

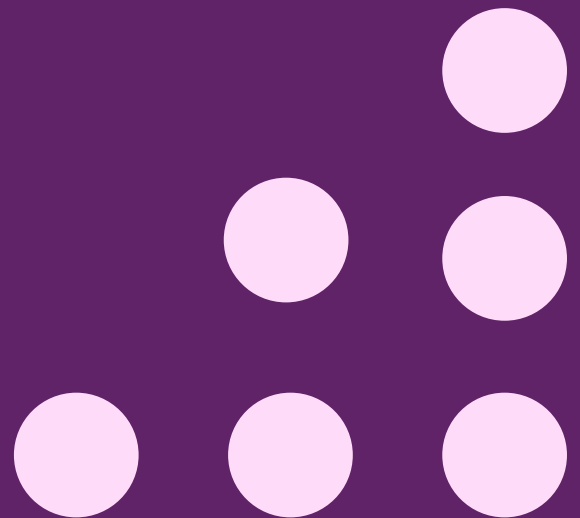


# Callan Institute

## Annual Report

# 2023

st John  
of God   
Community Services



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# Who We Are and What We Do?

Callan Institute, as part of Saint John of God Community Services (SJOGCS) clg., provides consultation, training, and support in Multi-Element Behaviour Support (MEBS) and in Raising Understanding and Awareness (RUA) about Oneself, Friendships, Relationships and Sexuality. In Ireland, SJOGCS clg. provides supports and services to approximately 3,000 adults and children with intellectual disability in Community Healthcare Organisations (CHO) Areas 4, 6, 7 and 8, and provides services and supports to children, adolescents and adults experiencing mental health needs in CHO Areas 6 & 7.

## Our Mission Statement

To support a Human Rights Based Approach (HRBA) to service delivery through the use of Multi-Element Behaviour Support (MEBS), and positive approaches in the area of relationships and sexuality for children and adults with intellectual disability.

## Multi-Element Behaviour Support (MEBS)

Callan Institute uses the MEBS model with individuals with behavioural support needs. This model is unique in its comprehensiveness, and its commitment to using functionally informed interventions, including the reactive strategies, and the non-use of aversive strategies.

## Mebby

Mebby the mouse was designed and illustrated by artist Helen O’Keeffe and Callan Institute. Mebby stands for ‘Multi-Element Behaviour with the ‘by’ added for friendliness and fun!’ Mebby represents a quiet approach, using a large magnifying glass and a long tail for balance to find the ‘message’ hidden in an individual’s story. Mebby helps us all remember what MEBS all is about.



## Raising Understanding and Awareness (RUA) About Oneself, Friendships, Relationships and Sexuality:

RUA has an ambitious programme for a future where identity, friendships, relationships and sexuality of children and adults with intellectual disability are supported and recognised as central to a good life, social stigma and discrimination are challenged and each individual is supported to express their sexuality and make decisions regarding their sexual expression. RUA assists professionals and families to be comfortable and skilled in providing Relationship and Sexuality Education (RSE) and Support using PLISSIT, Hi 5 Alive© and RUA’s 9 guiding principles-AWARENESS©.





## Message from the Director

Dear Friends and Colleagues,

Callan Institute's efforts in 2023 have been extensive, with a significant positive impact on both staff development and the support provided to individuals.

