

Every Child Belongs Consultation Service

Evaluation Results 2017



The George Hull Centre works with The City of Toronto Children's Services and other community agencies to provide support and consultation to childcare providers to help them effectively support children with special needs.

SERVICES

Our skilled consultants provide:

- ★ Observation and program plans for individual children.
- ★ Consultation on programming for centre staff.
- ★ Support with service navigation for families.
- ★ Customized workshops, information sessions and resources for families, centre staff and other professionals.
- ★ Library of materials, equipment and resources to borrow.

QUALITY

100% of Childcare Centres agreed that our consultants:

- ✓ Established a **positive and collaborative relationship** with the centre staff and the families involved in the service.
- ✓ **Took the time** to fully understand the centre's needs.
- ✓ Were helpful to staff in **identifying and meeting** the children's needs.
- ✓ Were able to help staff **implement the goals** and recommendations in their centre.
- ✓ Were a **helpful resource** to their program.

2017

BY THE NUMBERS

67

CHILDREN SERVED

7

PROGRAM
CONSULTATIONS

11

WORKSHOPS

"We were able to see the relief and satisfaction in our parents as a result of the services provided."

Centre
Supervisor



THIS IS WHAT WE HEARD ABOUT OUR SERVICE

From our parent and childcare centre feedback questionnaires for 2017.

EXPECTATIONS



Parents and centre staff said that their expectations of the service **were definitely met.**



"The consultant worked very closely with staff at the centre and with us to help our son achieve and surpass goals." Parent

"The consultant provided strategies to use in the classroom and at home, and was available to discuss other matters and concerns regarding the centre, very insightful!" Staff

CONCERNS



Parents and centre staff said that the Consultant **heard their concerns** and **helped them deal with them.**



"The consultant ensured that the same information was shared with all parties so we could work together for the benefit of my son." Parent

"The consultant was professional in confronting concerns and goals to be met as we felt comfortable to share concerns and questions." Staff

GOALS



Parents and centre staff said that the consultant ensured that everyone participated in **developing appropriate goals** for the child.



"We felt like we had a person to help us help our son be the best he can be, we really felt that she cared" Parent

"The goals were quite easy to implement and were fantastic in helping our staff and children." Staff

"The consultant involved all parties, encouraging all to implement strategies to be effective." Staff

NEW SKILLS AND IDEAS



Centre staff strongly agreed that they had learned **new skills and ideas** to use with other children in the centre.



"The new skills gained have been observed throughout the centre." Staff

"After each visit, the consultant herself mentioned how staff have been accepting and very successful applying the strategies and sharing new knowledge." Staff

Thank you for your feedback about our services. If you ever have a concern or question regarding the service you are receiving or you think something needs to change, we encourage you to speak directly with your consultant about your concerns. You are also welcome to contact The George Hull Centre Program Manager, Lynne Gregory (lgregory@georgehull.on.ca) and/or the Director of Prevention and Early Intervention Services, Kim Curran (kcurran@georgehull.on.ca).