



**BC Centre
for Ability**

Beyond challenges—the sky's the limit

Key Worker Support Services

Parent/Caregiver Handbook

BC CENTRE FOR ABILITY
2805 Kingsway, Vancouver, BC V5R 5H9
www.bc-cfa.org

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About the BC Centre for Ability (BCCFA)

Our History

The BC Centre for Ability (BCCFA), formerly known as the Neurological Centre, has been providing a wide range of services to children, youth and adults with disabilities in British Columbia since it was established in 1969 by a group of parents who wanted community and home-based services rather than receiving rehabilitation services in hospital settings.

Our Mandate

Our Vision:

We share a vision of communities where every person is able to participate and contribute in all aspects of life.

Our Mission:

The mission of BCCFA is to provide community-based services that enhance the quality of life for children, youth and adults with disabilities and for their families in ways that facilitate and build competencies, and foster inclusion in all aspects of life.

Our Values:

- **Collaboration:** We work together, and with partners, clients, and their families to build on all our strengths and pursue the best possible outcomes.
- **Excellence:** We aspire to do better, we create and apply new knowledge, and we lead, in order to contribute to the lives of those we serve, our professions and our communities.
- **Inclusiveness:** We celebrate diversity; everyone belongs, and all contributions are valued.
- **Quality Service:** We establish, achieve and exceed performance targets based on feedback, evidence, and professional practice standards.
- **Respect:** We strive to encourage, hear and honour each voice.

Goals and Objectives of BCCFA:

- To provide a wide range of services, including occupational therapy, physiotherapy, speech and language therapy, social work intervention, early childhood consultation services, family support, vocational services, and community support services to persons with physical, neurological and/or developmental disabilities and to their families.
- To facilitate individuals with disabilities to maximize their potential for independent living by providing accessible and responsive services, based on the principles of person and family centred practice.
- To assist individuals with disabilities and family members to gain competence and confidence in advocating for themselves to address issues and remove barriers to participation in community life.
- To work in partnership with key stakeholders in building community capacity to include individuals in all aspects of community life through the provision of training, consultation and resources on innovative and best practices.

- To provide an enriched environment for staff so that they can continue to develop their professional expertise

Our Funding Sources

The BC Centre for Ability is a non-profit, charitable organization. The Centre receives most of its funding from Provincial and Federal Government sources including BC Ministry of Children and Family Development, BC Ministry of Social Development and Social Innovation, and Service Canada. Other funding sources include United Way of the Lower Mainland, North and West Vancouver School Districts, and contributions from the BCCFA Foundation.

Our Governance and Leadership

Governance Structure:

The BC Centre for Ability has two Boards of Directors made up of people who use our services, family members and community members. Board Members are elected by the Membership of the Association, in accordance with the BC Centre for Ability's bylaws and constitution.

The Association Board of Directors provides governance and leadership in delivering high quality programs and services, setting policy, strategic direction and providing oversight to ensure sound fiscal leadership. The Foundation Board of Directors focuses on raising awareness and resources to support program operation.

Leadership Structure:

- The Executive Director is responsible for the overall operation of BCCFA.
- Program Directors provide clinical supervision and support to staff working within their specific program or service areas.

Our Funded Services

The BC Centre for Ability provides a wide range of services to children, youth and adults with disabilities. Key programs offered by BCCFA include the following:

Services for Children and Youth:

1. Early Intervention Therapy Program: Provides occupational therapy, physiotherapy, speech and language therapy and social work services for children with special needs and their families, from birth to school entry, who have physical, neurological and/or developmental disabilities. Our compassionate, community-based care involves assessment, clinical problem solving,, therapy, groups, workshops and family support, founded on research evidence and clinical best practices. We help families promote each child's development and participation in community life, where they live, learn and play. Services are provided in Vancouver, Burnaby, Richmond, North Vancouver or West Vancouver.
2. School Occupational Therapy Program: Provides Occupational Therapy consultation to students from kindergarten to grade 12 in consultation with their families, teachers and support staff in North and West Vancouver School Districts. Occupational therapy can help students with fine motor skills, writing abilities, sensory processing and/or self-care skills. Our therapists can also help students access technology and improve accessibility, based on each child's needs. Our goal is to facilitate inclusion, participation and independence in school and community settings.
3. Supported Child Development Program: Assists families find spaces in licensed daycare, preschool and out-of-school care programs for children up to 19 years old, who need additional support to access child care in Burnaby and Vancouver. Our Supported Child Care Consultants work with families and service providers to develop individual plans, with intervention goals and strategies tailored to each child's developmental needs. The program also supports a variety of child care programs, preschool programs and out-of-school care programs to develop inclusive principles and practices.
4. Community Brain Injury Program for Children and Youth in BC: A Provincial program that provides short-term, interdisciplinary acute rehabilitation to children from birth to 19 years with an acquired brain injury within the first year of the injury, who do not have third party funding. We offer community based occupational therapy, physiotherapy, speech-language therapy, counselling and service coordination, facilitating the child's re-integration into and participation in home, school and community life.

