



# Lansdowne Children's Centre

*Serving children and youth with special needs*



Here!

Start

# Lansdowne Children's Centre



We provide rehabilitation, respite, recreation and other supports in collaborative partnership. Committed to safe, accessible and accountable teamwork, we live our values of **RIDE**:

**Respect**

**Inclusion**

**Diversity**

**Empowerment**

We provide all services to Brantford, Brant County, Six Nations, and New Credit Reserves.

Most services are offered in our Centre, while some services are in schools, daycares, and in the home.

Support Workers provide Family Respite in the community.

We also provide pre-school and school based Occupational Therapy, Physiotherapy, & Speech/Language therapy to residents of Haldimand and Norfolk counties, in a variety of satellite locations.



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Lansdowne Children's Centre address:

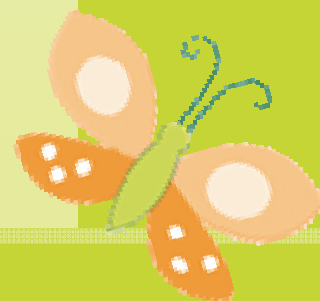
39 Mount Pleasant Street, Brantford, ON N3T 1S7

Tel: 519-753-3153 Fax: 519-753-5927

Email: [info@lansdownecc.com](mailto:info@lansdownecc.com)

Brant Haldimand Norfolk Preschool Speech & Language [BHNPSL]

Toll Free: 1-800-454-7186







## Programs & Services

- **Rehabilitation**
  - Occupational Therapy
  - Physiotherapy
  - Speech and Language
  - Social Work
  - School-Based Rehabilitation
- **Respite**
  - Special Services at Home
  - Respite Care
  - Kids' Country Inn
  - Autism Spectrum Disorder Respite (ASD respite)
  - Alternate Care Program
- **Recreation**
  - Every Kid Counts
  - Camp and Recreation (CARE)
  - Therapeutic Recreation (TR)
- **Developmental Services:**
  - Early Integration Program
  - Infant & Child Development Program
  - Autism Services
- **We also offer access to:**
  - Medical Staff
  - Holistic Integrated Teams [HITs]
  - Service Coordination

## Services that may benefit your child:

You may access one or several services to meet your child's physical, communication and development needs.

Staff partner with parents to offer assessment, treatment, consultation, education and support.

Your treatment will include teaching for your child and for you as a parent or caregiver.



### Rehabilitation

**Occupational Therapy** helps children and youth to age 19 develop skills in everyday activities including:

- Feeding
- Play skills
- Self-regulation
- Self-care
- School

**Physiotherapy** helps children and youth to age 19 work on problems with:

- Muscle strength, and range
- Gross motor skills
- Physiotherapy also supports accessing mobility equipment
- Quality of Movement
- Tone

**Speech and Language Therapy** helps children with communication problems including:

- Making speech sounds
- Understanding words and sentences
- Using words and putting words together
- Using language to share ideas with others
- Stuttering

**Social Work** helps children, youth and their families. \*

- Offered through 1:1 or family involvement, and groups for teaching and support
- Child & Youth Worker (CYW) may be involved

**School-Based Rehabilitation** provides physiotherapy, occupational therapy and speech therapy at schools

## Respite \*

**Special Services at Home** supports children to age 18 with a developmental and/or physical disability

- Offers family relief or 1:1 help working with child on goals.
- May be used to purchase other forms of respite.
- Supports are offered in the child's home or the community.

**Respite Care** provides a break for families caring for children to age 18 with long term physical, developmental and/or communication disability delays.

- Supports are offered in the child's home or the community.

**Kids' Country Inn**, a weekend getaway for children to age 18 with high medical/multiple special needs is located at Brantwood, 25 Bell Lane, Brantford, ON N3T 1E1. On-site nursing support available.

**Autism Spectrum Disorder Respite (ASD respite)** supports children to age 18 with a confirmed ASD diagnosis. Can give 1:1 help directly with child working on goals or to give family relief or be used to purchase other forms of respite.

