



# YOUR GUIDE TO SERVICES

*Information and  
support for  
families at CTN*



## Children's Treatment Network

*Building brighter futures together  
for kids with multiple special needs.*

# Welcome

to Children's Treatment Network  
(also known as CTN).



We want to welcome your family to Children's Treatment Network. As your child or youth starts their journey with us, this guide will outline our services, and how the network and partners work together.

You'll discover:

- how to access our services
- how we work together to coordinate services and supports for you and your child or youth
- the information we'll collect to create your shared electronic record
- financial supports available to you
- events we host for families
- ways to connect with other parents whose children are part of the network
- ways to volunteer with us, and so much more

We hope this guide will answer some of your questions and help you realize all the opportunities you have to be actively involved with your child's team and CTN and its partners.

Louise Paul  
CEO, Children's Treatment Network



## TABLE OF CONTENTS

<b>About CTN</b> .....	3
<b>Programs and Services</b> .....	7
<b>Your Rights, Shared Record and Privacy</b> .....	15
<b>Resources and Support - Get Connected</b> .....	18
<b>Getting Involved</b> .....	22
<b>Glossary</b> .....	24
<b>Contact Us</b> .....	27



## OUR MISSION

Through the collective efforts of community partners, we respond to the evolving needs of children and youth with multiple special needs in Simcoe County and York Region by:

- providing and enhancing services
- championing system change
- building capacity



## OUR VISION

Building brighter futures together.

### Why a Network?

CTN is made up of a network of 50 organizations that serve children and youth with special needs, and a small group of staff who work directly for CTN who lead and manage the work of the network.

CTN is funded by the Ministry of Children and Youth Services to deliver and coordinate services to more than 7,000 children with multiple special needs in Simcoe County and York Region. CTN contracts some partner agencies to deliver services on behalf of the network, and works with all partners to coordinate services. The network is governed by a Board of Directors responsible for achieving CTN's mission. Some of the policies and documents that describe how CTN is accountable to funders, families and partners can be found on the website at [ctnsy.ca](http://ctnsy.ca).





## Who We Serve

CTN supports children and youth who require multiple specialized assessments and/or interventions such as physiotherapy and occupational therapy. CTN programs, clinics, and services have specific eligibility requirements.

CTN is also a partner in the Ontario Autism Program for children and youth diagnosed with autism spectrum disorder (ASD) in York Region and Simcoe County.

For more information about that program, contact **ACCESS** at **1-866-377-0286** or visit the Ministry of Children and Youth Services' website [www.children.gov.on.ca](http://www.children.gov.on.ca).

## How We Work

Kids get connected with CTN in various ways. Some come to us through referrals from family physicians or paediatricians; some through early intervention services or through their school; and some parents or caregivers get in touch by calling our ACCESS line (intake). When we receive your referral, a service navigator or team assistant from ACCESS will contact you to discuss and determine your family's needs. Our service navigators are very knowledgeable about what services are available for children across Simcoe County and York Region. We will develop a plan with you and make appropriate referrals and connections with the right programs and services. Some of the services you will be referred to are funded by CTN and delivered by staff from various network partners. Referrals may also be made to other programs delivered by network partners, but funded in other ways.

You won't be on your own during this journey—whether or not your child's services are provided by CTN or our partners, your child's team will ensure you feel well supported and have access to information and resources to support your family.





## A Coordinated Team Approach

We provide a dedicated team to address your child's and family's needs. Our staff and partners, with your input, develop a personalized coordinated service plan to assist your child with what he or she needs to thrive. Because members of your child's team work for different agencies that make up the network, our shared record and common assessments make sure everyone has access to the same information. In order to coordinate services and work together effectively, it's important for professionals to be able to share information easily (with your consent).

If your child requires services for a long period of time there will be a number of transitions he or she will go through, such as starting elementary school, high school and becoming an adult. Not only will there be changes to some team members as your child grows, it's also likely that your family's goals will also evolve during this time. This means that some of the interventions and treatments will also transition.

Information contained in the shared record will help new team members continue where other team members left off. Your child's shared record and the coordinated plan will keep things moving forward and minimize the need to repeat information.

## What is a Coordinated Plan?

Team members will work with you to understand what is most important to your child and family. We call this your vision—what you'd like to see change or improve over the next six to 12 months. Letting your team know what your hopes are can help them understand what is important to you and what team goals they should set to support your vision. Your vision and goals become part of the coordinated plan and help to guide any required assessments and the actions or activities that each member of the team—including the family—needs to focus on.

