

# Family Leader Program

## *Summer 2021 Update*



### A message from the CEO

Hello Family Leaders,

I hope you and your family had a wonderful summer and were able to find some time to enjoy the good weather and make new memories.

As I reflect upon the nine years we have had family engagement as a core component of Grandview Kids, I am extraordinarily grateful. Having the family voice embedded into policies or procedures is a gold standard for all community, health care and hospital services in Canada. Grandview Kids is committed to doing this well. We are consistently asked how we engage families and what the impact is. We are always proud to share that our Family Engagement Team is made up of dedicated professionals who help support volunteer Family Leaders in their advocacy and shaping change in our sector.

Thank you for your commitment to our programs and patience as we continue to move through the COVID-19 pandemic. We may not be in the same boat, but we are in the same storm, and we are all in this together. I am looking forward to reconnecting with Family Leaders as the world recovers. We will find a new sense of normalcy and continue our discussions on how we might best support each child, youth and caregiver along their own journeys.

As we enter into the fall months, we turn our attention to the enhanced policies and procedures around vaccination. We are proud to share that soon, 99 per cent of #TeamGrandview will be fully vaccinated. Our teammates who cannot receive the vaccine are also committed to your health and safety, as they participate in daily rapid antigen testing. Our infection prevention and control measures remain in place, and when you visit our sites, you'll notice clinicians and staff are committed to wearing personal protective equipment, practicing exceptional hand hygiene, and cleaning in between each appointment. We are all excited to see you in person or virtually soon.

We wish you an autumn full of joy, adventures, and gains in your personal goals!  
And we wish all students entering or returning to school all the best this school year.

Stay well,

Lorraine Sunstrum-Mann, CEO





## Recruiting new family leaders

### Family Advisory Council is recruiting!

***The FAC is a 12-person volunteer panel of parents and caregivers who provide advice and guidance from a client and family perspective. Together, this dynamic group of volunteers improve the planning and delivery of programs and services at Grandview Kids and beyond. Come join our Council!***

The FAC is now accepting applicants for the role of Advisor. The role is open to all parents and caregivers of current or former Grandview Kids. We are seeking a volunteer with diverse experiences and backgrounds (e.g., age, gender, culture, education, geography) that will advance the current FAC projects and goals.

Being a part of the FAC may be a good match with your skills and experience if you can:

- Speak up and share suggestions and potential solutions to help improve programs and services for others.
- Talk about your experience as a parent/caregiver – but also think beyond your own personal experiences.
- Talk about both positive and negative care experiences and share your thoughts on what went well and how things could have gone differently.
- Work with people who may be different from you.
- Listen to and think about what others say, even if you disagree.
- Bring a positive attitude to a discussion.
- Keep any information you may hear as an Advisor private and confidential.

#### Things to consider before you apply:

Members are expected to attend four meetings a year. Due to COVID-19, we expect meetings to be conducted virtually on Zoom. The next meeting is on October 6, 2021.

A two-year term is recommended; term lengths are flexible as life, health and family come first. You may renew for a second term, for a maximum of four years on the FAC.

#### How to apply:

Please complete the attached application form and submit it to [familyengagement@grandviewkids.ca](mailto:familyengagement@grandviewkids.ca) by **Friday, October 1, 2021**, at 4 p.m. Questions regarding this volunteer opportunity can also be directed to this email.

Applications are reviewed by a selection panel of Grandview Kids staff, considering diversity, background, experience and fit with existing FAC membership.

All the best to those who apply! We will contact all applicants by email the week of October 4, 2021.

## Special Education Advisory Committee Representative

***We are seeking a parent volunteer to represent Grandview Kids on the Peterborough Victoria Northumberland Clarington Catholic District School Board (PVNCCDSB) Special Education Advisory Committee (SEAC) for the 2021/22 school year.***

In Durham, the Special Education Advisory Committee (SEAC) helps the Board protect the rights of students with special learning needs. SEAC provides information, advice and assistance to parents/guardians whose children may require additional support. SEAC advises and makes recommendations to the Board concerning the establishment and development of special education programs and services.

