



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)

Important Notes

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

To speak with your child's therapist, 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.

Please visit our website at www.jmccentre.ca for information on upcoming events, recreational and services.

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,

Elaine Whitmore, CEO

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 potential.

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

Who is Eligible for School-Based Rehabilitation Services?

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

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

Speech Therapy

May provide assessment, consultation and programming regarding:

- Severe articulation/motor speech
- Voice/resonance problems
- Fluency
- Non-verbal/augmentative communication
- The remediation of language

What is My 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 your child attends scheduled appointments with your child's therapists and notify us 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.

What is the School's Role?

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

- Meet and share information with your student's therapist(s) to review the results of the assessment and the proposed treatment plans
- Follow through with mutually agreed upon school-based strategies including programming, frequency, and duration

What is the School's Role? (cont'd)

- 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
- Provide collaboration during scheduled visits to promote your child's availability as well as, the availability of school staff for consultation and conferencing

What is JMCC's Role?

Our therapists are trained professionals committed to assisting school staff and parents in helping your child achieve his or her full potential. The service provider offers 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. The service provider will:

- Assess your child's needs through a comprehensive therapy assessment
- 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 are the Professional Health Care Service Providers?

Your professional health care service providers may include:

- A **speech-language pathologist**, who helps with issues regarding speech articulation and voice concerns;
- A **physiotherapist**, who helps with balance, coordination, mobility, safety and accessibility concerns in school;
- An **occupational therapist**, who helps with activities regarding daily living, equipment needs and fine motor

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:

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 or www.sickkids.ca/myhealthpassport.

If you disagree with what has been written in a JMCC report, please first discuss your concern with the person who wrote the report. If you still have concerns contact that person's supervisor. You can ask one of your therapists if you wish to see your file or contact the JMCC Privacy Officer: PrivacyOfficer@jmccentre.ca.

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.

If you have any questions or concerns or wish to withdraw consent, please contact the Privacy Officer:
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.

Who We Provide Services To

The John McGivney Children's Centre (JMCC) 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.

We Ask That You Keep Us Updated With:

- your contact information (i.e. address, phone number)
- changes in health and/or function
- information about other professionals you are involved with
- custody and access agreements

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.