**Client: LCC**

**Project: About Us – Website Content**

**Date: June 15, 2020**

**Website Content by Pages:**

**LANSDOWNE CENTRE HISTORY (NOTE: This can be done in an info style graphic)**

**1952 - Present...**

Lansdowne Children's Centre was incorporated as a treatment centre in 1974; the history that preceded this incorporation is extensive. Following are some highlights of this history.

**1952**

A group of children with cerebral palsy, representing seven families, met on a part-time basis in the Red Cross Rooms on William Street.

Parents Council for Cerebral Palsy was formed.

**1953**

Program was moved to what had formerly been the Isolation Hospital on Charing Cross Street.

**1955**

Formal incorporated body was established in order to solicit government support. Accordingly, The Cerebral Palsy Centre was dedicated February 5, 1955.

**1956**

First meeting of the Brant County Cerebral Palsy Association was held May 30, 1956.

Ministry of Education gave the program a private school status providing financial assistance for an educational program operated by the Brant County Cerebral Palsy Board. The Brant County Cerebral Palsy Association continued to assume the responsibility for treatment and health care needs.

**1960**

The Cerebral Palsy Centre moved to the Terrace Pavilion at the Brantford General Hospital where a new sign showed its expanded mandate as the Rotary Club of Brantford Crippled Children/Cerebral Palsy Centre. Along with the established program, Rotary Clinics were arranged by the Easter Seal Society. The Centre's connection with these two organizations remains strong to this day.

**1971**

Brant County Board of Education assumed responsibility for the operation of the Educational Program making it a satellite of Central School. The Private Board of Education was disbanded. The Cerebral Palsy Association continued the administration of health care and treatment.

**1973**

The Centre moved to the Clinical Division and Educational Program location at Preston Boulevard, housed in one wing of Lansdowne School.

**1974**

Lansdowne Children's Centre became incorporated and was recognized as a Group K Hospital under the Ministry of Health, offering outpatient services in physical medicine therapies. The Centre began receiving funding from the Ministry of Health. The Cerebral Palsy Association altered its role from active administration to one of financial support.

**1985**

Infant Development Program and Special Services at Home Program transferred their administration to Lansdowne Children's Centre and became an integral part of the services offered at Lansdowne Children's Centre.

**1987**

Lansdowne Children's Centre expanded its services to include a Respite Care Program and agreed to provide a purchase of service to the School Health Support Services Program.

**1991**

Early Integration Program transferred administration to Lansdowne Children's Centre.

**1997**

Construction of the "new" Lansdowne Children's Centre began.

**1998**

June 25th marked the Grand Opening Celebrations at the "new" Lansdowne Children's Centre at 39 Mount Pleasant Street.

**1999**

Marked Lansdowne's 25th Anniversary as a Treatment Centre.   
The Centre celebrated in conjunction with the Rotary Centre and hosted a Grand Christmas Party for all staff and families and their children.

**2000**

July 7th Lansdowne hosted an event celebrating the unveiling and dedication of the Joanne Renahan Children's Courtyard. Joanne, her son Stephan and husband Peter were in attendance to mark the event.

**2002**

Lansdowne Children’s Centre opened Kid’s Country Inn, a weekend respite program for medically fragile and/or technologically dependent children and youth. Located at the Brantwood Centre, Kid's Country Inn provides the kids with a resort-like vacation away from home.

**2004**

In June 2004, the Early Autism Program was transferred to Lansdowne Children’s Centre. In this Intensive Behavioural Intervention Program, Instructor Therapists work individually with the children to develop their skills in the areas of play, communication, socialization and self-help

**2007**

Special flexible respite care services were started for families caring for children or youth diagnosed with Autism Spectrum Disorder.

**2011–2012**

Applied Behavioural Analysis-based services and supports for children and youth diagnosed with Autism Spectrum Disorder were added. ABA approaches enhance learning and participation by increasing desired behaviours, teaching new skills to transfer to other settings.

**2014**  
Holistic Integrated Teams [HITs] created for Transdisciplinary service to complex families

**2019**  
LCC assumed management of service provider contracts for Haldimand-Norfolk School Based Rehab, combining as area-wide School Based Rehab Services in 2020

**2019**  
LCC assumed operation of Haldimand-Norfolk Preschool Speech & Language, creating unified Brant- Haldimand-Norfolk program

**2020**  
LCC assumed operation of the Alternate Care family respite program

**2020**  
LCC’s dedicated Caledonia site & a 2nd Simcoe site were opening improving Haldimand-Norfolk access

**HOW WE PROVIDE SERVICES**

Inclusion and Empowerment are particularly important values when it comes to our collaborative partnership with families in providing service. Our staff are guided by the principles of Family Centred Practice which means we treat families with dignity and respect, sensitive to your unique needs and choices in making decisions. This also means sharing information sensitively and providing service that takes into account family goals.

