



BC Centre for Ability

Beyond challenges—the sky's the limit

Supported Child Development Program

Parent Handbook

BC Centre for Ability
2805 Kingsway, Vancouver BC V5R 5H9
www.bc-cfa.org

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1. 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.

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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 Development 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, Seaspan 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.

2. How to Reach Us

- By telephone: The Centre's main telephone number is (604) 451-5511. You may reach any staff member through the main telephone number plus their individual 4 digit local number, or you may use the direct line of the person you wish to reach (see his or her business card). All staff members have personal voice mail that can be accessed 24 hours a day. Staff are often out of the Centre for appointments but are usually able to check their messages regularly.
- By fax: The Centre's fax number is (604) 451-5651.
- By website: The Centre's website is www.bc-cfa.org. Click on the link for the specific program you wish to see.

Hours of Operation

The Centre's regular hours are from 8:30 a.m. to 4:30 p.m., Monday through Friday. Appointments can be scheduled outside of these hours when necessary.

Location

BC Centre for Ability Main Office (fully accessible)
2805 Kingsway
Vancouver BC V5R 5H9
(Located at Moss and Kingsway, next to the Purdy's Chocolate Factory)
Phone: 604-451-5511

Burnaby Location (appointment only)
Metrotown Community Resource Centre
Burnaby Supported Child Development
301 - 4460 Beresford St.
Burnaby, BC V5H 0B8
Phone: 778-328-1625

3. BC Centre for Ability 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.

4. What is Supported Child Development?

The Supported Child Development (SCD) Program is a community-based program, funded by the Ministry of Children and Family Development. We assist families of children with extra support needs to access inclusive child care programs that meet the family needs. There is no fee for our services.

Main Service Principals

Family Centred Practice: Parents are the key members of the SCD Team. Parents and community partners work together, with parents having the final decision regarding their child's care placement and individual goal plan.

Inclusion: This philosophy recognizes the right of all children, regardless of ability, to participate actively in licensed child care settings within their communities.

Who Does the Program Serve?

- Parents or legal guardians who need childcare in Vancouver or Burnaby.
- The SCD Program serves children from age 0 to 12 years old.
- Children with a developmental delay or disability who require additional support to attend a licensed child care setting (including daycare, preschool and out-of-school care programs).

Additional service options may be available to children under 19 years of age who are unable to attend child care or preschool.

How Do I Access the Supported Child Development Program Services?

The SCD Program accepts referrals from parents and community members. Parents are welcome to contact the SCD Program directly, or they can work with a community partner to complete a community referral form. This form can be found at, www.bc-cfa.org

What Happens after the Referral?

An SCD program consultant will work with you to gather information on your child's strengths and needs, interests and challenges. All children who are eligible for the SCD Program will receive ongoing support from a Consultant. In some situations extra staffing support is required to ensure full participation in a licensed child care setting.

5. How Will We Work with Your Child and Family?

The centre provides services based on the principles of family centred practice, which is considered the “best practice” in North America for children with disabilities and their families. Family centered practice means the following:

- Parents are key members of the SCD program team.
- Concerns, goals, and priorities of the parents determine the development of the support plan and targeted outcomes.
- Parents are provided complete and unbiased information in order to help them make informed decisions about the care of their child.
- Parents receive copies of all reports written by the SCD program consultants about their child. Parents review all draft reports and support guides to provide input before the report or support guide is finalized.
- Parents are regularly asked for feedback to help ensure that the child care placement and program plan are meeting the needs of the child and family.
- Our recommended strategies support parent’s goals and fit the child care setting’s routines and activities.

Services offered by the Supported Child Development Program:

Families

- Assisting families to find child care space by providing child care listings
- Develop individual support plans
- Assist in community and kindergarten transitions
- Support with referral to other community program and supports

Child Care Programs

- Consultation and support for implementation of inclusive principles and practices
- Consultation and support for implementation of individualized support plans
- Direct hands-on support to demonstrate strategies and techniques to support children.
- In-service and workshops on a variety of related topics such as inclusion, social skills development, positive behavior support.

Supported Child Development Program Levels of Support:

An intake must be completed by an SCD Consultant to determine the level of support needed in a child care program. This is done through the completion of the support guide.

