



Pathways Health Centre for Children

A Resource Guide

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Welcome to Our Pathways Family!

We're Glad to Join Your Team!

Mission

Pathways Health Centre for Children will deliver defined services to children, youth and young adults with physical, developmental and communication needs, to help them achieve their potential for a better quality of life.

Vision

Supporting children, youth and young adults to achieve their potential through effective partnerships.

Values

Partnering with our clients, their families and our community

Advocating for our clients

Respecting the individuality, diversity and dignity of our clients, their families, our staff and volunteers

Teamwork

Nurturing an inclusive community

Educating in an open learning environment

Recognizing the roles and contributions of our clients, their families, our staff and volunteers

Supporting opportunities that encourage health, well-being and self-esteem

How To Reach Us



(519) 542-3471 and press "0"

Toll Free: 1 (855) 542-3471

Website:

www.pathwayscentre.org

Facebook Page:

<https://www.facebook.com/PathwaysHealthCentreforChildren/>

Instagram Page:

<https://www.instagram.com/pathwayshealthcentre/>

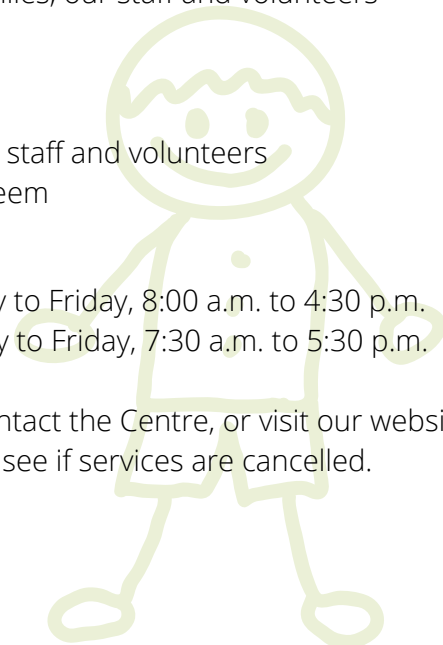


Hours

Pathways: Monday to Friday, 8:00 a.m. to 4:30 p.m.

C.A.C.H.É.: Monday to Friday, 7:30 a.m. to 5:30 p.m.

Poor weather? Contact the Centre, or visit our website or Facebook page to see if services are cancelled.





Kobe's Story

Kobe was born 14 weeks early and spent 131 days in the Neonatal Intensive Care Unit in London, Ontario. Shortly after returning home to Sarnia, Kobe and his family were connected with Pathways for support to help with his development. Kobe received a diagnosis of cerebral palsy at one year of age (corrected). He benefited from therapy sessions to help him reach milestones in his own time! Kobe has also received many services, which helped his family navigate through some of the unique challenges resulting from his premature birth.

Kobe's mom shared that she is "thankful to everyone at Pathways for helping me navigate resources for my son, whether it be through funding or physical supports to make sure we have everything set up for him to thrive in his everyday life! Kobe will be starting junior kindergarten this Fall. Pathways has helped his school team and me prepare for his transition to kindergarten, helping me feel more comfortable as Kobe reaches this next exciting milestone in his life!"

Congratulations team Kobe!

We Provide:

- Audiology
- Augmentative Communication
- Autism Diagnostic Hub
- Autism Supports
- Behaviour Consultation
- C.A.C.H.É. Childcare
- Coordinated Service Planning
- Family and Transition Supports
- Family Engagement Services
- Feeding Services
- Fetal Alcohol Spectrum Disorder (FASD) Resource Hub
- Infant Hearing Program
- Lifelong Learning Program
- Medical Clinics
- Occupational Therapy
- Physiotherapy
- School Based Rehabilitation Services
- Seating and Mobility
- Service Coordination
- SmartStart Hub Services
- Social Work
- Special Needs Resource Support
- Speech-Language Pathology
- Student and Volunteer Services
- Teen Transition
- Therapeutic Aquatics
- Therapeutic Recreation

Getting Started With Pathways

1. CALL US... Intake and Service Coordinators help families get the right help at the right time in the right place.

Phone INTAKE at (519) 542-3471 ext. 1295

Toll Free: 1 (855) 542-3471

or

2. MAIL US... Submit a "Request for Service" form online or download and mail/fax it to us:

<https://www.pathwayscentre.org/make-a-referral/>

Mail: Pathways Health Centre for Children

1240 Murphy Rd., Sarnia, ON, N7S 2Y6

Fax: (519) 542-4115

or

3. TALK TO YOUR PRIMARY HEALTH CARE PROVIDER



Pathways prides itself on offering inclusive and accessible services! Pathways is working to adopt a lens of equity, diversity and inclusion (EDI).

