



Specialized Services
for Children & Youth
Together Is Better

GETTING TO KNOW US

SSCY CENTRE FAMILY HANDBOOK

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HI AND WELCOME!

We welcome you to SSCY Centre! We are very pleased to provide you with this SSCY Centre Handbook which contains information on the services and resources available to you.

SSCY Centre opened in Spring 2016. The facility provides over 94,000 square feet of space (including 1700 square feet for Robertson Early Enrichment Program) for approximately 250 staff.

Please note that SSCY Centre has been designated scent-free.

BRING YOUR HEALTH CARD!

Please bring your child's Manitoba Health Card to **EVERY** visit.

HOW TO GET IN TOUCH WITH US

SSCY Centre
1155 Notre Dame Avenue,
Winnipeg, MB R3E 3G1
Contact us at (204) 452-4311.

SSCY Family Resource Centre: Contact the Executive Secretary at (204) 258-6500.

SSCY/Children's Therapy Initiative (CTI)-Winnipeg Central Intake (204) 258-6550 is available to:

- ❖ Receive and process referrals for services, such as physiotherapy or speech-language pathology.
- ❖ Respond to questions you may have about services, such as how to access services or where a referral for your child has been sent.

Language Access (Interpreter Services)

Staff working in SSCY Centre have access to the Language Access Interpreter Services of the Winnipeg Regional Health Authority. If you require an interpreter, please let us know.

Deaf/Deaf-Blind Interpreter Services

To arrange for interpretation, please contact:
E-Quality Communication Centre of Excellence (ECCOE)
Telephone: (204) 926-3271
TTY: (204) 452-0687
Fax: (204) 452-0688

Emergency Contacts/After-Hours Only:

Telephone: 204-475-6332
TTY: 204-452-0687

Society for Manitobans with Disabilities (SMD) Ethno-Cultural Services

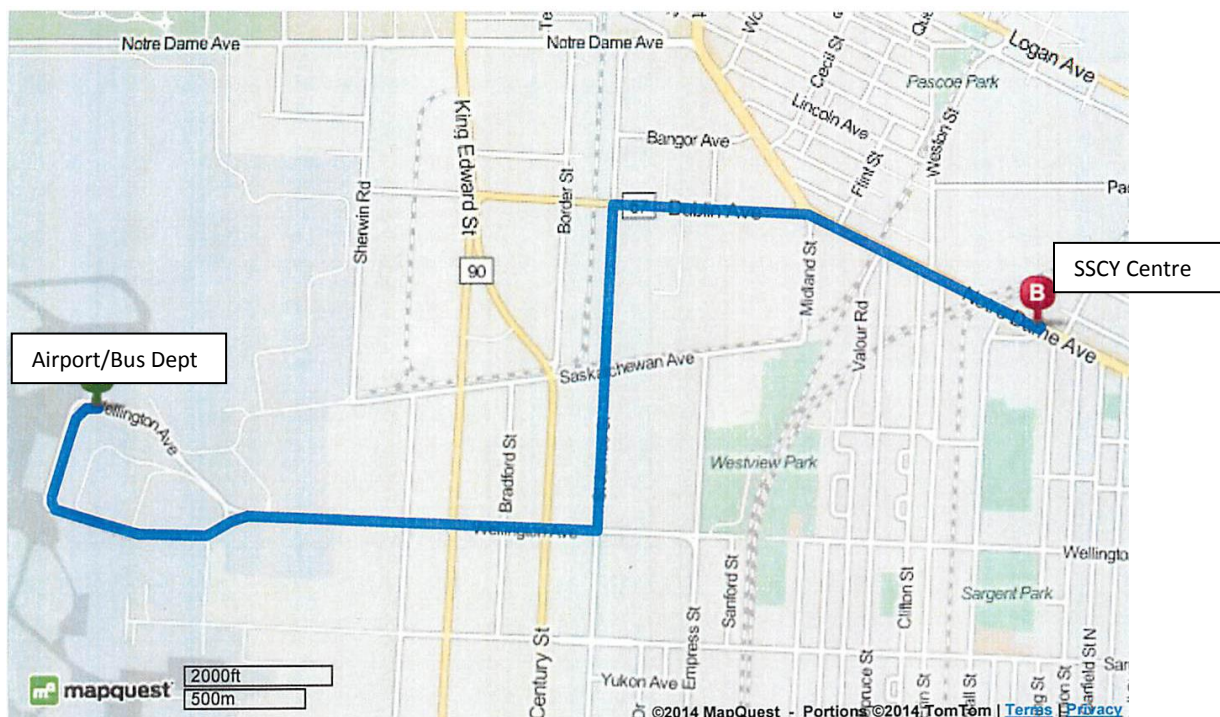
The Cultural Resource Facilitators of SMD's Ethno-Cultural Program help people and families living with disabilities who come from a variety of ethnic communities connect with much-needed social services and supports. For more information, please phone (204) 975-3010.

