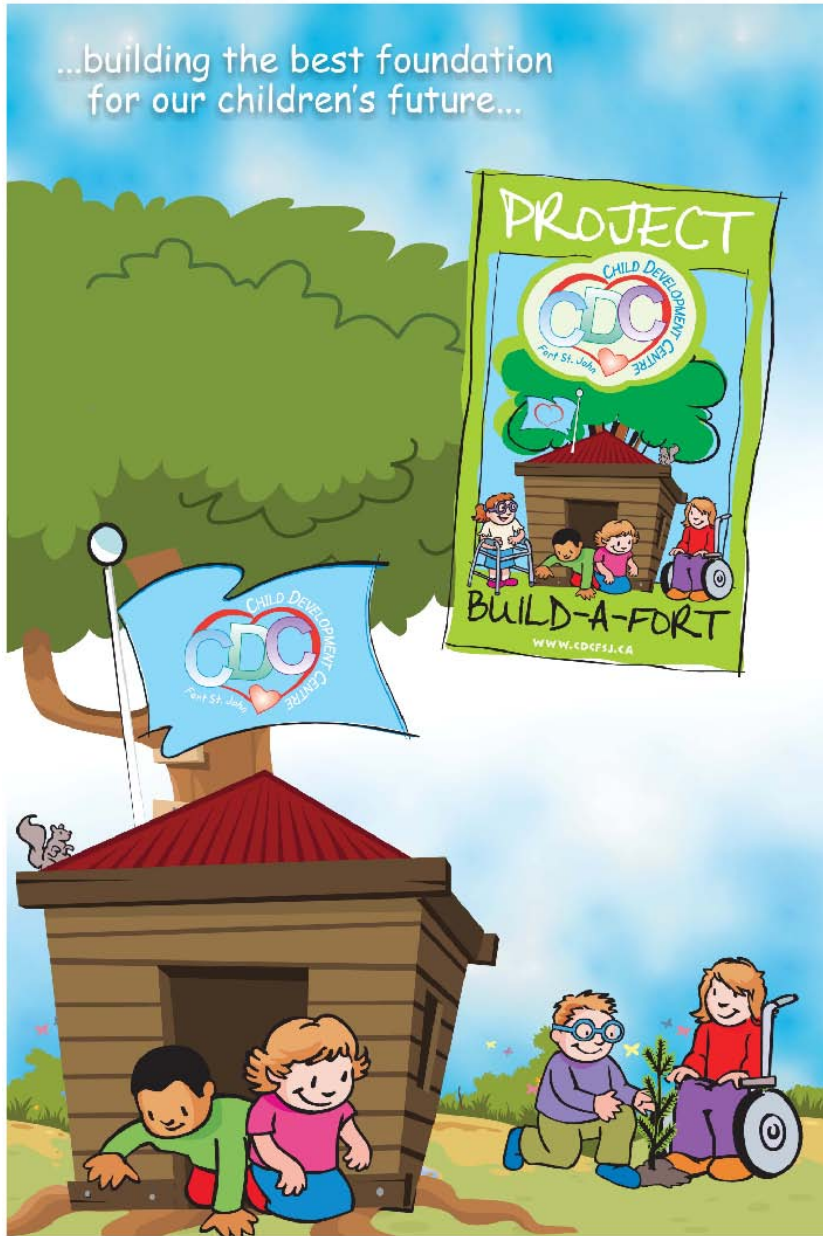


FSJ Child Development Centre

Family Handbook

...building the best foundation
for our children's future...



10408-105th Ave | Ph. 250.785.3200 | Fx. 250.785.3202

www.cdcfsj.ca

Table of Contents

CDC Snap Shot	2
Mission Statement & Values	3
Code of Ethics	4
Your Rights and Responsibilities	5
Complaint Resolution	8
How Services Work	9
Steps for getting involved with us	
Waitlists	
Transition Planning	
Discharges	
Programs we offer	10
Infant Development	
Speech-Language Pathology	
Physiotherapy	
Occupational Therapy	
Family Services	
Early Learning Program	
Supported Child Development	
Complex Developmental Behavioral Conditions	
Special Services: Respite, Skills and KAMP	
Health and Safety	12
Conflict of Interest	13
How to get a hold of us	

CDC Snap Shot

10408- Ave Fort St John, BC V1J 2M8

Ph: 785-3200

Fax: 785-3202

Email: info@cdcfsj.ca

- ❖ Our Centre is open
Mon – Fri 8:30am to 4:30pm



- ❖ We've been serving FSJ and area since 1973.



