



# KEY WORKER SUPPORT SERVICES PARENT/CAREGIVER HANDBOOK

FEBRUARY 2025

## Table of Contents

BC Centre for Ability (BCCFA) Ethical Guidelines .....	3
How to Reach Us .....	4
Contact Information.....	4
About Our Services .....	5
What We Do .....	5
Who We Serve.....	5
Where and When We Provide Services.....	6
Duration and Frequency of Services.....	6
Funding.....	6
Fees .....	6
How to Refer .....	6
How We Work with Your Family .....	7
Family-Centred Practice.....	7
Assessment and Intervention in Natural Environments.....	7
Waitlist Management .....	8
Consent .....	8
Shared Responsibilities.....	10
Expressing Concerns & Providing Feedback .....	11
Ongoing Feedback Opportunities.....	11
Feedback Surveys and Evaluations .....	12
Who Might Be on Your Team .....	13
Service Providers from Community Agencies .....	13
Resources for Your Child/Youth and Family .....	14
Library.....	14
Parent Education Opportunities at the BCCFA.....	14
Interpretation Services.....	14
Our BCCFA Website.....	14
Annual Events.....	14
Family Networking .....	14



## BC Centre for Ability (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.



## How to Reach Us

- ❑ **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. A Burnaby satellite office (4460 Beresford Street, Burnaby) is also available to meet with families.
- ❑ **Telephone:** 604.451.5511 for Reception or you may dial directly to the program staff through their direct extension as listed below. All program staff have personal confidential voice mail that you can reach 24 hours a day. Messages are returned within 1 business day wherever possible.
- ❑ **Fax:** 604.451.5651.
- ❑ **E-mail:** Each program staff 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:** [www.bc-cfa.org](http://www.bc-cfa.org)

## Contact Information

**Program Director:** Emma Gauvin, MSW, RSW  
Director of Psychosocial and Adult Services  
Telephone: 778.828.8512  
E-mail: [Emma.Gauvin@bc-cfa.org](mailto:Emma.Gauvin@bc-cfa.org)  
Days of Work: Monday – Friday

**Key Worker Support Services:** Michelle Perri, MSW, RSW  
Program Coordinator  
Telephone: 604.451.5511, Ext. 1257  
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Days of Work: Thursday – Friday

**Key Worker Support Services:** Claudia Nei, MSW, RSW  
Program Coordinator  
Telephone: 604.451.5511, Ext. 1227  
E-mail: [Claudia.Nei@bc-cfa.org](mailto:Claudia.Nei@bc-cfa.org)  
Days of Work: Monday – Friday

**Program Administration:** Jaqueline Mackay-Finn  
Administrative Assistant, Psychosocial and Adult Services  
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Days of Work: Monday – Friday



## About Our Services

Welcome to B C Centre for Ability (BCCFA). Our aim is to work together with you in areas you identify as needing assistance. We aim to enhance your ability to continue providing positive support to your child and family through counselling, education, and skills that build confidence and provide tools to maximize quality of life. The following outlines the different services offered through our Key Worker Support Services Programs (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.

At present, services are provided Monday – Friday during daytime hours, 9:00 am – 4:30 pm. However, family appointments, interagency meetings, group sessions, and special events may be scheduled outside of these hours as required.

## Duration and 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. Eligible to remain in the program 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

Funding for the KWSS comes from the Ministry of 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.

## How to Refer

Families can request services directly by completing a referral form online available through the website. Families may call the BCCFA and have a Request for Service form mailed, e-mailed or faxed to them.

Other service providers may make an online referral on behalf of the family. However, service providers must have with the checkbox specifying "Guardian aware of and agreed to referral" marked off to show that family wants services from the Program.



## How We Work with Your Family

The BC Centre for Ability 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 and know their child best. BC Centre for Ability team members work together with children, youth and parents to make collaborative decisions. Services are based on family concerns, goals and priorities.
- Families are given complete and unbiased information in order to help them make decisions about the services they will receive.
- Children, youth and parents are asked for input and feedback to ensure that services meet their needs, and that recommended strategies fit the family's lifestyle, priorities and routine.
- Supports and services take into consideration the needs of the whole family, including parents, siblings, 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 Program Coordinator 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 Program Coordinator 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, every day, 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 Program Coordinator's visits.
- The Program Coordinator 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 in to a BCCFA program there could be a wait for our services, depending on the size of the Program Coordinator's caseload at the time. We always attempt to be fair and equitable in deciding how to allocate limited resources. The Program Coordinator 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

### *Consent to Provide Services*

This is signed at the start of services and is considered perpetual once signed (i.e. does not need to be renewed on an annual basis). If your child/youth is enrolled in multiple programs at BCCFA, a consent must be completed for each program.

1. This consent authorizes the KWSS Program to provide:
  - a. Intervention services to children/youth and parents/caregivers.
  - b. SMS Text messaging and email consent to children/youth (if deemed applicable) and parents/caregivers.
  - c. Consent to Virtual Care
2. The enrolling family is highly encouraged to complete this consent via the Salesforce consent link that is emailed to them by the Administrative Assistant as part of the welcoming process.
3. Should there be an issue with accessibility, an alternate paper process is available to support you with this step.