This commitment is a journey grounded in the desire to be a community where all people are accepted, celebrated, supported and engaged.



Not sure if we are the right place to get the help your child needs?

Contact us. As a SmartStart Hub, we connect families with child development agencies and professionals. We will be happy to point you in the right direction at <https://www.pathwayscentre.org/smartstart-hub-services/>.

What's Next

In the Beginning

We start by talking to you in person or by telephone to collect important information about your child and your concerns. An assessment for your child is then arranged.

Arrival

When you arrive for an appointment, please remember to use hand sanitizer.

Check-in at reception when you arrive at the Pathways site. Your child's clinician is notified that you are ready to start!

If your appointment is not at Pathways, arrangements will be made with you for a meeting place.

To support a safe and healthy environment, you must supervise your child at all times.

Working Together

You have a big impact on your child's development. Come to appointments with your child, learn with them and be your child's best support. Together, we may work with other specialists and organizations to help your child. Your consent is needed before any assessment or service is arranged.

The Assessment

An assessment of your child's abilities is completed by one or more clinicians. You remain with your child during the assessment as you have important information about your child. After the assessment, you and your child's clinician(s) discuss what happened and decide on a plan. Later, you receive a report that includes your child's goals and service plan.



Please understand that our guidelines discourage us from following you on social media. To protect the safety of clients, caregivers and staff, photos and sound/image recordings by caregivers (using cameras, cell phones, tablets, iPads, etc.) of client services is not permitted. It is an unfortunate reality of the internet that communications are not safe or private. It is recommended that you not send personal information by email.

Please Let Us Know

We need to be in touch regularly while your child receives services. If we are not able to reach you, your child's file may be closed. A new referral is required to start services again.

Can't make your initial assessment appointment?

Please make sure you let us know in advance. If we don't hear from you, a new referral will be required.

Cancelling Appointments?

In the best interest of your child, your clinician and other children at Pathways, please cancel your child's appointment as soon as possible if you or your child:

- feels unwell
- has a fever
- has a rash or blisters
- has a runny nose or weepy eyes
- has excessive coughing or sneezing
- has diarrhea or vomiting
- has head lice



Oops... Missed an Appointment?

Mistakes happen! If you missed your appointment, call right away. Pathways wants to help children and families as quickly as possible. We need your cooperation and commitment. If there are two missed appointments without prior notice, a change to your child's service plan may be necessary.

Arriving on time...

Being on time for appointments is important to get the most out of your services. **If you arrive late, your appointment end time will not be adjusted.**

