

Nowhere to Turn - Facts and Highlights

Investigation into the Ministry of Community and Social Services' response to situations of crisis involving adults with developmental disabilities

Investigation facts

Complaints received: **1,436** (as of completion of report); **1,525** (as of today)

Interviews conducted: **221**

Documents reviewed: **25,000+**

Recommendations: **60**

Complaint breakdown:

Number of complaints involving individuals with developmental disabilities who:

- Live with dual diagnosis: **191** (Paragraph 22)
- Live with complex medical conditions: **148** (Para 320)
- Exhibited violent behaviours at home: **179** (Para 310)
- Were reportedly abused in the home: **23** (Para 107)
- Were housed in or referred to homeless shelters: **6** (Para 144)
- Were inappropriately housed in hospitals: **79** (Para 174)
- Were inappropriately housed in long-term care homes: **14** (Para 238)
- Were charged criminally and/or incarcerated: **46** (Para 256)
- Were abandoned by families to the care of agencies: **9** (Para 340)
- Were abandoned by families to hospitals: **21** (Para 340)
- Were at risk because their caregivers were ill, aged or had died: **122** (Para 342)

Ministry of Community and Social Services figures:

Number of Ontario adults with developmental disabilities (2012): **62,000** (Para 16)

Number receiving Ministry-funded developmental services (2014): **33,615** (Para 66)

Budget for developmental services, fiscal 2012-2013: **\$1.69 billion**

Budget for developmental services, fiscal 2016-2017: **\$2 billion** (Para 65)

Key dates:

November 29, 2012: Ombudsman investigation launched.

October 2013: Select Committee on Developmental Services established by Legislative Assembly.

April 2014: Provincial budget includes additional \$810 million over three years for developmental services.

July 2014: Select Committee's final report and **46** recommendations released.

December 2014: Auditor General's Annual Report finds inconsistencies and lengthy waitlists for residential placements for individuals with developmental disabilities.

July 2015: Coroner's inquest into the death of Guy Mitchell publishes recommendations.

Cases highlighted in report

Adam, East Region (Ottawa)

Adam's parents were criminally charged after school officials and police were alerted to filthy conditions in their home and signs of neglect, but plans were under way to return him to them if the charges were dropped. **(Paras 108-122)**

Layla, East Region (Ottawa)

Removed from her home after a year of abuse by her mother, Layla was moved more than 20 times in 34 days. Although her case was designated the highest priority, it took two years to find a permanent vacancy for her. **(Paras 129-136)**

Nancy, East Region

Unable to find sustained respite from Nancy's often violent behaviour, her mother contemplated suicide and sometimes became violent herself. It took six years before a stable home was found for Nancy. **(Paras 152-161)**

Peter, East Region

Peter spent 12 years in psychiatric hospitals – often in restraints or crawling on the floor. Nearly a year after our Office alerted senior Ministry officials to his plight, a placement was created for him. **(Paras 175-179)**

John, West Region

John lived in a hospital – at a cost of \$417 a day – for nearly a year after his family was unable to care for him because of his harmful behaviour. A residence was found after our Office and the hospital's CEO intervened with the Ministry. **(Paras 180-193)**

Tommy, Toronto Region

Beginning in 2012, Tommy was hospitalized repeatedly because of his aggressive behaviour – including a 73-day stint at \$2,000/day. Confusion between the Ministry and service agencies exacerbated delays in finding a suitable home for him. **(Paras 194-202)**

Riley, East Region

After he repeatedly tried to choke his grandmother, who could no longer care for his complex needs, Riley ended up in a psychiatric hospital under guard for seven months, where his condition deteriorated and he contracted pneumonia twice. **(Paras 203-216)**

Annette, North Region

With no facility in her northern community capable of meeting her complex needs at age 66, Annette spent three years in hospital before our Office's efforts and Ministry approval of funds allowed her to move to a home in the community. **(Paras 217-219)**

Patrick, East Region

At 24, Patrick, whose mother could not handle his aggressive behaviour at home, was placed in a nursing home, where he accidentally broke an elderly woman's ankle, and he was repeatedly sexually assaulted by his 75-year-old roommate. **(Paras 239-249)**

Joe, Toronto Region

Joe, who has a criminal record due to his history of destructive, combative behaviour and substance abuse, was placed on probation in 2013, but remained in jail for six more months because there was nowhere else for him to go. **(Paras 257-263)**

Christine, North Region

Caught in a vicious cycle of criminal charges because of violent outbursts, Christine was unsuccessfully matched with 20 different family home support providers. Without adequate supports, she repeatedly breached court-imposed conditions, resulting in more arrests and incarcerations. **(Paras 264-269)**

Andrew, East Region

A judge faced with deciding whether to release Andrew from one of his multiple stints in jail refused to do so until adequate supports were found for him, but service providers would not take him because of Andrew's history. It took many more months and arrests before a home was found for him. **(Paras 270-277)**

Stella, West Region

Officials feared Stella's family was "going to collapse" in the seven years they spent waiting for health care and developmental services agencies to find a placement and respite funding to accommodate her complex medical conditions. **(Paras 322-329)**

