



OAP URGENT RESPONSE SERVICES

Ontario Autism Program (OAP) Urgent Response Services is a time-limited rapid service response for children and youth with Autism Spectrum Disorder.



Centralized Intake
1-833-696-5437

What is Urgent Response Services?

Urgent Response Services (URS) is a time-limited rapid service response for children and youth with Autism Spectrum Disorder (ASD). The service is intended to address one specific high-risk behaviour 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 the behaviour of greatest concern.

Urgent Response Services may include:

- Short-term interdisciplinary consultation to a child/youth's family and/or intervention team and/or 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 a URS 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 Urgent Response Services?

Urgent Response Services is available to children/youth if:

- The child/youth is between the ages of 0 to 18.
- The child/youth has a diagnosis of ASD.
- The child/youth is registered in the Ontario Autism Program (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 Family:

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

Service elements offered through the URS 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 caregivers 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 Services 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 URS 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 Urgent Response Services intervention.

What happens at the end of Urgent Response Services?

Before the end of the Urgent Response Services, the family will meet with the URS 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 Services at the end of 12-weeks of service.

Note: Urgent Response Services 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 do I access Urgent Response Services?

- 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" OR through Ocean.
- Upon referral, the family will be screened to determine if they are eligible for the Urgent Response Services. If they are eligible, a URS 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 URS 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 email: intake@fireflynw.ca



FIREFLY