Regular SEAC meetings are held 10 times per school year and are usually the third Thursday of the month. The meetings are a forum for SEAC members to discuss and provide advice on Board programs and support services for exceptional students. Meetings begin at 6:30 p.m. A brief written summary of each meeting will be submitted to Andrea Belanger, Program Manager, Family Engagement Team.

#### The ideal candidate will:

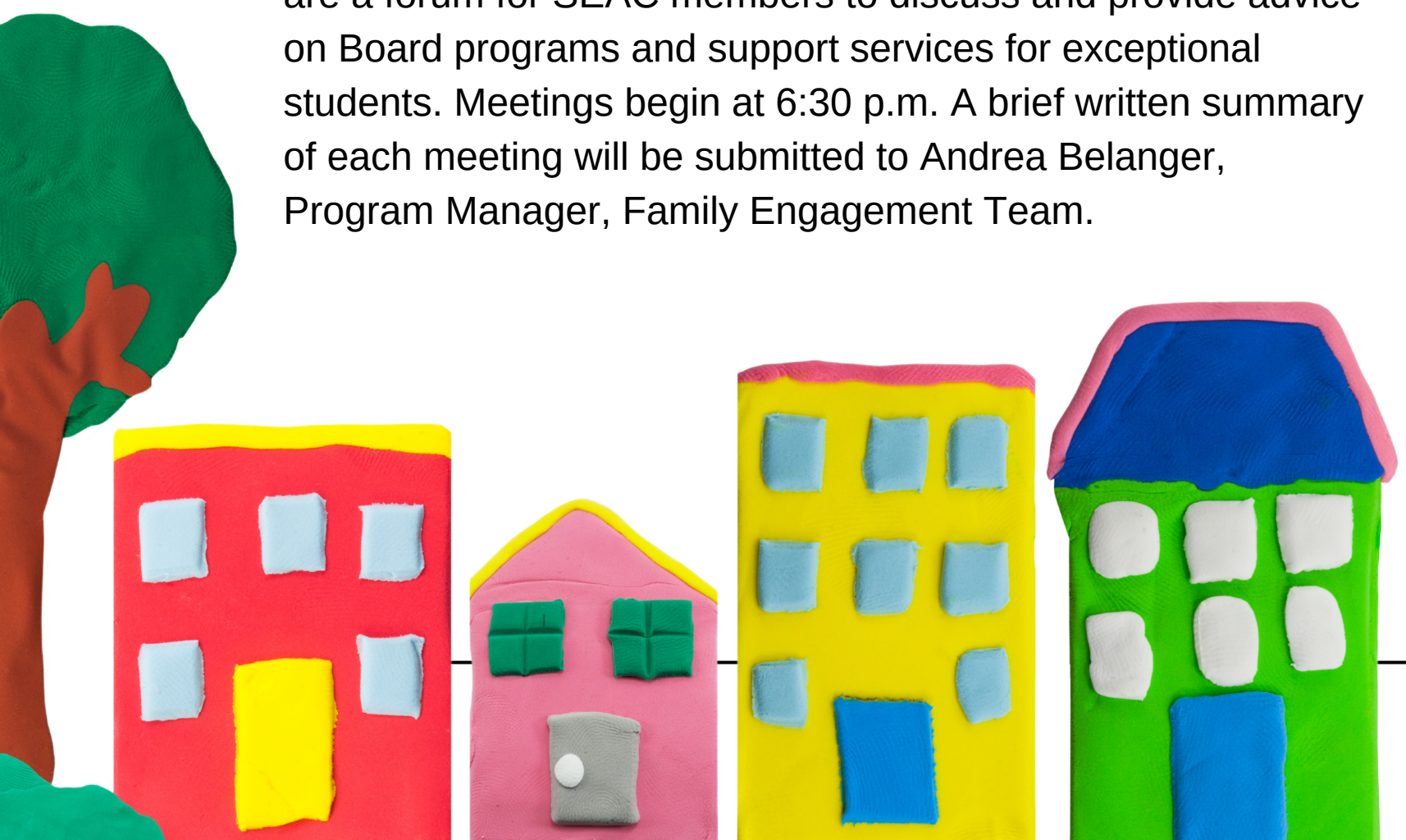
- Be a Canadian Citizen, eighteen years of age or older.
- Be resident of the area of jurisdiction and have a child attending a PVNCCDSB school.
- Not be employed by PVNCCDSB.

