

Legal Disclaimer

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Please proceed to the document on the next page

Services and Programs for Children

My child has unique needs. Can she attend licensed child care? How will her needs be met?

Supports are available to help child care centres meet the requirements of children with unique needs. Based on specific eligibility criteria, child care facilities may apply and qualify for:

- financial help for support staff
- grants for specialized equipment or adaptations to equipment
- staff training

Staff at the centre will work together to meet the child's needs using information from you as well as professionals who are experts in child development.

How do we find a child care centre or child care home?

The Manitoba Early Learning and Child Care program's website offers a licensed child care search at:

www.manitoba.ca/childcare

You can also call Child Care Information Services for information about child care centres in your area at:

Winnipeg: 204-945-0776

Toll free: 1-888-213-4754



What questions should I ask a child care centre?

The Manitoba Early Learning and Child Care program's document, *A Parent's Guide to Quality Child Care*, provides lists of helpful questions to ask potential child care centres. The guide contains questions about:

- the daily program
- health, nutrition and safety
- furnishings and equipment
- staff training and staff-to-child ratios
- administrative policies

You can view the guide at:

www.gov.mb.ca/fs/childcare/quality_child_care.html

How long will I need to wait for child care?

The waiting period for a space will depend on the facility and where you live in Manitoba. Some facilities may have space available immediately, while others may have a waiting list. It is recommended that you contact more than one facility and consider other areas if waiting lists are long.



What type of funding assistance is available for families receiving child care or who have a child attending nursery school?

Subsidies for child care

A child care **subsidy** is available to help parents pay for child care fees. Subsidy for child care fees is based on family income. To qualify for a subsidy, you need to be:

- working
- looking for work
- going to school
- have another specific reason

Subsidies for nursery school

A subsidy for families using nursery schools, including those with a stay-at-home parent, is now available. This can help provide a stimulating experience for your child in one of Manitoba's nearly 200 licensed nursery school programs. Parents do not need to be working or going to school to apply.

You can apply for a child care subsidy and use the Subsidy Eligibility Estimator (SEE) to find out how much you would be eligible for at:

www.manitoba.ca/childcare

To speak with someone about subsidies, call the Subsidy Information Services line at:

Winnipeg: 204-945-0286

Toll free: 1-877-587-6224



Subsidies are a type of financial assistance from government. There are subsidies that are available to help families pay for the cost of child care. Payment is made directly to the child care centre on behalf of the family.

I have questions about child care. Who do I contact?

You can contact Child Care Information Services at:

Winnipeg: 204-945-0776

Toll free: 1-888-213-4754 or

Email: cdcinfo@gov.mb.ca

You can also visit the website:

www.manitoba.ca/childcare



I have a concern about my child care centre. What do I do?

If you have a concern about your child care centre, contact Child Care Information Services at:

Winnipeg: 204-945-0776

Toll free: 1-888-213-4754 or

Email: cdcinfo@gov.mb.ca

Staff members are available to answer your questions or write down the details of a concern or complaint. All concerns are investigated by licensing staff.

What should I do if I'm concerned that my child may have a disability or developmental delay?

Children develop in the same basic ways, but some develop more slowly than others. If you are worried about your child's development, visit your family doctor or your child's doctor and explain your concerns. Your concerns may come from your own observations or from others (such as family members, friends or staff at the child care centre or school). Based on your information and an examination, your doctor may make a referral for an assessment to a health professional.

For more information on how to get an assessment and a diagnosis for your child, click on the fact sheet: [A Young Child's Assessment and Diagnosis](#).

What is the Children's disABILITY Services program?

The Children's disABILITY Services (CDS) program is a provincial government program that assists families raising children with developmental and/or lifelong physical disabilities. The program provides some disability-related supports and services families may need. Services help families care for their children at home, in their own communities, where children can grow and thrive.

Who is eligible for Children's disABILITY Services?

