

Thank You Notes From Parents Who Used Child Development Infoline

Dear Child Development Infoline:

I'd like to extend my gratitude to the service you provide. I have a 5 yr old with a medical condition and recently called your service with a question regarding her care in kindergarten this fall. [My care coordinator] was instrumental in getting me the information I needed. She carefully explained my options (before speaking with [her] I was unaware that a 504 plan even existed). She gave me a name and number of a child advocate that I have spoken to for advice. Because of your wonderful service I now feel like an informed parent and feel confident that my child will receive an excellent education despite her medical condition.

With much thanks – An appreciative parent

To the Help Me Grow supervisor:

I [would] like to thank [my care coordinator] for all her help and support. [She] has been a great aid and support in helping me find help for my daughter with special needs. She has provided me with valuable information, advice and referrals. She is very knowledgeable and [provides] information on school readiness programs, special education services, play groups, support groups and even sleep and potty training information. She has always gone the extra mile to help me with a smile despite [sic] the many calls that I've made to the Help Me Grow info line. She is a caring and warm professional who is always willing to listen and help and I could not pass the opportunity to thank her for everything that she has done.

On the telephone, Betsy related "I don't know how other parents could do this alone. You have helped me through all the confusing calls and programs. It is so difficult to know where to call, who to call and when to call, especially when you get sent to the wrong person or get incorrect information".

I have a son, Ben, that has autism and I can't say enough about the Child Development Info Line and their willingness to help us. Our care coordinator is truly a blessing to us. No matter what the question, whether it is regarding finding services for Ben or how to advocate for him, she is always willing to find information that we need. Many times she has said that she would make phone calls on our behalf. As a parent who spends so much time advocating for my son's needs, it is very comforting to know that whatever the need, I have someone to call that I know is willing to help.

Thank you, United Way, for having such a wonderful program.

Laura-Lee