



South Peace Child Development Centre

Family Handbook

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@southpeacecdc

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Welcome to the

South Peace Child Development Centre!



Just so you know...

- Our office hours are 8:15am - 4:15pm.
- 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

Through family partnerships we provide early intervention services, childhood education and individualized programs to enrich the lives of children and youth.

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

Brief description about the programs 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 licensed childcare/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.

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. A Licensed Early Learning Program is also available to enhance support.

Family Navigator is available to all families in Dawson Creek and Pouce Coupe to provide guidance in services and programs for children 0–6 years of age. **Direct Number: (250) 719-9901 call or text.**

Weekly Drop-In Playgroup available for children ages 0-5. Call for more information.

Licensed Preschool:
Call for information and availability.

Monthly Workshops:
We offer Free Monthly Parenting Workshops. Workshops are on a variety of Foundational Topics. Call for information.

Infant Massage Classes:
Free classes available throughout the year. Call for information.

Mother Goose Classes:
Free parent/child singing/rhyming classes about the importance of music, available throughout the year. Call for information.

A Word about Quality Assurance

We are an Accredited Organization through CARF since 2004.

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 referrals from many sources: Parents, Doctors, Public Health.
- Once we receive a referral, we will contact you within 14–21 days to complete our Intake.
- The intake will gather your information and concerns and we can discuss how services are delivered at the CDC.
- At the conclusion of the intake, we will invite you to a developmental screening day to continue learning more about your child and how to support your family.
- Once the screen is concluded, we move to developing an intervention plan in a document called an Individual Family Service Plan (IFSP).
- Intervention plan will always be based your concerns and the developmental screen or assessment of your child.

Contact us at
250-782-1161
1-855-782-1160
www.spcdc.ca

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 pediatric and ensure family-centered practice.

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

- We 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.
- SPCDC collects personal information so that we can provide you with services. Examples of information that we collect are: name, address, phone number, date of birth and personal health number
- We **do not** sell, share, trade or rent your personal information to anyone without your consent.



4. Information we give you

- We will provide you with timely, accurate, up-to-date information.
- If you don't understand something, please ask.

5. We give you access to your child's records at the Centre.

- We will provide you with copies of formal documents generated by SPCDC staff to all legal guardians.
- As all records at SPCDC are owned by our Government Funders, we follow the *Freedom of Information and Protection of Privacy Act*.
- We will provide our documents at the time of service given. If you require additional copies later please put your request in writing.

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

- Please tell us. Your complaint will not put at risk your future service in any way.

- Your input 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.

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 be 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.
- 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.



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 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 will 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 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

Our Behavior Management Policy

The goal 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 your Case Coordinator.

Supportive control measures are designed to:

- Promote positive social Interaction
- Connect redirect 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 in

How to get ahold of us:

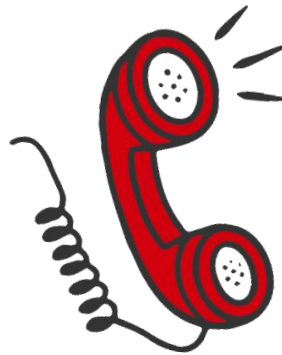
Upon calling the SPCDC, a directory will be given with staff names and extensions. If you are unsure where your call should be going, press 0 to speak to the front office.

Phone: (250) 782-1161

Toll Free: 1 (855) 782-1160

Fax: (250) 782-4487

Email: general@spcdc.ca



Executive Director

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