



Program Synopsis Resource Services

The Robin Hood Resource Team strives to enhance the lives of the individuals we support by providing coordinated, client centered services that work in tandem with all programs across the Association.

Speech, Occupational Therapy, Physical Therapy, and Behavior Support Services are requested by individuals, family and staff on a *Request for Service* basis. Fall 2015 brought about a restructuring in the team, as Shelley Snook became coordinator of Resource Services, aligning behavioral supports alongside the existing Robin Hood Resource Services.

In this reporting period, Resource Services received 332 Requests for Service. *Ergonomics for Safe Lifting and Transfers* was offered monthly from September to June. Special projects in 2015-2016 included an Aspen Village safety audit to review safe lifting and transferring practices as well as introducing a number of new communication initiatives. This year, our S-LP recommended a subscription to *Unique Learning System* and this was approved and ready for use in September 2015. This online curriculum is designed to help staff teach language skills in a consistent format to clients of varying abilities, and is used in conjunction with the *SMART* Board. Our team introduced this system to staff at the Learning Center over the course of the winter and it is gaining momentum as a reliable, relevant teaching tool.

We continue to liaise with numerous ancillary support services such as the Glenrose Rehabilitation Hospital (Spasticity Clinic, Seating Services and *I Can Center*), Strathcona County Home Care Services and CRIS (Community Rehabilitation Interdisciplinary Service) program. This service is operated out of the Strathcona Community Hospital and offers another option for rehabilitation and physiotherapy service for some of our individuals.

The Robin Hood Resource Services Department also continues to assist clients with complex needs through teaching functionally equivalent skills, positive and restrictive behavioral planning and goal development. Behavioral Services also continues to conduct and emphasize staff education, both formal and informal, to improve the quality of services that Robin Hood provides to individuals with complex needs. This department brings awareness and understanding to the development of individuals with complex needs and goal planning for the entire organization (staff, clients, families in all departments). These include:

- ✓ Educate staff, family and the community about the role of the Behavioral Services through distributing updated information through CET and PDD, increase training options to explain and provide rationale for services offered and requested

- ✓ Ongoing consultation with C.O.A.S.T (Community Outreach Assessment and Support Team) to provide cross-ministerial supports between PDD and AHS to provide effective and enriched supports such as (psychiatry, OT, PT Behavioral consultation etc.) for individuals with complex needs.
- ✓ Increasing follow up to recommendations via monitoring systems, posting information, implementing training related to behavioral services, and better demonstrating the relevance and purpose of recommendations to staff.
- ✓ The development of a comprehensive support plan that includes a comprehensive functional assessment and a more simplified version in consultation with parent or guardian, staff, friends and people that is important in the individual's life.
- ✓ Agency, staff and client/guardians have clear expectations of the behavioral services that can be delivered and strategies that will be used.
- ✓ Individuals are matched to appropriate living and program environments that suit their needs (24 hour model).
- ✓ Service review through Quality Assurance and tailored to behavioral supports at 3, 6, 9 months.
- ✓ Simplified plans will increase knowledge and implementation and reduce the number of behaviors or incidents within the program and ensure staffs are confident and comfortable with critical action plans.
- ✓ Crisis team to be developed that will support the agency's staff, individuals and families through direct support and classroom training to understand individuals with complex needs and the reasons for the behaviors.
- ✓ More informed decisions for individuals with complex needs.

The team is made up of the following individuals:

Shelley Snook, *Coordinator, Resource Services:*

Shelley provides training and support to individuals, families and staff in matters related to behaviors, high risk assessments, positive and restrictive procedures, Assistive Technology and Environmental Interventions and Skill Development teaching plans. She is Robin Hood Association's liaison with Alberta Hospital and the PDD C.O.A.S.T Team.

Kathy Dykstra, *Team Leader Resource Services:*

Kathy provides support and training to the staff and families within the scope of resource services. Her role encompasses mentoring, coaching, teaching, collecting information, monitoring all resource referrals. Kathy also ensures all policies and guidelines are being met and followed by the required standards.

Other Team Members:

The Resource Services Team is also comprised of 2 Occupational Therapists, 1 Speech Language Pathologist, 1 Physical Therapist and 3 therapy assistants.