*"I used to carry boxes of Lincoln's files around with me so I could brief all his therapists. Now we're all on the same page. We brainstorm together about what we each need to do at school and at home to help Lincoln reach his goals. It's a fantastic partnership."*

*– Stacy, CTN mom*



## Our Partners

You'll find that we talk a lot about our partner organizations—that's because they provide your child and family with important Support Services. Together, we are committed to providing child- and family-centred care for kids and youth with multiple special needs. Partners come from the education, healthcare, social service and community service sectors to ensure we can support our families at home, at school and in the community. These are the partners who provide contracted services on our behalf:

### *In York Region:*

Blue Hills Child and Family Centre  
Mackenzie Health, Centre for Behaviour Health Sciences  
Markham Stouffville Hospital, Child Development Programs  
Regional Municipality of York, Early Intervention Services  
Southlake Regional Health Centre  
York Catholic District School Board  
York Region District School Board  
York Support Services Network

### *In Simcoe County:*

Catulpa Community Support Service  
Closing the Gap Healthcare Group  
Mackenzie Health, Centre for Behaviour Health Sciences  
New Path Youth and Family Services  
North Simcoe Muskoka LHIN  
Orillia Soldiers' Memorial Hospital, Children's Therapy Services  
Royal Victoria Regional Health Centre, Children's Development Services  
Simcoe Community Services  
The Speech Clinic

You can find a full list of our partners on our website at [ctnsy.ca](http://ctnsy.ca).



## Services and Cost

There is no cost to your family for clinical services that you receive through CTN—these are funded by the Ministry of Children and Youth Services. While there may be some fees associated with specific programs (to cover minor costs for supplies and equipment), we will advise you of these costs as soon as possible. If cost is a significant challenge for you, please talk to your service provider as assistance may be available.



## Locations



Services may be provided in various locations, depending on your needs and the focus of the intervention, including at your home, a local site, school, community agency, park or pool. CTN has 10 sites, known as local team sites, that offer families and providers shared space for services, specialty clinics and other clinical activities, meetings and events in their communities. Sites are overseen by local team facilitators (LTFs).

There are two main sites:

1. Richmond Hill (Multi-service Hub)
2. Barrie (The Common Roof)

Smaller site locations:

3. Markham
4. Vaughan
5. Georgina
6. Newmarket
7. Alliston
8. Collingwood
9. Orillia
10. Midland

**Here's a quick peek at what you'll find at *each location*:**



- free parking
- accessible washrooms
- child-friendly waiting rooms
- therapeutic gyms with a range of therapy equipment
- shared spaces available to community providers who support kids and youth with special needs
- opportunities for parents to connect with each other through family events such as our annual Halloween party, workshops and educational sessions

**Sites may also offer one or more of the following:**

- accessible change tables
- lift systems for transferring in therapy spaces
- sensory spaces and equipment\*
- resource libraries

*\*Note: CTN's Richmond Hill site has a Snoezelen sensory room that families can book after a brief training session.*

For specific site addresses or to contact a local team facilitator (LTF) about a site or event, check out our website: [ctnsy.ca/About-Us/Locations.aspx](https://ctnsy.ca/About-Us/Locations.aspx).



## If You've Been Referred to CTN

### > For referrals sent directly to CTN

Service navigators at ACCESS (intake) start the process for coordinated service planning. They'll discuss your child's needs, open a shared electronic record and get your consent for the professionals and physicians who work with your family to share information so they can take a team approach to your child's care.

The service navigator will work with you to determine the services and supports your child or youth and family need to reach your goals. He or she will help you with eligibility requirements (some programs may require assessments and/or referrals from physicians and other service providers), and be your key contact who guides you through the referral process for both CTN-funded services and services provided by our partner or other organizations and agencies.

### > For referrals sent directly to partner agencies and organizations

Our network partner agencies and organizations also have intake processes and can accept referrals for the services that they provide. Physicians and other providers may forward referrals directly to these agencies if they know which services are required. With your consent, the network partners we work with are able to enter information directly into the shared record to improve coordination and ensure that services are comprehensive.

## Accessing Private Services from Therapists or Consultants

Some families pay privately to augment the public services they receive through CTN. Sometimes families access private insurance, extended healthcare plans and special needs funding sources to help cover these costs. You can check with your insurance provider to determine your coverage. Private and employment insurance plans may cover various types of health and rehabilitation services such as speech and language therapy, physiotherapy, psychology and occupational therapy.

## Service Inquiries

CTN receives service inquiries or referrals from youth, families, physicians, health professionals, school staff or other service providers. Referral information and forms are on our website. If you have any questions about services for your child, please talk to your team members or contact ACCESS.



*"I was very happy with the way Children's Treatment Network did the assessment for my child...very good knowledge and patient with any questions I needed to ask."*

– CTN Parent



## What Families Can Expect from CTN

Our services generally fall into three broad categories: assessment, consultation and intervention. The support that your child and family will receive varies depending on your child's needs and the purpose of the service.