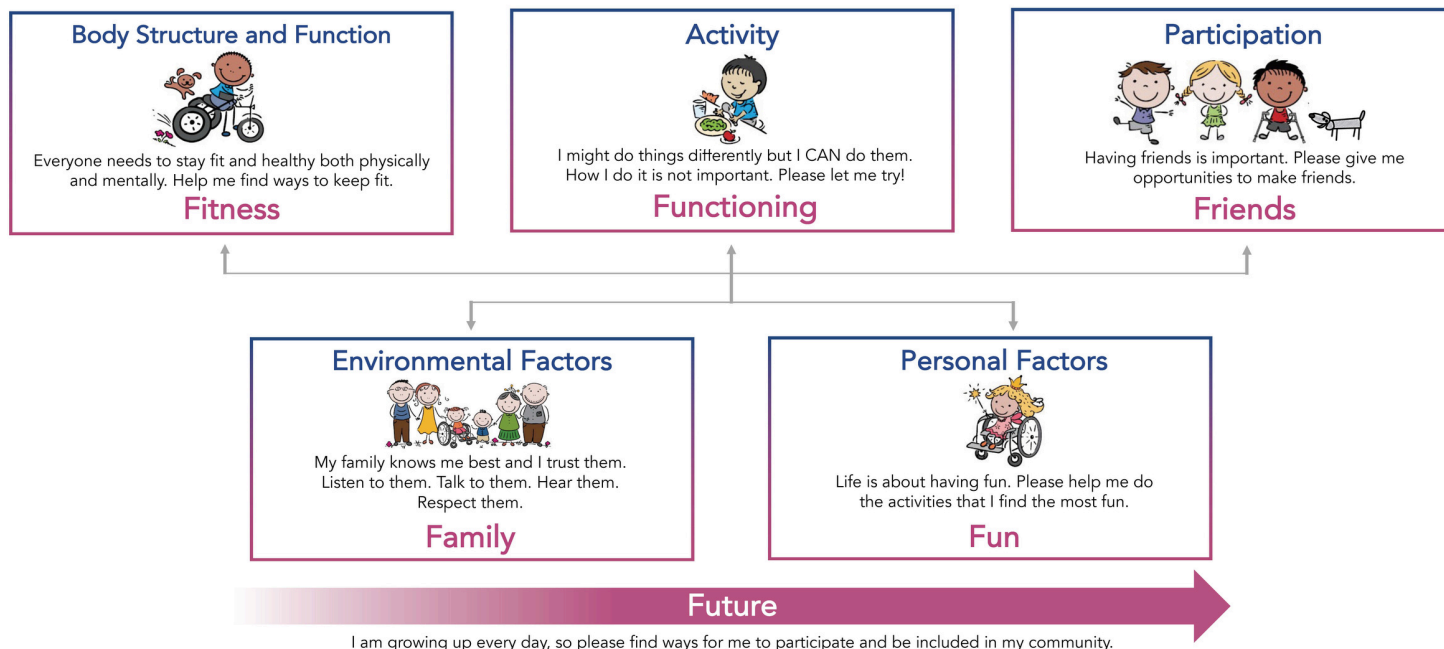
Virtual Appointments

Prefer to meet with your clinician online? Connect with us to explore this option.



When working with Pathways staff, you may be invited to talk about our favourite words! These “F” words help us to focus on what is important to you and your child. Focusing on these areas will help us help you and your child make meaningful differences for today and tomorrow! With goals that are developed to address needs in Fitness, Functioning, Friends, Family, Fun and Future, your team will help design an approach to move forward in partnership with you!

The ICF Framework¹ and the F-Words²



For more information visit the F-words Knowledge Hub:
www.canchild.ca/f-words



1) World Health Organization. (2001) *International Classification of Functioning, Disability and Health (ICF)*
2) Rosenbaum P & Gorter JW. (2012). The 'F-words' in childhood disability: I swear this is how we should think! *Child Care Health Dev*; 38.

Our Commitment to Protecting Your Privacy

Pathways Health Centre for Children collects and uses information about our clients and their families to provide the best care possible and to provide a safe environment for all our clients, staff, volunteers and families. We are committed to protecting privacy and information regarding our clients and their families. Our privacy practices are consistent and comply with Ontario's Personal Health Information Protection Act (PHIPA) and the requirements of the Regulated Health Professions Act (RHPA).

Collecting Your Information

Pathways staff will collect personal information or personal health information (PHI) directly from you or from a person acting on your child's behalf. We collect demographic, family, and health history information, and records of past services at home or in the community. We collect only the information about clients and their families that is necessary to assess the client and plan and deliver appropriate services for our clients. Pathways stores and uses your personal information within a safe and secure environment including secure electronic databases and networks. We will collect PHI about your child or you from other sources with your express consent or if the law permits.

Using Your Information

Within the Pathways staff team, Pathways treatment staff use personal information and personal health information about our clients to be able to assess and plan and deliver appropriate services for the client. We also use PHI to compile statistics. Pathways may use this information to inform our clients or their families about the activities of Pathways, including programs, services, special events, funding needs, volunteer and donation opportunities and donation receipts.

Disclosing Your Information

Pathways will not share the personal information we have about any client or their family with any outside person or agency without the express consent of our client or our client's parent or legal guardian, unless the law requires us to do so.



Our Commitment to Protecting Your Privacy

Your Rights and Choices

You have the right to restrict the use and sharing of your or your child's information. You may request access to and copies of your or your child's health record. You may cancel your consent to use and share **your or your child's information at any time.**

Access to Your Information and Requests for Correction to Your Information

You may request to see the information that we have collected about you or your child. We will answer your questions or look into any concerns you may have about your or your child's information. You may request to have a correction made to your or your child's information.

Privacy Officer

If you have any questions or concerns about any of our privacy practices, you may contact:
Pathways' Privacy Officer (519) 542-3471 ext. 1324

Complaints

You also have the right to complain to the Information and Privacy Commissioner of Ontario if you have a privacy complaint.

