

HOME AND COMMUNITY CARE SUPPORT SERVICES

Champlain



School Health Professional Services

Access to care so students
can go on learning

Ontario





Our School Health Professional Services program ensures that children and youth receive the medical care or rehabilitation services they need while at school—whether they attend publicly funded institutions, private schools or are educated at home.

How the Program Works

Through the School Health Professional Services program, the Home and Community Support Services Champlain coordinates in-school access to a wide range of professional health care services, including nursing, occupational therapy, physiotherapy, speech and language, and dietetics. In addition to delivering care during school visits, practitioners train school personnel and may provide required medical supplies, dressings and equipment for care.

Our program

A child or youth can receive care through the School Health Professional Services program when:

- they have an Ontario health card.
- they are under the age of 21 and enrolled at a publicly funded school, private school, or receives satisfactory instruction at home.
- they have an assessed need for nursing, occupational therapy, physiotherapy, speech language pathology or dietetic services—and requires those services to be able to attend school, receive instruction and participate in school routines.
- they would experience a significant disruption in his or her attendance, instruction or participation without support of the program.

Parents or guardians of children and youth who meet the above criteria can call the Home and Community Support Services Champlain directly to access the program's services. Children and youth can also be referred to the program by their school, doctors or other health agencies.



A Complete Care Team

The School Health Professional Services program is a team effort that involves:

- Your child and family.
- Your Home and Community Support Services Champlain Care Coordinator.
- Your child's teacher, principal and other school staff.
- Professional health care service providers.

Each member of the team has an important role to play.

Parents

You can contribute to your child's success at school by:

- Speaking with your child's teacher or doctor if you think your child needs some help at school, and providing consent for him or her to be assessed.
- Participating in all decisions about your child's care—asking questions to understand what's needed for your child and communicating openly with your Home and Community Support Services Champlain Care Coordinator.
- Meeting with therapists and school staff to review assessment results, participating in the proposed care plan, and giving your consent for that plan.
- Ensuring your child attends scheduled appointments and keeping the School Health Professional Services team informed when your child can't attend a session.
- Following through with the school-based programs and strategies recommended by the therapists.
- Keeping the Care Coordinator, therapists and school informed of issues or concerns that may affect the outcome of care, including any changes in your child's health or equipment.



Care Coordinators

Your Care Coordinator is a health professional who knows how to help you access the right care at the right time and place. The Care Coordinator role is to:

- Assess your child's care needs.
- Obtain your consent for any referrals to professional service providers and for the release of information from/to other agencies.
- Work with you to create goals and a plan of care.
- Communicate with you, the school and service providers to coordinate your child's treatment/care plan.

- Link with other services that may be supporting your child, or to other resources that may provide needed services.
- Reassess your child's needs and plan for follow-up or discharge, in consultation with all team members.

Schools

Teachers, principals and other members of the school team contribute to the School Health Professional Services program by:

- Referring your child to the Home and Community Support Services Champlain (with your permission) if he or she requires health care support at school.
- Sharing school information with the Home and Community Support Services Champlain Care Coordinator.
- Meeting with you, your Care Coordinator, and the health service providers to review the results of the assessment and proposed treatment plans.
- Following through with agreed-upon school-based strategies including programming frequency and duration.
- Keeping you, the Care Coordinator, and the health service providers informed of any issues or concerns that may affect the outcome of treatment.
- Providing appropriate space and access to school staff for health service delivery.

- Notifying Home and Community Support Services Champlain when your child is not available on a scheduled visit day due to illness or school assemblies/trips.
- Contributing to the scheduling of care provider visits at times when your child and school staff are most likely to be available.

Health Service Providers

Trained professionals in a specific field, health care providers will offer consultation services based on a range of factors, including your child's needs and the school setting.

Health Service Providers available through the School Health Professional Services program include:

- Speech-language pathologists who can help with speech, voice and swallowing.
- Physiotherapists who focus on balance, coordination and mobility.
- Occupational Therapists who assist with fine motor skills, visual perception, visual motor integration skills and daily living activities.
- Registered Dietitians focused on diet and nutrition related to particular medical needs.
- Nurses who deliver medically prescribed treatments.



Any of these providers will:

- Assess your child's needs, then design and implement strategies that respond to those needs.
- Train you, school staff and others who work with your child.
- Recommend specialized equipment as needed.
- Recommend plans for follow-up at discharge.

Protecting your privacy

Home and Community Support Services

Champlain is committed to ensuring any personal information it holds is secure, accurate and used in a responsible and respectful manner. It protects the privacy of personal health information based on the requirements of the *Ontario Personal Health Information Protection Act*. Personal health information includes your name, address, gender, age, health card number, health status and care needs.



Feedback, questions and concerns

Your Care Coordinator is always available to answer questions and address concerns related to the services your child receives.

You can also contact your Care Coordinator if you have a concern about the care provided or about a Home and Community Support Services Champlain decision regarding your child's eligibility for services, number of services, exclusions or termination of services. Home and Community Support Services Champlain has a formal appeals process that can be launched if needed.

About Home and Community Support Services Champlain

If you, or someone you care about, needs health care services at home, at school or in the community, or if you are considering supported living programs or long-term care options, Home and Community Support Services Champlain can help.

Home and Community Support Services Champlain works with people of all ages to ensure they can make informed choices about their care, when and where they need it.

We also have useful information about local community support service agencies, and can link people to these providers to arrange services.

You can explore your care and support options through our website at **www.healthcareathome.ca**, or contact us at **613-310-2222** or **1-800-538-0520**.

For additional information on community services and educational resources please go to: **www.champlainhealthline.ca**.

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