



Family Orientation Manual

Contents

Item	Page
Important Numbers	2
Who We Are	3
Centre Contact Information.....	3
Service Philosophy	4
Family-Centred Service	5
While You Wait	5
Protecting Client Privacy	6
Accessibility	6
Family Complaints/Appeal Process	7
Duplication of Service Policy	8
What You Can Expect From Us	8
What We Expect From You	9
Client Records	10
Programs and Services - Infant and Preschool.....	12
Programs and Services - School Age	13
Programs and Services - Adolescent	14
Programs and Services - Rural	15
Other Services	16

Important Numbers

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Who We Are

George Jeffrey Children's Centre (GJCC) is a paediatric outpatient health facility. We have been serving children and families for over 60 years, and are funded by the Ministry of Children and Youth Services to provide services to infants, children, and adolescents aged birth to 19 years. The Centre is one of 20 Children's Treatment Centres in the Province of Ontario, and we are an active member of the Ontario Association of Children's Rehabilitation Services www.oacrs.com

Our services include:

- Augmentative Communication
- Occupational Therapy
- Physiotherapy
- Recreation and Leisure Facilitation
- Seating and Mobility
- Speech Language Pathology
- Social Work
- While You Wait Program

Our Centre is overseen by a volunteer Board of Directors that includes 11 individuals representative of our community including business, special interest groups, and families served by the Centre.

Contact Information

Address – 200 Brock Street East, Thunder Bay ON P7E 0A2

Telephone – (807) 623-4381

Toll Free # Northwestern Ontario – 1-888-818-7330

Website - www.georgejeffrey.com

Service Philosophy

We believe:

- that persons receiving service shall be afforded the highest standard of care our staff and facilities can offer;
- that each person/family shall be treated with dignity and respect while preserving privacy and confidentiality and shall be afforded equal opportunity access to services available to meet their needs;
- in empowering the person/family to be an active partner in the decision-making and goal-setting processes relative to care services thereby accepting the responsibility for necessary follow through; and
- that we have a role to assist the person/family to meet identified needs.

Family-Centred Service

We believe in a family-centred service delivery model of care. The focus is on an approach to services in which families are recognized as the experts on their child, and we expect that you will work with our service providers to make informed decisions about your child's care. As well, as a matter of family-centred principles, we will expect that you participate in your child's service planning and care.

Family-centred service is made up of a set of values, attitudes, and approaches to services for children with special needs and their families. Family-centred service recognizes that each family is unique; that the family is the constant in the child's life; and that they are the experts on the child's abilities and needs. In family-centred service, the strengths and needs of all family members are considered.

If you would like further information regarding family-centred care, please visit www.canchild.ca or ask our receptionist or one of your care providers for more information.

While You Wait

Our While You Wait facilitator is a central point of contact for families waiting for assessment services. Our facilitator will contact families for information and screening of each child's particular service needs. Interim tip sheets regarding particular developmental areas may be provided. As well, skill development education groups are offered to caregivers where appropriate in the areas of fine motor, gross motor, communication and sensory. Families are an important partner in working with us and their child for optimum development

Protecting Client Privacy

Privacy of your child's personal information is very important to us. We are committed to ensuring the responsible collection, usage and disclosure of your personal information. We also strive to ensure we are open about the handling of your personal information.

All staff and professional students who come in contact with your personal information are sensitive to your right to privacy. They are all trained in the appropriate usage and protection of your information.

As a part of our privacy policy, and obligation to you, we:

Collect only necessary information about you;

Only share your information to outside sources with your expressed consent;

Retain, store, and destroy your personal information in compliance with pertinent legislation, and privacy protocols;

Attempt to ensure up-to-date and accurate information about you at all times;

Are dedicated to providing your service needs in a private and confidential manner.

From time to time, the Centre may use your personal information to forward correspondence such as our newsletter, advertising about promotions and upcoming events, groups, or workshops, and/or fundraising campaigns. If you do not wish to receive information regarding one or more of these items, you may let us know and your name will be removed from our mailing list.

If you have any questions or concerns regarding your privacy in our Centre, you may contact our Privacy Officer at 625-6799.

If required, a full copy of our privacy policy is available on our website or by calling 623-4381.

Accessibility

The Centre strives to ensure an accessible workplace for both staff and clients. If you require a copy of our Accessibility Standards for Customer Service, please call 625-6792.

Family Complaints/Appeal Process

In order to facilitate positive working relationships between families and Centre staff, we have developed a process that will allow issues to be resolved in a positive and respectful manner.