5. Key Worker Support Services: Provides support and intervention for children and youth aged 0-19 who live in Burnaby, and have a brain based disorder such as Fetal Alcohol Spectrum Disorder (FASD), Neonatal Abstinence Syndrome (NAS), Attention Deficit Disorders (ADD) and other complex developmental behavioural conditions (CDBC) who have complex behavioural challenges that significantly affect the day to day functioning of the child and the family. The Key Worker develops a service plan in collaboration with the child and family; educates parents, caregivers and school personnel about behavioural symptoms; holds skill building groups for children and youth; and provides family networking and community resources to support the inclusion and stability of children and youth in family, school and community life.

6. Stepping Stones Program: Supports children with neurodevelopmental conditions and their families in the Lower Mainland. Children up to 12 years of age participate in group settings to learn how to build social and emotional skills. Our social workers offer one-to-one intervention when needed. We also provide training and educational resources on social emotional development for parents, caregivers, school staff and service providers to build community capacity for promoting the social emotional development of children with disabilities. We teach children and families strategies to identify strengths, regulate emotions, handle stress and maintain a sense of self confidence. These abilities are the stepping stones to success at home, school and in the community.

Services for Adults:

1. Opportunities Fund Program: Provides support to adults with disabilities to enhance employability and employment success. We work with employers and individuals to create inclusive workplaces, with support tailored to each individual. Supports may include financial support for individuals to attend a training program for employment or self-employment; paying a negotiable short term wage subsidy to employers; providing financial support to purchase adaptive equipment and tools needed to perform worksite duties; providing financial support to provide accommodations needed to access the workplace; and reducing hiring and training costs. The OPPS Fund is available for eligible participants in the Lower Mainland, Sunshine Coast, Sea to Sky up to Pemberton, Fraser Valley up to Boston Bar and Hope, Vancouver Island and the Gulf Islands.

2. AIM (Abilities in Mind) Program: AIM is a social enterprising initiative to provide consultation to employers to enhance inclusive employment practices. The focus is on creating capacity within organizations through education, resources and awareness events.

3. Abilities at Work: A demonstration project funded by the Government of Canada to enhance employment equity for persons with disabilities, focusing on the transportation industry. The project staff work with four business partners: YVR Vancouver International Airport, Rocky Mountaineer, Seaspans and CHC Helicopter to develop and implement inclusive employment strategies that may enhance employment of persons with disabilities working in the transportation industry across Canada.

BCCFA Ethical Guidelines

- ❑ We respect the dignity of all persons.
- ❑ We uphold the rights of individuals and families to be treated with care and respect.
- ❑ We respect the uniqueness of each individual and his/her family in their values, culture, and beliefs.
- ❑ We work as partners with individuals and/or their family. Our service delivery is based on person-centred, family-centred and inclusive practice.
- ❑ We propose, facilitate and implement interventions and services that are accepted by experts in our fields of practice.
- ❑ We provide complete information to individuals and/or their families to enable them to make informed decisions about our proposed interventions and services.
- ❑ We respect the rights of individuals and families to confidentiality and privacy.
- ❑ When providing services, we ensure the safety of clients, staff, service providers and volunteers.

*A more detailed Code of Ethics is available upon request.

How to Reach Us

Different Ways to Contact Us at the BCCFA

- ❑ **Mail or Visit:** 2805 Kingsway, Vancouver, V5R 5H9 (Moss & Kingsway, next to Purdy's Chocolate Factory). BCCFA regular office hours are from Monday – Friday, 8:30 am – 4:30 pm. Please note that the Program also has a satellite office in Burnaby and arrangements can be made to meet with Key Worker at that location. The address is 4460 Beresford Street, Burnaby.
- ❑ **Telephone:** 604.451.5511. You may reach any staff member through Reception or through their direct line. Please refer to Key Worker Support Services (KWSS) contacts below. All staff members have personal confidential voice mail that you can reach 24 hours a day. Staff members try to return messages within 1 business day wherever possible.
- ❑ **Fax:** 604.451.5651.
- ❑ **E-mail:** Each staff member has an individualized e-mail address (see below). For your security please do not send us identifying information about your child/youth or family by e-mail.
- ❑ **BCCFA website at:** www.bc-cfa.org.

