



## Orientation to School Based Rehab Services

3945 Matchette Road  
Windsor, Ontario  
N9C 4C2

Free accessible parking is available for families and visitors in front of our main entrance.

Main Phone: 519-252-7281  
Toll Free: 1-800-976-JMCC (5622)  
Fax: 519-252-5873

Open: Monday through Friday  
8:00 a.m.— 5:00 p.m.  
(or by appointment)

Dear Parents/Guardians:

Welcome to the John McGivney Children's Centre. This Orientation Package will provide you with information about our School-Based Rehabilitation Services (SBRS). School-Based Rehabilitation Services provide Occupational Therapy, Physiotherapy and Speech-Language Pathology services in publicly funded school settings to support rehabilitation needs to enable a child to attend school, participate in school routines and receive instruction.

Our Centre exists to serve your child and your family. If we can assist you in any way, please let us know. I trust that you will find our quality services and highly skilled staff to be of assistance to you in meeting the needs of your child and family.

Sincerely,

Jessica Sartori, CEO

## Eligibility for School-Based Rehabilitation Services

### Important Notes

To make a change or cancel an appointment, call **519-977-2181**.

To contact your child's therapist by email use the following format: first name.last name@jmccentre.ca

To speak with your child's therapist, by phone, call 519-252-7281. An automated telephone system gives you the choice of entering the therapist's extension or accessing the Centre's directory. In case you cannot contact them, please use our confidential voicemail by dialing your therapist's extension. The voicemail system is available 24 hours per day, 7 days a week days per week. When leaving a message, clearly state your child's name and your telephone number.

To receive JMCC e-Newsletters about upcoming events, recreation programs and JMCC updates, please call our Intake Department at ext. 271 to have your email address added to our list, or visit our website at [www.jmccentre.ca](http://www.jmccentre.ca).

Referrals will be accepted from schools and pre-school age community service providers (Children First, Connections Early Years Family Centre, and JMCC) as well as out of area transfers for those children receiving School-Based Rehabilitation Services.

- The Principal's signature is required for all school initiated referrals
- An Occupational Therapist signature is required for all Occupational Therapy referrals
- A School-Based Rehabilitation Services Speech-Language Pathologist Referral Form is required for all Speech-Language Pathology referrals

## Consent for Service

Before starting services, therapists must have your consent. Consent is required for each assessment and service, and when treatment plans change. Under Ontario law (called the Health Care Consent Act) a person is capable to decide about his/her own treatment if he/she is:

- able to understand the information needed to make the decision,
- and able to understand the harms, benefits and outcomes of having or not having services

**Visit our website: [www.jmccentre.ca](http://www.jmccentre.ca)**

## Therapy Services

### Physiotherapy

May provide assessment, consultation and programming regarding :

- Safety
- Mobility
- Participation

### Occupational Therapy

May provide assessment, consultation, and programming regarding:

- Self care and basic life skills
- Fine motor skills
- Visual motor delays
- Environmental accessibility
- Assistive/adaptive equipment
- Posture and positioning
- Functional sensory processing
- Self-regulation

### Speech Therapy

May provide assessment, consultation and programming regarding:

- Severe articulation/motor speech
- Voice/resonance concerns
- Fluency
- Non-verbal/augmentative communication
- The remediation of language disorders and mild/moderate articulation concerns are the responsibility of school boards

## The Parent's/Caregiver's Role

Your knowledge, experience, ideas and preferences are important to us. As part of your child's care team, you can:

- Speak with your child's teacher if you think your child needs assistance at school
- Participate in all decisions about your child's care and ask questions
- Give consent for the service plan
- Ensure that your child attends and notify your child's therapist or call JMCC if your child will not be available for therapy at school
- Follow through with school-based strategies and programs recommended by therapists at home
- Keep your child's therapist(s) and school informed of any issues or concerns that may affect therapy goals including changes in your child's health, address changes or significant changes within your family such as custody.
- Contact your child's therapist's if you wish to discuss your child's services or treatment plan

## The School's Role

Your child's teacher, principal, and other members of the school are also key components of your child's treatment team and will work with you and your child to:

