

## EarlyON - Every Child Belongs Resource Consultation Service Guidelines

Every Child Belongs (ECB) service is offered to EarlyON programs in Toronto to strengthen EarlyON staff capacity to build inclusive and enabling programs and environments for all children, families and caregivers. The service is delivered by a Resource Consultation (RC) staff from Toronto Children's Services or Centre Francophone du Grand Toronto (French). The model of Resource Consultation service is built on the following main components, Program Consultation, Check It Out Event Support and System-wide Training

### 1. Formal Program Consultation

In this role the RC:

- Provides information, resources and/or coaching to help develop the skills of others.
- Works together with EarlyON service providers and community professionals to build partnerships.
- Provides service virtually or in-person at an EarlyON program. Note: Virtual services are defined as those that are provided remotely (e.g., via Internet video or telephone).
- Provides an opportunity for feedback and formal evaluation of the services.

The RC staff collaborates with the EarlyON team to share information, develop plans and carry out strategies and adaptations for their program. They also support EarlyON program staff to connect families with service pathways.

Formal program consultation service involves the following:

- A. Service request - receiving a consultation request
- B. Service planning - preparing for the consultation
- C. Service delivery - the consultation session(s) and documentation

A. Service Request: The request for program consultation service is made by the EarlyON staff or supervisor (in a permanent full-time or part-time role) by completing

## EarlyON ECB Resource Consultation Guidelines

and emailing the ECB EarlyON Service Request form to the EarlyON email box, as follows:

- [EarlyON@Toronto.ca](mailto:EarlyON@Toronto.ca)

This email box is monitored daily during the work week and the service request is forwarded to the appropriate RC based on catchment or agency (i.e., French). The RC staff connects with the service request contact person (as detailed on the request form) within 2 business days and schedules the time and date for the consultation session.

**B. Service Planning:** Information is gathered by the RC staff to help understand how to respond to the service request. This may include preparing information and a brief email or discussion with the service request contact person. This may include scheduling an observation of the program and/or environment.

**C. Service Delivery:** The consultation session takes place virtually or in-person at the EarlyON program to discuss the consultation area of focus as detailed in the service request, including:

- Information and resource sharing
- Discussion of program goals and strategies
- Coaching of strategies
- Review of program and environment observations

A consultation session is scheduled based on the availability of the EarlyON staff making the request and type of support. Consultation can occur once or multiple times to support goal achievement. Additional consultation sessions up to a maximum of three (3) may be scheduled if follow up is required.

Documentation of the consultation is gathered using the EarlyON - Every Child Belongs Resource Consultation Summary form. The summary documents the focus of the service request, observations, information and resources shared, strategies and next steps. A copy of the completed form is provided to the EarlyON service request contact person and EarlyON Consultant.

## EarlyON ECB Resource Consultation Guidelines

On completion of Program Consultation service a survey link is sent to the ECB service recipient(s) to give feedback on the service received.

### 2. Brief Program Consultation

EarlyON ECB Resource Consultation staff will have weekly office hours for responding to brief requests for information. EarlyON staff may email questions related to inclusive practices to the following email box: [EarlyON@Toronto.ca](mailto:EarlyON@Toronto.ca)

This email box is monitored daily during the work week and the service request is forwarded to the appropriate RC based on catchment or agency (i.e., French).

RC staff will respond to the emails within 5 business days on a first-come first-serve sequence. If a more in-depth consultation is required, the EarlyON staff will be asked to submit a formal program service request.

### 3. Check It Out Event Support

Check It Out are community-based events that provide families with access to professionals who can give information about child development, health & well-being.

Resource Consultation staff will have a role in supporting EarlyON staff to deliver Check It Out events. Once the Check It Out event date is organized, if Resource Consultation staff support is needed, the EarlyON Consultant will request RC support via email. The RC staff will work with the event organizers to prepare and deliver the Check It Out event

### 4. System-Wide Training

Resource Consultation staff will deliver of workshops and training events for EarlyON program staff related to universal approaches to inclusion. The RC staff, EarlyON training team and community partners work together to develop an annual training plan and deliver trainings that are quadrant, language and culturally based.

For more information about the EarlyON ECB Resource Consultation services contact:

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