### *Consent to Obtain and Release Information*

This consent is signed at the start of services, and is valid for one year from date of signing. If your child/youth is enrolled in multiple programs, a consent is only once and applied across all programs. You will be contacted annually to renew this consent by the responsible representative of BCCFA.

1. This consent authorizes BC Centre for Ability to
  - a. Obtain and/or release medical and educational information regarding the child/youth receiving services with selected individuals and organizations nominated by the legal guardian.
  - b. Collect and share information in compliance with the Freedom of Information and Protection of Privacy Act (FIPPA), and Personal Information Protection and Electronic Documents Act (PIPEDA).
2. If the scope of services is to be intended for the parent(s) and/or sibling(s), this consent has to be completed for the child/youth associated to the referral.
3. The enrolling family is highly encouraged to complete this consent via the Salesforce consent link that is emailed to them by either the Key Worker or Social Work Admin as part of the welcoming process.





4. Should there be an issue with accessibility, an alternate paper process is available to support you with this step.

There are also other **optional** consent forms that the Program Coordinator could discuss with you.

#### *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. It also has guidelines for dropping off/picking up children/youth from BCCFA Groups/Events where parents/caregivers do not remain on site, as well as any other precautionary alerts that staff should be aware of regarding child/youth. This is valid for one year from the date of signing.

#### *Consent to Photograph/Film*

This consent authorizes BCCFA 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.



## Shared Responsibilities

The BC Centre for Ability (BCCFA) staff, program leaders, Board of Directors, clients, and families honour their shared responsibility to create a positive and courteous service environment that is family-centred and respects the needs and preferences of clients. These commitments are the core of our relationships and guide our interactions.

As clients/families/caregivers you have the right to:

- Be treated with compassion, dignity, and respect, without discrimination of any kind
- Receive evidence-based services from qualified staff
- Make decisions about yourself and/or your children
- Refuse any treatment(s) or service(s)
- Access your and/or your child's BCCFA documentation
- Withhold or grant access to BCCFA to gather and/or communicate relevant information to/from other sources (i.e. hospital, school)
- Confidentiality, privacy, and transparency
- Report your concerns and complaints regarding BCCFA services

As partners in care, clients/families/caregivers and BCCFA staff and program leaders have a shared responsibility to:

- Treat each other with compassion, dignity, and respect, without discrimination of any kind
- Keep each other safe
- Be honest, transparent, and clear about any information that could affect care or service goals
- Promptly cancel and reschedule appointments
- Communicate openly and respectfully
- Follow BCCFA Client Complaint Reporting Guidelines for submitting concerns and complaints

If you have concerns with the BC Centre for Ability and/or our staff not meeting these commitments we encourage you to report your concern. Please report your concern or complaint by calling 604-451-5511 and speaking directly with your service provider.

Visit our website at <https://bc-cfa.org/about-us/financials-reporting/> for our BCCFA Client Complaint Reporting Guidelines, also available in Chinese (simplified – for Mandarin speakers), Punjabi, Filipino (Tagalog), and Spanish.



## 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, 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 any BCCFA Programs, you have the right to tell us about your concern or complaint. If decisions are made about your family's services that you do not agree with or cannot accept, you have the right to appeal such decisions.

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:

**Emma Gauvin, Director of Psychosocial and Adult Services**

Telephone: 778.828.8512

E-mail: Emma.Gauvin@bc-cfa.org

The Program Director will look into your concern which may include:

- Talking to you on the telephone and/or meeting with you in person
  - Talking to 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/or Executive Director
  - Holding a team meeting to come up with a workable solution
- c) *If The Problem Still Isn't Solved ...*** If you still are not satisfied with the outcome, the Centre's Executive Director will work with you and the involved staff members to resolve the issue.

**Joshua Myers, Executive Director**

Telephone: 604.451.5511, ext 1260

E-mail: Joshua.Myers@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 the staff member(s) involved and the Program Director
- Reviewing relevant information
- Looking at your child's health record
- Holding a team meeting to come up with a workable solution
- Asking for the input of the Centre's Medical Consultants
- Asking for the input of the Centre's Board of Directors

**d) *If You Are Still Dissatisfied ...*** 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, BCCFA 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 BCCFA workshop or event
- your child/youth's participation in any of the "Group" opportunities offered by BCCFA; or,
- other times throughout the year to find out about your experience with the BCCFA programs

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 BCCFA programs. 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, BCCFA Program Coordinators 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 Support Needs
- Child & Youth Mental Health
- Family Counsellor
- Early Intervention Therapy Program\*
- Family Support Services Counsellor\*
- 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

### Library

BCCFA 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 staff for more information on resources that may best suit your needs.

### Parent Education Opportunities at the BCCFA

BCCFA Psychosocial Programs 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.

### Interpretation Services

We can bring in interpreters and translation services when needed. They can attend appointments and meetings with your team or help you understand our written documents. These services are provided at no cost to families.

### Our BCCFA Website

Our website contains great information, updates, articles, etc. We encourage you to check it out at [www.bc-cfa.org](http://www.bc-cfa.org).

### Annual Events

The BCCFA hosts an annual fun fair for families. This gives families an opportunity to come out and participate in fun activities and socialize with others.

### 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.

