



**Board of Directors
Tuesday, January 24, 2023
5:30 at 643 Park Road North**

or by Zoom: <https://us02web.zoom.us/j/85806695578?pwd=MmFPVXN0bUZ2TIRWV25JcXZ4WTk4QT09>

Meeting ID: 858 0669 5578 Passcode: 813092

Agenda for Open Meeting

1. **Call to Order**
2. **Land Acknowledgment**
3. **Agenda - Additions, Deletions, Approval** **Decision**
4. **Conflict of Interest Declarations** **Declaration**
5. **Approval of Minutes – December 20, 2022** **Decision**
6. **Business Arising from Minutes**
7. **Executive Reports**
 - a. Chair's Report **Information**
 - b. Treasurer's Report – December 31, 2022 **Decision**
 - c. CEO's Report **Decision**
8. **Committee Reports**
 - a. Policy Review Committee
 - b. Nominating Committee
9. **New Business**
 - a.
10. **Correspondence**
 - a.
11. **In-Camera - Motion to move in-camera** **Decision**
12. **In-Camera Reports (as appropriate)** **Decision**
13. **Adjournment – Motion to adjourn** **Decision**
14. **Board Only re CEO Review**

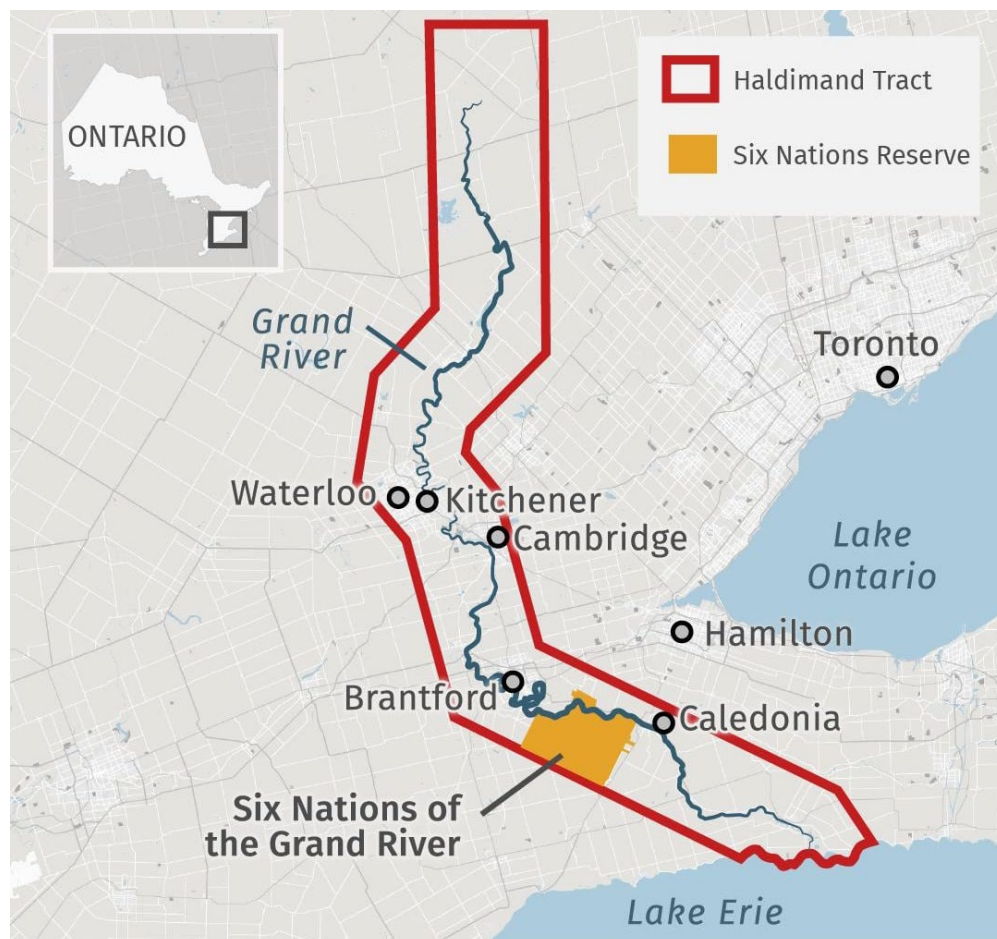
Next Meeting: Tuesday, February 28, 2023 at 5:30

Land Acknowledgment

In recognizing the land, we are expressing gratitude and appreciation to those whose territory we reside on. It is a way of honouring the Indigenous people who have always been living and working on this land. Land acknowledgements do not exist in a past tense - colonialism is a current ongoing process, and we need to build our mindfulness of our present participation.

The city of Brantford and surrounding area is on the traditional territory of the Anishnawbe, the Haudenosaunee, and the Neutral peoples. Anishnawbe peoples are also known as Ojibway, Chippewa, Mississauga, and Algonquin, and include the Mississaugas of the Credit First Nation. Haudenosaunee peoples are also known as Six Nations and Iroquois – these nations formed the Haudenosaunee Confederacy. Neutral peoples (also called Attawandaron) are so named due to their tendency to avoid conflict and are made up of many distinct nations that were decimated by colonial diseases; remaining members were mostly adopted into the Haudenosaunee Confederacy.

The Haldimand Treaty of 1784 guaranteed the exclusive use of 950,000 acres along the Grand River for members of these communities; however they have less than 5% of that today.





Board of Directors Minutes for the Open Meeting Tuesday, December 20, 2022

Present:

Chair:	Susan Fitzgerald
Vice Chair/Treasurer:	Kelly Skrzypek
Directors:	Laura Miedema, Emily Miller, Jenna Dierick,
Chief Executive Officer:	Jane Angus
Manager of Service Coordination:	Alison Hilborn
Executive Assistant:	Cindy Landry (recorder)

Regrets: Greg Hackborn, Brian Konst, Elizabeth Abraham

Guest via Zoom: Craig, Sheryl, Paul, Karen, LeaAnn, Stu

Guest in-person: Lyndsey, Linda, Lauren, Andi, Grace, Lynn, Ayesha, Katie, Lindsay,

In-person dinner was provided to Staff and Board Members at 5:00 pm followed by the Board Meeting.

