



South Peace Child Development Centre

# Family Handbook

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# Table of Contents

<b>Just so you know</b> .....	3
<b>Mission Statement and Values</b> .....	3
<b>Our Code of Ethics</b> .....	4
<b>Programs and services</b> .....	5
<i>Infant Development Program</i>	
<i>Supported Child Development Program</i>	
<i>Physiotherapy and Occupational Therapy</i>	
<i>Speech-Language Therapy</i>	
<i>Respite Care Program</i>	
<i>Lifeskills Program</i>	
<i>Young Parent Program</i>	
<i>Family Education</i>	
<i>Building Block Parenting Program / Early Learning Program</i>	
<i>Preschool</i>	
<b>The Service Process</b> .....	7
<i>What to expect</i>	
<i>Waitlists</i>	
<i>Discharge</i>	
<b>Other important information</b> .....	8
<i>What to expect from us</i>	
<i>What we need from you</i>	
<i>Quality improvement</i>	
<i>Health &amp; safety</i>	
<i>Our discipline policy</i>	

# Welcome to the

## South Peace Child Development Centre!



### Just so you know...

- Our office hours are from 8:00 4:00pm. Closed 12–12:30 for Lunch
- Located beside the Alliance Church and on a City Bus Route.
- We can meet with you and your child in your home, or at the Centre
- We always welcome suggestions- Please let us know if you have any questions or concerns.
- We have been providing services to families for over 30 years! We are an accredited non-profit organization.
- We serve over 350 children and their families in the South Peace each year.
- We are primarily funded through Ministry of Children and Family Development (MCFD) and Community Living BC (CLBC).

### Our Mission Statement

To provide, and advocate for, quality prevention early intervention, and support services to children, adults and their families based on cooperatively developed goals.

### Highlights of our Philosophy Statements

- All clients have the right to quality care within home and community
- Services are accessible and develop to meet the needs of the client and family unit.
- Early recognition and prompt intervention programs.
- Evidence based information and education may prevent the development of early risk factors
- Team members are prepared
- Society will be fiscally responsible

# **Our Code of Conduct**

Summarized Version

SPCDC staff accept as fundamental an active concern for the welfare of any individual, family, group, or community with whom they relate, directly or indirectly. SPCDC personnel will have:

## **Respect for the Rights and Dignity of Persons**

- General respect
- Privacy

## **Integrity**

- General Integrity
- Confidentiality
- Informed consent
- Responsible record keeping and management
- Fair access

## **Responsible Relationships**

- Child and Family
- Colleagues
- Association
- Community

## **Professional Competence**

- Competence
- Professional Development
- Ethical Research
- Promoting ethical practice

***Please ask if you would like to have a complete copy of the Code of Conduct & Ethics Policy.***

# Programs and Services

*Here is a brief description about the programs that we currently offer.*

## **Infant Development Program**

provides home-based services to families of infants, birth to three years who are at risk for developmental delay or who have a diagnosed disability.

## **Supported Child**

**Development Program** is available to families with a child, requiring extra support to be successful in a preschool setting.

## **Physiotherapy and**

**Occupational Therapy (PT & OT)** services provide assessments and help with gross and fine motor problems including self-regulation, moving independently and self help skills.

## **Speech-Language Pathology**

**(SLP)** services provide assessment, treatment and consultation services birth to five years of age who have speech, language, interaction or feeding difficulties.

## **Respite Care Program**

provides parents with a break from the care of their child through screened respite workers,. Children must be CYSN (Child and Youth with Special Needs) eligible with Ministry of Children and Family Development (MCFD).

## **Lifeskills Program**

is designed to enhance the child's independence with respect to daily living activities and achievement of personal goals. Children must be CYSN eligible.

## **Young Parenting Program**

provides health, education and support services for teens and young parents.

*(Continued from page 5)*

**Preschool (Licensed)** is offered mornings and afternoons for preschoolers aged 3 and 4 years old. Monday to Thursday

**Family Education** is a program offering parental support for parents of preschool children with exception needs.

**Building Blocks** supports parents of young children to grow and develop stronger parenting skills. Licensed Early Learning Program is also available to enhance support.

**Contact us at  
250-782-1161  
1-855-782-1160  
[www.spcdc.ca](http://www.spcdc.ca)**

## **A Word about Quality Assurance**

We are an Accredited Organization through CARF. The CARF surveyors visited our Centre and accompanied staff on home visits, observed groups and interviewed parents and employees alike.

### **What accreditation means to you as a parent ...**

- ✦ You will be treated with dignity and respect.
- ✦ We will respect and preserve your confidentiality rights.
- ✦ You will be given the opportunity to be involved in your child program planning
- ✦ We inform you in writing of our complaint procedure and enable you to have an advocate to support any complaint
- ✦ We have knowledge of community resources that may be helpful to you.
- ✦ We have addressed health and safety concerns for you and your child
- ✦ Our services are measured and evaluated for efficiency, effectiveness, consumer satisfaction and accessibility
- ✦ Your cultural and individual preferences will be respected.
- ✦ We have qualified staff and provide ongoing training to them

# How Services Work

## Getting Started .....

- We accept referral from many sources: Parents, Doctors, Public Health
- After we receive a referral, a staff person will contact to set up a time to discuss the society's services and complete the initial gathering of information and your concern. You decide whether you want to be involved or not.
- You sign the consent forms.
- A Case Coordinator will be assigned and we will begin the process of understanding your child, your concerns and how we can help.
- You and the Case Coordinator will develop and agree upon goals and write them in a document called an Individual Family Service Plan (IFSP)
- Intervention plan will always be based on a screen or assessment of your child.

