

# No Wrong Door User Guide



Helping families connect with services in Durham Region

# Forward

The *No Wrong Door* project was funded by Ontario's Ministry of Children and Youth Services, through its Community Action Research INNOVATION FUND. The application was endorsed by the Best Start Network of Durham Region. Resources for Exceptional Children and Youth – Durham Region acted as lead agency.

The intent of the project was to make it easier for families living in the Region to connect with the services needed by their children aged 0 to 12 (where 12 means up to the 13<sup>th</sup> birthday), enhancing the transition between supports. This would be achieved by developing a system whereby service providers would use common forms and processes at the point of initial contact by the family. In any instance where the organization first contacted was not the appropriate service provider, the referral would then be quickly forwarded for an equally quick response by the appropriate organization.

The project steps included:

- Creating a *No Wrong Door* form and sharing it with community programs to facilitate entry to service.
  - For both typically developing children and those with special needs, the form will collect “basic family information”, a brief summary of family story, and based on this information, will help staff to determine applicable supports.
  - Document will be accepted as a referral document by participating agencies.
  - Will include processes for sharing information between agencies (informed parental consent) to expedite connecting families to services in a timely manner.
- Compiling and creating support materials about services which help staff refer families to the supports they need.
- Outlining a training strategy to encourage utilization of information.

Within the Best Start Network, the following organizations, called the Project Partners, contributed to the development and testing of the *No Wrong Door* Process:

- Regional Municipality of Durham
  - Children's Services Division
    - Child Care
    - Durham Behaviour Management Services
  - Health Department
    - Healthy Babies Healthy Children
    - Infant and Child Development Services
- YWCA Durham
  - Ontario Early Years
  - Community Enrichment Services
- YMCA
  - Ontario Early Years
  - Family and Community Action Program
- Durham Farm and Rural Family Resource Centres
- Oshawa Community Health Centre
- Grandview Children's Centre
- Durham District School Board

- Durham Catholic District School Board
- Resources for Exceptional Children and Youth – Durham Region

Tom Little and Nancy Mouldsdale of the consulting firm CMCS were retained to facilitate discussion regarding the needs of service providers and integrate the feedback into a referral process that met cross-sectoral needs. In addition to the referral form, they created a consent form, services charts, and this process guide. They tested the materials with the partners at an orientation session and made adjustments based on input received. Finally, they created a train-the-trainer program to help ensure the sustainability of the No Wrong Door initiative.

# No Wrong Door: You make it work

The *No Wrong Door User Guide* is for anyone whose organization may be a first point of contact for families in Durham Region regarding the development and well-being of their children. The *Guide* will lead you through the various steps of the *No Wrong Door* process, from information-gathering to identifying the organization most suited to a family's needs.

You will learn how to:

- Quickly and clearly identify the needs of the family using the forms, charts and resource guides provided;
- Determine how to best address those needs by choosing from one of the following options:
  - Providing the family with information so they can link to a service, in cases where that service does not require a referral;
  - Initiating a referral on behalf of the family when the chosen service requires a referral; or
  - Providing the family with information so that the family can make a self-referral to a service when that service requires a referral.

When you use this process you will be helping families quickly and seamlessly access the services they and their children need. You are the ones who make the *No Wrong Door* process a success.

## The *No Wrong Door* Process

Here is a description of how the *No Wrong Door* process works:

When you are contacted by families with questions or concerns about their children's development and well-being, and about services for addressing them, you will provide those families with immediate assistance.

Through discussion, and the use of resource guides that explain services available in Durham Region, you will help the families identify the service that best meets their children's needs. You will then explain how to connect with this service. To confirm the conversation and the results, you will fill out a form called the *Family Information* form, and give the families a copy.

In situations where the chosen organization does not require background information from the family, the families will be able to take the next step of approaching the organization noted on the form on their own. This part of the *No Wrong Door* process is called **linkage**.

Some specific services that are offered by the No Wrong Door Partners require families to provide background information in order to start the process. The Partners want to make this part of the process easier for families. The Partners have therefore agreed that for these services, you can assist the family by forwarding the *Family Information* form to any of the organizations listed below. That organization will then quickly respond to the family. This takes the onus off the family, and makes it easier for them to connect with the services they need.