### The Types of Services We Offer

#### Assessment Services

These sessions gather information to support a diagnosis, identify your child's strengths and needs and provide recommendations for appropriate intervention services to address these needs. Assessments will involve testing your child, interviewing your family and may involve the gathering of information from others who work with and support your child (such as teachers, physicians, etc). Assessments are typically completed over one to three sessions. Following the assessment, results and recommendations are summarized, shared and discussed with you. Where appropriate, families will be provided with a written summary of the assessment and recommendations.

#### Consultation Services

Consultation services are specific to an identified need and typically occur over a short set period of time. Specific goals might include the prescription of a specialized piece of equipment or determination of appropriate interventions and/or strategies to address a specific need.

#### Intervention Services

Most of the children and youth who receive CTN intervention services have long-term needs that change over time. CTN provides intervention services via a range of service delivery models such as parent/mediator training and coaching, home or school/childcare programming, and group and/or individual therapy. Various factors are used to determine the appropriate model, intensity and length of the intervention needed. As your child's and family's needs change, you can expect the intervention model to change as well. There may be periods of time when more service is required and periods of time where just monitoring is required. You can always expect to be included in decisions about your child's service delivery.



## Programs and Services

**Augmentative Communication:** CTN's Augmentative Communication Consultation Service (ACCS) helps children and youth who have challenges speaking and would benefit from using augmentative and alternative communication (AAC) devices to communicate. ACCS is a General Level Augmentative Communication Clinic designated by the Ontario Assistive Devices Program to provide appropriate services to children who have complex communication needs. ACCS services are limited to children and youth younger than 19, in school and who have been referred by their local team. The ACCS team may include speech-language pathologists, occupational therapists and communicative disorders assistants based on the needs of the child or youth.

**Audiology:** CTN's audiology services focus on the prevention, identification, assessment, treatment and habilitation of hearing loss in children with multiple special needs. Audiology services are provided by a registered audiologist and offered at CTN's Richmond Hill site. The audiologist will make recommendations for the management of hearing loss and provide education and hearing-related counselling services for families.

**Brief Resource Service:** Brief Resource Service (BRS) can identify an initial action plan and help families who are waiting for service coordination, or are preparing for a transition. BRS may be used to assist children or youth with special needs and their families access funding, camps, respite and other services. BRS is usually one to three sessions with a service planning coordinator and is typically provided at CTN local team sites.

**Child and Family Counselling:** Child and family counselling services provide brief counselling and support to children or youth with multiple special needs and their families who are experiencing high levels of stress or who need support in dealing with emotionally difficult situations. It is not, however, a crisis intervention service and not intended for issues requiring long-term intervention. The CTN child and family therapist will redirect families to alternate appropriate services if brief service won't meet the family's needs. The service is typically provided at CTN local team sites.

**Coordinated Service Planning:** Service Planning Coordinators (SPC) support the development of a coordinated and integrated service plan that considers all service needs. SPCs are family centred and support the child, family and team to identify and set meaningful goals.

**Diagnostic and Medical Consultation Services:** CTN's Diagnostic and Medical Consultation Services (DACs) is for children and youth with complex developmental, medical and/or behavioural concerns for the purpose of diagnosis and/or short-term medical followup or consultation. A physician referral is required for this interdisciplinary service, which provides diagnostic assessments and medical consultation (up to a child's 18<sup>th</sup> birthday) for a variety of conditions, including autism spectrum disorder (ASD). Medical consultation is provided by developmental paediatricians and other team members as needed.



**Feeding:** Feeding Assessment and Consultation Service (FACS) provides assessment and treatment for children with feeding and swallowing difficulties, including:

- weakness in the muscles of the mouth
- difficulty nursing or bottle feeding
- difficulty with certain textures
- poor chewing skills
- insufficient weight gain/weight loss
- coughing or choking while eating/drinking
- significant reflux
- children on tube feedings
- surgery of the face or neck
- a history of upper-respiratory infections

FACS is generally a one-time assessment and consultation visit with re-referral if further support is needed. The team may consist of a speech-language pathologist (SLP), occupational therapist (OT), registered dietitian (RD) and/or paediatrician, as required based upon the specified areas of concern. These services are provided at specific clinic locations in Simcoe County and York Region.

**Ontario Autism Program Intake:** CTN and Kinark Child and Family Services work together to provide intake for the publicly funded Ontario Autism Program (OAP) in Simcoe County and York Region. This service is available to children and youth with a confirmed diagnosis of autism spectrum disorder. For more information or to register call Kinark at 1-888-454-6275.

