

From: Da Silva, Chantel <cdasilva@London.ca>
Sent: Wednesday, July 11, 2018 2:17 PM
To: Jacqueline Madden; Michael Dawthorne
Cc: Riddell, John
Subject: Resident Feedback re: Wristbands for Children at Storybook

Hi Jackie and Michael,

I'm reaching out to you and connecting you with John Riddell, our Manager of Storybook Gardens, about some feedback his team received from a customer who is a parent of a child with a disability. We're hoping you/ACCAC could provide us with your thoughts on their suggestion based on your experience.

The resident asked about the possibility of us issuing a wristband/some kind of identifier to children with special needs upon entry to Storybook, as an additional means of communicating to staff, in order to understand and relate to their behaviour without requiring constant ongoing intervention from their parent. This would be optional upon request from a parent or caregiver when they enter into Storybook.

John has discussed this with his staff and thought it could be beneficial but would require some additional training support for the staff members. We're not aware of any other program like this and thought we would ask for your thoughts? Concerns?

John is CC'd here and can answer any other questions you may have.

Thanks in advance!



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