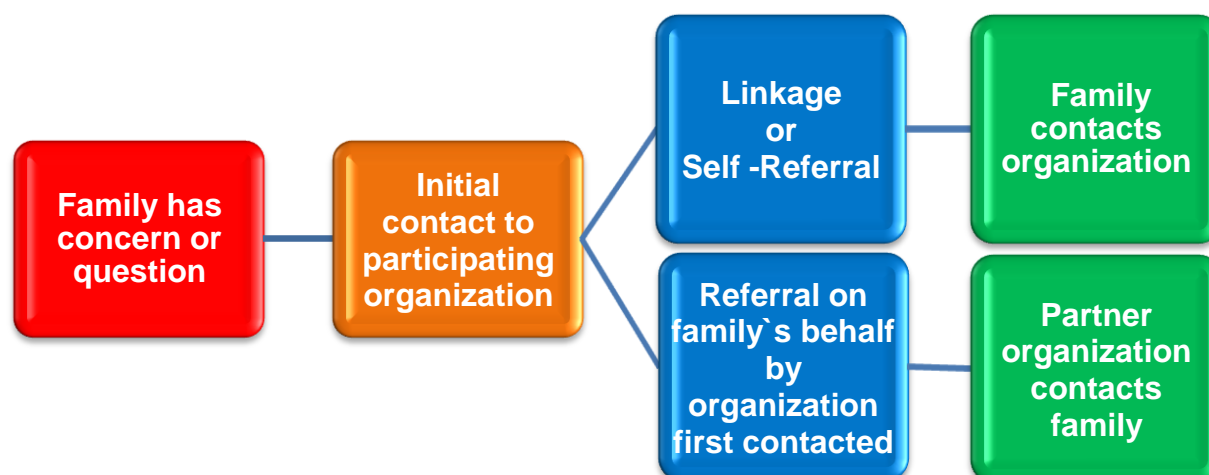
This part of the *No Wrong Door* process (i.e. requiring background information), is called **referral**, and applies to the following Partner organizations:

- Regional Municipality of Durham
  - Children's Services Division
    - Durham Behaviour Management Services
  - Health Department
    - Healthy Babies Healthy Children
    - Infant and Child Development Services
- YWCA Durham
  - Community Enrichment Services
- Grandview Children's Centre
- Resources for Exceptional Children and Youth – Durham Region

Making a referral on behalf of the family requires the family's consent. You will confirm that consent with the organizations listed above by completing and forwarding a *Consent to Share* form. This means you will be sending them both the *Family Information* form and the *Consent to Share* form.

Bear in mind that some families may decline your help, and make their own contact even with organizations requiring background information. This is what we call **self-referral**.

Here is a graphic of the *No Wrong Door* process:



This is the first of a number of schematics we have included in the *Guide* to explain the *No Wrong Door* approach.

To fully understand the process, it is important you remember that:

- All organizations that may be a first point of contact for a family's questions or concerns about their child can participate in *No Wrong Door*.
- Some services in Durham Region do not require a referral to be accessed. For them, you will provide the family with the *Family Information* form that includes contact information, and the family will approach the service provider themselves. This is **linkage**.
- Organizations that have committed to accepting the two completed forms are Project Partners that require family background information to access particular services. The Partner services that require referral are noted above. You will forward the information you obtain from the families during the initial contact (i.e. the *Family Information* form and the *Consent to Share* form), and the Project Partner will respond to the families. We call this **referral**.
- Partner services that require background information can also be accessed directly by the family, a process we also term **self-referral**. To support a self-referral, you will provide the family with the *Family Information* form that identifies the service that you have discussed.
- Some other service agencies will require background information before families can access their service. These services can also be accessed directly by the family through **self-referral**.
- While talking to the family, you may sense some reluctance on their part to contact agencies that require referral but who are not part of *No Wrong Door*. With the family's agreement and your organization's approval, you can support the family by calling the organization while you are together with the family, then handing the phone over to the family to carry on the conversation. If you do so, you will utilize your organization's policies and procedures, including for consent.
- When we use the word "families", we mean parents, legal guardians or others with an interest in the child's welfare, bearing in mind that only parents or legal guardians can provide consent.
- When we use the term "services for children", we also mean services for families that are intended to benefit their children.

