

School Therapy Services

School FAQ and Who to Contact

Question	Action/Who to Contact
Unsure how to complete a referral for OT, PT or SLP services at school.	<p>Review instructions included in referral package on TVCC website: Link to intake referral section of TVCC website .</p> <p>Consult with your school board leadership for students with special needs.</p> <p>If you have further questions, contact TVCC Intake at intake@tvcc.on.ca or 519-685-8716, (Toll free) at 1-866-590-8822 or FAX at 519-685-8705.</p>
Urgent new need for a student already receiving service.	<p>Contact your Service Provider. If you have difficulty reaching, contact the Service Provider Organization.</p> <p>If unable to reach service provider or organization, contact TVCC:</p> <p>ISTS Administration:</p> <p>Herb Regalo herb.regalo@tvcc.on.ca 519-685-8700 Ext 51343.</p> <p>Clinical Coordinators:</p> <p>Randy McGivern randy.mcgivern@tvcc.on.ca 519-685-8700 Ext 53414.</p> <p>Laurie Fowles laurie.fowles@tvcc.on.ca 519-685-8700 Ext 50120.</p> <p>TVCC ISTS Manager:</p> <p>Jenny Kermer jenny.kermer@tvcc.on.ca 519-685-8700 Ext 53758.</p>
Urgent need for a student who is not receiving service.	<p>Complete a referral package, including details of all the student's urgent needs. Outline on the FAX cover sheet that you believe the student's needs are urgent.</p> <p>If the student is receiving services at home, the in-home Service Provider (organized by the LHIN) can help family and school to complete parts of the paperwork for a school referral.</p>

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Student requires service at home.	If there is a school Service Provider, discuss with the Service Provider. If not, contact LHIN or direct family to contact LHIN.
Wondering if a particular student is still receiving service or is discharged.	Check OSR for Service Provider reports and discuss with the Service Provider. If still unclear, contact TVCC Intake at intake@tvcc.on.ca 519-685-8716, or (Toll free) at 1-866-590-8822.
Wondering if a student is on the waitlist.	<p>Check OSR for a referral package. If still unsure, contact TVCC Intake at intake@tvcc.on.ca 519-685-8716 or (Toll free) at 1-866-590-8822.</p> <p>TVCC will be periodically providing school boards with lists of students waiting for service organized by school and priority level to cross check.</p>
<p>Needs have changed for a student on the waitlist (more or less needs).</p> <p>Needs are at a different priority level than reported in the list of students from TVCC.</p>	<p>Complete a Student Update Form and fax to TVCC Intake at 519-685-8705.</p> <p>No call is necessary.</p>
Is this student appropriate for service?	<p>Consult OT, PT or SLP Needs Prioritization Tool and Service Plan documents.</p> <p>For students who have received service in the past, the school can make a new referral when there are new needs. Read the discharge report or discuss with previous Service Provider to determine if a new referral would be appropriate.</p>
Concern about services provided.	<p>Discuss with your Service Provider.</p> <p>Discuss with the Service Provider Organization if your concern is not resolved.</p> <p>Ask to file a formal complaint if appropriate. The Service Provider Organization shares all formal complaints with TVCC ISTS Manager.</p>

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