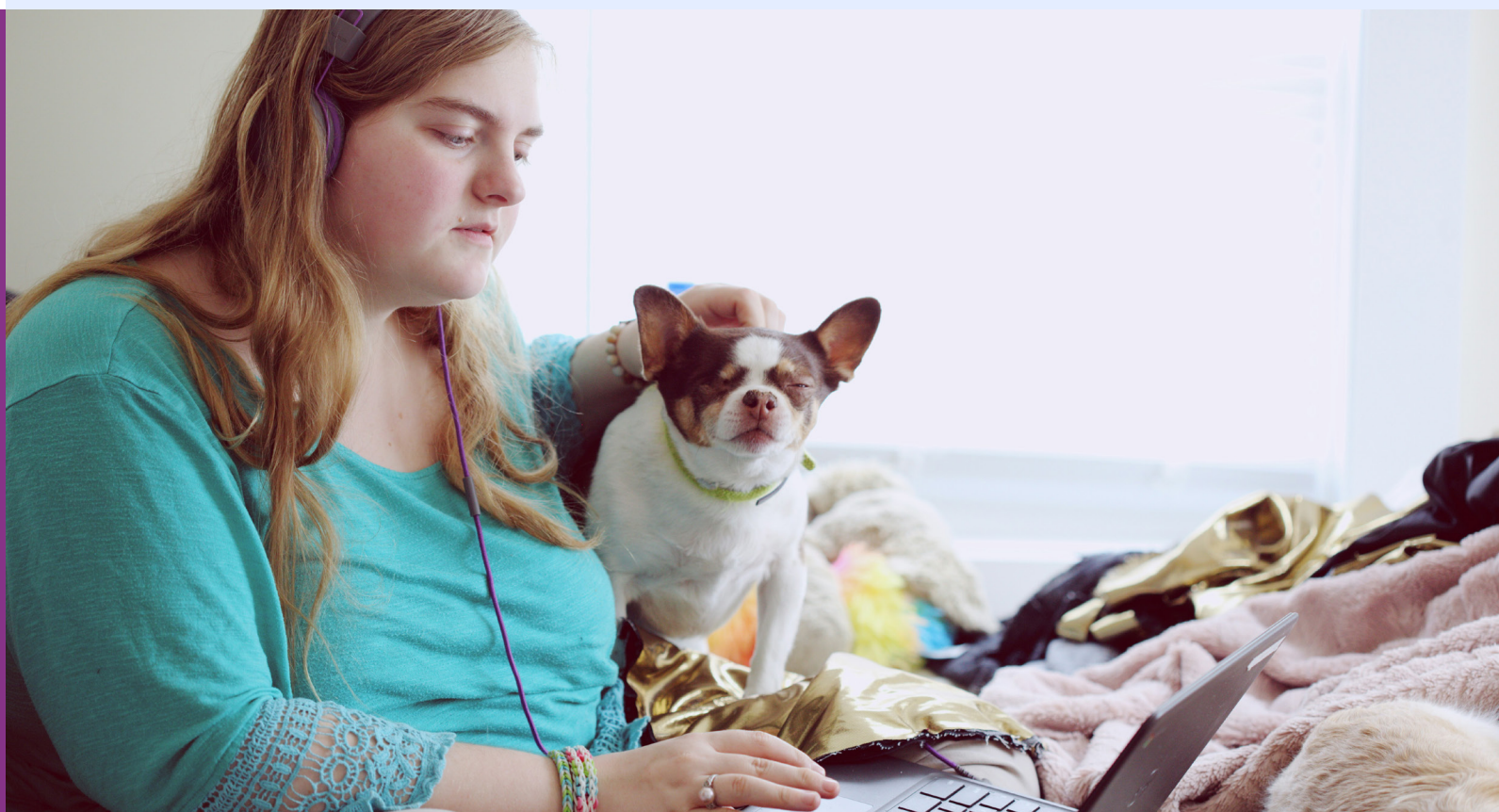
The enactment of the Assisted Decision Making (Capacity) Act (ADMA) is a landmark development, and Callan Institute has dedicated many hours to support its implementation within Saint John of God Community Services (SJOGCS) and as part of an initiative with the HSE and the National Office for Human Rights and Equality Policy. This Act is crucial as it empowers individuals, particularly those with intellectual disabilities, to make their own decisions to the fullest extent possible, with the support they need. The ADMA represents a shift towards a more inclusive society where every individual's right to autonomy and self-determination is recognised and facilitated. This aligns with a Human Rights Based Approach which as many of you know, has always been at the heart of the work we do.

Here in Callan Institute, we also know that together, all staff employed in SJOGCS live our values of Hospitality, Compassion and Respect on a daily basis. Staff are our greatest asset, and as such, we have invested over 14,000 hours in supporting them. Support, education, mentoring and supervision play a pivotal role in ensuring the effectiveness of SJOGCS supports and services. Together, they all provide a framework for accountability, continuous learning, and quality improvement, which are essential for maintaining high standards of care and support. We know that support, education, mentoring and supervision empower staff, enhance skills, foster professional development, and promote overall job satisfaction. By investing in staff, we hope to demonstrate our collective commitment to delivering the best support possible, where together we prioritise the needs and well-being of both the individuals we support and our dedicated staff.

Our collaborative efforts which are built on our strong partnership with SJOGCS colleagues are key to delivering impactful services that truly make a difference for our staff and in the lives of the individuals supported.