Please note that it is the hope of the Project that in future, other organizations that require a referral will join the Partners in using the process developed by *No Wrong Door*. Remember too that linkage, referral, or self-referral is directed to the organization, and not to a specific service offered by that organization.

Linkage, referral or self-referral will usually be to one organization, but on occasion it may be in the child's interest to connect the family to more than one. As the person who is the initial contact point, you are at liberty to do so.

### **Not intake**

The *No Wrong Door* process described in this Guide relates only to linkage, referral or self-referral. **It is not about intake**. For this reason the process is intended to be simple and straightforward, asking as little as possible of the family while generating enough information to ensure the optimal connection is made.

## People seeking assistance

Anyone connected to the child, including a parent, other family member or legal guardian, may bring forward a concern or question.

If you are only providing information to the person who contacts you, the nature of the relationship between the child and person contacting you is not important. However, if the person wants to be referred to a Partner service, then consent is required, and consent can only be provided by a parent or legal guardian. This means referral to one of the Partners requiring background information cannot proceed until the parent or legal guardian agrees.

In addition, to be eligible for services, the child and the parent or legal guardian must live in Durham Region.

Finally, while it is expected that most parents or legal guardians will be seeking assistance for the first time, they may have received services before, and may be receiving services currently from a Durham Region children's services provider. If the families or guardians are currently receiving services, you may still end the initial contact by referring them or directing them to another organization, depending on the need identified.

## Children

All children aged 0 to 12 (up to their 13<sup>th</sup> birthday) who live in Durham Region are eligible for the *No Wrong Door* process. This includes both those who are developing in a typical manner, and those who are deemed to have special needs. There may be more than one child in a family needing assistance.

## Participating organizations

There are two categories of participating organizations, those that will be the first point of contact for families, and those service providers that will respond to them. Further, the organizations that respond fall into two sub-categories as follows:

1. Those organizations that do not require a referral for families to access their services.

These include a wide range of service providers as listed in the resource guides found in the binder accompanying the *No Wrong Door User Guide*. Among them are the following Project Partners:

- Regional Municipality of Durham
  - Children's Services Division
  - Child Care

- YWCA Durham
    - Ontario Early Years
  - YMCA
    - Ontario Early Years
    - Family and Community Action Program
  - Durham Farm and Rural Family Resource Centres
  - Oshawa Community Health Centre
  - Durham District School Board
  - Durham Catholic District School Board
2. Project Partners that require one and will accept a referral through the *No Wrong Door* process:
- Regional Municipality of Durham
    - Children's Services Division
      - Durham Behaviour Management Services
    - Health Department
      - Healthy Babies Healthy Children
      - Infant and Child Development Services
  - YWCA Durham
    - Community Enrichment Services
  - Grandview Children's Centre
  - Resources for Exceptional Children and Youth – Durham Region

Here is more information about the participating organizations:

1. Those that will be the initial point of contact represent a very broad group of organizations, made up of all those that could be approached by families for assistance. This includes those listed in the resource guides described next, but goes beyond them.
2. The organizations that will receive the linkage, referrals or self-referrals will be limited to those that provide children's services, or family services that benefit children. Those organizations are listed in one of five resource guides noted here. The resource guides are available both in hard copy and by using the links shown:

***Services for Children Birth to Six with Special Needs in Durham Region***

[http://www.durham.ca/departments/social/childcare/operator/Nov2011Services\\_for\\_Children\\_Birth\\_to\\_Six.pdf](http://www.durham.ca/departments/social/childcare/operator/Nov2011Services_for_Children_Birth_to_Six.pdf)

***Family and Child Support Services Agency Listing (English)***

<http://www.durham.ca/departments/social/childcare/beststart/AgencyListing2010-2011.pdf>.

