

KCDC

A Family Resource Place



KITIMAT
Child Development
CENTRE

Orientation Package

Revised: December 2006

Welcome to the Kitimat Child Development Centre. We hope this package will help you access and understand the services that we provide. We welcome any questions.

**MISSION STATEMENT:
To support children, youth and their families.**

Ethical Guidelines

- We respect the intrinsic dignity of all persons.
- We respect the rights of children to be treated with care and respect for themselves and for their potential as growing and developing individuals.
- We respect each family's unique values, culture, and beliefs.
- We propose, facilitate, and implement interventions that are generally accepted by experts and leaders in childhood development and rehabilitation.
- We respect families' rights to confidentiality and privacy.
- We respect the rights of parents and caregivers to be full members of their children's treatment teams.
- We respect the rights of parents and caregivers to have access to complete information about their children's special needs and about our proposed interventions.
- We respect the rights of parents and caregivers to ask questions and to have those questions answered to the best of our ability.

Contacting Us

**Operating Hours:
Monday – Friday
8:00 – 4:30
After hours
appointments are
available by request.
By phone: 632-3144**

The KCDC has an automated telephone answering system. If you know the extension of the person you wish to reach leave a message in his/her personal voice mail box. The staff attempt to return messages within 24 hours. Messages can also be left at the general mailbox-dial 0- and these messages will be forwarded daily to the staff.

**By Fax: 632-3120
By Email: kcdckit@telus.net
Website: kitimatcdc.ca**

Staff:

ADMINISTRATION AND SUPPORT:

Margaret Warcup - Executive Director
(Ext. 27)

PRE-BIRTH TO PRESCHOOL SERVICES:

Cheryl Lippert – Infant Development
Consultant (Ext. 23)

Susie Barbosa – Healthy Babies Peer
Counsellor (Ext. 25)
Darlene Schmid - Prenatal Instructor
(Ext. 31)
Christine Doherty - Preschool Manager
(Ext. 29)

EARLY INTERVENTION THERAPY SERVICES:

Margaret Warcup - Physical Therapist
(Ext. 27)
Sheila Hamilton - Occupational Therapist
(Ext. 26)
Julia Blanchard – Occupational Therapist
(Ext 26)
Lori Ferreira - Family Support Worker (Ext.
21)
Speech/Language Pathologist – vacant

CHILD CARE SERVICES:

Miriam Allen - Supported Child Development
Program Coordinator & Autism Behavioural
Support (Ext.28)

CHILD & YOUTH SERVICES:

Mary Bernt - Child, Youth and Parenting
Services Coordinator (Ext. 31)
Luiza Couto - Reach for a Sunbeam
(Ext. 30)
Sherry Hall - Life Skills Worker (Ext. 33)
Glenda Cameron – Building Blocks Family
Support Worker (Ext. 23)
Cheri Gordon – Family Fun Spot (Ext. 28)
Jocelyn Iannarelli – LINK Coordinator,
contact Roy Wilcox @ 632-7180

Mental Health Pilot Project, Kitimat Interagency Committee and Social Planning Process Committee:

Lori Ferreira (Ext. 21)

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KCDC History

The Kitimat Child Development Centre (KCDC) is a non-profit registered charity. We have been offering services in Kitimat since 1974. Our centre started as a small organization created by a small group of parents and the local pediatrician. Our initial mandate was the provision of services to children with special needs. The KCDC has since evolved to offer a comprehensive list of programs outlined in the Centre's pamphlet. The 16 programs currently offered at the Centre serve a caseload of over 500 clients a year.

A nine member Board of Directors (parents and community members) establishes policies and is responsible for the overall operations of the Centre.

Principles of Service Delivery and Service Delivery Philosophies

For the purposes of our program policy and procedure manual the following statements are our interpretation of the service philosophies, principles and values that guide our service delivery decisions. No model or philosophy of service delivery stands alone and philosophies often overlap.

