



therapy and support to help kids shine
thérapie et soutien pour aider les enfants à briller

Parent Information Guide

Clinical Services

Niagara Children's Centre

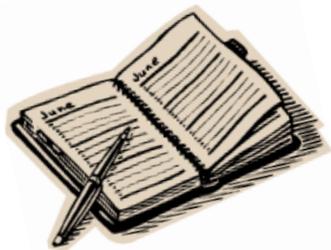


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INTRODUCTION TO NIAGARA CHILDREN'S CENTRE

Vision

Niagara Children and Youth at Their Best

Mission Statement

We enable children and youth with physical, developmental and communicative delays or disabilities to achieve their optimal potential within their home, school and community environments.

We do this through delivering a continuum of therapeutic supports and services to children and families and by working with our partners to deliver coordinated, integrated and family-centred care.

Values

- Respect underlies all we do
- Children and families come first
- Excellence and innovation are cornerstones of our achievement
- Teamwork and partnerships are vital



SERVICES AVAILABLE AT NIAGARA CHILDREN'S CENTRE

The following chart gives an overview of the children and youth seen by each service. For more information please refer to our website www.niagarachildrenscentre.com and search under specific programs and services.

PROGRAM AREA	SERVICE	REFERRAL ELIGIBILITY
Preschool Speech and Language	<ul style="list-style-type: none"> • Speech-language Pathology • Referrals to other internal services 	Children from birth to entry to Junior Kindergarten, living in the Niagara Region, where there is a concern about the development of speech and language.
Early Years Interdisciplinary	<ul style="list-style-type: none"> • Early Childhood Education Resource • Occupational Therapy • Physiotherapy • Speech-language Pathology • Social Work • Aquatics • Therapeutic Recreation 	Children from birth to entry to Junior Kindergarten, living in the Niagara Region, demonstrating a developmental, physical or communication delay or disability
Infant Hearing	<ul style="list-style-type: none"> • Hearing Screening • Auditory Verbal Therapy 	Children from birth to entry to Junior Kindergarten, living in the Niagara Region.
School Aged	<ul style="list-style-type: none"> • Occupational Therapy • Physiotherapy • Speech-language Pathology • Social Work • Aquatics • School Based Rehabilitation 	Children and youth from 4 to 18 years of age, living in the Niagara Region, demonstrating a developmental, physical or communication delay or disability



PROGRAM AREA	SERVICE	REFERRAL ELIGIBILITY
Specialized Services and Clinics	<ul style="list-style-type: none"> • Therapeutic Recreation • Augmentative Communication (CAST) • Seating and Mobility • Gait Analysis • Splinting and Casting • Home and Vehicle modification 	<p>Children/Youth 0-School exit with complex physical, developmental and/or communication delays or disabilities. Children/Youth are eligible for specialized services if they are receiving services from Centre based, school board or LHIN clinicians</p>
Medical Clinics	<ul style="list-style-type: none"> • NeuroDevelopmental Pediatric Clinic • Physiatry Clinic 	<p>Children from birth to 18 years, living in Niagara Region, by therapist referral</p>



YOUR CHILD'S FIRST APPOINTMENT

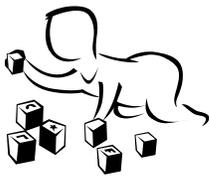
Your child's first appointment at Niagara Children's Centre is coming up. You may find yourself starting to get a bit nervous about what will happen during the assessment, and what you should ask or talk about with the therapists.

Your first appointment is an opportunity for you and your child to meet the therapist(s) who will be involved with your child, and for our therapist(s) to do a preliminary assessment of your child's strengths and needs. You will remain in the room during the assessment, and will be encouraged to ask questions, and provide information regarding your child. You are welcome to invite other family members, caregivers or professionals involved with your child to attend the assessment. At the end of the assessment, the therapist (s) will summarize their observations, provide you with their recommendations and discuss next steps.

