



Engagement Plan

Multi-Disciplinary and Clinical Supports
Project 4 – Crisis Prevention and Community Response

March 2024





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Introduction

Background and Purpose

Background and Purpose

Overview of Emergency Response Teams

The purpose of this work is to develop a strategy aimed to ensure measures are embedded in individualized planning, build urgent response capacity, and mitigate the re-institutionalization or other unwanted outcomes for DSP eligible participants and individuals transitioning to community (aligning with the No New Admissions Policy).

What is needed

We know that this strategy should:

- ✓ Ensure the necessary measures are embedded in individualized planning and support to prevent and mitigate emergency/urgent situations for DSP eligible participants
- ✓ Establish protocols and pathways for LACs, IPSCs or other regional teams to respond to identified situations that may require urgent/emergency action.
- ✓ Formalize and establish a 'Rapid Access Fund' in policy
- ✓ Develop an understanding of how this strategy compliments existing resources and other remedy priorities
- ✓ Contribute to a reduction in Temporary Shelter Arrangements

Given this, engagement with need to identify current capacity within the system, opportunities for collaboration, resourcing needs, best practices in other jurisdictions, etc.

Engagement Plan

Engagement Participants
Engagement Methods
Engagement Timelines

Engagement Participants

Engagement participants are classified as follows:

Involve

Parties in this group will be kept in the loop (informed) on project and deliverable progress and will receive copies of deliverables.

Inform

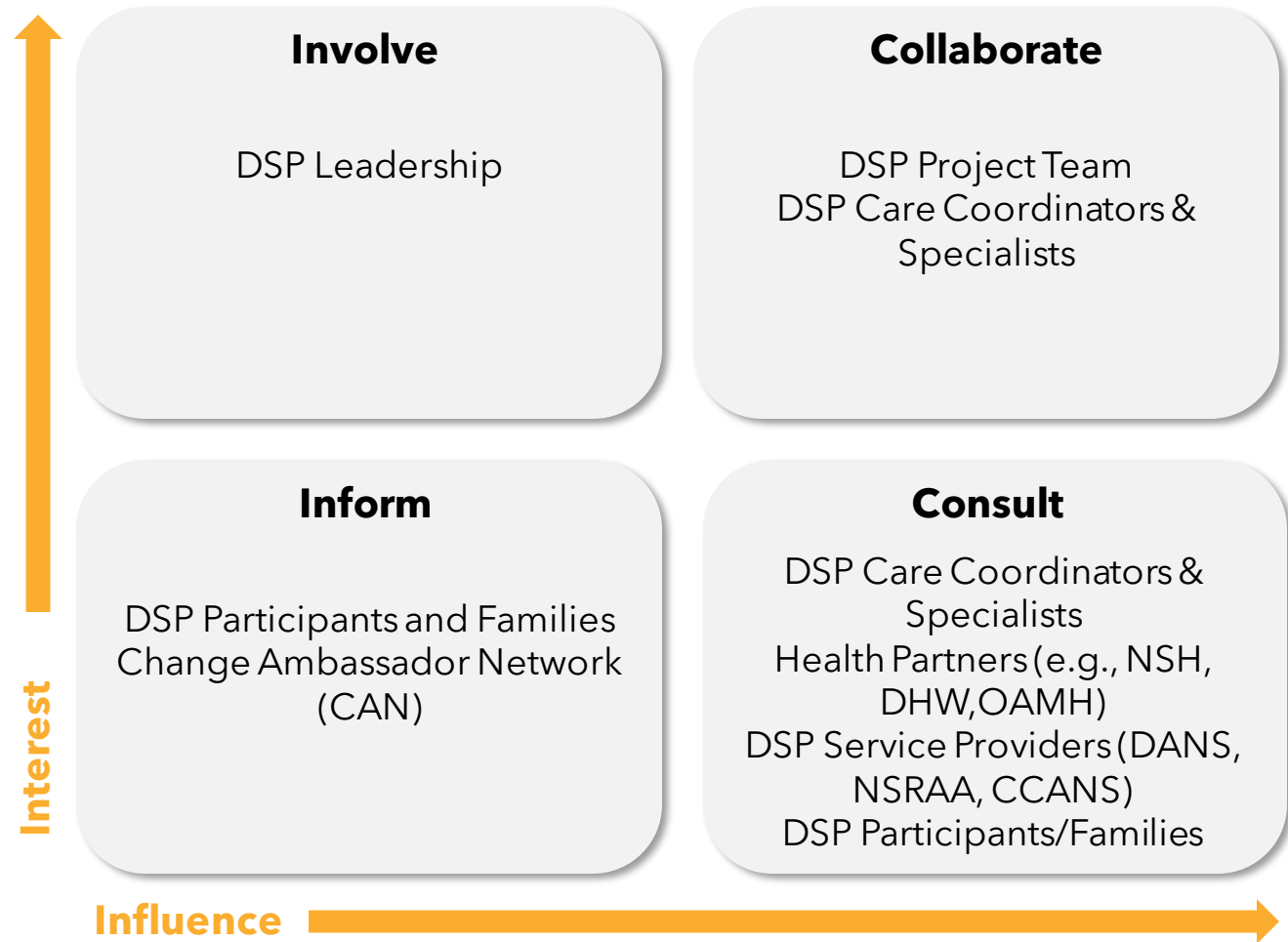
Parties in this group will be kept in the loop (informed) on project progress via DSP communication channels.