To be eligible for CDS, children must:

- be under the age of 18
- be living in Manitoba with their birth, adoptive or extended families
- have a medical diagnosis confirming they have one or more of the following conditions:
 - mental disability
 - developmental delay
 - Autism Spectrum Disorder
 - lifelong physical disability which significantly impacts mobility
 - a high probability of developmental delay due to a pre-existing condition such as a parent who has a mental disability, or, significant prematurity with medical and/or biological factors



Are we eligible for Children's disABILITY Services?

Through the Manitoba government's **ServiceLink**, you can learn more about the services that may be available to your family from Children's disABILITY Services. This on-line tool will take you through a series of basic questions and provide a results page containing services that you may be eligible for, links to related websites and contact information.

www.manitoba.ca/servicelink

What services are provided by the Children’s disABILITY Services program?

The CDS program offers a wide range of services for children with disabilities and their families. The specific services that each child and their family receive are based on individual assessment and available financial and human resources. Services may include:

Service	Description	Preschool (birth to age 6)	Children (age 6-12)	Youth (age 13-17)
Child Development Program	The Child Development Program provides early intervention services for children who have a developmental delay or disability. This service helps children develop in five areas: self-help, motor skills, socialization, communication and cognition. Child Development Workers work with parents to identify developmental goals and provide specific activities for parents to do with their child to promote development.	●	● (up to school entry)	
Therapy	A Family Services Worker can refer families raising children with disabilities to the Outreach Therapy for Children (OTC) program or the Children’s Therapy Initiative (CTI). Therapies that may be available are: occupational therapy, physiotherapy, speech and language therapy and audiology. These services may be provided in the family home, in a child care setting or in the child’s school. Please see the question on therapy for children in this section.	●	●	●
Applied Behavioural Analysis for Children with Autism Spectrum Disorder (ABA)	Parents raising children diagnosed with Autism Spectrum Disorder may be eligible for Applied Behavioural Analysis, an intensive intervention program that teaches parents strategies to support their child’s behavioural development.	● (up to 3 years or until the end of Grade 4, whichever comes first)	● (up to 3 years or until the end of Grade 4, whichever comes first)	
Summer Gap Programming	Children’s disABILITY Services helps children maintain their skills during the summer months. It provides disability-related staffing costs needed to help children access the programs and activities that promote what they have learned.		●	●
Behavioural Services	Behavioural specialists may provide an assessment of a child’s challenging behaviours, and together with the family, develop a plan that addresses the child’s needs.	●	●	●

Service	Description	Preschool (birth to age 6)	Children (age 6-12)	Youth (age 13-17)
After School Care for Adolescents	After school care may be available for adolescents who are no longer able to access child care, but still require care and supervision after school.		● (may start at age 12)	
Respite	Respite is a break from care giving. Respite can be provided in, or outside, the child's home for parents who may need a short-term break. The amount and type of respite families receive is based on the circumstances of each family. A registered nurse or trained care provider can provide respite for children with complex medical needs.	●	●	●
Supplies and Equipment	The cost of supplies and equipment that are necessary as a result of a child's disability may be covered.	●	●	●
Home/Vehicle Modifications	Funds may be available for making modifications to a family's home or vehicle to accommodate the child's disability. Examples are: railings, lifts and widened doorframes.	●	●	●
Transportation Costs to and from Medical Appointments	Assistance may be available for families who need financial support to cover the costs of transportation to and from medical appointment and specialized services for their child with disabilities. This is mainly for families in rural and northern regions.	●	●	●

How do I make contact with the Children's disABILITY Services Program?

Call your regional or community area office. The locations and phone numbers can be found at:

www.gov.mb.ca/fs/pwd/css.html#content

When calling the regional or community area office, you will be asked for basic information, including your name, address and telephone number. You will also be asked for information about your child, including diagnostic information if known. You will be asked what type of help you are looking for. This information will be used to begin the process of determining eligibility for CDS. A CDS staff person will contact you and advise you of next steps in the process.

What if my child already has a diagnosis and I have the assessment information?

