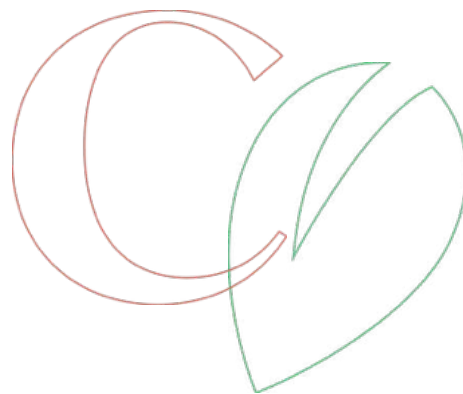


# Navigating Children's Services

Service Delivery,  
Eligibility, and  
Referrals Guide

# Catulpa Community Support Services

## Who we are and what we do...

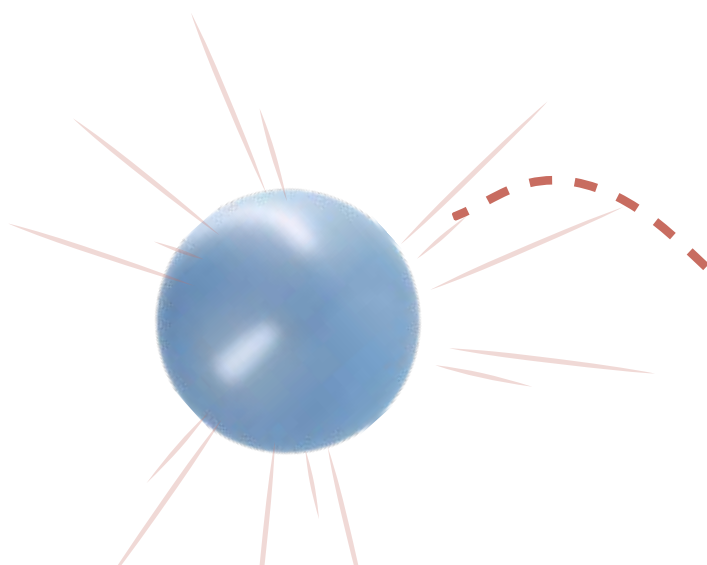


Catulpa Community Support Services is a registered, non-profit, accredited agency that has been serving children, youth, adults, and families with special or unique needs since 1973. The province and federal governments provide funding to deliver the following services:

- Coordinated Service Planning
- Family Resource Program
- Fetal Alcohol Spectrum Disorder Services
- Ontario Autism Program Foundational Family Services
- Ontario Autism Program Urgent Response Services
- Intensive Service Coordination
- WrapAround
- Simcoe County Community Action for Prenatal and Child Health Program (CAPCHP)

With more than 100 staff, we have offices in Alliston, Barrie, Bradford, Collingwood, Lindsay (City of Kawartha Lakes), Midland, Newmarket, Orillia, and Whitby.

This guide is intended for community partners, families, and advocates.





## Our Mission

Improving the lives of people with special or unique needs by engaging and advocating for essential community services and supports.

## Our Vision

Our vision for the future encompasses a community where the people we serve are recognized and valued as contributing members of their community and are fully integrated into the activities of their communities. They have a variety of meaningful relationships, hopes, and dreams for the future.

## Our Values

- We acknowledge the values and diversity of people who participate in our service.
- We believe everyone is entitled to a non-abusive, safe environment.
- We respect a client's right to confidentiality.
- We respect the informed decisions of people who participate in our services.
- We respect their right to choose and decide.
- We believe in providing a range of services which are responsive and accountable to the community.
- We acknowledge ethnic, economic, and cultural differences in our communities.
- We support social growth, development, and advocacy.
- We build our services on the strengths and uniqueness of each client.
- We provide services based on the belief that change is possible.
- We work in partnership with clients to incorporate their experiences and direction into program planning.
- We deliver services in a collaborative and coordinated manner with our community partners.

