

Access and Equity Guide

These questions provide a guide for conversations with families. They can be asked following or together with the identification of strengths and concerns. Clinical judgement should be used to determine which questions are most applicable. Wording can be adapted as appropriate for cultural sensitivity and safety.

The questions ask broadly about family well-being and social determinants of health. The responses to these questions can indicate that a family may face barriers to accessing services and may benefit from supports or involvement with other community agencies. If a need is identified, the family can be asked whether they would like a referral to services. They can be offered the option to be referred at a later date.

Families should be informed that:

- They may skip any questions.
- They may provide as much information as they are comfortable with.
- These questions are routinely asked to help determine when additional referrals may be needed and when additional supports may help families use the services that they are eligible for.
- When a need is identified, families can indicate if they wish to be connected to community resources.
- Families are encouraged to share information with their providers if any of the information changes in the future.

Three broad questions relate to the following areas: accessing intervention services, managing the family's basic daily needs and the make-up of the family unit. There are suggested probes for each of the questions. **Please use your clinical judgement when determining which questions, probes, or wording are most appropriate for each family.**

Bibliography

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Access and Equity Guide

1. Can we help to make it easier for your family to participate in services?

Let us know if you want to talk about any of the following topics:

Probe for the following topics:

- Transportation
- Access to the internet and a device (e.g. phone or computer) for virtual appointments or scheduling purposes
- Ability to read or communicate in English.
- Getting time off work
- Taking your child out of daycare/school
- Finding care for your other children or help with other responsibilities
- Supports or strategies for children who are medically fragile.
- Streamlining multiple appointments

2. Would you like to speak with someone about any of the following? They may be able to connect you with community resources to help your family.

Probe for the following topics if appropriate:

- Housing (stability, living condition)
- Monthly bills (electricity, heating, cellphone, internet, etc.)
- Employment security
- Food security
- Childcare

3. We want to help support your family as much as possible. Can you tell us more about your family and the services that are involved with?

Probe for the following topics (ask only applicable items):

- How many adults contribute to your child's care?
- How many children are in your family and what are their ages? Do you have concerns about them?
- Are you involved with any services for your children or other family member? E.g. private agencies, childcare.
- Are there any family physical or mental health challenges that may make it difficult to access services for your child?
- How are the members of your family getting along?

4. Is there anything else you would like us to know about your family?