Check with the professional who made the diagnosis to see if a referral to CDS has been made. If it has, call your regional or community area office to check on the status of your child's referral. If a referral has not occurred, call your regional or community area office to get a referral. The link to regional and community area contact information can be found at the end of this FAQ section.

I recently moved, or I am thinking of moving, to Manitoba. Who do I call and what information will I need?

Call the regional or community area that you have moved to or plan to move to. You will be asked for some basic information including your name, address and telephone number. You may also be asked to complete a referral form. As part of the referral process, you may be asked to provide documentation from a qualified professional about your child's diagnosis. Click here for information on [Transitioning Through School](#).



What other services and supports may be available for my child with disabilities?

- Canadian National Institute for the Blind (CNIB)
www.cnib.ca/en/mb-sk/programs-services/Default.aspx
- Central Speech and Hearing Clinic
www.centralspeech.ca
- Family Centre of Winnipeg
www.familycentre.mb.ca
- Manitoba Adolescent Treatment Centre (MATC)
www.matc.ca/programs.htm

- Regional Health Authorities in Manitoba
www.gov.mb.ca/health/rha/contact.html
- Rehabilitation Centre for Children
www.rccinc.ca/programs-services
- Society for Manitobans with Disabilities
www.smd.mb.ca/childrens_services.aspx
- Specialized Services for Children and Youth (SSCY)
www.sscy.ca

My child has been assessed and now needs therapy. Who do I contact to get service?

Children's Therapy Initiative

The Children's Therapy Initiative provides service to children from birth to 21 years of age who require audiology, occupational therapy, physiotherapy and/or speech-language pathology services.

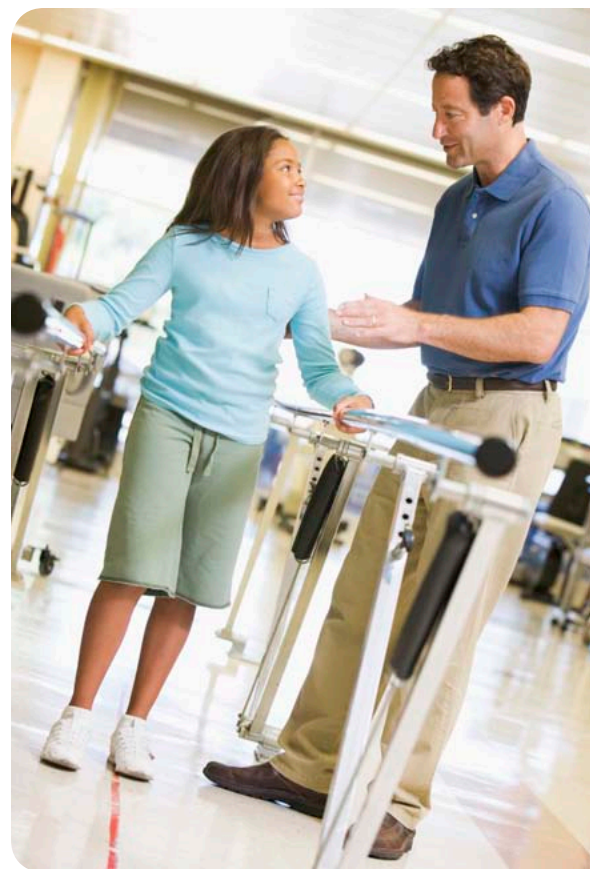
Children's Therapy Initiative provides co-ordinated, regionally based services that allow children to get the therapy services they need in their own communities.

- **Service for Preschool Aged Children**

In many areas of the province, therapy services for preschool aged children are co-ordinated through a central intake. Your child may be referred for therapy by a specialist or your family can contact the program directly.

Referrals are reviewed to determine if therapy services are needed. Families may be asked to give additional information before a therapist is assigned.

Some preschool age children may receive therapy at home or in a child care setting.



