

# Special Education





## A Communication Guide for Parents and Students.

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### 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.

#### I. Plan Your Approach.









-  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.
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## 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

Switchboard

905-727-3141

905-895-7216

905-722-3201

416-969-8131

Automated

905-727-0022

905-895-7227

905-722-6255

416-969-7170

### Frequently Called Numbers

Education & Community Services

Student Services Coordinators:

North

Central

East

West

Secondary

### Extension Number

2266 and 2555

(905) 895-5155

(905) 884-4477

(905) 940-7800

(905) 764-6830

(905) 884-4477

(905) 727-0022, ext. 3235

(905) 713-3001, ext. 4551

2327 and 2262

(416) 325-2929 or 1-800-387-5514

Special Education

Student Transportation Services

Trustee Services

Ministry of Education

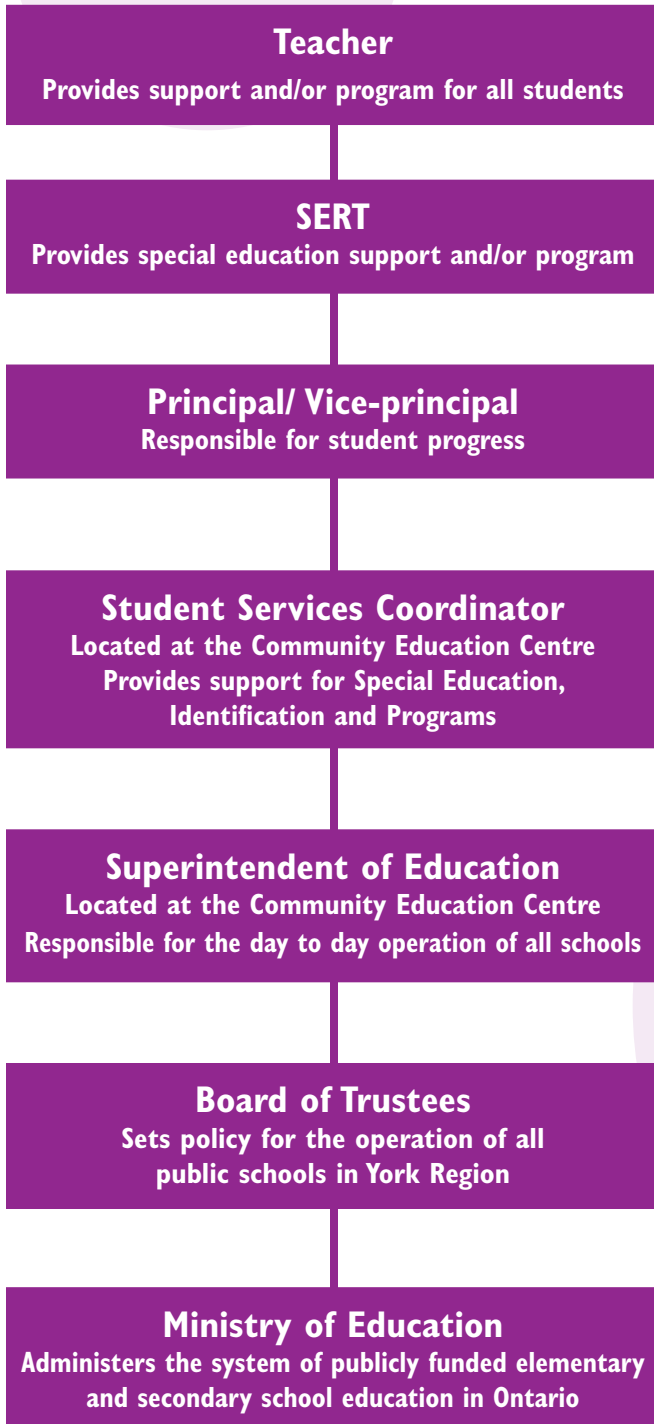




## What if I don't feel my concern has been adequately addressed?

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



### Secondary Schools













## 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.edu.on.ca](http://www.yrdsb.edu.on.ca) and select Learning – 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 Chapter
-  Community Living Newmarket/Aurora District
-  Community Living York South (Southern York Region)
-  Down Syndrome Association of York Region
-  Early Intervention Services of York Region
-  Kinark Child & Family Services
-  Learning Disabilities Association of Newmarket, Aurora & District
-  Learning Disabilities Association – York Region
-  Ontario Association for Families of Children with Communication Disorders
-  Ontario Brain Injury Association & York Region Affiliate
-  The Canadian National Institute for the Blind
-  VOICE for Hearing Impaired Children
-  York Support Services Network