# Children's Programs

## What we offer...

Catulpa Community Support Services provides a wide range of programs and services for children, youth, and their families. These services include:

|                                                                                    |             |
|------------------------------------------------------------------------------------|-------------|
| Coordinated Service Planning .....                                                 | Page 04     |
| Family Resource Program .....                                                      | Page 05     |
| Fetal Alcohol Spectrum Disorder Services .....                                     | Page 06     |
| Ontario Autism Program Foundational Family Services .....                          | Page 07     |
| Ontario Autism Program Urgent Response Services .....                              | Page 08     |
| Intensive Service Coordination .....                                               | Page 09     |
| WrapAround .....                                                                   | Page 10     |
| Simcoe County Community Action for Prenatal and Child Health Program (CAPCHP)..... | Pages 11-14 |



# Coordinated Service Planning

Coordinated Service Planning is intended for children and youth who have complex special needs with a family centered service experience. Eligibility applies to youth up to 18 years of age (or up to 21 years of age if they remain in school) living in Simcoe County. This program is funded by Children's Treatment Network of Simcoe York and delivered by Catulpa.

## Eligibility

- Child/youth with multiple or complex needs who may not meet other service eligibility criteria
- Provides service up to 18 years of age (or 21 years if still in school)
- Designated service areas: Simcoe County

## Service Delivery

- A single Integrated Service Plan is created that is based on the child/youth's strengths and needs and identifies goals that are specific, measurable, achievable and realistic within a time frame
- Service coordination includes a collaborative team approach to ensure the whole service team is working together
- Service timeline is approximately 12 to 18 months based on needs

## Referral Process

Children's Treatment Network (CTN) Access at: 1-866-377-0286 or online referral at: [www.ctnsy.ca](http://www.ctnsy.ca)



# Family Resource Program

The Family Resource Program provides case management support to families of school-age children and youth (up to 18 years of age) who have a diagnosed intellectual disability (i.e. an IQ below 70) and living in the Alliston, Orillia, Midland, Collingwood, and surrounding areas. Families with support from a Family Resource Worker develop goals in the creation of an Individual Family Service Plan. The Family Resource Worker supports the family in accessing community resources to implement the Individual Family Service Plan and achieve identified goals.

## Eligibility

- The child/youth must have an intellectual disability and may or may not accompany another diagnosis, such as Autism Spectrum Disorder, Fetal Alcohol Spectrum Disorder
- Eligibility is based on a psychological assessment with a full-scale IQ of 70 or below
- Designated service areas: Alliston, Orillia, Midland, Collingwood, and surrounding areas
- Provides service from school-age children and youth (up to 18 years of age)

## Service Delivery

- The Family Resource Program provides case management, attends school case conferences, assists families in navigating relevant resources, and offers support with self-advocacy as needed
- The Family Resource Worker (FRW) creates a plan with you for your child which is called the Individual Family Service Plan (IFSP)
- The IFSP lists the goals for your child that are specific, measurable, achievable within an estimated time frame

## Brief Resource Service

- Brief Resource Service (BRS) can support families who have one to two goals, and are short term
- BRS may be used to assist children or youth with developmental needs and their families to access funding, camps, respite and other services. BRS is usually one to three sessions with a Family Resource Worker

## Children's Respite Funding

- Administers enhanced respite funding for children/youth who qualify for the Family Resource Program, as well as a respite need and a plan to use the funding

## Referral Process for BRS/Family Resource Case Management/Children's Respite

For assistance call 705-735-6826 or 1-877-803-3227

# Fetal Alcohol Spectrum Disorder

## Key Services & Supports

Fetal Alcohol Spectrum Disorder Key Services and Support workers provide services for children and youth up to the age of 18 (or up to 21 years of age if they remain in school).

Support workers have expertise in Fetal Alcohol Spectrum Disorder and will assist families in accessing information and relevant resources to better understand the disorder and how it may impact their youth's abilities. This program is funded by Children's Treatment Network of Simcoe York and delivered by Catulpa.