There are 3 levels:

Level 1 - Consultation only - the child and the child care program will benefit from regular visits from the SCD consultant to provide strategies, resources and training.

Level 2 - Shared or Short term Support - the child and the child care program will benefit from regular visits from the SCD consultant to provide strategies, resources and training. The child needs short term extra staff staffing or is able to share extra staffing support with other level 2 SCD clients in the program

Level 3 - Individual Support - the child and the child care program will benefit from regular visits from the SCD consultant to provide strategies, resources and training. The child needs individual extra staffing support to be included in the child care program.

Waitlist Management-Waiting List Priority Tool (WLPT)

The SCD Programs may have waiting lists for services. When this happens, the SCD Program uses a 'weighted waiting list' model. In this kind of model, requests are prioritized based on specific criteria. The criteria used by SCD Programs are based on:

- SCD policy and contract requirements of the Ministry of Children and Family Development
- Community specific priorities and needs
- Agency specific priorities and needs

The delivery of SCD services is guided by a set of core principles. These principles include:

- Transparency
- Accountable
- Clear/Consistent Communication
- Family Centered Practice
- Accessible
- Coordinated/Streamlined

Determining the priority level is done by the SCD Consultant in collaboration with the Coordinator after gathering the following information:

- Date of Referral – this will determine the length of time on the waitlist.
- Child's Age – different points are given for ages 0-19 years, with the highest amount of points being given to a child in their last year before entering Kindergarten who has not had a child care experience or any services.
- Child's Needs – this is based on information collected when completing the Support Guide with the family and child care program staff.
- Family Needs – this is based on the needs of the family, including other supports they have in place as well as an added priority for preschool in the last two years before a child enters Kindergarten.
- Child Care Setting Needs – this is based on how much support the child care program requires to support this child and also takes into consideration the dynamics of the group of children currently attending the program, as well as the staff training and experience and any other supports they may currently have in place.

6. Role of Supported Child Development Consultant

The focus of the SCD Consultant is to assist the child care providers with developing a plan that will maximize the child's strengths and interests and to address the child's development and behavioural needs. The consultant's role is to encourage and maintain successful participation in a peer group setting.

The program objectives are as follows:

- Provide support to families to locate licensed preschool, daycare or out-of-school care program.
- Determine eligibility, and level of support required
- Complete and maintain support guides and child and family support plans with families and child care centres and other community partners
- Partner with the community child care providers to plan individualized programs for children with extra needs within their child care settings.
- Provides child care providers with individualized strategies based upon sound, developmentally appropriate practice and inclusive child care practice.
- Support the primary relationship between the family and the child care provider.
- Model child specific strategies
- Provide child specific training to child care providers.
- Provide workshops to community child care providers and families as needed.
- Link families and other community agencies.
- Work in collaboration with other service providers to ensure consistent and integrated services to children and their families.
- Assist children, as needed, to transition to school or a new child care setting

Intake Consultant – The Burnaby and Vancouver SCD Program have consultants that process all new referrals to the program. These consultants support families for short term purposes until the child is moved to their ongoing consultant. The intake consultant:

- Receives initial intake information
- Opens client files,
- Provides initial program information
- Supports families to understand child care and community resource options and funding
- Competes transition to ongoing SCD consultant

Who are your Supported Child Development Consultants?

- Licensed early childhood educators with a broad range of experience working with children, youth and families.
- Have sound knowledge, understanding and experience in child development, inclusive practices, family centred practice and positive behavioural support.

7. Parents' Rights and Responsibilities

The Right to Information

You will receive information about the centre and the SCD Program at the time of intake. You will receive copies of all written support plans and recommendations about your child.

You may access your child's SCD program file by contacting your SCD program coordinator. (Please note: In keeping with the Freedom of Information and Protection of Privacy Act, the centre does not make copies of reports originating from other agencies, but we do provide assistance to families who want these records.)

You have the right to have complete and unbiased information about your child's individual program plan which may include the following:

- Information about observations and program planning
- Potential benefits and/or risks of all program recommendations

You have the right to ask questions and to receive answers to your questions about your child's program plan.

