

Thought:

Change is inevitable,

Growth is optional!



Children's Integration Support Services

Change with Wisdom

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Who is CISS

- Children's Integration Support Services (CISS), a bilingual program of Andrew Fleck Child Care Services, is funded by the City of Ottawa to provide support services to licensed nursery schools, day care centres and home child care agencies that integrate children with special needs from 6 weeks to 10 years of age

- The inclusion of children is best supported through the optimum development of the early childhood community by providing appropriate resources and training opportunities.



Change with Wisdom

- CISS remains Strategic (SUCCESS)
 - Evolution of Behaviour Management
 - Positive Outcomes Program (POP)
 - Questions and Mutual Exchanges
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SUCCESS

Strategic planning

Understanding the landscape of services

Communication

Challenges

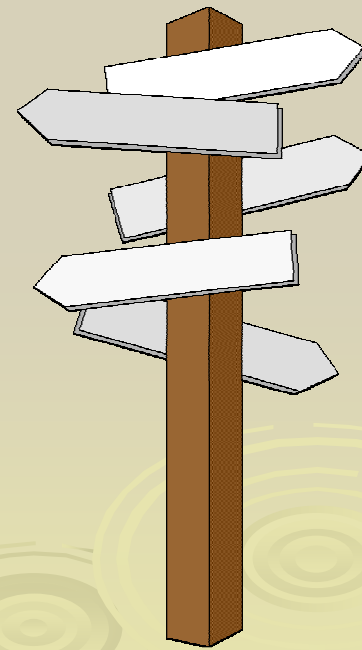
Environment

Sharing

Strategies



Strategic Planning



Community Process

- Following an extensive community review the vision was to develop a flexible and responsive system to support the changing and diverse needs of families and children



Map & Path to Support Mandate

- CISS has had three facilitated Map & Path working sessions with the whole team including the Executive Director and Board Member of AFCCS, also representatives from both the Ministry of Children & Youth Services and from the City of Ottawa
- This process supports reaffirming the vision and creates a strategic plan that is both **positive** and **possible**

Creating the Dream


- Collectively the team identified their “Dream”
- CISS dreamed of a community that valued diversity, supported families and children, provided choices, nurtured acceptance, provided resources, celebrated inclusion and provided hope and growth opportunities for everyone

What's Next?

- Through discussions, the team was able to bring forward key issues, to explore possible solutions and identify system activities that would be developed to move CISS closer to the “Dream”
- Agreement was achieved regarding those issues that could be changed and those that could not
- Separated out inclusion issues from other systems issues



Positive & Possible

- Success for this process is based on everyone becoming engaged, committed to and actively participating in the activities identified
 - Process allows for community partners to be identified and engaged in the process where appropriate
 - Moves to system level thinking
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- The background of the slide features a light beige color with a subtle pattern of concentric circles in the lower right quadrant, resembling ripples in water.

The Work Begins

- Once the various work activities have been identified, working committees are formed
- Allows for further leadership development
- The expectation is that each working group provides the whole team with recommendations and updates as things unfold. Everyone is able to provide input

One Step at a Time...Together We Succeed

Un pas à la fois...Ensemble nous réussissons



When you dream alone,
it is only a dream.
When you dream together,
it is the beginning of reality.

Dom Helder Camara

Quand on rêve seul,
ce n'est qu'un rêve.
Quand on rêve ensemble,
c'est le début de la réalité.

Dom Helder Camara

Children's Integration Support Services
Services d'intégration pour jeunes enfants

Remember

Vision without action is merely a
dream;

Action without vision just passes
the time;

Vision with action can change the
world.




Understanding the Landscape



Systems Changes

Provincial Initiatives

- Preschool Speech & Language
 - Developmental Services Restructuring
 - Mental Health Restructuring
 - Development of Healthy Babies, Healthy Children
 - Downloading to the Municipalities
- 

More Developments

- Success by Six, United Way
- Preschool Autism Initiative
- Development of the Early Years Centres
- School Age Autism Program
- Ministry of Education changes in policy



- Infant Hearing and Screening
- Blind Low Vision Program
- More funding for Developmental Services, no funding to child care, same population
- Instead of one point of entry, the system has created more ports and more confusion

Reality in Child Care

- The needs of children are more challenging
- Difficulty in finding supply teachers i.e. meetings/training
- Supervisors/teachers are dealing with parents/children whose issues are more complex
- Quality of each child care program impacts on inclusion success

