

OUR LOCATIONS:



Keele Location
2950 Keele St., North York , M3M 2H2



Eglinton Location
2206 Eglinton Avenue East ,
Toronto M1L 4S7

WHY IS YOUR FEEDBACK IMPORTANT?

The Access and Family Support Programs will be participating in a pilot project.

We're working to strengthen and enhance our services, and your voice is key to this process. By sharing your experiences, suggestions, and ideas, you help us understand what's working well and where improvements are needed.

Your input ensures our programs better support your family and improve the overall experience for all families involved. Thank you for taking the time to share—your feedback truly helps shape our services.

The Access Support Workers will be reaching out to learn about your experiences and gather your feedback.

Supported by:



What is the Access Support Program?

The Program supports children in care by creating meaningful opportunities to spend time with their family. Our goal is to help families stay connected while strengthening lifelong relationships.

Access Family Time : Family time can take place in the setting that best supports your child and family:

- At the Society's office
- In the community
- In your home

Our Commitment: We provide a safe, supportive, and respectful space where families can connect, grow, and build lasting bonds together.



Our Approach:

We use an attachment-based approach, focusing on building safe, strong relationships between you and your child.

We support you with:

- Building or repairing your relationship with your child
- Supporting your child's wellbeing
- Helping your child develop coping and resiliency skills
- Understanding your child's developmental needs
- Strengthening your parenting skills
- Navigating conflict or challenges
- Learning through coaching, modeling, and relationship-focused activities



What We Offer?

Child Development Support:

- Understanding your child's behavior and needs
- Strengthening Family Relationships: Encouraging healthy interactions
- Trauma-Informed Support: Understanding impacts of trauma and responding with care
- Family-Centered Approach: You help guide goals and direction
- Community Resource Navigation: Connecting you to helpful services
- Specialized Support: For families and children with unique needs
- Promoting Permanency: Supporting long-term stability and belonging for your child

What we will do :

We will:

- Treat you with dignity and respect before, during, and after sessions
- Help you understand the Access structure and parenting plan
- Make every effort to ensure your child arrives on time (weather permitting)
- Reschedule if we are responsible for a missed session
- Try to avoid interfering with your child's school schedule
- Provide feedback after each visit and weekly coaching

What you can do?

You can help make Access successful by:

- Arriving 20 minutes early to prepare and greet your child
- Letting us know if you're running late or need to cancel (416 395 1993 during office hours and 416 395 1500 after business hours)
- Focusing on your child's needs during Access Family Time
- Following the Access Care Plan and discussing concerns with your worker
- Bringing snacks, books, or activities to support the visit
- Treating staff with respect
- Helping your child prepare for the end of the visit
- Allowing time to clean up at the end