

# Child and Family Services

## Services for children, youth and their families

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### Child and family services program

The child and family services program is a specialized program which provides care coordination, professional and personal support services to children, youth and their families to assist with short or long-term health needs. Depending on their needs, children or youth may receive services in their homes, at school, or in both settings.

### Child and family services

Ontario Health atHome provides child and family services on a priority-needs basis. Children with complex needs requiring professional, medical care and treatments are our top priority.

Child and family services may include:

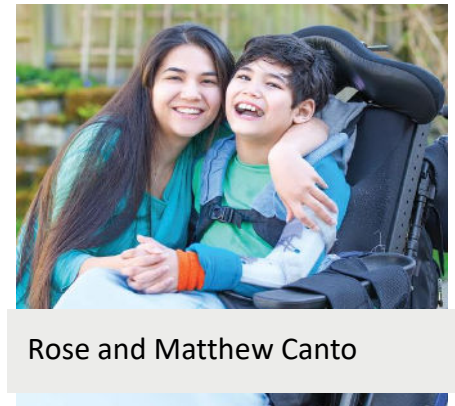
- Nursing
- Clinical nutrition
- Social work
- Information and referral services
- Care coordination
- Service navigation and community connections

For students in private schools or students who are home schooled, services may also include:

- Occupational therapy
- Physiotherapy
- Speech language therapy
- Personal support services

In addition to providing direct care to students, the visiting professionals may also provide health care education to parents and school staff to support the students' well-being in the school setting

**“Ontario Health atHome came into the picture when Matthew was about 8 months. I truly believe that without them, he wouldn’t be here with me.”**



Rose and Matthew Canto

### Eligibility for in-home support services

For services in the home, a child or youth must:

- Have a valid Ontario Health Card
- Have a need that cannot be met on an outpatient basis
- Have a medical condition that can be safely treated in the home
- Have a need for at least one or more professional services
- Have consent from the parent/guardian for referral to Ontario Health atHome

## In-home support services

The goal of the in-home support services program is to provide health and personal support services to children, youth and their families. These services support those with short or long-term health needs in their home setting and are based on the individual needs of patients.

## Role of child and family care coordinators

Care coordinators with specialized knowledge and skills related to child and family services will:

- Conduct an assessment to establish family-centred goals to meet the needs of the child or youth and their families
- Work with their families, service providers and community partners to develop a collaborative care plan
- Coordinate the services needed
- Reassess, revise and update the care plan as needs change
- Promote family independence in caring for the child or youth in the community
- Connect families to other community services and resources



## Who pays for the services?

Professional and personal support services for eligible children and youth are funded by the Ministry of Health. Other agencies or sources of payment may be used to enhance services when required. Medical supplies, drugs and oxygen may be fully or partly funded for a limited time. However, if medical equipment, laboratory services and transportation are required as part of the care plan, the patient's family is expected to cover the costs related to these items.

## School-Based Rehabilitation Services in Publicly-Funded Schools

School-based rehabilitation services (occupational therapy, physiotherapy and speech language therapy) in publicly-funded schools are provided by **Children's Treatment Network of Simcoe-York**. For more information:

**Visit:** [ctnsy.ca/schoolrehabservices](https://ctnsy.ca/schoolrehabservices)

**Email:** [sbrs@ctnsy.ca](mailto:sbrs@ctnsy.ca)

**Tel:** 647-351-9900 or 1-877-972-7277

In the publicly-funded school system, personal support services are provided by educators in the classroom.

## Contact us

### Ontario Health atHome

11 Allstate Parkway, Suite 500  
Markham, ON L3R 9T8

By telephone or TTY:

- 1-888-470-2222
- TTY: 771
- 310-2222 (area code not required)