KWSS Contact Information

Program Staff:

Lena Gilbert (Key Worker)

Telephone : 604.630.3030 or 604.451.5511, Ext. 1227
Program Cell Phone : 604.786.2074
E-mail : lena.gilbert@bc-cfa.org
Days of Work : Tuesday – Thursday

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Program Director:

Valerie Upton

Telephone : 604.630.3010 or 604.451.5511, Ext. 1230
E-mail : val.upton@bc-cfa.org
Days of Work : Monday – Friday

About Key Worker Support Services (KWSS)

What We Do

Direct service to child/youth and family. Examples of direct service include:

- Resource Information
- Linkages with community agencies
- Education
- Counseling around the impact of the diagnosis on the individual/family
- Parent Support & Networking Opportunities
- Skill development groups for children/youth and parents/caregivers
- Consultation with other service agencies (e.g. schools, daycares, etc.).

Provide workshops and information sessions for community service providers to build their capacity for successful inclusion of children/youth with complex behaviours.

Who We Serve

Children/youth aged up to 19 (and their families/caregivers) who:

- live in the city of Burnaby; and
- have a confirmed or probable diagnosis of FASD (Fetal Alcohol Spectrum Disorder) *or* another confirmed or probable diagnosis under the CDBC (Complex Developmental Behavioural Conditions) umbrella; and,
- Present with an identified need for support and intervention.

Families do not need to qualify for or complete an assessment in order to receive services from KWSS.

Where and When We Provide Services

Families/caregivers receive services in their home community at locations that are most accessible for them. These could include the family home, school, community centres and the like, or at the BCCFA Vancouver or Burnaby office.

For the most part, KWSS are provided Monday – Friday during daytime hours, 9:00 am – 5:00 pm. However, family appointments, interagency meetings, group sessions, and special events may be scheduled outside of these hours as required.

Frequency of Services

The Key Worker assesses the child/youth/family and, in consultation with the family, determines the type of service required. Frequency varies with the desired goals and strategies outlined in the Service Plan. There may be periods of more frequent intervention when new strategies are being introduced and there will be periods of lesser frequency when the child/youth/family is practicing and using skills.

KWSS will provide services while there is an identified goal from the family for intervention. The level and extent of service provided may change over time as the needs of the child/youth and family change. Also, children/youth are eligible to remain with KWSS until they reach age 19 or move out of the Burnaby region. Although the Key Worker may not be actively involved on a continuous basis throughout this entire time, the family remains on the KWSS caseload. They will continue to receive information of activities and events to participate in that are designed to strengthen and support families.

Funding for KWSS

Funding for the KWSS comes from Ministry for Children and Family Development. The BCCFA also provides funding and other support.

Fees

There are no fees for eligible families. To receive services from KWSS, families need to be eligible for the BC Medical Services Plan, and the child/youth's Personal Health Number is required at the time of registration with the Program.

At times, certain materials or equipment may be recommended by the Key Worker, which families need to purchase. If this causes difficulty, the Key Worker can assist in identifying potential funding sources.

How to Refer to KWSS

Families request services directly by completing a KWSS Request for Service form. Families may call the BCCFA and have a Request for Service form mailed, e-mailed or faxed to them.

Other service providers may make a referral on behalf of the family. However, a KWSS Request for Service form with the parent/guardian signature must always be completed to show that the family is aware of the referral and wants services from KWSS.

How We Work With Your Child/Youth and Family

The BCCFA provides services based on the principles of family-centred practice and services in Natural Environments. In North America this is the best practice when working with children/youth with disabilities and their families.

Family-Centred Practice

Family Centred Practice means:

- Parents are key members of the intervention team as you know your child/youth best. Parents and BC Centre for Ability team members work together and make decisions together. Services are based on parents' concerns, goals and priorities.
- Parents are given complete and unbiased information in order to help them make decisions about the care of their child/youth.
- Parents can request copies of any documents written about their child/youth and their family. Parents co-sign individualized support plans that describe goals and recommended intervention strategies.
- Parents are asked for input and feedback to ensure that services meet child/youth and family needs, and that the recommended strategies fit the family's lifestyle, priorities and the child/youth's routine.
- Supports and services take into consideration the needs of the whole family, including parents, brothers, sisters and members of the extended family.

