benoit. Carried.

5. **HSJCC Budget**

5.1 **2019-2020 Expenditures**

- The 2019-2020 Expenditures Budget and Workplan Annual Evaluation Report were sent to the Secretariat. The two documents were sent to members as well.
- We were Reimbursed \$6,977.21 which CMHA has brought forward and we have also included Client Care Packages (\$1,500) that we discussed at the last meeting. Sheila did go and get gift cards from Wal Mart to get items to prepare packages for our clients. Her student will coordinate the work for the kits.
- The Client Care kits include basic need hygiene products, like comb, brush, toothbrush, bus pass, gift card for a coffee, etc. These will be beneficial for the person to be groomed if they are going to court or to a medical appointment.

5.2 **2020-2021 Budget – no updates**

The 2020-2021 Proposed Budget Forecast was sent to members. There are no updates as this is our first meeting for this budget for this year.

6. **COVID-19:**

6.1 **Organizational / Programming update**

6.2 **Challenges / Limitations**

Committee members were provided the opportunity to share how things are going in each of their organization and how can this table support each other? Are there any challenges / limitations that your clients or your organization are facing?

Benoit St. Jean: Our services moved the majority to telephone or videoconference. Our staff do tele work and some work in teams of two, we try to have less staff in our Hawkesbury and Casselman offices. The Centre is still open. We see clients face to face who need essential services (ex: methadone clinics, injections, etc.). We provide to our staff the appropriate PPE. We are not going in the homes yet. If you have any questions, please call or email me.

HGH Phone Counselling Clinic for clients who are experiencing anxiety or any stress who want to have a one-time session with a clinician. They would receive a phone call Wednesday between 9am-3pm. Another initiative that started with The Royal Frontline Wellness is a provincial initiative with all the health care workers; it could be from hospital, from mental health, long term care, paramedic. Psychotherapist offers short term counseling sessions. The frontline workers can register themselves online via the Royal website. HGH work in partnership with them. (The information was sent to members on Friday, May 8th).

Johanne Renaud: We are doing similar to Benoit, doing things virtually with our clients. We are working on video-conferencing. The way things have been going when someone has a court appearance for bail or other issues, it's been a challenge. For L'Original Court, there is a meeting teleconference every week, I think it's Tuesday. We try to support the client during the teleconference. We have to get verbal consent but there's no confidentiality because everyone is on the line at the same time.

Electronic monitoring, we see that it's used more, when people are being released, some people are being detained in Hawkesbury before their court appearance. We have helped clients with their bail appearances. We recommend that electronic be used more for people with mental health issues, so that they be detained in the community instead of being sent to

the detention centre where they can be exposed to COVID-19 and possibly not receive treatment.

Kamylle Roy: Our Rockland office is closed to the public and to the employees. Designated staff go to pick up the mail dropped off at this location once a week. The L'Orignal office is also closed to the public. Only minimum staff is working from that office at specific hours. At the moment, we haven't had to meet anyone in person. We are keeping up with updates from the Ministry daily. Currently, OW and ODSP clients can get access on additional emergency benefit amount (\$200 for families and \$100 for single person) if they are having extra expenses relating to or following COVID-19 issues. If you are aware of clients that could benefit from this (they have to be OW or ODSP clients), they must contact their case worker directly. This benefit has been extended and is now available until July 31, 2020. For other clients not receiving OW or ODSP and find themselves in financial need, they can complete an emergency application online or call their local social services office.

Jenna David: Most of us are working from home, we are trying to start a staggered /rotational work schedule for employees to be in the office. We have been giving away cloth masks to our clients, it is now mandatory in New York State to wear a face covering in public places. No face to face contact with clients has been a challenge for sure. I help clients with financial benefits, so having them sign for the prepared paperwork has been a challenge.

Kelsey Benoit: We still have staff in the office, regular hours. As for our residents, we only have 2 staying there, when we get new ones, they need to remain in their rooms for 14 days, it's a challenge for them. As for our clients, we do contacts by phone and it's going well. It is hard as well but they are adapting.

Jim Blanchette: We are doing pretty much business as usual, are changing some of the way we are doing this in the community. The Situation Table is not running right now, we know who the members are and contacting each other. Our co-response model with riding with a police officer has been put on hold, the funding is still there for when it resumes, getting our documents put together. For the most part, the OPP feel we are pretty much well prepared. We have had a pandemic plan in place for quite some time now. We don't see a problem in our services delivery for now.