***Family and Child Support Services Agency Listing (French)***

<http://www.durham.ca/departments/social/childcare/beststart/AgencyListingFR2010-2011.pdf>

***The Funding Guide for Young Children and Families***

[http://www.durham.ca/departments/social/childcare/operator/Nov2011Funding\\_Guide\\_for\\_Young\\_Children\\_and\\_Families.pdf](http://www.durham.ca/departments/social/childcare/operator/Nov2011Funding_Guide_for_Young_Children_and_Families.pdf)



**Child Care Services Guide** (There is not a direct link to this document but the link takes you to the Durham Region child care section that includes the Child Care Directory.)  
[http://www.durham.ca/social.asp?nr=departments/social/childcare/childcare\\_inside.htm](http://www.durham.ca/social.asp?nr=departments/social/childcare/childcare_inside.htm)

**Red Flags: Early Identification in Durham Region**  
See the binder for a print copy of the latest version.

The guides are published by community agencies and are updated on a regular basis. They are critical sources of information for you and for families. Hard copies are included in the binder provided to you along with this Guide.

The core group of Durham Region service providers participating in *No Wrong Door* is made up of members of the Best Start Network, which endorsed this project.

## People who will use *No Wrong Door* process within participating organizations

As noted at the outset, the people who will use this *Guide* and facilitate the linkage, referral or self-referral, are those who are the initial point of contact within participating organizations.

It will be your job to gather the information set out on the forms, especially related to the needs of the child, then to identify the most appropriate service provider on the three *Services Charts* created for your use. The most appropriate provider may be your own organization. If not, there are two possibilities: The chosen provider can be accessed via linkage or via referral. If linkage, the family then takes the initiative to make contact; if referral, you are responsible for forwarding the forms on the family's behalf. Families may also self-refer.

## Method of contact

Families may contact you by phone or in person.

## Forms format

You will provide copies of the completed forms to families, and to the service organization as appropriate, either in person, via fax or via email as per your organization's policies. The forms can be completed in hard copy or by using a fillable PDF electronic file.

The PDF versions can be found on Durham Region's Best Start website:  
<http://www.durham.ca/social.asp?nr=/departments/social/childcare/beststart/beststartinside.htm>  
or on the site of Resources for Exceptional Children and Youth at [www.rfecydurham.com](http://www.rfecydurham.com).

## Forms and charts and their usage

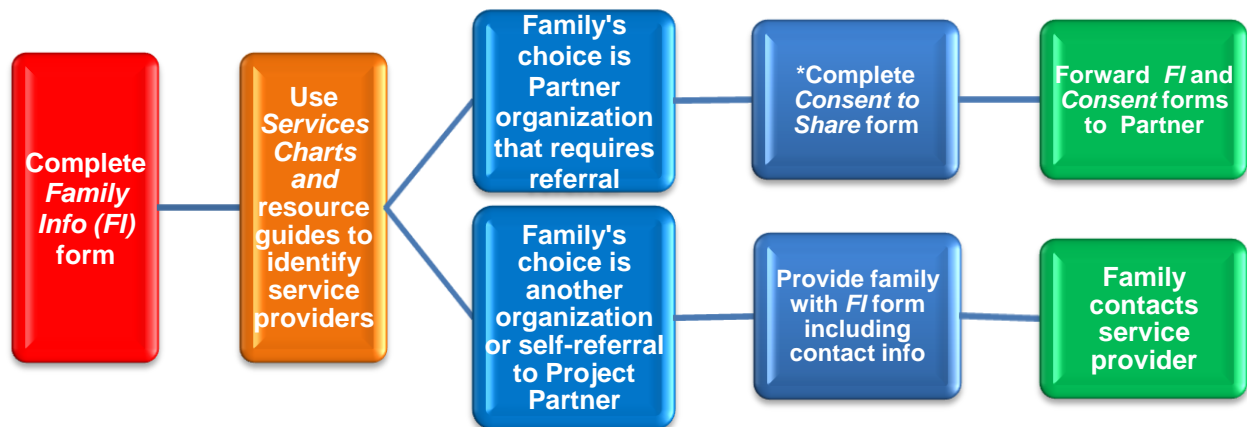
Two forms have been developed to help you gather the information you need. You will complete the *Family Information* form for all eligible families. You will also complete the *Consent to Share* form when you are preparing to connect the family to those Project Partners that require referral as the first step to services.