To make the best use of this time with the therapist(s), here are some suggestions:

- Jot down any questions, or concerns you have, and bring them along to the assessment.
- Bring some paper to write down points made, or therapy suggestions to enable you to share the outcome of the assessment with other family members, or health professionals. Perhaps bring along a friend or family member to make notes.
- If you are not clear about a comment or suggestion, or terminology used, please do not hesitate to ask for clarification. Sometimes we use medical terms or acronyms out of habit and need to remember to explain them.
- Make sure you are clear about what the next steps will be with each of the therapists that may be involved, for example, individual therapy sessions, a recheck appointment, a group session, etc.
- If you have any concerns or questions about the assessment process, please share them with us.





WHO MAY BE A PART OF YOUR CHILD'S TEAM??



PARENTS/CAREGIVERS:

Caregivers/family members are key members of the team. It is important for parents/caregivers to participate in therapy sessions and recheck appointments, asking questions and providing information regarding the child's progress. Following through at home on suggestions or exercises is critical to ensuring a child's success at mastering new skills. It is important that parents/caregivers keep the team informed of medical updates, and call in advance to cancel or change appointments.

Depending on your child's needs one or all of the following disciplines may be part of your team or your child may be assigned a primary therapist who will use a more integrated or trans-disciplinary approach to service. One of your therapists may also be assigned as responsible for ensuring that your services are coordinated both within the centre as well as with other agencies you and child may be involved with.

PHYSIOTHERAPIST:

The physiotherapist is able to recognize difficulties with movement at a very early age. The physiotherapist will assess range of motion, muscle strength, gross motor function, and quality of movement. They assess and provide intervention for children who have a movement disorder, or who may be at risk for developing such a difficulty.

OCCUPATIONAL THERAPIST:

The occupational therapist is able to assess and provide interventions to maximize a child's level of independence in everyday activities. Their focus may be on the child's ability to play and explore the environment, issues related to dressing, feeding, bathing, sensory issues, and toileting. The occupational therapist may also assess and make recommendations and/or provide prescriptions related to seating and equipment needs.

SPEECH LANGUAGE PATHOLOGIST:

Speech-Language Pathologists assess and treat children with a variety of communication challenges. These include challenges with speech sounds (how children say sound and put sounds together into words), language (how well children understand what they hear and how they use words to tell others what they are thinking), social communication (how children follow social rules like turn taking and staying on topic), voice (how voices sound), and fluency/stuttering (how well speech flows). Our speech-language pathologists often work on foundational literacy skills as children with communication delays can be at risk of challenges with development of literacy skills.

SOCIAL WORKER:

For children involved with interdisciplinary services, the social worker is often your family/child's service coordinator. They are involved with providing you and your family with support, brief counseling, education, referrals to and/or information about other services your child may benefit from in the community.

In addition to these disciplines, other Centre staff that may be part of your child's team include:

- **Early Childhood Education Resource Consultants**
- **Recreation Therapist**
- **Communicative Disorders Assistants (CDA's)**
- **Occupational/Physiotherapy Assistant (OTA/PTA)**
- **Medical Consultants**

HOW WILL MY CHILD BE INVOLVED WITH SERVICES AT THE CENTRE?



There are different approaches to service at Niagara Children’s Centre.

All are based on:

- the best available evidence as to what is the most effective approach to your child’s particular needs
- the goals you have for your child
- the results of your child’s assessment
- you and your child’s readiness skills or ability to participate
- progress your child is making towards their goals based on the model of service they are receiving



The Centre uses a Response to Intervention or tiered approach to therapy which involves starting with more generalized strategies and regularly monitoring your child’s progress. In a response to intervention approach, we only move on to more individual models of service delivery if the less intensive models are not working.

Therapy interventions may include **home programming; parent/caregiver education and training (group or individual); consultations** to provide strategies to be implemented at day care centres and schools or community agencies; and/or **one to one work with your child in group or individual sessions**. In all cases parents are **encouraged to participate and activities will be given to carry over in the home**.

We will discuss with you the approach most suitable for your child and develop a therapy plan at one of your initial appointments. Your therapist(s) will regularly **monitor** your child’s progress to determine if they are meeting their goals and/or to determine if another model of intervention or referrals to other agencies may be appropriate for your child.

