

Special Education

特殊教育

A Communication Guide for Parents and Students.

为

父母和学生提供的沟通指南

When I have a concern, where do I begin?

当我有忧虑和问题时，我应从何处着手去解决？

Student success is a priority. Together parents, students and support teams collaborate to ensure student success.

学生的成功最为优先。父母、学生和支持团队应共同合作，确保学生的成功。

The best place to begin is with the person closest to the issue (e.g. classroom teacher, special education resource teacher (SERT), bus driver, etc). To assist with resolving issues or concerns, you should:

开始解决问题的最佳方法就是与最接近该问题的人一起来对应（例如：课堂的教师、特殊教育资源教师 (SERT)、校车司机等）。为了有助于解决问题或忧虑，您应该：

- gather as much information about the situation as possible; and
- 尽可能多地收集相关情况的信息; 并且
- contact the school and arrange a meeting with the staff member(s) to discuss your concern.
- 与学校联系，并安排会议，与工作人员讨论您关注的问题。

Most issues can be resolved by having meaningful and purposeful conversations. Keeping the lines of communication open is the best strategy.

大多数问题可以通过有意义和有目的的对话方式得以解决。保持沟通渠道的畅通是最好的策略。

What role do I, as the parent, play in communicating concerns regarding my child's program or special education services?

在就有关我孩子的课程或特殊教育服务的忧虑进行沟通方面，作为父母，我应起什么样的作用？

We welcome your participation in communicating your concern.

我们欢迎您参与沟通您关注的问题。

1. Plan Your Approach.

1. 准备好您的方法与步骤。

- Gather your information.
- 收集相关信息。
- Be clear about the facts ahead of time.
- 提前搞清楚相关的事实。

- Organize what you want to highlight.
- 组织好您想要重点处理的事项。
- Know what questions you want to ask.
- 明白您想问什么样的问题。

Remember

请记住

- It may be helpful to contact an agency/organization in York Region who supports children and families with special needs.
- 联系一家约克区的支持有特殊需要的儿童及家庭的机构/组织可能会对您有帮助。
- You are welcome to involve a friend or advocate at any time.
- 欢迎您在任何时候让朋友或支持者参与进来。

2. Communicate With School Staff

2. 与学校工作人员的沟通

- Be positive.
- 采取积极态度。
- Focus on one or two issues at a time.
- 将重点一次放在一个或两个问题上。
- Share information you feel is important about your child.
- 分享您感受到的信息对您的孩子是很重要的。
- Share information that you have gathered from outside sources that may assist with programming decisions at school.
- 分享您从外部来源收集的信息将有助于学校课程安排的决定。
- Listen actively – every person in the discussion has important information to share.
- 主动积极地倾听 – 在讨论中每个人都有重要的信息来分享给他人。
- Give some thought to the solutions you would like to see.
- 提出一些您希望看到的解决方案的设想。
- Plan next steps together.
- 参与计划以后的步骤
- Take notes of discussion items and decisions made.
- 就讨论项目和作出的决定做好笔记。

Remember

请记住

- Your concern is important – sometimes getting to the best solutions takes time.
- 您所关注的问题是重要的 – 有时需要一定的时间来获得最好的解决方案。
- Keep communicating – continuing communication is important.
- 保持沟通 – 持续不断的沟通交流至关重要。

How can I reach Board personnel?
如何才能与教育局工作人员联系？

我

Education Centre Aurora 奥罗拉教育中心(Education Centre Aurora)		
Calling From: 致电地区:	Switchboard 总机	Automated 自动语音应答电话
Aurora & King 奥罗拉 (Aurora) 和国王镇 (King)	905-727-3141	905-727-0022
Newmarket & East Gwillimbury 纽马克市 (Newmarket) 和东贵林伯里 (East Gwillimbury)	905-895-7216	905-895-7227
Georgina 乔治娜 (Georgina)	905-722-3201	905-722-6255
Markham, Richmond Hill, Vaughan, Whitchurch-Stouffville 万锦市、列治文山市、旺市、维特祖治-斯多夫维尔镇 (Whitchurch-Stouffville)	416-969-8131	416-969-7170
Frequently Called Numbers 常用电话号码		Extension Number 分机
Education & Community Services 教育与社区服务		2266 and 2555 2266 及 2555
Student Services Coordinators: 学生服务协调员:		
	North 北部	(905) 895-5155

	Central 中心部	(905) 884-4477
	East 东部	(905) 940-7800
	West 西部	(905) 764-6830
	Secondary 高中	(905) 884-4477
Special Education 特殊教育		(905) 727-0022, ext. 3235 (905) 727-0022, 分机 3235
Student Transportation Services 学生交通服务		(905) 713-3001, ext. 4551 (905) 713-3001, 分机 4551
Trustee Services 教育委员服务		2327 and 2262 2327 及 2262
Ministry of Education 教育厅		(416) 325-2929 or 1-800-387- 5514 (416) 325-2929 或 1-800-387- 5514

What if I don't feel my concern has been adequately addressed?