**Occupational Therapy:** Occupational therapy (OT) for children and youth with neuromotor disabilities focuses on developing their motor skills to improve their ability to perform activities associated with their daily life such as self-care, play and community participation. The therapist may also as part of therapy assess and prescribe equipment to assist the child or youth to maximize function and or comfort. An individualized treatment program will be developed based on the assessment findings and shared goals. Rehabilitation assistants also support the service.

**Physiotherapy:** Physiotherapy for children and youth with neuromotor disabilities focuses on developing their gross motor skills to maximize the child's function and



participation at home, at school and in the community. The therapist may also assess and prescribe equipment to assist the child or youth to maximize function and/or comfort. An individualized treatment program will be developed based on the assessment findings and shared goals. In addition to the PT, rehabilitation assistants also support the service.



**Psychological Services:** Psychological Assessment and Consultation Services (PACS) supports the diagnosis and behaviour management of children/youth with a range of complex cognitive, neurological and/or behavioural issues through psychological or neuropsychological assessment and consultation. The goal is to understand more about the child's thinking, learning and emotional skills in relation to a particular medical condition (e.g., acquired brain injury, etc.). Assessments and consultations are provided at CTN sites in Simcoe County and York Region.

**Recreation and Leisure Services:** All children and youth deserve to have fun! Participating in recreation and leisure activities such as adapted sports, community activities and social gatherings are important to your child's physical, emotional, social and cognitive development and overall quality of life. This service helps to develop recreational skills and education for children/youth in collaboration with other service providers, such as occupational therapists, physiotherapists, and social workers. Recreation therapists work within the community recreational sector to create, facilitate and enhance inclusion and recreation opportunities for children and youth. Programs may be delivered in a variety of locations.



**Seating and Mobility Specialty Services:**

Services are delivered by physical and occupational therapists. This service assists children and youth who have complex seating or mobility prescriptions to determine and obtain the equipment best suited to their needs. Children and youth requiring this service must be referred by the child's OT or PT therapist.

**Spasticity Management:** The spasticity management service is a multidisciplinary clinic for children and youth (from two to eighteen years old) with spasticity or dystonia. Spasticity refers to a change in muscle tone or muscle stiffness and is often related to cerebral palsy, acquired brain injury and spinal cord injury. The team works with children and families to understand spasticity and how it affects comfort, care, daily activities, and participation. The service works with local team therapists to ensure monitoring and follow up. This service requires a physician's referral.

**Service Navigation:** At CTN service navigation is provided by experienced professionals who are knowledgeable about services, programs, and supports. Service navigators ensure children and their families are accessing the appropriate services based on a preliminary review of their strengths and needs.

## Interpreters

Diversity and inclusion are important to CTN and we recognize the many diverse communities that we serve. Service navigation is available in French, and CTN will arrange for an interpreter to provide language and cultural interpretation for assessments or key services in other languages when it is critical for families and providers to communicate effectively.



Please request an interpreter in your preferred language when you first contact ACCESS. You are welcome to include another family member or someone you're comfortable with who speaks your language to join us for any conversations or meetings. Share any cultural information that is important for your team to know and help us understand your language, customs, and beliefs.

## What About Waitlists?

Due to the high demand for services in York Region and Simcoe County, many of our programs and services have waiting lists. Waits can range from just a few days to several months, depending on the program. While you are waiting for service, there may be additional ways to support your child.

Here are some options to consider:

- speak with a service navigator about other publicly funded services or private services to access while you wait
- check our Online Resource Centre at [ctnsy.ca](https://ctnsy.ca) for links to useful tips and information
- [attend CTN workshops or family events](#)
- talk to a family mentor
- access private therapy or fee-for-service programs
- inquire about recreation programs in your local community





## Working Together with Families

It can take a village to raise a child and we want to support your child **and** your family. Your involvement in creating goals for your child and providing feedback on strategies is vital.

- Let us know if you have a concern, question, or worry. Your child's team is always available to support you. Service Navigators and Local Team Facilitators can also answer questions.
- Tell us about additional services and supports your child receives from outside the network. We are committed to working with all professionals involved in your child's care.
- Keep us posted with any new information regarding your child, including new diagnoses, and progress reports. New information is added to the shared record and can be accessed by members of your child's team with your permission.
- Participate in your child's therapies, assessments and interventions. Your input is valued at every step.