I would also like to acknowledge and thank my colleagues in Callan Institute for their shared commitment to excellence which is evident in the way they work together, guiding and inspiring one another to achieve the best possible outcomes.

Teresa Mallon, Director



## Our Work

### Supporting Individuals

Callan Institute's approach to behavioural support is comprehensive and collaborative. By offering direct case work and practice support, Callan Institute ensures that both individuals with behavioural support needs and the staff who assist them receive the necessary support and guidance they need to enable best possible lives.

The direct case work involves a team effort whereby a clinician from Callan Institute supports an individual with their circle of support that may include family, friends, and professionals. This method fosters an individualised and holistic approach to behavioural support. On the other hand, Practice Support emphasises capacity building among staff through mentoring, education, and practical support. This not only enhances staff skills but also ensures that they are well-equipped to provide high-quality support to individuals supported.

These collaborative efforts in 2023, where 19 individuals were supported, including 18 adults and 1 child, illustrate our dedication to supporting diverse and sometimes complex needs. The co-facilitation of a Positive Behaviour Support clinic, with local practitioners in SJOGCS Kerry Services is another example of how we work to extend our reach and impact supporting an additional 8 individuals.

Furthermore, the provision of relationship and sexuality support to individuals supported and staff members is a sensitive and vital aspect of support that promotes the well-being and dignity of individuals. RUA facilitates one-to-one support and staff mentoring in this area which is seen as essential for creating an environment where individuals feel safe and respected.



## Supporting Staff

Callan Institute facilitated 42 in-person/ live workshops/courses and events in 2023. These events included a number of Practice Certificates which are held over a 6–9-month period, 1-day workshops and 1,2- and 3-hour workshops.

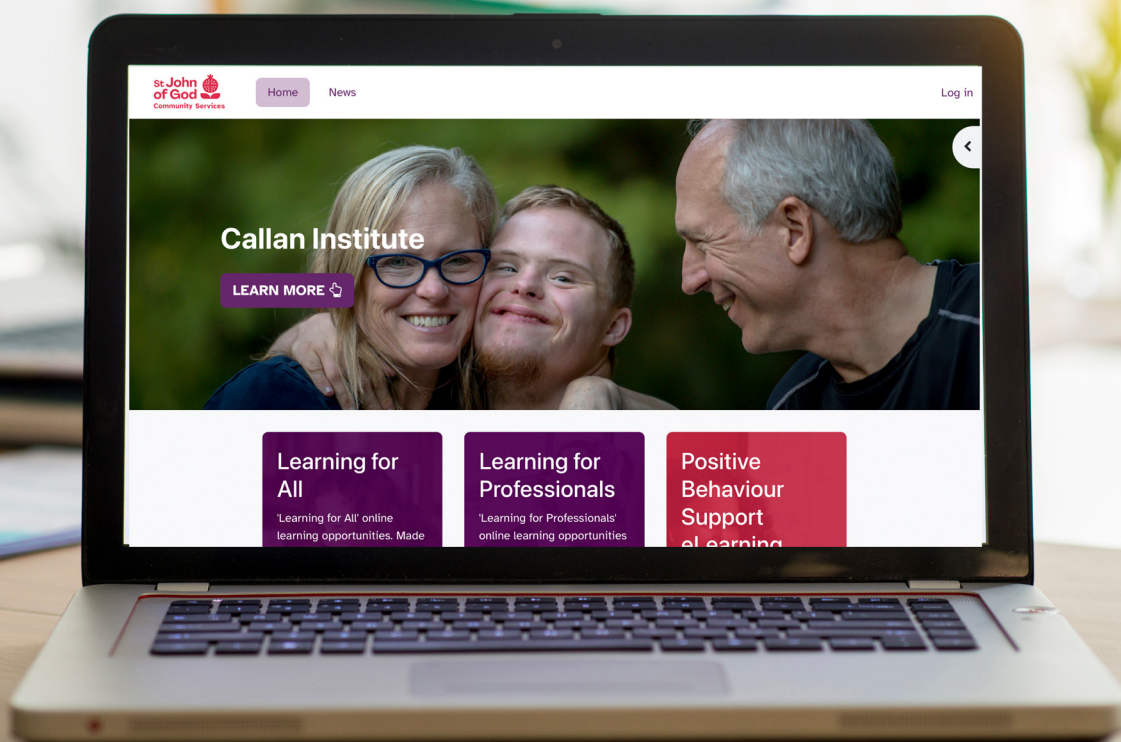
This year we facilitated three practice certificates, one in the area of RUA with 12 participants, one in Multi-Element Behaviour Support with 10 participants and two in Skills Teaching (using systematic instruction) with 14 participants. These practice certificates are a great way to ensure that staff not only learn new skills but also apply them effectively in their work. By engaging in practical assignments, this hands-on approach helps to reinforce learning and encourages the integration of new skills into daily practice, ultimately leading to improved outcomes.