Principles of Service Philosophy

Service Delivery philosophies and principles guide staff in their approach to service delivery. Our principles of service and service philosophies are found in our policy manuals, posted at the Centre and on our web site: kitimatcdc.ca. Guiding our service are policies and statements on:

Confidentiality, Our Code of Conduct, Family Centered Practice, Client Centered Practice, Integrated Service Delivery, Inclusion, Equity of Service Provision, Relationship–Focused Model, Child Centered Teaching Philosophy, Emergent Curriculum, Child Centred Approach and Team Approach.

All staff and clients of the centre are encouraged to share their individual understanding of our approaches to service delivery and to at any time raise thoughts or concerns that will assist in our goal of continual learning and improvements in our services. **Input can be given using our suggestion forms or our concerns and complaints procedure.**

The following statement summarizes our philosophy and principles of service delivery:

We believe:

- Children, youth and families have the right to quality programs of intervention which facilitate physical, social, emotional, and intellectual development.
- That each client is an individual with a personal, cultural, and family background, with unique strengths, talents, preferences, and needs.
- Children and youth are uniquely dependent on their families for nurturing their growth and development.
- In the importance of respecting that each family has its own structure, roles, values, beliefs, and coping styles and that each family is doing the best they can, and being the best they can be, at any given time.
- Families should be provided with information in ways that allow them to make informed decisions that best meets their needs.

Our service delivery is committed to:

- Ensuring that support and intervention strategies reflect a respect for the racial, ethnic, and cultural diversity of families. Program efforts will be built on family strengths and resources, rather than on correcting weaknesses and deficits.
- Providing a collaborative, multi-disciplinary team effort that includes the client and support networks (both informal and formal) working in an atmosphere of equality and mutual respect.
- Relationships characterized by honesty, respect, trust, reciprocity, and open communication. .
- Providing families with complete and unbiased information in ways that allow them to make informed decisions regarding their needs.
- Offering parents as much choice as possible regarding their child's program. Services may be delivered in a variety of locations including, in the home, school, community daycare or preschool, or here at the Centre. Scheduling efforts look to minimize disruption to the family and child's routine.
- Providing resources and supports in ways that are flexible, individualized, and responsive to the changing needs of individual clients and their families.

The attached brochure outlines the programs available at the KCDC. You may obtain more detailed information at the Centre and on our web site.

The following section reviews the process for initiating service for your child...

Referrals:

Most programs at the KCDC accept referrals from a variety of sources including physicians, public health, the Ministry of Children and Family Development, and other community professionals. Referrals may also come directly from the family (Operations policy 3.1 Requests for service). Regardless of the source, service will only commence once the client/parent has been informed of and has consented to the referral.

If you know what services you are seeking when you first approach the KCDC, you will be directed to the appropriate program.

At the KCDC you are encouraged to become familiar with the range of our services and to seek those services which best meet your needs. Internal referrals will be made with your consent.

Once the Centre has received a request for service, a staff member will contact you for an initial consultation and to complete an intake package. During this time, you will be provided with information on our services, be asked to sign consent forms and will be given the opportunity to ask any questions that you may have.

Coordinating Services:

Approximately one month following your initial consultation, you and your child's team will develop an initial service plan for your child. Often families receive services from more than one program at the Centre. This initial plan could follow a team observation by two or more therapists, or it could be the result of several assessment sessions by a single therapist. In either case, the goal is to get to know your child and family and to make a plan for ongoing service.

Approximately three months after the initial service plan is determined, you may be invited to participate in a Family Service Plan Meeting (FSP) with your child's therapists, your Family Support Worker, and any others working with your child and family. The goal of this meeting is to coordinate services and to ensure that

everyone is working toward the goals that are most important to you. At this point, some children may be waitlisted for individual therapies.

Waitlist:

Waitlists are maintained when the demand for services exceeds the availability of the service. Every effort is made to inform parents of approximate timeframes involved in receiving and assessment or direct therapy services. The Supported Child Development Program is required to prioritize service requests due to budget constraints.

You are encouraged to inquire about the waitlist situation, or any other aspect of our service delivery, at any time. The office staff will assist you or refer your inquiry to an appropriate staff member.