Process:

1. The complaint process is initiated as soon as a problem is identified to a staff member.
2. Complaints should be directed to the person(s)/staff member involved to allow them time to follow up and substantiate the complaint and to implement any necessary corrective action.
3. Whenever possible, complaints should be resolved between the parties directly involved.
4. Where resolution is not possible between the person(s) directly involved or where the family has chosen to register the complaint elsewhere, the issue will be referred to the Manager, Client Services.
5. Follow up contact with the family will be arranged within five working days of receipt of the complaint.
6. If the family is not satisfied at this point, a meeting with the Chief Executive Officer (CEO) will be arranged within (5) days of the CEO's receipt of the reported complaint.
7. If the family remains dissatisfied, the following review committee meetings should occur within five (5) days of the CEO's meeting with the family.
Clinical Issue: Family, medical consultant, clinician(s) involved, Manager, Client Services
Administrative Issue: Family, CEO, staff member(s) involved
8. The resolution of the review meeting will be forwarded to the family by the CEO or Manager, Client Services who will ensure the agreed upon action is implemented.
9. Where a complaint is filed that involves ethical and/or conduct of a staff member that is in breach of centre policy or of the respective college code of ethics and conduct, the appropriate centre/college process will be followed.
10. Every attempt will be made to resolve issues in the best interest of the client/family. However, be it known, that the Centre may not be in a position to meet a particular concern of families.
11. It is expected that all parties involved will participate in a reasonable and respectful manner.

Duplication of Service Policy

There are a large number of children requiring, and/or waiting for services from both our organization and others. The Centre does not knowingly duplicate service for any client. If you are waiting for or receiving services from another organization as well as the Centre, please let us know. You may choose to be on multiple waitlists. However, at time of service we will ask that you choose one organization for service provision. If it is determined by our Centre that your child is receiving duplicate service, your child may be discharged from our caseload. A new referral will be required before placement back on our waitlist.

What You Can Expect from Us

We will:

- Ensure a transition process for strategic transitions to new service provider including at school entry and to adult services;
- Provide timely information regarding appointments;
- Work with you as a partner in determining you/your child's treatment needs;
- Treat you with respect and dignity;
- Keep you informed regarding education workshops that will help you to help your child;
- Attempt to schedule appointments strategically to minimize travel and time away from work/school;
- Provide a central contact number for appointment scheduling/cancellation;
- Ensure a process for communication of family concerns;
- Work collaboratively with other community service providers involved in your/your child's care;
- Do our best to provide accessible service;
- Be respectful of cultural considerations.

What We Expect from You

- We expect that you will attend all scheduled and agreed upon appointments. Clinician time has been set aside for the specific purpose of helping you/your child.
- Please call the receptionist at 623-4381 as soon as you are aware you are unable to attend a scheduled appointment. A message can be left on reception voicemail during and after hours. This may allow another child to be scheduled at this time and/or allow the clinician to schedule time for other duties.
- If you/your child are scheduled for an appointment and you have not cancelled but do not show up, you/your child may be moved to a waitlist for service or may be discharged.
- If you/your child are on a service block, it is expected that you participate in at least 70 percent of the sessions. If you do not, you/your child's service may be discontinued.
- It is important that you follow through with all home programming provided as this will increase your/your child's chances for success. If you choose not to participate in your/your child's care, alternate less intensive service strategies and/or discharge may be determined.
- You are a partner in your/your child's care and it is expected that you participate in service planning and delivery.
- Please take advantage of educational workshop/presentation opportunities so that you can understand and help with your/your child's intervention needs.
- Please ensure we have up to date information regarding your address, telephone number, other involved service providers, and who you wish to share information with.
- That you bring to our attention any concerns regarding your child's care.
- That you assist us by providing feedback regarding services received at our Centre.

Client Records

Confidentiality of Records

The confidentiality of our client information is very important to us. All Centre employees have pledged an oath of confidentiality, and they respect the right to privacy of all clients. All client information is kept in the strictest confidence, and no information is provided to any outside source without the expressed written consent of the client/client's legal guardian.

What Type of Information is maintained on the Record?

- All formal clinical reports produced at the Centre, including assessments, reassessments, progress, discharge
- All clinical reports forwarded to the Centre from other agencies
- Notes to file for information sharing between involved Centre therapists to assist with cohesive client care
- All authorized release of information requests
- A history of all client information released from the Centre, and a history of all client information received by the Centre
- General client information such as address, involved doctors, school, guardians, reason for referral, referral letter, etc.

Where are the Records Kept?