The Centre embraces the “F – words” as the goals and objectives we will work towards for children to achieve:

- **Function:** refers to what people do - how things are done is not what is important; synonyms include ‘role’, ‘job’, ‘task’, etc. (for children, ‘play’ is their ‘work’)
- **Family:** represents the essential ‘environment’ of all children
- **Fitness:** refers to how children stay physically active, including exercise and other recreational opportunities
- **Fun:** includes particular activities children are involved in or enjoy participating in
- **Friends:** refers to the friendships established with peers; social development is an essential aspect of personhood
- **Future:** is what child development is all about; it refers to parents and children’s expectations and dreams for their future

For more information regarding this please visit <https://www.canchild.ca/en/research-in-practice/f-words-in-childhood-disability>



FAMILY CENTRED CARE



What is Family Centred Care?

Family Centred Care is a philosophy of care that has been adopted by Niagara Children's Centre. It emphasizes the partnership of children, families and the staff of Niagara Children's Centre to work together in the best interest of children and their families to achieve overall health, quality of life and the ability to participate in home and community life. By sharing desires and goals, children and families and Niagara Children's Centre staff work towards attaining those goals with the

resources each brings.

It is recognized that in order to be good team members, we all need information both now and on an on-going basis. Staff members receive intensive on-going education about the Family-Centred Care model and implement the clinical requirements of the model on a daily basis. As a parent, and a team member, your understanding of the model and participation on the team is equally as important.

As the most important member of your child's team, we want you to know that....

You and your child are actively included in the delivery of service from initial contact, through assessment, goal planning, treatment programming, service transitions and discharge. Your team members are dedicated and prepared to help you throughout your involvement with your child and Niagara Children's Centre.

Your team members will help you advocate for your child and the services your family needs.

As a member of the team you will be encouraged to:

- Express your concerns, visions and specific goals for your child
- Share information and help make decisions about your child's services
- Understand your child's development and progress
- Understand the services your child and family are receiving
- Ask questions about your child's service
- Ask questions about other services and resources that are available at the Centre and in the Community
- Work together with team members in an atmosphere of mutual respect



PRIVACY POLICY

COLLECTION OF PERSONAL HEALTH INFORMATION

We collect personal health information about your child and family. The personal health information we collect may include: name, date of birth, address, health and developmental history, records of visits to Niagara Children's Centre and the care your child & family received during those visits. Occasionally, we collect personal health information about children & families from other sources if the law permits. We require your consent to collect information from sources outside of your healthcare team. Your personal health information will be contained within an electronic system. We limit collection of information to what is required to provide care to you and your child.

USES AND DISCLOSURES OF PERSONAL HEALTH INFORMATION

We use and disclose personal health information to:

- Treat and care for children & families
- Get payment for treatment and care
- Plan, administer and manage our internal operations
- Conduct risk management activities
- Conduct quality improvement activities, such as sending satisfaction surveys
- Teach
- Conduct research
- Compile statistics
- Fundraise to improve our healthcare services and programs
- Comply with legal and regulatory requirements
- Fulfill other purposes permitted or required by law
- Personal health information collected from external healthcare providers is only used to support the provision of care to those in service.

YOUR CHOICES

Parents/caregivers may limit access, make corrections to their children's personal health records or withdraw consent for some of the above uses and disclosures by contacting us. Information on how to make changes will be provided upon request. Please note that there are legal exceptions.

IMPORTANT INFORMATION

We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.

We conduct audits and complete investigations to monitor and manage our privacy compliance.

We take steps to ensure that everyone who performs services for us protects your privacy and only use your personal health information for the purposes you have consented to.

There is a Guide to Privacy and Consent for Families, please ask your therapist for a copy.



