



Holland Bloorview Extensive Needs Service Program: FREQUENTLY ASKED QUESTIONS

Holland Bloorview Kids Rehabilitation Hospital's Extensive Needs Service (ENS) program is partnering with Grandview Kids, Michael Garron Hospital, the Children's Treatment Network and Surrey Place so that more families with urgent and extensive needs in the GTA can quickly access critical wrap-around supports in the communities where they live.

Here are some frequently asked questions that families may have about the ENS program and how they can access this program.

What is the Extensive Needs Service program?

The Extensive Needs Service is a program delivered by Holland Bloorview, the Children's Hospital of Eastern Ontario and McMaster Children's Hospital to provide timely wrap-around supports for children with urgent and extensive medical, mental health, developmental and social needs in Ontario.

Funded by the Ministry of Health and the Ministry of Children, Community and Social Services, Holland Bloorview is partnering with Michael Garron Hospital in East Toronto, Children's Treatment Network in York Region and Grandview Kids in Durham Region so more families can have access to this program closer to home. Surrey Place provides specialized service coordinators to Holland Bloorview families enrolled in the program to help coordinate their care with health teams.

How can my child/family access this service? Do families need to be referred by a doctor or another healthcare professional?

Toronto families interested in the Extensive Needs Service program and who are not currently receiving care at Holland Bloorview can connect with Surrey Place, as Toronto's designated SmartStart Hub, [online](#) or by calling 1-833-575-KIDS (5437) to inquire about their eligibility to access these supports. The SmartStart Hub acts as a clear point of entry to children's developmental services for families and caregivers.

Grandview Kids, Michael Garron Hospital and the Children's Treatment Network are currently accepting clients into the ENS program through their own referral systems.

I'm interested in getting my child into this program now. Who is eligible?

An assessment will be taken to determine fit for this service. Preliminary entry criteria include:

- Children or youth aged 0 to 18 years receiving care at Holland Bloorview
- With multiple behavioural, developmental, mental health, medical needs and social vulnerabilities
- Who is receiving or has received services across multiple sectors but their needs are still unmet

- With challenging or interfering behaviours that impact safety (of self or others) and pose a barrier to participation in school or family life

Caregivers of children/youth who are receiving other services at Holland Bloorview can speak to their Holland Bloorview health-care team member to learn if they meet the requirements to be eligible for the program.

Grandview Kids, the Children's Treatment Network and Michael Garron Hospital have launched their local Extensive Needs Service program so families currently receiving care by those organizations may be eligible.

If my family is currently not receiving care at Holland Bloorview or any of the other partner organizations, can we access the program?

Yes, families as well as providers can inquire about their eligibility supports for the Extensive Needs Service program through Surrey Place, as Toronto's designated SmartStart Hub, [online](#) or calling 1-833-575-KIDS (5437). The SmartStub hub acts as a clear point of entry to children's developmental services for families and caregivers.

What is the cost?

There is no cost for families enrolled in the program.

Will the program be expanded across other parts of Toronto?

Yes, Holland Bloorview is planning to expand to the western part of the Greater Toronto Area in areas where there is the highest concentration of need.

Please visit Holland Bloorview's Extensive Needs Service [web page](#) for updates.

How is the program funded?

The program is being generously funded by the Ministry of Health and Ministry of Children, Community and Social Services.

Where can I get more information on the Extensive Needs Program?

You can find more details on Holland Bloorview's Extensive Needs Service [web page](#)

How were Holland Bloorview's partners selected?

Data shows that the Durham and York Region as well as parts of east Toronto have a high concentration of children, youth and families who need this essential service.

By partnering with Grandview Kids, located in the Durham Region, the Children's Treatment Network in York Region and Michael Garron Hospital, based in east Toronto, families currently receiving care from those health-care institutions can access this critical service closer to home now.

Holland Bloorview's partnership with Surrey Place provides seamless access to service through specialized coordinated service planning for children, youth and families currently receiving care through Holland Bloorview's Extensive Needs Service program.

How can my child/family access Surrey Place’s service through self-referral?

Families residing in Toronto can contact Surrey Place as the city’s designated SmartStart Hub to inquire about their eligibility supports for the Extensive Needs Service program and start the process of assessment. No diagnosis or referral is required. You might call it a one-stop shop for getting help. You can visit www.surreyplace.ca/services/smartstart-hub/ or call 1-833-575-KIDS (5437). Surrey Place will have dedicated Service Coordinators who will work closely with families to coordinate their care with various healthcare teams at Holland Bloorview’s Extensive Needs Service.