1. Call to Order

Susan Fitzgerald called the meeting to order at 6:00 p.m.

2. Land Acknowledgment

The Land acknowledgment was read by Susan.

3. Agenda

Add 13. c) MPOC Survey Results October 2020 to March 2022.

Motion: To approve the agenda with addition.
Emily and Kelly. **Carried.**

4. Staff Presentation – a video was presented to the Board

5. Staff Recognition – 5-year recognition to Linda and Karen. Congratulations

6. Riverside Hub – reviewed the PowerPoint presentation with staff and board members

7. Conflict of Interest Declarations

None declared.

8. Approval of Minutes – November 22, 2022

Motion: To accept the minutes from November 22, 2022.
Kelly and Laura. **Carried.**

9. **Business Arising from Minutes** – advocated to the Ministry Sup for a 4th URS Coordinator. Probably into the new year before we hear anything.

10. Executive Reports:

- a. Chair's Report – MCCSS Interim Report
Reported that there was approval through email regarding the Approval of the MOH Budget and Interim Report and the approval of the MCCSS Interim Report (April 1 – October 31, 2022) for submission to TPON.
- b. Treasurer's Report – November 2022.
Motion: To approve the Treasurer's report as presented.
Jenna and Kelly. **Carried.**
- c. CEO's Report
Motion: To approve CEO's report as presented.
Jenna and Laura. **Carried.**

11. Committee Reports

- a. Policy Review Committee
Motion: To approve the Health and Safety Policies and Procedures outlined in the Health and Safety Policy Manual.
Laura and Kelly. **Carried.**

Motion: To approve the revised Business Continuity Policy as presented; discontinue the Pandemic Safety Plan and the COVID-19 Vaccination Policy.
Emily and Laura. **Carried.**
- b. Nominating Committee – no report.

12. New Business

13. Correspondence

- a. BDO - for information
- b. Health and Safety Virtual Walkthrough – H&S consultant did a walk through with the H&S committee and scored what we are good with and what we need to work on.
- c. MPOC Survey Results October 2020 – March 2022 – sent out to the Board. They will continue to use this tool up to March 2023 and then will be in consultation to use something else.

14. In-Camera

- Motion:** To move in-camera at 6:55 p.m.
Laura and Kelly. **Carried.**

15. In-Camera Reports

16. Adjournment - Susan adjourned the meeting at 7:35 p.m.

Next Meeting: Tuesday, January 24, 2023 at 5:30 p.m.

Date

Chair's Signature


**Chairs – Open Report
January 24, 2023**

CEO Annual Performance Review - 2022

It is the responsibility of the Board to complete a performance review of the Chief Executive Officer on an annual basis. The completion of this review involves feedback from Contact Brant staff and Board members. The performance review is a compilation of appraisal forms completed individually by the Directors of the Board and staff (evaluations were completed by 18 staff and 5 Board members).

The performance appraisal was presented to Jane on January 16, 2023, by Kelly Skrzypek, Vice Chair. Overall, the submitted evaluation forms outlined Jane's exemplary performance as CEO of Contact Brant. The following were identified as the next steps for Jane in her role:

1. Continue to build on the gains already made in promoting Contract Brant services to heighten community awareness further.
2. Continue to build on the implementation of URS in contracting service providers and hiring personnel.
3. Further efforts to champion diversity and inclusion within the agency.
4. Further encourage and elicit feedback/input from staff and Board members.

	December 31, 2022				
	2021-2022 Actual	2022-2023 BUDGET	2022-23 MCCSS Forecast	2022-23 MOH Forecast	2022-2023 Forecast

REVENUE					
Access - Children's (MCCSS)	1,200	1,200	1,200		1,200
DS Children's Specialized (MCCSS)	185,315	185,315	185,315		185,315
RPAC (MCCSS)	692	692	692		692
Coordinated Service Planning (MCCSS)	261,100	261,100	261,100		261,100
Complex Needs (MCCSS)	65,280	65,280	65,280		65,280
FASD (MCCSS)	180,000	180,000	180,000		180,000
Urgent Response Service (MCCSS)	138,160	3,776,999	3,776,999		3,776,999
Access Intake Service Planning (MOH)	351,493	351,493		351,493	351,493
Service Coordination Process (MOH)	14,566	14,566		14,566	14,566
Sub-Total Ministry Actual Revenue	1,197,806	4,836,645	4,470,586	366,059	4,836,645
Off-Setting Revenue Info Services (211-\$43,114; Findhelp \$1,404)	45,953	44,518	44,518	0	44,518
DSO (off-setting revenue in Access Intake Serv Planning)	10,000	0	0		0
Amortization Deferred Capital Contributions	0	0			0
TOTAL Revenue	1,253,759	4,881,163	4,515,104	366,059	4,881,163
Applied from Projects	698				0
Applied from Unrestricted Funds	0				

