

Waterloo-Wellington Human Services Justice Coordination Committee
Minutes
June 14, 2013

Welcome and Introductions

Chairperson – Sharon Deally-Grzybowski, Canadian Mental Health Association WWD

Recorder – Jean Defaux, CMHAWWD

Welcome and Introductions – Doug Sheppard, WRPS, Anthony Piscitelli, WRCPC, Janos Botschner, Community Safety, Conestoga College, Cheryl MacDonald, Probation & Parole, Marylou Schwindt, OPP, Randy Penney, Lutherwood, Luda Elliott, Crown's office KW, Pamela Borgheson, Crown's office, Wellington, Don Roth, CMHAWWD, Wanda Hehn, DSO Wellington -Dufferin

Regrets – Garry Male, Angela Vanderheyden, Alison Johnston, Joan Nandlal, Trevor Lumb, Gloria Kovach

Absent – Rhonda Frank, Daryl Goetz, Heather Kerr, Jack Hunjan, Jan McCormick, Kevin McIntyre

1. Acceptance of Agenda

- Agenda of June 14 was accepted as presented.

2. Acceptance of Minutes

- Minutes of March 8, 2013 accepted by consensus. If there are any edits, please send them to Sharon. Once finalized the minutes will be posted on the provincial HSJCC website.

3. Presentation: Waterloo Region Crime Prevention Council – A. Piscitelli

Anthony presented on the research and current work done by the Crime Prevention Council. Attached are websites for posters, etc re: Youth project

- Waterloo Region Crime Prevention Council www.preventingcrime.ca
- CPC Strategic Priorities www.smartoncrime.ca
- inREACH (gang prevention) www.leadyourlife.ca
- Integrated Drug Strategy <http://www.preventingcrime.ca/documents/2012-WRIDS-FINAL.pdf>
- Take Back Your Prescription www.preventingcrime.ca/Rx
- Say Hi www.sayhi.ca
- Connected Community www.reach-out.ca
- Friends of Crime Prevention www.preventingcrime.ca/friends

4. Update on Provincial HSJCC – Sharon

- The Provincial HSJCC Conference 2013 theme is "NEW REALITIES: The Changing World from Youth to Elderly in Human Services & Justice". It is on November 25-27th at the Toronto Marriott Eaton Center (525 Bay St, Toronto). It is hopeful that Organizations will take the opportunity to send one of more representatives to the Conference.
- Some of the highlights of the work of the PHSJCC thus far, in 2013, include hosting two webinars in partnership with EENET: Communicating with Correctional Facilities in Ontario and Strategies for Implementing Effective Police-Emergency Department Protocols in Ontario. Both were filled to capacity and included large groups of people and classrooms of students. The response was overwhelming and we

look forward to future opportunities for knowledge exchange and improving collaboration through the use of webinars.

- *Ministry Updates:*
- **Legal Aid Ontario:** Working on public consultation paper with an advisory committee – strategic directions to come out at the end of June, 2013
- Looking at how mental health relates to activities of LAO
- How to design the programs and services of LAO to better service people mental health and addiction issues

- **Corrections Service Canada:**
- Kingston Penitentiary closure as of September
- A new Community Corrections Centre will be opening
- Big issue: Offenders coming out on prescription medication – cannot get prescription drugs once they have been released
- Trying to make some arrangements with GPs in the community
- Asked from input from PHSJCC members for potential solutions
- Use of telemedicine may be an option

- **Ministry of Health:**
- Addressing the lack of youth forensics beds in Ontario is a priority
- Inter-ministerial Mental Health and Justice Directors' Group is focused on:
 - Police ER study from HSJCC – Advisory committee is in process of identifying 2-3 protocols identified as useful to police.
 - Services that will be contacted for more in dept review and feedback from the police services utilizing these protocols:
- The following are excerpted from the Police-ER Info Guide.
- Patients brought to hospital under Mental Health Act by Hamilton Police: A draft Memorandum of Understanding between St. Joseph's Healthcare Emergency Psychiatric Care Facility and Hamilton Police outlining a policy and procedure to complete the transition of care from Hamilton Police personnel to St. Joseph's Healthcare Emergency Facility within 30-60 minutes. The policy summarizes the responsibilities specific to the police and the hospital, as well as joint responsibilities in mental health crisis situations.
<http://hsjcc.on.ca/Uploads/draft%20MOU%20Younger%20Jan10.pdf>
- Protocol between Police and Arnprior Hospital With respect to the Transportation of Mental Health Patients: A protocol between Police and Arnprior Hospital regarding police accompaniment and acceptance by the hospital of patients experiencing mental health issues.
<http://hsjcc.on.ca/Uploads/Protocol%20between%20Police%20and%20Arnprior%20Hospital%20%20NDe%20cock.pdf>
- Mental Health Act Form 1 Protocol Between Rainy River District OPP, Riverside Health Care Facilities Inc. and Rainy River District Social Services Administration Board: A protocol to provide a flexible, non-contractual, formal agreement for cooperation and professional liaison between the Rainy River District OPP and the Riverside Health Care Facilities and the Atikokan General Hospital that addresses legislative authorities, responsibilities and the safety of medical staff, patients and police. The appendix includes Paid Duty Procedures, an OPP Paid Duty Agreement form and a Transportation Decision Process flowchart.
[http://hsjcc.on.ca/Uploads/Rainy%20River%20District%20\(North%20West%20Region\)%20-%20MHA%20Form%201%20Protocol.pdf](http://hsjcc.on.ca/Uploads/Rainy%20River%20District%20(North%20West%20Region)%20-%20MHA%20Form%201%20Protocol.pdf)