Information and Privacy Commissioner of Ontario:

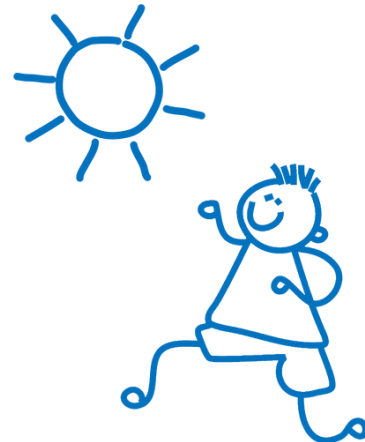
2 Bloor St. E., Suite 1400

Toronto, Ontario M4W 1A8

1 (800) 387-0073 (within Ontario)

TDD / TTY: (416) 325-7539

If your child is in a group, please respect one another's privacy by not sharing names or other details of children in the group.



Your Role in Safety

Pathways works to protect the health and safety of our clients and families, staff, volunteers and all visitors. Safety is everyone's responsibility!

Know Your Pathways Team

Pathways staff, students and volunteers have name badges. Feel free to ask if you are not sure who someone is, or are unclear of their role in your child's care.

Changes in Your Child's Health or Medication? We Need to Know!

This information is needed to ensure the best and safest care is provided. Please share any health issues, as well as the name, dose and possible side effects of any medication your child is taking.

Stop! Clean Your Hands

Hand washing is the single most important thing we can do to prevent the spread of infection. Use hand sanitizer when you enter Pathways and wash your hands carefully as needed.

Help Prevent the Spread of Infection

Immunization reduces the risk of illness. Ask your physician or contact Lambton Public Health if you have any questions about immunization (519) 383-8331 / 1 (800) 667-1839.

Please stay home if you or your child are ill. We are a mask friendly environment. Masks are available for use.

Allergy Aware

Let us know of any allergies or sensitivities your child may have. While Pathways tries to be aware of allergies and sensitivities, we cannot guarantee a risk-free environment.

Your Role in Safety

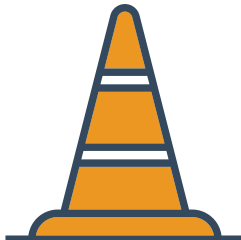
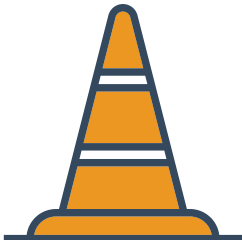
Safety is Your Job Too!

- You must supervise your child/children at all times
- Report any unsafe conditions, incidents or injuries immediately to staff
- Do not bring nut products, latex items (e.g., gloves/balloons), or wear strong scents (e.g., perfume) to appointments
- Follow Pathways staff in the event of an emergency or drill. If you are not with your child during an emergency or drill, leave the building immediately through the nearest exit. Your child will join you at the designated evacuation meeting area

Keeping All Kids Safe

Pathways is a proud partner in the Community Violence Threat Risk Assessment Protocol. This protocol was developed by our school boards in collaboration with community agencies and police services. Visit your local school board website for more information. Visit our website for more information and the "Fair Notice Communication" document regarding the Violence Threat Risk Assessment Protocol: <https://www.pathwayscentre.org/quality-safety/#vtra>.

Please be aware that Smoking/Vaping is not permitted on Pathways property.



Can We Help You?

Financial Assistance

Let our staff know if you require financial assistance. We may be able to help you find the support you need to pay for equipment, specialty items or programs, or to subsidize child care costs.

Feedback and Complaints

We encourage you to address any questions, concerns or suggestions directly with the staff member providing your service. If your concern is not fully addressed to your satisfaction or if you would prefer to speak directly to a Director or the Chief Executive Officer, contact (519) 542-3471 or 1 (855) 542-3471 or visit <https://www.pathwayscentre.org/contact/>. If you would like to say thank you or show appreciation to any of our staff, volunteers, services or programs, please visit our website: <https://www.pathwayscentre.org/thank-our-staff/>.

Services Available in Sarnia-Lambton at:

- Pathways
- Community recreational facilities
- Community settings
- Licensed child care settings
- Schools

Transportation Needs

If you have trouble getting to appointments, please talk with your clinician to discuss options.

Interpretation Needs

Pathways uses Voyce™ to provide clients and staff with access to certified medical interpreters in over 240 languages. Speak to your clinician or service coordinator if you or your family would benefit from interpretation services, free of charge.



Ask. Talk. Listen. Be involved in your family's health care and safety.

What We Do

During your time with Pathways, you and your child may participate in home programming, parent training, consultation with other providers, and individual or group therapy. These are all very important elements of service delivery. In every case, we take a team approach!

The duration and frequency of service may change for many reasons, including:

- a change in your child's needs
- a change in your family's needs
- service capacity
- goals met



Services are available for clients from birth to age 19 unless otherwise noted.

