

Urgent Response Service (URS)

Contact Brant provides the **Urgent Response Service (URS)** in the communities of Brant, Haldimand-Norfolk, Hamilton, Mississaugas of the Credit First Nation, Niagara, and Six Nations of the Grand River. Children and youth registered with the Ontario Autism Program are eligible for URS when experiencing new or worsening high-risk behaviours. Working with the family and community services, our URS Coordinators develop short-term service supports to respond rapidly to the identified high-risk behaviour to reduce the risk of harm to the child/youth, others, or property. Please note that URS is not a crisis service.

The following are the types of services that may be included:

- **Interdisciplinary consultation** is short-term services by various professionals (such as Speech Language Pathologist, Occupational Therapist, Social Worker, etc.) to inform the URS behaviour support plan.
- **Direct support** to implement behaviour therapy strategies with the child/youth, using caregiver/parent coaching. Direct services typically take place in-home.
- **Respite** may be available as a supportive service during the service period.
- **Service Navigation** from the URS Coordinators occurs throughout service and at discharge. This involves connections to community resources and programs, in addition to creating the URS service plan and supporting the collaboration of all services.
- **URS Peer Support Navigator** uses their own life experience to assist families in navigating the system and provides direct support and guidance to the parent/caregiver.

What to expect while receiving URS Services:

- The URS Coordinator is your key contact and coordinates the Urgent Response Service Plan based on clinical recommendations from involved service providers. The URS Coordinator arranges for delivery of the services in the Plan. There is no cost to families.
- A Behaviour clinician works directly with the child as well as the family. The family needs to be prepared to work actively with the clinician(s) to de-escalate the targeted behaviour with a goal of maintaining the strategies after URS.
- The URS Coordinator monitors the delivery of services with the family and involved service providers. Part of the ongoing review will determine the clinically recommended length of this short-term support. If the goal has been achieved earlier than identified, we will plan for discharge from services.
- Families are encouraged to seek support from the OAP Foundational Family Services, a free service available to all OAP registered families.
- The number of hours of service per week will be based on the clinical plan, as well as availability of the family and the service providers.
- Family preference for service hours will be considered; however, sessions may need to occur during daytime hours based on service provider availability.
- Please note that Contact Brant is billed a fee for sessions cancelled with less than 24 hours notice, and these cancelled sessions will be considered part of the URS timeline and allotted URS hours of service.



519-758-8228 or 1-877-613-3422