EXPENSES					
	2021-2022 Actual	2022-2023 Budget	2022-23 MCCSS Forecast	2022-23 MOH Forecast	2022-2023 Forecast
		154,587			
Total Salaries	861,454	1,070,101	913,669	251,363	1,165,032
Staff Salaries	861,454		815,685	220,660	1,036,345
ACA Salaries	0		97,984	30,703	128,687
Benefits	137,302	202,000	173,477	47,251	220,728
Mandatory Benefits (CPP, EI, EHT)	57,851		75,582	0	75,582
Benefits Other (WSIB, group benefits)	79,451		97,895	0	97,895
Training (education, meetings, recruitment - staff & board)	10,365	14,000	10,900	4,500	15,400
Staff Development	7,285		8,000	3,000	11,000
Staff and Board Expenses	3,080		2,900	1,500	4,400
Transportation & Communication	107,439	69,600	69,875	26,800	96,675
Travel	473		2,875	200	3,075
Communication - (Postage, Bell, Cozzmic)	16,892		17,000	9,100	26,100
Promotion and Membership Fees	15,773		11,000	2,500	13,500
IT software & IT equipment & photocopier	40,633		22,500	7,500	30,000
IT - Maintenance and DataBase Service (Backup Server,KCL, EMHware)	33,669		16,500	7,500	24,000
Building Occupancy (Lease, Insurance, Repairs & Mtce)	46,672	63,855	46,621	20,000	66,621
Lease and Building Maintenance	33,610		35,521	14,000	49,521
Insurance Expense	13,062		11,100	6,000	17,100
Professional/Contracted-out (legal, audit, bank, payroll services, consultant fees)	52,886	27,063	21,000	10,000	31,000
Audit, Legal, Bank Charges, Payroll, Other	23,131		19,000	10,000	29,000
Consulting	29,755		2,000	0	2,000
Other Program/Service Expenditures (Dues/Fees for Memberships, all other not classified)	1,593	3,248,160	3,245,160	1,000	3,246,160
Purchased Client Services	1,593		3,242,160	0	3,242,160
Interpretation and Translation Services			3,000	1,000	
Supplies & Equipment	36,747	31,797	34,402	5,145	39,547
Furniture and Office Supplies	36,747		34,402	5,145	39,547
Amortization Deferred Capital Contributions	0		0	0	0
Contingency				0	0
TOTAL Ministry Expenses	1,254,457	4,881,163	4,515,104	366,059	4,881,163
Ministry Surplus (Loss)	0		0	0	0


2022-23 MCCSS YTD	2022-23 MOH YTD	2022-2023 YTD
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700		900
138,989		138,989
521		521
195,826		195,826
48,960		48,960
135,000		135,000
2,832,752		2,832,752
	263,623	263,623
	10,924	10,924
3,352,748	274,547	3,627,495
33,447	0	33,447
0		0
		0
3,386,195	274,547	3,660,942
		0

2022-23 MCCSS YTD	2022-23 MOH YTD	2022-2023 YTD
737,353	185,786	824,001
638,215	185,786	824,001
0	0	0
99,139	29,491	128,630
42,243	12,597	54,840
56,896	16,894	73,790
9,666	3,395	13,062
4,731	1,961	6,692
4,935	1,434	6,369
20,297	6,450	26,747
746	108	854
6,785	1,835	8,620
3,110	2,071	5,181
6,807	1,289	8,096
2,848	1,147	3,995
22,203	11,350	33,553
17,724	7,548	25,272
4,479	3,802	8,281
11,927	8,838	20,765
11,927	8,838	20,765
0	0	0
1,132,848	0	1,132,848
1,129,226	0	1,129,226
3,622		3,622
3,350	706	4,056
3,350	706	4,056
0	0	0
		0
1,937,644	246,017	2,183,661
1,448,550	28,530	1,477,281

Quick Books Cash Balance*	1,515,490
Internally Restricted BHN	16,374
QuickBooks Balance	1,499,116
TD Account Actual Balance	1,538,691
Outstanding Transactions	23,201
Cash Balance (TD - Outstanding)*	1,515,490
Restricted Lease Funds	26,464
Unrestricted Funds Balance	10,226

GIC bank statement balance \$26,955.90 (Difference \$491.90)

 December 31, 2022	PROJECT FUNDS			
	2020-2021 Actual	2022-2023 BUDGET	2021-2022 Forecast	2022-2023 YTD
REVENUE				
Your Guide	23,240	23,240	23,240	0
FASD Caregiver Support Group	4,500	4,500	4,500	4,500
Other (Accrued, Interest Earned, Staff payments, GIC Interest , Miscellaneous)	692	1,000	1,000	295
Non-Ministry Amortization Deferred Capital Contributions	0	0	0	0
TOTAL Projects Revenue	28,432	28,740	28,740	4,795
EXPENSES				
Your Guide	0	23,240	0	0
FASD Caregiver Support Group	4,500	4,500	4,500	2,383
Other Expenses (Staff personal charges i.e.: postage, Miscellaneous)	196	1,000	500	0
Non-Ministry Amortization Deferred Capital Contributions	0	0	0	0
Applied to Ministry	698	0		0
Total Projects Expenses	4,696	28,740	5,000	2,383
Projects Surplus (Loss)	23,038	0	23,740	2,413

TOTAL MINISTRY AND PROJECTS				
TOTAL REVENUE	1,282,191	4,909,903	4,909,903	3,665,737
TOTAL EXPENSES	1,259,153	4,909,903	4,886,163	2,186,044
TOTAL Surplus (Loss)	23,038	0	23,740	1,479,693

ACCRUED EXPENSES 2022-2023	Amount	Amount Paid	Date Paid
Translation - March 2022	350.00	93.55	April 27, 2022
Ceridian HR - March 31, 2022	320.00	302.47	April 26, 2022
Audit Expenses - 2021-2022 Fiscal Year	13,200.00	10,881.90	June 8, 2022
Cozzmic - April 15, 2022 for March 2022	181.92	204.68	April 15, 2022
Bell - April 15, 2022 for March long distance	225.00	58.12	April 13, 2022
Retro 1% - Salary and benefits 2021-22 Fiscal Year	9,491.00	9,509.79	April 13, 2022
Backup Server CTSit	5,269.50	5,269.51	April 5, 2022
Group Benefits	444.75		
TOTAL ACCRUED	29,482.17	26,320.02	

AMORTIZATION	Annual 20/21
Equipment/Furniture	4,256
Computers	11,615
Software	37,029
Amortization MCCSS	52,900

HST Refund	6,754.39
HST Paid/yet to be Refunded	8,087.09

HST is paid at time of cheque issued, yet bookkeeping & financial report take out the rebate which will be refunded; this reflects the rebate which balances the cheque written to the bookkeeping/financial report.