Audiology

- assesses hearing and auditory processing (CAP)
- prescribes and dispenses equipment to improve hearing
- offers supports to cope with hearing loss

Augmentative Communication

- assesses clients when speaking or writing is physically difficult or limited
- recommends and/or prescribes equipment
- trains and supports clients and caregivers for equipment use
- registered with the Assistive Devices Program (ADP) as an Expanded Level Clinic which allows funding of equipment for clients who qualify
- services are available for adult clients as well

Autism Diagnostic Hub

- partners with Hamilton Health Sciences Corporation for the delivery of local autism diagnostics in Lambton County

Autism Supports

- partners with Ontario Autism Program (OAP) - Entry to School, Caregiver-Mediated Early Years Programs, Purchased Core Clinical Services

Visit <https://www.pathwayscentre.org/ontario-autism-program/>.

Behaviour Consultation

- provides consultation, support and programs to children on caseload with behaviour challenges (and their families) that pose a barrier to participation in Centre services
- offers designated programs for children registered in the Ontario Autism Program
- supports licensed childcare settings with resources and strategies for behaviour management

C.A.C.H.É. Childcare

Full-day licensed early learning child care program for children of all abilities.

Available Monday-Friday for children ages 18 months to 6 years.

Provides an inclusive learning environment in which

- children are viewed as competent, capable, curious and rich in potential and feel a sense of belonging
- families are recognized as the experts on their children
- educators are knowledgeable, caring, reflective and resourceful professionals

Visit <https://www.pathwayscentre.org/childcare/>.

C.A.C.H.É. participates in the Canada-wide Early Learning & Child Care system.

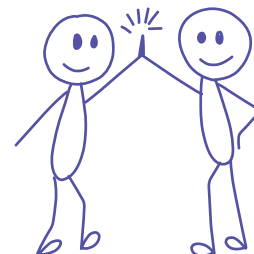
Coordinated Service Planning

- for families with children and youth with multiple and/or complex needs who receive support from many service providers
- all supports and services are brought together to form one coordinated service plan that highlights the family's goals and vision
- advocates for your family's needs across multiple systems

Family and Transition Support

This program provides service streams to clients: Children ages 16 to 18 and adults 18+. Services include:

- transition support for a child or adult with a disability
- life skills development
- assistance to navigate community resources and funding processes, Adult funding (Passport, ODSP), disability tax credit, etc.
- life transition planning, school to work/ community



Family Engagement Services

- provides additional support to Pathways parents through individual appointments, peer groups and other caregiver events
- connects families to resources and information
- supports connections to community resources
- offers a closed Facebook page for Pathways families
- coordinates educational presentations and workshops for caregivers

See our website for links to suggested sites:

<https://www.pathwayscentre.org/family-engagement/>.

Feeding Services

- assesses difficulties with chewing, swallowing, choking, gagging and drooling
- assesses physical and sensory components contributing to difficulty managing a variety of food tastes and textures
- recommends and provides support for strategies and/or equipment
- works with families, physicians, licensed child care staff, school staff and other caregivers

Fetal Alcohol Spectrum Disorder (FASD) Resource Hub

- for families with children and youth impacted by FASD
- support to the family and other caregivers/professionals on the child's team
- consultation, training and education

Infant Hearing Program

- provides hearing screening for all newborns as part of Ontario's Universal Infant Hearing Program
- identifies infants who should have more in-depth testing for hearing loss as early as possible





Lifelong Learning Program 18+

- designed to support young adults with special needs between the ages of 18-35
- provides opportunities for young adults to stay socially connected and learn and practice skills to lead the lives they choose. Learning opportunities include: life skills and leisure skill instruction, community integration activities, volunteer services and “pay it forward” opportunities with community partners
- participants can be graduates of high school or currently enrolled and looking to participate in the Lifelong Learning Program as part of their transition process from high school



Pathways Health Centre for Children is a member of Empowered Kids Ontario (EKO) — the organization which represents Ontario’s publicly-funded child development and rehabilitation sector. With the united voice of its member agencies, EKO promotes evidence-based investments, policies and programs enabling smart, innovative approaches and service delivery so kids with special needs and their families live their best lives.