Collaborate

Parties in this group will assist with validating key project components in collaboration with the Davis Pier team.




Consult

Parties in this group will partake in conversations & engagements with the Project Team for discovery, and/or validation.



Engagement Methods

A mixed methods approach will be utilized for engagements to offer flexibility and ensure the most effective, efficient, and appropriate strategies are used for all key engagement groups.

| | | |
|------------|--|--|
| Discovery | <div><h3>Focus Groups</h3><p><i>Focus groups with key partners, including DSP Care Coordinators and Specialists, will provide opportunities to gather insights on current state response strategies, including what is working well and existing barriers. If permitting and appropriate, focus groups will also be held with individuals living with disabilities and/or their support networks.</i></p></div> | <div><h3>1-on-1 Conversations</h3><p><i>1- on-1 engagements with other jurisdictions and subject matter experts will be held to learn about strategies that are used to support individuals living with disabilities and key lessons learned. If permitting and appropriate, 1-on-1 conversations will also be held with individuals living with disabilities and their families.</i></p></div> |
| Validation | <div><h3>Follow up conversations</h3><p><i>This engagement will help to gather streamlined feedback from a broad range of sources and can be used to validate elements of a proposed strategy (e.g., leverage working groups with service providers; specialists, etc. External feedback TBD based on validation from initial focus groups).</i></p></div> | |

March

| Mon | Tue | Wed | Thu | Fri |
|-----|-----|-----|-----|-----|
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| 4 | 5 | 6 | 7 | 8 |
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| 11 | 12 | 13 | 14 | 15 |
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| 18 | 19 | 20 | 21 | 22 |
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| 25 | 26 | 27 | 28 | 29 |
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April

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| 27 | 28 | 29 | 30 | |
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| | | | | |

*Draft strategy

Legend:

- Engagement Planning
- Jscan conversations
- Care coordinators / specialists
- First Voice
- Follow-up Conversations
- Synthesis

Key Considerations

IDEA Principles
Roles and Responsibilities

IDEA Principles

Throughout this engagement process, we be intentional in ensuring we capture diverse perspectives and experiences.

IDEA (Inclusivity, Diversity, Equity, & Accessibility)

IDEA principles are fundamental to our design approaches and methods, and evermore crucial when designing transformative services within the disability support sector. Diversity and representation of lived experiences, demographics, and geographic considerations will be sought for our engagements, both from a DSP staff and first-voice perceptive.

Privacy & Consent

Clarity on the engagement process, note taking, and participation will be conveyed in a variety of ways to address any limitations one might experience. Consent will be attained prior to engagement with anyone who choses to speak with us.

If engaging with first-voice, we will ensue a trauma-informed approach is taken in all conversations. This is particularly important given the content and topic of conversation may bring up unwanted emotions/feelings. Individuals will be reminded that they are in no way under any obligation to speak with us and can stop the conversation at any time.