*"The big difference is how everyone is working together to build on each other's efforts. It's so consistent now. Therapies, special equipment and treatment approaches are being mirrored at home and at school."*

– CTN parent

## The Meffen's Story



*“Throughout my daughter Emily’s life, she had been labelled with cerebral palsy (CP) after not meeting certain milestones. In September 2014 at age 16, she received her official diagnosis — N-Glycanase Deficiency. This brought a few more answers to our questions about Emily’s needs and her future. I am so blessed to have Emily in my life. She makes me smile every day. When Emily is happy, the whole world around her is happy.*

*The road parents take when they have a child with special needs is a different type of journey than the one that other parents face who have able-bodied children. There have been some ups and downs, but for the majority of Emily’s life we have always been headed in the right direction, with the right people by our side. I attribute our success to the wonderful therapists, educators and caregivers who have come into our lives from Children’s Treatment Network (CTN).*

*I really cannot recall when Emily was officially enrolled into CTN because her services seemed to flow seamlessly — from having her occupational therapy, physiotherapy and speech therapy all provided in her classroom, to having meetings at my house and therapy sessions at the local CTN site in our community. The team was always there for our meetings, to answer my emails and they have always made me feel included, and have encouraged me to think about Emily’s future and the supports we will need to put in place.*

*Our service plan and team meetings have made a huge difference in our lives, but I’ve also appreciated the added things CTN does for families. We have had the chance to meet other parents of children with special needs at Coffee Chats and inclusive events like the Halloween and holiday parties. Today, in my role as a volunteer family mentor and member of the Family Engagement Council, I can give back and make an impact on the services and programs in place to support families, and advise families who are new to this journey.*

*What I can assure you is that CTN and its partner organizations will be your tour guides who will help you and your family navigate your journey.*

*— Laura Meffen, Parent*



## Client Rights and Responsibilities

Children's Treatment Network is committed to protecting and promoting the rights of the people we serve in accordance with the laws of Ontario. Children, youth and families receiving services and supports from CTN also have responsibilities, so we can work effectively as partners.

### ***When you receive service or support from CTN employees, partners and volunteers, we will:***

- treat you with respect and dignity
- be sensitive to your cultural, language and spiritual practices
- serve you without discrimination, harm or abuse of any kind, regardless of race, ethnicity, age, gender, sexual orientation, ability or other grounds according to the Ontario Human Rights Code
- protect your privacy and confidentiality and respect your right to withdraw consent
- provide access to your shared electronic record
- give you the information you need to make timely decisions and ensure you know what you are eligible for
- provide high-quality services and supports with qualified providers in safe, clean and accessible locations
- facilitate your participation in all aspects of services and, if desired, the participation of a support person, advocate or service animal
- respect your right to refuse service or to disagree with your provider
- welcome and respond to your issues, concerns or complaints with appropriate investigation and without any negative impact on your service

### ***These are the responsibilities we ask of you:***

- treat staff and others with respect
- inform staff of any need that requires our awareness or accommodation
- provide accurate information
- actively participate in all aspects of your service
- let us know if you can't keep an appointment
- report any concerns to your provider, or to CTN, by phone or online.  
You can submit a formal complaint on our website at [ctnsy.ca](https://ctnsy.ca)

**Missed Appointments:** We understand that there will be times when you or your child will need to miss a scheduled appointment for illness or other reasons. Your provider will set up a system with you to report these illnesses or absences. Please report your need to cancel or reschedule to the professional or agency providing the service at least 24 hours prior to your missed appointment if possible.

**No Contact:** We will try our best to reach you. If we cannot get in touch with you after multiple attempts over a period of time, we will discharge your service (in most cases, you will receive a confirmation letter or email). You are invited to call **ACCESS (1-866-377-0286)** to reconnect with us.



## Your Shared Electronic Record

Once we receive a referral, we will open a shared electronic record for your child. This will include information gathered as part of intake and service navigation. Service providers on your child's team will also record their treatment and progress notes, and save assessment documents in the shared record. With your permission, the shared record allows team members to share current information, and communicate with each other in a secure and confidential way. CTN is paperless and all service providers funded by CTN must document their notes and findings in the shared record. If you have any questions please contact CTN's privacy officer at [privacy@ctnsy.ca](mailto:privacy@ctnsy.ca).

### Why Do We Use the Shared Electronic Record?

- It minimizes the information that families and caregivers must share and the number of times they need to share it.
- It lets other team members know about the service and interventions that are being provided. (For example, your child's occupational therapist can see the speech-language pathologist's notes.)
- It documents and stores assessment reports.
- It lets providers review past and current assessment and progress reports from current and previous team members and other professionals.
- It fulfills the professionals' legal obligation to document their interactions with your child and family.
- It lets the team document and keep track of shared goals.
- It stores everything in one up-to-date, secure and convenient place!

Know that this is a fully secure record—we use the same technology that financial institutions use for online banking. Service providers who use your child's shared record are trained on the system and must commit to protecting personal health information and adhere to the province's privacy laws.



The shared record includes information such as:

- contact and demographic information
- your child's birth and development history
- interview and assessment results
- documents such as diagnostic reports
- school and transition reports
- service plans and progress notes



## Privacy, Access to Information and Consent

Your child and family's privacy is incredibly important to everyone at CTN. All network partners are committed to protecting your privacy and keeping your information secure and confidential. A detailed privacy framework has been designed to support the use of the shared record and to protect your information. For more information on privacy and consent, visit our website at [ctnsy.ca](https://ctnsy.ca).