Note: In addition to the above requirements, all volunteers of Grandview Kids must submit a letter of interest, provide three character references, and be willing to provide a recent criminal reference check with a vulnerable sector screen and attend ability awareness training.

Deadline to apply: **Friday, October 1, 2021**

#### To apply:

If this volunteer position is of interest to you, please submit your letter of interest and three references to Andrea Belanger, Program Manager, Family Engagement Team: [Andrea.Belanger@grandviewkids.ca](mailto:Andrea.Belanger@grandviewkids.ca).





## The New Grandview Kid Reporter

***This just in: Our Ambassador program is growing! The Grandview Kids communications team is looking for an energetic ‘kid reporter’ to join our group of volunteer ambassadors.***

### Does your child or youth love to be in front of the camera?

Then perhaps they are the best person for our new Grandview Kid Reporter. This Reporter will help provide updates regarding Grandview’s progress on the new build in Ajax. Here’s what they’ll need to do:

- Join the communications team for about one hour, once per month on-site of the new build in Ajax and one hour, once per month on-site at the Oshawa main site.
- No need to memorize your lines. The communications team will work with Reporters to communicate the key messages in whatever form of communication works best for them. Children of all communication needs are welcome to apply!
- Represent the new build through our social media channels, public promotions on TV or radio, and print.



### To apply:

Please submit a one-minute video of your child explaining why they should be the Grandview Kid Reporter by **Friday, October 1, 2021**. If you have questions, don't hesitate to get in touch with [communications@grandviewkids.ca](mailto:communications@grandviewkids.ca).

## Project spotlight: Right from the Start

*Repeat from Spring 2021 Update*

Beginning in 2020, Grandview Kids undertook a major internal transformation initiative. It aimed to redesign the organization’s intake and referral process, focusing on developing clear clinical pathways for clients that improved their experiences and outcomes. The team conducted a literature scan and review to uncover leading practices. They also completed extensive stakeholder engagement (e.g., clients, families, staff, other children’s treatment centres) to inform the future state model. This included focus groups with the FAC and YAC, as well as a survey of nearly 500 caregivers/parents.



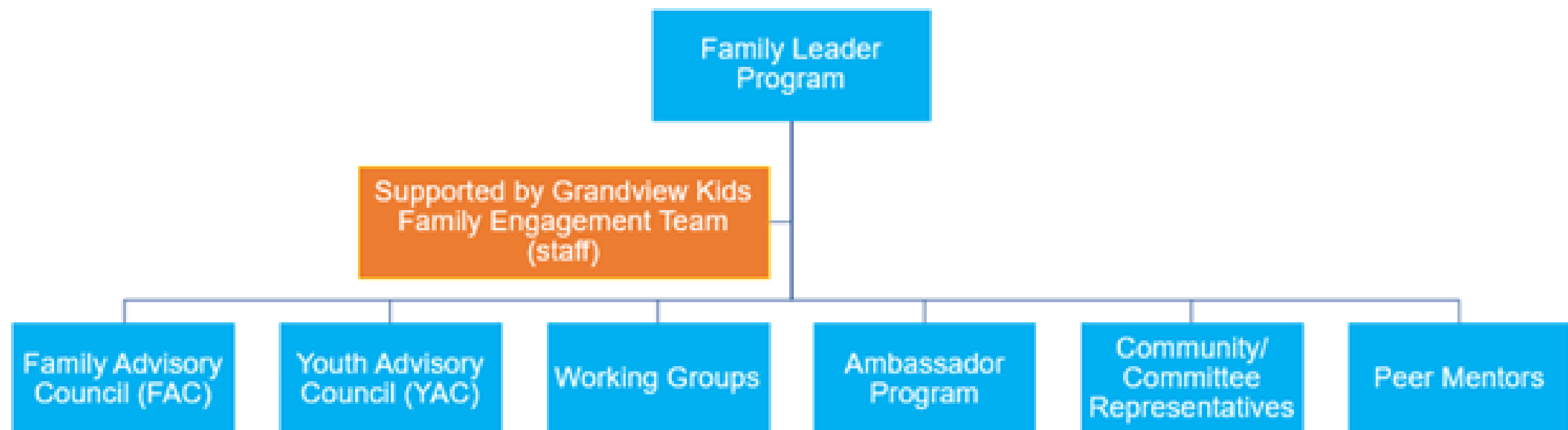
These consultations led to the development of Grandview Kids’ new “Right from the Start” service delivery approach. In this new model, clients and caregivers will benefit from supports and services, tailored to their needs and goals, as soon as they connect with Grandview Kids. Care plans will be driven by goals identified by clients and caregivers. In essence, from the moment someone calls Grandview Kids, they will receive consistent, “wraparound” care and services to support them in their journey. As we consider how to embed the Right from the Start approach into Grandview Kids, we are pledging the following to clients, caregivers and families:

