



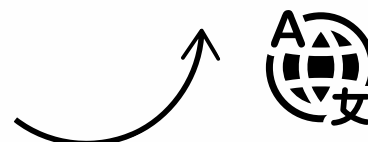
CLIENT HANDBOOK

WELCOME TO LANSDOWNE CHILDREN'S CENTRE

THIS IS YOUR **START HERE** GUIDE



Scan the QR-code to open a digital version of this handbook that can be translated to your preferred language using Google Translate.



Welcome to Lansdowne!

Lansdowne Children's Centre is a highly accredited children's treatment centre (CTC) and SmartStart Hub, connecting caregivers with resources, services and supports for infants, children, and youth with physical, communication, and/or developmental needs, and their families.

Lansdowne Children's Centre serves the region of Grand Erie, including Brantford, Brant, Haldimand and Norfolk Counties, Six Nations of the Grand River and Mississaugas of the Credit First Nation.

Programs and services include:

- Autism Services
- Early Integration Program (EIP)
- Infant & Child Development (ICDP)
- Speech and Language Therapy
- Physiotherapy (PT)
- Occupational Therapy (OT)
- Social Worker
- Child & Youth Workers
- Support Workers
- Respite Care
 - Kids Country Inn
 - Alternate Care
 - ASD Respite Care
 - In-home Respite Care
 - Special Services at Home
- Recreation programs:
 - Every Kid Counts (EKC)
 - Camp and Recreation (CARE)
 - Therapeutic Recreation (TR)

Learn more about program and service details, access and eligibility, online at www.lansdownecentre.ca



Rita-Marie Hadley

*Executive Director
Lansdowne Children's Centre*



Caregiver Corner

Renee Cochrane
Family Engagement Coordinator

Watch for invitations to FREE Caregiver Events and connect with other Lansdowne client families.

- Caregiver Corner bulletin board at Lansdowne sites
- Event Calendar on the Lansdowne website
- Lansdowne e-Newsletter



Our Mission

Providing safe, accessible and quality family-centred services for infants, children and youth with physical, developmental and communication needs

Discover our Board of Directors and Strategic Plan online, www.lansdownecentre.ca/theboard

Our Vision

Working together to realize optimal potential for infants, children and youth

Our Values

Respect, Inclusion, Diversity, Empowerment, Safety

Email Reception	info@lansdownecc.com
Email SmartStart Hub	referrals@lansdownecc.com
Website	www.lansdownecentre.ca
Social Media	@LansdowneChildrens
Phone	519-753-3153 (local) 1-800-454-7186 (toll free)
Fax	519-753-5927

Your Client Rights

While involved with Lansdowne Children's Centre as a client, client family, and/or client caregiver, you have the right to:

- Be treated with courtesy, dignity and respect.
- Receive quality care and service, in a clean and safe environment.
- Give or refuse consent to any proposed care and to be advised of the risks and benefits of the service being proposed.
- Privacy and confidentiality of your health information and record of care.
- Be involved in decision making regarding your child.

Lansdowne Children's Centre is a safe and respectful space for all.

We are committed to fostering an environment where clients, families, staff, volunteers, and visitors feel supported, understood, and safe—whether in person, virtually, or in writing. **We do not tolerate any form of harassment, violence, aggression, or disruptive behaviour.** No yelling. No bullying. No hate speech. No threats.

To protect the wellbeing of our team and community, any staff member may end a client interaction or appointment at any time if they feel unsafe.

Together, we uphold respect, kindness, and inclusion.



To learn more about your client rights and our Family-Centred Guiding Principles, go to:
www.lansdownecentre.ca/lansdowne-services/family-centred-guiding-principles



Your Child's Safety & Wellness



Communication

- **Please make sure that Lansdowne staff involved in your child's services have all important health information.** Describe your concerns and observations.
- If you don't understand some part of your child's condition or treatment, please ask Lansdowne staff to explain why things are being done the way they are. If you still have questions, please ask again. **Whenever you're unsure, please ask.**
- Get to know your Lansdowne Children's Centre team. If you're unsure who one of your service providers is, or what their role is, please ask.
- Lansdowne staff are trained in First Aid and cardiopulmonary resuscitation (CPR). There is a First Aid Station in the building. Fire and emergency preparedness drills occur regularly. In the event of an emergency, please follow the directions of Lansdowne staff.