We work to offer services flexibly, using formal and informal supports to build on family strengths. Through mutual trust, respect, open communication and finding solutions together we can best reach family goals.

**Resources**

* [**Our Family Centred Guiding Principles**](http://www.lansdownecentre.ca/ius/page-files/Family%20Centred%20Guiding%20Principles.pdf)
* <http://www.lansdownecentre.ca/ius/page-files/Family%20Centred%20Guiding%20Principles.pdf> **(Note: Need to recreate this)**

**STRATEGIC PLAN**

Lansdowne Children's Centre 2019-23 Strategic Plan

Advance equity, quality, access and safety of services

* Improve ease of services access for families
* Support the age continuum of children and youth with quality, evidence-informed services
* Advocate around appropriate operating and capital resources

Cultivate relationships

* Effectively engage and support diverse families, embracing their strengths as advisors, ambassadors, mentors and informed consumers
* Collaborate so integrated internal services are aligned with community and funding partners and communities of practice for greater capacity and collective impact in all environments
* Ensure an informed public, influencing commitment to support client needs and agency causes

Sustain agency capacity and infrastructure viability

* Strengthen ability to adapt via organizational culture, to optimize the working environment
* Access required resources by diversifying funding and responding to markets
* Strengthen alignment of Centre and Foundation governance to maximize support of future directions
* Ensure Information Technology capacity to sustain agility supporting clinical and business processes

**ACCOUNTABILITY AND IMPACTS**

* **Accessibility Plan**

Lansdowne Children's Centre commits itself to the continual improvement of access to its facility policies, programs, practices and services for clients and their family members, staff, volunteers and members of the community with disabilities; the participation of persons with disabilities, or family members, in the development and review of its annual accessibility plans; and the provision of quality services to all clients and their family members and members of the community with disabilities.

**Resources**

[Accessibility Plan](http://www.lansdownecentre.ca/ius/page-files/6.2a%202019-2023%20Multi-Year%20Accessibility%20Plan.pdf)

<http://www.lansdownecentre.ca/ius/page-files/6.2a%202019-2023%20Multi-Year%20Accessibility%20Plan.pdf>

**Annual Report**Click below to view our Annual Report.  
**Resources**

Annual Report

**(Note: Link the annual report to this)**

**CENTRE CLOSURES**

Learn about Lansdowne Children’s Centre inclement weather closures by following our social media feed, visiting this website or phoning Lansdowne at 519-753-3153 where the message will identify which sites are closed.

If Brant sites are closed, Jewel 92 and CKPC AM 1380 radio will be notified and broadcast the closure as well as carry it on its website.

If sites in Haldimand or Norfolk are closed CHCD-FM 98.9 FM radio and 92.9 The Grand Radio Station will be notified to broadcast and show the closure on its website.

**Health and Safety**

**Lansdowne Children's Centre is committed to a safe and healthy workplace for all employees,** clients and visitors. In addition to complying with all applicable Federal, Provincial and Municipal legislation with respect to health and safety, Lansdowne has developed policies and procedures with the intent of minimizing the risk of injury to all individuals.

For further information about our Health and Safety program, please contact:

Sandy Gdyczynski  
Human Resources Director  
(519) 753-3154 Ext 242

[sgdyczynski@lansdownecc.com](mailto:sgdyczynski@lansdownecc.com)

**Please see the links below for further information:**

Note: To view PDF files a separate program such as [Adobe Acrobat Reader](http://get.adobe.com/reader/) is required.

[WHIMIS regulations](http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_900860_e.htm) (<https://www.ontario.ca/laws/regulation/900860>)

**Resources**

* [Guide to the Occupational Health and Safety Act May 2011](http://www.lansdownecentre.ca/ius/page-files/elaws_statutes_90m11_e.pdf)
* [Health and Safety Policy](http://www.lansdownecentre.ca/ius/page-files/H&S%20Policy%20Dec%202015.pdf)

**PRIVACY POLICY**

**Privacy Plan - Personal Health Information Protection Act 2004**

As an organization working with personal health records, Lansdowne Children’s Centre is accountable to comply with all relevant legislation, including the Personal Health Information Protection Act (PHIPA), 2004.

In accordance with PHIPA Lansdowne Children's Centre has developed a Privacy Plan in order to make sure that all clients/ families are being treated in a consistent manner.