- Grand River Hospital Mental Health Manual: Crisis Accepting Custody of Patient from Police: A protocol from Waterloo Regional Police Services in agreement with Grand River Hospital on accepting custody of a patient, which includes a Police Releasing Custody to Facility Form.
<http://hsjcc.on.ca/Uploads/Grand%20River%20Hospital%20Mental%20Health%20Manual.pdf>
- Prescott Russell Mental Health Crisis Service Protocol for Mental Health Crisis Situations: A protocol between eleven organizations in the Prescott and Russell district developed by the standing committee of the Prescott and Russell Mental Health Crisis Service for crisis situations involving persons with mental health and/or addiction issues. This is a comprehensive 47-page document that outlines protocols for all nine participating organizations in cases of mental health and/or addictions crisis, including multiple flowcharts and diagrams to better clarify actions to be taken in such circumstances. A slightly different French version is included in the French Protocol section of this document.
[http://hsjcc.on.ca/Uploads/Russell%20\(East%20Region\)%20-%20Protocol%20for%20Mental%20Health%20Crisis%20Situations.pdf](http://hsjcc.on.ca/Uploads/Russell%20(East%20Region)%20-%20Protocol%20for%20Mental%20Health%20Crisis%20Situations.pdf)
- L.E.A.D. Team Protocol: An L.E.A.D. Team Protocol between Cornwall Community Police Service, Ontario Provincial Police (Stormont County), Cornwall Community Hospital and Cornwall Emergency Medical Service which includes a step by step description of initial response procedures of the L.E.A.D. team tailored to various. It also offers step-by-step directions for caring for individuals admitted to the Inpatient Psychiatric Care Unit, as well as, sections on Information Sharing and Disclosure; Joint Training; Insurance and Liability; Monitoring and Evaluation, and Conflict Resolution.
<http://hsjcc.on.ca/Uploads/L%20E%20A%20D%20Team%20Protocol%20Langevin%20Jan11.pdf>
- **Ontario Provincial Police:**
 - Up to 16 MH training courses provided this year – many success stories from the training
 - Some of the money comes from HSJCC funding CIT (crisis intervention training) training.
- **Ministry of Community Safety and Correctional Services**
 - Correctional services continue to be engaged in the Mental Health & Addictions strategy and the Working Group on Mental Health.
 - Completed four “Understanding Offenders with Mental Disorders” training (one per region) last fiscal year (i.e., 2012/13).
 - Planning a biannual Social Work/Psychology Symposium for Oct. 2013. Agenda includes sessions on FASD and Cultural Safety.

5. **Presentation: MHA Project with LHIN and CMHAWWD – D. Sheppard**

Inspector Sheppard presented an update of the Specialized Crisis Team (SCT) that is operating in partnership between CMHAWWD and WRPS. He noted the following:

- Partnership created to respond to Mental Health related calls in a more appropriate and efficient way
- This new service delivery model provides front line police responders with improved support and frees up valuable time when dealing with Mental Health related matters.
- The SCT members are psychiatric nurses hired to provide 11hour/day, 7 days a week MHA response coverage. For officers assigned to mental health and attempt suicide incidents involving people in emotional crisis, the SCT will be the first line of assistance to respond for support.
- All police personnel are being trained on the Interactive Critical Incident Response Training course acquired from Durham Regional Police and Durham Region based mental health professionals. To date, over 85% have taken the course.
- Overall Project Goals: alleviate patrol officers from extended involvement with mental health incidents; provide a more qualified person (psychiatric registered nurse) to assess and deal with

persons in mental health crisis at their original location; ensure those apprehended and taken to ER's are people with a high likelihood of being quickly committed for further treatment.