For more information about preschool therapy in your area, contact:

Children's Therapy Initiative Regions	Contacts
Assiniboine North	Intake Co-ordinator Box 1240 Neepawa, Manitoba R0J 1H0 Phone: 204-476-2341 ext 272
Assiniboine South (Promise Years)	Judy Dandridge Co-ordinator of Student Services Box 1420 Virden, Manitoba R0M 2C0 Phone: 204-748-2692 Tanya Edgar Assistant Superintendent Box 280 Killarney, Manitoba R0K 1G0 Phone: 204-523-7531
Brandon	Shannon Webber Director, Regional Rehabilitation Services Brandon Regional Healthy Authority 150 McTavish Ave East Brandon, Manitoba R7A 2B3 Phone: 204-578-4505 Fax: 204-578-4871
Brandon (EHDI) Early Hearing Detection and Intervention	Sharen B. Ritterman, Au.D. Early Hearing Detection and Intervention (EHDI) Provincial Audiology Program 213 – 825 Sherbrook Street Winnipeg, Manitoba R3A 1M5 Phone: 204-945-8600 Fax: 204-945-0248 Email: rittermans@brandonrha.mb.ca
Burntwood	Kim Penton 303 – 83 Churchill Drive Thompson, Manitoba R8N 0L6 Phone: 204-778-4277 Fax: 204-778-4461

Children's Therapy Initiative Regions	Contacts
Central	Central Intake Phone: 204-331-8833 Fax: 204-331-8913
Churchill	Tammy Brant CTI Co-ordinator c/o Frontier School Division 30 Speers Road Winnipeg, Manitoba R2J 1L9 Phone: 204-258-2708 Fax: 204-697-1318 Email: tbrant@frontiersd.mb.ca
Division Scolaire Franco-Manitobaine	Jacqueline Gosselin Director, Student Services CP 204 Lorette, Manitoba R0A 0Y0 Phone: 204-878-4424 ext 235
Interlake	Jan O'Flanagan NW District Director Interlake Regional Health Authority Phone: 204-768-5224 Fax: 204-768-2337
Nor-Man	Beverley Hill 1 North Avenue Flin Flon, Manitoba R8A 1V9 Phone: 204-687-1360 Fax: 204-687-8602
North Eastman	North Eastman CTI Box 339 Pinawa, Manitoba R0E 1L0 Phone: 1-866-946-3261 (toll free)
Parkland	Central Intake Coordinator Parkland Children's Therapy Initiative 625 – 3rd Street SW Dauphin, Manitoba R7N 1R7 Phone: 204-638-2220 or 204-638-2164 ext 2

Children's Therapy Initiative Regions	Contacts
South Eastman	Diane Reimer 316 Henry St Steinbach, Manitoba R5G 0P9 Phone: 204-326-6411 ext 2109 Fax: 204-320-4176
Winnipeg	Central Intake Children's Hospital CK227 – 840 Sherbrook St Winnipeg, Manitoba R3A 1S1 Phone: 204-787-8615 Fax: 204-787-8616

- **School Aged Children and Youth**

School aged children and youth who require therapy may receive these services through their school division. Parents should contact their local school for more information on therapy services. The link below provides a listing of all schools in Manitoba and their contact information:

http://www.edu.gov.mb.ca/k12/schools/2011_mb_schools_book.pdf

Private Therapy Services

You may have access to therapy services through individual or group insurance. For example, many workplaces offer insurance plans for employees to purchase therapy services. Although each workplace has a different plan, some therapy services may be included.

What areas do different types of therapists support?

Therapies for children include physiotherapy, occupational therapy, speech-language therapy and audiology. The following chart shows some of the areas that are addressed by audiologists, occupational therapists, physiotherapists and speech-language pathologists.