You have the right to receive information in a language that you understand. The centre 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 and your family.

The Right to Confidentiality

All staff, volunteers, and students at the BC Centre for Ability enter into a signed confidentiality agreement when they are hired. Breaches of confidentiality are grounds for discipline by the centre and professional colleges or registering bodies.

- Information on your child and family is held in strictest confidence.
- Information on your child and your family will not be released without your written consent.
- In order to ensure that information is released appropriately when parents are separated or divorced, the centre requests proof (e.g., a legal document such as a custody agreement) of guardianship.
- Information may be shared between the program consultant and his/her supervisor if consultation is required.
- Volunteers do not have access to client files.
- The provincial law requires all individuals to report suspected child abuse or neglect. The Centre for Ability staff abides by this legal and professional obligation.

The Right to Refuse Services

You have the right to refuse services at any time.

The Right to Provide Feedback

Parents and families members have the right to express concerns about services without jeopardizing their services.

Parents will receive information on the complaint process at the time of intake.

Compliments are always welcome 😊

Parent's Responsibilities

Parent's involvement in our program is very important to our consultants and child care providers. We encourage the parents to do the following:

- Contact our program if you have concerns or questions
- Participate in team meetings to share your child's skills and development
- Share information to update the support guide to ensure your child's program plan reflects your observations, strategies, and goals, this done on a yearly basis or as significant changes occur
- Review, provide information, sign and return documentation required for your child's individual support plan.
- Provide written or verbal feedback on our program services from time to time
- Inform us of changes in your child care or preschool placement and you are going to move.

Consents

Parents or guardians are asked to sign two consent forms

- **Consent to Service:** This consent authorizes the BC Centre for Ability Supported Child Development consultants assess to work with your child. This is signed once 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. This consent is revised every year and ensures that the contacts listed are current. Parents can request changes be made to this consent document at any time.
- In order for service to continue without interruptions or delays consents need to be kept up to date at all time.

Other Important Documents

The SCD Program uses several important documents to help determine the strengths and needs of your child and the child care program. They also make up your child individual support plan.

These documents consist of, but are not limited to:

- Support Guide – The Support Guide is a tool that is used to gather information needed to determine eligibility and the range of support needed for individual children. It also helps to gather information to help support the inclusion of children who require extra support in child care programs in their communities.
- Child and Family Support Plan (CFSP) – Is a goal plan document development for the child by the child's team and family.
- Visit Notes – SCD consultants will leave visit notes when they have made visits to the child's child care program or home. These notes usually consist of a summary of their observation and may include suggestions for the childcare staff.

8. Resources Available to You

Supported Child Development Program Family Resource Library

Books, videos, and special interest articles on a variety of topics related to raising children and understanding your child's disability are available for loan to parents and child care programs. This resource is available to those on a waiting list or currently receiving services.

Family Support and Educational Services

The Centre sponsors various educational workshops and information sessions on a variety of topics. If you have a suggestion or request for a particular group or workshop, please let us know.

Our Website

Our website contains great information, updates, articles, etc. We encourage you to check it out at www.bc-cfa.org

Interpretation Services

We can access interpreters from many cultures when needed to attend appointments and meetings with your Team or to understand written reports.

If you are looking for information and resources for you child and your family, please talk to the Program Coordinator or your child's Program Consultant. We will make every effort to assist you to access information and resources for your child and your family.

Quarterly Newsletter

This newsletter will be shared with families, child care programs and other community members via email.

Local Advisory Committee

The Supported Child Development Program has a Local Advisory that includes parents and other community partners and acts as an advisory body that guides and supports the SCD program in the delivery and ongoing development of SCD services. There is a local advisory committee for the community of Burnaby and Vancouver. They meet bi-annually, and families are welcomed and encouraged to attend.

If you are interested please speak to you SCD Consultant or Program Manager.

9. Expressing Concerns and 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 Supported Child Development Program, 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 Supported Child Development Program, please contact the Program Manager.

Name: Terri Calvert
Title: Coordinator
Phone: 604-630-3045
E-mail: terri.calvert@bc-cfa.org

The Manager 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 Manager 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.