



Supported Child Development Program

Parent Handbook

BC Centre for Ability
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1. About the BC Centre for Ability

Our History

The BC Centre for Ability (BCCFA), 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 for their children rather than receiving rehabilitation services in hospital settings.

Our Mandate

Vision

Inclusive communities where every person thrives at all stages of life.

Mission

To lead in the design and delivery of community-based services for persons with diverse abilities.

Values

Hope: We help clients and families see hope for the future.

Kindness: Kindness and empathy form the basis of every interaction.

Collaboration: We work together as staff, clients, members and communities to build on our strengths and achieve the best possible outcomes.

Innovation: We are creative risk takers who relentlessly seek to improve and excel.

Family Centred: We honour and respect the unique needs and preferences of our clients, celebrate our diversity and ensure that clients, families and caregivers are at the centre of everything we do.

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 Poverty Reduction, Employment and Social Development Canada, 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 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 Program: Our Early Intervention team provides children with special needs, from birth to age five, with physiotherapy (PT), occupational therapy (OT), speech language pathology (SLP) and social work (SW) support. We collaborate with parents and other caregivers to offer evidence based assessment, treatment, groups, workshops and family support at home and in the community, to facilitate children's growth. Our aim is to help children achieve their full potential where they live, play and learn.
2. School Occupational Therapy Program: In North and West Vancouver, our occupational therapists support students with neurological, physical and/or developmental challenges, from kindergarten through grade 12. We work in consultation with students' families, teachers and support staff to develop strategies that help students achieve their academic goals. Our aim is to support students' inclusion, participation and independence in school and the community
3. Supported Child Development Program (SCD): Our SCD Consultants help families with children who need extra support to access inclusive childcare and preschool. Team members work with families and childcare staff to design support strategies for children's individual needs, and provide training and consultation to childcare, preschool, and out of school care programs to help them develop inclusive principles and practices that enrich all children's experiences.
4. Community Brain Injury Program for Children and Youth in BC: Our Community Brain Injury Program provides short term, community based rehabilitation services to children and youth with a recently acquired brain injury who live in BC, and do not have third-party funding. We provide individualized acute rehabilitation support, which may include occupational therapy, physiotherapy, speech language pathology, counselling and service coordination to help children and youth regain as much functionality as possible to participate in school and in their community.
5. Key Worker Support Services: We offer individual support, group therapy and skill development programs for children and youth up to age 19 who have a brain based disorder such as fetal alcohol syndrome, neonatal abstinence syndrome or other complex developmental behavioural conditions. We educate families, professionals, and service providers about the behavioural symptoms of these conditions – which can affect development, learning, mental health, and adaptive and social skills. We provide training workshops for parents and community partners, and networking opportunities for families. Our goal is to help children and youth reduce their vulnerability to social and emotional difficulties, minimize challenging behaviours that can hinder participation in everyday life, and develop skills so they learn how to achieve success.

6. Stepping Stones Program: In our United Way Stepping Stones Program, we work with children up to 12 years old with neurodevelopmental conditions, to strengthen their social and emotional skills and ability to manage at home, with friends, and at school. We give children group opportunities to develop social emotional competencies. We educate parents and caregivers on social emotional development and how to promote their child's learning. We also offer training and consultation to schools and community service providers, so they learn how to promote social emotional development in children with disabilities. Our aim is to help children form close, secure relationships with adults and peers, and regulate and express feelings in socially and culturally appropriate ways.

Services for Adults:

1. Opportunities Fund Program: The OPPS fund program helps adults with disabilities prepare for employment and self-employment, to support diverse and inclusive workplaces. We provide financial support to help participants achieve their employment goals by providing funding for training programs, wage subsidies and purchase of adaptive equipment. We support eligible participants in the Lower Mainland, Sunshine Coast, Sea to Sky corridor up to Pemberton, Fraser Valley up to Boston Bar and out to Hope. Our aim is to enhance employability and employment success for persons with disabilities.