Three *Services Charts* have been created to assist in determining the best service option. These are titled: *Assessment & Direct Services*, *Family Resources* and *Child Care Services*.

Once you have identified the kind of service required, and have gathered the information suggested by the questions in the corresponding chart, you will be able to determine the most appropriate service provider. Your next step is to look up the service provider in the relevant resource guide and share the information with the person making the inquiry. Where there is more than one option available, you will share that information as well. With your help the family will make a determination as to which service provider to proceed with, and identify what form the connection to the service provider will take - linkage, referral or self-referral.

We explain how to use the forms, charts and guides in more detail on the pages that follow. It is the hope of the Project Partners that over time other organizations will adopt the forms for general usage, to avoid duplication of information-gathering.

Here is your process for using the forms, charts and guides:



\*Consent must be provided by parent or legal guardian

As noted earlier, the family may be reluctant to take the next step in linking to a service provider. If the family requires support in so doing, and you as the organization first contacted are unable to provide it to them, point the family to an organization listed on the *Family Resources Chart* under the heading “Managing Multiple Services” for assistance.

To view a sample copy of the *Family Information* form, the *Consent to Share* form, and the *Services Charts* that identify assistance available in the Region, go to the binder we have provided.

Please note that both the *Family Information* and *Consent to Share* forms are available electronically and can be customized at the top and at the bottom with logos or wording needed to ensure they comply with the internal requirements of individual organizations. If you require the forms electronically in order to customize them with your organization's logo or wording, please contact: [info@rfecydurham.com](mailto:info@rfecydurham.com).

## A. Family Information form

The *No Wrong Door Family Information* form contains five short sections: 1. *Family*, 2. *Child*, 3. *Diagnosis/Concern*, 4. *Service identified & organization/Other information* and 5. *Completed by*. What follows is a detailed description of the form and how it should be used. In the course of our discussion we will also reference the three *Services Charts*.

### Section 1: Family

The *Family Information* form begins with a request for basic information about the family. First, you need the name of the person who is contacting you, and their relationship to the child. If it is someone other than a parent or legal guardian, please describe their relationship (e.g. grandparent, sibling, friend). Then ask the person for the name and address of the parent or legal guardian.

The address is the first determinant of eligibility for linkage, referral or self-referral. If the parent or legal guardian and the child live within the Region of Durham, they have met the first requirement. If not, you can:

- Redirect the family to an appropriate organization in their area, if you have that information at hand. Otherwise, try to provide the family with contact information for a service that is similar to the one they need, but that is located in Durham Region. The expectation is that the Durham Region organization will be familiar with the same kind of service provided elsewhere in the province, and will be able to advise the family on where to go for assistance.
- Use 211 to research potential contacts for the family.

### Section 2: Child

If the parent or legal guardian lives within the Region, obtain the child's date of birth. All children age 0 to 12 (up to the 13<sup>th</sup> birthday) are eligible under the *No Wrong Door* protocol. If the child is thirteen or older, the family should be redirected, if possible, to an appropriate organization.



Once you have determined the child is under thirteen and that the child lives within the Region with family or legal guardian, the eligibility criteria have been met. You should conclude filling in this section of the form by obtaining the child's name and gender.

As you move through the next steps, it will be important to remember the age of the child, since many organizations have more limited parameters for the specific services they deliver within the 0 to 12 range. These are noted on the *Services Charts*.

### **Section 3: Diagnosis/Concern/Question**

The conversation now moves to the central issue: The reason the person contacted you. This could include a perceived problem, concern, question, need or area where further development would be of benefit to the child.

Your challenge, as the person receiving the inquiry and completing the form, is to capture the information in such a way that you can determine the most appropriate services, and service providers, for addressing it. The key is to quickly extract sufficient information to decide whether your organization is the one the family should access service from (if you provide services), or whether it should be another provider within the Region, and if so which one.

You can initiate this part of the discussion by posing an open-ended question like: "What is it that made you call/come in today?", or "What concerns are you looking for help with today?"

The number of possible answers to this type of question is limitless. It could be a need for family counselling after a divorce, or child care, or help on how to feed a picky eater. But it could just as easily be a concern about an aspect of the child's development or behaviour that is worrying the family, or is causing disruption. The family could start by describing one problem, or asking one question, when really the issue is something else.