For more information about our privacy protection practices, or to raise a concern you have with our practices, contact us at:

Dorothy Harvey
Director of Clinical Services and Privacy Officer
Niagara Children's Centre
567 Glenridge Avenue
St Catharines, Ontario L2T 4C2
(905) 688-1890 X 200
privacy@niagarachildrenscentre.com (do not send personal information via email)

You have the right to contact the Information and Privacy Commissioner/Ontario if you think we have violated your rights. The commissioner can be reached at:

Information and Privacy Commissioner/ Ontario
2 Bloor Street East, Suite 1400 Toronto ON M4W 1A8
Telephone (416) 326-3333 or 1-800-387-0073 Fax (416) 325-9195



CLIENT RIGHTS AND RESPONSIBILITIES

Niagara Children's Centre is committed to providing children and families with a positive service experience and an environment where expectations are clearly communicated. This statement was developed to support our commitment and to ensure that all clients* have a clear understanding of their rights and responsibilities.

While involved with the Children's Centre you have the right to:

- receive quality care and service, in a clean and safe environment
- be involved in decision making regarding your child
- receive information and answers to your questions about our services, your child and your child's individual service plan
- give or refuse consent to any proposed care and to be advised of the risks and benefits of the therapy being proposed
- be treated with courtesy, dignity and respect
- privacy and confidentiality of your health information and record of care
- have your language, culture, religion and sexual orientation respected
- receive care in an environment free from abuse, exploitation, retaliation
- have your questions and concerns, heard without fear of reprisal, and to expect the Centre staff to provide a timely response to your concerns
- be informed of any unanticipated service reductions and contingency plans related to your child's service

You have the responsibility to:

- provide accurate information relating your child's developmental, medical and personal history including their legal/custody status
- provide information on any other services (including private) your child may be involved in
- be actively involved in developing goals and the plan of care for your child and family if appropriate
- be actively involved in treatment sessions and carrying through with home programming if recommended
- ask questions when you don't understand or require more information
- accept the consequences should you refuse assessment or treatment or not follow the treatment plan
- be courteous and respectful of other clients and staff
- notify the Centre in advance if you are unable to attend your appointment
- Keep your child home if they are ill
- Ensure the safety and supervision of your child when on Centre premises
- Ensure the security of your personal property



CODE OF CONDUCT

OUR CODE OF CONDUCT:

Niagara Children's Centre Code of Conduct is a shared commitment to the expected behaviours that flow from our organization's values. The Code documents the behaviours that are expected of all members of Niagara Children's Centre. The Code of Conduct supports the achievement of the Centre's mission and goals.

Respect Underlies All We Do

We will.....

- Conduct ourselves in an honest, professional, courteous and friendly manner, in all matters pertaining to our position and in a manner that projects and maintains the reputation of Niagara Children's Centre.
- Treat each individual with dignity
- Contribute to a workplace that is free of harassment, violence, reprisal and discrimination.
- Recognize and demonstrate respect for diversity.
- Protect confidentiality. We will keep confidential all information of a personal nature involving our clients and our colleagues as well as information designated as confidential pertaining to Centre operations. We will access only the information required to complete our work.
- Ensure that our grooming, attire and general deportment is professional at all times.
- Use and protect the Centre's buildings, grounds, equipment as we would our own.

Families and Children Come First

We will.....

- Practice in a way that is consistent with family centred care principles.
- Be guided by the needs of children and families in our decision-making.
- Advocate on behalf of children and families.
- Maintain appropriate professional boundaries.
- Ensure that client/family involvement in Centre promotion is voluntary, informed and protects the person's dignity.

Innovation and Excellence are the Cornerstones of our Achievement

We will.....

- Be open and responsive to new ideas and actively seek feedback and opportunities for improvement.
- Take personal responsibility for our professional growth and development while actively seeking opportunities to develop new competencies.
- Adhere to any established standards of work.
- Demonstrate ethical behaviour.
- Abide by the code of ethics and professional standards as outlined by our professional associations and regulatory bodies.
- Know and follow all pertinent legislation applying to our work at the Centre and will be vigilant to ensure that our practices meet regulatory requirements.
- Be guided by best practices.



- Work to ensure a healthy and safe environment for all, and comply with our individual responsibilities for health and safety.

Teamwork and Partnerships are Vital

We will....