**Alternate Care Program:** respite support for children to age 18 with developmental delays. Children are matched with a family who provides care in their home or the child's home.

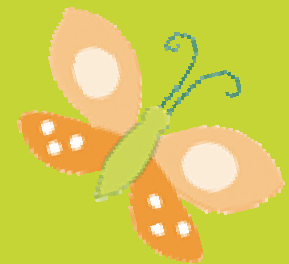
## Recreation \*

**Every Kid Counts** - Hands on support for children aged 6-18 with a developmental delay and/or physical disability in community recreation programs.

**Camp and Recreation programs** are for children involved with Respite Services. Opportunities to:

- Be social with others
- Get active
- Develop independence and personal growth
- Try new activities
- Learn new skills and interests

**Therapeutic Recreation** is for children and youth 10-18 to develop and facilitate individual goals by engaging in leisure activities.



# Contact Us



519.753.3153  
Dial extension to reach:

Central Intake .....	206
Reception .....	260
Executive Director .....	237
Human Resources Director...	242
HR/Executive Assistant .....	257
Information Officer .....	217
Speech/Language Intake:	
Brant .....	249
Haldimand/Norfolk.....	247
Toll Free.....	1-800-454-7186

Other Information:

Workshops are held throughout the year. Information will be found in the Linking With Lansdowne newsletter that is emailed to families who have provided ENEWS consent.

This information will also be posted on our website : [www.lansdownecentre.ca/information-for-parents](http://www.lansdownecentre.ca/information-for-parents)

Linking With Lansdowne is our newsletter sent periodically to families who have provided ENEWS consent. You will find information on events, Board Members, workshops, training, program news and much more.

Make sure you subscribe!

## Services that may benefit your child:

### Developmental Services

**Early Integration Program** \* supports inclusion of children birth to 12 years in licensed early learning environments (childcare, before and after school, private home).

- Resource Consultants work with parent and early learning staff to optimize the child's development potential.

**Infant & Child Development Program** \* is a home-based service for children birth to school entry.

- Focuses on the child and family to get the most out of the child's development.
- Boosts positive parent-child contact with family support.

**Autism Services** for children/youth with a confirmed Autism Spectrum Disorder (ASD) diagnosis.

- For new referrals call the Ministry Central Intake Registration Team (CIRT) at 1-888-444-4530.
- For additional information about the Ontario Autism Program at Lansdowne check our website or call ext. 268.

### We also offer access to:

**Medical Staff** may assess your child, consult with staff or offer clinics as well as link with the medical system.

**Holistic Integrated Teams [HITs]** \* provide coordinated team services.

- Families needing multiple services are supported by teams of members from many programs.
- Play-based team assessments identify strengths, needs and priorities across all areas to build a team plan of care supporting family-identified goals.
- Coordinating sessions with team members may reduce the number of appointments needed.

**Service Coordination** \* helps families with many or complex needs to manage services within the agency and community. Supports planning for life changes and advocating for the child/youth's needs.

**\*Only Available in Brantford / Brant County (For Developmental Services & Service Coordination in Haldimand Norfolk Contact HN REACH)**

## Guidelines Regarding Absence Due to Illness & Preventing the Spread of Infections

Lansdowne Children's Centre needs to provide a healthy setting. To help with this we ask you to stay at home and away from the centre when ill (based on Brant County Health Unit guidelines).

These guidelines also apply when services happen in your home. Please let Lansdowne staff know if you or anyone in your family is ill if a home visit is scheduled.

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 - 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

For more information on these and other diseases please visit the Brant County Health Unit at [www.bchu.org](http://www.bchu.org) or contact your family doctor or **TELEHEALTH Ontario at 1-866-797-0000** for advice.

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

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**Lansdowne Children's Centre reserves the right to send clients home from programs if our staff believe the client is too ill to join in activities**

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# Your Child's Safety & Wellness

## Think Safe...Communicate

- Make sure LCC 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 LCC staff to explain why things are being done the way they are. If you still have concerns ask again.