Assessment and Intervention in Natural Environments

The term "Natural Environments" refers to any place where you would expect to encounter children/youth. Such places include not only the home but schools, daycares, playgrounds, recreation centres, libraries, etc. Working in natural environments refers not just to a place, but also to a process that is based on the belief that children/youth learn through participating in everyday activities and meaningful experiences with their family, peers, and others. The focus is on practical goals that make a difference in your child/youth's daily life.

- The Key Worker often begins by observing and assessing a child/youth in their daily routines (e.g. home, school, daycare, etc.). This will help the Key Worker understand how that child is doing in that particular environment, and what could be done to enhance their ability to participate more effectively with family, peers and others.
- The Key Worker may give tips or teach strategies and techniques on how to address some of the challenges. These can be given to the children/youth, family members, and others involved in the child/youth's daily activities.

- Family's needs, priorities, and interests guide this intervention.
- In this process learning occurs throughout the day, everyday, through repeated useful, relevant practice opportunities.
- Children/youth learn and develop best when it is the family that influences the child/youth and almost all of the intervention happens between the Key Worker's visits.
- The Key Worker will work with your family to develop an individualized service plan specifying the expressed goals of the child/youth and family.

Waitlist Management

After you are accepted for KWSS there could be a wait for our services, depending on the size of the Key Worker's caseload at the time. We always attempt to be fair and equitable in deciding how to allocate limited resources. The Key Worker may give you information on other resources that may be of benefit to you while you are on the waitlist. You might also be interested in attending one of our education workshops or enrolling your child/youth in a group designed to develop specific skills.

Consent

Parents/guardians are asked to sign two **mandatory** consent forms before beginning service. There is also a third consent that they need to complete prior to their child/youth participating in a Program group or event where the parent/caregiver is not on site.

- **Consent to Provide Intervention**
This consent authorizes KWSS to provide intervention services to your child/youth and family. This is signed at the start of services.
- **Consent to Obtain and Share Information**
In this document, you advise us with whom we can obtain and share information about your child/youth. This consent is signed at the start of services, and is valid for one year from the date of signing. However you can request changes to this consent document at any time.
- **Emergency Consent - Group**
This Consent is signed by the parent/caregiver for children/youth participating in Program groups/events where the parent/caregiver is not on site. It contains emergency contact, health, and safety information as well as actions that the Program will take in the event of a medical issue involving the child/youth. This is valid for one year from the date of signing.

There are also two other **optional** consent forms that the Key Worker will discuss with you.

- **Consent to Photograph/Film**

This consent authorizes KWSS to photograph/film your child/youth while participating in Program activities. These photos/films could be used for client records, peer consultation/education, Program website, brochures, newsletters, or presentations. Parents/caregivers authorize which of these (if any) they consent to.

- **BCCFA Media Release**

This document applies to quotes, interviews, stories, videos and photographs collected for publication and broadcast by BCCFA staff.

Your Rights

The Right to Information

- You will receive information about the BCCFA and the Program at the time of acceptance for services.
- You may see your child/youth's health record at the BCCFA at anytime by contacting the Program Director (see page 8). Please note: In keeping with the Freedom of Information and Protection of Privacy Act, the BCCFA does not forward copies of reports originating from other agencies but provides help to families who want to get records from other places.
- You have the right to have complete and unbiased information on assessment, treatment and service options including the following:
 - Why we recommend specific tests or assessments
 - How the recommended service or intervention will be helpful to your child/youth
 - Why we think it could be detrimental if your child/youth does not receive a recommended service or intervention
 - What other options are available
 - What are the possible complications of an intervention or service
- You have the right to ask questions and receive answers regarding your child/youth's condition and any aspect of your child/youth's progress.
- You have the right to receive information in a language that you understand. The Program will provide interpretation services to families as required.
- You have the right to information on community resources that may be suitable and available for your child/youth and your family.

The Right to Confidentiality

All staff, volunteers and students at the BCCFA sign a Confidentiality Agreement when they are hired. Breaches of confidentiality are grounds for discipline by the BCCFA as well as by professional colleges or registering bodies.

- Information on your child/youth and family is held in strictest confidence.
- Information on your child/youth and your family will not be released without your written consent.
- In order to ensure we give information to the appropriate person when parents are separated or divorced, the Centre asks for proof of guardianship (e.g. a legal document such as a custody agreement)

- Only the KWSS team members working with your child/youth and your family will be able to see your child/youth's health records.
- Information may be shared between the KWSS team members and the Program Director if consultation is required.
- Volunteers or staff in other programs at the BCCFA do not have access to your child/youth's file.
- The provincial law (*Child, Family and Community Service Act*) requires all individuals to report suspected child abuse or neglect. The BCCFA staff abide by this legal and professional obligation.

