

# SmartStart HUB

## QUESTIONS & ANSWERS



### What is a SmartStart Hub?

The SmartStart Hub is a clear point of entry to services for families who are concerned about their child/youth's development and are not sure where to go for help.

### What are child/youth developmental services?

Developmental services are for families who are concerned about a child/youth's ability to move around, perform daily activities such as eating, understand other people or tell people what they want, get along with others, or the way their development is affecting their ability to participate in activities.

### How does it work?

Anyone with a concern about a child/youth's development can contact the SmartStart Hub to start the process of assessment.

### Who can use the SmartStart Hub?

Children and youth can up to age 19 (or 21 if in school).

### What kind of services can the SmartStart Hub organize for my child and my family?

The SmartStart Hub will connect you to assessments and services including speech and language pathology, occupational therapy, and physical therapy as well as mental health services, specialty clinics, and family-based supports like respite services and parent coaching.

### Does my child/youth need a referral or a diagnosis to go to a SmartStart Hub?

No referral or diagnosis is needed.

### What does it cost to use the services of a SmartStart Hub?

There is no cost to access the HUB service.

### Do I have to go to a SmartStart Hub in person, or can we arrange for a virtual appointment?

The HUB is accessible by phone or video chat for families who cannot easily visit in person.

### Do I have to go to a SmartStart Hub to arrange services for my child?

No. SmartStart Hubs are for families who aren't sure where to go to access services, or what services they should receive. If you know where to go to access a particular service, you can contact that service directly.

### Can I get SmartStart Hub services in a different language?

Yes. We can arrange for interpretation services at the Hub.

### How can I contact the SmartStart Hub?

Another professional may refer you to the HUB but families can also access the Hub directly by completing a referral form at: [www.jmcentre.ca/smartstart-hub](http://www.jmcentre.ca/smartstart-hub) or by calling (519) 252-7281.



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