

The top-left portion of the page features a complex, abstract graphic composed of several thin, black, overlapping lines. These lines form various geometric shapes, including triangles and polygons, some of which are nested or intersected by others, creating a layered, architectural feel. The lines are black and set against a plain white background.

LESSONS FROM NOVA SCOTIA: AN OVERVIEW OF THE NOVA SCOTIA EXPERIENCE

Remedy for the Findings of Systemic Discrimination
Against Nova Scotians with Disabilities

INTRODUCTIONS



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ABOUT DSP



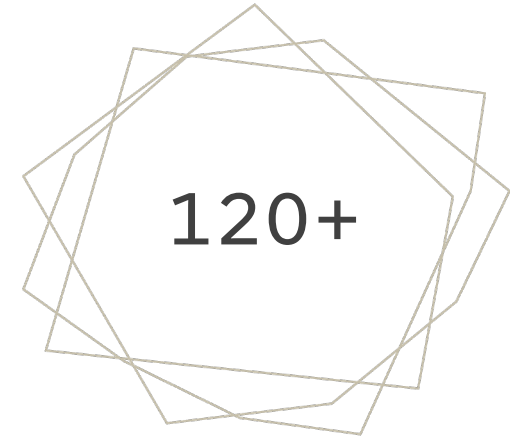
ANNUAL BUDGET

Includes funding for independent living, residential, individualized funding programs, and day programming supports; program staff, and front-line case managers (229 FTEs total)



PARTICIPANTS SUPPORTED

Approximately 5,500 adults receiving funding for living supports. Additional 670 families receive individualized funding for children. 1,590 on service request list and 758 in institutions.



SERVICE PROVIDERS

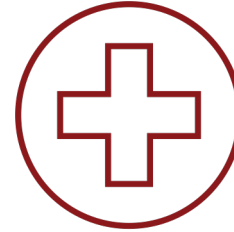
Service providers deliver independent living and residential supports and an array of day services. Includes not-for-profit and for-profit organizations.

ABOUT DAVIS PIER

Davis Pier is dedicated to working with government and community organizations to tackle complex, interconnected societal issues. We have three key practice areas operating in three provinces:



SOCIAL SERVICES
(incl. developmental services)



HEALTHCARE



**DIGITAL
GOVERNMENT**

10

Years in Business

90+

Experienced Professionals

400

Projects Completed

25

Countries Impacted

Halifax – Toronto – PEI

REMEDY BACKGROUND

- Human Rights complaints were filed by 3 DSP participants who resided in Emerald Hall (in-patient mental health unit). The complaints alleged that the province discriminated against these individuals and all persons with disabilities in Nova Scotia by not providing supportive housing in the community.
- In October 2021, the Nova Scotia Court of Appeal ruled in favour of the plaintiffs.
- An interim consent order and an interim settlement agreement outlining a five-year resolution process was approved by the Human Rights Commission Board of Inquiry in June 2023.

There are four grounds of discrimination:

1.

Unnecessary Institutionalization

There has been unnecessary institutionalization in purpose-built institutions for persons with disabilities as well as in other institutional settings such as psychiatric hospitals

3.

Denial of Community of Choice

Persons with disabilities have often been ‘placed’ in settings distant from their families/friends, and not within their community of choice

2.

Right to Assistance

The right to assistance when needed has been denied to eligible persons with disabilities

4.

Delays in Assistance

Persons with disabilities have experienced frequent, indefinite, extended delays in the provision of assistance (waitlists) despite statutory entitlement

REMEDY BACKGROUND

The technical report is founded on **six INTER-DEPENDENT key directions**

#1

Individualized Planning and Support Coordination: A new system of individualized planning and support coordination to drive more person directed planning with a focus on community-based services

#4

Regional Hubs and Multidisciplinary Support: Province wide multidisciplinary support program with regional hubs including clinical and mental health supports

#2

Closing Institutions: A defined timeline and increased supports to facilitate the closure of institutions within 5 years