- ❖ We are an accredited non-profit organization



- ❖ After hours or on holidays voicemail is available. Please leave us a message and we'll contact you as soon as possible.

- ❖ We have over 25 staff members who offer a wide range of high-quality services to children and their families.

- ❖ Parents, as well as professionals, can make a referral to our centre for services.

Our Mission Statement

TO SUPPORT OUR CHILDREN, FAMILIES,
AND COMMUNITIES IN AN INCLUSIVE ENVIRONMENT
THROUGH INNOVATIVE PROGRAMS AND SERVICES



Values and Belief Statements

- ❖ Every individual and family has the potential for growth
- ❖ Families are of primary importance in the development of individuals and their programs.
- ❖ Collaborative teamwork best meets the individual's and family's needs.
- ❖ Services are best provided as soon as a need is identified.
- ❖ All individuals are entitled to equal rights and to be treated with dignity and respect.
- ❖ Every individual should have equal access to full community participation.

Our Vision

Building the best foundation for our children's future.

Our Code of Ethics

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

CDC personnel will have:

Respect for the Rights and Dignity of Persons

- ~ General Respect
- ~ Privacy

Integrity

- General Integrity
- Confidentiality
- Informed Consent
- Responsible record keeping & management
- Fair access

Professional Competence

- Self Knowledge & Care
- Competence
- Professional Development
- Ethical Research
- Promoting ethical practice

Responsible Relationships

- Child and Family
- Groups
- Colleagues
- Association
- Community

If you would like our Code of Ethics in their entirety please ask staff or phone 785-3200 to request a copy.

Your Rights and Responsibilities

What to Expect from Us

Information	<p>We will provide copies of all written reports from the CDC staff in regards to your child.</p> <p>We cannot make copies of reports originating from other agencies, but will provide assistance to you if you wish to obtain such records.</p> <p>You will receive information about the CDC during your intake consultation.</p> <p>You may access information from your file at the CDC by contacting the Executive Director or designate.</p> <p>We will respect and answer any and all questions regarding any assessments and aspects of service delivery.</p> <p>We will do our best to aid you in accessing information on community resources that may be suitable and available to you.</p>
Freedom from Neglect/Abuse	<p>When receiving services from the CDC you can expect that your child will not experience any form of neglect or abuse.</p> <p>Provincial law requires all individuals to report suspected child abuse or neglect. The Child Development Centre staff</p>
Choice	<p>We are committed to ensuring that you are informed and are able to make educated decisions</p>