Cynthia Savard: Most of our officers that are usually in the schools are now back on the road, a lot of things are on hold, protocols for mental health are on hold, the Intersection Program, which Kelsey is the lead for Prescott-Russell we are working on getting it up running across the province. If you need anything, let us know. It's a little bit hard because how the services have been delivered has changed or put on hold, but the police continue to be always available.

Martine Sabourin: Probation remains open, we are currently in a 3-week rotation, depending on the staffing situation, 30% in the office and 70% from home. All probation officers have been provided with a laptop and a cell phone, it's been challenging. The domestic offenders are only to be seen in our secure room, it can be a bit challenging, contact is a bit limited, especially in Cornwall where the contact is limited. More issues of domestic violence and abuse has increased in the past months. The social work piece, we can only go so far. Some

are really limited in the resources available to them. Overall, we are doing well, trying to manage the best we can. Even the low risk can become high risk quickly with their situations, working with the police. Can be challenging with going to the courts right now. All high-risk offenders are being seen once a month and that collateral contact with sources and contact with offender remains a priority through telephone contact. There is an increase in domestic

violence offences, drug overdoses and overall breaches of condition now that we have been working through a pandemic for the past 8 weeks.

Johanne Renaud: If you have referrals, it should include as much information as possible, especially on the diagnosis if you know it. For example, doctors involved, history of mental health issues and this way it's easier to get information, because we can't get signed consents, it's very difficult to get this information and communicate.

Martine said the exchange of documents right now is very limited. If they call and give you verbal consent, it is good enough, because it's a period and time of crisis.

Johanne will send Martine an email of what she needs and she'll share it with her probation officers.

Michelle Gosselin: Most of us are working from home, staff working really hard, there are lots of domestic calls and cases, I have a lot of one on one contact with the clients so it's very hard not being able to do that. I can drop off literature at the home. It's hard to do trauma therapy by phone. We're looking at starting to do videoconferencing at home but just wondering if you need a license to do that? It was said yes. You can use something like Zoom but it won't be as private. How do you get the license? You would have to ask your IT or privacy officer staff. Office Teams through Office 365 is much more private than Zoom. Zoom is pretty insecure. You could go through OTN and see what information you would need to join. Trying to do the best that we can and offer the best services that we can.

Marisa Moher: We provide intensive services for youth 12-24 years through 6 core programs. All of our programs have moved to virtual platforms with the exception of our school program, which is currently suspended however, the coordinator continues to provide mental health supports to students. Our clients were initially doing well in the first few weeks of services being modified however, clients are beginning to experience increased anxiety and depression. A number of clients are also not following social distancing recommendations so staff are continuing to educate clients including information about potential fines from Bylaw. Staff are providing a lot of support to clients and families to access emergency income supports to assist with job loss. Food security for many clients and their families was evident in the first week that emergency measures were put into place. We continue to work with families to build long-term plans to manage if job interruptions continue for a long period.

While our services have shifted to virtual platforms, there are instances when we need to meet with a client to provide grocery cards, cell phones or support for those who are in crisis. This is accomplished by ensuring that the meeting is taking place outdoors with both staff and the client wearing proper PPE. Staff are struggling with the isolation of working from home and not connecting with colleagues.

We had a large number of referrals to our anti-human trafficking program last week with 6 new referrals which is a lot in a one-week period. We have some concerns that there will be a significant rise in referrals as COVID restrictions persist.

Chantal Finn-Losier: Individuals who need family law advice can call the local duty counsel number at 613-938-1097 and will receive a call back from the advice lawyer/duty counsel. As of Monday May 11, 2020, family court will resume more court services and individuals who wish to speak with court duty counsel should also call the local number as soon as possible before their court date. For criminal duty counsel, everything is done by phone also (bails, etc.) and individuals needing to speak with duty counsel can leave a message at 613-933-

9300. People looking for summary legal advice can also leave a message at 613-933-9300 to receive a duty counsel call back. To apply for a legal aid certificate or receive advice, as usual, people can call Legal Aid Ontario at 1-800-668-8258.

7. Champlain Regional HSJCC

7.1 Champlain Regional HSJCC meeting update (Johanne Renaud)

The next meeting is May 19th, the last one was cancelled so there is no update.