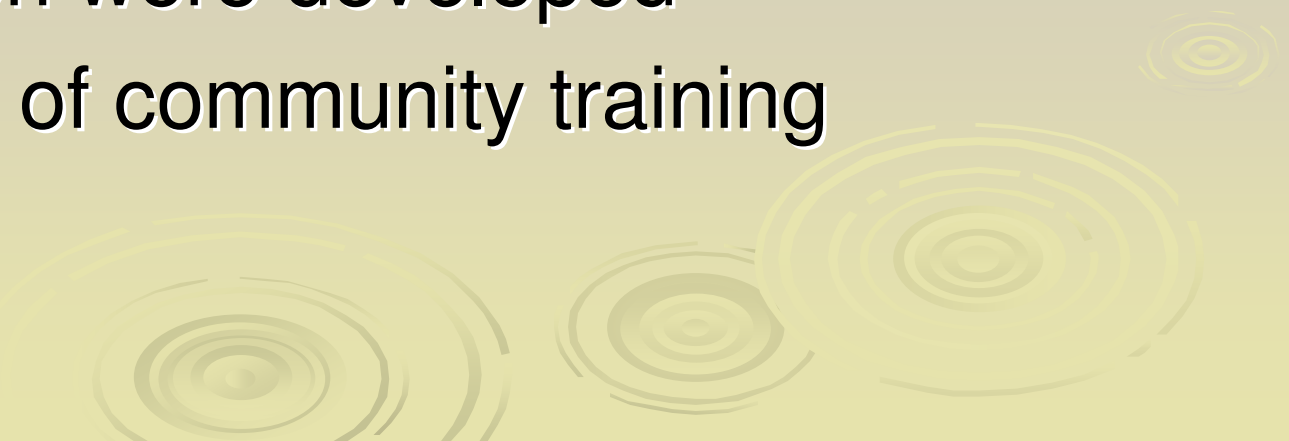
Evaluation of CISS Program

- CISS has completed a formal review every second year through a questionnaire sent to parents who have received our service and to the community child care programs that CISS supported
- Feedback from this process has influenced changes and developments in the CISS program

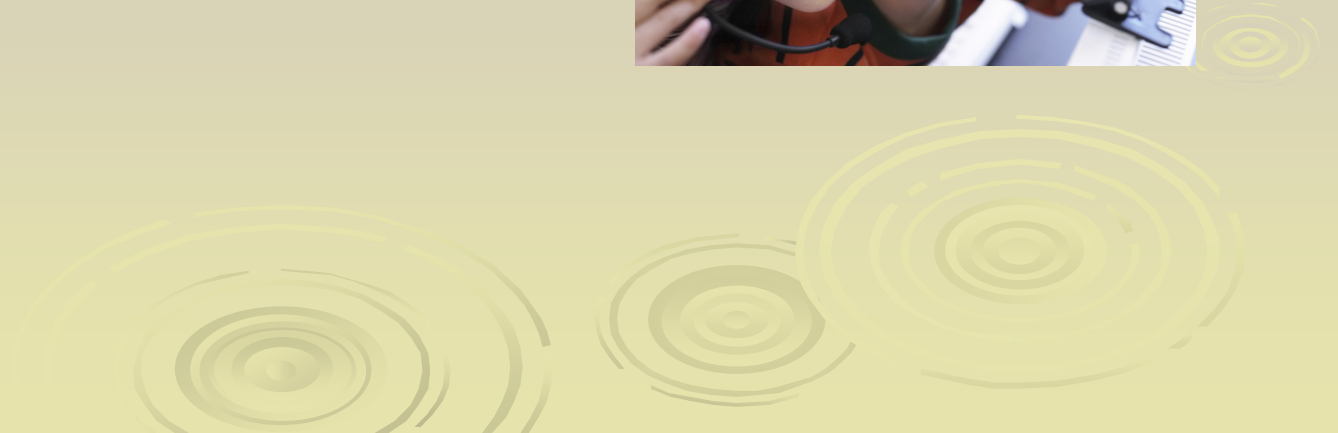
Another Evaluation Strategy

- Set-up focus groups to discuss the different components of the child care system
- Supervisors were asked to identify what worked and what didn't and then they were asked to identify possible solutions to the issues

Positive and Possible Outcomes for CISS

- Broadening the mandate of who qualifies for CISS support
 - Behaviour Management Consultant was hired
 - Levels of support for Integration Advisor consultation were developed
 - Expansion of community training program
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Communication