This is where utilizing the *No Wrong Door Services Charts* will help. With them, you can establish the connection between the family's concern and the service needed. We have identified three main categories of need, and corresponding services, that are available for children aged 0 to 12 (up to the 13<sup>th</sup> birthday) and their families in Durham Region. They are *Assessment & Direct Services*, *Family Resources* and *Child Care Services*. A more detailed description of each can be found below.

You can use the information gathered in response to your initial question to determine which chart to use. The chart will then act as a guide or "decision tree", identifying questions or choices to relay to the family, and aiding you in moving from the need or concern of the family, through various filters, until you reach the most appropriate service and provider. It is important to emphasize that while the charts are there to expedite connection to services for families, as you navigate your way through them, you will be gathering important information that should also be captured on the *Family Information* form.

For example, on the *Assessment & Direct Services Chart* it is necessary to ask whether the child has been diagnosed with a particular condition, including a disability. If you are advised of a diagnosis, you should then note it on the *Family Information* form, and obtain additional information as required about when the child was diagnosed, who provided the diagnosis and what has occurred since obtaining the diagnosis, to ensure you can direct the person to the best

source of assistance. The answers you receive from families will guide you in identifying appropriate options. Due to their importance, they should be noted in the designated space.

#### Section 4: Service Identified & Organization/Other Information

Some of the most straightforward inquiries will be from families who have received a diagnosis and are looking for a specific type of service. However, whether you have a diagnosis to work with, or only information extracted from your queries about the family's concern or inquires, look for words that point you to one of the following three major categories of needs and assistance: *Assessment & Direct Services*, *Family Resources* or *Child Care Services*.

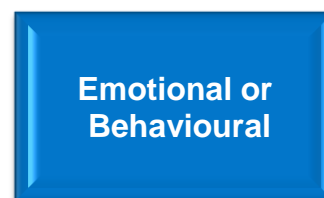


As you engage in discussion with the family, you can also use the document *Red Flags: Early Identification in Durham Region*, to help you zero in on the nature of the issue.

**When using the services charts, please note that the service providers listed in the dark green boxes are the *No Wrong Door Partners* that require referral to access services. They have committed to contacting the families, based on the referral information that you prepare on the family's behalf and forward to them. Organizations noted in the light green boxes are those which families will seek out on their own with the information you provide them (linkage or self-referral). They include some of the Partners, depending on the service.**

#### Chart 1 - Assessment & Direct Services

By assessment or direct services, we mean therapeutic services intended to address diagnosed, or suspected, delays in **physical, intellectual, emotional** or **behavioural** development or maturation.



Determining that *Assessment & Direct Services* are the main concern/need of the inquiry could happen in several different ways. The family might say:

- The child has been identified as having a disability or condition, and they are seeking services directly related to that disability or condition on his or her behalf;

- They themselves suspect the existence of a disability or condition because the child's development has in some way diverged from the expected path, and they want to investigate;
- They have been alerted to the possible existence of an issue by a friend, family member or child care provider, and they are seeking more information on how to proceed; or
- They are worried or frustrated because of a specific problem, which when described to you, indicates potential cause for concern regarding the child's current or ongoing development.

The first instance is the easiest to resolve using the chart. If the child has a diagnosis, and the inquiry is related to accessing therapeutic services, you need only follow the decision path on the chart until you reach the service provider listings. To facilitate connection with the correct agency, these have been categorized by the aspect of child development that their services focus on.

The three main service provider groupings under *Direct Services* are *Physical, Intellectual, and Emotional or Behavioural*. Under *Physical*, the following sub-headings will help you further refine your search: *General* (these organizations provide services to children with a range of physical disabilities and/or medical conditions), *Hearing* and *Vision*.

If the family expresses a concern related to the child's development, and no diagnosis exists, they may do so with words like: "My child can't/doesn't/won't/has difficulty with..." or even "He/She won't stop/keeps on/will only..."

The problem could cover some or all developmental domains - i.e. eating, crawling, balance, walking, running, talking, listening, hearing, making eye contact, showing affection, being hugged, toileting, transitioning, remembering, learning new things, playing with others, running away, showing too much emotion, showing too little emotion, mood swings, outbursts, tantrums, dealing with changes, hitting, biting, (not) responding to correction, or having unusual habits.