GETTING HERE

Directions to and from the Airport/Bus Depot

From the Airport/Bus Depot (2000 Wellington Avenue): 5.1 km

- ❖ Start out going southwest on Wellington Avenue toward Administration Street (2.4 km)
- ❖ Turn left onto St. James Street (1.1 km)
- ❖ Take the second right onto Dublin Avenue/City Route 57. Continue to follow City Route 57 (1.6 km)
- ❖ Make a u-turn at Wall St. E onto Notre Dame Avenue/City Route 57 (**if signage permits**) (.02 km)
- ❖ 1155 Notre Dame Avenue is on the right.



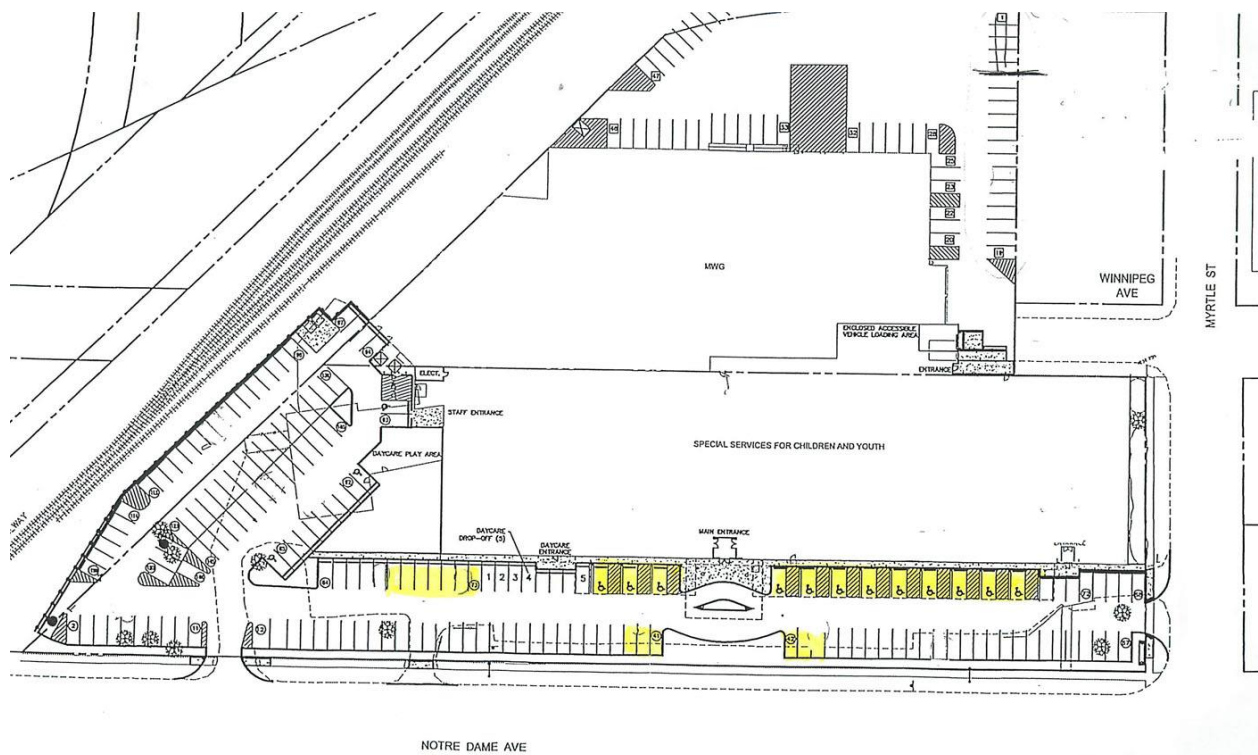
To the Airport/Bus Depot (2000 Wellington Avenue): 4.8 km.