Release (Consent) Procedures:

Release (Consent) Forms are required so that information gathered – assessments, medical records, and plans – may be forwarded to other relevant agencies/professionals, and/or collected from them. If you do not give us consent to release and/or collect information, you must indicate this choice on the form. You may also choose to exclude certain professionals/agencies from receiving specific information.

A Publicity Release form, which if consented to, permits us to use photographs, video footage, and other media and visual materials in our public relations activities, notably the annual Telethon.

You will need to inform the KCDC staff of any changes you wish to make to these consents throughout the year.

Collection of Family-Specific Information:

Many of the services provided by the Centre are funded through the Ministry of Children and Family Development. The Centre has been requested by the Ministry to report aboriginal data. Upon intake, families will be given the option of whether or not they wish to disclose their identity, and further, whether or not they wish this information be shared with the Ministry of Children and Family Development. The information that the KCDC provides to the Ministry will reflect only those self-identified aboriginal families/clients who we are providing services to.

Read further for a brief summary of our operating policies and procedures. Detailed versions are available at the Centre and on the website...

Confidentiality, Freedom of Information:

The freedom of information and Protection of Privacy Act of 1993 provides guidelines regarding the gathering, storage, and release of information. The law guarantees you the right to see your own information held by a public body and prevents others from seeing your information without consent. A pamphlet titled 'Freedom of Information and Protection of Privacy' is available at the KCDC.

Confidentiality and respect for privacy are universal rights and are principles which we uphold at the KCDC. Detailed Agency and Ministry policies and procedures related to confidentiality are found in the KCDCA Policies and Procedures, and are available for your review.

Rights of the Person Served:

The Right to Confidentiality & Privacy

In general, *confidentiality* refers to information that is protected: *privacy* refers to the person. A written oath of confidentiality must be signed at the time of hiring by all staff members and volunteers. The purpose of this oath is to help ensure that everyone understands the importance of keeping confidential any and all personal information of families who receive services from the Centre.

Confidentiality of Information

Families have the right to decide with whom to share clinical and/or personal information about their child and family. They have the right to have information held in confidence.

Privacy

Families have the right to privacy. As such, staff members and volunteers working with a family do not expose client-related information, including acknowledgment that the family is a client of KCDC, in public. The boundaries of the parent-professional relationship are strictly observed.

The Right to Information

- You will receive copies of all reports written by KCDC clinicians about your child and family
- You may request and distribute as many copies as you like

- You may request access to your child's file at any time by contacting the Executive Director. (Please note: Under the Freedom of Information and Protection of Privacy Act, KCDC is not allowed to make copies of reports originating at other agencies. These need to be requested from the organization where they were written.)
- You are encouraged to ask questions about aspect of the services you are receiving at the Centre.

Each time a new service or intervention is introduced to you, you have the right to receive complete and unbiased information that allows you to make an informed decision about whether or not to proceed. In particular, you have the right to:

- Know the potential benefits and/or risks of a service or intervention
- Know about any possible complications
- Know about reasonable alternatives, if they exist.
- Know about any diagnostic assessments used that might affect the type of intervention provided
- Ask questions
- Receive adequate answers
- Receive information in a language that you understand, either verbally, with the assistance of an interpreter, or in writing, through the use of translated materials.
- Refuse any service or intervention after you have been informed by KCDC staff of any potential risks associated with refusal.

The Right to Informed Consent & Informed Refusal

Informed consent and refusal are ongoing activities. Each time a staff member introduces a new service or procedure to a parent, he/she should:

- Provide clear and adequate information so that the parent can make a fully-informed decision about the service or procedure. Adequate disclosure means that parents are told: the potential benefits and/or risks of a service; possible complications, if there are any; reasonable alternatives, if they exist; and any diagnostic assessments used that might affect the type of treatment provided.
- Share the information in a way that allows the parent to fully understand the information being presented. Parents have the right to ask questions and to receive adequate answers. If a parent does not speak or read English, the staff member should find a way to present the information in a language that the parent understands, either verbally, with the assistance of an interpreter, or in writing, through the use of translated materials. If a person consents to treatment without understanding what he/she is consenting to, for whatever reason, that consent is considered invalid.

