

Persons with Developmental Disabilities (PDD) Program

Plain Language Report

Meetings with Key People in 2008

“What We Heard”

February 2009



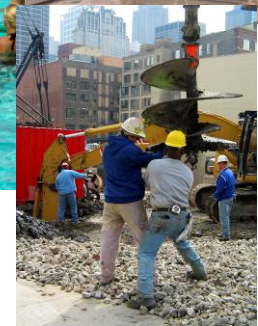
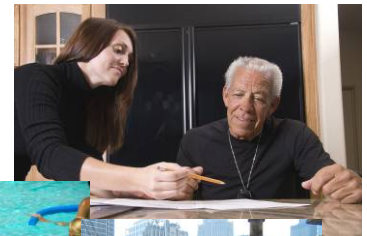
Alberta

Persons with Developmental Disabilities (PDD) Program

The Persons with Developmental Disabilities (PDD) Program gives help to adults with a developmental disability.

How does PDD help?

- They help people in their home.
- They help people be involved in their community.
- They help people at work.



Mary Anne Jablonski is the Minister of Seniors and Community Supports. Seniors and Community Supports is part of the Alberta government.

In June 2008, Minister Jablonski asked the PDD Community Boards to talk with key people connected with PDD.

They talked about:

- Things that made it hard for an agency to support PDD clients.
- How to give good service to PDD clients.



This report talks about how PDD talked to these people and what they had to say.

Minister Jablonski is grateful for all of the help people gave.

“What We Heard”

How PDD Met with Key People

PDD met with more than 200 people.

The key people were:

- adults with developmental disabilities,
- family members and guardians,
- staff and board members from agencies, and
- provincial and community agencies, like advocacy groups.



PDD asked people:

1. What new and creative things can PDD do to help give good service with the same number of staff or with less staff?
2. For each idea:



- a. Are there things that would make it hard to use this idea?
What can be done to make it easier to use this idea?
- b. What ideas can be used right away?
- c. What ideas will take a long time to use?
- d. Who can help put this idea in use?

Creative Ideas

The ideas people came up with can be put into 6 groups:

1. Team-work
2. More choices for funding and supports
3. Get more staff
4. Technology [tec-naw-law-gee]
5. Define roles of PDD
6. Being responsible



1. Team-Work

One thing people said is that PDD should work with different people in:



- the city,
- companies,
- volunteer agencies, and
- other government programs.

One reason to work with different people is to make sure PDD does not do the same things other people do.

Teamwork can also help people who need PDD support and other kinds of support.

These supports can be things like:

- health care,
- mental health, or
- home care.



Another thing people said is to help the community understand people with disabilities.

2. More Choices for Funding and Supports

There are 2 ways PDD gives services:

1. Agencies are hired by the PDD Community Boards.
2. Families hire staff for the person.
This is called family-managed supports.



People say that there needs to be more flexibility with funding.

They also say that people need to be responsible for the money being used.

For Agencies

People say that there needs to be new ways to give money that will help agencies try new and better ways to support people.



For Family-Managed Supports

People say:

- More families need to use family-managed supports. This would help because they can hire friends. This would take away some stress on the work-force.
- Families should be able to hire family members.
- Make a place families can go to get information. At a place like this, they could share ideas.
- Families or a person can lead others.
- Train family members how to hire and manage staff.



3. Get More Staff

It has been hard for agencies to hire and keep staff.

You need more than just money to hire and keep staff.

To help hire and keep staff people said:

- Have a **professional association**.
- Let staff work different hours.
- Give staff more training and education.
- Make a "Centre of Excellence."
This would be to support agencies to share information and resources, like staff.
- Make a professional training program.
- Direct ads to a certain group to try to get new people to work.

A **professional association** is a group of people who make rules for the training staff need to have. They can also give staff info about their job and help them with problems in their job.

4. Technology

People said to use technology more.

It can help lower the need for staff.

It can also help clients be more independent.

Technology can be used for things like:

- Medication reminders by a computer or phone call.
- 24-hour phone line across Alberta.
- An “on-call system.” You would be able to call staff when you need them. This would mean they are not with you all the time.



Technology can also make it easy to get info.

It can be used to:

- Teach people over a computer rather than in a class-room.
- Give families information.
- Allow families to contact other families.
They can get support from them.



5. Define Role of PDD

People said that to over-come problems with services, people need to know what the role of PDD is.

There also needs to be clear roles for every-one.

To help define roles and make the PDD role clear, people said to:

- Define the services that PDD funds.
- Think about the services other government programs give and who they are for.
- Make sure services focus on people being included in the community.
- Use supports you do not pay for.
Supports you do not pay for can be family, friends, neighbours [nay-burs], volunteers, and people at work.
- Think about 1 program to support kids and adults with developmental disabilities.



6. Being Responsible

People say that there needs to be ways to check if the PDD supports work well for people.

This would help make sure that agencies and PDD are responsible for what they give.

People say to:

- Have goals for agency programs.
- Use these goals to say where money goes.
Test this with some agencies to see if it works.
- Reward agencies when they give service that costs less but it is still good service.

General Comments

The different kinds of people that PDD talked to, talked about different things.

Service agencies talked about:

- The business relationship with PDD and creative ways to give support.



Families talked about:

- Getting help to use family managed supports and more choice about their staff.



Self-advocates talked about:

- Team-work and using other supports in the community.
- Hiring and keeping staff.
- Creative ways to give supports.
- Good communication so that their needs are under-stood.



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