- ❖ Start out going northwest on Notre Dame Avenue/City Route 57 toward Wall Street (0.9km)
- ❖ Turn slight left onto Dublin Avenue/City Route 57 (1.2 km)
- ❖ Turn left onto King Edward Street/City Route 90 (1.1 km)
- ❖ Turn right onto Wellington Avenue (1.0 km)
- ❖ Continue on Wellington Avenue to the airport/bus depot at 2000 Wellington Avenue (0.6 km)



Transportation and Parking

❖ Parking and Access to the Parking Lot



❖ **Visitor Parking**

- Parking for families is provided directly in front of the main entrance at no cost (see highlighted areas above). Please register your vehicle license plate number at the Security desk as you enter the building.
- Visitors may use the pay-as-you-go parking stalls located on the west side of the building. The parking kiosk is located at the exit of the building in front reception

❖ **Idle-Free Zones**

- All entrances and loading zones are idle-free zones to prevent vehicle exhaust from affecting staff, especially those who work near the doors. Vehicle idle-free zones are enforced by the Security Guard.

❖ **Bus Routes**

- Route 19 Marion-Logan-Notre Dame
- Route 28 Brookside Express
- Route 31 Keewatin Express

ONCE YOU ARE HERE

At our site we promote a positive, healthy and respectful environment, free of smoke and scents.

Business Hours

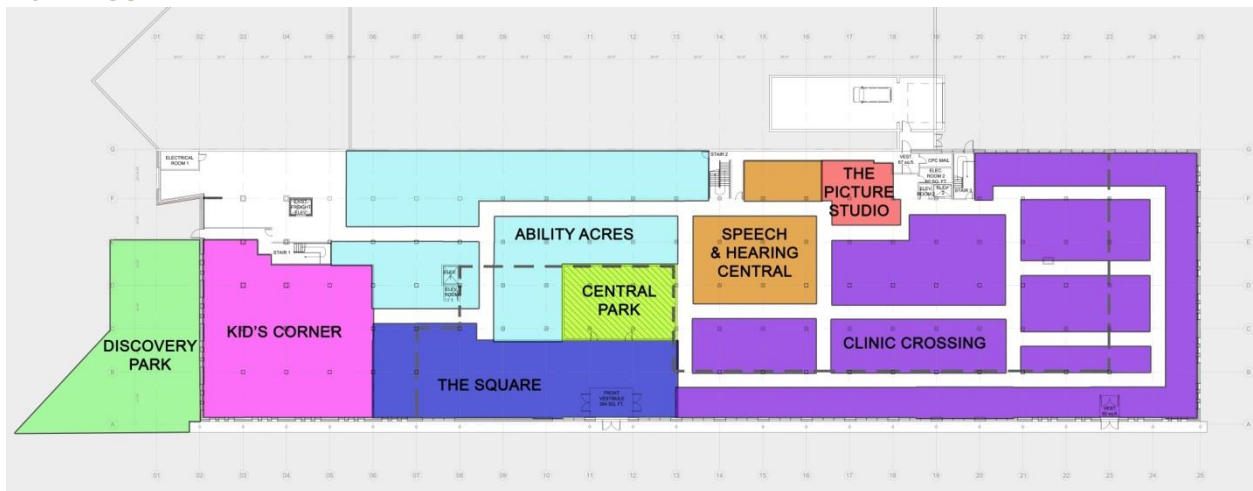
SSCY Centre regular business hours are Monday – Friday, 7:45 a.m. to 5:15 p.m., during which staff are at the Reception desk.

SSCY Centre will be closed on the following designated holidays. If they fall on the weekend, SSCY will be closed on a predetermined weekday.

