

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.

Use this table 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, pharmaceutical and/or mental health services (e.g., G-tubes, 24-hour nursing care, dissociative identity disorder, bipolar disorder, schizophrenia, oppositional defiance disorder, etc.).	X	X	X
4	May pose a risk to and/or are destructive to themselves, others or property. Require 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, under **Service Tier I**, the individuals' behaviours do not involve multi-system medical or mental health services.
 - Note that under **Service Tier I**, individual behaviour support plans **may also** include Planned Positive Procedures or Planned Restrictive Procedures.
- Individuals with a developmental disability may develop other (possibly age-related) conditions that require increased medical support (e.g., Down Syndrome plus dementia, 24-hour nursing care, G-tube feeding, seizure protocol, etc.) and still be under **Service Tier I**.
- To provide the best support to individuals with developmental disabilities, all direct service staff need to have the following minimum training for **Service Tier I**:
 - Abuse Prevention and Response Protocol,
 - First Aid and Cardiopulmonary Resuscitation (CPR),
 - Medication Administration,
 - Positive Behaviour Supports,
 - Universal Precautions,
 - Crisis Intervention (e.g., Mandt System, Nonviolent Crisis Intervention, SIVA),
 - Safety training specific to the individuals and the worksite, (e.g., safe bathing),
 - Orientation or training specific to the individuals' diagnosis as they pertain to health, behaviour, and/or medical concerns (e.g., functional assessment, risk assessment).

Service Tier II

Under Service Tier II, service providers do the following in addition to Service Tier I supports:

- Service providers develop behaviour support plans that **generally** include Planned Positive Procedures or Planned Restrictive Procedures.
- Service providers access **additional** 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.
- In addition to the mandatory training provided under Service Tier I, service providers identify and provide staff with **specialized** training to address the complex behavioural support needs of specific individuals, which may include:
 - Conflict resolution,
 - Harm reduction,

- Trauma informed approach,
- Suicide prevention,
- Mental Health First Aid,
- Critical incident debriefing.

Service Tier III – Secure Treatment

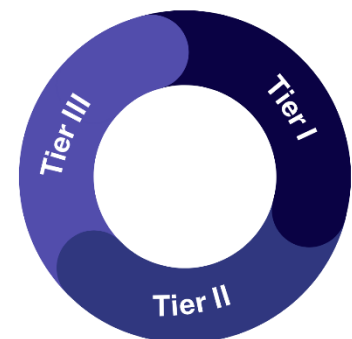
Service Tier III is unique to service providers that offer secure treatment options:

- Individuals accessing service have a primary diagnosis of a developmental disability accompanied by **complex** mental health, medical, and/or behavioural needs.
- Service providers have **specialized** resources to support these individuals, such as experienced qualified staff and other clinical supports capable of managing mental health issues, promoting healing, and managing risk at the individual and organizational levels.
- In addition to the mandatory training provided under **Service Tiers I and II**, staff training will typically include:
 - Advanced de-escalation skills,
 - Environmental and technical safeguards and monitoring systems,
 - Clinical interventions.
- Staff are provided with **ongoing** mentoring and supervision.

Identifying Your Service Tier

If service providers determine that they support individuals who meet the criteria in sections 5 or 6 of the table on the first page, their ACDS Accreditation Coordinator **will require confirmation** from the Service Provider and the Contracts Specialist (PDD) to determine which Service Tier best suits the level of support required to clientele.

- The expectations for **Service Tier I** apply to every CET accreditation survey.
- Organizations that meet the criteria for **Service Tier II** will include the Complex Support Needs Designation (CSND) survey type as part of their CET Accreditation survey.
- The Ministry of Assisted Living and Social Services (PDD) will fund the cost of adding CSND and Secure Treatment survey types.
- **Tier I and Tier II** service providers that meet the requirements receive a separate CSND Certificate.
- **Tier III** service providers that meet the requirements receive a separate CSND Certificate with Secure Treatment.



Additional Resources

- [Government of Alberta PDD Policy Manual - Supports for Complex Service Needs](#)
- [ACDS Accreditation - Overview](#)
- [Creating Excellence Together Standards - Overview](#)
- [Complex Support Needs - Overview](#)

For assistance, contact your Accreditation Coordinator [directly](#) or email the Accreditation Department at accred@acds.ca.