- Place the broader goals of the team/partnership above our own individual aspirations.
- Work actively, cooperatively and collaboratively with others and recognize our impact on one another
- Hold ourselves accountable, take responsibility for our words and actions, and follow through on our commitments.
- Be accessible to others and share information that others require to conduct their work.
- Resolve conflicts directly and in a professional manner, following timely and appropriate channels of communication.
- Practice active listening and seek understanding of other perspectives.
- Recognize and support one another in our roles.

Conflict of Interest

We will....

- Acknowledge, disclose and appropriately address any real, perceived or potential conflict of interest that may interfere with ethical delivery of service to clients and/or Centre business.
- Accept gift and favours only if they are of nominal value and based on goodwill, rather than on the potential for unfair advantage.
- Ensure that equipment and supplies that are provided to us will be used directly for our work at the Centre.
- Avoid direct soliciting or personal fundraising.



COMPLAINTS & COMPLIMENTS

Information about Our Complaints and Compliments Process

Niagara Children's Centre is committed to providing you quality care and service, based on a family-centred care philosophy. Our Centre's values are:

- Respect underlies all we do
- Excellence and innovation are the cornerstone of our achievement
- Children and Families come first
- Teamwork and partnerships are vital

If you have any concerns about your services or if you feel that your rights have not been met, we encourage you to first discuss your concern with your child's therapist or the person involved. If the result is not to your satisfaction, you may direct your concern, verbally or in writing to the manager of your child's service. If satisfactory resolution is not achieved within 10 business days, your concern may be directed to the Centre's Chief Executive Officer.

We also welcome any compliments. If you would like to recognize an employee, team or the Centre, please notify the respective Manager.

Centre Contacts

POSITION	NAME	PHONE	EMAIL
Director, Clinical Services	Dorothy Harvey	(905) 688- 1890 ext. 200	dorothy.harvey@niagarachildrenscentre.com
Director, Corporate Services	Jean Byrnes	(905) 688- 1890 ext. 103	jean.byrnes@niagarachildrenscentre.com
Director, Development	Marla Smith	(905) 688- 1890 ext. 106	Marla.smith@niagarachildrenscentre.com
Chief Executive Officer	Oksana Fisher	(905) 688 1890 ext. 102	oksana.fisher@niagarachildrenscentre.com



WHEN TO KEEP YOUR CHILD OR YOURSELF HOME



Your child does not receive any benefit from his/her therapeutic program when he/she does not feel well. There is also the risk of spreading germs/infections to staff members and other children. Some children that come to the Centre are medically fragile and when exposed to the “common cold” may become very ill and require hospitalization. So please use caution when deciding when to bring your child in for therapy and when to keep them at home. **The same applies for siblings or yourself.**

If you are not sure when to bring your child in for therapy or when to keep him/her home, here is a list of things to check:

You should keep your child, an ill sibling and/or yourself home if:

- He/she has had any vomiting in the past 24 hours
- He/she has had any diarrhea in the past 24 hours
- Any fever (temperature above 37.0C or 98.6F). This may indicate an active infection.
- Ear ache or any drainage from the ear. Your child should see a doctor that day.
- Eye irritations, particularly with yellow discharge or redness. It could be “Pink eye” which is contagious.
- A runny nose with thick colored mucous, or accompanied by other symptoms.
- Untreated head lice. Your child should stay at home until treated with special shampoo or rinse.
- Rashes. Only the doctor can diagnose. Please check it out.
- Stomach aches or headaches. Keep your child home for observation. If they happen often, discuss with your doctor.
- Sore throat. Usually can spread infection.
- Continuous cough or night coughs.
- Toothache. Your child should be seen by a dentist.





HOW TO SEARCH FOR INFORMATION/INTERNET RESOURCES

Families often use the Internet as a key tool to keep them informed about their child's condition, treatments and services that might be available for their child and family and/or their legal rights. Parents often seek advice and support from online networking groups and forums and these can help shape your plans for ensuring your child and family get the support they need. You should always remember that while the Internet is a great source of information, there is also a lot of information that is out of date, unreliable or incorrect.