We facilitated nine 1-day workshops in RUA with 88 participants and eleven

1-day workshops in PBS (using the MEBS model) with 127 participants, two of which were co-facilitated with colleagues in SJOGCS Kerry Services. This level of engagement indicates a strong interest and need for training in these areas.

We also facilitated two 3-hour workshops for 11 line-managers and/or clinicians on Positive Behaviour Support and two 1-day workshops on RUA for 18 line-managers. Each of these workshops examines the role of support and supervision and how together they demonstrate our collective commitment to delivering exceptional support in behavioural support and relationships and sexuality respectively, where the needs and well-being of both the individuals we support, and our committed staff can be realised.

We also facilitated a bespoke 2-hour information session on relationships and sexuality for staff working with adolescents.



Our E-Learning module on Positive Behaviour Support (PBS) (using MEBS) has clearly had a significant impact, supporting 70 students over the course of the year.

This educational initiative is crucial for disseminating knowledge and skills that can enhance the quality of support provided to individuals with behavioural support needs. The success of this module demonstrates the effectiveness of online learning platforms in reaching and educating a wide audience while also evidencing Callan Institute's commitment to advancing professional development in the field of behavioural support.

**See the link here for more information on our online learning in PBS:**

**[Home | Home \(callaninstitute-pbs.ie\)](https://callaninstitute-pbs.ie)**

We provided inputs and support on a number of SJOGCS Policies namely Sexuality and Intimate Relationships, Positive Behaviour Support, Person Centred Approach (PCA) (including PCA in Practice workshops and webinars),

Equality and Human Rights (including policy workshops, and support to Equality and Human Rights Committees) and Restraint Reduction. We know that policies are essential for ensuring that the services provided are in line with best practice, research and legislation. However, what is important here is that a policy is accessible, it is easy to understand, and it is more than just 'words on paper'.

The inclusion and provision of practical workshops and webinars on these policies enables a hands-on approach which is crucial for staff to effectively implement policy in their daily interactions with individuals supported.

We now have a number of recorded webinars on topics related to Saint John of God policies and practice, for example, PLISSIT, Hi 5 Alive, RUA Awareness Principles, Intimate Relationships and Sexuality Policy, Person Centred Approach Policy, Equality and Human Rights Policies (Adult and Children) which can be viewed by staff at a time that suits them. These webinars are all under an

hour, with a post-test and certificate of completion available. The webinar recordings are now a resource used for induction and have facilitated many staff members to upskill and maintain their Continuing Professional Development (CPD) portfolio.

We issue a Continuing Professional Development document for all learning-based events. One CPD credit is equivalent to one hour of new or enhanced learning achieved. In 2023 we validated approx.14,000 hours for CPD purposes, for example each eLearning participant earned 28 hours of CPD

credits, a student participating on the Practice Certificate's in RUA or MEBS earned 200 CPD credits and participants on 1-day workshops earned 6 CPD credits.

We would like to congratulate the 800 staff from across SJOGCS and other services in Ireland who attended workshops/ courses/eLearning and both live and recorded webinars with us in 2023.

What Staff said: "The course is fantastic and very current and up to date."  
(Practice Certificate in RUA)

## Supporting Collaborative Practice in Our Services

Each year we work closely with our colleagues across Saint John of God Community Services. Some of the highlights from 2023 include the following:

- **SJOG Better Life Grant:** Callan Institute was awarded a Better Life grant to develop eLearning modules for 3 of our SJOGCS policies. This project recruited a research assistant along with 6 co-researchers who have lived experience of receiving support from SJOG services. Using the principles of Universal Design of Learning, these modules will be launched on Callan Institute's eLearning platform in 2024 making key policies accessible for all.

