

STEPS TO ACCESS URGENT RESPONSE SERVICES



STEP 1: REFERRAL

If you think you or your child may be eligible for OAP Urgent Response Services, contact Erinoak Kids or ROCK yourself to start the intake process and find out if you're eligible.

Erinoak Kids

erinoakkids.ca/URSReferral

Intake Services at 905-855-2690, ext. 6

ROCK's Access and System Navigation

289-266-0036

Monday to Friday 9:00 a.m. – 5:00 p.m.

You may also be referred to the OAP urgent response service by:

- An OAP care coordinator
- A clinician delivering core clinical services
- Other relevant professionals supporting you or your child

STEP 2: INTAKE AND ELIGIBILITY

ROCK will reach out to you within two business days to discuss next steps.

You will need to answer some questions as part of the intake process.

By completing the intake process you will find out if OAP Urgent Response Services are appropriate or if other services/supports could best meet your/your child's needs.

STEP 3: CREATE A PLAN

If you are eligible for OAP urgent response services, an Urgent Response Service Coordinator will work with you to create an urgent response service plan based on you and/or your child's needs.

To develop the plan, your coordinator may suggest collaborating with:

- Your family and/or other people in your support system
- Relevant professionals who are supporting you or your child, such as an OAP care coordinator, educators and local service providers

Your plan will provide one or more of the following services and supports for up to 12-weeks:

- **Short-term consultation** with an interdisciplinary team, which may include clinicians, family members and/or educators
- **Time-limited** therapeutic respite support
- **Service navigation** to existing services within and outside of the OAP
- **Direct support** to the family and/or relevant professionals to implement behaviour intervention and therapy techniques

You will not receive funding through OAP urgent response services to purchase supports.

STEP 4: IMPLEMENT YOUR PLAN

Your urgent response service coordinator will help you implement your/your child's plan once it's created.

This will include helping you access the services and supports outlined in your plan at no charge.

You can access urgent response services while receiving other OAP services and supports.

For more details and information on eligibility, visit the Ontario Autism Program website:

<https://www.ontario.ca/page/ontario-autism-program-urgent-response-services>