Tips for Internet searching

- Websites set up by the government or recognized institutions – such as public hospitals or universities – usually give information that is for your benefit and often give practical and reliable information and tips. Rather than “google” a topic (which may give you thousands of responses) start with one of these sites and follow their links.
- If possible, ask your doctor or one of your child's therapists for a list of reliable and relevant websites to visit.
- Always use more than one website to get balanced information and to check information.
- Check the source of the information – who wrote the health information; is that person qualified to give this information or do they show proper references for information they got elsewhere?
- Check the privacy policy of the website – what information about you do they collect and if you give any personal information, what do they do with this (some sites may share your email addresses with others for advertising)?
- Look for a seal of certification from a trusted organization like the Health on the Net Foundation – this certifies that the website is accurate, up-to-date, and honest about things like its authors, confidentiality, funding and advertising. Always click to make sure that certification is still valid. You can check the certification of a website using the [Honcode toolbar](#).
- Be careful not to believe claims or promises of miraculous cures, wonder drugs and other extreme statements, unless there is reliable proof of these claims.
- Never treat information found on the Internet, in a book or anywhere else as medical advice – only a medical professional can give you medical advice after consulting with you and getting details about your child's condition.

Links to good places to start are found on the Centre website:
Niagara Children's Centre www.niagarachildrenscentre.com



KEEPING ORGANIZED

Developing a system that enables you to keep your child's information (medical or other health information, assessment reports, therapy recommendations) organized is important.

Organizing your child's health information not only helps you, but can help providers or other caregivers to better know and support your child.

No matter what your personal system, it should be easy to maintain and readily accessible. The following are websites that provide links to systems that parents have found particularly useful.

Seattle Children's Hospital Centre for Children with Special Needs

<https://cshcn.org/planning-record-keeping/care-organizer-for-parents/>

CanChild Kit

<https://www.canchild.ca/en/research-in-practice/the-kit-keeping-it-together>

The KIT: Keeping it Together™ is an organizational tool for parents caring for children with disabilities, developed by *CanChild* Centre for Childhood Disability Research, and the Hamilton Family Network . It is a way to organize information for your child, and to assist you when interacting with different service systems, for example health, education, and recreation. Included is a User's Guide that will help you through the initial process of how to use the KIT. It is useful for parents of children with a wide variety of special needs and all developmental ages from birth to 21 years.

Apps that are particularly useful include:

- **Mobile Apps:** Search your mobile App store for shared care plan, personal health record and caregiver organizing apps such as [Caremap](#), [Carezone](#), [MyMedicalApp](#), and [iBlueButton](#).
- **Online:** Web-based personal health record services such as [HealthVault](#), [MyPHR](#), [WebMDPHR](#), and others can be accessed from computers or mobile devices.

MedicAlert

- Provides emergency personnel with access to medical information related to your child
www.medicalert.ca



FINANCIAL RESOURCES

Depending on your child's condition and your family circumstances, you may qualify for additional funding resources:

Government supported

- Fee Subsidy for Child Care
- Assistance for Children with Severe Disabilities
- Special Services at Home
- Disability Tax Credit
- Registered Disability Savings Plan
- Niagara Regional Housing

In all cases an application process is involved. The Centre provides regular parent information sessions to inform you of the various resources as well as regular workshops for families to assist them with filling out application forms. Check our website for dates or speak to one of your therapists if you are interested in more information.

In addition to government supported funding, there are many charitable agencies that can provide funding assistance for families. Please speak to your therapists for more information.



YOU and YOUR CHILD'S HEALTH AND SAFETY

Safety & Wellness is a Team Effort... And You are an Important Member of the Team.