## Waitlists

Unfortunately, many of our services currently have waitlists. We will try to stay connected with you while you are waiting for services. Please feel free to contact us at any time during the wait. We try to provide interim services.

## Transition Planning

We will support you and your child if you need to transition into another program within the SPCDC or to another Community Service Provider that is a better match for your goals.

## Discharge occurs

- When goals are met.
- At your request.
- When you and your child are no longer benefiting from the service.
- When your child is too old for the service or program.
- When we can't get hold of you
- If you move from our area

# What You Can Expect from Us

## 1. We will listen to and respect your opinions and concerns.

- You and your family are the key players in your child's progress.
- Your expertise regarding your child will be valued.
- We will work with you to plan services that consider the uniqueness of your family.
- There is shared decision-making.

## 2. Our services will be of excellent quality.

- Our staff is highly qualified to provide paediatric and family-centred care.

## 3. We will keep information about your child and family confidential and private.

- We will respect your privacy and confidentiality, and will not divulge information about you and your child without your written consent.

- However, confidentiality can be broken when we are required by law to share information if
  - We observe a criminal act or abuse;
  - We believe a child is in danger;
  - a Court order or subpoena is issued.
- To ensure that information is released appropriately, we may request proof of custody if you are separated or divorced.
- SPCDC collects personal information so that we can provide you with services. Examples of information that we collect are:
  - You and your child's name, address, and phone number
  - Your child's date of birth
  - Reason for referral
  - Personal health Number



# What You Can Expect from Us Cont'

- SPCDC will use this information to:
    - Communicate with you
    - Develop and improve our services
    - Meet program and legal requirements
  - We **do not** sell, share, trade or rent your personal information to anyone without your consent.
- 4. We will work with you to have an Individual Family Service Plan within one month of intake.**
- Within one month of intake, you should have a plan that addresses your family's priorities and needs.
  - You have a sense of where the services for your child/family are headed.
- 5. We will give you information.**
- We will provide you with timely, accurate, up-to-date information.
  - If you don't understand something, please ask.
- 6. We give you access to your child's records at the Centre.**
- We will provide you with copies of your child's Centre written reports and assessments.
  - Please note that in keeping with the *Freedom of Information and Protection of Privacy Act*, the Centre can only release and make copies of reports that originate from SPCDC.
  - As all records at SPCDC are owned by the Ministry of Children and Family Development or Community Living BC (our funding body), we follow the *Freedom of Information and Protection of Privacy Act*.
  - If you want to access your child's program records at the Centre, put your request in writing to the Executive Director stating what records you want.

**7. We listen to your concerns and have a complaints process.**

- If you are not happy with the services you are receiving, please tell us. Your complaint will not put at risk your future service in any way. Input from families helps us to improve and address gaps in services.
- We encourage you to talk to a staff member involved. Very often, situations and problems can be solved quickly at this level. If the problem still exists refer the process listed below.

**The Process:**

SPCDC will receive and respond to all complaints of substance from public or other agencies.

**Procedure**

Any complaint by the public must be received in writing.

The complaint must be received within six months of the stated incident.

Families are welcome to have an external advocate present at all meetings to discuss the presenting concern

The written complaint must contain the following:

- Name (s) and department the complaint is against
- Nature of the complaint and the circumstances
- Date of the incident
- The remedy or correction requested
- The complaint will be reviewed by the Executive Director or Pres. of the Board.

*Upon investigation of the complaint the following may occur*

- No action taken
- Action taken
- Informal verbal discussion with the employee
- Discipline action the employee
- Redrafting of policies and procedures to address the incident.

Once investigation is complete the Executive Director will provide a written report to the complainant explaining the action taken within 4 weeks.

***Please speak to the Executive Director for a complete copy of the Complaint Policy 11.1***

# What We Need from You

## 1. A Partnership

- Please tell us your needs and concerns.
- We need you to actively engaged and be involved with your child's intervention program.
- If you cannot follow through on what you agreed to do, please tell us so that we can brainstorm other ideas to reach the goal.
- Give us feedback on what is working and what is not.
- If you do not understand something, please ask us.
- If we make a suggestion, be patient with how long it may take your child to learn something new.
- Share beliefs/cultures and values that are important to you and how they might impact your child's services.

## 2. Accurate up-to-date Information

- Keep us up to date about your child's health, your current phone number and address so that we keep in touch with you.
- Let us know about family events/changes that may influence your child's behaviour and/or stress level.

## 3. Cancellations

- Please cancel an appointment if you or your child is ill. Our staff is in constant contact with other children and do not wish to pass any illness to them.
- If Staff have to cancel an appointment they will rebook.
- If you need to reschedule an appointment, call and let us know.
- If you do not hear from us as often as you would like, please contact us.

# Health and Safety

Please **DO NOT** bring your child to SPCDC if he/she is sick. Staff is obligated to request that you return home with your child if they feel concerned about your child's health.

Let a staff member know if you see something that you feel is unsafe while you and your child are at SPCDC.

When you come to SPCDC, familiarize yourself with emergency exits. There are building maps posted throughout the building.

Sometimes we have drills so that we are prepared in the event of an emergency. If you and your child are at SPCDC during one of these drills, staff will escort you and your child safely out of the building.

# Our Behaviour Management Policy

The goal of behaviour management is always to help a child meet expectations. The following is a summary of our policy, if you would like a complete copy of the policy please ask for Case Coordinator.

Supportive control measures are designed to:

- Promote positive social Interaction;
- Connect discipline with nurture ;
- Maintain behaviours within acceptable limits & teach self control;

Supportive measures we may use include:

- Establishing clear and simple limits;
- Focusing on the behaviour, not the child;
- Providing choices;
- Reinforcing appropriate behaviours;
- Helping the child connect to the outcome of his/her actions;
- Redirecting;
- Time away