You'll always have the right to direct how your child and family's information is to be used and with whom it will be shared. You can request access to view your child's shared electronic record at any time. You may also request corrections be noted to the record if an error has been made.

### Providing Consent

Your consent to share information, either verbal or written, will be documented in the shared electronic record. You have the right to withhold or withdraw consent for information sharing, except in certain circumstances where disclosure is legally required under certain legislation, or ordered by a court. All service providers have a duty to report any concerns related to a child's or youth's safety. Providers do not need consent to share information when there is a risk or perceived risk of harm or neglect involving children.



### Email Addresses and Collecting Information

CTN collects client and/or family email addresses to share information about upcoming events, to send newsletters and our client and family satisfaction survey. Please keep us updated if there are changes to your address, phone numbers or email addresses. CTN doesn't send confidential personal health information by email due to the risk of inappropriate disclosure of information.

### Questions, Comments or Concerns about Privacy or Consent?

We're always available to answer any questions or discuss any concerns you have about CTN's collection, use or sharing of personal and health information.

Please contact CTN's Privacy Officer (1-866-377-0286) or email [privacy@ctnsy.ca](mailto:privacy@ctnsy.ca).

You may also contact the Information and Privacy Commissioner of Ontario at 1-800-387-0073 or [ipc.on.ca](https://ipc.on.ca) to get more information about Ontario's privacy law and practices.



## How to Get Connected with Resources, Supports and Other Parents

### Come out to CTN's events!

CTN regularly puts on popular, fun, inclusive social events for children and families. We often hear that connecting families is an important part of the services we offer.



Check the Events Calendar on our website at [ctnsy.ca](http://ctnsy.ca) or check our CTN Facebook page to find up to date information and sign up for these and other events in your area.

- local coffee chats for parents
- information workshops
- picnics in the park
- annual birthday parties
- Halloween get-togethers



*“We have attended the Halloween Event many times and it really is a great alternative for families to participate in this activity in a safe and fun way.”*

– CTN parent



There are many different ways to access support, learn something new and connect with other families.

*Visit our website for online resources.*

Looking for more information about your child's diagnosis? Investigating online support for your child? Trying to find inclusive camps or programs your kids will enjoy? We have a robust [online resource centre on our website](#) where you'll find some of the most-asked-for information and tips.



Here's a sample of what you'll find:

- **Funding, finance and tax planning:** Information on government and private funding, financial planning and tax information and tips
- **Parenting tips:** Get parenting support, and learn about adaptable clothing, equipment and toys
- **Camps and recreation programs:** Find out about inclusive versus adaptive recreation, get inclusive recreation guides and camp funding links
- **All about school:** Get information about learning disabilities, tips to transitioning to school and how to read an Individual Education Plan (IEP)
- **Youth and transitioning into adulthood:** Find programs for youth and adults, employment training and placement services and videos for teens
- **For kids:** We have printable colouring pages, mindfulness activities for little ones and book recommendations
- **Therapy resources:** Learn about developmental milestones, find sign language resources and classes and search through support groups and organizations
- **Diagnosis information:** Find information on a number of diagnoses, including cerebral palsy, spina bifida, genetic syndromes and autism spectrum disorder

If you're looking for something specific that's not on our site, email us at [info@ctnsy.ca](mailto:info@ctnsy.ca) and we'll do our best to help you find it.





**Check community programs.** Try your community's inclusive recreation programs. You may find adaptive sports, opportunities to have one-on-one buddies and/or assistance and camps for kids of all abilities. Libraries, Ontario Early Years Centres, school boards and indoor play centres often have free or low cost drop-in programs for families.



**Check out our Facebook page.** Be sure to "like" CTN on Facebook at [facebook.com/ChildrensTreatmentNetwork](https://facebook.com/ChildrensTreatmentNetwork)! By being a part of our online community, you can keep up to date with CTN news, events and information. This page has been created BY families FOR families of kids and youth with special needs, to share experiences, stay connected and even find a little daily inspiration.

**Chat with a family mentor.** Our volunteer family mentors are part of our Family Resource Program. The Family Mentor Program matches families who are in need of resources or support with a trained volunteer parent mentor who has experience in our network, accessing resources in the community and raising a child with multiple special needs. If you're interested in learning more about this program or becoming a trained family mentor, call 1-866-377-0286.

*"I'm so thankful to have my mentor in my life. I can't thank you enough for putting me in the program. I'm so grateful for her, and for not feeling so alone now."*

– CTN parent





## Financial and Funding Supports

Some children and youth require specialized equipment and supports that aren't totally funded by the government. As a result, some families will face financial hardships or may not be able to afford much-needed supports.

