



## Urgent Response Service

### Ontario Autism Program (OAP)

Urgent Response Service is a time-limited rapid service response for children and youth with Autism. The service is intended to address one specific high-risk behaviour need with a focus on preventing further escalation of risk of harm to self, others, and/or property. Eligible families can receive up to 12-weeks of services and support which are specifically designed to address a behavior of concern.

#### **Urgent Response Services may include:**

- Short-term interdisciplinary consultation to a child/youth's family and other professionals who may be working with the child and family including educator(s);
- Respite services;
- Direct support to the family and/or professionals involved to implement behavioral and therapy strategies with the child/youth using a mediator model approach

Each family will have an Urgent Response Services Coordinator working with them to develop and oversee the service plan and to provide service navigation to other services within or outside of the OAP.

#### **Who is eligible for the Urgent Response Services:**

The Urgent Response Service is available to children/youth if:

- The child/youth is between the ages of 0 to 18.
- The child/youth has a diagnosis of Autism Spectrum Disorder (ASD).
- The child/youth is registered in the OAP.

- The child/youth is showing one of the following high-risk behaviours that have started or escalated in intensity over the preceding 14-day period:
  - Suicidal Ideation or Behaviour
  - Violent Thinking
  - Fire Starting
  - Harm to Animals
  - Risk of Exploitation
  - Self-Injurious Behaviour
  - Aggression
  - Inappropriate Sexual Behaviour
  - Flight Risk
  - Property Destruction

#### **What happens while receiving Urgent Response Services?**

##### **For the family:**

- The first step is to design the service plan for the child and family in collaboration with the family and arrange for delivery of the components of the plan. The Urgent Response Coordinator may make referrals at this point to other services outside the Urgent Response Service that might be helpful to the family.

Service elements offered through the Urgent Response Program will be tailored to the child's and family's specific needs. The services provided will focus on preventing further escalation of risk of harm to self, others, and/or property.

- The behaviour intervention is based on a mediator model approach. This means a clinician works with the family to support them in finding solutions for addressing the child's behavior. The clinician does not provide behavioural intervention directly to the child alone. Therefore, the family needs to be prepared to work actively with the clinician(s) over the 12-week period to de-escalate the target behaviour.
- Respite services that are part of the Urgent Response Service Plan will be time-limited and will require the respite provider to participate in the delivery of the intervention plan for the child.
- Once the plan is implemented, the Urgent Response Coordinator will monitor the delivery of services. The Urgent Response Coordinator will meet with the family for a review of the service plan at 6-weeks.



### For service providers involved with the family:

- Other professionals currently working with the child/family, such as a service provider or an educator, may be called upon at the start of the process to be part of the team designing the intervention for the child. They may be asked to meet during and/or at the end of the service period to support the family.
- Current service providers may also receive mediator model or consultation support from those providing the Urgent Response Service intervention.

### What happens at the end of Urgent Response Service?

Before the end of the Urgent Response Service, the family will meet with the Urgent Response Coordinator to review the progress of the child's behaviour and determine what other referrals can be made on their behalf to services within or outside the OAP.

The family is then discharged from Urgent Response Service at the end of 12-weeks of service.

Note: The Urgent Response Service is not a crisis support/urgent mental health service and operates during regular business hours. If, as a result of the screening process, the child is determined to be in mental health crisis the Urgent Response Coordinator will help them connect with appropriate Crisis Services in the community.

Children experiencing a mental health crisis should be taken to the nearest hospital or call Crisis Services at 1-866-888-8988 for assistance.

### How is the Urgent Response Service accessed?

- Families can self-refer by contacting FIREFLY directly.
- Clinicians, OAP Care Coordinators, Service Coordinators, or other relevant professionals can refer by completing a General Referral Form and OAP URS Supplemental Referral Form found on the FIREFLY Website under "Get Services Now."
- Upon referral, the family will be screened to determine if they are eligible for the Urgent Response Service. If they are eligible, an Urgent Response Coordinator will work with the family to develop the intervention plan. Urgent Response Services are free for the family.
- If they are not eligible, the Urgent Response Coordinator will help the family connect with other services within or outside the OAP that may be appropriate for them.
- By calling 1-833-696-5437 or by emailing us at [intake@fireflynw.ca](mailto:intake@fireflynw.ca)



**FIREFLY**

#### To make a referral call:

1-833-NWO-KIDS

(1-833-696-5437)

[intake@fireflynw.ca](mailto:intake@fireflynw.ca)

#### For more information:

Visit FIREFLY'S Website

[www.fireflynw.ca](http://www.fireflynw.ca)

#### Northwestern Ontario Lead Agency:

FIREFLY; serving all communities in the Kenora, Rainy River and Thunder Bay Districts, including all First Nations Communities throughout these 3 districts.