



SERVICE TIERS FOR THE COMPLEX SUPPORT NEEDS DESIGNATION (CSND)

ACDS has introduced Service Tiers to help service providers

- assign a level of support for the organization rather than assign a label to individuals accessing service
- determine what level of complex needs supports are required to support individuals
- understand the requirements for staff training and resources to support individuals with complex needs

Service providers will assign their own Service Tier as per the definition/criteria on ACDS' [CSND Fact Sheet](#). Only organizations that meet the criteria for Service Tiers II and III need to acquire the CSN Designation.

Service Tier I

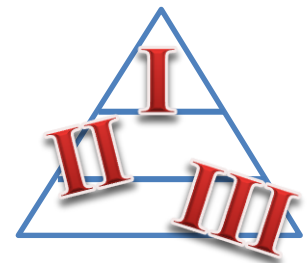
- Service providers may develop behavioural plans that
 - do not address significant risk
 - do not require the resources to address complex needs or multi-system involvement
- This level is inadequate to serve individuals with complex needs

Service Tier II

- Service providers access resources to
 - serve individuals with a developmental disability and mental health challenge
 - address complex needs that require intervention, medical and/or behavioural interventions, and behaviour support plans
- Staff require additional training

Service Tier III

- Service providers have the resources to
 - address extreme complex mental health, medical, and/or behavioural needs
 - support related interventions and behaviour support plans
 - serve individuals who have multi-system involvement
- Service providers can make available secure community models that
 - might be court ordered
 - may include a high level of environmental safeguarding
 - may include locked doors or windows for safety
- Seclusion may be used to ensure safety and teach self-regulation skills
- Staff require additional training and ongoing mentoring
- Service providers require additional resources, such as experienced qualified persons and/or professionals



Employee Training and Development

Service Tiers I, II and III: 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 management
- Positive Behaviour Supports
- Universal Precautions
- Safety training specific to individuals and staff's worksite
 - Will include safe bathing and showering if needed
- Orientation or training specific to the individuals' diagnosis or cluster of diagnoses as they pertain to health, behaviour, and/or medical concerns



Service Tier II: Service providers also need to identify what specialized training is essential for staff who work in Service Tier II (i.e., support individuals with complex behavioural support needs).

- 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: Staff who work in Service Tier III (i.e., support individuals with extreme complex mental health, medical, and behavioural challenges) require the following specialized training in addition to the training listed above

- Advanced de-escalation skills

Additional Resources for Creating Excellence Together (CET)

The following resources are available through the [ACDS website](#). Check back often as we regularly add new documents and update existing ones.



- [CET Preparation Toolkit](#)
- [Federal and Provincial Legislation](#) including Acts, Codes, Licensing and Standards
- [Outcomes Evaluation](#)
- [Webinars](#)
- [ACDS Print and Digital](#) products

For more information about CSND, CET Accreditation and/or the CET manuals, contact your Accreditation Coordinator by phone at 403-250-9495 or email the Accreditation Department at accred@acds.ca.