

Enrollment Guide to Simcoe County Resource Consultation Services



A program of:



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A message from the Program Manager



Lindsay Massicotte Manager, Children Support Services

As Program Manager, I bring over 20 years of experience working with children and families. I am a Registered Early Childhood Educator and began my career in licensed child care before transitioning into Early Intervention in 2009. I am passionate about supporting inclusive practices and strengthening partnerships to help children thrive.

Welcome, Bienvenue, Boozhoo to Simcoe County Resource Consultation Services.

Welcome! We are so glad you're here. Simcoe County Resource Consultation Services (SCRCS) is a program of CLH Developmental Support Services, and we are part of a larger Early Intervention team working with community partners across Simcoe County to support children, families, and educators. We are funded by the Ministry of Education, through the County of Simcoe Special Needs Resourcing, which allows us to provide support to a variety of early learning and child care programs.

Every child brings unique strengths, curiosity, and potential, and every educator brings skill, creativity, and care. At SCRCS, our work is about supporting both - with a focus on inclusion. We partner with educators to celebrate what's already working and to explore practical strategies that help every child participate, feel valued, and thrive, no matter their abilities or needs.

Our approach is collaborative and relationship-based and guided by the principles of How Does Learning Happen? We work alongside programs to build capacity, share knowledge, and support professional growth, all in ways that fit naturally into daily routines. Together, we co-develop solutions that are meaningful, practical, and responsive to the needs of children and programs alike.

We are committed to working with all programs, including Indigenous, Métis, and Francophone child care settings, to create inclusive spaces where children can thrive.

We look forward to partnering with you and your child's educators. If you have any questions or would like to connect, please feel free to reach out at any time.



Lindsay Massicotte, RECE
Manager,
Children Support Services

Role of the Resource Consultant



Resource Consultants are a dedicated team of child development specialists who work alongside educators to support the inclusion of children with special needs in licensed centre based child care, licensed home based child care, licensed school-age programs and accredited camps and recreation programs at no additional cost to parents, guardians, and caregivers.

Francophone and Indigenous Resource Consultants are available to provide cultural supports within the scope of Resource Consultation services

Supports Provided by a Resource Consultant May Include:

- Providing a range of consultative service delivery options to support the needs of early learning and child care (ELCC) programs.
- Providing child specific consultation by supporting the inclusion of children in ELCC programs whose parents and/or program are concerned about the child's physical, social, emotional or communication development.
- Providing general consultation to ELCC programs by working with educators to systemically embed individualized and classroom strategies of support.
- Supporting educators in implementing strategies and program activities that utilize the framework of the four foundations of How Does Learning Happen?

Your Privacy and Personal Information

Simcoe County Resource Consultation Services (SCRCS), a program of CLH Developmental Support Services, respects your privacy and is committed to keeping your personal information confidential. We collect information about your child to plan the right supports. With your consent, we may also collect information from other professionals supporting your child, such as therapists or educators

How We Use Your Information

- Plan and provide services tailored to your child
- Coordinate with other programs supporting your child
- Support students or trainees working with us

Keeping Information Safe

- We protect your information from loss, theft, or unauthorized access
- If your information is compromised, we will notify you
- Only necessary information is collected based on services you receive

Sharing Your Information

- We do not share your information outside CLH Developmental Support Services without your consent
- We may share with others involved in your child's care to coordinate services
- The law may require disclosure in certain situations (e.g., child protection concerns, court orders)

The Shared Electronic Record (CTN)

SCRCS uses the Children's Treatment Network (CTN) shared electronic record to securely document your information. The shared electronic record is a system that provides an electronic file for kids/youth accessing various services across the network from various agencies. The shared record allows authorized professionals from various agencies and organizations who are working with the child or youth to document in the same clinical file. While SCRCS enters and manages information about the services we provide, CTN owns and maintains the shared record.

Please refer to the following CTN documents for further information around privacy, confidentiality, and consent.

[Children's Treatment Network - Privacy
CTN-Your-Privacy-and-Consent](#)

Consent for Information Sharing

We use the information below to complete the Consent for Information Sharing and Storage of Personal Information. Your information is stored securely in the Children's Treatment Network (CTN) shared electronic record, which allows authorized professionals to coordinate services for your child. You may revoke or limit your consent at any time, and your decision will not affect the supports your child receives.