## Ask if you don't understand

## Know your Lansdowne Children's Centre [LCC] Team

- If you are not sure who one of your service providers is, or what their role is please ask.
- LCC staff are trained in First Aid and CPR and there is a First Aid Station in 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 or vape on LCC property.
- Do not smoke or vape while LCC staff are in your home.
- Keep animals under control while LCC 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 LCC staff visit.

## Medication Safety

- Make sure LCC staff is aware of the name and any possible side effects of any medication your child is taking.
- Directly inform each LCC staff that you are involved with about any allergies.
- If medication is to be given by LCC staff, we must follow the Medication policy and ensure medication is in its original, child-proof, labeled containers.

## 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.



## Your Child's Safety & Wellness

### 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.
- LCC 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.

### **Ask • Talk • Listen • Act**

**Be involved in your family's healthcare and safety**

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

**You and your child are important members of the Lansdowne Children's Centre (LCC) team.**

## Centre Closure Information

**Lansdowne is committed to maintaining service to clients at all times. Closures should be rare and should only occur in extreme circumstances. When there are dangerous conditions such as bad weather/poor driving conditions we consider the safety of staff and the wellbeing of clients and families when making decisions about cancelling services.**

**Sites will be closed on a site by site basis (i.e. Brant, Haldimand or Norfolk locations). Lansdowne will communicate closures as soon as possible based on information available at the time. Notice of closures will be posted on our website, social media forums (i.e. Facebook, Instagram) on the radio (CKPC 92.1 FM and 98.9 myFM) as well as on our voice message greeting when families call reception (519-753-3153).**

**Please note: Lansdowne will not necessarily close in the event that school buses are cancelled and/or in the event that a particular school closes in the area.**



## Our Person Family Centred Guiding Principles



### Family Support Network



*“Championing” for positive family supports in our community*

The Lansdowne Link offers families:

- Educational opportunities (topics to be recommended by families)
- Organized social events for peer support, networking and information sharing
- Resources to support family advocacy
- Forum to provide feedback to Lansdowne Children’s Centre regarding optimizing services

Check our website for how to join, resources and upcoming events:

[www.lansdownecentre.ca/family-support-network](http://www.lansdownecentre.ca/family-support-network)

Family support principles are belief statements about how supports and resources ought to be made available to parents/families involved in early childhood intervention, parenting support and family resource programs and which specify how staff should interact and treat families.

1. Children, youth and their families (herein referred to as families) are treated with dignity and respect at all times.

2. Staff are sensitive, knowledgeable and responsive to the unique needs of families, including but not limited to cultural, ethnic and socio-economic diversities.

3. Family choice and decision-making are incorporated at all levels of participation in all LCC programs.

4. Information necessary for families to make informed choices is shared in a sensitive, individualized and objective manner.

5. Service provision is informed by family-identified desires, priorities and preferences.

6. Staff work with families to provide supports, resources and services in a flexible and responsive manner.

7. Informal and formal community supports and resources are considered for achieving family outcomes.

8. Services focus on family strengths, assets and interests as the foundation for building capacities and enhancing family functioning.

9. Staff-family relationships are characterized by partnerships and collaboration based on mutual trust, respect, open communication and problem solving.



## Your Rights

### **While involved with Lansdowne 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.
- Give or refuse consent to any proposed care and to be advised of the risks and benefits of the service 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 have questions and concerns heard without intimidation or 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.

## Compliments & Concerns

### **COMPLIMENTS**

- We welcome any compliments. We encourage you to communicate any compliments with the involved staff member.
- If you would like to further recognize a staff member, team, or the Centre, please contact the involved Supervisor.