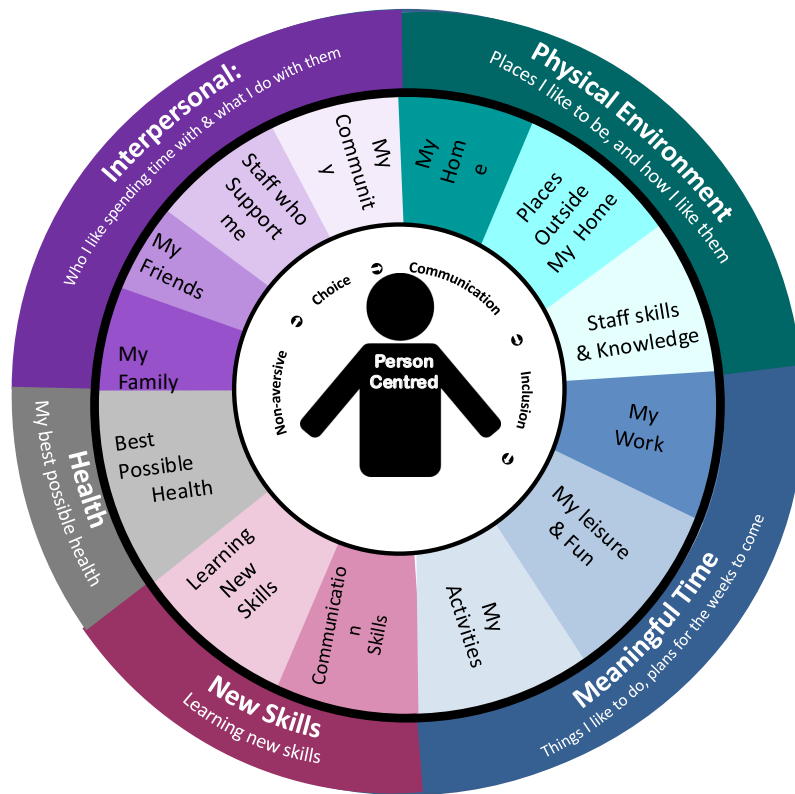


- **Webinar series on the Wheel of Optimal Living** (as part of SJOGCS Positive Behaviour Support Policy)  
A member of Callan Institute along



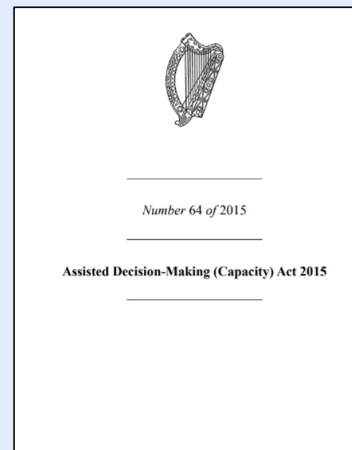
with a colleague from SJOGCS Kerry Services and input from our MEBS colleagues from across SJOGCS developed and recorded a webinar series on the Wheel of Optimal Living with accompanying resources, all of which can now be found on SJOGCS intranet. The Wheel of Optimal





## The Wheel of Optimal Living

Living supports our commitment to improve quality of life, which is a key focus area and outcome of Positive Behaviour Support. This series was launched in 2023 with many staff completing this 4-hour series. The Wheel of Optimal Living is unique to Saint John of God Community Services, and we have shared this resource with a number of agencies in Ireland and beyond.



- **Assisted Decision Making (Capacity) Act 2015 (ADMA) Implementation and Support:**
- As part of the HSE and the National Office for Human Rights and Equality Policy, two members of Callan Institute are participating in an ADMA initiative to assist with the implementation of the ADMA, one, as a mentor and one as a mentee. The involvement of Callan Institute members in the Assisted Decision Making (Capacity) Act 2015 (ADMA) initiative is an opportunity to support the implementation of this significant



legislation and reflects our strong commitment to enhancing the rights and autonomy of the individuals we support.