Listening and Responding to Needs

- Parents' needs
- Child care programs' needs
- Child(ren's) needs
- Effective communication



Some Words of Wisdom

- Know the history including the attitudes and beliefs in your community
- Model a **Proactive** versus **Reactive** approach
- Build on individual and collective strengths
- Resource Teacher Programs must be a part of all round table discussions
- Make decisions and continue to evaluate on an ongoing basis
- **Pilots are positive!**
- Check in with parents and the child care community both formally and informally

Supporting Effective Communication

Within the Community:

- A “Supervisors Kit” was developed that contained a hard copy of every form/policy to support Supervisors in communicating with CISS
- Each time a change was made to a policy or a process, revised documents were sent out to the child care programs
- Information sessions are held for parents and the child care community when service delivery was going to change

Supporting Effective Communication

Within our Program

- Team support meetings occur to problem solve and brain storm common approaches and processes
- Networking circles, (small group discussions), have been coordinated to support new team members and value everyone's input

Challenges



Ongoing Challenges

- Existing services for children with special needs continue to operate in silos
- Increased demand for service due to Provincial Initiatives
- Philosophical differences in attitudes and beliefs
- Separating out inclusion issues from child care issues, who is responsible?
- System does not fund nursing support for children with medical needs

Child Care is not Mandated

- More children are being identified and the resource dollars are not being increased to meet the need
- Parents are informed about the importance of early intervention and are angry when they wait for assessment and then service



Environment



Observed Needs Create Innovative Approaches

CISS developed:

- an environmental assessment tool
- a behaviour management manual in both English and French
- to support child care programs in looking at the behavioural needs of children in their environment

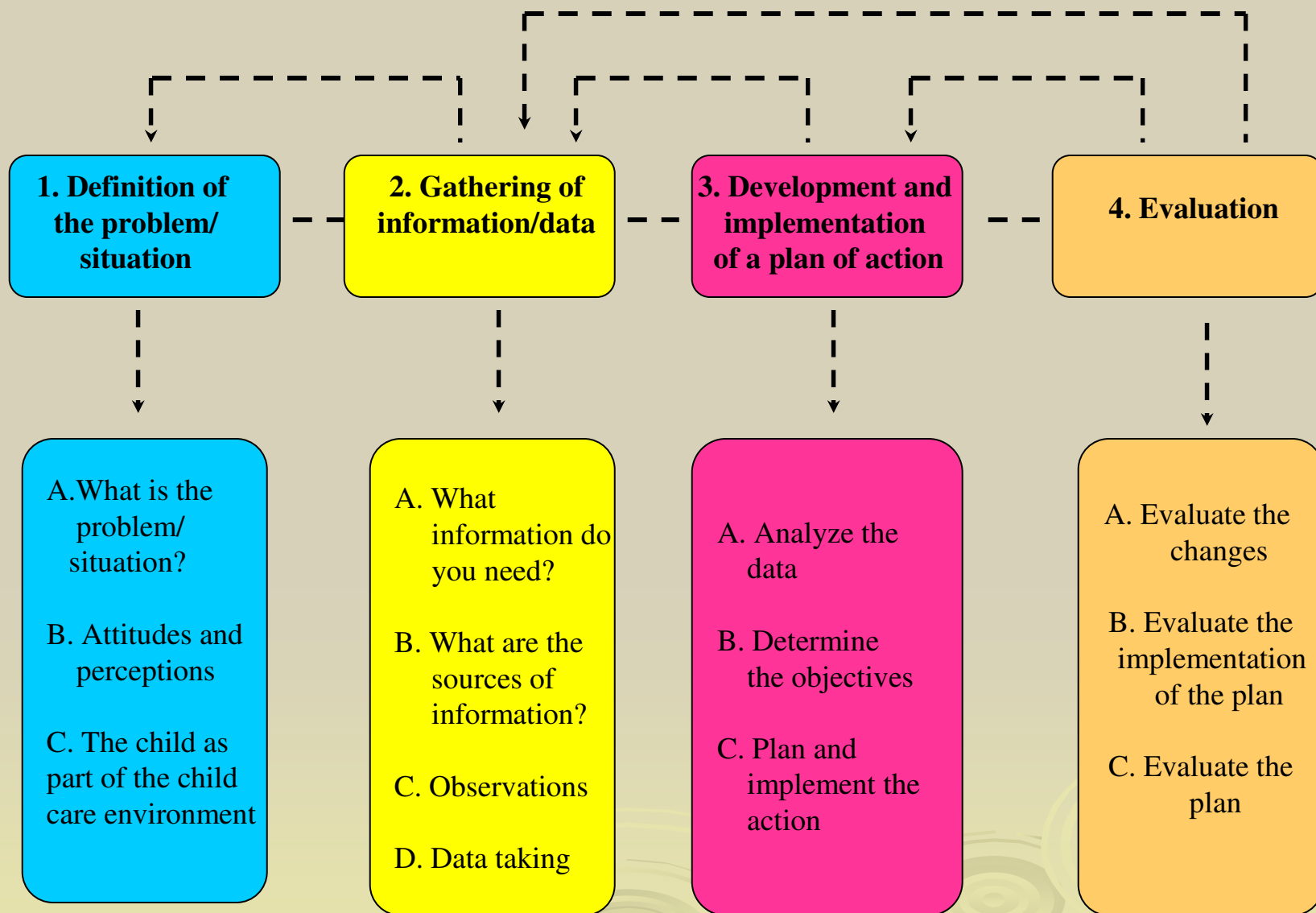
Intervene Before Reacting:

