



## Orientation to Centre-Based Rehab Services

3945 Matchett 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

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 **519-252-7281**.

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. You may press "0" at any time during regular hours and a receptionist will be available to assist you. If you know the extension of the therapist, you may enter it when prompted. 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.

### JMCC Is Fragrance and Scent-Free

As some families may be sensitive or allergic to scents, we ask that you do not wear any scents such as perfume or hairspray when coming to visit the Centre as this may cause or trigger health issues.

Dear Parents/Guardians:

Welcome to the John McGivney Children's Centre. This orientation package will provide you with information about the Centre, our staff and services. This folder may be a good place to store important information about your child as you go along. You may find it helpful to keep copies of reports, program plans, etc.

The 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,

Jennifer Jovanovski, CEO

## What We Do

The John McGivney Children's Centre (JMCC) provides specialized pediatric therapy services to over 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 Children, Community and Social Services and are provided free of charge for residents of Ontario.

We provide therapy services to children who experience difficulty with everyday activities such as crawling and walking, feeding, hand function and communication. Difficulties can be due to prematurity, muscle or bone issues, as well as neurological, developmental or other physical or health concerns.

Parents or legal guardians, physicians and other community agencies can make a referral by completing a referral form located on our website or by calling the Centre at 519-252-7281.

## 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,
- able to understand the harms, benefits and outcomes of having or not having services

**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.**

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

## Health And Safety Is Important to Us When Visiting Our Centre Please Keep in Mind:

We strive to provide services in a manner that protects your child's safety. Please check our website for more details. If you or your child has one or more of the following symptoms, you should not visit the Centre: a new cough, vomiting, diarrhea, or fever.

If a child is brought to the Centre and they are sick, you will be asked to return home. We can reschedule the visit once the symptoms are gone. **Please provide at least 24 hours' notice of cancellation or, in case of emergency, as soon as possible by calling 519-252-7281.**

### 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

## Therapy Services

### Physiotherapy

Provides support to children and youth who have difficulties with movement, orthopaedic issues (bone/muscle/joint issues) and/or infants who may be 'at risk' (i.e. born prematurely or had difficulties at birth) to meet their developmental milestones.

### Occupational Therapy

Provides support to children and youth to improve their ability to function and participate in their everyday activities. These activities may include play and school work (productivity), eating, dressing, bathing, hygiene (self-care) & participating in activities with friends in their community (leisure).

### Speech Therapy

Provides support to children and youth to develop and maintain functional communication and/or feeding/swallowing skills.

## Other Services and Programs

- Social Work
- Service Coordination
- Kids Are Kids Disability Awareness Program (school based)
- Recreation Programs
- Toy and Equipment Lending
- Seating & Mobility Clinic
- Augmentative Communication Clinic
- Cleft Lip & Palate-Craniofacial Dental Clinic
- Medical Clinics (Orthopaedic, Rheumatology, Complex Care, Feeding)
- Transition Clinic

## 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 upon request. 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).

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](mailto:PrivacyOfficer@jmccentre.ca).

## How We Deliver Services

We partner with you to develop and work towards goals that are important to you.

We inform you of the services we offer and decide together which services can best meet your goals. Our services can be delivered individually, in combination with other therapies, or in a group.

- When services start, how often and how long you are seen depends on the reason for referral, your needs and goals, as well as available resources.
- Services may pause and start again as goals and needs change.

Services are most often provided in the Centre. Some may be provided in your home, school, child care centre. If you have a need for services to be delivered in your home or in the community, please talk to your therapist.

Services are only one part of what makes a difference in skill development.

- New skills require practice. Therapists will make suggestions that you can work on at home.

We will provide and help you understand information about:

- your abilities, potential challenges and our recommendations
- other community services, resources and general information
- what we need from you
- the roles and responsibilities of everyone working with you
- opportunities to participate in research, clinical trials or student education

## Discharge

Service includes developing a plan for discharge or transfer. It is time for discharge or transfer when:

- therapy goals are met
- services are better met by another program, provider or agency
- you no longer qualify for services (i.e. you move out of the area, turn 21 years old)
- you request discharge
- we are unable to contact you or you miss 3 scheduled appointments in a row and do not call to reschedule

## 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. You can also complete a "Feedback" form located at the top of our main website page.

## 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](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 enriches and celebrates the lives of children and youth with disabilities to help abilities grow by providing child-focused, family-centred care.

## Our Vision

As a provider of innovative services to children with disabilities, we are a centre of hope, support and inspiration, working together toward a future of empowerment, participation, and opportunity.

## Our Values

Our Values guide the work of the Centre:

- **Collaboration:** We believe that children live in relationships with their families, their communities and society. We are committed to collaboration with the people and organizations who provide support to the children we serve.
- **Honesty:** We believe that the best decisions and actions are taken with transparency and accountability. We are committed to honesty and openness in our work and in our interactions with others.
- **Innovation:** We believe that our children and families deserve to have access to the best ideas and services. We are committed to seeking out new and better tools and techniques, and methods of engagement with our children, families and the community.
- **Leadership:** We believe that as practitioners, and as an organization, we play an important role in leading for change. We are committed to using our expertise to help build a better world for the children and families we serve.
- **Diversity, Equity, and Inclusion:** We believe that our work is made better when we listen to, include, and meet those who need our services where they are and remove barriers to participation. We are committed to being an equitable and just organization.