Client records are kept in our Health Information Services department and are the responsibility of a certified Health Information Management practitioner who abides by the ethical guidelines of the Canadian College of Health Records Administrators.

Who Has Access to Your Record?

Centre clinical staff, who are involved in the care of a client, have access to the client's record for treatment purposes. Health Information Services has access to client records for required administrative purposes only.

Clients or legal guardian have the right to view client record. An appointment must be scheduled with Health Information Services Department, who will be present during your review of the record.

How Can Records be Accessed?

A client record must be requested from our Health Information Services department by a clinical staff member involved in a client's care. The record must be signed out and returned within a specified time frame. All records are locked in our Health Information Services Department after hours.

In the case of legal proceedings, client records will be released without client authorization, only upon receipt of a legal subpoena.

How is Information Released from Your Record

No discussion with outside parties, or written information sharing with outside parties takes place without the written consent of client or legal guardian.

Upon first visit to the Centre, client or legal guardian will be asked to sign an ongoing consent to release information form. You will be responsible for noting all agencies, doctors, day care/school, and other individuals with whom you wish to share information regarding client treatment at the Centre. If you wish to receive information, you must note your name on the form also. This form will remain in effect for two years, or until we are advised of changes by you.

Information is only released from client records to outside parties upon receipt of an original signed authorized consent to release information form. This form must be signed by the legal guardian of client, or the client or advocate in the case of an adult client. Faxed authorized consent to release information forms will only be accepted in urgent circumstances where the information is required immediately for client care.

Requests for information from insurance companies or for legal purposes require a letter from the insurance company or lawyer stating request, along with a signed release of information form. Administrative charges will apply to insurance and legal requests for information.

Records may be accessed as per legislation for purposes such as release for child welfare purposes, professional staff college audits, etc.

Our Programs and Services

INFANT AND PRESCHOOL (birth to 5)

Our paediatric health care professionals provide the following family-centred services for children aged birth to 5 years who have physical, communication or developmental concerns:

Occupational Therapy – helps your child meet the challenges of daily life and prepare for school by improving physical strength as well as fine motor skills. Our professionals also help with visual motor skills such as hand-eye coordination and sensory abilities.

Physiotherapy – helps your child with muscle strength and gross motor development including crawling, sitting, walking, and balancing.

Speech and Language Therapy – helps your child to develop communication skills

Social Work – services are available to families receiving one or more of our health care services. Our family-centred social workers assess psycho-social development and opportunities in the environment to enhance social skills. They provide support and resources and offer support groups as well as counselling for family relations, coping skills, behaviour and parenting skills.

Developmental Clinic – available to children aged birth to 3 years with an identified physical or developmental concern

Early Years Motor Skills Outreach Team - addresses mild fine and gross motor concerns for children aged one to 4 years who attend licensed child care programs in Thunder Bay. Our occupational therapist and occupational therapy assistant provide screening, assessment and treatment for children identified as having fine and/or gross motor challenges. Services are provided primarily in the child care setting, with some provided at the Centre as determined by our occupational therapist.

Feeding and Swallowing Clinic – available to children aged birth to 18 years with feeding and/or swallowing issues due to physical and/or developmental concerns

Infant Growth and Development Clinic - available to children aged birth to 3 years who are at risk of delay due to prenatal or birth history

Seating and Mobility Services – available to children aged birth to 19 years with specific seating and/or mobility needs e.g. wheelchair, walker, adaptive bike, stander, as well as car seat, high chair, stroller adaptations.

Augmentative and Alternative Communication – available to children and adults who have difficulty communicating verbally or through written means due to impairments or restrictions on the production or comprehension of spoken or written language.

Medical Clinic - provided by our Medical Director who works with the family and other service providers to assess a child's development. The Medical Director may provide a medical assessment and referrals for further evaluations (for example: for hearing and eye examinations, specialty clinics, orthopaedic clinics, psychological consultation).

Orthopaedic Clinic - provided by orthopaedic surgeons on a rotational monthly basis. These clinics are attended by the client's involved physiotherapist and/or occupational therapist, Medical Director, and an orthotist.

SCHOOL AGE (5 to 11)

Our clinical school age professionals provide family centred services for children aged 5 to 11 years, who have a physical, communication and/or developmental disability. Our team works together and with our clients and family to assist with achievement of goals related to building skills for participation in life at home, school, and/or the community. Various modes of intervention are used including consultation, homework activities, group and/or individual treatment intervention.