The family could feel there is something absent in the child they believe should be present, something present that they view as problematic, or something that they feel could be improved or enhanced. As you speak with the family, ask about the history of the problem, including its frequency and severity. Be sure to capture such data on the *Family Information* form.

The next step is to determine if the child is under the regular care of a physician or other health practitioner, and whether that person has been made aware of the concern. While the lack of a health practitioner's referral will not prevent the process from continuing, it is important to inform families that some organizations offer services based on a doctor's diagnosis. Others may ask that the child see a doctor to rule out possible physical or medical causes for the occurrence.

However, the process is not intended to discourage or prevent families from having their concerns addressed. They may not have a family doctor. They may not want to discuss the issue with their family doctor if they have one, or they may have discussed it and feel it has not been adequately addressed. In these instances, there are service providers noted on the chart that are still able to assist.

Be attentive to the fact that some organizations serve a clientele with a particular developmental issue. Bear in mind also, that the family might begin the conversation by identifying a diagnosis, which could lead you to conclude that the only issue to address is the diagnosis. But it is

possible that in addition to the child, the family itself is in need of assistance. Active listening will help you uncover the range of needs.

### Chart 2 - Family Resources

Families may identify a lack of knowledge or capacity to deal with a particular issue related to the child, and may seek assistance on that basis. Assistance can fall under the two main categories of *Parent & Child Enrichment* and *Family Support*.



Under *Parent & Child Enrichment* there are two main subheadings: *Information, Workshops & Resources on Parenting & Healthy Child Development* and *Parent & Child Activities*.

Services related to *Family Support* are divided into those which are specific to coping with a child's disability or condition, and those which are not. Services to support families as they try to manage the extra demands related to a child's disability include: *Counselling and Support Groups, Financial Support* and *Managing Multiple Services*. Beyond disability, assistance may take the form of *Parent/Family Counselling and Support Groups, and Mentoring*.

The person calling may introduce the subject by saying something like: "I feel cut off from my old self since my child's Autism diagnosis.....", "I am at my wits end with my child's outbursts", "I don't know what kind of things to do with my two-year old", "Since my divorce, my child won't listen to me", "How do I know if my son is ready for Kindergarten?", "My child needs an adult role model", or "I don't think anyone understands how exhausting my life is".

The key here is to identify whether the family is seeking assistance in enhancing the growth of a typically developing child, which would direct you to the *Parent & Child Enrichment* path, or if there is something straining the family's ability to cope, indicating they are in need of some kind of support.

### Chart 3 - Child Care Services

*Child Care Services* incorporates two options: *Child Care* and *Respite* (temporary breaks for the family).



Generally, families will be able to articulate their need for child care or respite and to identify the specific problem they face. Locating services, and affording them, tend to be the most common roadblocks families encounter.

### **Connecting people to services and organizations using *Services Charts***

Once you have identified a diagnosis or determined the nature of the concern, you may conclude that the family and child would be best served by your organization, in which case you would identify the next steps for the family in that process.

However, you might conclude that another organization is more appropriate. In this instance, you would use *the No Wrong Door Services Charts* as outlined above to identify that service provider. The next step is to review the more detailed descriptions of the organizations and the relevant services, contained in the resource guides. In collaboration with the person making the inquiry, you will select the ones best suited to the specific situation.

These guides were referenced earlier:

- *Services for Children Birth to Six Years with Special Needs in Durham Region*
- *Family and Child Support Services Agency Listing*
- *The Funding Guide for Young Children and Families*
- *Child Care Services Guide*
- *Red Flags: Early Identification in Durham Region*

Remember that services listed in the dark green boxes are those offered by the *No Wrong Door* Partners that require referral. For those services, you can refer families by using the two forms provided: *Family Information* and *Consent to Share*. If families prefer, they can self-refer to the Partner. Services in the light green boxes are accessible to the family through linkage, meaning the family contacts the organization directly.