[Consent for Information Sharing and Storage of Personal Information](#)

Staying Connected Safely

CLH Developmental Support Services recognizes that families communicate in different ways and may prefer email or text messaging when connecting with their Resource Consultant. We aim to balance flexibility and accessibility with our responsibility to protect your privacy.

Protecting Your Privacy

CLH Developmental Support Services is committed to safeguarding personal information in accordance with the Personal Health Information Protection Act (PHIPA). While electronic communication can be convenient, it may carry certain risks beyond our control, such as:

- Delays in receiving messages
- Messages being misdirected or intercepted
- Misunderstandings due to incomplete or unclear information

We take reasonable steps to reduce these risks and use communication methods thoughtfully and appropriately.

Email Communication

With your consent, Resource Consultants may use email to share updates, reports, and other relevant information. To receive email communication, you must identify email as one of your preferred methods of communication and provide a current email address.

Text Messaging

Text messaging is considered a less secure form of communication.

To protect your privacy, text messages will be limited to:

- Scheduling appointments
- Cancelling appointments
- Sending schedule reminders

Text messages will **not** include:

- Medical information or diagnoses
- Identifying information
- Personal or confidential information

Sharing Sensitive Information

When personal, confidential, or detailed information needs to be discussed, a more secure and direct form of communication—such as a phone call or an in-person meeting—will be used whenever possible.

Your Consent

By selecting your preferred method(s) of communication, you acknowledge that electronic communication has inherent limitations and consent to its use as outlined above. Please complete the online form to indicate your preferred method(s) of communication and submit once complete.

[SCRCS – Online Communication Sign Off Form | CLH DSS](#)

Decision-Making

We want to make sure we are communicating with the right parent(s)/guardian(s) and including the people who make decisions about your child's support. If your family has any custody arrangements, it's helpful for us at Simcoe County Resource Consultation Services (SCRCS) to know.

From time to time, we may ask you about your custody arrangements so that we always have the most current information and can make decisions together in the best way for your child.

Communication, Feedback and Complaints

Simcoe County Resource Consultation Services identifies that family engagement in our quality assurance processes is extremely important in supporting the quality of learning and wellbeing for all children within our program.

During your time with our program, if you have feedback for us, please do not hesitate to contact a Simcoe County Resource Consultation Service Supervisor or Manager. Your ideas, suggestions, and constructive criticism are all essential tools in helping us improve and adapt our services to meet the needs of the families and children we support.

If you have feedback, please contact the **Supervisor** in your area...

Barrie: Tracy Galati, 705-441-6190, tracy.galati@clhmidland.on.ca

Barrie/Bradford: Angela Heppleston, 705-795-1182, angela.heppleston@clhmidland.on.ca

Midland/Orillia: Carla Pike, 705-529-3161, carla.pike@clhmidland.on.ca

Alliston/Collingwood: Megan Hemminger, 705-627-9398, megan.hemminger@clhmidland.on.ca

Program Manager: Lindsay Massicotte, 705-529-3314, lindsay.massicotte@clhmidland.on.ca

If you do not feel comfortable sharing your feedback directly, or if you have done so and feel it has not been addressed, you can submit your feedback using our Feedback and Complaints Form.

[CLH Developmental Support Services](#)
[Children Support Services Feedback & Complaints Form](#)

Supporting Early Learning and Child Care in Simcoe County

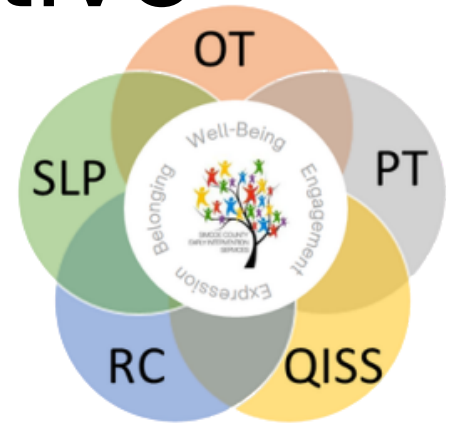
Early learning and child care programs in Simcoe County have access to a network of resources designed to support inclusion, professional growth, and high-quality learning experiences for all children. Together, these resources come together to create the Special Needs Resource Collaborative of Simcoe County (SNRC). In addition to Simcoe County Resource Consultation Services, the following programs are a part of the SNRC.