1.  **Information Practices**

Lansdowne Children's Centre shall have in place information practices that comply with the requirements of the PHIPA and its regulations.

2.   **Written Public Statement**

Lansdowne Children's Centre shall make available to the public a written statement that:

1. provides a general description of our information practices
2. describes how to contact our Information Officer
3. describes how a client/family of Lansdowne Children's Centre may obtain access to or request correction of their record of personal health information
4. describes how a client/family of Lansdowne Children’s Centre may withhold or withdraw consent
5. describes how to make a complaint to Lansdowne Children's Centre and to the Commissioner under the Act

3.   **Collection, Use and Disclosure of Personal Health Information**

Lansdowne Children's Centre shall post and make available information describing the purposes of Lansdowne’s collection, use and disclosure of personal health information as permitted by law.

 4.   **Contact Person**

Lansdowne Children's Centre shall designate a contact person to perform the functions as set out in the Act. At Lansdowne this contact person shall be named the Information Officer.

5.    **Functions of the Information Officer**

The Information Officer of Lansdowne Children's Centre shall make sure that employees and all other agents of Lansdowne Children's Centre are appropriately informed of their duties under the Act.

6.  **Privacy Committee**

The Management Team shall be designated as the Privacy Committee.

7.  **Functions of the Privacy Committee**

The Privacy Committee shall be responsible to provide oversight of the privacy practices of Lansdowne Children’s Centre.

8.  **Security**

Lansdowne Children's Centre shall take reasonable steps to make sure personal health information in its custody or control is protected against theft, loss and unauthorized use or disclosure and to make sure that the records containing the information are protected against unauthorized copying, modification or disposal.

9.  **Handling of Records**

Lansdowne Children's Centre shall make sure that the records of personal health information that it has in its custody or under its control are retained, transferred and disposed of in a secure manner and in accordance with the prescribed requirements, if any.

*Aug. 2019*

**Lansdowne Children's Centre Information Practices - Commitment to Your Privacy**

**Collection of Personal Health Information**

Lansdowne Children’s Centre knows it is important to protect personal information. We collect personal health information about clients from clients/parents/guardians. The personal health information that we collect may include, for example, client name, date of birth, address, health history, records of visits to Lansdowne and the care that was given during those visits. At times we gather personal health information about clients from other places, if we have been given client/parent/guardian consent to do so or if the law permits. Personal health information will be held within an electronic system.  We limit collection of information to what is required to provide care to our clients.

**Uses and Disclosures of Personal Health Information**

We use and share personal health information to:

* assess, treat and care for clients and families safely and efficiently while giving high quality service
* allow us to efficiently advise of treatment options and follow-up on treatment and care
* communicate with other providers involved in care
* plan, administer and manage our internal operations including booking, confirming and scheduling appointments, completing statistics
* conduct risk management activities
* conduct quality improvement activities, such as sending satisfaction surveys
* teach and demonstrate on an anonymous basis
* comply with legal and regulatory requirements
* comply generally with the law

**Your Choices**

Clients/ parents/legal guardians may get and/or ask for correction of their personal health records, or withhold or withdraw their consent for some of the above uses and disclosures, by getting in touch with us and we will explain what the result of that decision might mean, and the way it will be done . Please note legal exceptions apply.

Information may be accessed by regulatory authorities under the terms of the *Regulated Health Professions Act*(RHPA)for the purposes of the various colleges of employees here at Lansdowne fulfilling their mandate under the RHPA, and for the defense of a legal issue.

When Lansdowne gets special requests, such as a request from a new source, we will get in touch with you for permission to release information. We may also advise you if such a release is appropriate.

**Important Information**

* We take steps to protect your personal health information from theft, loss and unauthorized access,  copying, changes, use, disclosure and disposal
* We conduct audits and complete investigations to monitor and manage our privacy compliance
* We take steps to ensure that everyone who performs services for us protect client privacy and only use personal health information for the purposes for which clients have given consent
* We comply with provincial privacy legislation by having a Privacy Plan that is available upon request

**How to Contact Us**

**Lansdowne’s Information Officer/Contact Person**is Jennifer Huxley.

For more information about our privacy protection practices, or to raise a concern you have with our practices, contact us at:

39 Mount Pleasant Street     Brantford, ON N3T 1S7

Telephone: 519 753 3153/Fax: (519) 753-5927

Website: [http://lansdownecentre.ca](http://www.lansdownecentre.ca/)       Email: [info@lansdownecc.com](mailto:info@lansdownecc.com)

You have the right to complain to the Information and Privacy Commissioner/Ontario if you think we have violated your rights. The Commissioner can be reached at:

**Information and Privacy Commissioner/Ontario**

2 Bloor Street East, Suite 1400, Toronto, Ontario M4W 1A8

Telephone: 416 326 3333 or 1 800 387 0073 (within Ontario)

Fax: 416 325 9195                              TTY: 416 325 7539

Website: [www.ipc.on.ca](http://www.ipc.on.ca/)                         Email: [info@ipc.on.ca](mailto:info@ipc.on.ca)

**Privacy and Consent Guide for Families**

**What Families Need to Know About Information Sharing**

In order to develop a care plan and provide your child and family with the services that best meet your needs, staff at Lansdowne Children’s Centre will ask for information about your child and family.