The Right to Complain

Family members have the right to:

- Complain about services without jeopardizing those services.
- Have confidentiality maintained throughout the complaints process.
- Have a support person or advocate involved throughout the complaint process.

The Right to be Treated With Respect and Dignity

KCDC does not tolerate any physical or psychological abuse or exploitation of persons served by staff members or volunteers. Any staff or volunteers who are found to have abused, neglected, or exploited person served will have their employment terminated. Any staff or volunteer who has knowledge of an incident of suspected abuse or neglect of persons served has the responsibility to report this information immediately to their supervisor or to the Executive Director. Failure to do so will result in disciplinary action, up to and including termination of employment. Examples of abuse, neglect, and exploitation include:

- Physical assault such as slapping, hitting, kicking, punching, stuffing a cloth into a client's mouth, and rough handling without regard for the client's comfort.
- Physical neglect such as withholding food, personal or medical care.
- Verbal and emotional abuse such as yelling, making demeaning or derogatory remarks, teasing, swearing, name-calling, intimidation, provoking fear.
- Gross social neglect such as lack of attention, isolation, confinement.
- Financial abuse such as theft of money or personal property, fraud/deceitful manipulation of finances, solicitation for compensation.
- Sexual abuse/assault including any sexual conduct by force or threat of force.

Emergency Procedures:

Please ensure that we have your **current** phone number, address, and emergency contact on your Admission Data sheet. KCDC staff has been trained in First Aid and the facilities are equipped with First Aid Kits, in the event of minor emergencies.

Guidance and Discipline Policy:

Children need both love and discipline to grow. Child guidance is a positive discipline – a constructive, caring, firm approach. This approach enables children, with help, to resolve their own problems and attain self-control.

Consistent with our approach to discipline and our relationship with children please be advised that any form of hitting, abusive language, ridicule, and harsh, humiliating or frightening treatment is against our philosophy. These behaviours are not permitted.

Child Abuse and Neglect:

It is everyone's responsibility, by law, to report any suspected child abuse and/or neglect to the Ministry of Children and Family Development (MCFD). MCFD produces a brochure titled, *Keeping BC's Kids Safe, a Guide to Recognizing and Reporting Child Abuse*, which is available at MCFD offices. This brochure provides information regarding the symptoms of abuse and neglect and how to proceed in the event of suspected abuse.

Reporting abuse/neglect of children

Under provincial law, all staff and volunteers are required to report suspected neglect or abuse of children under 19 to the Ministry for Children and Family Development. The local number is (250) 632-7256. If you need any guidance or support to make a call, feel free to speak to our Family Support Worker or any colleague that you trust.

Concerns and Complaints Procedure:

If you have a complaint arising from services offered at the KCDC, please take the following steps:

1. Discuss it with the person involved. It may be useful to offer your comments in writing. If you are unable to resolve it with the offending party, then...
2. Discuss it with the Director of the program. Please see the Organizational Chart in this booklet.
3. In the event that a solution is not reached after either conversation with the employee, or director, please direct your complaint or concern to the Executive Director. A more detailed outline of our process is available upon request and is posted on our website.
4. Complaints that are not resolved internally may be forwarded to the Board of Directors of the KCDC for review.

Please always feel welcome to ask a friend or relative to accompany you for support.

General Information

Recycling Equipment:

We recycle! Toys and equipment that are in good condition and might be utilized by another child are gratefully received. Walkers, computer programs, switches, and feeder seats are examples of such items.

Resources:

A wide variety of resources, including toys, books, videos, etc., are available for loan to parents and community caregivers. Other resources that are available include: information on the BC Children's Hospital, places to stay while visiting the hospital, transportation etc.

Fees & Out-Of-Pocket Expenses:

Most KCDC services are government funded and are provided at no cost to families. These services include: physiotherapy, occupational therapy, and speech/language therapy and family support.