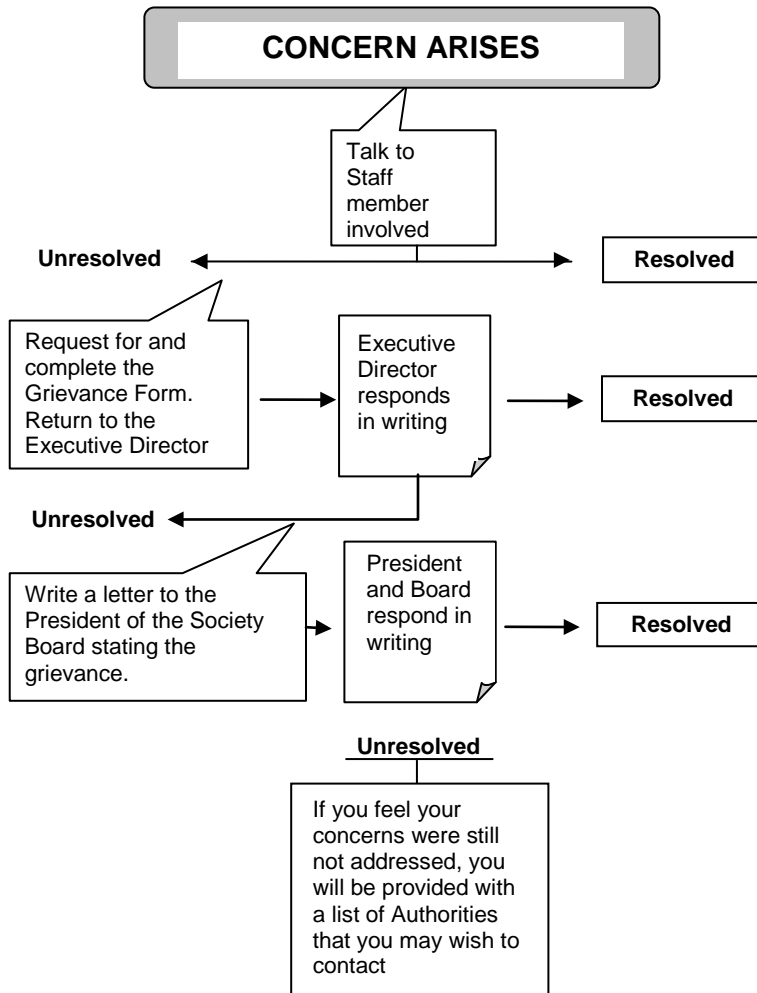
<p>Choice (con't)</p>	<p>in regards to the services available and/or provided.</p> <p>We respect your right to refuse service at any point in time.</p>
<p>Confidentiality</p>	<p>All staff, volunteers, and students at the CDC enter into a signed Confidentiality Agreement. Breaches of confidentiality are grounds for discipline by the CDC, as well as, professional colleges or registering bodies.</p> <p>Information is held in the strictest confidence.</p> <p>Information will not be released without your written consent.</p> <p>When parents are separated or divorced, the CDC will ensure that information is released appropriately. Centre staff will request proof of guardianship when required (e.g. A legal document such as a custody agreement).</p> <p>Client records will be accessed only by CDC staff who are actively involved with your case, as well as the Administration staff as required.</p> <p>Information will remain confidential, however, may be shared on a “need to know” basis between the CDC team members.</p>
<p>Concerns</p>	<p>You are completely free to voice any concerns in regards to your service with the full assurance that it will not affect the quality or level of service we provide to you.</p> <p>You will receive information about our complaint process at the time of you intake consultation.</p>

What We can Expect from You

Collaboration with Staff	<p>Work closely with the Centre staff by sharing beliefs/culture/values that are important to you, giving staff feedback, sharing your needs & concerns, asking questions, and participating in the therapy/treatment sessions so that you can apply the same methods at home.</p> <p>Be available to 'pick-up' your child at the end of your service, at the end of preschool, or be at home when the respite worker is scheduled to return your child.</p>
Information	<p>Keep all phone & address information up to date with our Centre</p> <p>Inform us about family events/changes that may influence.</p> <p>In the event of a custody or guardian order, please ensure that any changes are shared with Centre staff as soon as possible.</p>
Communication	<p>If you need to cancel or reschedule an appointment, please give as much notice as possible. To make changes to your appointment you can drop by the Centre or phone to leave a message on their voice-mail.</p> <p>Note: As all our services are in high demand and many departments have waitlists for services, there may be situations where a consistent pattern of missed appointments or scheduled access to services may result in your child being discharged from that program.</p>

Complaint Resolution Process

We, at the Child Development Centre, are committed to you and your family. However, if at any time you should have a concern with one of our services or staff, we encourage you to voice your concern immediately. It is through your questions, concerns, and feedback that we can continue to improve our services to you, your family, and the community.



How Services Work

Steps for getting involve with us

- Referrals are accepted from individuals & guardians, as well as from outside agencies.
- After we receive a referral, a staff member will contact you and explain the services available to your child & set up an Intake Consultation with you.
- You decide whether you want to receive services or not
- You and staff member decide on the level of service that will best suit your child.
- You and staff member develop and agree upon goals.