### Eligibility

- Suspected or diagnosed with Fetal Alcohol Spectrum Disorder (FASD)
- Designated service area: Simcoe County and York Region

### Service Delivery

- A single Integrated Service Plan is created based on a child/youth's strengths and individual needs while identifying goals that are specific, measurable, achievable and realistic within a time frame
- Service coordination includes a collaborative team approach to ensure the whole service team is working together
- Service timeline is based on needs approximately 12 to 18 months
- FASD education and awareness is also provided

### Referral Process

Children's Treatment Network (CTN) Access at: 1-866-377-0286  
or online referral at: [www.ctnsy.ca](http://www.ctnsy.ca)



# Ontario Autism Program Foundational Family Services

Foundational Family Services (Ontario Autism Program) supports families of children and youth (under the age of 18) with an Autism diagnosis in navigating services for their child. These services extend to families living in Simcoe County and who are registered with the Ontario Autism Program.

Services may include family and peer mentoring, caregiver support groups, brief consultation support, and transition supports.

## Eligibility

- Registered with the Ontario Autism Program
- Families who require short-term support in navigating systems, resources, funding, school supports, referrals to relevant services and transition support
- Provides services up to 18 years of age
- Services can be accessed multiple times up to the 18th birthday
- Designated service areas: Simcoe County

## Service Delivery

- Planning occurs based on short-term goals identified by the family and peer mentoring could include individual and/or group support
- Interactive Autism-focused caregiver webinars
- Monthly webinars are posted on Children's Treatment Network (CTN)/Kinark/York Simcoe Autism Network (YSAN)/Catulpa events pages

## Referral Process

Program inquiries or referrals [OAPFFS@catulpa.on.ca](mailto:OAPFFS@catulpa.on.ca)  
Children's Treatment Network (CTN) Access at:  
1-866-377-0286 or online referral at: [www.ctnsy.ca](http://www.ctnsy.ca)



# Ontario Autism Program Urgent Response Services

This program supports eligible children and youth with Autism who are experiencing one or more key high-risk behaviours that have developed or increased in the past 14 days.

This program provides time-limited support in consultation with an Urgent Response Coordinator and interdisciplinary team to help stabilize and prevent crisis and reduce further risk. This service extends to families living in Simcoe County. Children must be registered with the Ontario Autism Program. This program is funded by Children's Treatment Network of Simcoe York and delivered by Catulpa.

## Eligibility

- Registered with the Ontario Autism Program (OAP)
- Service provided up to 18 years of age
- Designated service areas: Simcoe County
- New and emerging or intensified high-risk behaviour(s) identified through the Ministry of Children, Community and Social Services OAP Urgent Response:

- |                         |                                    |
|-------------------------|------------------------------------|
| 1. Aggression           | 6. Risk of exploitation            |
| 2. Property destruction | 7. Self-injurious behaviours       |
| 3. Violent thinking     | 8. Suicidal thoughts or behaviours |
| 4. Fire setting         | 9. Inappropriate sexual behaviours |
| 5. Harm to animals      | 10. Flight risk                    |

## Service Delivery

- An interdisciplinary team approach that may include: service navigation, direct professional support to the family to implement behaviour intervention and therapeutic time-limited respite
- A Care Plan will be developed that identifies the child/youth's goals
- Timeline for service is 12 weeks with no waitlist

## Referral Process

Children's Treatment Network (CTN) Access at: 1-866-377-0286  
or online referral at: [www.ctnsy.ca](http://www.ctnsy.ca)



# Intensive Service Coordination

Intensive Service Coordination provides information, consultation, and community case conferencing for Simcoe County children and youth up to 19 years of age and their families. This service is designed for individuals who require extraordinary support from health, social, and/or educational services because of severe emotional, intellectual, developmental, and/or physical needs. Children and youth supported by Intensive Service Coordination have needs that are beyond the capacity of the local system, and all possible community options have been previously exhausted by families and service providers.