- **The SPOT team** is a multidisciplinary team, including Occupational Therapists, Physiotherapists, and Speech-Language Pathologists, who work in partnership with programs to provide specialized guidance and expertise for children with developmental support needs.
- **Quality Inclusive Support Services (QISS)** is available to support early learning professionals in enhancing their relationships and skillsets, providing funding for the hiring of supplemental staff, helping educators implement strategies that support all children while fostering an inclusive early learning environment.

These services create a collaborative network of support for educators and programs across Simcoe County. By sharing expertise, building skills, and focusing on inclusion, these resources help ensure that every child can participate, learn, and thrive in welcoming and accessible environments.

Continue reading for more information.

Special Needs Resource Collaborative of Simcoe County



The Special Needs Resource Collaborative of Simcoe County (SNRC) is a multidisciplinary team dedicated to supporting Early Learning and Child Care (ELCC) programs. Our Collaborative includes:

CLH Developmental Support Services (CLH DSS)

Simcoe County Resource Consultation Services (SCRCS)
Quality Inclusive Support Services (QISS)

Orillia Soldiers' Memorial Hospital (OSMH)

SPOT Team
Occupational Therapists (OT)
Physiotherapists (PT)

Royal Victoria Regional Health Center (RVH)

SPOT Team
Speech Language Pathologists (SLP)
Occupational Therapists (OT)

Together, we work in partnership with ELCC programs across Simcoe County to foster inclusive environments, promote safe participation, and ensure equitable access to programming for all children.

Our services are designed to be flexible and accessible, allowing us to be responsive to the evolving needs of ELCC programs, educators, and families. Through collaboration and early intervention, we strive to empower children of all abilities to thrive in their learning environments.



Special Needs Resource Collaborative of Simcoe County SPOT Parent Information Handout

What is the Special Needs Resource Collaborative (SNRC) of Simcoe County?

- The SNRC is a team of professionals (Resource Consultants, Speech-Language Pathologists, Occupational Therapists and Physiotherapists) working together with ELCC (Early Learning Child Care) programs
- We believe every child deserves the opportunity to learn, play, and thrive. By working together, we create inclusive, supportive, and engaging environments where all children can reach their full potential

What does this mean for my child?

- Classrooms receive support from the SNRC team
- Your educators and your Resource Consultant (RC) may notice that your child could benefit from more personalized support to participate in the classroom
- Your RC has asked for consent to complete the request for SPOT team support (Speech Language Pathologist and/or Physiotherapist and/or Occupational Therapist)

What Happens After I Give Consent?

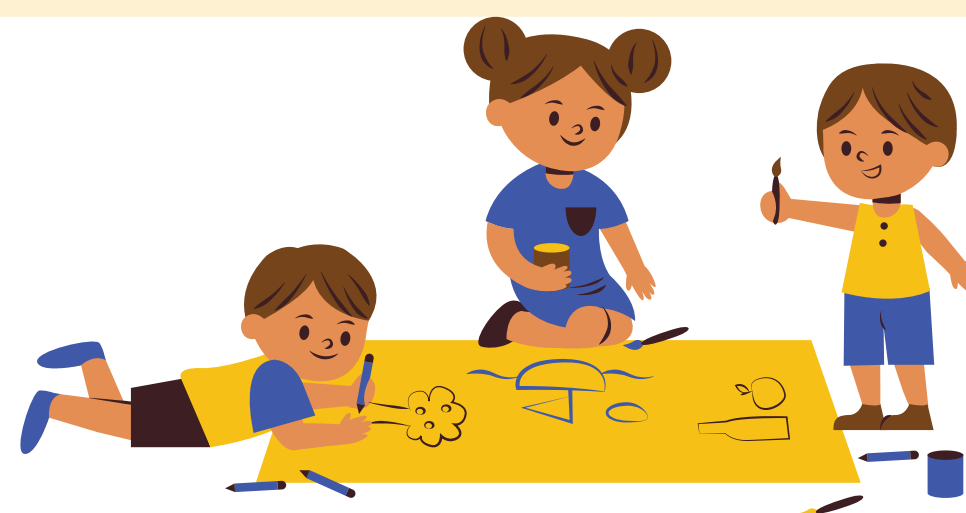
- A SPOT therapist will connect with you to introduce themselves and discuss their role
- They will collaborate with the RC to understand your child's needs and how to best support your child in the ELCC (childcare)
- The therapist may visit your child's childcare with the RC to observe and work with your child's educators
- The therapist will make recommendations and a copy of these will be provided to you
- This is a brief service

Will the SNRC SPOT Team Work One-on-One with My Child and Provide Therapy?

