

Central East Region

If you want information about services and supports that may be of assistance to an adult with a developmental disability who is living in Ontario, then contact:

DSO Central East Region at 1-855-277-2121

What is DSO Central East Region?

As of July 1, 2011, nine agencies in Ontario were established by the Ministry of Community and Social Services as Developmental Services Ontario organizations. They have responsibility for helping adults with developmental disabilities access services and supports in their communities. For those who live in the Central East Region, which includes the Regional Municipality of York, the Regional Municipality of Durham, Simcoe County, Peterborough County, Northumberland County, Haliburton County and the City of Kawartha Lakes, you can contact the DSO Central East Region, which is run by York Support Services Network, at: **1-855-277-2121**.

What will happen when I call DSO Central East Region?

Your call will be answered by a Service Navigator who will talk to you about the supports and services you need. This is what will happen:

- The Service Navigator will ask some questions about the person with a developmental disability and their current situation.
- The Service Navigator can provide you with information about services that might be of interest to you. This could include programs such as recreation services and social groups that operate in your community and are not funded by the Ministry of Community and Social Services.
- If you are interested in services that are funded by the Ministry, the Service Navigator will explain the process to go through and the information that is required to be eligible for these services. If you want to go ahead and apply for these services, the Service Navigator will help you.

What does it mean to be eligible for services and supports funded by the Ministry of Community and Social Services?

It is important to remember that the DSO is the place to access services for ADULTS with a developmental disability — that means someone who is 18 years of age or older. If the person is between 16 and 18 years of age, you may make a referral, but you cannot receive services until the 18th birthday. If the individual is younger than 16 years old, the Service Navigator will direct you elsewhere for information.

To be eligible to access services and supports funded by the Ministry of Community and Social Services the individual needs to:

- Be 18 years of age or older
- Be a resident of Ontario
- Have a developmental disability

In Ontario, the law (*Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act of 2008*) says that a person who has not previously received services or been on a wait list for services funded by the Ministry of Community and Social Services must demonstrate that they have a developmental disability. This is done by providing the DSO with a psychological assessment or a report signed by a psychologist that says the individual has a developmental disability according to the definition in the Act.

What can I do to get ready before I call the DSO Central East?

If you are interested in accessing services and supports funded by the Ministry of Community and Social Services, there are things that you can do to help the process before you call:

If the person with a developmental disability has already received services from an agency funded by the Ministry of Community and Social Services, or if they have been on a wait list for services since before July 2011, please be ready to provide the name of the agency that supported them.

If this is the first time you are looking for supports funded by the Ministry of Community and Social Services, then it would be helpful for you to gather eligibility documents for the person being referred. This includes:

- **proof of age:** a birth or baptismal certificate or a passport;
- **proof of Ontario residency:** a statement of direct deposit for ODSP, a rental or lease agreement, a utility bill, an employer record such as a pay stub; bank statement, or a report card; and
- **proof of developmental disability:** a psychological assessment or a report signed by a psychologist that says the individual has a developmental disability according to the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act (2008)*.

If the individual has already obtained an assessment through their school, a hospital, or another organization, you can give the Service Navigator a copy of this assessment. It will be reviewed to make sure that the individual is eligible. If there is no psychological assessment, the Service Navigator can help you find out how and where to get an assessment done.

How do I get started?

If you are unsure about what information you want and what documentation you may need to have, call the DSO Central East Region at 1-855-277-2121 and a Service Navigator will help you. If we are on the phone when you call, please leave a message and a Service Navigator from DSO Central East Region will call you back.

If you are interested in reading more about the DSO organizations, the services funded by the Ministry of Community and Social Services, and/or the process for applying for services and supports, please go to the Ministry and the DSO websites at:

<http://www.mcass.gov.on.ca/en/mcass/programs/developmental/index.aspx>

<http://www.dsontario.ca>