

Keewatin Patricia District School Board	Mental Health and Special Education Organization & Administration
Community Mental Health Service Providers and Rehabilitation Services in Schools Protocol	2024-2025

PURPOSE:

This protocol provides information, clarification, and guidelines to assist Board staff and Community Service Providers regarding service provision within the school setting. This includes all service requests, including observation, consultation, assessment, and intervention in a school setting by any party that is not directly employed or retained by the Board. This protocol is specific to community partners providing rehabilitation services, including OT, PT and SLP, and mental health services.

All requests for mental health and rehab services provided by external agencies need to be vetted and approved by the Superintendent of Education, Mental Health Lead and Special Education and Safe and Supportive Schools Administrator. This will be done through a substantive equality lens - referring to the achievement of true equality of outcomes, focused on acknowledging and overcoming barriers that have led to inequality.

This protocol is aligned with [Policy/Program Memorandum 149: Protocol for partnerships with external agencies for provision of services by regulated health professionals, regulated social service professionals, and paraprofessionals.](#)

This protocol also aligns with two additional documents [Right Time Right Care Strengthening Ontario's mental health and addictions system of care for children and young people](#) and School Mental Health Ontario's [Leading Mentally Healthy Schools Document for Administrators.](#)

RATIONALE:

The board is committed to working collaboratively with community partners, caregivers, students and other professionals to ensure that services required by students can be provided in the school setting when appropriate.

GUIDELINES:

1.0 General Guidelines

1.1. This protocol applies to those situations where a community service provider is offering in-school program/service delivery within the Keewatin Patricia District School Board. This protocol does not apply to guest speakers, class presentations or assemblies. This protocol is also to be used in conjunction with services provided by community agencies where a specific MOU or contract of service is already in place.

1.2 Community service providers are not permitted to provide services to students in KPDSB schools unless the Board is satisfied that the agency's responsibilities have been met prior to the commencement of service and until this protocol has been reviewed and signed on behalf of the community agency and KPDSB representative. Review of the protocol will be the responsibility of the KPDSB Mental Health Lead for Mental Health Services/or designate and the Safe and Supportive Schools Administrator/or Rehabilitation Services designate.

1.3 Government mandated supports delivered by Community Service agencies may be provided to students in the Board who qualify under the mandate. All service requests made by community agencies require the approval of the school Principal, who will make a service delivery plan with the appropriate agency personnel.

1.4 In general, community service providers do not have access to academic, personal and/or health related student information as contained in the student's Ontario Student Record (OSR), without prior informed consent from the parent/caregiver or adult student and in accordance with legislation. Access to personal information about the student shall be at the discretion of the Principal or Designate.

1.5 All community service providers and their respective agencies agree to follow confidentiality guidelines as per Ministry of Education and Regulated Health College legislation. Community partners agree to inform school administration when confidentiality limitations have occurred (i.e., student is at risk of harming themselves, harming others or has disclosed that someone has harmed them).

2.0 Access to School Buildings for Provision of Service

2.1 Community agencies are responsible for ensuring all employees have an updated criminal record and vulnerable sector check(annual) before being allowed within KPDSB schools. Agencies are required to provide their own health and safety training/WSIB as well as ensuring comprehensive liability insurance is in place for each service provider.

2.2 Community agencies agree to follow all Board protocols for school building entry and exit. Protocols change in response to guidance from the Ministry of Education and the NWHU and agencies are to ensure that they are following changes in protocols.

2.3 Community service providers will adhere to their college regulations and directives (i.e., Ontario College of Social Workers and Social Service Workers for Mental Health Services; College of Audiologists and Speech Language Pathologists of Ontario; College of Physiotherapists of Ontario; College of Occupational Therapists of Ontario); and College of Registered Psychotherapists of Ontario (CRPO).