Month's Transaction Totals	
Total revenue deposited	403,050.00
Total cheques written	198,657.85
Total withdrawals	306,032.06



Board of Directors
Report from the Chief Executive Officer - Open Meeting
January 24, 2023

Communication and Counsel to the Board

Quarterly Report for Q3, October 1 – December 31, 2022

Ministry Reporting Data	2022-23 Q4	2022-23 Q3	2022-23 Q2	2022-23 Q1	2021 - 2022	Notes
Total Unique Children & Youth		4,289	4,034	3,835	4,088	We have served almost 5% more at the end of Q3 than we did the previous full fiscal year. We have served 10% more in the mental health sector by Q3 than we did last fiscal, and 2% more in the developmental sector. TAY = Transitional Aged Youth, age 14 – 18
CMH Access & CMH Service Coordination Unique Target 2,200		2,964	2,687	2,505	2,673	
Direct Hours		1,352	897	542	2,190	
Indirect Hours		5,474	3,594	1,953	7,791	
Unique Males		1,442	1,301	1,222	1,242	
Unique Females		1,473	1,338	1,238	1,388	
Unique Other		49	48	45	43	
Unique Aged 0 – 5		264	211	187	242	
Unique Aged 6 - 10		887	806	764	791	
Unique Aged 11 - 14		915	853	816	785	
Unique Aged 15 - 18		898	817	738	855	
CMH Eligible for Transition		459	328	198	531	
CMH Ended Service		231	128	59	225	
Unique Complex Clients Target: 120		170	168	165	197	
CDS Access - Unique Target 1,200		1,989	1,857	1,792	1,945	
Direct Hours		534	332	190	628	
Indirect Hours		3,978	2,503	1,338	5,355	
TAY with Developmental Disability		237	227	217	197	
RPAC Target 10		4	4	4	0	
Additional Data						
Total Intakes/Response		795	517	285	1065	'Intakes completed by RC/SCs' by the end of Q3 is 73% of what we completed last fiscal year. We have seen a decrease in intakes for the mental health sector, and an increase for the developmental sector. Referrals are usually higher than Intakes Completed – we are looking into this anomaly.
CMH (Children's Mental Health)		482	341	205	807	
CDS (Child. Developmental Service)		71	35	15	45	
Both		242	141	65	213	
Intakes Completed by RC/SC's		533	368	207	772	
Total Referrals		505	314	181	1,002	
Service Coordination Activity		10,757	7,022	3,969	16,377	
Case Conferences		45	20	13	31	
CMH		11	5	4	11	
CDS		3	2	1	0	
Both		11	6	5	7	
CSP		5	0	0	4	
FASD		15	7	3	9	
Case Resolution Reviews		32	21	4	40	

CSP Ministry Report 1	2022-23 Q4	2022-23 Q3	2022-23 Q2	2022-23 Q1	2021 - 22	Notes Accumulative stats
# New Referrals Target: 60		27	18	10	20	YTD we have received 135% of the referrals we received last fiscal year.
# New SPC FTE Target: 0		0	0	0	0	
Total Coordinated Service Plans		104	100	97	100	
Total SPC FTE		6.1	6.1	6.1	6.1	
Total Waiting for CSP Target: 0		9	7	9	4	
Total Days Waiting Target: 0		1,591	992	1,144	584	



FASD Service Coordination						
	Q4	Q3	Q2	Q1	2021-22	Notes
# Referrals		6	0	0	17	
# Served Target 60		60	54	50	268	
# Active on Caseloads		41	35	34	47	
# FASD Capacity Building		54	11	16	178	
Direct Hours		397.5	228.75	160.5	643	
Indirect Hours		1127	795.75	424.25	1,752	
# Discharged		6	5	3	14	
# Waiting Target 0		0	0	0	1	
Wait Time Target 0		0	0	0	8	
# Service Plans		19	19	18	18	



