



Family Handbook



We're here for you, every step of the way

Welcome to ErinoakKids! We are looking forward to working with you to help your child reach their full potential and thrive, whether at home or school.

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You're in good hands

ErinoakKids Centre for Treatment and Development is Ontario's largest children's treatment centre.

We offer therapy and specialized medical and support services for children and youth who have physical and developmental disabilities, autism, communication disorders, vision or hearing loss in Halton, Peel, Dufferin regions and beyond.

Our mission is to help each child discover and reach optimal levels of independence, learning, health and well-being. Our vision is for children and youth to reach their potential supported by a full continuum of integrated, family-centred services.

Our values: **communication**, **impact**, **innovation**, **good judgement**, **curiosity**, **passion**, **authenticity** and **selflessness**, guide us in our day-to-day interactions with client families and each other; providing clear direction and inspiration.

Services and Supports

Please visit www.erinoakkids.ca for full descriptions of all of our services and associated criteria for access.

The Ontario government funds our mandatory services through its Ministry of Children, Community and Social Services. Additional services are offered for purchase and through the generosity of private and corporate donors. For a list of government supports available to eligible families of children and youth with physical and/or developmental disabilities, visit: www.erinoakkids.ca/government-funding

Manage your child's health care online with ErinoakKids Connect!

Visit www.erinoakkids.ca/erinoakkidsconnect or scan the QR code to register with ErinoakKids Connect for a secure portal where clients and their families can access their health records, appointments and notes from clinical visits. You can access the portal from your phone, tablet or computer.



Longo Family Resource Centre

At each of our three sites, you will find the Longo Family Resource Centre. Here, you can access resources to support your child's learning and development at home. Each Centre is equipped with a family lounge, kitchenette, resource library and toy lending library. Computers and microwaves are available for clients and families to use when visiting ErinoakKids.

For online resources, visit: www.erinoakkids.ca/resources



Parking and Locations

Parking

Ample parking is available at every ErinoakKids site for a nominal fee. Parking options include a drop off area, accessible parking, short term (hourly) parking and affordable long term parking. A multi-visit pass (HPASS) is available for families visiting regularly and accessing more than one of our locations. View a [site location](#) on our website for parking details.



How to find us

All ErinoakKids sites are accessible by major highways, transit and paratransit. For detailed information on driving directions and bus routes:

www.erinoakkids.ca/locations



Appointments and Cancellations

ErinoakKids' Appointment Schedulers are your main contacts for appointments at ErinoakKids. They will call you to book appointments as indicated by your child's clinicians.

If you need to reschedule or cancel an appointment for Clinical Services:

Please call 905-855-2690 or 1-877-374-6625 and press 3, or follow the instructions from your child's clinician. Please leave a detailed message with your child's name, date of birth, and appointment date and time.

If multiple visits are missed without advanced notice, we may need to review your child's service plan. Missing two or more appointments for a service without calling to cancel could result in your child being discharged from that service.

If you need to reschedule or cancel an appointment for Autism Services:

Please use the ErinoakKids Autism Services Absence line by calling 905-855-2690 ext. 2920

Please leave the following information on the voicemail if no one is available to take your call:

1. Your name
2. Your child's first and last name
3. Your clinician's name
4. The reason your child is absent

For more details on rescheduling, cancellations and severe weather procedures, visit:

www.erinoakkids.ca/appointments



Consent and Privacy

Before your child begins services at ErinoakKids, we require your informed consent. This involves a conversation about available treatment options and your permission to pursue these with your child in accordance with Ontario's *Personal Health Information Protection Act* (PHIPA).

The personal information that you provide to ErinoakKids as part of this conversation helps ensure that we can provide the best care possible for your child. We will not disclose information without consent. At ErinoakKids, we may collect your personal information:

- to provide care to your child and family
- to contact you about special services and events for
- fundraising purposes
- to meet legal and regulatory requirements
- for statistical purposes.



For more information, visit
www.erinoakkids.ca/privacy

Photography and video/audio recording

Client observation and recording systems are present in some spaces to review therapy sessions and for educational purposes. No video, audio recording or photography are permitted by clients and families during treatment sessions.

Health Records Administrator

If you would like a physical copy of your child's clinical/medical notes, please visit www.erinoakkids.ca/privacy and download the **Request for Access to Information and Correction Form**. For all other health records information, call 905-855-2690 ext. 2737.

Preparing for your Appointment

Preparing your child

In preparation for your appointment, we encourage you to speak with your child about what to expect so they feel at ease. Make sure they are well rested, that they enjoyed a meal or snack beforehand and that they are wearing comfortable clothing. Bringing along their favourite toy can help! Don't forget to think about your concerns or any questions you may have. We look forward to meeting you and your child!

What to bring to your appointment

- Any items requested by your clinician, such as food, a preferred toy, communication device, splints or a walker.
- Reports or information from other agencies, hospitals, therapists or doctors that may be helpful to the clinician.
- Your child's health card (for medical appointments or OHIP physiotherapy only).

Assessments

Depending on your concern or the needs of your family, assessments can occur either in a group or individually. Clinicians will use standardized professional tools and criteria to gather information about your child's strengths, areas of need and goals that you would like to focus on. Following any evaluation or assessment, clinicians will make recommendations on course of treatment and connect you with the appropriate supports within ErinoakKids and our community. Some assessments may require a physician referral, please visit

www.erinoakkids.ca for detailed information.

Please note that ErinoakKids is a mask-friendly environment. Masks and hand sanitizer are available at each of our sites for those who would like them.



Please let us know if there has been a change in your child's health or medication or if you or your child have any life-threatening allergies.