- Meet and share information with your child's therapist(s) to review the results of any assessment and proposed treatment plans
- Follow through with mutually agreed upon school-based strategies including programming, frequency, and duration
- Keep everyone involved with your child's team informed about issues or concerns that may affect the outcome of your child's treatment
- Provide appropriate space and access to service providers so that School-Based Rehabilitation Services can be delivered in the school setting
- Ensure, to the best of their ability, that your child is available for scheduled visits as well as school staff for consultation

## The Therapist's Role

Our therapists are trained professionals committed to assisting school staff and parents in helping your child achieve his or her full potential. We offer consultation services through various models based on your child's needs, the appropriateness of the service in the school setting and the availability of service. Our therapists will:

- Assess your child's needs
- Provide you the name and contact information of the therapist working with your child
- Communicate to you the results of any testing and recommendations for intervention
- Design and implement programs and strategies specific to your child's needs at home and/or at school
- Educate you, the school staff, and others who work with your child
- Recommend specialized equipment as needed
- Recommend plans for follow up at discharge

## Who We Provide Services To

We provides therapy services to approximately 2000 children and youth each year who are under the age of 19, and young people between the ages of 19 & 21 who remain in secondary school and reside in Windsor and Essex County. Our services are funded through the Ministry of Child, Community and Social Services and are provided free of charge for residents of Ontario.

## Your Records and Reports

JMCC opens a file for every person who registers for services. Medical, therapy and other reports are stored in this file. You will receive copies of JMCC reports after your child's initial assessment, yearly updates if applicable and at the time of discharge. It is important to keep your own copies of these reports to share with other professionals. If you prefer to keep an electronic record of your child's health information, this can be done using either of these websites: [www.ensembleunderstands.com](http://www.ensembleunderstands.com) or [www.sickkids.ca/myhealthpassport](http://www.sickkids.ca/myhealthpassport).

## Tell Us What You Think

**We want to hear from you about our services.** You may be asked at different times to provide your feedback on how we are doing. We encourage your participation. Your ideas on how we provide services and how we can do things better help us to improve.

**At any time that you have questions or concerns.** Please bring them first to the attention of the employee involved. If you are not satisfied with the result, ask to speak to the employee's immediate supervisor. If you still have a concern, contact the Director of Client Services. The Receptionist can tell you how. JMCC is committed to solving concerns quickly and courteously.

## Privacy Information

JMCC's Privacy Policy and Procedures are guided by the Personal Health Information Protection Act, 2004 and all other applicable laws. We collect, use and share personal information:

- for assessment and providing services
- to communicate with physicians or agencies also providing care
- to confirm with third parties that you are receiving services from JMCC

We may collect and use non-identifying information for research purposes or to help improve our services.

## Privacy Information, cont'd

If you have any questions or concerns or wish to withdraw consent, please contact the Privacy Officer:  
[PrivacyOfficer@jmccentre.ca](mailto:PrivacyOfficer@jmccentre.ca).

We protect the privacy of information we receive. This means we share information with outside agencies only with your agreement, unless we have to by law. Under the Child, Youth and Family Services Act, our employees have a legal responsibility to report any suspicions of child abuse or neglect.

Please note that if you choose to contact us using e-mail, you may be sending personal health information in a way that is not secure or private. Please use email only for basic matters such as scheduling appointments. JMCC employees cannot send personal health information to you by email.

### Our Mission

The John McGivney Children's Centre provides family-centred holistic care to the community, enriching the lives of children and youth with special needs by helping them reach their full

### Our Vision

We are a Centre of hope, support and inspiration for children and youth with special needs and their families; working together toward a future of participation, acceptance and opportunities.

### Our Values

Our Values guide the work of the Centre:

- **Accountability:** We accept responsibility for our actions decisions and demonstrate commitment to accomplish work in an ethical, efficient and cost effective manner
- **Collaboration:** We work together as an organization with families and our partners to support and achieve shared goals in the best interest of children, families and the community
- **Quality:** We provide services that meet the emerging needs of our clients and seek new opportunities to improve services
- **Resourcefulness:** We apply creative, innovative and collective knowledge to find answers for opportunities and challenges
- **Respect:** We value diversity and equity, and treat people with fairness, courtesy and impartiality
- **Transparency:** We operate in a manner that makes it easy for others to appreciate and understand our actions as an organization

## JMCC Names & Numbers to Remember

Position:	Name:	Ext. #
Therapist		
Therapist		
Other		