When I have a concern, where do I begin?

Student success is a priority. Together parents, students and support teams collaborate to ensure student success.

The best place to begin is with the person closest to the issue (e.g. classroom teacher; special education resource teacher (SERT), bus driver; etc). To assist with resolving issues or concerns, you should:

- Gather as much information about the situation as possible; and
- Contact the school and arrange a meeting with the staff member(s) to discuss your concern.

Most issues can be resolved by having meaningful and purposeful conversations. Keeping the lines of communication open is the best strategy.

What role do I, as the parent, play in communicating concerns regarding my child’s program or special education services?

We welcome your participation in communicating your concern.


- Gather your information.
- Be clear about the facts ahead of time.
- Organize what you want to highlight.
- Know what questions you want to ask.

Remember:

- It may be helpful to contact an agency/organization in York Region who supports children and families with special needs.
- You are welcome to involve a friend or advocate at any time. We welcome their participation in communicating your concern.
Parent Guides

There are other resources that may be of interest to you:

- A Parent’s Guide to Identification, Placement and Review Committee (IPRC)
- The Individual Education Plan (IEP) A Guide for Parents
- Parent Guide to Special Education Funding for Assistive Technology and Equipment for Students with Special Needs

2. Communicate with School Staff

- Be positive.
- Focus on one or two issues at a time.
- Share information you feel is important about your child.
- Share information that you have gathered from outside sources that may assist with programming decisions at school.
- Listen actively – every person in the discussion has important information to share.
- Give some thought to the solutions you would like to see.
- Plan next steps together.
- Take notes of discussion items and decisions made.

Remember:

- Your concern is important – sometimes getting to the best solutions takes time.
- Keep communicating – continuing communication is important.

How can I reach Board personnel?

Education Centre Aurora

Calling from:

Aurora & King
Newmarket & East Gwillimbury
Georgina
Markham, Richmond Hill, Vaughan, Whitchurch-Stouffville

Frequently Called Numbers

Education & Community Services

Student Services Coordinators:
- North
- Central
- East
- West

Special Education
Student Transportation Services
Trustee Services
Ministry of Education

Switchboard | Automated
---|---
905-727-3141 | 905-727-0022
905-895-7216 | 905-895-7227
905-722-3201 | 905-722-6255
416-969-8131 | 416-969-7170

Phone Number

905-727-0022, ext. 2266/2555

(905) 895-5155
(905) 884-4477
(905) 940-7800
(905) 764-6830

(905) 727-0022, ext. 3235
(905) 713-3001, ext. 4551
905-727-0022, ext. 2327/2262
(416) 325-2929 or 1-800-387-5514
What if I don’t feel my concern has been adequately addressed?

We understand your desire to resolve issues involving your child. If you feel your concern has not been addressed, follow these steps and speak with the next person indicated on the charts below:

### Elementary Schools

- **Teacher**
  Provides support and/or program for all students

- **SERT**
  Provides special education support and/or program

- **Principal/Vice-principal**
  Responsible for student progress

- **Student Services Coordinator**
  Located at the Community Education Centre.
  Provides support for Special Education, Identification and Programs

- **Superintendent of Education**
  Located at the Community Education Centre.
  Responsible for the day to day operation of all schools

- **Associate Directors**
  Located at the Community Education Centre
  Responsible for education and community services

- **Director’s Office**
  Located at the Community Education Centre
  Responsible for education and community services

- **Board of Trustees**
  Sets policy for the operation of all public schools in York Region

- **Ministry of Education**
  Administers the system of publicly funded elementary and secondary school education in Ontario

### Secondary Schools

- **Teacher**
  Provides support and/or program for all students

- **SERT**
  Provides special education support and/or program

- **Special Education Department Head**
  Located at the Community Education Centre.

- **Principal/Vice-principal**
  Responsible for student progress

- **Student Services Coordinator**
  Located at the Community Education Centre.
  Provides support for Special Education, Identification and Programs

- **Superintendent of Education**
  Located at the Community Education Centre.
  Responsible for the day to day operation of all schools

- **Associate Directors**
  Located at the Community Education Centre
  Responsible for education and community services

- **Director’s Office**
  Located at the Community Education Centre
  Responsible for education and community services

- **Board of Trustees**
  Sets policy for the operation of all public schools in York Region

- **Ministry of Education**
  Administers the system of publicly funded elementary and secondary school education in Ontario
What resources are available to assist me with the needs of my child?

In York Region the Special Education Advisory Committee (SEAC) plays an important role in advising the Board about the programs and services required by students identified with exceptional learning needs.

SEAC may make recommendations to the Board concerning the establishment and development of special education programs and services. There are many agencies and associations represented on SEAC and each provides assistance and resources to parents.

You may access information about SEAC at www.yrdsb.ca and select Special Education.

The following agencies and organizations are currently represented on the Board’s SEAC:

- Association for Bright Children - York Region North
- Association for Bright Children - York Region South
- Autism Ontario - York Region
- Children’s Treatment Network
- Community Living Central York
- Community Living Georgina
- Down Syndrome Association of York Region
- Early Intervention Services of York Region
- Easter Seals Ontario
- Learning Disabilities Association - York Region
- VIEWS for the Visually Impaired
- VOICE of Hearing Impaired Children
- York South Association for Community Living
- York Support Services Network