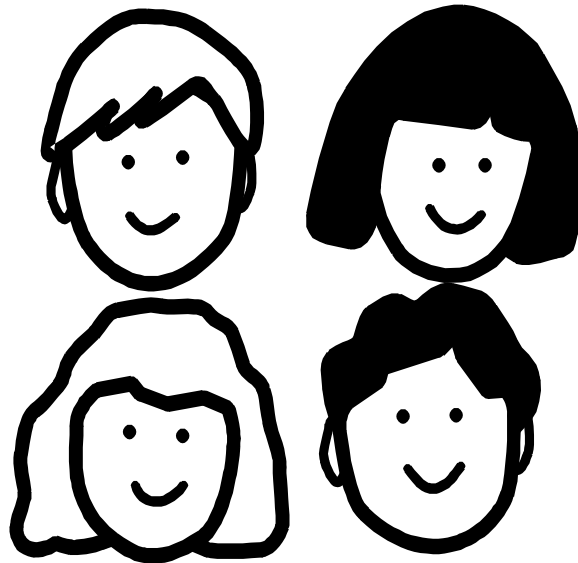




Simcoe County
Resource Consultation Services
Services de consultation des ressources
du comté de Simcoe



Parent Handbook

General Inquiries:
705-302-0078
Toll Free: 1-888-399-8394
www.clhmidland.on.ca

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A. Letter of Understanding for Families with Custody Arrangements form

*Services are available by Bilingual-speaking professionals.
 Services may be adapted to meet the needs of Indigenous families.*



Welcome to Resource Consultation Services

The Resource Consultants of CLH Developmental Support Services (CLHDSS) provides services to families with a child/ren with developmental support needs in Simcoe County. The program offers support and services to infants/toddlers/preschoolers until school entry, who attend a licensed Early Learning Program (Childcare centres, EarlyOn Child and Family Centres). The County of Simcoe provides funding for this service; therefore, there is no cost to families.

Consultation Service Delivery Model

Resource Consultants attend Early Learning Programs to facilitate inclusion and assist your child/ren using strategies of support. The Resource Consultant will model (demonstrate) and teach strategies of support to Early Learning Professionals during scheduled visits and planned meetings. The Resource Consultant and the Early Learning Professional will monitor and evaluate your child's progress and will work as a team to assist your child/ren in learning new skills. Educational opportunities will be offered to Early Learning Program Staff throughout the year to enhance their skills and knowledge of children with developmental support needs.

Resource Consultants provide service coordination for parents/guardians. This may consist of assistance with funding applications, making new referrals, seeking out new resources, helping you navigate the Early Intervention System, or transitioning your child/ren into the school system.

Resource Consultants can provide different levels of support to children and their families through a Coaching Model of service delivery. Bilingual (Fr/En) services are available. Where possible, cultural supports are offered to families who would like their cultural needs addressed while receiving services. Families are required to self-identify their language or cultural needs during the intake process.

Resource Consultants can assist in transitioning your child/ren into the school system and will inform parents/guardians of the transition to school process that is available to them in Simcoe County. With parent/guardian consent, Resource Consultants are available to help share information with the school, coordinate meetings, and visit the classroom upon request in the fall to ensure strategies of support are working in the new setting.

Please review the parent handbook for more specific details regarding our service. If you have any concerns now or in the future, please feel free to connect with me directly.

Sincerely

Sue Neilon
Manager, CLH Developmental Support Services
sue.neilon@clhmidland.on.ca 705-529-5088

The Simcoe County Resource Consultation Services Management Team

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Mission Statement

In holding with CLH Developmental Support Services' philosophy, the Simcoe County Resource Consultation Services Program is a partnership of caring people working together to provide specialized services to children youth and adults who have developmental support needs. We create an environment of acceptance, encouragement and life-long learning, together with our network of dedicated community partners.

Office Locations

Bradford
107 Holland St. E
Unit 301

Barrie
80 Bradford St.
Suite 110

Collingwood
250A Peel St

Alliston
129 Young St.

Orillia
169 Front St. S

Midland
230 Aberdeen Blvd.

Program Philosophy

- All children have the same needs for Love, Respect, Safety, Warmth, and Equality, and we promote a supportive environment that will meet the needs of each child.
- All children should have the opportunity to be included in a positive social interaction, mutual acceptance and participation in the community.
- All families should be empowered to seek out information to help them make informed choices. Intervention services support the goals identified by the family and respect their values and preferences.
- All families and children should have access to transdisciplinary service based on the child's identified needs and is delivered in a consistent, coordinated, and planned manner.
- Information and resources are provided to the community to support the early identification of children with developmental support needs.
- Evaluation is an on-going process to monitor adherence to the above principles, ensuring that individual families' needs and the Early Learning (childcare) community's needs are being met.