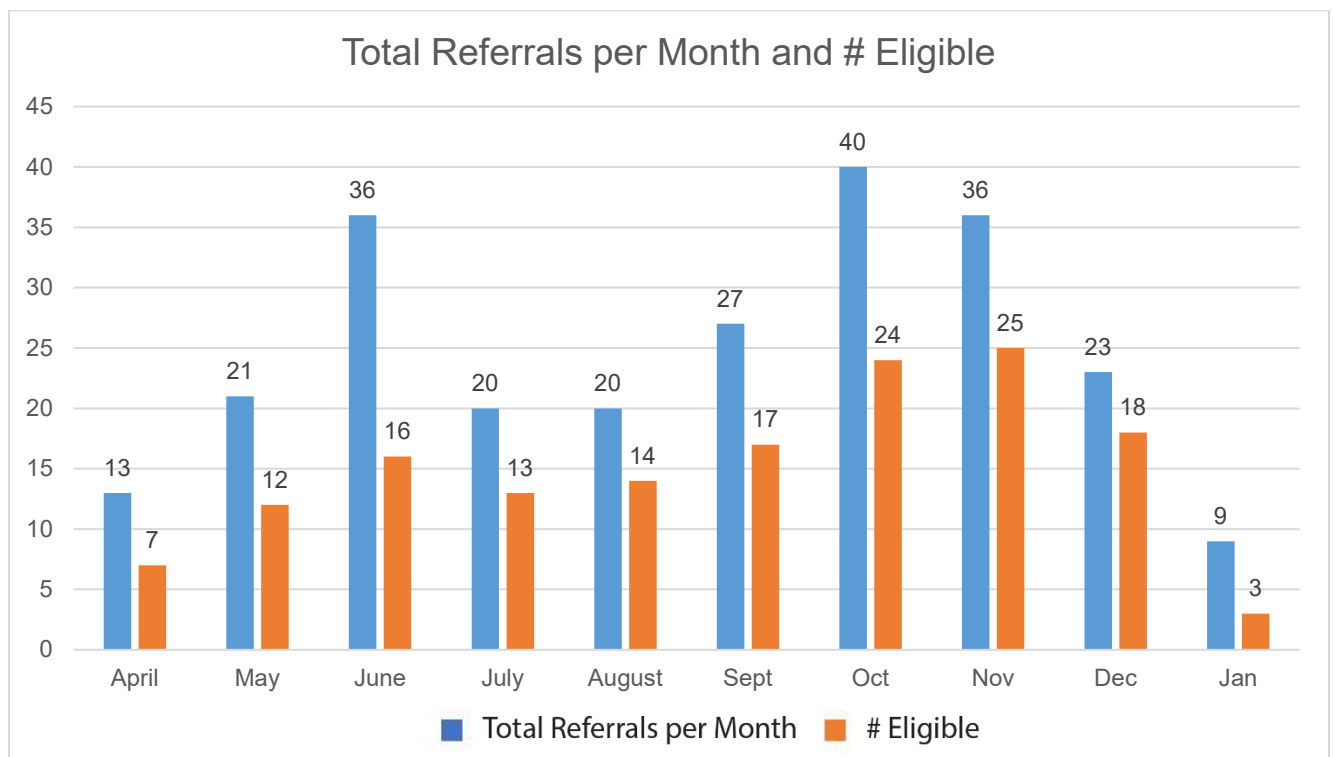
www.info-bhn.ca	2022-23 Q4	2022-23 Q3	2022-23 Q2	2022-23 Q1	2021-22	Notes
Total Records in CIOC		2,317	2,366	2,433	2,561	The new iCarol platform provides different data, which is reflected in this new report.
- 211 Records		1,741	1,751	1,808	1,881	
Total Records in iCarol		5,607				
% Up-to-date Records		87.9%	86.6%	97.7%		
Public Views (YTD)		930,249	628,870	329,759	1,182,497	
Unique Viewers (YTD)		128,226	91,074	44,285	187,829	

For each record we have in CIOC, there are at least 4 records created in iCarol (agency, site, services, program at sites). The 5,607 records in iCarol, are created from 298 CIOC records.

Social Media						
# Twitter Followers - CB		1,255	1,238	1,216	1,196	Current promotion plans: (i) Atomic Spark to create video clips; (ii) Octopus Red to create Google ads; and Citrus Owl to create templates to use on social media postings.
# Twitter Followers Info-BHN		104	100	93	85	
# Facebook Followers		649	633	619	599	
# Instagram Followers		585	575	553	530	
# LinkedIn Followers		75	71	18	-	
www.contactbrant.net Views		4,850	n/a	n/a	16,846	
CB Website Unique Viewers		1,671	n/a	n/a	6,338	

URS Ontario Autism Program:
Urgent Response Service

	2022-23 Q3	2022-23 Q2	2022-23 Q1	Notes
Referrals Year-to-Date	238	141	71	MCCSS Target is 22 active per Coordinator. With 4 URSCs, the caseload averages 20.5 each. At the end of Q3, we had served 76% of our target; this may mean that we serve more than the target number for the full fiscal year. December discharges and a slight slow-down of referrals are making caseloads more manageable – still need 4 URSCs.
Eligible Year-to-Date	146	78	33	
% of MCCSS Annual Target (190 eligible)	76%	41%	17%	
Current Active	82			
In Screening Process	1			
Discharges Year-to-Date	67			
Peer Support Navigator	51	22	0	



Legislative Changes

The Federal Government extended Employment Insurance (EI) sickness benefits from 15 to 26 weeks effective December 18, 2022.

Our Sick Leave Policy outlines Extended Sick Leave:

For extended sick leave, employees will have to apply for Employment Insurance (EI) sick benefits once they have used all of their sick leave days. According to the employee benefits package, after 15 weeks of receiving EI benefits, employees will be eligible for Long-Term Disability Insurance.

Our Long Term Disability (LTD) benefit will top up EI from week 17 to week 26 without affecting the employee's EI. We may see reduced LTD costs in the future.

Does the Board want to consider a Supplemental Short-term Plan? We would need to register such a plan with Employment Insurance, and then the agency policy would identify how much and for how long we pay. Some reasons to consider this:

- EI only pays 55% of salary up to a maximum of \$638/week (approximately \$2,552 per month). Anyone earning more than \$60,300 per year would receive the maximum amount, which is less than 55% of their annual salary.
- LTD pays 2/3 of the salary up to a maximum of \$4,000/month. This 2/3 is the industry standard as people have fewer expenses when not working and LTD is not taxable.
- Due to the low coverage by EI, employers often consider a Supplemental Plan from Week 1 of EI to the start of LTD.
 - It would be difficult to budget for this type of plan. (Only 3 employees have taken an Extended Sick Leave in the last 18 years.) Over the 17 weeks until LTD starts, the total cost per employee could be as high as \$5,937 (assuming we would reflect our LTD coverage of \$4,000/month maximum minus EI's \$2,552/month).
 - Any Supplemental top-up for the 17 weeks until LTD kicks in is done through payroll out of our budget. It is likely that we would not hire an interim staff for a short-term leave so would have the staff salary already budgeted and could pay the Supplemental; however, if we know it will be a longer leave, we would move to hire a contract staff as soon as possible and may have a new staff being paid while also paying the Supplemental top-up.