- ❖ New Year's Day
- ❖ Louis Riel Day
- ❖ Good Friday
- ❖ Easter Monday
- ❖ Victoria Day
- ❖ Canada Day
- ❖ Civic Day
- ❖ Labour Day
- ❖ Thanksgiving Day
- ❖ Remembrance Day
- ❖ Christmas Day
- ❖ Boxing Day

THE SERVICES YOU WILL FIND HERE

Main Floor



DISCOVERY PARK (outdoor play space)

KIDS' CARE CORNER (Robertson Early Enrichment Program: a licensed child care centre for preschool children)

THE SQUARE (Front Reception, Play and waiting area, SSCY Family Resource Centre, Family Kitchenette)

CENTRAL PARK (indoor Play Space, walking and riding path, benches, water-feature and interactive activities)

ABILITY ACRES (Physiotherapy and Occupational Therapy)

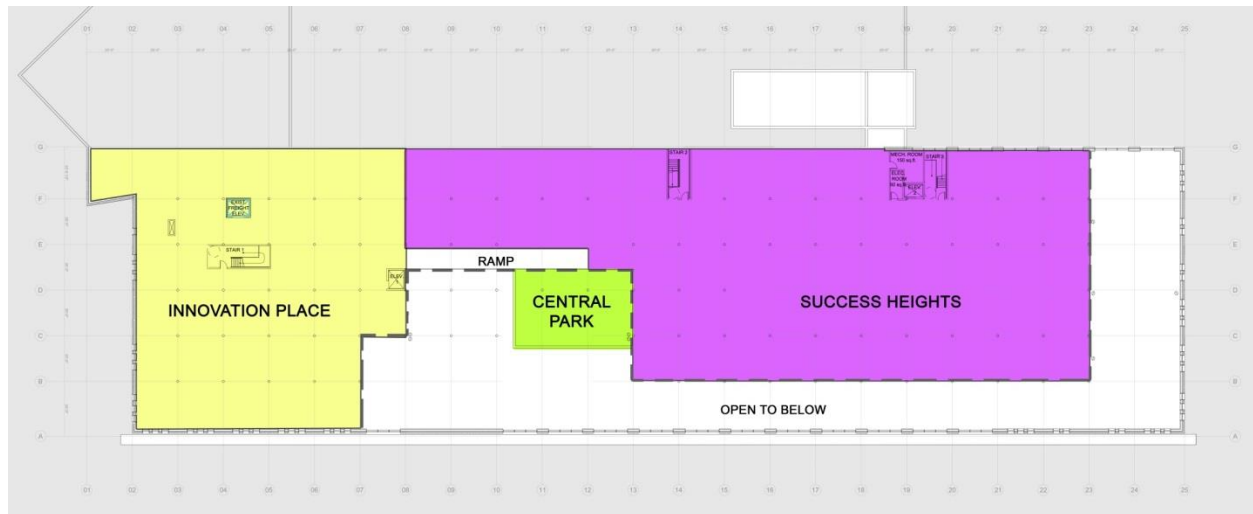
SPEECH & HEARING JUNCTION (Speech-Language Pathology, Audiology, Specialized Communication Resources for Children)

THE PICTURE STUDIO (X-Ray)

CLINIC CROSSING (Rehabilitation Centre for Children Clinics, Child Development Clinic, Manitoba FASD Centre and SSCY Central Intake)

RENOVATION STATION (car seat assessment, Active Living Centre equipment)

Second Floor



INNOVATION PLACE (Mechanical Design & Services, Prosthetics & Orthotics)

MEETING PLACE (meeting rooms)

SUCCESS HEIGHTS (Community Respite Service Inc., Children's disABILITY Services, RCC, SMD, Children's Home Care, Integrated Children's Services team, St.Amant, Children's Rehabilitation Foundation)

AMENITIES

Front Reception

Front reception is the first point of contact for families and visitors. Receptionists are located at the front entrance of the building to:

- ❖ Direct families and visitors to individual service/reception areas.
- ❖ Receive and direct general inquiries.

SSCY Concierge/Helper

The SSCY Concierge is located in the front reception area and is here to help families of children with disabilities with:

- ❖ Moving equipment in and out or within SSCY Centre.
- ❖ Lifts and transfers of your child
- ❖ Parking or supervision of your child while you park your car
- ❖ Finding your way around the building and getting to your appointment

Strollers and Wheelchairs for Family Use

There are various types of strollers available for family use within SSCY Centre. They are located near the security desk in the front reception area.

Lockers for Family Use

There are five lockers available for family use in the Family Resource Centre. Locks may be signed out through reception.