Role of the Resource Consultant

The following list describes supports a Resource Consultant may provide:

- Collaboration and consultation with Early Learning Programs (licensed childcare) to incorporate the child's identified developmental goals into the classroom, by sharing the Individual Family Service Plan (IFSP).
- Develop strategies to help the child to participate fully with their peers within the childcare classroom.
- General environmental recommendations, program adaptations, resource sharing sessions and other recommendations are offered to licensed childcare programs.
- Assistance in the development and implementation of an Individual Plan.
- Provide educational opportunities for families and childcare staff.
- Information to assist families and caregivers to identify and understand the child's strengths and needs.
- Assistance in making referrals to other services such as Occupational Therapy, Speech Language Services and Physiotherapy, as needed.
- Assistance to families in applying for financial support through appropriate programs.
- Support a child's transition from Early Intervention Services into school system.
- Collaborating with the child's school team during the transition into the school.

Privacy and Confidentiality

Simcoe County Resource Consultation Services respects the importance of maintaining privacy and confidentiality of your personal information. Your Resource Consultant will collect and document personal information throughout your involvement with the program. This information will be stored on your child's shared electronic record through the Children's Treatment Network (CTN). Professionals who are a part of your child's team with your consent can view the information housed on the shared electronic record. The shared electronic record allows us to share information, coordinate services and work together to monitor your child's progress as they develop. Privacy policies for CLH and CTN exist to ensure confidentiality.

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

- Your privacy and Consent – Children's Treatment Network
- Your Personal Information – Simcoe County Resource Consultation Services

The Importance of Sharing Your Current Custody Arrangements

Please ensure that your Resource Consultants are aware of any custody arrangement you may have. Regardless of whether this arrangement is formal or informal, it is essential for us to know who can give permission for any new referrals, consent for sharing information, attend appointments, and how information from our program is to be shared with you.

It is important for our service to communicate effectively with the appropriate parent, whether this means both parents or one specific parent, as determined by any custody arrangement.

To help clarify the arrangement please complete the [Letter of Understanding for Families with Custody Arrangements](#), located within this Parent Handbook.

If you have any questions around this form, please contact your Resource Consultant.

The Importance of Parent / Guardian Involvement

Simcoe County Resource Consultation Services provides supports using a family-centred approach. We recognize that the family is the most important aspect of a child's life. Parents/Guardians are valued as equal partners in all aspects of decision making about their child and family. We believe that Parents/Guardians know their child best, and we appreciate the opportunity to learn from you as we work together to support your child and family.

Parent/Guardian support may include; assistance with funding applications, service coordination, strategies for managing behaviour and any other areas identified by the family. We offer playgroups for children who are planning to attend a licensed childcare centre to provide them with opportunities for skill building, as well as, give Parents/Guardian a chance to meet and connect.

Family members are a vital component of their child's Early Intervention Team. To provide the most relevant, appropriate levels of service, we request that Parents/Guardians commit to being active members of their child's team. A variety of workshops, assessments, playgroups and meetings may occur during your child's involvement. Families are encouraged to share with us what types of services and supports are most relevant and helpful to your child & family.

Maintaining communication with your Resource Consultant (RC) is essential throughout your involvement with our program. Face to face, meetings (daytime and evening meeting are available), the use of videoconference (BlueJeans) technology, phone calls, text messaging, and email are options that are available to you. CLH-DSS understands that email and text messaging may be a preferred method of contacting your RC. For those who would prefer this method, please see the [Email/Text Communication Guidelines](#) for information. Please ensure that your choice of communication is shared with your Resource Consultant.

Feedback & Evaluation

As a part of our ongoing quality assurance process, we provide parents/guardians with regular opportunities to give us feedback on the services we provide. Feedback may occur through surveys, focus groups or less formal means. We appreciate all comments, suggestions, and will endeavor to use the information to improve our services.

If you have any feedback for us, please do not hesitate to contact a Simcoe County Resource Consultation Service's Supervisor. Your ideas, suggestions and

constructive criticism are all essential tools in assisting us to change and improve services based on the needs of the families and children we support.

Our Process for Expressing Concerns

Your continued input is essential to us, and we are committed to establishing and maintaining an open working relationship. With this in mind;

- Families are encouraged to bring questions about service delivery directly to their Resource Consultant first. (If you are uncomfortable doing this, please contact the Program Supervisor in your area)
- If you have a concern, please ask to meet with your Resource Consultant to clarify the issue and discuss possible ways to move forward. You will receive a copy of any notes summarizing your concern and any “next steps” that have been identified.
- To resolve your concern or issue, your Resource Consultant may inform the program Supervisor and seek guidance as necessary.
- If the concern or issue is not resolved or you feel you would like to discuss it further, please contact the Simcoe County Resource Consultation Service’s Supervisor in your area.

If you feel your concern or issue is still not resolved please contact the Program Manager.

- For Bilingual (Fr/Eng.) Services concerns please call 1-888-399-8394 extension 548 and leave a message, your call will be returned as soon as possible.
- Please note that families are always openly invited to discuss their concern(s) further.