Medical Clinics

- provides contact with medical specialists (Family Medicine, Paediatricians, Neurodevelopmental Paediatricians and Orthopaedic Surgeons)
- available to Pathways' clients

Occupational Therapy

- everyone has an occupation or job... in early childhood, self help, getting ready for school and play are the primary jobs for children
- assesses clients who are experiencing difficulties with daily activities
- recommends and prescribes equipment, and offers supports to help clients be as independent as possible

Physiotherapy

- assesses posture, range of motion, strength, and movement skills like rolling, crawling, sitting, standing, walking and running
- recommends and prescribes equipment
- offers supports to increase strength, stretch muscles, gain endurance, and improve movement, balance, coordination and fitness

School Based Rehabilitation Services

- delivers Occupational Therapy, Physiotherapy and some Speech-Language Pathology services to school aged children typically in the school setting

Seating and Mobility

- helps clients who need custom equipment to lead an active life
- recommends and prescribes equipment
- offers supports to help clients be as independent as possible and lead an active life
- services are available for adult clients as well

Service Coordination

- helps families get the right help at the right time in the right place
- makes referrals and organizes family service plan meetings



SmartStart Hub Services

- acts as a clear entry point to service for families and caregivers concerned about their child/youth's development, and day-to-day functioning related to development
- connects families with child development agencies and professionals, assessments, and services in a family-friendly environment

SmartStart Hub Services can be accessed

through our website:

<https://www.pathwayscentre.org/smartstart-hub-services/>.

Social Work

- offers counselling and emotional support for clients and families
- provides connections to community resources (specialized counselling, financial aid, respite services, child care, and referrals to other agencies)
- available to Pathways' clients/families



Special Needs Resource Support

- works as a team with child care staff and other clinical staff from Pathways to support inclusion of children in the community's licensed childcare system
- supports the transition to school planning processes for children moving from licensed childcare into the school system

Speech and Language Services...SoundStart

- through Pathways, SoundStart offers preschool speech and language support for children from birth to entrance to school
- assesses communication skills
- recommends strategies and offers supports to help children who are having difficulty with: clear speech, using words, expressing thoughts, understanding language, following directions, interacting with others, stuttering, voice, and/or early literacy

SoundStart can be accessed by calling Pathways:

(519) 542-3471 or Toll Free: 1 (855) 542-3471

<https://www.pathwayscentre.org/speech-language-pathology/>.



Student and Volunteer Services

- works together with students and their school to provide placement and job shadowing opportunities that are beneficial to the student and the Centre
- engages with volunteers for a number of clinical and special event activities

For more information:

<https://www.pathwayscentre.org/join-our-team/>.

Teen Transition (ages 9-18 years or 21 if still in high school)

- support tweens/teens with cognitive, developmental and physical disabilities, and their families, as they prepare for the transition to adulthood
- through engagement in Pathways' in-centre programs, community-based activities and events, tweens/teens explore their community, develop an awareness of recreation and leisure opportunities, explore new interests and build life-long skills and knowledge, all while promoting participation within the community

Visit our website:

<https://www.pathwayscentre.org/teen-transition-services/>.

Therapeutic Aquatics

- heated pool ideal for therapeutic activities and rehabilitation
- pool is accessible and is equipped with an entrance ramp, water wheelchairs, adult change tables and a family change room
- also available for community swim programs for all ages:
 - Parent & Tot Swim
 - Lifesaving Society Swim Lessons
 - Pool Rentals
 - Adult Therapeutic Leisure Swim
 - Therapeutic & Hydro Therapy Aquatic Exercise Classes

Visit <https://www.pathwayscentre.org/aquatics/>.



Therapeutic Recreation Services

- use leisure and recreation to provide opportunities for children and youth to develop life-long skills and knowledge to enhance their quality of life
- opportunities are designed to enhance a child/ youth's physical, social, cognitive and emotional development, both in the Centre and the community
- a range of programs such as: soccer, tee ball, gymnastics, expressive arts, learn to bike, and social programs as available

Accreditation Canada

Pathways Health Centre is proudly Accredited with Accreditation Canada 2019-2023 with Exemplary Standing. To learn more about Accreditation Canada's standards, please visit their website <https://accreditation.ca/>.

Accreditation Canada is a not-for-profit, independent organization accredited by the International Society for Quality in Health Care (ISQua). Accreditation Canada provides national and international health care organizations with an external peer review process to assess and improve the services to clients based on standards of excellence. Accreditation Canada's programs and guidance have helped organizations promote quality health care for over 50 years- Accreditation Canada.



Commonly Heard Words

Admitted:

Your child is “admitted” to Pathways when an assessment has shown that your child may benefit from our services.

Assessment:

Evaluation of your child’s abilities.

Assistive Devices Program (ADP):

A program that offers eligible families financial supports for equipment.

Clinician/Therapist:

Staff member with specialized training.

