



Network News

Volume 1, Issue 1

Winter Edition

Who is PCCN and what do they do?

Peel Crisis Capacity Network (PCCN) provides time-limited, crisis supports to individuals 11 years of age or older with a developmental disability or a dual diagnosis (i.e. developmental disability and mental health needs). PCCN is comprised of two full-time staff who work within a network of 31 community agencies in the Peel region within the Developmental, Mental Health and Education service sectors. The network's services are provided by these agencies who have partnered together to create the PCCN. It is funded by the Ministry of Community and Social Services (MCSS), Ministry of Health and Long-Term Care (MOHLTC), and the Ministry of Children and Youth Services (MCYS).

PCCN was initiated by the Peel Planning Group due to concerns raised by individuals, families and service providers that there were insufficient crisis response supports available to individuals with developmental disabilities, including those with dual diagnosis.

PCCN was developed and continues to be guided by the values of accessibility, responsiveness, equity and cultural competency, collaboration and partnering, capacity building, confidentiality and informed consent, accountability, continuous improvement, and sustainability. Working with individuals and families from a client-centred and family oriented perspective PCCN attempts to reduce the level of crisis in their lives. PCCN and the service providers also assist from a preventative framework, building capacity within a situation to reduce future crises from occurring.



Who can access PCCN...and how?

Individuals, family members or service providers can access the network through contacting the PCCN **crisis line** at **(905) 273-4900**. The crisis line is open from 9:00am to 5:00pm, Monday to Friday. If calling outside of these times, you will be directed to contact our back-up crisis response partners, Mobile Crisis of Peel and/or Peel Children's Centre Crisis Response.

MOUs? What are they?

How does PCCN work in collaboration with so many community agencies? Through an agreement that is made between PCCN and the specific agency; this agreement is a Memorandum of Understanding (MOU). This agreement outlines the in-kind donation of services offered through the agency that can be accessed through PCCN. These supports are crisis, transitional supports that can be utilized on a time-limited basis by those individuals that are appropriate for services through PCCN.



PCCN was developed as a result of a number of factors but could not be effective without the services donated into the network by these agencies. PCCN currently has 22 Network Partnerships and 8 Associated Supports within the Peel community from the Developmental, Mental Health and Education sectors.

The following is a list of the Partnering Agencies involved within the Peel Crisis Capacity Network:

- Brampton-Caledon Community Living
- Canadian Mental Health Association – Peel Branch
- Child Development Resource Connection Peel
- Christian Horizons
- Community Living Mississauga
- Distress Centre Peel
- Erinoak
- Geneva Center
- India Rainbow
- Kerry's Place
- Mary Centre
- Mobile Crisis of Peel (a partnership of Distress Centre Peel, Saint Elizabeth Health Care and William Osler Health Centre)
- Oaklands Regional Centre
- Parents of Technologically Dependent Children
- Peel Behavioural Services
- Peel Case Management
- Peel Children's Centre
- Rose Cherry's Home for Kids
- Supportive Housing In Peel
- The Centre for Addiction and Mental Health
- TRE-ADD
- Trillium Health Centre
- William Osler Health Centre



PCCN Expands into Children's Services

During PCCN's development in April of 2005, one of the outlined goals was to explore an expansion into assisting children, youth and their families with accessing transitional, time-limited supports. We are happy to say that this goal has come into being.

As of October 2006, PCCN has expanded its scope and mandate to assist individuals 11 years of age and older in accessing community supports and services through the network. With the support of the Ministry of Children and Youth Services, as well as the hard work of PCCN staff and our community partners, this expansion has been quite successful. To date, PCCN supported 4 youth aged 11-15 years, in overcoming crisis and accessing the appropriate community services.



Want to Learn More:

Please visit PCCN's website to learn more about PCCN. Links to the community partners can be found on PCCN's website.

www.peelcrisiscapacitynetwork.ca

The following is a list of the associated agencies within the community that assist PCCN in supporting individuals and families access the appropriate supports:

- Associated Youth Services of Peel
- Credit Valley Hospita
- Dufferin-Peel Catholic District School Board
- Kinark Child and Family Services
- Our Place Peel
- Peel Children's Aid Society
- Peel District School Board
- Peel Youth Village

To learn more about community supports and resources, and/or dual diagnosis, please visit the Child Development Resource Connection Peel (CDRCP) website at:

www.cdrcp.com



Did you know...



PCCN requests feedback from everyone whom they work with...

95% of responding clients reported overall satisfaction with PCCN service