3.0 Provision of Service Face to Face or in Virtual Format

3.1 Where the provision of service is requested/provided in a face to face or virtual format, the community service provider agrees to the following:

- Working directly with School Administrator/or designate to book confidential office space in the building for service provision;
- Prior to the provision of service, will ensure contact information for the school, school Principal or designate is obtained;

- For mental health services, ensure only TIER 2 (i.e., brief, single solution focused, CBT, DBT) service is provided. For TIER 3 students, in discussion with the clinical manager, the counsellor will determine the appropriateness of providing this service in a school or in virtual format with students while in the school setting vs home or agency office setting. The counsellor will ensure the student is capable of self-regulation and the ability to transition well back to class following a session;
- In the event a student is at risk, unable to self-regulate or presenting with any other signs where transition back to the classroom would be difficult, the community service provider and/or community agency will ensure direct contact is made with the School Principal/or designate;
- School administrators or designate are responsible for retaining documentation created as the result of a student during the consultation/observation in a private, secure location, outside of the student's OSR, as per the board Record Retention Manual. Service providers will ensure that referral forms, case notes and any other identifying information is stored securely in a locked filing cabinet;
- Supervision of students is ultimately the responsibility of the school board/assigned school during the school hours. However, the community service provider ensures student safety and well-being at all times during the provision of service. In addition, the community service provider ensures that students will NOT be taken off school property during the provision of service. Exception to this rule for offsite provision of service is only where the student signs in and out of the school and/or where consent from the caregiver has been provided.

4.0 Requests for Observation of Students in the Classroom and Consultation for Both Face to Face and Virtual

4.1 The Principal may approve or deny a caregiver request for a private third party or community agency consultation, including observation of a student within the school environment, based on the specific reason for the request and after considering the risks/benefits of the consultation and/or observation. The School Principal will work closely with the caregiver, school SERT and SEL in considering such a request.

4.2 All requests for observations done in a virtual format will be reviewed in consultation with the school principal, school SERT and SEL. Virtual observations will only be done with consent of the caregiver of the student under 12. Observation in a virtual format should only occur when safety and confidentiality can be maintained. Community partners are not allowed to record sessions.

4.3 Observation of the student in the school environment is only appropriate where such observation would not interrupt, disrupt, or impede the learning of other students, and/or have a negative impact on confidentiality and student privacy rights.

4.4 If a student consultation and/or observation results in a change to in-school service or the addition of in-school programming, the Principal will consult with the Superintendent of Education. The final decision to implement recommendations rests with the Principal and Superintendent of Education.

4.5 If approved, the purpose of the school environment observation is solely to obtain additional information to promote an understanding of student needs and facilitate more individualized student programming. The information obtained cannot otherwise be obtained outside of the school environment and is not for the purpose of evaluating or directing board educators/personnel.

4.6 The service provider will not take pictures of whom they do not have consent for; no references to other students of whom they do not have consent for; no references to other students names will be included in their observation notes nor will they be included in any follow up reports (or any identifying features or other students who are not a client of the service provider of whom the observation was scheduled for). Observation notes will be factual and non-judgmental. The service provider will ensure to have a discussion with the School Administrator or designate, as determined by the School Administrator, at the time of referral or when provision of service is started, before including any school-based recommendations in any reports.

4.7 Documentation related to mental health services remains confidential and only shared in the event of confidentiality limits (i.e. student is at risk of harming themselves; of harming someone else; or has disclosed harm done to them by someone else), or in the event that the student has signed KPDSB consent to share and release information forms.

4.8 School administrators or designate are responsible for retaining documentation created as the result of a student during the consultation/observation in a private, secure location, outside of the student's OSR, as per the board Record Retention Manual. Service providers will ensure that referral forms, case notes and any other identifying information is stored securely in a locked filing cabinet.

5.0 Requests for Observation of External Service Providers or Education Candidates in the Classroom Face to Face and Virtual

5.1 Any requests for observation in the classroom face to face or virtually of external service providers or education candidates for the purposes of performance evaluation and management needs to be approved on a case by case basis by the School Administrator.

6.0 Responding to Request for Third Party Services for Students

6.1 Principals receiving requests for third party service in their schools should contact their respective Superintendent of Education. The Superintendent of Education will gather necessary information, consider the request, and ensure the appropriate information/requirements are satisfied prior to the commencement of service.