- You are our most important partners in care.
- We will focus on goals that matter to you.
- We will support you from the start.
- You will understand what happens next in your care experience.
- We will work with you to build a care plan that meets your needs, values and preferences, even if they change.
- You will understand your role in the care plan.
- You will be an active participant in the care plan.
- We will provide you with tools and resources, and coaching to use them, to help achieve your goals.

There is much exciting change ahead for Grandview Kids—inspired by the people we serve. As we move toward implementation, there will be more opportunities for you to be engaged in our rollout strategy. Stay tuned!

## About the Family Leader Program

*The Family Leader Program, supported by staff from our Family Engagement Team, includes many forums for you to get involved as ambassadors, advisors and advocates. Each group plays an important role.*



## Council and group updates

### Family Advisory Council (FAC)

The second FAC meeting was held in June 2021, with members coming together to brainstorm and prioritize key topic areas of importance. The meeting pulled together 11 of 12 members, and two observers from Grandview Kids Family Engagement Team, Taryn Eickmeier, Director of Strategic Communications, Partnerships and Engagement and Andrea Belanger, Program Manager of the Family Engagement Team.

The Council created a list of ideas to improve the family experience while waiting for assessment and treatment. These were grouped into 'sweet spot' tactics that would require fewer efforts by Grandview Kids but have significant benefits to clients and caregivers. Later in the summer, a smaller group of Advisors came together to further prioritize these 'sweet spots.' This outcome-driven approach has given the FAC a clear vision of what to address in the future.

Some initial ideas include:

- Promoting and developing new workshops that take a "Good for All" approach – meaning, that they are open and relevant to all families.
- Improving communication about waitlist status.
- Enhancing access to blogs and resources to review.
- Creating social stories to help familiarize clients and caregivers with Grandview Kids.
- Connecting parents and caregivers to the Online Parent Support Facebook group faster.

These simple, yet effective strategies will help support families from their first day at Grandview. Thank you to all the FAC members for their dedication and leadership in this work. The FAC will be meeting in October 2021.

### Youth Advisory Council (YAC)

Summer started off in celebration with the YAC, which held an end-of-school meeting on June 21, 2021.

The YAC would like to congratulate Elliot Smith for submitting an article entitled: "Employment Equity: Setting up Persons with Disability for Success" to the Canadian Journal of Autism Equity. We are all keeping our fingers crossed that the editorial board reviews the article and publishes it later this year!

We would also like to acknowledge the YAC members who participated in the Ontario Association of Children's Aid Societies youth panel regarding mental health during the COVID-19 pandemic. Their insight was incredibly helpful and relatable to youth across Ontario. Well done, YAC, and we'll see you later this fall.