Dropping Off and Picking Up Client Equipment

Larger equipment (such as trikes, bikes, wheelchairs, seating devices and standers) must be dropped off and picked up at the Shipping & Receiving entrance located on the west side on the building. There is an intercom that can be used to alert the staff of your arrival.

Smaller items (items that could easily fit on top of a desk, such as toys) can be delivered to and picked up at the Reception desk in The Square.

Washrooms with Change Tables

Washroom with hydraulic change tables and lifts are located on the main floor.

Waiting Areas

Are located in the following areas:

- The Square
- Clinic Crossing
- Innovation Station
- Success Heights

Family Kitchenette (coffee and vending)

The Family Kitchenette is located in The Square. It provides access to vending machines, coffee, microwave and fridge.

Family Quiet Room

A low-stimulation/quiet room is located in the play area of The Square.

Central Park – Indoor Play Space and Atrium

An indoor Play Space is located in Central Park. This treed and light-filled atrium space features a walking and riding path, benches, water-feature and interactive activities accessible to children of all abilities.

Discovery Park – Outdoor Play Space

Families are welcome to use the fenced garden and outdoor play space located at the west end of the building. In this treed space are located a sitting area, tables with umbrella and chairs, sand and water play area, talking tube, wind chimes, and drums.

Smoking

SSCY Centre and grounds are designated smoke-free.

FAMILIES AS PARTNERS

At SSCY Centre we support a team approach in all aspects of our organization. We aim to work in partnership with you. We respect the vital role that families play in their children and youth's growth and development.

Please refer to the Family Bill of Rights and Responsibilities, and Statement of Family-Centred Service at www.sscy.ca

SSCY Centre Family Advisory Council (FAC)

The FAC brings together family members and staff in a collaborative effort to ensure that the principles of family-centred services are upheld. Family members provide advice, feedback and information about the programs, services and strategic direction of SSCY Centre. The Family Advisory Council also participates in strategic planning. If you are interested in joining this council, please contact the Director of Client Services and Community Relations at (204) 258-6533 or collettewilson@rccinc.ca.

Family-Centred Service

- ❖ All people are treated with respect and dignity.
- ❖ Health care providers share complete information with families.
- ❖ Families and clients participate in direct care and decision-making.
- ❖ Families and providers work together to develop policy and programs, education of staff and delivery of care.

Respect for Each Other

All people are honoured at SSCY Centre. Staff, volunteers, visitors and families share the responsibility to treat each other with respect and dignity. Each of us needs to ensure everyone feels safe from aggressive behaviour, harassment or verbal abuse. Please do your part to make this a safe and respectful environment for everyone.

Partnership

SSCY Centre is dedicated to providing Family Centred Care. We believe families are experts in the knowledge of their children's needs and care. We work in partnership with families to assess the needs of children and to find solutions that increase function and promote quality of life. It is our aim to enable families to obtain the resources, knowledge and skills they need to direct the care of their children and to advocate on their behalf.

Information

- ❖ Ensure you are providing up-to-date information to the service provider.
- ❖ Don't be afraid to ask questions and ask again if you don't understand or have forgotten.
- ❖ Provide feedback on the service you receive, including appreciation.

Coordination of Services

Our intent is that every family will have only one person to contact to receive information about the services they receive or might need. If you are unsure who to call, contact SSCY/CTI-Winnipeg Central Intake at (204) 258-6550.

If you wish to contact your service provider for Audiology, Occupational Therapy, Physiotherapy, or Speech-Language-Pathology in your home area, please refer to the SSCY website:

www.sscy.ca/childrens-therapy-initiative

The Electronic Medical Record (EMR)

The SSCY co-locating partners use an EMR to keep track of your child's health and service history in a secure password-protected electronic database. It keeps your child's history in one place, including health conditions, medications, and services received. Service providers can make better decisions about services when they have a complete picture of your child's health and service needs.

Please refer to the pamphlets and posters in the reception and waiting areas for further information on the EMR.

FAMILY FEEDBACK

The co-locating partners at SSCY Centre invite you to share your concerns or messages of thanks with us. We value your feedback and will assist you to work through any issues that may concern you. We would be pleased to forward any messages of thanks to our staff as well.