Steven, North Region

Strict funding rules for developmental services and a lack of agencies in his area that work together with the Health ministry left Steven's family to rely on short-term solutions, depleting their limited savings, to serve his complex needs. **(Paras 330-336)**

Serge, East Region (Ottawa)

Unable to manage Serge's behaviour without additional supports, and after more than a year of waiting for help, his mother relinquished his care to the Developmental Services Ontario office in Ottawa. He was moved through temporary placements over 16 months before a community home was found. **(Paragraphs 344-352)**

Cindy, East Region

After two of her caregivers – her mother and uncle – died, Cindy, 41, risked homelessness when her remaining aunt also became ill and told officials she could no longer have her in her home. **(Paras 353-360)**

Kyle, Toronto and West Regions

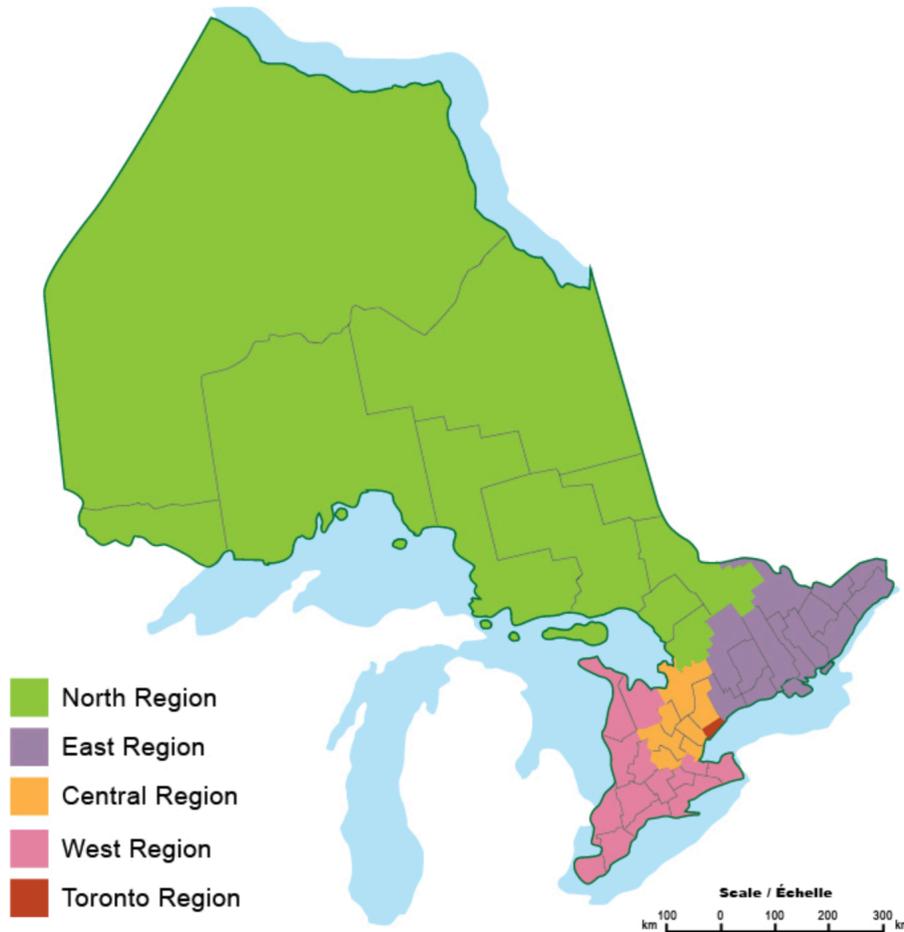
Unable to handle Kyle's aggressive behaviours and repeated hospitalizations, and frustrated by confusion between the two regions about his eligibility for services, his father told officials he would not take Kyle back home. **(Paras 361-372)**

Sara, West Region

Sara's family underwent enormous financial and emotional stress when her behaviour deteriorated significantly after she turned 18, and they struggled to understand the various types of funding programs without a case manager. **(Paras 400-409)**

Ministry of Community and Social Services regions

(Info from the Ministry's website: <http://www.mcss.gov.on.ca/en/mcss/regionalMap/regional.aspx>)



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North Region: Includes Algoma, Cochrane, Kenora, Manitoulin, Nipissing, Parry Sound, Rainy River, Sault Ste. Marie, Sudbury, Thunder Bay and Timiskaming.

East Region: Includes Cornwall, Durham, Hastings, Kawartha Lakes, Kingston, Lanark, Leeds & Grenville, Lennox & Addington, Northumberland, Ottawa, Peterborough, Prescott & Russell, Prince Edward County and Renfrew.

Central Region: Includes Dufferin, Halton, Peel, Simcoe, Waterloo, Wellington and York.

West Region: Includes Brantford, Bruce, Chatham-Kent, Grey, Hamilton, Huron, Lambton, London, Niagara, Norfolk, Oxford, St. Thomas, Stratford and Windsor.

Toronto Region: Serves the city of Toronto.