Direction

Client Feedback

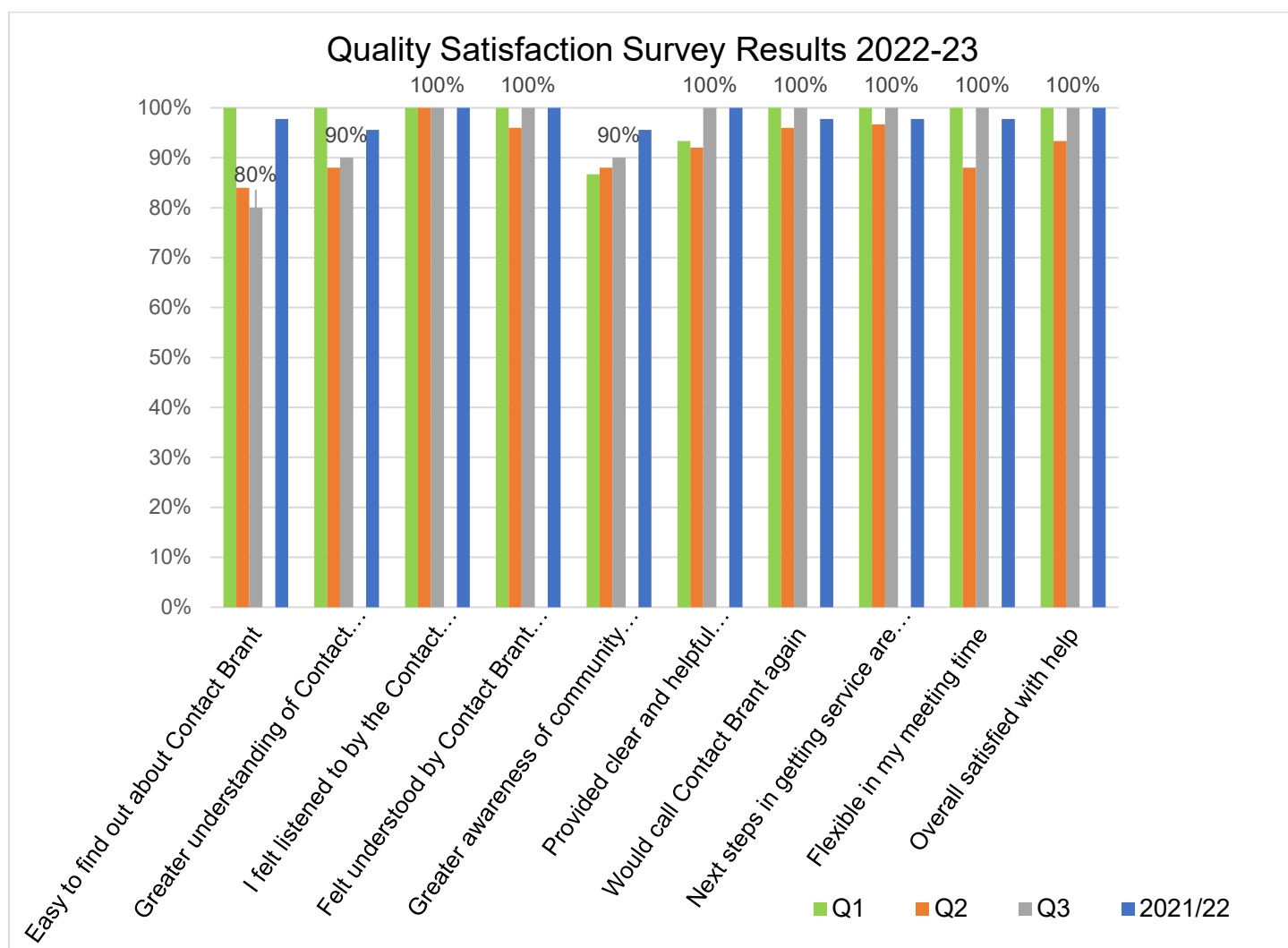
Quality Satisfaction Survey for Access Services (QSS) results:

QSS Distribution	2022-23 4 th Q	2022-23 3 rd Q	2022-23 2 nd Q	2022-23 1 st Q	2021-22	Notes
Response Rate		4%	5%	3%	6%	Low distribution & response rates. None of the intakes completed through Woodview's client database receive a request to complete the QSS. Will start offering a monthly draw of a gift card for those completing survey.
QSS Responses		11	9	3	28	
QSS Distributed		268	188	108	493	
Ratio Distribution to Intakes		50%	51%	52%	64%	

Quality Satisfaction Survey Client Comments Q3

Linda was very helpful.

I appreciated the quick initial contact and that the staff were knowledgeable. Lindsay was very in tune with the types of behaviour challenges typical for us which was a relief to not have to over-explain our situation.



Customer Thermometer

To capture more frequent feedback, we implemented a survey to gather additional feedback from clients. Email signatures include a survey through Customer Thermometer:

“How was the service you received from Contact Brant?”



Great Good OK Poor

Customer Thermometer		
1 st Quarter (July 1 – September 30, 2022)		
	Q3	Q2
Number of Responses	31	32
Satisfaction Ratings		
• Great	23	34
• Good	3	6
• OK	2	2
• Poor	3	2
Happiness Factor	84%	96.9%

Customer Thermometer Comments:

- Thank you for great service.

MPOC

The CSP and FASD programs use the provincial MPOC tool for client feedback. Reports are provided by the province approximately once per year.

URS Client Outcomes and Feedback

See the attached CANS screening tool outcomes for the Targeted Behaviour at intake compared to at discharge, as well as the CANS screening tool outcomes for Parent Stress. Also attached is the URS Family Experience Survey, a provincial tool developed to gather client feedback at discharge from URS.