#5

Individualized Funding: Individualized funding for all DSP participants

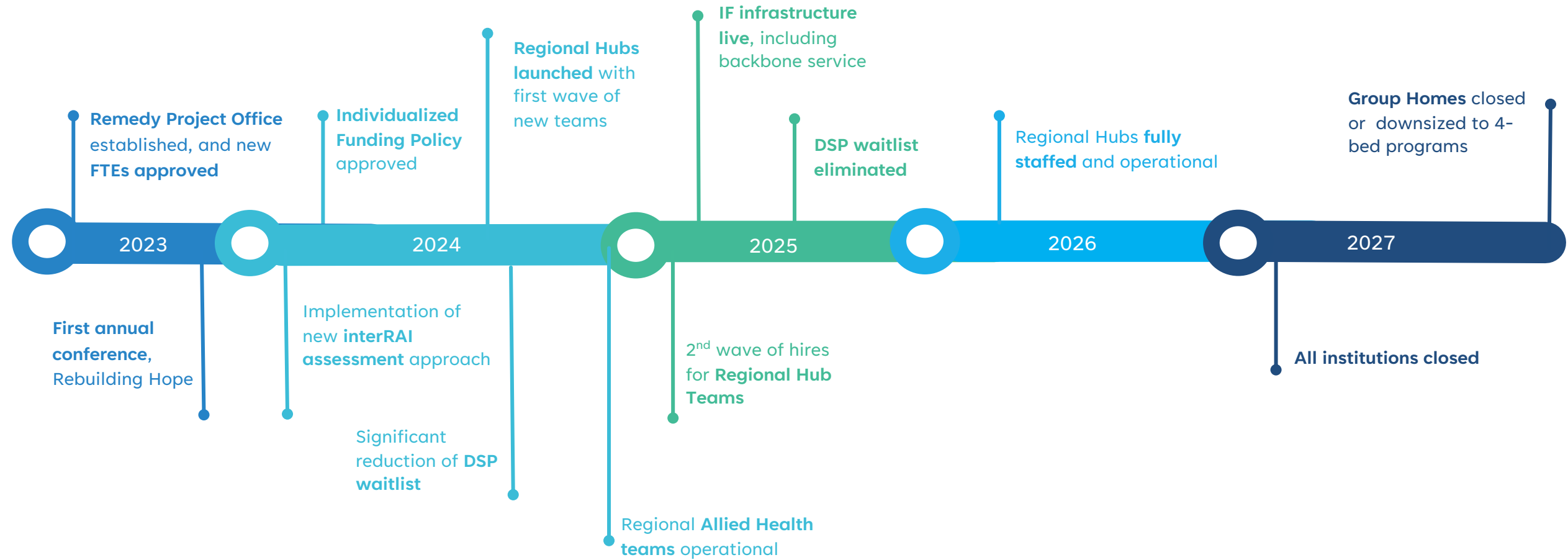
#3

Community-Based Supports and Services: A new, broader system of community-based supports and services that will facilitate a home and life in the local community

#6

Strengthening Disability Capacity: Strengthening the whole Disability System's capacity to enable transformation to a human rights approach

FIVE YEAR TIMELINE



REMEDY PROJECT OFFICE

- 20-25 projects, supported by program teams, internal project staff and professional services
- Governance that includes a Government Roundtable, External Advisory Committee, Ministry Leadership and DSP Program Leadership



Individual Planning and Support Coordination



Individualized Funding



Closing Institutions



Multidisciplinary and Clinical Supports



System Capacity



Community Based Programs and Services



Digital Solutions

Portfolio/Project Management Framework



Remedy-Wide Change Management and Communications



KEY INGREDIENTS

INDIVIDUALIZED FUNDING

Objective, evidence-based assessment using interRAI tools and ensuring that funding allocations align with the costs of services

CENTRALITY OF THE PLAN

Funding based on the plan and an individual's needs, not to a set cap or based on the fixed costs for services

LOCAL AREA COORDINATION

An evidence-based approach developed in Australia, the UK and Singapore

Delivered by community members, embedded in community, with a catchment area of 12,000 citizens

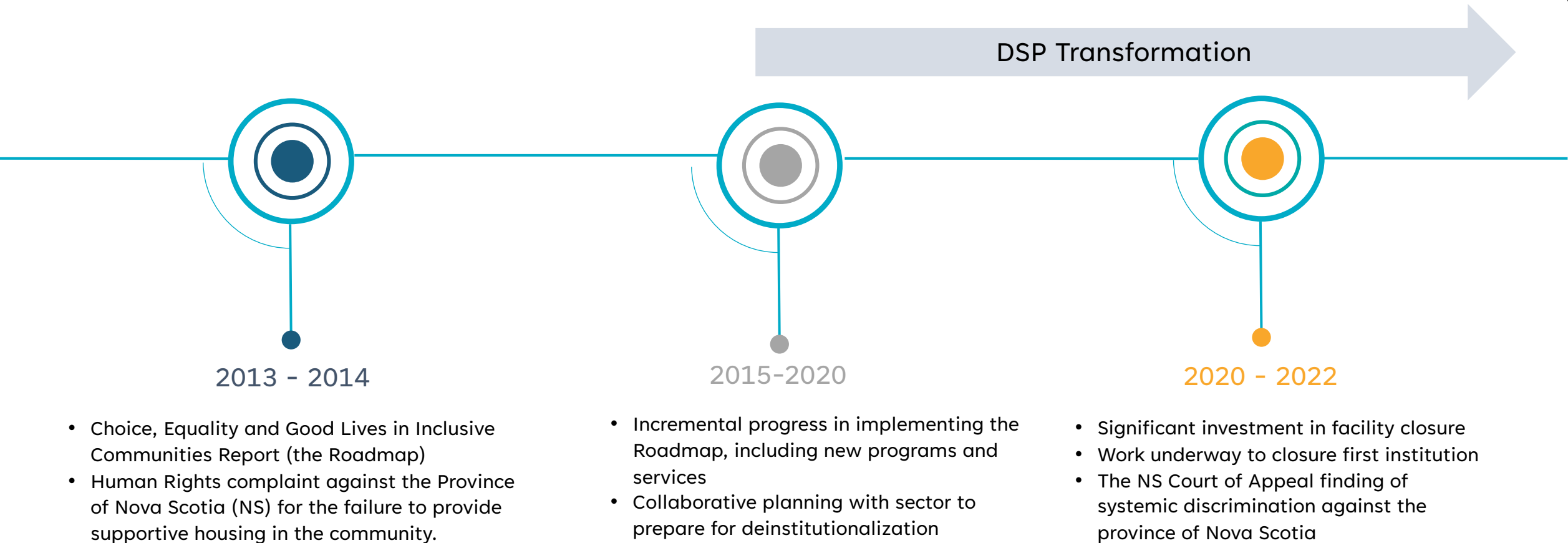
A focus on personal strengths, natural relationships and community assets, before funded services