The Right to Refuse Services

The Key Worker will explain any service or intervention proposed or recommended including any potential risks. You have the right to refuse any service or intervention you believe is not in the best interests of your child/youth or family.

The Right to Provide Feedback

- Families have the right to express their concerns or complain about their services. A complaint will not result in the loss of services.
- Families will receive information on how to complain or express concerns at intake. For details, see the "Expressing Concerns & Providing Feedback" process outlined in this Handbook.

Your Responsibilities

Active Involvement in Your Child/Youth's Intervention

Family involvement is an extremely important part of effective service delivery. Therefore, please collaborate with us by:

- Helping us learn about your child/youth's interests, strengths and needs
- Attending and participating in appointments, groups, or events that you have committed to.
- Asking the Key Worker if you have questions about any of her recommendations or suggestions
- Following up with ideas/strategies identified in collaboration with your Key Worker, and letting her know what has worked and not worked
- Informing us of any relevant significant changes in your family situation that could have an effect on the KWSS ability to provide effective service to your child/youth and family.

Appointment Cancellation

Cancellations or missed appointments can be very disruptive to the success of your child/youth's goals. We do understand that last-minute cancellations are sometimes unavoidable. However, we do appreciate as much notice as possible. When you need to cancel an appointment, please contact the Key Worker directly by phone at the Office, on the Program cell phone, or by leaving a message on voice mail. If you are cancelling within 24 hours of an appointment, it is important to advise BCCFA Reception (604.451.5511). They will be able to contact the staff in the community if necessary. Please cancel your appointment if you or your child/youth has a cold, flu, or for some reason is not feeling well enough to meet with the Key Worker. We would also appreciate you letting us know when you or your child/youth is unable to attend a scheduled group session or event. This assists us with planning and making alternate arrangements if needed.

Expressing Concerns & Providing Feedback

Ongoing Feedback Opportunities

We are committed to providing you with quality services. Let us know how you are feeling about our services at any time through:

- Open dialogue with your Program team. This is always welcome and encouraged.
- “Compliments and Concerns” forms are available from staff member(s), or at our Main Office Reception if you prefer to give feedback in writing.
- Compliments, concerns or complaints can be made either verbally or in writing by letter or e-mail.
- Feedback surveys are sent to all clients and families annually.

⊗ **IF YOU ARE NOT SATISFIED** with the services received from the Key Worker Support Services, you have the right to tell us about your concern or complaint. The services you receive will not be reduced or taken away because you give us feedback. In fact, we appreciate it when you let us know if you are not satisfied with your services. Your feedback helps us continue to improve the way we work with our clients and families.

a) **First Step ...**

If your concern involves a specific staff member, we encourage you to talk directly to that person. Very often, issues and problems can be resolved quickly at this level. You may also wish to outline your concerns in writing either by sending an email or writing a letter to the staff.

b) **If There is Still a Concern ...**

If talking to the staff does not resolve the situation to your satisfaction within a week, or if your concern relates more to the overall Key Worker Support Services, please contact the Program Director.

Name: Valerie Upton
Title: Director of Social Work
Phone: 604.630.3010
E-mail: val.upton@bc-cfa.org

The Program Director will look into your complaint and work with you to come up with a solution by:

- Talking to you on the telephone and/or meeting with you in person
- Talking to you and the staff member(s) involved
- Reviewing relevant information
- Looking at your child’s record
- Asking for the input of the Centre’s Medical Consultants and Executive Director
- Holding a team meeting to come up with a workable solution

c) If The Problem Still Isn't Solved ...

If talking to the Program Director does not resolve the situation to your satisfaction within two weeks, please contact the Executive Director.

Name: Angie Kwok
Title: Executive Director
Phone: 604.451.5511, ext 1233
Email: angie.kwok@bc-cfa.org

The Executive Director will look into your complaint and work with you to come up with a solution by:

- Talking to you on the telephone and/or meeting with you in person
- Reviewing the process that has already taken place to try to resolve the issue
- Talking to you and the staff member(s) involved
- Reviewing relevant information
- Looking at your child's health record
- Asking for the input of the Centre's Medical Consultants and Executive Director
- Holding a team meeting to come up with a workable solution

d) If The Problem Still Isn't Solved ...