2. 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.

3. 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 programs.

How Do I Access the Supported Child Development Program Services?

The SCD Program accepts referrals from parents and community members through our website, by fax or by phone. 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: <http://bc-cfa.org/programs-services/supported-child-development/supported-child-development/>

What Happens after the Referral?

An SCD Program Consultant will work with you to gather information on your child's strengths, 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.

4. 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 plans created by the SCD Program Consultants about their child. Parents review and provide input on all draft plans before they are finalized.
- Parents are regularly asked for feedback to help ensure that the child care placement and program plan are meeting the needs of their child and family.
- Our recommended strategies support parent’s goals and fit the child care program’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 emotional development and positive behavior support

Documents used by the Supported Child Development Program:

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's 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) – The CFSP is a goal plan document developed 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, progress on goals and may include suggestions for the childcare staff.

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 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 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):

SCD Programs may have waiting lists for services. When this happens, the SCD Program uses a ‘weighted waiting list’ model. In this model, requests are prioritized based on specific criteria.

The criteria used by SCD Programs are based on:

- Provincial SCD Policies 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 Clinical Leads and/or Program Manager 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.

5. 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 a 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
- Provide 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 Consultants – The Burnaby and Vancouver SCD Programs 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
- Completes 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

6. 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 their business card). All staff members have personal voice mail that can be accessed 24 hours a day. Staffs 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 <http://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

7. Parents' Rights and Responsibilities

The Right to Information and to Provide Informed Consent

You will receive information about the Centre and the SCD Program at the time of intake, including information about other BCCFA services that your child is eligible to receive concurrently.

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 the Manager of the SCD Program. (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, however, 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 needed and requested.

You have the right to information on community resources, self-help support services and advocacy services that may be suitable and available for your child and your family.

The rationale and details of specific research projects will be fully discussed with any families who are considering involvement with a research project. There will be no negative impact on BCCFA services if families choose not to participate in a research project.

The Right to Confidentiality and Privacy

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 be Treated with Respect

Practice at BCCFA is based on the philosophy of family-centred practice of which the core values are:

- Respect for families and their individual members
- Respect for family autonomy and choice
- Respect for diversity

We will work with you in ways that increase parents' confidence and competence in their ability to care for and advocate for their children.

The Right to Provide Feedback

Parents and families members have the right to express concerns without jeopardizing their services. Please see page 16 in this booklet to find the procedures for expressing concerns and providing feedback. These procedures will be reviewed during the initial intake visit.

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 it reflects your observations, strategies, and goals; this is done on a yearly basis or as significant changes occur
- Review, sign and return documentation required for your child's individual support plan
- Provide written or verbal feedback on our program services
- Inform us of changes in your child care placement and if you are going to move

Consents

Parents or guardians are asked to sign two consent forms:

- **Consent to Service:** This consent authorizes the BCCFA SCD Program Consultants to work with your child. This consent form 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 reviewed and revised every year as needed 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, updated consents must always be maintained.***

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 <http://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 your child and your family, please talk to your child's Program Consultant or contact the Initial Intake Consultant at 604-451-5511 extension 1424. 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 three times each year and families are welcomed and encouraged to attend.

If you are interested, please speak to your SCD Consultant or Leader of SCD.

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 welcomed 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, which 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. If decisions are made about your child’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.

Here’s what to do if you have a concern:

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: Leader, Supported Child Development Program
Phone: 604-630-3045
E-mail: Terri.Calvert@bc-cfa.org

The Program Manager will look into your complaint and work with you to come up with a solution. Activities 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 talking to the Program Manager does not resolve the situation to your satisfaction within two weeks, please contact the Executive Director.

Name: Joshua Myers
Title: Executive Director
Phone: 604-630-3028
Email: Joshua.Myers@bc-cfa.org

The Executive Director will look into your complaint and work with you to come up with a solution. Activities may include:

- Talking to you on the telephone and 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 Manager
- 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 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.