- Having one member as a mentor and another as a mentee allows for a valuable exchange of knowledge and experiences within the relevant Community Healthcare Organisation (CHO) areas which in turn is shared with our colleagues here in Saint John of God Community Services.
- The contribution of a Callan Institute member to the SJOGCS ADMA Steering group and their role in facilitating the ADMA conference and co-facilitating an ADMA mentoring and support group are further examples of Callan Institute's active role in promoting the principles of the ADMA. These efforts help ensure that staff across Saint John of God Community Services (SJOGCS) are well-equipped to apply the Act in their work, ultimately supporting the principle that every adult has the right to make their own decision and to have their decision supported.
- **Community of Practice(s) (CoP)**  
The CoP model is a powerful framework for fostering collaboration and continuous learning among professionals. Both the RUA and MEBS CoP(s) at Saint John of God

Community Services (SJOGCS) have been successful in bringing together over 30 members each, from various roles such as line managers, front-line staff, and allied health professionals. The RUA co-ordinator is a member of a national inter-agency Relationship and Sexuality Education group which brings together practitioners from many agencies with an interest in RSE for adults with intellectual disability. This group are currently working on a project, with a third level college on Active Consent.



The CoP model emphasis on discussion, information sharing, relationship building, and innovation aligns perfectly with the goals of both RUA and MEBS, ensuring that the services facilitated are person-centered and evidence-based. These communities are vital for sharing best practices, offering peer support, and





promoting innovation. This ongoing interaction enhances the skills of the practitioners attending and also contributes to the overall quality of care provided to individuals supported by SJOGCS. We also facilitate a CoP for De-escalation and Resolution (which brings together practitioners skilled in MEBS and Crisis Prevention Institute (CPI) programmes). These CoP(s) supported a total of 153 staff with 459 CPD learning hours recorded.

- **Support and Supervision:** Callan Institute clinicians provided regular supervision to 12 practitioners, 9 working in SJOGCS and 3 working in other agencies. Support and Supervision is a crucial aspect of ensuring quality care and professional development. It supports practitioners as they reflect on their practice, enhance their skills, and adhere to best practice. It's an integral part of professional growth and maintaining high standards of service. The fact that supervision extends beyond the

SJOGCS to include practitioners from other agencies illustrates our commitment to the broader community.

- **Volunteers:** Callan Institute's volunteer programme is an example of the value we place on community engagement and the belief in the positive impact that volunteers can have. This year, by supporting two volunteers, we were able to develop two significant and tangible pieces of work and provide the volunteers with the opportunity to 'make a difference'. Here in Callan Institute, we believe volunteers play a crucial role in SJOGCS, offering fresh perspectives, additional resources, and a spirit of altruism which greatly enhances our vision of inclusion.

One SJOG staff member volunteered a number of hours a week. Together with the RUA co-ordinator they developed 4 guidance documents designed to open discussion in relation to identity, friendships, relationships and sexuality supports



as part of the personal plan process. These guidance documents will be available in 2024.

The second volunteer completed a literature review on reflective practice and Positive Behaviour Support and a conceptual framework was developed. This paper was co-presented at a conference in the UK.

If you are interested in volunteering with us, we would love to hear from you, just email [callan@sjog.ie](mailto:callan@sjog.ie).

### **Institute of Hospitality: Reflection and Hope Webinar Series:**

Since 2020, a Callan Institute staff member has been part of the SJOG Institute of Hospitality, 'Reflection and Hope' webinar planning group. Together with other Saint John of God colleagues a total of 33 webinars entitled 'Reflection and Hope' were facilitated. This monthly webinar series was new and exciting. Each webinar included reflections about Saint John of God supports and services and enabled over 120 colleagues including individuals supported to share how 'what they do' evidences our values of Hospitality, Compassion and Respect. In the last 3 years, over 2,500 participants either joined the live webinar or viewed the recordings. These webinars shared

rich information on what is provided in Saint John of God services and showed how Saint John of God is still present in Ireland and indeed throughout the world. Information on these webinars, including links to watch the recordings can be found in previous issues of the 'Seeds of Hospitality' newsletter.



### **Prior General Visit**

In April this year, we were delighted to have Brother Jesús Etayo, Saint John of God Prior General, visit us. Brother Jesús was accompanied by Brother Joseph, Brother Robert and Brother Ronan. The purpose of this visit was the 'General Visitation of the Province.'

During their visit, members of Callan Institute talked about the work of the team, with projects, challenges, and future plans all discussed. This visit was an excellent opportunity for us to showcase the supports we provide and receive valuable feedback from our Prior General and colleagues. Brother Jesús expressed his appreciation for the dedication and hard work of everyone involved. It was a memorable and inspiring visit that reinforced our commitment to our mission and values.