### **CONCERNS**

- If you have any concerns, we encourage you to first discuss your concern with the involved staff member.
- If you are not fully satisfied, or are uncomfortable discussing this with the staff member, or wish further discussion, please bring your concern to the attention of the staff members' Supervisor. This may be done in person, by telephone, in writing, or you may also request a meeting with the Supervisor. The Supervisor will acknowledge the complaint within one working day of receiving notification.
- If you believe the resolution is not sufficient, you may request the concern be addressed with our Executive Director. This may be done in person, by telephone, in writing, or you may also request a meeting with the Executive Director. The Executive Director will acknowledge the concern within one working day of receiving notification.
- The Executive Director may call a meeting of the relevant parties to assist with problem solving. The group will discuss the concern, collect information, if necessary, and explain what they think can be done about the concern. The group may schedule an appointment for you to attend to discuss the concern as appropriate to the situation. There may also be follow up by sending information to you in writing.
- The decision of the Executive Director will be final and binding on the Centre and the client/ family.
- All concerns that result in a meeting with the Executive Director will be reported to the Professional Advisory Committee of the Board of Directors at its next regularly scheduled meeting. No names will be used.



## Frequently Asked Questions

### **How can I update my contact information?**

Let a staff member know! Any staff you work with or Reception would be happy to assist.

### **I need assistance completing Government Application Forms such as Special Services at Home, Disability Tax Credit , etc. Do you have someone that can help me?**

Yes! Let a staff member know and they will let you know when the next information clinic is scheduled.

### **How can I receive information about events, workshops and updates from Lansdowne Children's Centre?**

Let our staff complete an ENEWS consent and you will receive emails from Lansdowne Children's Centre. The same information is also posted on our website and Facebook.

### **How can I purchase items from the display cabinet in the waiting area?**

Reception will be able to assist.

## Reporting Child Abuse and Neglect

Lansdowne staff are legally required to report to the Family and Children's Services [CAS], any reasonable concerns of abuse. As a parent/guardian it is your responsibility to report any concerns regarding your child's caregiver.

Child abuse happens when a child's parent or other person in charge harms or neglects a child.

### **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.

**Brant Family and Children's Services [BFACS]  
519-753-8681**

**Haldimand Norfolk CAS  
1-888-227-5437**

**Ogwadenedo CAS  
519-445-1864**



## Resource Centre

- Providing play materials meant to enrich children's lives
- Expanding families' knowledge of special needs by loaning Parent Resources
- Supporting home programs through lending Resources & Equipment

### Location....

Our Parent Resource Centre is located in the Reception area of our Centre and operates Monday to Thursday 8:00 am to 7:30 pm and Fridays 8:00 to 3:30 pm.

Apply for a free Borrower's Card at Reception. All items are free to borrow.

### Our Resource Centre consists of:

**Play & Learning library** - A large selection of toys, games, puzzles, story books and videos.

**Reference lending library** - A large selection of books, videos and activities. Subjects range from Parenting a Child with Special Needs to Information on Feeding and Nutrition.

**Display Cabinet** where families can purchase hard to find items specific to raising a child with special needs.

**Information Centre** where families can pick up useful pamphlets, forms and community information.

**Equipment Lending** - Available through our Physiotherapy and Occupational Therapy departments and can be borrowed for extended periods of time.



## Frequently Asked Questions

### How can I cancel or reschedule my child's appointment?

Please call reception and they will assist you. If you know the extension of staff please call them directly.

### How can I become more involved at Lansdowne?

There are many ways to become involved - The Family Support Network [Lansdowne Link], volunteer for a Foundation event, apply to become a parent representative on our Board of Directors.

### How can I borrow equipment for my special needs child?

Our Resource Centre and our Occupational/Physiotherapy departments would love to help you find what you need.

### The Doctor referred my child...How do I refer my other children?

Most programs can accept referrals made by a parent/legal guardian. Contact Central Intake at extension 206 to check.

## Scent Sensitive/ Smoke Free Environment

Lansdowne is a 'scent sensitive' workplace. Please be aware that fragrances can aggravate or cause health issues for people with sensitivities or other health conditions. Your co-operation is appreciated in order to ensure that the air we breathe is healthy and fragrance free.

The Smoke-Free Ontario Act, 2017 prohibits the smoking of tobacco, the use of electronic cigarettes (e-cigarettes) to vape any substance, and the smoking of cannabis (medical and recreational) in enclosed workplaces and enclosed public places, as well as other designated places in Ontario, to protect workers and the public from second-hand smoke and vapour.