Audiologist

- hearing
- fitting hearing aids and other devices
- understanding hearing loss
- auditory processing

Occupational Therapists

- fine motor skills
- feeding and oral motor skills
- sensory processing
- cognitive/perceptual skills
- social skills
- self-care skills
- play skills
- vision

Physiotherapists

- motor skills (rolling, sitting, crawling, walking and running)
- joint motion and muscle strength
- balance and coordination
- moving with equipment (bikes, walkers)
- sports and activities

Speech-Language Pathologists

- speech sounds
- using and understanding language
- social language skills
- voice quality
- oral motor control
- stuttering



What types of mental health services are available in Manitoba?

Manitoba has a range of mental health services for children and adolescents provided in community, hospital and school settings.

Regional Health Authorities deliver the majority of child and adolescent mental health services in community and hospital settings. Services are typically provided by **multi-disciplinary teams**, in partnership with families. Team members may include child and adolescent psychiatrists, community mental health workers, clinical psychologists, nurses and social workers and other specialized professionals.

Check with your Regional Health Authority to find out which services are available in your area. The link below provides mental health contacts for each Regional Health Authority:

<http://www.gov.mb.ca/health/mh/region.html>



A **multi-disciplinary team** is a group of professionals with different areas of expertise who come together to provide treatment and care for a person with mental health issues.

Community Services

Child/Adolescent Community Mental Health Workers

- assessment and treatment planning in collaboration with family
- consultation services
- education for clients, family members, care providers and the community
- crisis response
- goal oriented treatment

Rural and Northern Telehealth Service

Psychiatrists, based in Winnipeg, are available to provide psychiatric assessment and consultation services to rural and northern Regional Health Authorities.

Specialized Services

Some RHAs may provide a variety of specialized programs and services. These may include:

- Early Psychosis Prevention Programs: provide assessment, identification and treatment supports for people between the ages of 15 to 35 years who may be experiencing or recovering from a first episode of psychosis.
- Youth Forensic Services: provides psychiatric and psychological assessments and brief treatment services for youth involved with the Youth Justice System.

Other Community Based Services

- Self Help and Family Supports: provided through support networks of people, many of whom are either living with a mental illness or have a family member with a mental illness. Self help activities include mutual support, public education, advocacy and recovery-oriented services that promote the needs and priorities of people with mental health problems and illnesses.
- The Mental Health Education Resource Centre of Manitoba: a lending library providing information to service providers, people with mental health problems, families, teachers and the general public.

Hospital Services

Child and Adolescent Psychiatry – Health Sciences Centre: provides comprehensive multi-disciplinary assessment and crisis stabilization for children and adolescents under the age of 18 from the province of Manitoba and parts of Nunavut in accordance with the *Mental Health Act* of Manitoba.

School Based Services

School divisions across Manitoba provide a variety of mental health related services and programming. Services may be provided by school psychologists, clinical psychologists, guidance counsellors, classroom teachers and other specialized professionals.

Check with your child's school to find out what services are available in your school. The link below provides a listing of all schools in Manitoba and their contact information:

http://www.edu.gov.mb.ca/k12/schools/2011_mb_schools_book.pdf

Who is eligible for child and adolescent mental health services?

Mental health services are available for:

- children and adolescents with mental health problems as well as symptoms of mental illness
- parents, families or caregivers seeking consultation and support services

How is mental health services accessed?

Mental health services can be accessed through your family doctor or other healthcare professional or by calling directly to the mental health services of your local Regional Health Authority. For a list of the Regional Health Authorities in Manitoba and contact information for their mental health programs, visit:

<http://www.gov.mb.ca/health/mh/region.html>

Your community may have other types of mental health supports available to children and youth. You may also have access to private services through your workplace Employment Assistance Program.

In Winnipeg

The centralized intake for the Child and Adolescent Mental Health Program provides a single point of entry in Winnipeg for children and adolescents experiencing emotional or behavioural concerns as well as symptoms of mental illness.

The centralized intake phone number is **204-958-9660** Monday to Friday 9 a.m. to 5 p.m. Parents, caregivers, doctors and/or counsellors can make referrals. Self-referrals can also be made.

In Winnipeg, the Youth Emergency Crisis Stabilization System is available at **204-949-4777** or toll free at **1-888-383-2776**.