The Ministry of Children and Youth Services offers two publicly funded programs that your family may be eligible to receive: Assistance for Children with Severe Disabilities (ACSD), and Special Services at Home (SSAH).

Ontario's Ministry of Health and Long Term Care offers an Assistive Devices Program (ADP) to help cover augmentative and alternative communication devices, hearing aids and mobility aids.

Through generous donations, CTN is also pleased to offer the CTN Family Fund to families with urgent financial needs that are not met through other programs.

Speak to your team about all of these funding options as well as applying for the Disability Tax Credit (DTC) and other private funding sources to offset some of your additional costs. [There is more funding information on our website.](#)





*“We can feel quite isolated from ‘typical’ families and friends. To have someone to talk to who understands and just gets it is priceless. Having the support of someone who knows exactly how you feel and what you’re going through helps you to feel not so alone anymore.”*

*– Laura, Volunteer Family Mentor  
in York Region*

## Volunteer with CTN

Volunteers are an important part of the work we do. As a volunteer, you’ll be able to share your experience, develop or gain skills and make a difference in the lives of families and kids with special needs.

We have many opportunities to get involved. This could mean volunteering as a family mentor to support other families, joining committees or CTN’s Family Engagement Council. High school students can gain volunteer hours by helping at an inclusive event.

Just fill out an application online (you’ll find it in the Volunteer section in About Us on our website) to get started. We will contact you for an interview so we can find the opportunity that best suits your interests and experience.

## Family Engagement Council

Everyone at CTN strongly believes in engaging children, youth and families at all levels—we want families to have the opportunity to be involved and stay connected with the network. That’s one of the reasons why we started our Family Engagement Council. This collaborative group of parents, caregivers, service providers and CTN staff provide the network with advice and guidance on policies, planning, the implementation of programs and services, and an evaluation of family engagement strategies, activities and materials.



## Share Your Feedback

Whether you have a compliment or a complaint, we will always welcome your feedback. Your opinions, advice, critiques and accolades are invaluable and help us continually improve network practices so we can better meet the needs of the kids and families we serve. We are always happy to address any questions, concerns and issues you have.



*“Thank you for the very thorough walk through of the IPRC process and IEP details. Thank you for holding this workshop.”*

*– Attendee of CTN’s parent-led Special Education workshop*

**Speak to a member of your child’s team or contact CTN.** You can provide informal feedback (complaints or compliments) through [info@ctnsy.ca](mailto:info@ctnsy.ca) at any time. If you would like to make a formal complaint about your service, we encourage you to do this with your provider’s organization first, if possible. If you’re uncomfortable making your complaint to one of your team members, you can make a formal complaint to CTN by filling out an online Complaints Form on our website or email [feedback@ctnsy.ca](mailto:feedback@ctnsy.ca). For more information, the [Formal Complaint Policy](#) is posted on the website.



**Quality improvement.** We also collect important feedback from families through our annual online Family Survey. This feedback is used to set quality improvement targets that are approved and monitored by CTN’s Board of Directors and network partners. [Annual survey results](#) are posted on our website.

## Participate in Research Opportunities

From time to time, CTN receives requests to participate in specific research projects. We recognize how important research can be for improving care for kids with special needs and their families. Any research CTN participates in must fit with our vision and mission; improve the lives of CTN’s clients; be lawful and ethical; involve minimal risk; and ensure the safety and wellbeing of participants. Appropriate consent from participants and/or their parents/legal guardians is required.



## Common Terms You'll Hear at CTN and from Your Service Providers

<b>Activity</b>	An event, exercise or experience that leads to or assists in accomplishing the goal and/or vision set out in the coordinated service plan
<b>Area of Concern</b>	The need as identified by the service provider, parent, child or youth
<b>CANS</b>	Refers to the Child and Adolescent Needs and Strengths tool (CANS). The tool guides the discussion between the service provider and client/family and identifies strengths and areas of concern or need. The tool has a rating system that can assist the family and team to discuss priorities, determine key strengths to build on and monitor progress on goals
<b>Child and Family Interview (CFI)</b>	Interview tool used by service navigators to gather preliminary information about the child and family to help determine initial service needs
<b>Child and Family Team</b>	The team of individuals, including the family, who come together to develop a coordinated plan
<b>Child and Family Visions</b>	Statements from the family explaining their hopes and needs for their child and family
<b>Clinical Assessments</b>	Assessment completed by a professional team member; provides information about a child's strengths as well as areas of concern; helps to develop the coordinated service plan
<b>Discharge</b>	Occurs when services are no longer required or child or family move outside of Simcoe County or York Region. This can refer to the end of a specific service or the end of all services with CTN. A child may be discharged from one service because the concern has been addressed however still continue receiving other services from CTN and remain involved with CTN
<b>Goal</b>	What the child and family are trying to achieve; relates to the child and family's vision; stated in such a way as to be specific, measurable, achievable, realistic and time specific (SMART)
<b>Local Team</b>	A group of professionals who are associated with a number of agencies and organizations who work in a given geographical area; CTN has 10 Local Teams—five in Simcoe County and five in York Region