## Eligibility

- Children/youth up to the age of 19 with highly complex social, emotional, developmental and physical needs requiring services and/or supports that exceed present service delivery beyond the capacity of the local system
- Designated service areas: Simcoe County

## Service Delivery

- Provides information and consultation to support professionals or agencies to identify services that can be accessed, as well as the development of the integrated service plan for each child/youth
- Intensive Service Coordination facilitates case conferencing as a service method to address short-term and long-term needs
- Helps facilitate the development of an Integrated Service Plan that addresses the barriers the child/youth is experiencing
- Access to regional and provincial resources
- Provides local case resolution for Simcoe County
- Acts as a neutral facilitator in the case conferencing process

## Referral Process

Intensive Service Coordination intake line:  
1-705-733-3227, ext. 2294



# The WrapAround Process

The WrapAround Process provides a comprehensive, individualized, and driven way of responding when families and youth experience serious mental health or behavioural challenges. WrapAround puts the youth and family at the center. With support from a team of professionals, the family's ideas and perspectives about what they need help guide the process.

WrapAround is voluntary and includes monthly support team meetings. The planning process takes approximately twelve to eighteen months.

## Eligibility

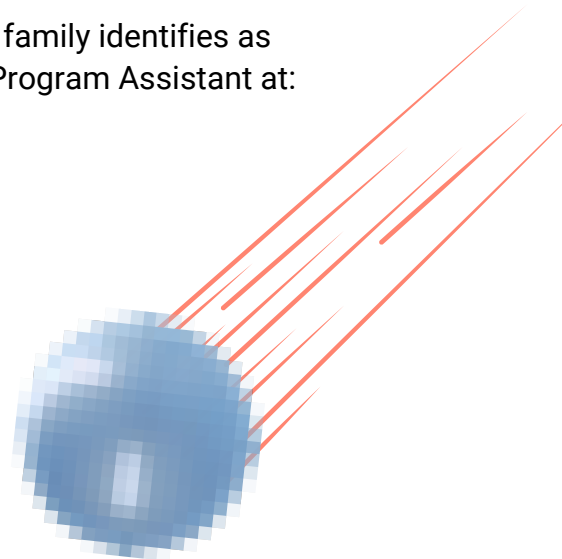
- Must be actively involved with and referred by Simcoe Muskoka Family Connexions
- If family identifies as Indigenous, they or a service partner may refer to WrapAround
- No diagnosis necessary
- Service is focused around the needs of the family or anyone within the family
- Designated service areas: Simcoe County

## Service Delivery

- Support is based on the strengths, needs and culture of the family
- The plan identifies family goals while utilizing their strengths
- Service timeline is 12 to 18 months
- WrapAround is a team approach
- Facilitators are certified in High Fidelity WrapAround with the WrapAround Canada Training Institute

## Referral Process

Simcoe Family Connexions makes the referral to WrapAround. If the family identifies as Indigenous, they can self-refer through Catulpa's Children's Service Program Assistant at: 705-733-3227, ext. 2335





## Simcoe County Community Action for Prenatal and Child Health Program (CAPCHP)

Simcoe County Community Action for Prenatal and Child Health Program (CAPCHP) is part of a national program that supports young parents, families, and Newcomers to Canada for more than 25 years. CAPCHP promotes the healthy development of young children from birth to age 6 and assists healthy pregnancies and parents/caregivers.

Activities relate to nutrition and meal preparation, mental and physical health, parenting and child development, as well as the promotion of school readiness and a healthy start to life.

MotherCare, Baby Steps, and Next Step are Simcoe County CAPCHP programs.

### Eligibility

- Offered to individuals and families who are parenting children from birth to age 6 living in Simcoe County on a limited annual household income (less than \$40,000 before taxes)

### Service Delivery

Specialized programs are offered for topics relating to:

- Mental Health
- Bonding and Attachment
- Early Literacy
- Child Development
- Nutrition
- School Readiness

### Referral Process

Online referral: [catulpa.on.ca/programs/capchp](https://catulpa.on.ca/programs/capchp)





# CAPCHP MotherCare

MotherCare is a free weekly program offered to pregnant individuals and is designed to promote healthy pregnancies in a friendly and supportive environment.