## Frequently Used Acronyms at Lansdowne

ACSD	Assistance for Children with Severe Disabilities
AS	Autism Services
ASD	Autism Spectrum Disorder
AT	Autism Therapist
BFACS	Brant Family and Children's Services (local Children's Aid Society)
CARE	Camp and Recreation
CDA	Communicative Disorders Assistant
CI	Central Intake
CYW	Child & Youth Worker
DC	Developmental Consultant
EIP	Early Integration Program
EKC	Every Kid Counts
EKO	Empowered Kids Ontario (formally OACRS)
ELE	Early Learning Environment
FSC	Family Service Coordination
HITs	Holistic Integrated Teams
IBI	Intensive Behavioural Intervention, a model of Autism Services
ICDP	Infant & Child Development Program
KCI	Kids County Inn
KF	Kids First (Community Respite Program)
LCC	Lansdowne Children's Centre
LCCF	Lansdowne Children's Centre Foundation
MCCSS	Ministry of Children, Community and Social Services
MF	Medically Fragile
OP	Outpatient [Centre's core rehab therapies: OT, PT, SLP and Social Work]
OT	Occupational Therapy[ist]
OTA/PTA	Occupational Therapy Assistant/Physiotherapy Assistant
PFCC	Person + Family Centred Care
BHNPSL	Brant Haldimand Norfolk Preschool Speech & Language System
PT	Physical Therapy[ist]
RC	Resource Consultant
REC	Recreation Program
RS	Respite Services
SBRS	School Based Rehabilitation Services
SLP	Speech & Language Pathology[ist] [or Speech Therapist]
SS@H	Special Services at Home
SUP	Program Supervisor
SUW	Support Worker
SW	Social Work[er]
TR	Therapeutic Recreation

## Information Practices - Commitment to Your Privacy

### Collection of Personal Health Information

Lansdowne Children's Centre knows it is important to protect personal information. We collect personal health information about clients from clients/parents/guardians. The personal health information that we collect may include, for example, client name, date of birth, address, health history, records of visits to Lansdowne and the care that was given during those visits. At times we gather personal health information about clients from other places, if we have been given client/parent/guardian consent to do so or if the law permits. Personal health information will be held within an electronic system. We limit collection of information to what is required to provide care to our clients.

### Uses and Disclosures of Personal Health Information

We use and share personal health information to:

- assess, treat and care for clients and families safely and efficiently while giving high quality service
- allow us to efficiently advise of treatment options and follow-up on treatment and care
- communicate with other providers involved in care
- plan, administer and manage our internal operations including booking, confirming and scheduling appointments, completing statistics
- conduct risk management activities
- conduct quality improvement activities, such as sending satisfaction surveys
- teach and demonstrate on an anonymous basis
- comply with legal and regulatory requirements
- comply generally with the law

### Your Choices

Clients/ parents/legal guardians may get and/or ask for correction of their personal health records, or withhold or withdraw their consent for some of the above uses and disclosures, by getting in touch with us and we will explain what the result of that decision might mean, and the way it will be done . Please note legal exceptions apply. Information may be accessed by regulatory authorities under the terms of the Regulated Health Professions Act (RHPA) for the purposes of the various colleges of employees here at Lansdowne fulfilling their mandate under the RHPA, and for the defense of a legal issue. When Lansdowne gets special requests, such as a request from a new source, we will get in touch with you for permission to release information. We may also advise you if such a release is appropriate.

### Important Information

- We take steps to protect your personal health information from theft, loss and unauthorized access, copying, changes, 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 protect client privacy and only use personal health information for the purposes for which clients have given consent
- We comply with provincial privacy legislation by having a Privacy Plan that is available upon request

### How to Contact Us

Lansdowne's Information Officer/Contact Person is Jennifer Huxley.