Occupational Therapy – helps with self care (e.g. toileting, bathing, eating, dressing), leisure, and productivity (e.g. success at school – printing, writing, hand-eye coordination, adaptive equipment needs) and also helps with sensory concerns and socialization.

Physiotherapy – helps with muscle strength and gross motor development, and promotes optimal individual movement and body alignment.

Speech and Language Therapy – helps children with speech and/or language difficulties achieve optimal communication.

Social Work – services are available to families receiving one or more of our clinical services. Our family-centred social workers assess psycho-social development and opportunities in the environment to enhance social skills. They provide support and resources and offer various groups for clients and families. Counselling for family relations, coping skills, behaviour and parenting skills is also available.

Feeding and Swallowing Clinic – available to children aged birth to 19 years with feeding and/or swallowing issues due to physical and/or developmental concerns

Seating and Mobility Services – available to children aged birth to 19 years with specific seating and/or mobility needs e.g. wheelchair, walker, adaptive bike, stander, scooter.

Augmentative and Alternative Communication – available to children and adults who have difficulty communicating verbally or through written means due to impairments or restrictions on the production or comprehension of spoken or written language.

Fine Motor Skills Development – our team of occupational therapist and occupational therapy assistant work with children aged 3 to 7 years who are identified as having mild fine motor concerns. Services are provided primarily at the Centre with consultation to school and child care. School readiness is an important component of this program. Our team works with the family and the child’s teacher to help achieve the child’s optimal motor skills potential for classroom success.

Social Skills Groups – our team provides a 3 step peer group intervention program for children who are in grade 2 and up. Group 1 is intended to increase a child’s functional social skills: Group 2 builds on skills learned in group 1; and Group 3 provides opportunity to transfer learned social skills into the community with various fun community outings. Caregivers must be willing to participate in home work activities and community outings. Social skills groups are run by an occupational therapist and/or speech language pathologist. Each group consists of one weekly session of 1 hour duration over a period of 8 weeks. Children accepted for social skills groups must be on a centre occupational therapist or speech language pathologist caseload. Children of all abilities and diagnoses are considered for group, and must have social skills challenges as well as the ability to participate in a group setting.

Medical Clinic - provided by our Medical Director who works with the family and other service providers to assess a child’s development. The Medical Director may provide a medical assessment and referrals for further evaluations (for example: for hearing and eye examinations, specialty clinics, orthopaedic clinics, psychological consultation).

Orthopaedic Clinic - provided by orthopaedic surgeons on a rotational monthly basis. These clinics are attended by the client’s involved physiotherapist and/or occupational therapist, Medical Director, and an orthotist.

ADOLESCENTS (11 to 19)

Our clinical professionals provide family centred services for adolescents aged 11 to 19 years, who have a physical or developmental disability. We use a collaborative goal setting model. Our team works together and with our clients and family to assist with achievement of client identified goals related to building skills for participation in life at home, school, and/or the community. Various modes of intervention will be used as required to achieve specific goals, including consultation with team members, homework activities, group and/or individual treatment intervention. All intervention is intended to build skills towards effective transition to adulthood.

Occupational Therapy – helps with self care (e.g. toileting, bathing, eating, dressing), leisure, and productivity (e.g. school and/or work) and also helps with sensory concerns and socialization.

Physiotherapy –helps with muscle strength and gross motor development, and promotes optimal individual movement and body alignment.

Speech and Language Therapy – helps to achieve optimal communication using a variety of tools and intervention strategies.

Social Work – services are available to families receiving one or more of our clinical services. Our family-centred social workers assess psycho-social development and opportunities in the environment to enhance social skills. They provide support and resources and offer various groups for clients and families. Counselling for family relations, coping skills, behaviour and parenting skills is also available.

Feeding and Swallowing Clinic – available to children aged birth to 19 years with feeding and/or swallowing issues due to physical and/or developmental concerns

Seating and Mobility Services – available to children aged birth to 19 years with specific seating and/or mobility needs e.g. wheelchair, walker, adaptive bike, stander, scooter.

Augmentative and Alternative Communication – available to children and adults who have difficulty communicating verbally or through written means due to impairments or restrictions on the production or comprehension of spoken or written language.

Medical Clinic - provided by our Medical Director who works with the family and other service providers to assess a child's development. The Medical Director may provide a medical assessment and referrals for further evaluations (for example: for hearing and eye examinations, specialty clinics, orthopaedic clinics, psychological consultation).

Orthopaedic Clinic - provided by orthopaedic surgeons on a rotational monthly basis. These clinics are attended by the client's involved physiotherapist and/or occupational therapist, Medical Director, and an orthotist.