- The SPOT therapists will not be providing one-on-one therapy with your child during their visits
- The support is short-term and focused on helping your child participate in their child care environment
- If you have ongoing concerns about your child's development, they may still need to access community-based therapy through Royal Victoria Regional Health Centre (RVH) and/or Children's Treatment Network (CTN)

What Happens to the Information Shared About My Child?

- The SPOT therapist will document their observations and any strategies or supports they recommend
- You will receive a copy of this document by email and a copy will be shared with the child care with your consent



If you have any questions or need further information, feel free to ask your RC or SPOT therapist



Quality Inclusive Support Services

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A program of:

clh

DEVELOPMENTAL
SUPPORT SERVICES
SERVICES DE SOUTIEN
AU DÉVELOPPEMENT

Support, Include, Empower

Quality Inclusive Support Services is program provided by CLH Developmental Support Services designed to provide Licensed Child Care & Accredited Camp/Recreation Programs with funding to enhance their inclusive practices.

Quality Inclusive Support Services is available to support the Early Learning Professionals in enhancing their relationships and skillset to support all children, while ensuring an inclusive early learning environment. It is offered to both Non-Profit and For-Profit programs to provide additional funds to hire supplemental staff for the duration of a contract period.

Quality Inclusive Support Services is available to Licensed Child Care & Accredited Camp/Recreation Programs through an application process.



What is Quality Inclusive Support Services?

Quality Inclusive Support Services, also known as QISS is a program that provides Early Learning and Child Care (ELCC) programs funds to hire an inclusion support assistant for a short period. The funding is intended to be a classroom support, so educators can enhance their skills to support all children while ensuring an inclusive environment.

Who is eligible for QISS?

Licensed Child Care and Accredited Camp/ Recreation programs enrolled in Canada Wide Early Learning and Child Care (CWELCC) or exclusively servicing children aged 6-12.

Additionally, classes must be currently operating at 80% or more capacity and the needs in the classroom must be related to health, safety and/or mobility

What happens if my child's class is approved for QISS Funding?

The program is responsible for hiring an inclusion support assistant. This additional educator will be a classroom support not included in classroom ratios to enhance the room while working on identified classroom goals.

Will the inclusion support assistant work one-on-one with my child?

The inclusion support assistant is a classroom support intended to enhance the classroom environment for all children. While this staff may interact and support your child, they will not be assigned to any one child.

My child's program would like to put them on the application, what does this mean?

This means your child's class would benefit from additional support and your child's need's support the application. Often there are multiple children from the classroom included on the application. ELCC programs require parent/guardian consent to include children on the application.

What information is shared about my child?

Your child's initials, date of birth, diagnosis if applicable, enrollment date, days they attend the program & status of Resource Consultant (RC) support

If my child's class is not approved for QISS funding, why?

If an application is not approved, it means it did not meet the eligibility criteria. Applications may also not be approved due to limited funding resources or previous QISS funding goals not being achieved. QISS funding is not guaranteed and programs must apply at the end of every contract if needs persist.



Who funds the QISS program?

The QISS program is funded by The County of Simcoe, through the Ministry of Education, Special Needs Resource (SNR) funding and delivered by CLH Developmental Support Services (CLH DSS).

How do ELCC programs access QISS?

To access QISS, programs must submit an online application. The application provides a description of the current classroom environment, highlighting the needs that meet eligibility criteria.

Glossary

QISS: Quality Inclusive Support Service

ELCC: Early Learning and Child Care

CWELCC: Canada Wide Early Learning and Child Care

SNR: Special Needs Resource

RC: Resource Consultant

CLH DSS: CLH Developmental Support Services

What happens to the information shared about my child?

This information is retained by CLH DSS, reviewed by the QISS coordinator, in partnership with the ELCC program to determine if the classroom is eligible to receive funding support. The information is also used to collect data on the number of children serviced by the QISS program annually, which is reported to the County of Simcoe.

For more information on programs offered at CLH Developmental Support Services, please visit our website at the link below.

[Home | CLH DSS](#)





Simcoe County
Resource Consultation Services

Services de consultation des ressources
du comté de Simcoe

A program of:

clh

DEVELOPMENTAL
SUPPORT SERVICES

SERVICES DE SOUTIEN
AU DÉVELOPPEMENT

Support, Include, Empower

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