Waitlists

Unfortunately, waitlists for services are a reality at the Child Development Centre. Every effort is made to be clear with parents/guardians who are seeking services the time frame involved prior to either an assessment, or direct therapy service. Please feel free to inquire about the waitlist situation, or any other aspect of our service delivery, at any time.

Transitions

Your child's services may transition to another program at the CDC, to kindergarten, or out into the community. It is important to remember that ending services from one program at the CDC should not be a surprise to you, and you should feel prepared. We will make every effort to help you and your child move onto the next step in his/her services. If this isn't the case, please talk to us. We want your child to succeed.

Discharge occurs . . .

- when goals are met
- at your request
- child is too old for the program
- when we cannot get a hold of you

Programs We Offer

Here at the CDC we have several different programs that we offer. Following is a brief description of each program. More detailed information can be requested at the centre.

Infant Development Program

supports families with children from birth to 3 years who have been identified with developmental concerns or are at risk for developmental delays.

Speech-Language Pathology

provides assessment, therapy, and consultation regarding communication and/or speech delays in children from birth to 5 years.



Physiotherapy

provides assessment, therapy, and consultation for children birth to 5 years in the area of gross motor, musculoskeletal and cardiopulmonary.

Occupational Therapy

provides assessment, therapy, and consultation for children birth to 5 years in the area of play, self-care (dressing, feeding) and school readiness (pre-printing).

Family Services

supports families of special needs children 3 to 5 years of age with information, assistance, parent connections, and coordination of services. The Family Services Coordinator links you and your child to all the services available at the Centre, as well as informing you of other programs beyond the Centre.

Early Learning Program

offers a learning enriched environment where typical and special needs children have the opportunity to build foundational concepts in literacy, language development, and mathematical concepts through skills and structured play. We have 2 licensed classrooms that run morning and afternoon sessions split between 3 and 4 year old classes.



Supported Child Development Program

supports children 0-12 yrs of age in order that they may fully participate in inclusive neighborhood child/youth care programs. This program is intended for children who require extra support in the school setting as a result of developmental delays, disability, or social/emotional/behavioral difficulties.

Complex Developmental Behavioral Conditions

provides support services to children and youth 0-19 years of age who have significant difficulties in the areas of learning and development, mental health and behavior, adaptive and social skills. This program supports families through the referral process as well as links families to appropriate community service providers and health care professionals



Special Services

supports families with children from birth to 19 yrs of age who have a diagnosis of Autism, developmental challenges, or who qualify for the At-Home Program. We offer 3 programs under this umbrella; Respite, Skills, and KAMP.

Respite: offers a break from the demands of caring for a child/youth with special needs for you and your family.

Skills: offers referred children and youth the opportunity to practice skills that are necessary for daily living.

KAMP: allows eligible children to experience new things and to make new friends. This program runs during the months of July and August for children aged 6-19 years of age.

Health and Safety

Centre Visits:

- Please Do Not bring your child to the CDC if they are sick. Staff is obligated to request that you return home with your child if they are 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 the CDC
- When you come to the CDC, please sign in at Reception in our Visitors log and remember to familiarize yourself with emergency exits. There is building maps posted in every room.
- Sometimes we have drills so that we are prepared in the event of an emergency. If you and your child are at the Centre during one of these drills, staff will escort you and your child safely out of the building.



Home Visits

- In accordance to WCB smoking regulations, we ask that you refrain from smoking 1 hour prior to, and during the duration of, your Home Visit.
- For staff's health and safety, please keep pets restrained or in a different room during your visit.
- Please ensure that all pathways to your home are free of obstacles, clear of snow and ice, and well lit.



Conflict of Interest

What is a Conflict of Interest?

A conflict of interest refers to any situation that prevents a staff member from acting in the best interest of the Centre or acting fairly or without bias on behalf of the Centre.

More information regarding Conflict of Interest situations can be obtained directly from our Centre.

The CDC is committed to ensure that the potential for conflict of interest is minimized.

How to get a hold of us

Penny Gagnon
Executive Director
785-3200 ext. 222

Tana Millner
Finance Manager
785-3200 ext. 223

Reception
Ph: 785-3200
Email: info@cdcfjsj.ca

Other Important Contacts

Name	Business	Phone