RURAL SERVICES – District of Thunder Bay

Services are provided to children aged birth to 19 years of age who reside in the District of Thunder Bay. Services are provided on a consultative basis in a child's home community. Our team works with the family and other involved professionals eg. school personnel to meet the child's developmental needs.

Occupational Therapy – helps with self care (e.g. toileting, bathing, eating, dressing), leisure, and productivity (e.g. school and/or work) and also helps with sensory concerns and socialization.

Physiotherapy –helps with muscle strength and gross motor development, and promotes optimal individual movement and body alignment.

Speech and Language Therapy – helps to achieve optimal communication using a variety of tools and intervention strategies.

Feeding and Swallowing – available to children aged birth to 19 years with feeding and/or swallowing issues due to physical and/or developmental concerns

Seating and Mobility Services – available to children aged birth to 19 years with specific seating and/or mobility needs eg. wheelchair, walker, adaptive bike, stander, scooter. Services provided at the Centre.

Augmentative and Alternative Communication – available to children and adults who have difficulty communicating verbally or through written means due to impairments or restrictions on the production or comprehension of spoken or written language.

Other Services

Activities of Daily Living Suite

Our ADL suite is used by our clinicians for various purposes including training in transfers to and from bed, toilet, shower/tub, and chair. Our room is also used to help clients build functional skills for daily living such as hygiene, household tasks, nutrition education and cooking, etc. Clinicians may work with an individual client or with multiple clients in a specific peer group activity.

Family Lounge

You are welcome to wait in our waiting area, immediately behind reception. Alternatively, the family lounge is available for use at any time. Feel free to walk in, sit down – watch TV – or bring a book to read. Located at the end of the hall beside the bubble wall – to the right.

Family Resource Library

Hours of Operation – 8:30 am to 4:30 pm
Location – just inside main doors to the right

Available for use by all clients and immediate family.

A variety of material for children, youth and adults that includes books and audiovisual material on subjects of interest to our clientele

All resources are available for loan or for use within the library.

Families can borrow up to 4 items at a time for a period of 2 weeks. Late fees may apply.

For more information, please speak with our receptionist or involved clinician

Heated Therapy Pool

Hours of Operation – Monday to Friday – 8:30 am to 8 pm (by appointment only)

Fees: Clients and (1) accompanying adult/assistant – Free

All non-clients with a medical note - \$3.00

Our heated pool is used for therapy and recreational purposes, and is available for use by all of our clients. All children must be accompanied by an adult 16 years or older.

All users must receive an overview of pool regulations and safety requirements, and will be required to sign a pool use agreement prior to using the pool for the first time.

Therapy requirements will take precedence over recreational pool use. Also, please note that upon high demand for use, you may be asked to share the pool with other users. You will be advised if this is necessary.

For more information, or to book use of the pool, please contact our receptionist.

Recreation and Leisure Facilitation

Our Recreation and Leisure Facilitator assists clients and families with participation in community recreation and leisure programs, to help develop creative, physical and social skills. This service is available to children aged 5 to 19 years who are already on the Centre's caseload for therapy needs.

If you are interested in the services of our Recreation and Leisure Facilitator, please talk with your involved clinician.

Recreation and Leisure Loan Cupboard

We have equipment for loan for clients to help with participation in family and other community outings and recreation or leisure pursuits. If you would like to know more about the equipment for loan, please speak with your involved clinician or with our receptionist.

Snoezelen Room

Hours of Operation – 9:00 am to 4:00 pm

The Snoezelen (Snooze – ellen) Room is a high tech. sensory stimulation room. This room is available for use by all clients. The room is designed to gently stimulate the primary

senses of sight, hearing, touch, taste and smell through the use of lighting effects, tactile surfaces and soothing music. Apart from using the room to relax and have fun, it can also be used as a learning tool to help a child feel better, communicate more, or attend to task longer. It can also be used to establish trust between a child and caregiver/health worker, and to optimize therapeutic intervention.

All families wishing to use the room must attend a 2-hour training session. If you would like to use the Snoezelen Room, please contact your involved clinician or our receptionist.

Toy Lending Library

Hours of Operation – Monday to Friday – 8:30 am to 4:30 pm

Location – just inside main doors to the right

Membership Fee is \$5.00 per year

Lending period is 3 weeks for 2 toys, and members may borrow as often as they wish. If a toy is on loan, you may reserve for when it is returned.

Charges will apply to overdue, lost or damaged toys. Members are required to sign a liability waiver.

For more information, please speak with our receptionist or involved clinician

NOTES