A 50:1 caseload to allow for trust and relationship development

Open to anyone who self-identifies as having a disability

THE YEARS BEFORE THE REMEDY

The Remedy coincided with an in-progress effort to improve choice and inclusion for persons with disabilities.





THE COURT ORDER HAS CHANGED THE GAME

NEW RESOURCES AND FUNDING

New Ministry resources and funding for supports and services have been approved to uphold Remedy commitments

COURT MONITOR

The court monitor creates accountability through semi-annual public reporting

ONGOING EVALUATION

External evaluation team to help us to learn and adjust in real-time

HOPE IS NOT A PLAN

Prior to the Remedy, individuals and families had **hope** that the system would improve, but the Remedy has created the **mandate** for a **plan** that must be achieved

GOVERNMENT

Collaborate and innovate to support achievement of Remedy targets **across Government**

INDIVIDUALS AND FAMILIES

Work with Regional Hub teams to imagine and plan for their best live in community, and support other individuals/families who are still uncertain about what is possible

PROVIDERS

Partner with Government and community to offer new supports and services, and evolve their organizations to a more person-directed and individualized philosophy

COMMUNITY

Contribute to **Regional Advisory Councils** that set priorities for DSP Regional Hubs. Be a champion for full inclusion and create the conditions for people with disabilities to fully realize their potential through participation in community

EVERYONE HAS A ROLE TO PLAY

WHAT THIS MEANS FOR PROVIDERS

The Role of Providers

We can't implement the Remedy without our service provider partners. We will need their existing capacity and expertise, and more, to:

- Transition to a completely community-based model
- Help us to build and support the workforce in a competitive labour market
- Find creative housing solutions for individuals
- Provide individuals with more choice and the types of supports/services they want
- Fill gaps for services in certain communities

What We're Doing Now

1. Developing a Workforce Strategy and Plan
2. Launching a Service Provider Transition Fund
3. Creating interim funding models to bridge to IF
4. Using transparent processes to procure new services and supports



OUR APPROACH TO CO-DESIGN

INTERIM ADVISORY COMMITTEE

Seeking advice from an Interim Advisory Committee. Lessons learned will be applied to Provincial and Regional Committees later in 2024

LISTENING TO COMMUNITY

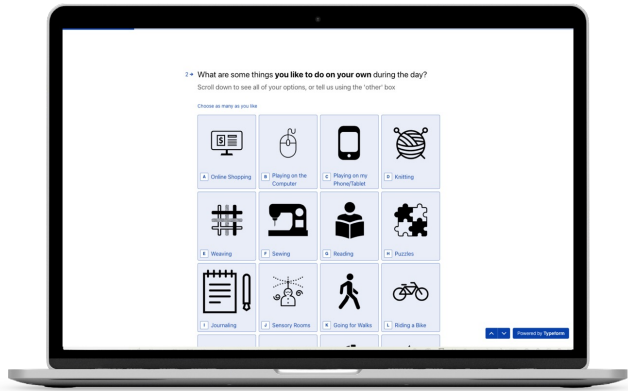
Each time we engage with community, we seek to tailor our approach to the topic, share what we heard back to those who participated, and seek feedback to improve the next time

SERVICE DESIGN APPROACHES

Service design tools take a human-centered approach to designing supports, services and programs. This has included leveraging:

- Journey mapping
- Diary studies
- Visual surveys
- Prototypes for feedback and iteration
- Multi-method in-person engagements