A Positive Integrated Approach
to Behaviours in the Child Care Environment

Presented by:
Children's Integration Support Services

A program of Andrew Fleck Child Care Services

◆Figure 1: The Process of Behavioural Change



From “*Intervene Before Reacting: A Positive Integrated Approach to Behaviours in the Child Care Environment*”, 2003

The Environmental Pathway

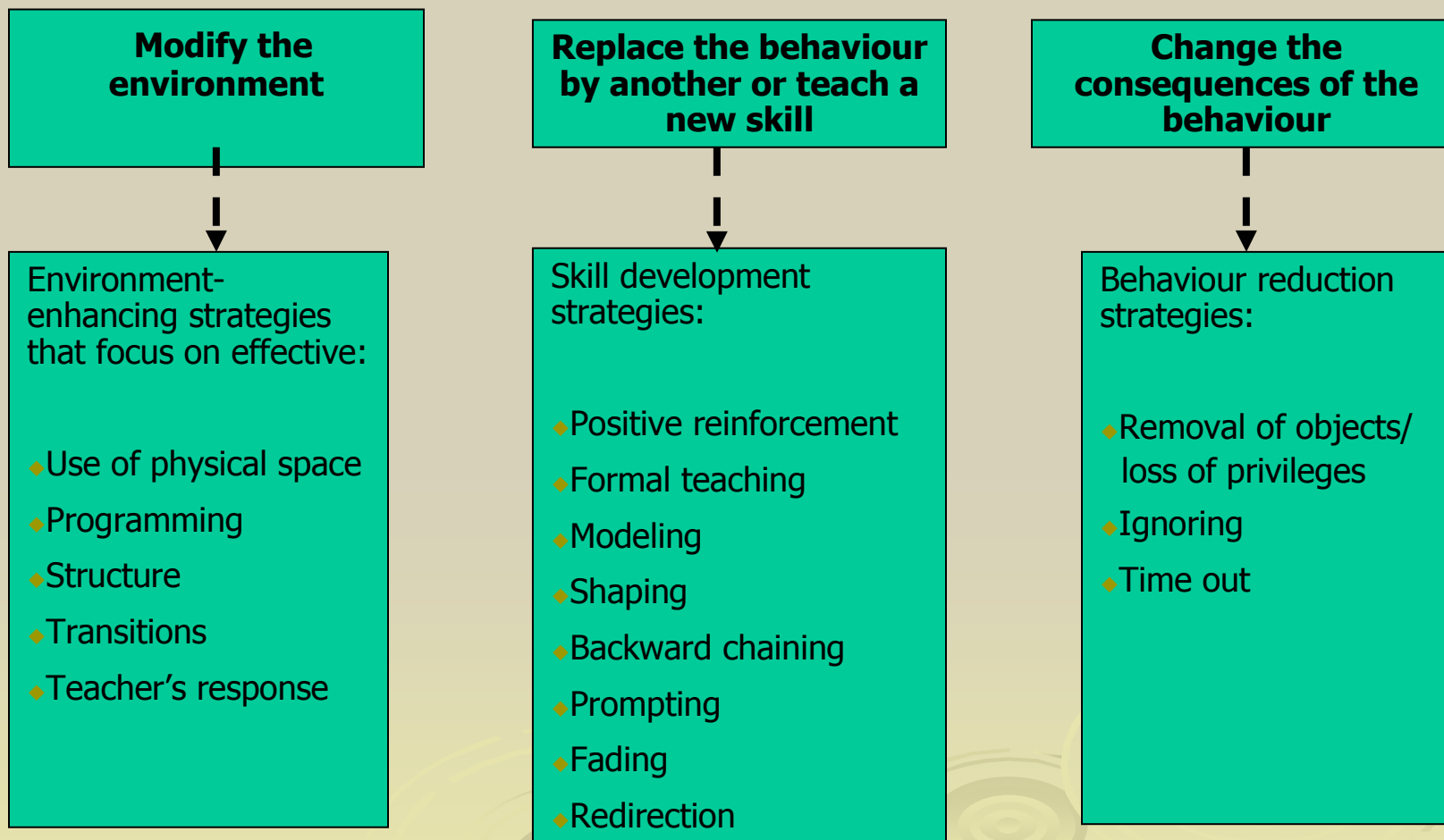
- Assesses and enhances the child care environment
- CISS Child Care Environment Assessment Tool
 - ✓ *gain insight into the causes of the challenging behaviour*
 - ✓ *make carefully planned and implemented changes to the environment, which will support and sustain the desired behavioural changes*