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

39 Mount Pleasant Street, Brantford, ON N3T 1S7 Phone: 519 753 3153 Fax: (519) 753-5927

Website: <http://lansdownecentre.ca> Email: [info@lansdownecc.com](mailto:info@lansdownecc.com)

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

#### Information and Privacy Commissioner of Ontario

2 Bloor Street East, Suite 1400, Toronto, Ontario M4W 1A8

Telephone: 416 326 3333 or 1 800 387 0073 Fax: 416 325 9195 TTY: 416 325 7539

Website: [www.ipc.on.ca](http://www.ipc.on.ca) Email: [info@ipc.on.ca](mailto:info@ipc.on.ca)

# Privacy and Consent Guide for Families

Lansdowne requires consents to be completed for privacy purposes. Upon intake you will be asked to provide:

1. **Consent for information sharing and collection of personal information; provides Lansdowne consent to communicate with others i.e. physicians, schools.**
2. **Consent for email; email is used to provide general communications i.e. home programs, appointment times/dates, resources. Emailing of personal health information, including reports, is prohibited. Email reminders for appointments are currently being phased in**
3. **Consent for e-news; e-news shares new or added services, special events, training/workshops. Email reminders for appointments will also be sent when e-news consent is provided.**

## **What Families Need to Know About Information Sharing**

In order to develop a care plan and provide your child and family with the services that best meet your needs, staff at Lansdowne Children's Centre will ask for information about your child and family.

## **With Your Consent This Information is Shared**

- Only with those professionals and organizations serving your child and family
- Through verbal and written communication, and in an electronic record

**The electronic record lets Lansdowne Children's Centre staff working with your child and family view and write down information about your child in a secure and confidential manner. It also means that you don't have to repeat information as often and lets your team build on past progress and experience.**

**Community partners included in your consent are listed on the "Consent for Information Sharing and Collection of Personal Information" form. You can say if you do not want to share certain information or if you do not want to share with certain people.**

## **Your Child's Electronic Record is Secure and Protected**

This web-based shared electronic record uses the same technology that is used for online banking. In order for members of your child's team to use your child's electronic record, they must:

- Be authorized by Lansdowne to access your child's password-protected record
- Attend training on the electronic record and related privacy policies and guidelines
- Sign a confidentiality agreement

## **Type of Information Shared**

Typically, the following information may be collected and stored within the electronic record and shared with the professionals working with your child and family:

- Contact and Demographic information
- Birth and Developmental History
- Interview and Assessment information
- Relevant reports such as Diagnostic, School and Transition reports
- Care Plans
- Assessment Reports
- Progress Notes

**Your consent will be documented in the shared electronic record. Please help us to keep information accurate and up-to-date. Tell your team of any changes.**



## Your Right to Privacy

### Privacy legislation protects your right to:

- Consent to how your information will be used and shared. In order for your consent to be valid, you must be given enough information for your consent to be well-informed. We encourage you to ask any questions you need to so that you understand how staff will use and protect your information.
- Staff will talk with other Lansdowne staff on your team in order to provide service and treatment. This is implied when you are referred to Lansdowne. You may withhold this consent by telling us if anyone should be excluded.
- Withhold or withdraw consent for information sharing, except in specific circumstances where disclosure is legally required under the Child & Family Services Act or ordered by a court.
- Provide consent in verbal or written form.
- Ask to access your child's electronic record and the information in it.
- Ask that a correction be made to the record.

### Our Commitment to Your Privacy

- All Lansdowne staff are required by law to protect the information you share in strict confidence. We must make sure that you understand why certain information is being shared, who it is being shared with, and get your agreement for information sharing before any confidential information is used or shared.
- Lansdowne staff will only collect the information we need to do our jobs.
- If you do not consent to share confidential information your wishes will be respected, except when that places someone at increased risk of significant harm. Everyone has a 'duty to report' under the Child, Youth and Family Services Act.
- If a limitation is placed on consent for information sharing, it cannot restrict recording of personal/health information that is required by law or established professional standards.
- Lansdowne staff will make sure that information shared is as accurate and current as possible.
- Lansdowne will give you access to the information contained in the electronic record, upon request.
- Lansdowne will comply with relevant privacy legislation. This includes having a Privacy Plan that is available upon request.