Medication

- Please make sure Lansdowne staff are aware of the name and any possible side effects of any medication your child/youth is taking.
- **Please directly inform each Lansdowne staff that you are involved with about any allergies.**
- If medication is to be given to a child/youth by Lansdowne staff, they must follow the Medication policy (ref. EI 1.07.2 - SS 1.19.2 Administering Medication) and ensure medication is in its original, child-proof, labeled containers.

Equipment

- Please make sure that your child's equipment is kept clean and in good working order.
- Ask your child's Occupational Therapist (OT) or Physiotherapist (PT) to check that your equipment is safe and in good working order. **Use equipment only as directed.**

Fall Prevention

- On entering Lansdowne, please check in with reception (where appropriate) and wait in the lobby for your service provider. **Please do not wander the building without Lansdowne staff.**
- Please always watch your children in the Lansdowne waiting room and/or therapy areas.
- Please help keep hallways free of clutter and obstacles. Report any tripping hazards both inside and outside the building.
- Please make sure your children/youth are wearing appropriate footwear, and be cautious of slippery floors during wet weather, such as rain and snowfall.
- **Encourage all children to walk, not run in our building(s).**

Health and Hygiene

Preventing the Spread of Infections

Guidelines Regarding Absence Due to Illness



- Lansdowne Children's Centre needs to provide a healthy setting. To help with this, we ask that you please stay home and away from the centre and staff when ill (based on Brant County Health Unit guidelines).
- **Lansdowne reserves the right to send clients home from scheduled services and programs if our staff believe that the client is too ill to join in activities.**
- Brant County Health Unit guidelines also apply when Lansdowne services are delivered in a client's home or community-based venue. Please let Lansdowne staff know if you or anyone in your family/household is ill if a home visit is scheduled.
- **Keeping your hands clean is the best way of preventing the spread of germs.**
- Use the provided hand sanitizer upon entering the building. Please wash your hands after handling any type of soiled material or using the washroom.
- Lansdowne staff are committed to sanitizing their hands prior to and after working with children and youth. Feel free to ask them if they have done so.
- Therapy equipment and surfaces used are cleaned and maintained regularly to ensure everyone's wellness and safety.

Children and other family members with the illnesses listed below should stay at home and away from Lansdowne as noted:

- Chickenpox - until well enough to join in all activities and having no fever, whether or not there is a rash
- Diarrhea - no diarrhea for 24 hours
- Fever - no fever for 24 hours
- Head lice - until after the first treatment and no nits are in the hair
- Impetigo - until an antibiotic has been taken for at least 24 hours
- Influenza (flu) - until 5-7 days after onset of symptoms
- Pink Eye, bacterial (conjunctivitis) - until the antibiotic has been taken for at least 24 hours
- Ringworm - until treatment has started
- Strep Throat - until an antibiotic has been taken for 24 hours
- Vomiting - no vomiting for 24 hours



Scan Me



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For more information on these and other illnesses please contact your family doctor, or TELEHEALTH Ontario by phone at 1-866-797-0000. You can also consult the Brant County Health Unit online (www.bchu.org) or Health and Social Services Haldimand and Norfolk online (www.hnhu.org)

Appointment Attendance

If you are unable to keep an appointment, please contact the Schedulers' Office at least 24 hours in advance, by phone at 519-753-3153 or by email booking@lansdownecc.com. **If you need to cancel an appointment with less than 24 hours' notice, please contact your therapist directly.**

It is important to attend appointments regularly to best support the goals of your child. If something is getting in the way of your ability to child attending therapy appointments, please speak with your child's therapist as soon as possible to make a new plan.



Missed Appointments

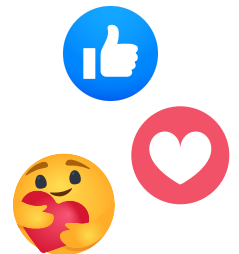
In the event of an identified pattern of missed appointments, Lansdowne reserves the right to discontinue or discharge a client from services. No-show visits or late cancellations (i.e. within 24 hours) that occur twice consecutively or that add up to one-third of a block of treatment, shall be considered an identified pattern.

Client Compliments & Concerns

We encourage you to communicate any compliments with the involved service provider(s).