- Comment card boxes are located in public areas of the building. The cards will be reviewed by the SSCY Centre Management team and forwarded to the appropriate service provider.
- Contact your service provider directly.
- If you are unsure who to contact, please call the Receptionist at (204) 452-4311 or the Family Resource Centre at (204) 258-6533.

If you would like copies of this handbook or have suggestions on how it could be improved, please contact the Director of Client Services and Community Relations (RCC) at (204) 258-6533.

OTHER SERVICES WITHIN SSCY CENTRE THAT YOU MAY FIND HELPFUL

Family Resource Centre

The SSCY Family Resource Centre is located in The Square. In this family-friendly centre, families will find over 2500 harder-to-find resources about special needs and general health issues, including:

- ❖ books, videos and DVDs about specific disabilities or conditions
- ❖ story books about or including children with special needs
- ❖ books addressing the concerns of siblings and parents
- ❖ general parenting resources
- ❖ education issues
- ❖ pamphlets
- ❖ newsletters

Families are welcome to sign out most resources for a four-week period. We are able to mail print and video resources to Manitoba locations outside of Winnipeg.

Internet Access for Families

Children and families are welcome to use the SSCY Family Resource Centre's computers. SSCY Centre also has public Wi-Fi; the password is posted in the waiting areas.

Keeping You Informed

Please also check out the many bulletin boards and posters for information on resources, conferences and other information relevant to families.

A Toy Lending Library

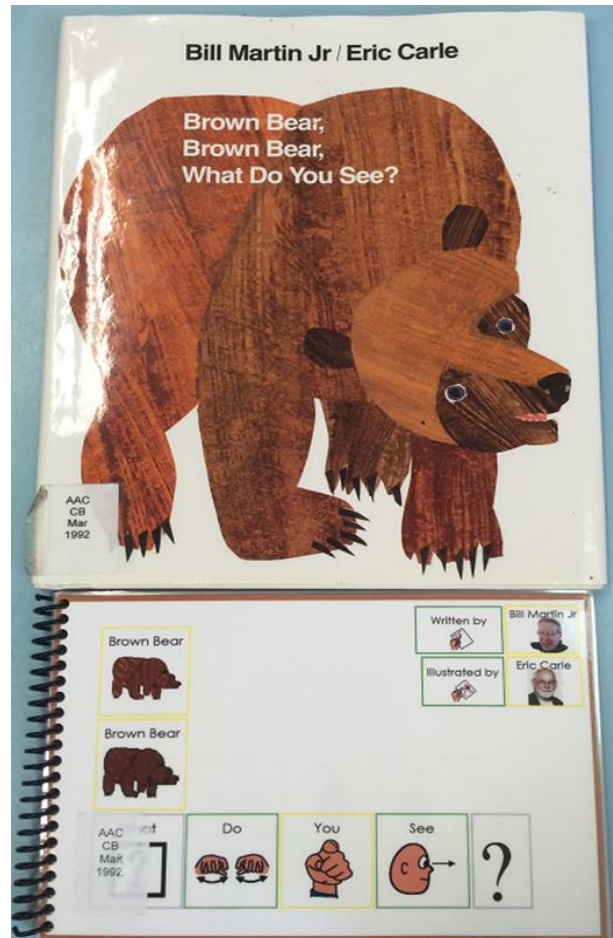
The Take-Out-Toy Services (TOTS) program is also located in the SSCY Centre Family Resource Centre. TOTS has a number of specially adapted electronic toys for use by children with special needs, in addition to over 200 developmental toys.



Resource Loan Programs

SSCY Centre offers a variety of loan programs.

RCC Specialized Communication Resources for Children (SCRC) Library: Children's adapted picture books and language learning materials are available through the SCRC program.



RCC Active Living Centre Equipment (including adapted bikes and swim aids)



Special Needs Car Seats

To learn more about special needs car seats or transportation vests, please contact the RCC Assistive Technology Clinic Assistant at (204) 258-6661 for an appointment with one of our Children's Restraint Systems Technicians.



OTHER SERVICES IN THE SSCY CENTRE NEIGHBOURHOOD THAT YOU MAY FIND HELPFUL

Inclusion in the SSCY Centre Family Handbook does not indicate endorsement of any particular business.