8. SDG-PR Workplan 2019-2020

8.1 HSJCC Activities and update from Chairs of the sub-committees

- The 2020-2021 Proposed Budget and Workplan Annual Report were sent to the Secretariat. The two documents were sent to members as well.

➤ #1 Collaboration and collaborative care

- SDG members: Mark Arnold, Robert Hawkins and Sabrina Peacock.
- PR members: Lynne Bradley and Benoit St. Jean.
- Due to COVID-19, there was a delay in preparing the Invitation/Welcome Letter. Johanne R will present a draft at the next meeting and it will be translated once completed.

➤ #2 Direct Services (Sheila Tallon)

- SDG members: Sheila Tallon (Lead), Angel Quesnel, Mark Arnold, Raquel Beauvais-Godard, Mallory Ouellette, Robert Hawkins, Jim Blanchet and Kelsey Benoit.
- PR members: no one.
- Nothing to share.

➤ #3 Training and professional development as identified by the HSJCC members (Joanne Ledoux-Moshonas)

- SDG members: Joanne Ledoux-Moshonas (Lead), Angel Quesnel, Sheila Tallon, Kate Baker, Jim Blanchette, Mark Arnold, Mallory Ouellette, Jenna David, Kelsey Benoit, Jenny McDonald and Sabrina Peacock.
- PR members: Benoit St. Jean.
- Nothing to share.

➤ #4: Services and system performance, monitoring and evaluation (Raquel Beauvais-Godard)

- SDG members: Raquel Beauvais-Godard (Lead) and Angel Quesnel.
- PR members: No one.
- Nothing to share.

➤ #5: Knowledge translation and exchange (Joanne Ledoux-Moshonas)

- SDG members: Joanne Ledoux-Moshonas (Lead), Jim Blanchette and Jenny McDonald.
- PR members: no one.
- Nothing to share.

8.2 2020-2021 Workplan

The 2020-2021 Final Workplan and Proposed Budget were sent to members.

Sheila and Joanne were in communication with the Secretariat to come and work on a strategic plan. Given our current pandemic situation, we will defer and try to come up with an activity or date in the fall.

8.3 **Cornwall Mental Health & Developmental Disabilities Court Committee Update (Raquel)**

We would have been ready to launch this summer but because of COVID, it has been postponed and put a delay on some of the developments. To reconvene as a committee to determine launch of MH&DD court depending on the respective agency's return to service parameters.

8.4 **Situation Table:**

8.4.1 **SDG&A Situation Table (Raquel BG)**

Martine will send Sandra some information to send to members. (The information was sent to members on Friday, May 8th). There will be a meeting on Tuesday, May 26th.

8.4.2 **PR Situation Table Initiative (Mario Gratton)**

Johanne R. said she received an email from her staff that meetings are still being held twice a month.

8.5 **Hoarding**

8.5.1 **PR Hoarding Response Committee (Johanne Renaud)**

Johanne sent us the information of the presentation that they were thinking of doing, an article and a link. The updated Contacts list was shared as well and includes Fire Department, Bylaw, Housing and Financial Aid, Legal and Justice, and Others, who will be joining the coalition when things get back to normal.

8.5.2 **SDG Hoarding Response Committee (Raquel BG)**

No updates. No meetings since our last update.

9. **Business Arising**

9.1 **Co-chair position available**

For succession planning, we are seeking interest from the members to put forward their name to take this role. Interested candidates are to connect with the Co-Chairs.

10. **New Business**

10.1 Nothing to share.

11. **Links to HSJCC Website**

11.1 Members are reminded that they may access information on the Provincial and Local HSJCC's on the following portal link:

<http://hsjcc.on.ca/stormont-dundas-glengarry-prescott-russell-akwesasne-local-hsjcc/>

12. **Information Sharing:** Updates provided in agenda item #6.

13. **Next Meeting**

- The next meeting is scheduled for Thursday, September 3, 2020 at 12:15 p.m. at the Canadian Mental Health Association, 329 Pitt Street. Videoconferencing is available in Hawkesbury. It can also be held in other areas as well according to members' needs.
- **It might be virtual, we don't know at this time. We'll let you know.**
- If you cannot attend this meeting but have something you would like to share, please send it by email to Sandra Langevin.

14. **Adjournment:** The meeting was adjourned at 1:15 p.m.