## Eligibility

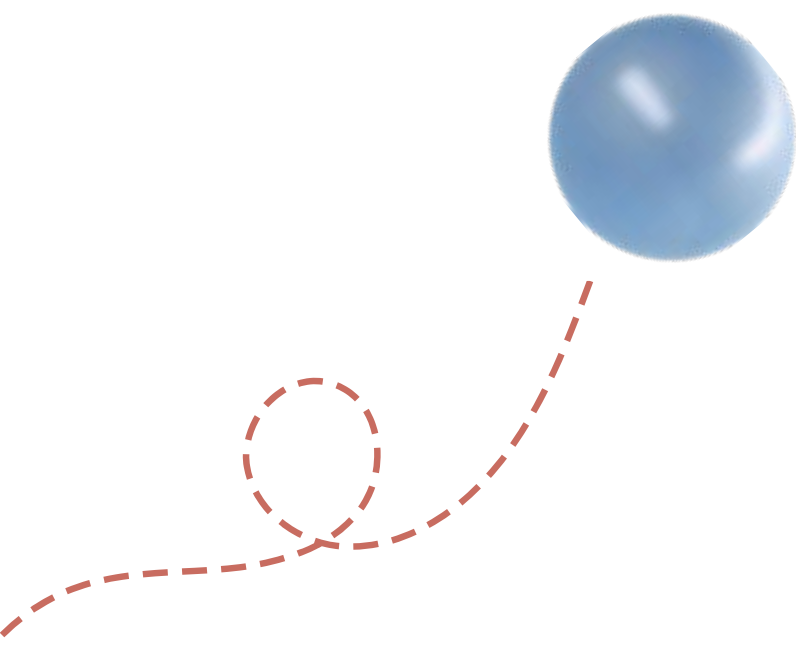
- Offered to pregnant individuals living in Simcoe County on a limited annual household income (less than \$40,000 before taxes)

## Service Delivery

- This program gives participants the opportunity to discuss and receive information about nutrition and healthy eating during pregnancy, pre and postnatal health and wellness, breastfeeding, and newborn care and needs.
- Participants who attend may also receive:
  1. Prenatal vitamins and vitamin D drops for breastfed infants
  2. A weekly \$20 grocery gift card
  3. Public Health Nurse, Dietitian and Community Partner support

## Referral Process

Online referral: [catulpa.on.ca/programs/capchp](https://catulpa.on.ca/programs/capchp)





# CAPCHP Baby Steps

Baby Steps is a free weekly program for parents with children from birth to 12 months designed to support newborn nutrition, perinatal mental health, breastfeeding, infant development and bonding.

## Eligibility

- Offered virtually to parents with children from birth to 12 months

## Service Delivery

- This program gives participants the opportunity to discuss and receive a variety of resources to help support their child's development as well as their parenting journey, including postnatal health and wellness, healthy eating, infant mental health, parenting education, and support.
- Participants who attend may also receive:
  1. Vitamin D drops for breastfed infants (every 90 days until their first birthday)
  2. Weekly program resources

## Referral Process

Online referral: <https://www.catulpa.on.ca/programs/capchp>





# CAPCHP Next Step

The Next Step Program is a free weekly program offered to individuals with children 12 months to 36 months (three years of age) of age and is designed to support a healthy start for kids.

## Eligibility

- Offered to individuals and families who are parenting children from 12 months to 36 months (three years of age) living in Simcoe County on a limited annual household income (less than \$40,000 before taxes)

## Service Delivery

- This program gives participants the opportunity to discuss and receive information about nutrition and healthy eating, infant mental health, community resources, child development, health and wellness, parenting education, and support
- Participants who attend may also receive:
  1. A weekly \$20 grocery gift card

## Referral Process

Online referral: [catulpa.on.ca/programs/capchp](https://catulpa.on.ca/programs/capchp)





 Facebook: @catulpacommunitysupportservices

 Instagram: @simcoecountycapchp

**Catulpa Community Support Services**  
165 Ferris Lane, Barrie, Ontario, L4M 2Y1

info@catulpa.on.ca | 705-733-3227  
www.catulpa.on.ca

Updated August 2026



Community  
Support Services  
Services de soutien  
communautaire