Restaurants

Baie D'Ha Long Bay 772 Notre Dame Ave.
Burger King Restaurant, 1033 Notre Dame Ave.
Cafe Dario, 1390 Erin St.
Canton Buffet 111 Logan Ave.
Casa Grande 984 Sargent Ave.
Cookatoo's Restaurant, 1069 Sargent Ave.
DeLuca's Specialty Foods & Restaurant, 195 McPhillips St.
Ducky's Fish and Chips, 884 Notre Dame Ave.
Galo Louco Authentic Grill, 1075 Notre Dame Ave.
Hambos Restaurant, 1465 Notre Dame Ave.
Jade Chop Stix, 276 McPhillips St.
KFC, 750 Sherbrook St.
Kim Thanh Restaurant, 888 Notre Dame Ave.
Luigi's Catering 1497 Erin St.
Magic Sushi & Wok, 272 McPhillips
Mama's Noodle House, 141 McPhillips St.
McDonald's Restaurant, 1049 Notre Dame Ave.
New York Burgers, 1335 Notre Dame Ave.
Pho Linh Linh, 1060 Ellice Ave.
Pizza Hut (Take-out only), 445 McPhillips St.
Robin's Corner of Wall St. and 1280 Notre Dame Ave.
Salisbury House, 1034 Notre Dame Ave.
Spring Roll Restaurant, 1142 Notre Dame Ave.
Subway Restaurant, 1111 Notre Dame Ave.
Taco Bell, 750 Sherbrook St.
Thanh Vi Restaurant 305 McPhillips St.
Tim Horton's Drive-through 1015 Notre Dame Ave. in the Esso Station
Vi-Ann Restaurant, 1020 Notre Dame Ave.

Convenience Stores

7-Eleven, 891 Arlington St.
Sungreen Foods, 909 Notre Dame Ave.

Food Banks

Winnipeg Harvest, 1085 Winnipeg Ave.

Food Stores

Lucky Supermarket 1051 Winnipeg Ave.
No Frills 600 Notre Dame Ave.

Bakeries

Goodies Bake Shop & Gelati 1124 Ellice Ave.
Jeanne's Bakery 931 Notre Dame Ave.

Pharmacies

Shopper's Drug Mart, 777 Sherbrook St.

SSCY NETWORK PARTNERS

The co-locating partners (those partners that have some or all of their services at SSCY Centre) are:

- ❖ Children's Rehabilitation Foundation <http://www.crf.mb.ca/>
- ❖ Community Respite Service Inc. <http://www.communityrespiteservice.ca>
- ❖ Manitoba Family Services <http://www.gov.mb.ca/fs/index.html>
 - Autism Outreach Team
 - Child Care Behaviour Support Services
 - Integrated Children's Services Team/Children's disABILITY Services – Centralized Services
- ❖ Rehabilitation Centre for Children <http://www.rccinc.ca/>
- ❖ Robertson Early Enrichment Program <http://robertsoneep.ca/>
- ❖ St.Amant <http://stamant.ca/>
- ❖ Society for Manitobans with Disabilities <https://www.smd.mb.ca>
 - Children's Service Coordination
 - Outreach Therapy for Children
- ❖ Winnipeg Regional Health Authority <http://www.wrha.mb.ca/>
 - Audiology & Speech Language Pathology
 - Child Development Clinic
 - Pediatric Home Care/Integrated Children's Services
 - Manitoba FASD Centre
 - Newborn Follow-Up
 - Occupational Therapy & Physiotherapy Outpatient Services
 - SSCY/Children's Therapy Initiative – Winnipeg Central Intake

The non co-locating partners (partners who are not located in SSCY Centre, but work towards a common goal of simplifying access to services) are:

- ❖ Central Speech and Hearing Clinic <http://www.centrlspeech.ca/>
- ❖ CNIB <http://www.cnib.ca/en/Pages/default.aspx>
- ❖ Manitoba Education and Advanced Learning <http://www.edu.gov.mb.ca/index.html>
- ❖ Manitoba Health, Healthy Living and Seniors <http://www.gov.mb.ca/health/index.html>
- ❖ St. Boniface Hospital <http://www.sbgf.mb.ca/>
- ❖ The Movement Centre of Manitoba <http://movementcentre.ca/>

More information about each of the service providers can be found on our website at <http://www.sscy.ca>