



**Welcome to
The George Hull Centre
Every Child Belongs
Resource Consultation Service**



www.georgehullcentre.on.ca

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Contact Us

Your Consultant is:

Name: _____

Phone Number: _____

The Program Manager of the Every Child Belongs Consultation Service at The George Hull Centre is Lynne Gregory. She can be reached at 416-622-8833 ext 711.

The Director of Prevention and Early Intervention Services and the Executive Director can be reached at 416-622-8833.

The George Hull Centre for Children and Families
81 The East Mall, 3rd Floor
Etobicoke, Ontario
M8Z 5W3

Funding

The George Hull Centre Consultation Service is funded by and delivered in partnership with the City of Toronto Children's Services through the "Every Child Belongs" initiative.



Welcome to the Every Child Belongs Consultation Service at The George Hull Centre

Our goal is to ensure that every child with extra support needs will be able to access and attend a childcare program in their community that offers inclusive and developmentally appropriate early childhood experiences.

This Program:

- Supports families and childcare programs to develop individualized programs for children that respect family dynamics, cultures and values.
- Creates opportunities for learning by providing training and resources to the families and community childcare programs.
- Encourages inclusion and works in partnership with families and other community-based professionals to promote the inclusion of children requiring additional support through the development of strategies and resources.
- Empowers families and childcare programs by helping them access information and services necessary to support their children.



Your Consultant will work with the staff at your child's childcare program to support your child's success. The services may include observation and program plans for your child, consultation on programming, support with service navigation, customized workshops, information sessions and resources for providers and parents about children with additional support needs. The Consultant also has a library of materials and resources available for both parents and childcare centres to borrow.

Consultation Services

Individual Consultation

The Consultant will provide support for an individual child by:

- Providing individual consultation to the child, family and staff (e.g. observation, screenings, Individual Service Plans, adaptations and strategies).
- Supporting the development of individual program plans, including adaptations and teaching strategies.
- Modeling and coaching childcare staff to develop their skills to work with individual children.
- Service co-ordination, including supporting entry into childcare.
- Providing resources and appropriate referrals for additional services specific to an individual child.
- Providing documentation of program support and child's progress.



Program Consultation:

The Consultant builds capacity in childcare programs to include and support children with extra support needs by:

- Making regular visits to programs to establish relationships and build trust.
- Conducting environmental assessments to provide guidance on the elements of inclusive settings.
- Supporting staff skills in early identification.
- Assisting childcare staff in the design and implementation of developmentally appropriate programs.
- Offering strategies for program adaptations that enhance the inclusive environment.
- Delivering staff development sessions on issues related to the inclusion of children with additional needs.
- Providing resources and appropriate referrals for services.
- Participating in community networks.

Other Services

Education & Workshops: Childcare, Parent and Community

The Consultants develop and deliver training to childcare professionals, parents, and other professionals in the Early Learning sector on topics relating to children with additional support needs.

Collaboration with Additional Service Providers:

Families who have a child with extra support needs are often involved with a variety of specialists, including Physicians, Occupational Therapist, Speech and Language Therapist, Psychologist /Psychiatry, Social/Family Workers. With your consent, your Consultant will work with your family and other professionals involved with your child, to design an individualized program that best meets the needs of your child and family.

Referral Process

Child Care staff initiate referrals through the City of Toronto Online Services: Special Needs – Service Request, when they determine that a child requires extra support to be successful in a licensed childcare program. In some circumstances, you may also be able to initiate a referral to the Special Needs Resource Consultation Service yourself through City Kids (<http://www.mothercraft.ca/index.php?q=ei-citykids>).

The Consultant will meet with you before beginning service to explain the program to you, make sure that you fully understand the service and ensure that all the appropriate documents are completed.



Confidentiality and Privacy



Staff at The George Hull Centre take your family's privacy very seriously. Confidentiality means that information about your child and family that you share with staff may be shared with supervisors or other staff on the team for the purposes of case consultation, clinical supervision or quality assurance

but will not be shared with anyone else outside the Centre without your informed consent. You can change your mind and revoke consent at any time if you wish to do so.

However, you should know that there are some circumstances in which we are required to disclose or share information because of legal or professional obligations.

The Consultant

- must obey subpoenas, court orders and search warrants.
- has a legal duty to report suspected child abuse/or neglect.
- has a legal duty to notify the appropriate authorities of reported instances of sexual abuse of a patient/client by a health care practitioner.
- may at times share information in extreme situations such as threats of suicide or homicide or serious risk of harm to self or others.

The George Hull Centre is a teaching facility and your Resource Consultant may be working with a student from a community college or university who is completing a student placement in our program. These students are required to follow the same confidentiality policies and procedures as our staff.

For your safety and privacy, we ask that you not use text or email to make emergency contact or to discuss personal issues with your Resource Consultant. Email and texts do not guarantee confidentiality or security of private information, and we encourage you to use them only for the scheduling and confirming of appointments.

Written Records

Our policy is to keep information about your child and family confidential and we keep all written client information at the George Hull Centre in a locked cabinet in a locked room.

All confidential and sensitive information contained in the case file will be explained to you. After reviewing the report, you can request changes or corrections to information, which you believe to be inaccurate or incomplete. You should submit these requests in writing to your Consultant. The Consultant, in consultation with the Program Manager and/or the Director of Prevention and Early Intervention Services will do their best to address your request.

Your Consultant will provide copies of all written reports to you. In accepting a copy of any report, you are agreeing to accept responsibility for ensuring its privacy and confidentiality. With your written consent, we will provide a copy of our reports to the childcare centre as well. The childcare centre will take responsibility for ensuring the privacy and confidentiality of all documents in their possession.



The George Hull Centre Every Child Belongs Consultation Service is funded by the City of Toronto Children's Services. As part of a quality assurance initiative, Children's Services may review some of our client files to ensure completeness of information and compliance with service policies and procedures. If you do not wish to have your child's file disclosed as part of a confidential file audit, please let your consultant know and she will place a note to that effect in your file.

The purpose of the Consultation Service is to provide consultation in the childcare centre to meet the needs of your child. In order to provide you and your child with the best and most effective service, your Consultant is unable to participate as a witness or prepare a letter or any other type of documentation or in support of a custody or access dispute.

Evaluating Our Services

The George Hull Every Child Belongs Consultation Service is committed providing a high-quality program to children, families and childcare professionals. We value open communication and feedback from childcare centre staff and families about our services.

- At the end of your child's service (or once a year if your child remains active for longer than 12 months) we will send you a confidential feedback questionnaire so you can share your experiences with our Program Manager. We will also ask the childcare centre to complete a feedback questionnaire at the same time.
- We also ask each childcare centre involved with our service to complete the Annual Feedback Questionnaire to review their overall experiences with our service.



Concerns and Complaints

If you are ever dissatisfied with the service you are receiving or think something needs to change, we encourage you to speak directly with the Consultant about your concerns. If your concerns are not addressed in a satisfactory way, we encourage you to contact The George Hull Centre Program Manager. If you are still dissatisfied, you are welcome to contact the Director of Prevention and Early Intervention Services and/or the Executive Director at The George Hull Centre. The Resource Supervisor from Children's Services, Special Services Unit City of Toronto is also available to help problem solve and assist the team in making the service as successful as possible. If the concerns cannot be resolved, they can be forwarded to the District Resource Supervisor.