Rural and Northern Regional Health Authorities

For a list of the Regional Health Authorities in Manitoba and the intake numbers for their mental health programs see:

www.gov.mb.ca/health/mh/region.html



Crisis Services (Outside of Winnipeg)

Child and Adolescent Treatment Centre – Crisis Stabilization Unit (CSU) provides 24-hour care to children and adolescents in crisis from Brandon, Assiniboine, Central and Parkland RHAs. Treatment focuses on stopping the crisis and returning the client to the community. Services provided include: multi-disciplinary team assessments, individual treatment, group and family therapy, community transition and consultation with community resources.

If you are in crisis or cannot wait for an appointment, you can call your local crisis line. For a listing of crisis services and contact information please visit:

www.gov.mb.ca/health/mh/crisis.html

or refer to your local phone directory.

What is home care? What services and supports can I access from home care?

The Manitoba Home Care Program is a community-based program that provides home support to any eligible Manitoban, regardless of age, who requires health services or assistance with daily living activities. Services may include:

- personal care assistance
- home support
- health care (nursing, therapy)
- in-home relief to caregivers
- respite care services in alternative settings
- supplies and equipment
- volunteer services
- access to alternate care settings
- assessment and facilitation of alternate care placement



Home care services may be provided for your child in your home, an educational setting or a workplace, based on assessed needs.

Families may have the opportunity to manage their child's own home care services through family-managed care options.

For a general overview of Manitoba's Home Care Program, see:

www.gov.mb.ca/health/homecare/guide.pdf

Home care services are accessed through your Regional Health Authority. Contact your Regional Health Authority for detailed information about home care services, eligibility, or to arrange for a home care assessment with a case co-ordinator. For Regional Health Authority contact information, see:

www.gov.mb.ca/health/rha/contact.html.

Who is eligible for home care?

To be eligible for home care, your child must be a Manitoba resident and registered with Manitoba Health. Eligibility is based on an assessment of your child's individual needs. To find out if your child is eligible for home care services, a case co-ordinator will meet with you and complete the assessment. Case co-ordinators are health professionals who are qualified to assess your child's home care needs. When assessing your child's needs, the case co-ordinator will consider the supports that you already have in place as well as other community resources available to you and your child.



An appeal process is also in place if you disagree with the final decision about eligibility for home care, type of service or level of service. Contact the Manitoba Health Appeal Board at:

Winnipeg: 204-945-5408

Toll free: 1-866-744-3257

Email: appeals@gov.mb.ca

Are there different levels of service that people receive?

Yes, there are different levels of home care service. The level of service provided is based on the assessment process and the mutually agreed upon individual care plan developed with you and the case co-ordinator for your child.

Where can I learn more about a specific disability?

There are many reliable informational sources for specific disabilities.

- **Consult your doctor:** The diagnosing physician can provide information on the disability and refer you to other information sources.
- **Online resources:** You can search on the internet for information on a specific disability. Some helpful websites may include:

<http://www.webmd.com/a-to-z-guides/health-topics/ak-ao.htm>

<http://www.disabled-world.com/>

<http://www.rarediseases.org/>

Note: It is important to check for reliability when researching online.

- **Local associations:** There may be associations in your community that provide information for people with disabilities. To search for community services, please visit the following website:

cms00asa1.winnipeg.ca/crc/crc?cl=1&fn=4

<http://www.abilities.ca/agc/index2.php?pid=3>

How can I find a family doctor?

The Family Doctor Connection line, through Manitoba Health, provides people with a listing of doctors in their community who are accepting new patients. To access the listing of available doctors and how to contact them, call:

Winnipeg: 204-786-7111

Toll free: 1-866-690-8260

TTY/TDD: 204-774-8618

Manitoba Relay Service: 1-800-855-0511

For more information on health services in Manitoba, and how to access these services, visit Manitoba Health's info health guide, at:

www.gov.mb.ca/health/guide/4.html