Consent:

Permission from either the client (if capable) or their legal guardian/substitute decision maker. Informed consent (either verbally or in writing), sharing the risks and benefits, will be obtained and documented before information is shared with any person or organization outside of Pathways or any screening, assessment or service.

Discharged:

When the child is taken off of a service. Discharge can happen for many different reasons.

File or Chart:

The record of your child’s involvement with Pathways. The File or Chart contains information about your child, including: Pathways reports, reports from outside agencies and community partners, and information about contacts with your child/family and other service providers.

Goal:

“Aim” or desired result for your child.

Intervention/Therapy:

Steps taken to help your child meet goals.

Recheck:

A clinician may place your child on a “recheck” status as part of the service plan. This means the clinician will schedule periodic appointments to monitor your child’s development and progress towards goals.

Report:

Written summary of your child’s assessment results or progress in intervention.

Screen:

A brief look at your child’s abilities. An assessment may be recommended following a screen.

Service Plan:

Plan outlining goals for the child, expected time frames, and clinician and caregiver supports.

Services:

Supports and programs available for clients and their families.

Transition to School:

Working together with the school, other partners in the community and your family to prepare your child for school.

Any Questions?

How will Pathways help my child?

We use a service model based on partnerships between families and staff. We will listen to your concerns, and together, assess your child's abilities. A service plan will be developed to meet your child's unique needs.

Do I have to pay for services at Pathways?

There is no cost for most of our services. If you require financial assistance to pay for equipment, specialty items or programs, talk to your clinician or Service Coordinator.

I live in the county. Will I have to drive my child to Sarnia for help?

Pathways offers some services throughout Lambton County, in Hubs, EarlyON sites, homes, schools and licensed childcare centres. Please speak with your clinician or Service Coordinator about where your family can receive service.



Transportation can be difficult for my family. What are the options?

Pathways offers services throughout Sarnia-Lambton. Talk with your clinician or Service Coordinator about the most appropriate location for your family to receive service or the option of virtual appointments. If you have difficulty finding transportation to appointments, assistance may be available.

Can I get copies of my child's reports?

Please know that your child's reports can be made available to you at any time, upon request. Contact Pathways' Privacy Officer (519) 542-3471 ext. 1324.

Can I drop my child off, leave to get a coffee or run errands, read a book or use my phone during my child's therapy time?

No! Our team will work with you and your child to achieve goals. Our plan is to help you support your child, and so we need you to be present and participating. There are only a few services that permit clients to be left in the care of Pathways staff (C.A.C.H.É., Lifelong Learning Program, School Based Rehabilitation Services and Teen Transition).

What if my child already receives services elsewhere?

Please let us know if you are receiving services from another location. To best support your child's development, it is important that we all work together!

Does Pathways provide the same care offered in other communities?

While each children's rehabilitation centre responds to the needs of its community in its own way, we all offer the same core services (occupational therapy, physiotherapy and speech therapy). Wait times and service delivery might be different, but we all follow similar guidelines.

Do you hire accredited professionals?

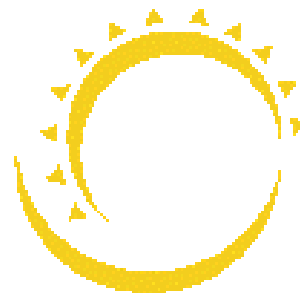
Many of our clinicians are regulated health professionals. They belong to governing bodies that set standards for training, skills and conduct. If you wish to learn more about our staff and their qualifications, please visit the programs and services tab on our [website](#).

Is there a Board of Directors?

The Pathways Board of Directors is a dedicated group of volunteers representing many parts of our community. This team is active in governance and leadership to support the work of Pathways.

How is Pathways funded?

Pathways is a non-profit organization funded primarily through the provincial government with some funding from the County of Lambton. Our programs and services are enhanced through donations and sponsorships. The original vision of the Rotary Club of Sarnia for a Centre to help children with special needs is the basis for the longstanding relationship between the Rotary Club of Sarnia and Pathways, enhanced through both capital and operational support over the many years of our organization.



How long will my child wait for service?

We aim to see children for an assessment within 3 months from the time of referral. Please understand that wait times can vary.

Can my child continue Pathways services throughout their school years?

Some, but not all programs continue services for children throughout their school years. In situations where we are not able to continue services, we work with you and community partners to transfer your child's care. Expect your child's clinician to begin conversations with you about this transition if needed.

Can I change our clinician?