On the *Family Information* form, under the heading *Service identified & organization/Other information*, note the service the family wants, the organization that offers it, including contact information, and any additional comments that are pertinent. There is room for two services on each form. In directing the family towards them, you will provide the family with a copy of the *Family Information* form including contact information for the organization identified.

### **Section 5: Completed by**

The last section of the *Family Information* form asks you to identify who you are and your organization, along with your signature and the date. The process ends at this point for families that will undertake a linkage or self-referral, and you should go to the Next Steps section below for final actions to be taken.

If there is to be a referral to a Partner, you will need to complete the *Consent to Share* form.



## **B. Consent to Share Form**

The *Consent to Share* form is used when you are referring the family to *No Wrong Door* Project Partner organizations that require a referral for service. As noted, those Partners are delineated on the *Services Charts* in the dark green boxes, and are also listed on the *Consent to Share* form for your convenience. You may also use the form if you are assisting the family in linking to an organization by initiating contact with the organization on their behalf.

The *Consent to Share* form has three sections: *Consent*, *Organization to be contacted*, and *Completed by*.

### **Section 1: Consent**

At this point you have worked with the family to determine the best service option. When that service is provided by a *No Wrong Door* Project Partner, you need consent from a parent or legal guardian before forwarding the *Family Information* form. Informed consent is important to the process of referring families to services, since it allows the *Family Information* form to be shared with the Partner organization that you have determined to be most appropriate to their child's needs.

Consent will be verbal in most instances. When it is verbal, you will note that in the box provided and record the child's name and date of birth, the name of your organization, and the name(s) of the parent or legal guardian providing the consent. In those instances where the parent or legal guardian requests a written consent, you will also provide signatures of one or two parents or legal guardians, a witness name and signature, and the date. You will also note that it is written consent in the box provided.

### **Section 2: Organization to be contacted**

To facilitate the process, the Partner organization to which you will be directing the referral is listed on the form, and all you have to do is check off the organization (or organizations) that you will contact on behalf of the family. In situations where the organization offers more than one service, the particular option the family wishes to access should be noted on the *Family Information* form as well. Additional contact information for each organization, such as address and phone, is available in the resource guides.

### **Section 3: Completed by**

The last section of the *Consent to Share* form asks you to identify yourself and your organization, to provide your signature and to record the date.

Please note that families may have concerns regarding more than one child within the family. In this instance a separate *Family Information* form, and *Consent to Share* form (if needed), will be created for each.

## Next Steps

Once the form or forms are completed, it is important that you describe the next steps to the family so they understand what lies ahead:

1. For services offered by the *No Wrong Door* Project Partners (dark green boxes on the charts) that require a referral for service:
  - a. You will forward the *Family Information* and *Consent to Share* forms to the designated organization, and provide a copy of both forms to the family.
  - b. That organization will be responsible for contacting the family in a timely fashion.
  - c. If they do not receive a response within a reasonable time period, the family should contact you again, and you will follow up with the organization on their behalf.
  - d. The organization the family is referred to will ask its own questions, require its own consent form to be completed, and may require a referral from a doctor, or other documentation, before determining whether it is able to provide services. It may also advise that services are not available immediately.
2. For services offered by Project Partners who do not require a referral for service and for all other organizations (light green boxes on the charts):
  - a. The family will receive a copy of the *Family Information* form including contact information for the service provider identified. The family will be responsible for initiating contact.
  - b. At the family's request you can support them to initiate the linkage or self-referral process. It will be up to the family to carry on from there. If your organization's policies do not allow you to facilitate this first contact, point the family to an agency listed on the *Family Resources Chart* under the heading "Managing Multiple Services" for assistance.
  - c. The organization the family links to may also advise that services are not available immediately.

## Privacy

Privacy is an important consideration when interacting with families and guardians, and needs to be promoted and protected throughout the *No Wrong Door* process. All organizations, both *No Wrong Door* Partners and others in the Region, have their own policies in this area. The expectation of those involved with the *No Wrong Door* initiative is that each organization's policies will be followed by its employees throughout the *No Wrong Door* process.

## Crisis Situations

In those instances of initial contact when it becomes clear that the family is in crisis (e.g. abuse may be occurring), you will utilize the policies of your own organization to determine your next steps.