Roles and Responsibilities

| Activities | Davis Pier | DSP |
|----------------------------------|--|---|
| Engagement Material Preparations | <ul style="list-style-type: none">• Develop content (e.g., surveys, question sets, consent forms, accessible variations) | <ul style="list-style-type: none">• Feedback and review; provide insight and recommendations for engagements |
| Invitations and Tracking | <ul style="list-style-type: none">• Develop outreach/ invitations• Coordination of meetings, conversations, and workshops | <ul style="list-style-type: none">• Review invitation copy• Support outreach and connections to network (where possible) |
| Interviews and Conversations | <ul style="list-style-type: none">• Lead engagements | <ul style="list-style-type: none">• Engage in interviews (when and where possible) |
| Debrief and Synthesis | <ul style="list-style-type: none">• Coordinate debrief; lead the synthesis | <ul style="list-style-type: none">• Review synthesis• Provide feedback on synthesis |

Proposed Reach Out Mechanisms

| Audience | Outreach Strategy |
|---|--|
| Care Coordinators Program Specialists Project Teams Members | <ul style="list-style-type: none">• Invitations to engage via email to project team members and identified staff, as well as communications through:<ul style="list-style-type: none">• The Pulse Page• Existing Meetings (e.g., Connecting the Dots, Service Delivery Webinars / Working Groups)• Change Ambassador Network (CAN)• Email from DSP-Engagement Email |
| Service Providers | <ul style="list-style-type: none">• Via key partners such as:<ul style="list-style-type: none">• NSRAA• DANS• ILNS• CCANS |
| First-Voice Perspective | <ul style="list-style-type: none">• Inclusion Nova Scotia• Autism Nova Scotia• DSP Advisory committee |

Sample Discussion Topics for Participant Groups

Jurisdictional engagements

Sample Discussion Topics*

- Does your program have any type of formal proactive planning that would outline what a client would do and/or what strategies can be initiated to mitigate and/or respond to an emergency/crisis situation?
- Do you have protocols in place to respond to and/or prevent potential emergency/crisis situations for individuals living with a disability?
- Are there any policies or practices in place (e.g., additional funding) for the prevention of and response to emergency situations?

***These are preliminary suggested discussions to be refined during the detailed design of discussion guides**

Contact/Method



- Davis Pier to connect through IGR (in progress)

Methods



- Email Response
- 60 min Virtual

Timing



- Late March

Care Coordinator Focus Groups

Sample Discussion Topics*

- What are common urgent/emergency situations that you encounter?
- What is the current response to emergency situations?
- What is currently working well in this process?
- What are some challenges?
- What may be needed to address these challenges? (Resources, capacity, etc.)
- Based on your experiences, how might we prevent the occurrence of emergency situations?

***These are preliminary suggested discussions to be refined during the detailed design of discussion guides**

Contacts / Approach

- Leverage Service Delivery Webinars for outreach (March 13)

Methods

- 60 min Virtual / in person

Timing

- Early April

Health / DSP Partners

Sample Discussion Topics*

- What is the scope of the services you provide for individuals approaching a potential urgent/emergency situation?
 - What about in response to an urgent/emergency situation that is occurring?
 - Who/ what are you typically seeing in your existing work in terms of urgent/emergency scenarios?
- How might we collaborate to ensure that individuals experiencing a crisis receive the supports they need?
- What works well in your approaches? What may not be working well?

***These are preliminary suggested discussions to be refined during the detailed design of discussion guides**

Contacts / Approach

- DANS (?), NSRAA, CCANS - leverage existing standing meetings
- Health departments - TBD

Methods

- 60 min Virtual

Timing

- Late March-Early April

DSP Participants and Families

Sample Discussion Topics*

- If you and/or your family member were experiencing a situation that could become urgent, what supports would you like to have in place to ensure the best outcome?
- What do you see as the role of DCS in these situations?
- If you have experienced an urgent/emergency situation in the past, what was helpful / not helpful throughout that experience?
- How could supports be better design to avoid and prevention situations from becoming an urgent matter?

***These are preliminary suggested discussions to be refined during the detailed design of discussion guides**

Contacts / Approach

- Inclusion NS
- Autism NS
- People First*
- NSRAA*

*Ask them to nominate participants for engagement if possible

Methods

- 60 min Virtual / in person

Timing

- Late April