Please talk to your clinician or Service Coordinator about any concerns. If you would prefer to speak directly to a Director or the Chief Executive Officer, contact (519) 542-3471 or 1 (855) 542-3471 or visit <https://www.pathwayscentre.org/contact/>.

If my child misses an appointment, will I be charged?

No! We do not charge for missed appointments, but we ask you to let us know if you can't keep your scheduled time. If you miss two appointments without contacting us in advance, your child's file may be closed. You will need a new referral to begin again.



Can I volunteer at Pathways?

Caring volunteers work with Pathways staff for:

- hands-on activities with children/youth (e.g., aquatic sessions and therapeutic recreation programs)
- special events (e.g., fundraising/Community Relations activities like BBQ's and ticket sales)

Contact (519) 542-3471 ext. 1280 or Toll Free 1 (855) 542-3471 or visit our website:

<https://www.pathwayscentre.org/join-our-team/#volunteer>.

Does Pathways accept donations?

Although Pathways is mainly funded by the provincial government and the County of Lambton, we rely on support from our community to purchase equipment and materials used by our staff in their work. Contributions, both large and small, are highly valued and very much appreciated! Make a donation by:

- contacting us at (519) 542-3471 or Toll Free 1 (855) 542-3471
- donating online at <https://www.pathwayscentre.org/donate>
- emailing giving@pathwayscentre.org
- dropping in to Pathways
- mailing in your donation

Can I host an event to support Pathways?

Throughout the year, individuals and groups in our community organize events to raise awareness, raise funds, and create partnerships for Pathways Health Centre for Children.

The planning guide details necessary steps and key considerations to help make the process as easy and fulfilling as possible for you, whether you're an individual, organization, business, or club looking to support us and the families we serve.

<https://www.pathwayscentre.org/donate#event>

Can I come in for a tour of Pathways?

Absolutely! Contact us to arrange a tour by calling (519) 542-3471 or Toll Free 1 (855) 542-3471.

If we didn't answer your question, please contact us.

We're happy to hear from you!

Phone: (519) 542-3471

Toll Free: 1 (855) 542-3471 Fax: (519) 542-4115

Email: info@pathwayscentre.org



Rights and Responsibilities

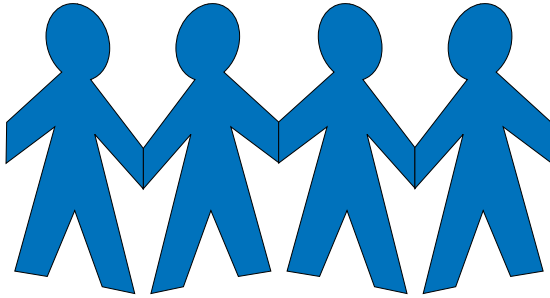
Pathways families have the **RIGHT** to:



- be treated with respect and dignity
- expect privacy and confidentiality
- be fully engaged in decision making regarding services
- care that respects and supports client/family growth and development
- information presented in a way that is clear and understandable
- view and make changes to their client/family information stored in the electronic client record

Pathways families have a **RESPONSIBILITY** to:

- be a contributing member of your child's team, which may include shared goal setting, participating actively in services, practicing at home, identifying needs and partnering in planning for future services



- communicate with your child's team regarding any changes, concerns or questions, indicating important information like family, medication, allergies, school, health and contact information
- attend appointments. It is your responsibility to notify your team if you cannot make an appointment
- treat staff, volunteers, students, other clients and the property of Pathways with respect

Pathways staff have a **RESPONSIBILITY** to:



- treat clients and families with respect and dignity
- protect client privacy; keeping client information confidential, releasing only with appropriate consent
- provide appropriate, high-quality services based on client strengths and needs with available resources
- plan services in conjunction with the family, and when appropriate, the Pathways team and community partners
- support families in working towards goals in home and community settings
- provide families with information about Pathways or community services that may be of benefit
- review services, goals and progress in a clear, concise manner with families whenever requested

Where are we?

1240 Murphy Road
Sarnia, Ontario
N7S 2Y6

Phone..... (519) 542-3471

Toll Free..... 1 (855) 542-3471

Fax..... (519) 542-4115

Website..... www.pathwayscentre.org

Facebook..... <https://www.facebook.com/PathwaysHealthCentreforChildren>

Instagram..... <https://www.instagram.com/pathwayshealthcentre/>

Hours:

Pathways: Mon - Fri 8:00am-4:30pm
C.A.C.H.É.: Mon - Fri 7:30am-5:30pm

Poor weather? Contact the Centre or visit our website or Facebook page to see if services are cancelled.