The Behavioural Pathway

- Presents a behaviour-centred approach
- Assesses behaviours and uses strategies that deal specifically with the behaviours themselves
 - ✓ *skill development strategies*
 - ✓ *behaviour-reduction strategies*



Summary



Positive Outcomes Program (POP)



POP

- A gap in service was highlighted regarding the behavioural needs of children who did not meet the CISS mandate
- This gap highlighted the significant impact on children within the CISS mandate who could then not access child care

POP

- POP is funded by the City of Ottawa through the Provincial Early Learning and Child Care Initiative.
- It targets children not eligible for CISS, attending licensed child care who are presenting with challenging behaviours
- POP is a prevention strategy

POP Objectives

To:

- reduce behavioural challenges
- provide early intervention
- promote skill development

Behaviour Management Consultants provide resources and support for child care programs.

The equivalent of 4 full days a week of consultation, from POP is provided to the child care community.

POP Process

- A POP working group was struck to develop a process, guidelines and forms which are revisited on a yearly basis.
- The CISS manual training, the environmental assessment process and other resources and supports are provided in partnership with the child care community through this program.
- It was initially launched as a pilot project and is now an integral part of CISS.

Sharing



Linking with the Community

- CISS has been a working member of the various government initiatives in service development and restructuring
- Each member of the CISS team is a member of a community committee that supports children or children's/families issues

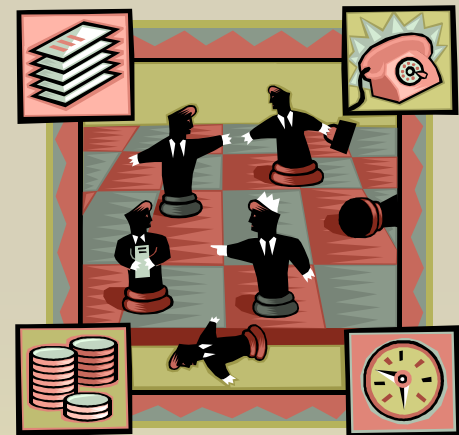
Formalizing Partnerships

Protocols were developed between CISS and community partners:

- Ottawa Children's Treatment Centre: Infant Development Program, Behaviour Support, Therapists, transition to school
- Blind Low Vision
- Family Day Care Programs
- Autism Intervention Program

In light of systems changes the protocols all have to be revisited and revised

Strategies



Celebrate

- Support sharing of successes and challenges, both individually and collectively
- Validate everyone's contributions
- Hosted two conferences to celebrate the 10th and 15th CISS anniversaries for the partnership with the child care community

Advocating

- Working with the Provincial Resource Teacher Program networking group to create a profile with the Provincial Government regarding Resource Teacher Programs
- Respond to surveys within our community with an inclusion focus

Leadership

- Expect to keep moving forward realizing that sometimes you may need to take a step backwards or outside of the box
- Engage others to support process
- The littlest changes can make the biggest difference “Chaotic Phenomena”



Reinforce our Belief

Success is not about individual achievement

When you're driving it all alone, not listening to others

and just working for the numbers, there is an emptiness

Success is a shared experience connected with lots of people.

It is a bottom line- with a heartbeat

Tom Chappell's Book entitled, Tom's of Maine

Questions and Mutual Exchanges