## Supporting Links and Projects within the Wider Community

**Partnership with a third level university:** Callan Institute, SJOGCS in partnership with UCD, through the UCD Centre for Disability Studies within the UCD School of Psychology facilitates 2 core modules on the MSc in Disability, namely, Multi-Element Behaviour Support and Identity Sexuality Mortality and Trauma, with 12 and 11 students attending each module respectively. These modules can also be taken as electives and/or standalone CPD modules and/or as a micro-credential module, post-graduate certificate. Some graduates now also attend our CoP learning fora. This partnership has also facilitated adjunct professor status for two staff members in Callan Institute. See link here for more information.



**MSc Disability -  
Module Listing - UCD  
Graduate Studies.**

**Emerging Voices Competition and Exhibition:** Callan Institute's 'Emerging Voices' initiative is an example of how art can be used as a form of communication and self-expression for individuals with disabilities. The theme for this year's exhibition "My Voice, My Choice" was chosen to coincide with the enactment of the Assisted Decision Making (Capacity) Act in Ireland.

Congratulations to Mary Flynn for winning the competition with her artwork 'Living the Dream'. Ms Flynn's piece can be seen here, and her title 'Living the Dream' beautifully encapsulates the essence of empowerment and personal agency highlighting the impact of her voice through visual art.

A special thanks to the 16 artists who participated in this exhibition, to Deansgrange Library for being

the venue host, and to the judges Margaret Walker and Brian McHugh, and the art coordinators and facilitators in SJOGCS. Your talent, support and expertise are invaluable in making this event successful.

It's also wonderful to acknowledge all the visitors to this exhibition and we would like to thank you for your positive feedback in the visitor's book. Engaging with you in this way and receiving this feedback is affirming.

We are looking forward to the next 'Emerging Voices' event in March 2024, where we hope to continue to foster a creative and inclusive environment where every voice is heard and celebrated.



**Disability Psychotherapy Ireland (DPI)** is an interest group committed to the progression and advancement of disability psychotherapy in Ireland. It was established to support professionals



providing psychotherapy for children and adults with intellectual disability.

Over the last number of years, Callan Institute and DPI have come together to co-facilitate workshops and seminars on emotional wellbeing, psychotherapy, trauma, and resilience. In 2023 we hosted a number of seminars, one to showcase early career psychotherapists and research, with three research projects presented. The general manager of SJOG Research Foundation also spoke on 'Qualitative research: Meaning making through personal stories' facilitating wonderful discussions about future research opportunities.

We also hosted two seminars on creative and expressive arts therapies. Six creative psychotherapists spoke about how they use evidenced-based creative therapies, with examples from Art, Dance-Movement, Drama, Play and Music therapy and how they can be used to improve and enhance the psychological and social well-being of children and /or adults with intellectual disability. These events were attended by 21 and 42 participants respectively. Lastly, Psychotherapist Dr. Eimir McGrath,

supported by Callan Institute, recently completed an Erasmus Plus project to devise and deliver training in Disability Psychotherapy together with partners in Italy and Malta. Going forward, this programme will be facilitated in each country. You can find out more about our 2024 programme of events by following the link here:

<http://disabilitypsychotherapyireland.com/>

## Sharing Our Work

### Supporting Practice Development in other Services:

This year we had approximately seventy-five enquiries and requests from other Services in Ireland and across the world. These enquiries resulted in us sharing information, providing advice, consultation, mentoring and sharing resources, with some of these requests resulting in collaborative projects.

### Conferences and Education:

In 2023, we were invited to speak on a number of webinars and events and made 3 conference presentations, to approximately 120 participants collectively. We also lectured in one third level institution.

### Social Media:

Our social media channels, Facebook, Twitter, and Instagram, maintain a steady number of followers.

Area	Number
Supporting Individuals	30
Supporting Staff	800
Supporting Collaborative Practice in Our Services	1036
Supporting links and projects within the Community	119
Sharing our Work	265
<b>Total</b>	<b>2250</b>

## Our Team

**Team:** Teresa Mallon, Director; Caroline Dench, Coordinator; Lisa Condren, RUA Coordinator; Christina Doody, Behaviour Specialist; Gillian Martin, Behaviour Specialist; Jacinta Mulhere, Behaviour Specialist; Carol May, Administrative Assistant; Caroline Downey, Administrative Assistant; Stuart Kavanagh, Research Assistant.

After 21 years, our colleague Gillian Martin, Behaviour Specialist, resigned from Callan Institute in December 2023. Gillian joined Callan Institute in 2002, having previously worked in Carmona Services, Saint John of God for several years.