6.2. When receiving request for third party providers to deliver services to students at school, the Board shall consider:

- Issues such as liability and insurance
- Equity among students/all services will be reviewed and approved through an equity lens to ensure inclusivity
- TIERS for supporting student mental
- Compliance with collective agreements

- Conflicts of interest
- Supervision of third-party providers while at school
- Time commitment required of Board personnel
- Risks versus benefits of receiving services
- Availability of space
- Qualifications of third-party service providers
- Adherence to Board policies and procedures
- Relevant health and safety training and certification
- Other relevant matters

6.3 External providers who are contracting services from other agencies or practitioners must inform KPDSB for vetting and approval prior to the provision of services being offered in schools.

7.0 Termination of Services

7.1 The Keewatin Patricia District School Board reserves the right to discontinue/deny access to community partners to provide service to students in the event there is any concern for student safety and/or if any of the protocols in this document are not adhered to.

8.0 Safety Procedures

8.1 It will be the responsibility of agencies and agency staff to work with specific KPDSB Administrators to learn school specific safety procedures including secure school, shelter in place and lockdown procedures.

9.0 Respectful Work Environments

9.1 Please be aware that KPDSB policies 701, 708, and 709 can be found on the board website and are applicable to all internal and external service providers:

708 Respectful Working and Learning Environment: Conflict Prevention and Resolution:

<http://www.kpdsb.on.ca/assets/uploads/DF%20-%20Policies%20and%20Procedures/700s/708%20Respectful%20Working%20and%20Learning%20Environment%20-%20Conflict%20Prevention%20and%20Resolution.pdf>

709 Workplace Harassment

<http://www.kpdsb.on.ca/assets/uploads/DF%20-%20Policies%20and%20Procedures/700s/709%20Workplace%20Harassment.pdf>

701 Criminal Background Checks for Employees, Volunteers, Service Providers and Others

<http://www.kpdsb.on.ca/assets/uploads/DF%20-%20Policies%20and%20Procedures/700s/701%20Criminal%20Background%20Checks.pdf>

10.0 Approved Community Partners for Provision of Services in KPDSB Schools

10.1 List of approved agencies able to provide services to student's in KPDSB schools. KPDSB and Community Partners are required to review and sign this protocol on a yearly basis. Agencies not listed will need approval from the Superintendent of Education prior to provision of services being offered.

AGENCY	SIGNATURE	DATE
Anishinaabe Abinooji Child & Family Services		
Bimose Tribal Council		
Canadian Mental Health Association, Kenora Branch		
CLR Psych		
MISHKEEGOGAMANG Choose Life		
Choose Life / Nishnawbe Aski Nation – Brave Girls		
Deep Waters Counselling		
Dr. Michael Stambrook, C. Psych. Clinical Psychology & Neuropsychology		
Dr. Rawana		
Dryden Area Eating Disorder Prevention Coalition		
Dryden Family Health Team / Beyond Images Program		
Dryden Sioux Lookout Community Living		
Dryden Mobile Crisis Services		
Dryden Regional Mental Health and Addiction Services		
Eating Disorder Program ST JOSEPH'S CARE GROUP		
FIREFLY		
First Place Clinic CMHA Thunder Bay		
Home and Community Care Support Services North West		
Kenora Association for Community Living		

Kenora Chief's Advisory		
Kenora Youth Hub		
Kenora Rainy River Child & Family Services		
Kitapinoonjiiminaanik Family Services		
Libitka Consulting		
Looking Ahead Clinical Services Inc.		
LWDH Mental Health and Addictions Program		
Metis Nation of Ontario Early Learning and Child Care Team		
NODIN SLFHHA		
Northwestern Health Unit (NWHU)		
Professor Diaz – Mental Health & Addictions Professor		
Red Lake Margaret Cochenour Memorial Hospital		
Red Lake Mobile Crisis Services		
SLMHC Mental Health and Addictions Program		
Sullivan + Associates Clinical Psychology		
Surrey Place – Services for Partners & Organizations		
Tikinagan Child & Family Services		
Wabigoon First Nations		
Wauzhushk Onigum Nation		
William W. Creighton Youth Services		
WHNAC		
WJS Attendance Centre		