- Outcome measures: improved response time of the SCT services; reduction in ER visits by apprehended persons (from 1200 annually to 840); reduction in ER wait time for police and SCT in transferring resident to most appropriate service; reduction in repeat ER visits.
- Results to Date: Statistics captured since mid-February 2013 have been encouraging:
 - Feb to end of May officers has taken apprehensions to local hospital ER's at a less frequent rate, in 37% of incidents (309 of 824), versus a 50% rate in January (pre-project implementation).
 - When officers have made apprehensions with SCT in attendance, the admission rate at hospital is 80%
 - Since the inception of the project in mid February to the end of May 2013, the SCT has attended about 100 incidents and were able to fully relieve officers in about 30% of the incidents. These numbers will improve once the SCT is fully staffed.
 - Frequent repeat callers have decreased. In May there was only one repeat caller (out of 15) that was involved in more than 2 repeat MHA incidents.

6. Budget Update

- We have about \$3, 500.00 that we can use to do a project. You may recall at the March Regional HSJCC meeting, the agreement was that it would be beneficial to do an evaluation of the Kitchener Mental Health Court as well as including information on the process for MH offenders used in Guelph (they have no dedicated MH Court).
- We have made contact with Dr. Geoffrey Nelson, Professor of Psychology at Wilfrid Laurier University, Waterloo to begin the discussion of utilizing a PHD student to assist with this as part of a thesis etc.
- The process to work with Laurier is that I need to draft a proposal of what we are hoping to achieve and what we may want in the research and evaluation – maybe looking at what is worthwhile in relation to the effectiveness of MH Court, and give a \$ amount that we would be able to contribute to assist the student in completing the work. If the request is accepted, then Laurier will match the funds to assist with the project.
- Action: Brain storm what we would want in the proposal; what we hope to achieve; etc
- Both Waterloo Crime Prevention Counsel (Anthony) and Conestoga College (Janos) are willing to discuss how their Organizations can assist with this endeavor.

7. Property Transfer Protocol

- MOU has been reached between WRPS and The Working Centre which address the hardships of property care for persons either released from prison or newly arrested. They now have the choice of turning their belongings over to TWC for safe keeping

8. Update from Community Partners – All

Lutherwood

- Received Safe and Vital Community grant for youth mobile crisis pilot. In the program a mental health youth worker goes out with police; pilot restricted to North Division. From January to June 2013 there were 61 calls received of which 23% ended up at hospital; 77% diverted from hospital. Now looking to extend project beyond 6 months.

Crown's Office – Wellington

- First person in drug treatment court ended up being sentenced. Now have 3 more on line; Last Friday 3 orders for assessments were made.

Probation & Parole

- Healthy Relationships program now going in KW, Cambridge and Guelph. This group is targeted for men. There is one large group with 1 to 20 men, with 1 on 1 follow up provided; looking to see impact on recidivisms.
- In Guelph there are a small number of individuals with very complex needs who lack housing. Meeting organized with housing providers. Statistics show funding spent on care of these individuals would cover housing costs if diverted.

Conestoga College

- commitment to mental health at college level is strong; also strong capacity in seniors care; also have some ongoing connection to do research

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CMHA Waterloo Wellington Branch

- Organization merging CMHA Grand River Branch and Trellis. Don Roth now located in Kitchener as Director of Services

Work Plan (attached below)

- Sharon asked members to review the plan and send feedback to her. If no changes, etc. are noted the workplan will be uploaded with the minutes to the PHSJCC website.

Next Meeting:

- **Friday, September 13th, 2013 – Guelph South End Police Headquarters at 9:30am**

Focus of Work Plan for Regional HSJCC, 2013-2014

1. Maintain HSJCC membership database
 - Finalize and maintain Regional HSJCC membership database on PHSJCC website www.hsjcc.on.ca
2. Identify HSJCC promising and exemplary practices
 - Using criteria developed by PHSJCC, identify promising and exemplary practices in the Waterloo-Wellington Region that can be shared across HSJCC network
 - Review 2012-2013 Regional and local HSJCC minutes to identify exemplary practices for sharing
3. Share information across the HSJCC network and beyond
 - Share updates and issues from local HSJCCs
 - Annually canvas local HSJCCs on priority issues to inform Regional and PHSJCC
 - Disseminate Provincial HSJCC e-bulletin
 - Seek opportunities to share exemplary approaches across HSJCCs
4. Evaluate
 - Initiate and support the evaluation of the Mental Health Court in Kitchener and the process used in the Guelph-Wellington area to deal with MH offenders.
 - Work with the WW local HSJCCs to evaluate outcomes of any protocols, MOU, projects that are implemented
5. Support provincial policies & directions
 - Raise and/or respond to requests from government and other stakeholders
 - Collaborate with the Justice Collaborative on relevant issues
6. Prepare Annual Report for Provincial HSJCC