We would like to acknowledge and thank Gillian for the contributions she made over the last 21 years. Gillian has championed the Multi-Element Behaviour Support model for the individuals we support, their families and staff members. Gillian is a person-centred clinician, who has demonstrated her competencies in a variety of tasks, activities and roles. She has successfully facilitated behavioural support for adults and children (their families and circles of support) in the form of direct case work and worked closely with staff teams providing practice support and mentoring. As part of her role, she was responsible for the provision of consultation, educational initiatives, conference presentations and research activities for children and adults with intellectual disability, autism, dual diagnosis and with adults with dementia across all of Saint John of God Community Services. Gillian has expertly developed and facilitated many training programmes, courses and modules on a variety of topics

related to intellectual disability and behavioural support, both within Saint John of God Community Services/ Callan Institute and also as part of a number of university modules. More recently, as a member of Callan Institute, Gillian was appointed Adjunct Lecturer in UCD.

In the recent past, Gillian has supported a Saint John of God school to embrace School Wide Positive Behaviour Support (SWPBS). This transformational role included facilitating workshops, conducting learning and sharing visits in classrooms, facilitating case supports and working strategically with the school principal on a 3–5-year SWPBS plan.

I know that you will join me in wishing Gillian every success in her future and join me as we thank her most sincerely for her dedication and commitment to what we all do together in the name of Saint John of God.

Please join us in welcoming three new colleagues who have joined Callan Institute in 2023. Caroline Downey, Administrative Assistant, who will be part of the backbone of office management and efficiency. Jacinta Mulhere, Behaviour Specialist, who brings a wealth of knowledge and expertise in Positive Behaviour Support and Stuart Kavanagh, Research Assistant, whose technical and analytical skills will contribute immensely to the Better Life Grant research project 'Learning for All'. We are excited to see the fresh perspectives and contributions that Caroline, Jacinta, and Stuart will bring to our team.



## Goals

We achieved each of our goals from 2023 and look forward to working on the following for 2024:

To conduct a survey on 'support and training needs for staff in behavioural support and relationships and sexuality'.

To develop and facilitate 'a practical workshop on teaching skills'.

To collaborate on an audit of incidents related to behaviour across SJOGCS.

To present one paper at an international conference.

To collaborate on one research project.

To continue to develop accessible materials and information using evaluation and feedback.

To support co-design and co-facilitation in a workshop.

To develop a project using Artificial Intelligence.

To support policy review and implementation through committee work, workshops, development of resources and recorded webinars.

To launch a series of online 'Learning for All' units on two of our key policies.

To update all Callan Institute materials, our social media platforms and website with the new Saint John of God logo as part of our new brand strategy

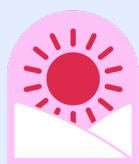
To continue to support work practices that increase sustainability and reduce climate impact, for example, in relation to paper use, travel.

## Acknowledgements

In Memory of: Brother Benignus Callan (1903- 1990) entered the Hospitaller Order of Saint John of God in November 1922. He was elected Provincial in 1946 and as Provincial, he encouraged the Irish Brothers to undertake pioneering work in the United States and Australia. As General Councillor from 1953 to 1965, he assisted the government of the Order world-wide. A deeply religious man with a sense of humour, tremendous patience, and kindness, he had a quiet tenacity and perseverance when it came to getting things done. Callan Institute was founded in 1994 in memory of his spirit.

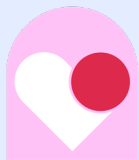
Cover Illustration by Mary Flynn 'Living the Dream'

## Our Values



### Hospitality

Offering a welcome to those in any kind of need. Every day we say 'come in, you are very welcome' and every day we are inspired by the strength, humanity and hospitality of the people that we work alongside.



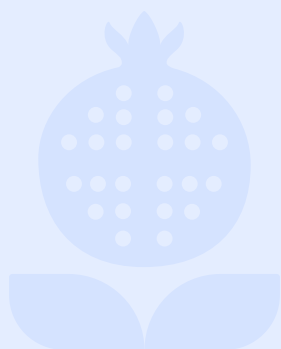
### Compassion

The support we offer is underpinned by the active gift of kindness, caring and a demonstration of being willing to help.



### Respect

We respect the dignity of each person to choose how they live, and our support and care does not degrade a person's inherent dignity.



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