Information

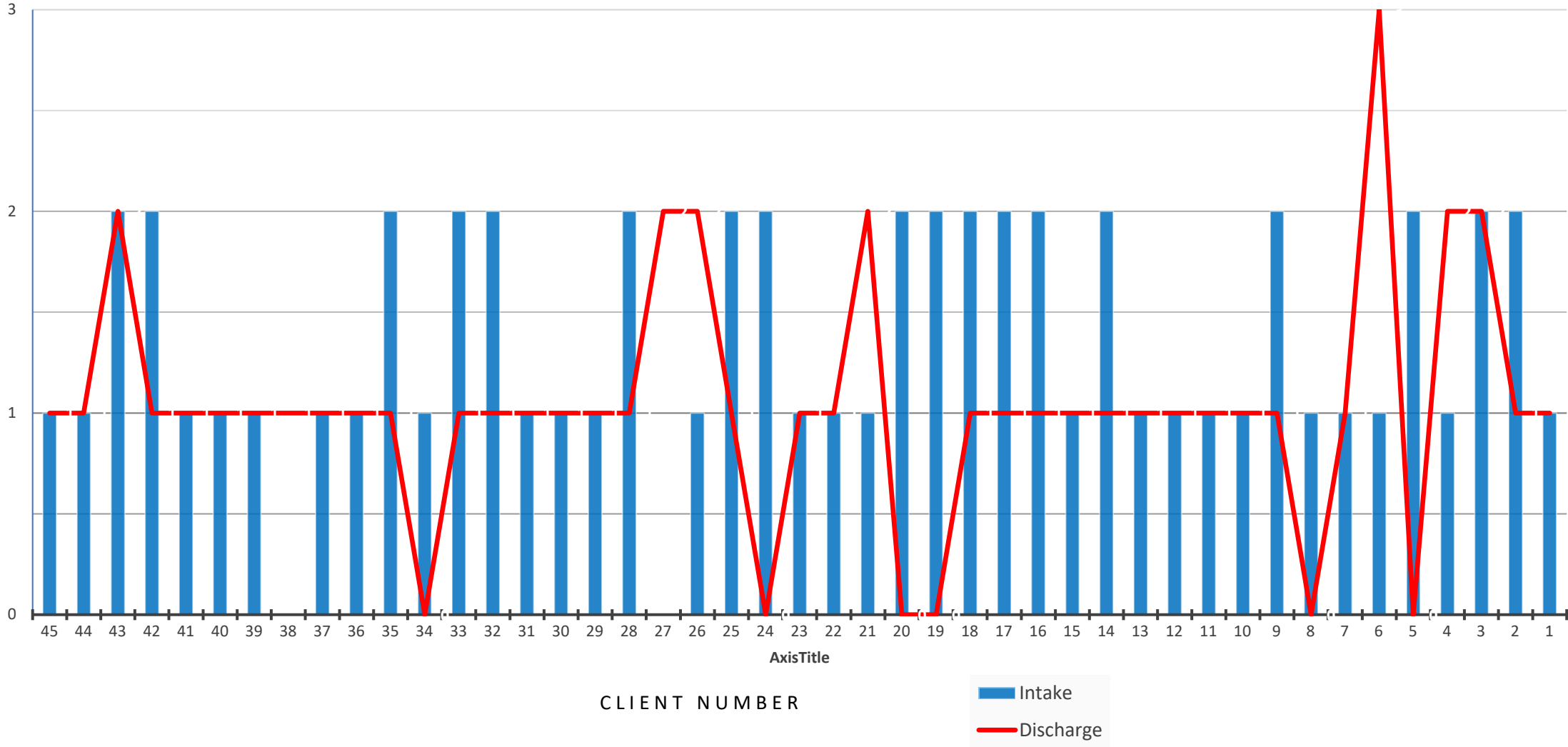
CANS Outcomes - Intake vs. Discharge
Change in Targeted Risk Factor Rating