如果我不觉得我的忧虑已经充分解决，应如何办？

We understand your desire to resolve issues involving your child. If you feel your concern has not been addressed, follow these steps and speak with the next person indicated on the charts below:

我们理解您对解决涉及您孩子问题的愿望。如果您觉得您的忧虑并没有得到解决，请按照以下图表所示的这些步骤与相关人士交谈：

Elementary Schools

小学

Teacher: Provides support and/or program for all students

教师：为所有的学生提供支持和/或相关课程

SERT: Provides special education support and/or program

特殊教育资源教师 (SERT): 为特殊教育提供支持和/或相关课程

Principal/ Vice-principal: Responsible for student progress

校长/副校长: 负责学生的成长与进步

Student Services Coordinator: Located at the Community Education Centre Provides support for Special Education, Identification and Programs

学生服务协调员: 驻于社区教育中心, 为特殊教育提供支持、鉴定及相关课程

Superintendent of Education: Located at the Community Education Centre Responsible for the day to day operation of all schools

教育督导 (Superintendent of Education): 驻于在社区教育中心, 负责所有学校的日常运作

Board of Trustees: Sets policy for the operation of all public schools in York Region

教育委员会 (Board of Trustees): 制定约克区所有公立学校的运营政策

Ministry of Education: Administers the system of publicly funded elementary and secondary school education in Ontario

教育厅: 管理安大略省的由政府资助的小学 and 中学教育的系统

Secondary Schools

中学

Teacher: Provides support and/or program for all students

教师: 为所有的学生提供支持和/或相关课程

SERT: Provides special education support and/or program

特殊教育资源教师 (SERT): 为特殊教育提供支持和/或相关课程

Special Education Department Head: Provides special education support and/or program and problem solves department and student concerns with teachers, administrators and parents

特殊教育部门主任: 为特殊教育提供支持和/或相关课程, 并为解决问题的部门提供支持、与教师、行政人员和父母一起解决学生的忧虑及问题

Principal/ Vice-principal: Responsible for student progress

校长/副校长: 负责学生的成长与进步

Student Services Coordinator: Located at the Community Education Centre Provides support for Special Education, Identification and Programs

学生服务协调员: 驻于社区教育中心, 为特殊教育提供支持、鉴定及相关课程

Superintendent of Education: Located at the Community Education Centre Responsible for the day to day operation of all schools

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Board of Trustees: Sets policy for the operation of all public schools in York Region

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What resources are available to assist me with the needs of my child?

有哪些资源可以帮助我孩子的需求?

In York Region the Special Education Advisory Committee (SEAC) plays an important role in advising the Board about the programs and services required by students identified with exceptional learning needs. 在约克区，特殊教育咨询委员会 (SEAC) 在关于有特殊学习需要要求的学生的课程与服务向教育局提出建议方面起着重要的作用。

SEAC may make recommendations to the Board concerning the establishment and development of special education programs and services. There are many agencies and associations represented on SEAC and each provides assistance and resources to parents.

特殊教育咨询委员会 (SEAC)可就建立和发展特殊教育课程及服务向教育局提出建议。有许多机构和协会代表特殊教育咨询委员会 (SEAC)向父母提供援助和资源。

You may access information about SEAC at www.yrdsb.edu.on.ca and select Learning – Special Education.

您可以浏览网址: www.yrdsb.edu.on.ca, 选择学习 – 特殊教育栏目, 以了解有关特殊教育咨询委员会 (SEAC) 的信息。

The following agencies and organizations are currently represented on the Board’s SEAC:

下列机构和组织目前为特殊教育咨询委员会 (SEAC) 理事会的代表:

- Association for Bright Children – York Region North Association for Bright Children – York Region South Autism Ontario – York Region Chapter
- 资优儿童协会(Association for Bright Children) – 约克区北部地区资优儿童协会 – 安大略省约克区南部地区自闭症协会 – 约克区分部 (York Region South Autism Ontario – York Region Chapter)
- Community Living Newmarket/Aurora District
- 社区生活 (Community Living), 纽马克市 (Newmarket) /奥罗拉 (Aurora)地区

- Community Living York South (Southern York Region)
- 社区生活(Community Living), 约克区南部分部 (约克区南部地区)
- Down Syndrome Association of York Region Early Intervention Services of York Region Kinark Child & Family Services
- 约克区唐氏综合症协会(Down Syndrome Association)、约克区早期干预服务(Early Intervention Services)、Kinark 儿童及家庭服务(Kinark Child & Family Services)
- Learning Disabilities Association of Newmarket, Aurora & District
- 纽马克市 (Newmarket) 和奥罗拉 (Aurora)地区学习障碍协会(Learning Disabilities Association)
- Learning Disabilities Association – York Region
- 约克区学习障碍协会(Learning Disabilities Association)
- Ontario Association for Families of Children with Communication Disorders
- 安大略省沟通交流障碍儿童家庭协会 (Ontario Association for Families of Children with Communication Disorders)
- Ontario Brain Injury Association & York Region Affiliate
- 安大略省脑损伤协会 (Ontario Brain Injury Association)及约克区联盟
- The Canadian National Institute for the Blind
- 加拿大全国盲人协会(Canadian National Institute for the Blind)
- VOICE for Hearing Impaired Children
- 为听障儿童的声音(VOICE for Hearing Impaired Children)
- York Support Services Network
- 约克支援服务网络(York Support Services Network)