Think Safe...Communicate. Ask if you don't understand

- Make sure Centre staff involved in your child's services have important health information
- If you don't understand some part of your child's condition or treatment ask your therapist to explain why things are being done the way they are. If you still have concerns ask again

Know your Niagara Children's Centre Team

- If you are not sure who one of your service providers is, or what their role is please ask
- Centre staff are trained in First Aid and CPR and there are First Aid Stations throughout the building. Fire and emergency preparedness drills occur regularly

Help Keep Us All Safe

- Call your service provider if you or your child are ill
- Always remember to wash or sanitize your hands
- Cough and sneeze into your shoulder or sleeve - not into your hands
- Do not smoke on Centre property
- Do not smoke while Centre staff are in your home
- Keep animals under control while Centre staff are in your home, staff will inform you of any pet allergies
- Make sure that there is a clean and safe area in your home when Centre staff visit

Fragrances and Environmental Irritants

- Staff and other families or children at the Centre may be sensitive to perfumes and strong scents, please refrain from wearing these when you attend for appointments

Allergies

- Directly inform each Centre staff that you are involved with about any allergies that your child may have
- If your child requires an epi pen, please ensure that you have one with you when attending appointments
- Please avoid bringing any food or other products containing peanuts or latex to the centre.

Medication Safety



- Ensure Centre staff are aware of the name and any possible side effects of any medication your child is taking

Know your Child's Equipment

- Make sure your child's equipment is kept clean and in good working order
- Ask your child's Occupational or Physiotherapist to check that your equipment is safe
- Use equipment only as directed

Help Prevent Falls

- Help keep hallways free of clutter and obstacles, report any tripping hazards both inside and outside the building
- Always watch your children in our waiting room or therapy areas
- Make sure your children are wearing appropriate footwear, and be cautious of slippery floors during poor weather
- Encourage all children to walk, not run in our building

STOP & Clean your Hands

- Keeping your hands clean is the best way of preventing the spread of germs
- Use the hand sanitizers in the front lobby upon entering the building
- Wash your hands after handling any type of soiled material or using the bathroom
- Niagara Children's Centre staff are committed to sanitizing their hands prior to and after working with your child. Feel free to ask them if they have done so
- Therapy equipment and surfaces used are cleaned and maintained to ensure everyone's wellness and safety

Help Prevent the Spread of Infections

If you or your child is sick, contact us to cancel your child's appointment. Please let us know if your child has

- Chicken Pox
- Diarrhea
- Fever
- Head Lice
- Impetigo
- Influenza
- Pink Eye
- Ringworm
- Strep Throat
- Vomiting

For further information see the "When to Keep Your Child or Yourself Home"



Getting the flu shot is a good way of reducing the risk of illness due to the influenza virus. The Canadian Pediatric Society recommends yearly vaccination for children and adults who are at risk for complications due to influenza. Ask your doctor.

Save your Back

Know your “ABC’s”

Alignment – Correct posture allows our body to act as efficiently as possible.

Base of Support – A good base of support allows you to be more stable. (Place feet shoulder width apart with feet in the direction of the lift).

Centre of gravity – Try to match your centre of gravity with the centre of gravity of what you are carrying.

Reduce the risk of back injury when caring for children with these tips:

- Store heavy items at waist level in an easily accessible area.
- Squat or kneel to interact with children instead of bending at the waist.
- Use appropriate postures when seated on the floor. If sitting for long periods, use a wall or piece of furniture to support your back.
- Avoid holding toddlers on one hip.
- Allow child to participate in the lift when possible.
- When lifting from the floor, break activity down into steps.

Consult with your child’s therapist about specific instructions related to your child or if you have experienced back pain or a previous back injury

Reporting Child Abuse and Neglect

Ontario's *Child, Youth and Family Services Act, 2017* (CYFSA) requires by law those who perform professional or official duties with respect to children to report suspected child abuse where there are reasonable grounds.

Niagara Children’s Centre staff are therefore obliged to report suspected and/or actual harm of a child to the Children's Aid Society (CAS)/Family and Children’s Services Niagara (FACS) immediately. This abuse or harm includes physical, emotional, sexual or neglect.

