

Referral Process

The referral consists of two forms: the **Referral Information Form** and the **Authorization for Release of Information**. Both forms must be filled out, signed by the parents/guardians and **mailed, faxed or emailed** to the Intake Coordinator at Children's Inclusion Support Services (CISS).

1. A referring agency sends a referral to CISS with parents/guardians authorization **and/or** the parents/guardians calls CISS and refers him/herself. Forms will then be sent to the parents/guardians to fill out or can be downloaded from the website at www.afchildresservices.ca
2. Once the referral is received, acknowledgment of its receipt will be provided in writing by the Intake Coordinator. The signed Authorization for Release of Information form is sent to the agency identified and the following information is sent to the parents/guardians:
 - letter to acknowledge receipt of the referral
 - CISS Information Sheets
 - ACCESS *Inclusion* Newsletter Promo
 - library membership form.
3. A pre-admission file will be opened and pertinent information shall be obtained to develop a Support Plan through discussions with the family, contacts with referring agencies and other appropriate means. You can refer to the Andrew Fleck Children's Services Privacy Policy on our website for more information.
4. Assessment information is obtained and eligibility is established. Once received, the Intake Coordinator will acknowledge this in writing to provide an update regarding the status of the referral. If deemed ineligible, a letter will be sent to the parents/guardians and the child's file will be closed as of that date.
5. Parents/guardians are asked to inform the Intake Coordinator of any relevant information changes and when a child care space is available. In some situations, the Intake Coordinator may need to visit some families and/or child care programs to address any questions/concerns they may have about inclusion and to explain CISS support services.
6. Once eligibility is determined, the child's name remains on the referral list and the file is activated when the parents/guardians and/or the child care program informs CISS that a space has been obtained. Depending on the availability of the supports previously identified or the availability of the funding required, the supports will be put in place.
7. A letter is sent to the child care program with a copy to the parents/guardians, confirming Resource Consultant support.