**With Your Consent This Information is Shared**

* By only those professionals and organizations serving your child and family
* Through verbal and written communication, and in an electronic record

The **electronic record** lets Lansdowne Children’s Centre staff working with your child and family view and write down information about your child in a **secure and confidential** manner. It also means that you don’t have to repeat information as often and lets your team build on past progress and experience.

*Community partners included in your consent are listed on the “*[*Consent for Information Sharing and Collection of Personal Information*](http://www.lansdownecentre.ca/ius/page-files/A%201-144%20Consent%20for%20Information%20Sharing%20&%20Coll%20of%20Personal%20Info.doc)*” form. You can say if you do not want to share certain information or if you do not want to share with certain people.*

**Your Child’s Electronic Record is Secure and Protected**

This web-based shared electronic record uses the same technology that is used for online banking. In order for members of your child’s team to use your child’s electronic record, they must:

* Be authorized by Lansdowne to access your child’s password-protected record
* Attend training on the electronic record and related privacy policies and guidelines
* Sign a confidentiality agreement

**Type of Information Shared**

Typically, the following information may be collected and stored within the electronic record and shared with the professionals working with your child and family:

* Contact and Demographic information
* Birth and Developmental History
* Interview and Assessment information
* Relevant reports such as Diagnostic, School and Transition reports
* Care Plans
* Assessment Reports
* Progress Notes

**Your consent will be documented in the shared electronic record. Please help us to keep information accurate and up-to-date. Tell your team of any changes.**

**Your Right to Privacy**

Privacy legislation protects your right to:

* Consent to how your information will be used and shared. In order for your consent to be valid, you must be given enough information for your consent to be knowledgeable. We encourage you to ask any questions you need to so that you understand how staff will use and protect your information.
* Staff will talk with other Lansdowne staff on your team in order to provide service and treatment.  This is implied when you are referred to Lansdowne.  You may withhold thisconsent by telling us if anyone should be excluded.
* Withhold or withdraw consent for information sharing, except in specific circumstances where disclosure is legally required under the Child, Youth & Family Services Act or ordered by a court.
* Provide consent in verbal or written form.
* Ask to access to your child’s electronic record and the information in it.
* Ask that a correction be made to the record.

**Our Commitment to Your Privacy**

* All Lansdowne staff are required by law to protect the information you share in strict confidence. We must make sure that you understand why certain information is being shared, who it is being shared with, and get your agreement for information sharing before any confidential information is used or shared.
* Lansdowne staff will only collect the information we need to do our jobs.
* If you do not consent to share confidential information your wishes will be respected, except when that places someone at increased risk of significant harm.  Everyone has a ‘duty to report’ under the Child, Youth and Family Services Act.
* If a limitation is placed on consent for information sharing, it cannot restrict recording of personal/health information that is required by law or established professional standards.
* Lansdowne staff will make sure that information shared is as accurate and current as possible.
* Lansdowne will give you access to the information contained in the electronic record, upon request.
* Lansdowne will comply with relevant privacy legislation. This includes having a Privacy Plan that is available upon request.

**How to Provide Consent for Information Sharing**

You can provide consent to a service provider working with your child. Your consent will be noted in the electronic record.The “Consent for Information Sharing and Collection of Personal Information” form is a guide for providing this consent.

For further information about the collection, use or sharing of personal information, or to discuss any concerns you may have, please contact Jennifer Huxley, Information Officer, Lansdowne Children’s Centre at 519-753-3153 or email [info@lansdownecc.com](mailto:info@lansdownecc.com).

If you have a concern about how your information has been handled, you may call the Information and Privacy Commissioner /Ontario at 1-800-387-0073 or [www.ipc.on.ca](http://www.ipc.on.ca/)

**Resources**

* [Consent for Information Sharing and Collection of Personal Information](http://www.lansdownecentre.ca/ius/page-files/A%201-144%20Consent%20for%20Information%20Sharing%20&%20Coll%20of%20Personal%20Info.doc) (Note See folder)