If you would like to further recognize a staff member, team, or the Centre, you can:

- Email your story and compliments to info@lansdownecc.com
- Share your story on social media and tag us at [@LansdowneChildrens](https://www.instagram.com/LansdowneChildrens)
- Visit www.LansdowneCentre.ca/contact to connect with a service manager



If you have any concerns, we encourage you to first discuss your concern with your service provider. If you are not fully satisfied, or are uncomfortable discussing with the staff member, please bring your concern to the attention of the appropriate service manager. Contact information is available online at www.lansdownecentre.ca/contact



OUR DUTY TO REPORT

All Lansdowne Children's Centre staff are bound by professional duty to report actions and concerns that may threaten the safety of an infant/child/youth, whether or not they are a client of Lansdowne.

Lansowne Is Smoke-Free and Scent-Free



- Everyone is asked to please not use or wear scented products at or before visiting a Lansdowne site.
- Smoking of any kind (tobacco, e-cigarettes, vaping, cannabis, etc.) is prohibited on all Lansdowne properties.
- Please, do not smoke while Lansdowne Children's Centre staff are conducting a home visit.

Site Closures (No Entry)

Lansdowne site closures are rare and only occur in extreme circumstances, e.g. when weather conditions threaten the travel, safety and/or the wellbeing of Lansdowne staff and clients. Closures are determined on a site-by-site basis. Lansdowne will communicate closures as soon as possible based on information available at the time.

Notice of site closures will be posted on our website and social media channels (e.g. Facebook, Instagram), and shared with local radio partners (CKPC 92.1 FM and 98.9 myFM). The Lansdowne phone message greeting will also be updated for when clients call reception. Lansdowne will not necessarily close in the event that school buses are cancelled and/or schools in a particular area are closed. **In the event of site closures, virtual services may be offered as alternative access to connect with a service provider.**



For updates and information:

www.lansdownecentre.ca

facebook.com/lansdownechildrens

instagram.com/lansdownechilrens

x.com/lansdownectc

Accessing Lansdowne Resources

Resource Centre

The Resource Centre at Lansdowne Brantford has been established to serve the needs of children, parents, caregivers and staff. Anyone wishing to borrow items from the Resource Centre will fill out a registration form and will receive a borrower's card with an ID number to sign out materials.

Items available to be borrowed include: toys, games, videos and books. Equipment available for borrowing, including wheelchairs, walkers, standing frames and box chairs, can be signed out under the guidance of a therapist. **To learn more about the lending library, please speak with Reception at Lansdowne Children's Centre's Brantford site.**

Online Resources

The Lansdowne Children's Centre website (www.lansdownecentre.ca/resources) offers a growing mix of video, interactive and printable resources intended to support a child's development progress and empower a family/caregiver with understanding and strategies.



Common Questions

How can I receive information about Lansdowne programs, events, workshops, etc.?

Follow us on Facebook (@LansdowneChildrens), provide your consent to receive e-news (emails), and/or subscribe to receive our e-newsletter on our website. Information is also available in Caregiver Corner at each of our Lansdowne sites.

What can I do while waiting for service to begin, and/or between services?

We encourage you to visit www.lansdownecentre.ca/familyengagement to discover FREE activities, resources, and events available to you, online and in-person. There are helpful online resources available intended to support your educationa and your child's development, and Family Engagement events provide opportunity to access childcare and connect socially with other Lansdowne families.

How can I update my contact information?

Please let reach out to your service provider or the SmartStart Hub office. If you are engaged in Autism Services, you can also contact the Family Support Workers.

I need assistance completing forms, such as applications for Special Services at Home, Ontario Autism Program, Disability Tax Credit, etc. Can you help me?

Yes! Please let your service provider or SmartStart Hub know and they will help you connect with the next information workshop/clinic available.

The doctor referred one of my children; how do I refer my other children?

Most Lansdowne programs can accept referrals made by a parent/legal guardian. Anyone can submit a referral with SmartStart Hub. Call 519-753-3153 ex.507 (toll-free: 1-800-454-7186 ex. 507) or complete a referral form online at www.lansdownecentre.ca/smartstarthub.

If you have any questions please ask your service provider, or contact SmartStart Hub by phone toll-free at 1-800-454-7186 ex. 507, or locally at 519-753-3153 ex. 507

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