### How to Provide Consent for Information Sharing

You can provide consent to a service provider working with your child. Your consent will be noted in the electronic record. The "Consent for Information Sharing and Collection of Personal Information" form is a guide for providing this consent.

***For further information about the collection, use or sharing of personal information, or to discuss any concerns you may have, please contact Jennifer Huxley, Information Officer, Lansdowne Children's Centre at 519-753-3153 or email [info@lansdownecc.com](mailto:info@lansdownecc.com).***

***If you have a concern about how your information has been handled, you may call the Information and Privacy Commissioner /Ontario at 1-800-387-0073 or [www.ipc.on.ca](http://www.ipc.on.ca)***

## Useful Community Agencies & Services

### BRANTFORD/BRANT COUNTY

- **Contact Brant:** to connect to children's developmental and mental health services; 519-758-8228 or [contactbrant.net](http://contactbrant.net)
- **Willow Bridge Community Services** (formerly Family Counselling Centre of Brant): provides a range of developmental and other services; 519-753-4173 or [fccb.ca](http://fccb.ca)
- **Woodview Mental Health and Autism Services:** offers a broad spectrum of services for children and youth facing mental health challenges and for those diagnosed with Autism Spectrum Disorder (ASD); 519-752-5308 or [woodview.ca](http://woodview.ca)
- **Brant County Health Unit:** delivers programs & services to improve health and well-being; 519-753-4937 or [bchu.org](http://bchu.org)
- **Brant Family and Children's Services** [formerly Brant Children's Aid Society]: child welfare services for Brantford, Brant and Mississaugas of the New Credit First Nation; 519-753-8681 or [brantfac.ca](http://brantfac.ca)
- **Ogwadenedeo**, child welfare services for Six Nations of the Grand River; 519-445-1864 or [sixnations.ca](http://sixnations.ca)
- **EarlyON Child and Family Centres Brantford Brant:** information about child care, early learning programs and resources in the City of Brantford and the County of Brant; [earlyonbrantfordbrant.ca](http://earlyonbrantfordbrant.ca)
- **Licensed child care (Onelist):** [BrantfordBrantOnelist.ca](http://BrantfordBrantOnelist.ca), for support by phone call 1-888-722-1540 or email [Support@OneHSN.com](mailto:Support@OneHSN.com).
- **Licensed child care in Six Nations and New Credit:** list of centres with contact information available at [earlyonbrantfordbrant.ca/licensed-child-care-in-six-nations-and-new-credit/](http://earlyonbrantfordbrant.ca/licensed-child-care-in-six-nations-and-new-credit/)

### HALDIMAND NORFOLK COUNTIES

- **Contact Haldimand Norfolk:** to connect to children's developmental and mental health services; 1-800-265-8087 ask for 'Contact' at ext. 350 or [hnreach.on.ca](http://hnreach.on.ca)
- **Haldimand Norfolk REACH:** a multi-service agency, providing children's mental health services, developmental services, autism and behaviour services, youth justice services, family services, a residential program for transitional-aged youth and several early learning and care services; 519-587-2441 or [hnreach.on.ca](http://hnreach.on.ca)
- **Haldimand Norfolk Health Unit:** delivers programs & services to improve health and well-being; 519-426-6170 or [hnhu.org](http://hnhu.org)
- **The Children's Aid Society of Haldimand & Norfolk:** child welfare services for Haldimand and Norfolk; 1-888-227-5437 or [cashn.on.ca](http://cashn.on.ca)
- **EarlyON Child and Family Centres Haldimand Norfolk:** a place for parents and caregivers to interact and learn with their young children; [hnreach.on.ca/earlyon-child-and-family-centres](http://hnreach.on.ca/earlyon-child-and-family-centres)
- **Licensed child care (Onelist):** [onehsn.com/haldimandnorfolk](http://onehsn.com/haldimandnorfolk), for support by phone 1-888-722-1540 or email [Support@OneHSN.com](mailto:Support@OneHSN.com)





## Lansdowne Children's Centre

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Lansdowne Children's Centre



LansdowneBrant



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