What is physical child abuse? Beating, slapping, hitting, pushing, throwing, shaking, burning

What is sexual abuse? Sexual abuse happens when a parent or other person in charge sexually molests or uses a child for sexual purposes or knowingly fails to protect a child from sexual abuse

What is emotional abuse? Yelling at, screaming at, threatening, frightening, or bullying a child, humiliating the child, name-calling or saying things like: "You're no good". "You're worthless"., showing little to no physical affection or attention

What is Neglect? Not providing proper food and clothing, supervision, medical care



To contact Children's Aid call 1-888-937-7731 24 Hour Emergency Service

CHILDREN'S CENTRE DISCHARGE POLICIES

Last revision: 2019



Your child may be discharged from particular services, the centre as a whole or your child may be transitioned to services provided in their school or other agencies for any of the following reasons:

- Your child's skills are within normal limits, or your child has achieved the goals you and your therapists have established.
- Therapy services are transferred to school or another agency.
- Your child reaches the age limit of particular services or reaches 18 years of age.
- Your child would be best serviced by another agency or by a service model that is only provided by another agency (e.g. behavioral or children's mental health services).
- You decline assessment or treatment at any time during the course of intervention.
- Your child is involved with private services that do not meet our concurrent therapy policies (private therapist(s) do not keep in contact with Centre therapist(s); therapy constitutes a duplication of service; private therapy approach is not compatible or conflicts' with Centre therapy approach).
- Your child and family moves out of our catchment area.
- Your child does not progress or retain acquired skills because of failure to uphold attendance regulations (frequent cancellations of scheduled visits that impact on your child's ability to benefit from therapy).
- Your child frequently misses appointments without your notifying us in advance
- You are not able to be reached to schedule appointments and or you do not respond to either phone calls or letters to contact us.

In all cases you will be kept informed of any plans to discharge or transition your child's services. In many cases, children may be re-referred for particular services as their needs or circumstances change. If your child has been discharged from a particular service due to attendance or cancellation policies, they will be placed on the regular waitlist for that service if a re-referral is made.



OTHER IMPORTANT INFORMATION

Attendance and Cancellations

- Attending for scheduled appointments as well as notifying the Centre if you are unable to keep an appointment ensures that the Centre is using its resources effectively. Not notifying us if you are not going to attend a scheduled appointment wastes valuable therapy time. Frequent cancellations for reasons other than child or family illness, also may reduce the effectiveness of the services your child may be receiving. We know how busy families are, so if you are having difficulty maintaining your child's schedule of appointments, please speak to your therapist to see what other arrangements can be made.

Centre Emergency Procedures

- Familiarize yourself with the Centre Emergency procedures posted in reception and on bulletin boards in the hallways.
- The Centre is obligated to practice emergency procedures on a regular basis. We apologize for any inconvenience this may cause while you are attending an appointment.
- Centre staff will assist you in the case of an emergency procedure.
- Please let us know if we need to make any special accommodations for you or your child in the case of an emergency procedure

Centre Closures

- In case of inclement weather, your safety and the safety of your child is important
- Closures will be broadcast on local radio stations
- Closures are also posted on the Centre website and announced on our voice mail system
- If the Centre is open during inclement weather, please check local travel conditions before coming to your child's appointment. Please call to cancel your appointment if you do not feel it is safe to travel.

Car Safety

- All children should be secured in a car using an appropriate car seat.
- http://www.niagararegion.ca/living/health_wellness/carseats.aspx

Personal Property

- The Centre does not take responsibility for the loss of personal items while you are on centre property. Please ensure that you keep any valuables with you at all times.



Privacy and Social Media

- We take great care to protect the privacy of our clients, visitors and employees, particularly in light the widespread use of social media (e.g. Facebook; YouTube; blogs). If you wish to photograph or video your child while they are involved in services at the Centre, we ask that you first discuss this with your therapist to ensure that this does not interfere with therapy, and that the privacy of others is protected. Unless other consent has been provided, the images may only include your child and you/your family. You must also have permission from your therapist to take any images of her/him.





therapy and support to help kids shine
thérapie et soutien pour aider les enfants à briller



Niagara Children's Centre is on Facebook!

Join our community and “Like” us here for news
and program information:

www.facebook.com/NiagaraChildrensCentre

Join our online support group here to connect
with local parents:

[https://www.facebook.com/groups/601165460
234491/](https://www.facebook.com/groups/601165460234491/)

Or search for “Niagara Children’s Centre
Parent/Primary Caregiver Online Support
Group”