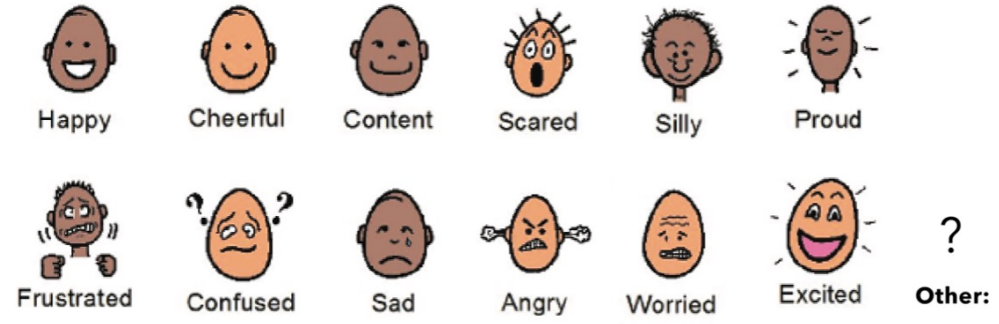
SOME TOOLS AND APPROACHES



Visual Online Surveys

How do or did you feel about what happened?

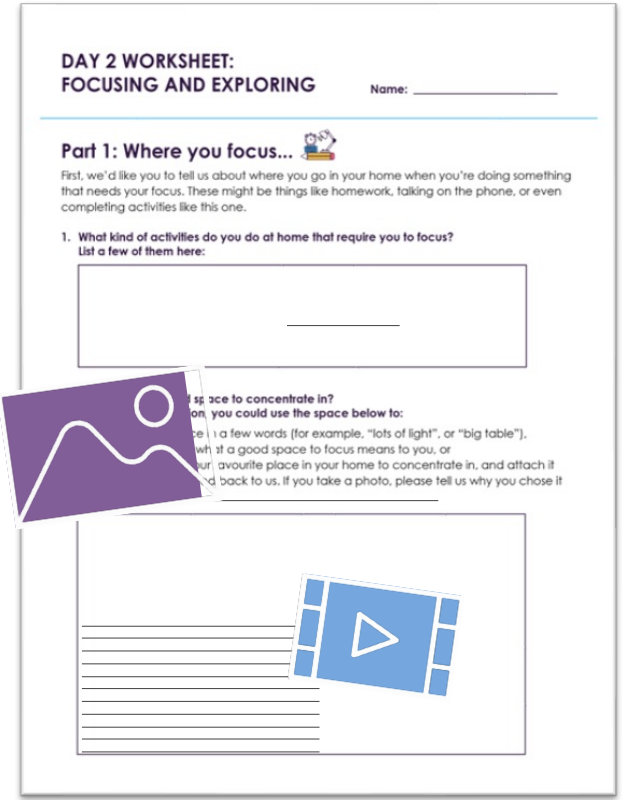
Circle a feeling, or write/draw one:



Visual Prompts for In-Person Interviews



Town Halls with Multi-Method Participation



Diary Studies for Gathering Feedback In Natural Settings

WHAT'S NEXT

NEW WEBSITE

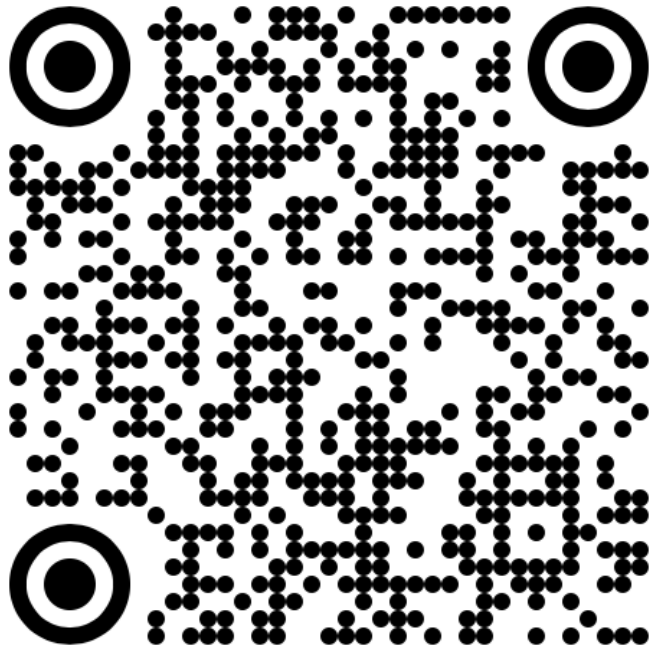
Public-facing Remedy website to be launched in coming weeks.
Check the DSP Government website for link.

YEAR 1 PROGRESS REPORT

First annual progress report will be shared publicly on June 1

REACHING OUT AS WE PROGRESS

We are constantly in contact with counterparts across Canada and always open to sharing information and ideas



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THANK YOU

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<https://novascotia.ca/coms/disabilities/index.html>

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