<b>Priority</b>	The degree of urgency of addressing the need or area of concern
<b>Review Date</b>	The date the team or service provider will review your child's progress related to a specific goal or activity as outlined in the plan
<b>Service Planning Coordinator</b>	Assembles the Child and Family Team based on information provided by the Service Navigator, works with team members including the family to develop a single coordinated service plan; ensures all team members are aware of the child and family's vision and goals and that they have shared their assessment information; assists the child and family to regularly participate in meetings; helps family to access appropriate services and supports, and transition to the adult service system when ready
<b>Service Navigator</b>	Often the first contact person for the client and family; professional working within the ACCESS department who initiates the shared record file upon obtaining consent from the client and/or family; connects with the family usually by phone to discuss the child and family's strengths and needs; determines the most appropriate service agency/agencies and completes referrals with the client and family's agreement and permission; provides contact for the client and family until services are in place
<b>Coordinated Service Plan</b>	A document that outlines the family's visions, the areas of concern, the child and family team goals and activities required to meet the goals and how the team will work to meet the goals; ensures all team members are working together in a way that supports each other and meets visions and goals as agreed upon in the plan
<b>Shared Record</b>	The term used to describe CTN's shared electronic client record and client information management system
<b>Target Date</b>	The date the team expects to achieve the goal or complete the activity
<b>Transition</b>	The transfer of a child from one life stage to another marked by a change in the focus of service (for example, elementary to high school)
<b>Transfer</b>	The transfer of responsibility for the client from one service provider or agency to another



## Our Guiding Principles

These guiding principles define themes that support our mission, how we engage with our stakeholders and the clients we serve. We're proud to follow these nine guiding principles:

1. **Potential and strengths:** We believe everyone has a purpose, potential and worth by focusing on the strengths and abilities of the children and youth we support
2. **Dignity and respect:** We treat every person as an individual who has dignity and is deserving of our respect as a basis to develop positive relationships
3. **Being inclusive:** We accept each child and youth and ensure equity, no matter his or her life experiences, background or challenges
4. **Family-centred:** We respect parents, children and youth as integral partners in achieving flexible, holistic and responsive services
5. **Shared responsibility and commitment:** We have a partnership model where members value each other, accept shared responsibility and commit to support the network
6. **Leadership:** Be leaders and advocates for the people and communities served
7. **Evidence-informed and excellence:** Develop a professional practice and network built upon best practices, be evidence-informed and achieve quality and excellence in all we do
8. **Innovation and learning:** Foster a network culture that embraces innovation, continuous improvement and learning and team approaches
9. **Accountability:** Be accountable for the use of the resources provided, the decisions made and act with integrity and transparency

## How You Can Reach Us

We are always happy to chat with you.

Please get in touch if you have questions or concerns.

- **Via our website:** go to [ctnsy.ca/contact-us](https://ctnsy.ca/contact-us) and fill out the online form
- **CTN's corporate head office/Richmond Hill Multi-service Hub**  
13175 Yonge St., Richmond Hill, Ont., L4E 0G6;  
Toll-free number: 1-877-719-4795    Local: 905-773-4779  
Fax: 905-773-7090
- **CTN's Simcoe local team site/The Common Roof**  
165 Ferris Lane, Barrie, Ont., L4M 2Y1  
Phone: 705-719-4795
- **Our ACCESS line:** 1-866-377-0286

## Keeping Connected with CTN

We'd like to hear from you and we encourage you to stay up to date on what's happening at CTN. There are several ways for you to keep in touch.



### **Connect newsletter:**

A monthly e-newsletter designed for families of kids with special needs and the service providers who support them. It includes CTN news, and helpful resources. You can find current and past issues on our website in the News & Stories section.



### **Community Corner newsletter:**

Community Corner shares local events and information for kids and youth with special needs and their families. If you are interested in receiving information through Community Corner, click "update profile" at the bottom of any newsletter and select the local areas of interest for you.

### *Follow us on social media:*



**Facebook:** [facebook.com/ChildrensTreatmentNetwork](https://facebook.com/ChildrensTreatmentNetwork)



**Twitter:** @CTNKids



**Pinterest:** [pinterest.com/ctnkids/](https://pinterest.com/ctnkids/)

Visit our website at [ctnsy.ca](https://ctnsy.ca)



**Children's  
Treatment Network**