

Service Tiers Tool

The Service Tiers Tool is meant to help service providers

- determine what level of support the organization needs to be providing to individuals
- determine what level of complex needs supports are required to support individuals who have complex needs or a dual diagnosis
- understand the requirements for staff training and resources

The purpose of this table is to help you identify what Service Tiers could apply to your organization.

Individuals accessing service ...		Service Tier I	Service Tier II	Service Tier III
1	Are 18 or older and have a developmental disability	X	X	X
2	Are eligible for services from Persons with Developmental Disabilities (PDD)	X	X	X
3	May require intensive medical and/or mental health services (e.g., G-Tubes, 24 hour nursing care, multiple personality disorder, bipolar, schizophrenia, oppositional defiance disorder etc.)	X	X	X
4	May pose a risk to and/or are destructive to themselves, others or property Requires behaviour support plans that include a PPP or PRP	X	X	X
5	Have, or have had, a history of one or more of the following diagnoses or life experiences <ul style="list-style-type: none"> • Mental health disorder • Termination from services • Specialized treatment for psychiatric and/or behavioural issues • Involvement in multi-system medical and/or mental health services • Incarceration(s) or criminal justice involvement • Chronic substance abuse/dependency problems/self-harm behaviour 		X	X
6	Require the resources to <ul style="list-style-type: none"> • address extreme complex mental health, medical, and/or behavioural needs • support related interventions and behaviour support plans • support multi-system involvement Require secure community-based residential settings (i.e., secure treatment) that <ul style="list-style-type: none"> • might be court ordered • may include a high level of environmental safeguarding • may include locked doors or windows for safety May require seclusion to ensure safety and teach self-regulation skills			X

Service Tier I

- All service providers provide supports under the Service Tier I classification
- Individuals accessing service may require behaviour support plans to address behavioural challenges; however, the individuals' behaviours
 - do not involve multi-system medical or mental health services, and
 - behaviour support plans may include a Planned Positive Procedures or Planned Restrictive Procedure
- Individuals with a developmental disability may develop other (possibly age-related) conditions that require increased medical support (e.g., Down Syndrome plus dementia)
- In order to provide the best support to individuals with developmental disabilities, all direct service staff need to have the following minimum training.
 - *Abuse Prevention and Response Protocol*
 - First Aid and Cardiopulmonary Resuscitation (CPR)
 - Medication administration
 - Crisis intervention
 - Positive Behaviour Supports
 - Universal Precautions
 - Safety training specific to the individuals and to staff's worksites (e.g., will include safe bathing and showering if needed)
 - Orientation or training specific to the individuals' diagnosis as they pertain to health, behaviour, and/or medical concerns



Service Tier II

- All items listed under Service Tier I plus...
- Service providers must develop behaviour support plans that include a Planned Positive Procedures or Planned Restrictive Procedure
- Service providers access resources to
 - serve individuals with a developmental disability and a co-existing mental health issue.
 - address complex needs that require mental health, medical and/or behavioural interventions
- Staff require training that suits the individuals' specific complexities
- In addition to the mandatory training provided under Service Tier I, service providers need to identify what specialized training is essential to address the complex behavioural support needs of the specific individuals each staff member supports.
- Possible training may include any or all the following.
 - Conflict resolution
 - Harm reduction
 - Trauma informed approach
 - Suicide prevention (this would be just one part of the suicide intervention studies)
 - Mental Health First Aid
 - Critical incident debriefing

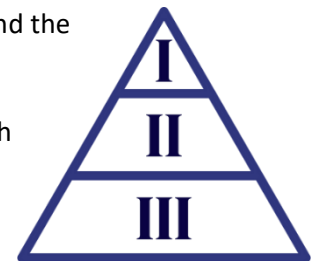
- Training that is specific to individuals' complex medical needs

Service Tier III – Secure Treatment

- Individuals have a primary diagnosis of a Developmental Disability along with multiple mental health diagnosis. (e.g., cluster of mental health diagnosis)
- Service providers have the resources to support the small number of individuals who have developmental disabilities and extreme complex mental health, medical, and/or behavioural needs
- In addition to the mandatory training provided under Service Tiers I and II, staff training that matches the individuals' specific extreme complexities will include training on
 - Advanced de-escalation skills
 - Environmental and technical safeguards and monitoring systems
 - Clinical interventions
- Staff require ongoing mentoring and supervision
- Serving individuals in secure treatment also requires experienced qualified persons and/or professionals as well as other clinical supports with the capability to manage mental health issues, promote healing, and manage risk at the individual and organizational levels

Identifying Service Tiers Prior to the CET Accreditation and Complex Support Needs Designation Survey

- The expectations for Service Tier I applies to every CET accreditation survey
- If service providers determine that they support individuals who meet the criteria in sections 5 or 6 of the table on the first page
 - they will indicate this on the Confirmation to the Survey Process form and the CET Survey Application form
 - their ACDS Accreditation Coordinator will contact them to discuss the individuals' identified and can help the service provider determine which Service Tier best suits the level of support required to clientele
- Organizations that meet the criteria for Service Tiers II will include the Complex Support Needs Designation (CSND) survey type as part of their CET Accreditation survey
- Organizations that serve individuals with a multiple co-existing mental health diagnosis must comply with Service Tier III – Secure Treatment
- The Ministry of Seniors, Community and Social Services; PDD funds the cost of doing a CSND and Secure Treatment survey
- Service providers receive a separate CSND and Secure Treatment certificate for meeting the requirements of this survey



Additional Resources

Additional resources that are available through the [ACDS website](#) include an overview of the [2021 Accreditation Standards](#) and an [Accreditation Resources](#) section. Check back often as we add to or revise the information.

Your questions about CSND, Secure Treatment, CET Accreditation and/or the CET manuals can be answered by your Accreditation Coordinator by calling their [direct line](#) or by sending an email to the Accreditation Department at accred@acds.ca.