If talking to the Executive Director does not resolve the situation to your satisfaction within five weeks of the original complaint, the Executive Director will provide you with the contact information for the Ministry of Children and Family Development.

☺ IF YOU ARE SATISFIED

Positive feedback is always appreciated and helps us to build on our strengths in meeting the needs of your child/youth and family. For example, we would like to hear if our groups and workshops are meaningful and useful to you, or if you have been provided with outstanding services (e.g. has our training or service helped to improve your child/youth's quality of life or has it helped strengthen your family relationships).

Feedback Surveys and Evaluations

In addition to the ongoing feedback that you provide to us, KWSS will also ask for your input at other times during your involvement with us as you use the various services provided. We will do this by asking you to complete a short questionnaire or evaluation following:

- your attendance at a KWSS or BCCFA workshop or event (e.g. Family-Together Night);
- your child/youth's participation in any of the "Group" opportunities offered by KWSS or BCCFA; or,
- other times throughout the year to find out about your satisfaction with the KWSS.

We believe it is very important to evaluate our services on a regular basis. Feedback that we have received in the past has enabled us to make changes that have improved the quality of KWSS. Therefore, we hope that you will provide us with open and honest feedback when we contact you. Your assistance with this is most appreciated.

BCCFA conducts annual Coaching and Development Performance reviews of its entire staff. Feedback is gathered from a variety of sources in order to obtain a comprehensive picture of each staff's overall job performance. Families are one of these sources, and they may be asked to provide feedback about a certain staff member. Families are contacted to provide feedback because a particular staff person has indicated them to be a source of feedback. The Program does not randomly call families to obtain information about staff performance.

Who Might Be On Your Team

Service Providers from Community Agencies

With your consent, KWSS team members can work in partnership with other professionals in the community who are providing support and services to your child/youth and family. Very often, your child/youth may receive services from a team consisting of members from several different agencies to make sure that all his/her needs are being addressed. These could include:

School Teams (e.g. principal, teacher(s), educational assistants, and district resource staff)

Ministry of Children and Family Development

Children & Youth with Special Needs

Child & Youth Mental Health

Supported Child Development

Early Intervention Therapy Program*

Key Worker Support Services*

Supported Child Development (Burnaby & Vancouver)*

*There are many separate and distinct programs at the BCCFA. They all have their own referral and consent processes. We do not share information between programs without your consent.

Resources for Your Child/Youth and Family

KWSS Resources

Library

KWSS has a variety of resources on topics related to supporting children/youth with complex developmental behavioural conditions. These are available for families and community service providers and include hand-outs, pamphlets, articles, books, and videos. Some are available for individuals to take and keep while others are available on an “on loan” basis. Please speak to the Key Worker for more information on resources that may best suit your needs.

Newsletter

KWSS produces a newsletter 3 times per year (Autumn, Winter, and Spring/Summer). It contains Program-specific stories and helpful information along with details about upcoming groups and workshops. Families are welcome to submit content for the newsletter – we especially appreciate stories, tips and questions that can be answered and shared with other families.

Other Resources

Parent Education Opportunities at the BCCFA

The BCCFA provides a variety of workshops and training opportunities throughout the year. We organize them to help meet the needs that families have identified. For example, advocating for your child, talking to others about your child, school planning, etc.

BCCFA Newsletter

The BCCFA Newsletter tells you about recent Centre-wide news, educational and support opportunities, and upcoming events.

Interpretation Services

We can bring in interpreters from many cultures when needed. They can attend appointments and meetings with your team or help you understand our written documents.

Our BCCFA Website

Our website contains great information, updates, articles, etc. We encourage you to check it out at www.bc-cfa.org. To find KWSS, click on *What We Do/Social Emotional Services/FASD & Key Worker Support Services*.

Annual Events

The BCCFA sponsors an annual Family Picnic for its families. This gives families an opportunity to come out and participate in fun activities, and socialize with others. In addition, the BCCFA hosts its annual major fundraiser, “Dining for Dreams”, every Spring. For more information, please see our website or speak to the staff.

Family Networking

It can sometimes be helpful to talk to another family who has experienced a similar situation. We can help connect you with other families.

We Welcome Your Feedback

BCCFA aims to provide helpful and clear information to families. If you have suggestions that could help us improve this Handbook, please let us know by calling or writing to:

Communications Department
BC Centre for Ability
2805 Kingsway
Vancouver, BC V5R 5H9

Phone : 604.630.3000
Fax : 604.451.5651