



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. This allows more families with urgent and extensive needs in the GTA to 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 these services.

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, psychological, 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 that more families can have access to this program closer to home. Additionally, Surrey Place provides specialized service coordinators who help to coordinate multidisciplinary care for families enrolled in the program at Holland Bloorview.

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

Holland Bloorview is currently accepting referrals from external community physicians.

If a family does not have a family doctor and is not currently receiving care at Holland Bloorview, they can connect with Surrey Place. Surrey Place is as a designated SmartStart Hub, which acts as a clear point of entry to children's developmental services for families and caregivers. Families can inquire about their eligibility for accessing Extensive Needs support [online](#) or by calling 1-833-575-KIDS (5437). Surrey Place has dedicated Service Coordinators who work closely with eligible families to coordinate their care with a multidisciplinary healthcare team within Holland Bloorview's ENS program.

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. Who is eligible?

An assessment will be taken to determine if your child is fit for this service. Preliminary entry criteria include children or youth:

- Between the age of 0 to 18 years receiving care at Holland Bloorview

- With multiple behavioural, developmental, psychological, and medical needs or vulnerabilities
- Who are receiving or have received services across multiple sectors but have needs that 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 or youth who are receiving other services at Holland Bloorview can speak to their Holland Bloorview healthcare 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 each launched their local Extensive Needs Service programs. Thus, families currently receiving care by those organizations may be eligible.

What is the cost?

There is no cost for families enrolled in the program.

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 in Durham Region, the Children’s Treatment Network in York Region, and Michael Garron Hospital, based in East Toronto, families currently receiving care from these institutions can now access this critical service closer to home.

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.