Q3: Oct. 1 - Dec. 31, 2022

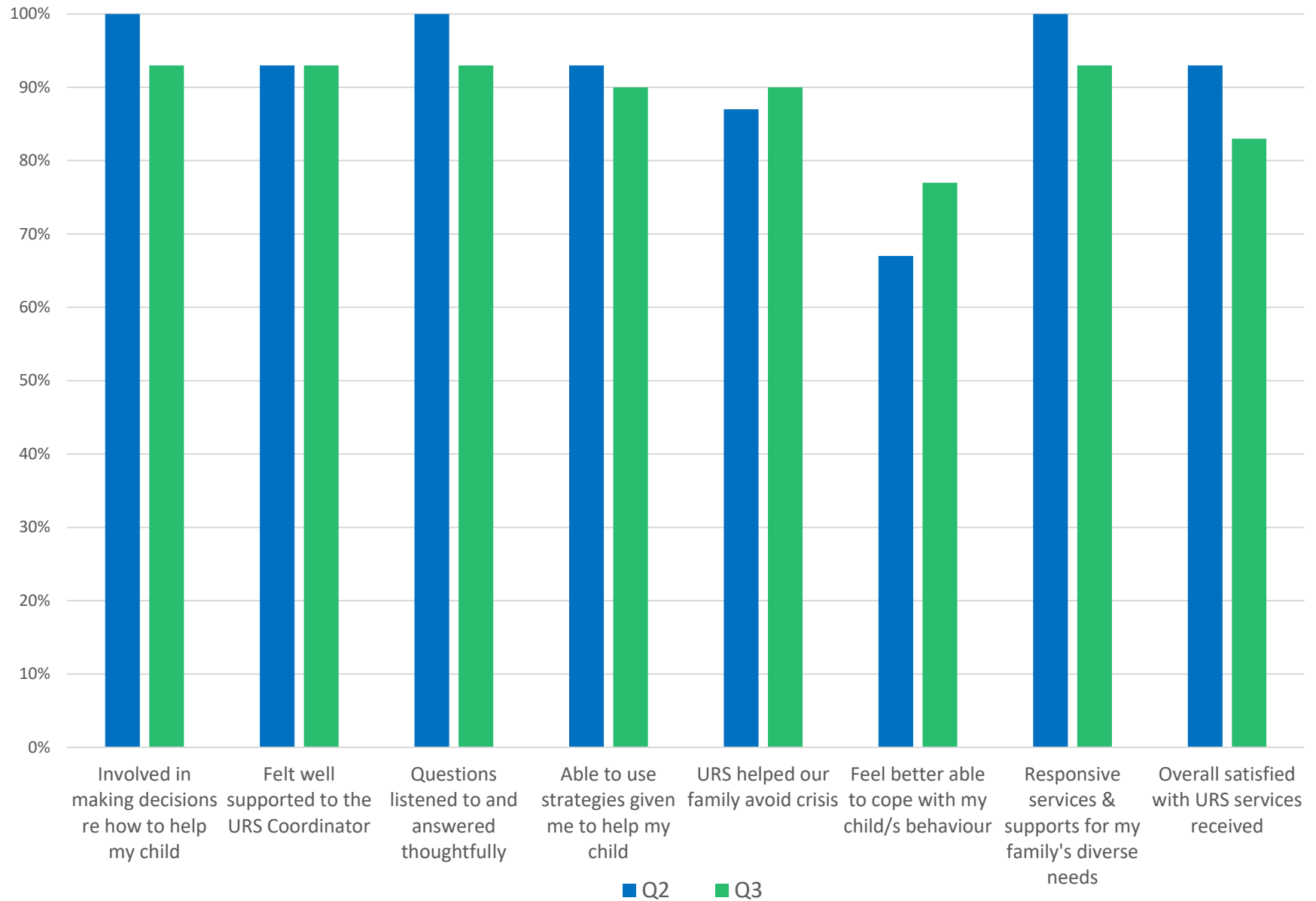


CANS Outcomes - Intake vs. Discharge
Change in Family Stress Rating

Q3: Oct. 1 - Dec. 31, 2022



URS Family Feedback Survey Results 2022-23



October – December 2022: Total Survey's Sent – 52; Total Survey's Received – 8

Things that I found most helpful about this service are (please comment)

They were able to come in at a time that was crucial to us, as our son was about to finish school for the year and summer was about to start.

Great service coordination

Kind and caring worker that came and tried to build a relationship with my son. Played new games and brought interesting material to cover

Urs Coordinator

Sara showed me how to do shopping with Kenji. And also, she gave me picture. she observed him at school.

It was received quickly. Within a short time, we had already had appointments and help lined up. When your family is in crisis, this was a tremendous relief.

The quick response to our needs. The many observations of our son by the staff. The attentiveness to our family. The re-introduction of PECS, which seem to help him visualize what is next to come.

The therapy and respite care

The swiftness of the response from Urgent Response team. The understanding from the Team and their appreciation of my circumstance. No judgement. The tools I was taught to use to help me get back in control of a quickly deteriorating situation. The relief and hope for the child's future once more.

-flexible scheduling -team approach with multiple professionals -home-school connection for consistency parenting courses (NVC) accessed concurrently while in program -amazing, differentiated visuals that correlate to current goals and strategies -proactive and practical strategies to maintain for long trajectory responded to the needs of the entire family unit -prompt action and feedback to new concerns

Things that could have been done better to support my child and family are (please comment)

Better commitment from worker.

I'm not sure

More trained respite

Better respite company, who had experience workers for high needs kids, so we didn't lose respite hours.

The RECREATIONAL respite services: Although the concept of this is great in theory, it was an added expense of time and money that we could not afford, adding to extra stress. I think that allowing families the same "services" that they would receive from Special Services at Home would have been more beneficial. Currently, we are approved for the program, however, there is no funding. These services would have provided better relief.

Connecting with a psychiatrist for the obvious mental health urgency.

Wish we had more time than 3 months because it takes longer for autistic children to learn and find the right lesson plan that works for the individual child's needs

The respite unproductive, interfering, inconsistent, last minute changes, often cancelled. The culmination was a completely new worker sprung on us when not many sessions were left. The child did not have the chance to get comfortable with the previous 2 worker one of which only came once.

-the program is not nearly long enough -there needs to be more time to change course and try new ABA strategies as the child adapts and changes their behaviours accordingly. -these kids are so complex, 12 weeks doesn't even scratch the surface of how to effectively observe and collect data, assess motivation, create a plan, share with multiple parties, implement multiple new modalities, refer to other health care professionals to add medication, trial and live a new contrived reality, and then not allow any room for incidentals of factors that will change the cause and response chain. - not enough time to treat the emotion or respite needed to absorb and live a stable life style.

Please provide any other comments about your experience

The worker assigned to us on three different occasions never showed up for her appointment and did not contact us to let us know she was not coming. We finally had to make the decision to ask her supervisor to tell her not to return. I had to spend the last three weeks of summer supporting my child which was very stressful to me and I lost a lot of time away from my own work responsibilities. I am very disappointed at how this turned out for us from Urgent Care.

Over all helped our family.

I'm not entirely sure how receptive he was to the information..... the time slot was tricky because it was after a long day of camp for my son and around dinner time

Urs services should be longer then 12 weeks as I am at the same situation where I was before as a parent

Overall, this service was great.

Written detail of what went on during each visit would have been appreciated. From what I understand my child was supposed to receive therapy services for self injurious behaviour but from the information I have been given so far, they just received respite care.

Bethesda is an exceptional organization that worked well both individually and as a team. Their level of service to the whole family brought the escalation down quickly. I cannot say enough wonderful things about them. Although we had a hiccup in the beginning with another Respite company, we ended up with Trillium who were very accommodating and had a wonderful team to work with. Finally, Ellen Tansony, from Contact Brant was fantastic. She had time to listen and really helped me when I needed it. The overall experience we received was perfect and I hope that these services will continue to be offered and thrive. Thank you.

The staff at Bethesda are so supportive and helpful.

Nothing i can think of at this time.

Apart from the respite I was very pleased with the service we received.

I am eternally grateful for this program. I feel like I'm further ahead in the autism matrix of understanding and being connected to many services that my son will need going forward. This program is incredible for learning and anticipating your child in a deeper way. This program is exemplary at delivering accurate and differentiated proactive strategies to maintain predictable and regulated behaviour. Unfortunately it only works if your child's regulation is resting at a 6 on the scale of aggression. Some teens aggression is too severe for this program to have the same efficacy.