Parent Responsibilities:

Give adequate notice when cancelling an appointment

Please call the Centre at 632-3144 as soon as possible if you need to cancel any appointment, whether scheduled at the Centre or at home. You may leave a message if you call after hours.

If necessary for a KCDC staff member to cancel a scheduled appointment with you, you will receive a call from the KCDC office as soon as it is known that an appointment cannot be kept

Cancel appointments when you or your child is ill or has a cold

Some of the children we work with may be compromised by viruses that would not affect otherwise healthy children.

For Your Information:

Students-in-Training

At times, KCDC accepts university/college students studying areas of child and youth care, early childhood education, speech/language, physiotherapy, occupational therapy, and social work. You may be asked if you are willing to have a student involved with your child's treatment, either as an observer, co-therapist, or therapist-in-training. You have the right to make this decision without fear of it affecting current or future services.

Work Experience Placements

In some circumstances, high school, college, and/or university students may be placed at KCDC under the supervision of a staff member as a way for them to gain valuable work experience. In these cases, you will be informed ahead of time that work experience students are involved in a particular program in a particular way. Most often, they would be involved in group programs and/or child-minding. You have the right to ask that work experience students not be involved in your child's care without this request affecting current or future services.

Volunteers

Volunteers are not typically involved in provision of direct services. However, from time to time, they may be involved as helpers under the direction of a staff member. In these cases, you will be informed ahead of time that a volunteer is involved in a particular way. You have the right to ask that a volunteer not be involved in your child's care without this request affecting current or future services.

The Board of Directors

Role of the Board:

The Board provides effective, fiscally responsible leadership to the Society, ensures that the organization stays committed to its mission, and reports regularly to the community. These goals are realized through Board development, effective meetings, a Public Awareness Campaign, Annual Reports, and a Board Planning Policy.

Membership on the Board of Directors is open to all members who have paid their membership dues prior to the Annual General Meeting (AGM) which is held in June of each year. It is the goal of the agency to have an active, visionary board that represents interests ranging from municipal governments to parents; from service organizations to local businesses. Membership to the CDC is a five dollar annual fee.

Individuals nominated to the board are voted upon and elected at the AGM. The active board members then nominate and elect the following Executive Members:

- Board President
- Board Vice-President
- Secretary
- Treasurer

The current strategic directions of the Board are:

- To have program stability for funding and staffing resources in the School board building
- To develop community partnerships and have a voice in community development
- To have an effective, accountable Board of Directors
- To have an identifiable name understood by parents, staff, partners and the community, as well as understanding by our staff, board members, and the community of our services
- To have a profile with our funding sources of what services we are able to provide

Board of Directors:

Jo Ann Hildebrandt.....President
Brenda Good.....Vice-President
Cliff Yolland.....Treasurer
Dawn Best.....Director
Craig Best.....Director
Anna Marie Carstens.....Director
Debbie Rendell.....Director
Madeleine Robinson.....Director
Brian Stevens.....Director
Lori Speakman.....Director

Advisory Committee

Many programs have advisory committees whose responsibilities include recommendations regarding budgeting, program design, and service delivery. Active advisory committees can serve as powerful advocates for individual programs. Advisory Committees offer consultation, guidance and recommendations to the board. Membership is open to parents and community partners.

Glossary of Acronyms & Commonly Used Terms

ABS – Autism Behaviour Services
ACCH – Association for the Care of Children’s Health
BCACDR – British Columbia Association of Child Development and Rehabilitation
BCACL – BC Association for Community Living
BCCH – British Columbia Children’s Hospital
BOD – Board of Directors
CCRR – Child Care Resource & Referral
CEC – Council for Exceptional Children
CHC – Community Health Council
CPA of BC – Cerebral Palsy Association of BC
CSSEA – Community Social Services Employers Association
CYC – Child and Youth Care
ECE – Early Childhood Educators
EIP – Early Intervention Program
EIT – Early Intervention Therapy Programs = Physiotherapy, Occupational Therapy, Speech/Language Pathology
ED-Executive Director
FSI – Family Support Institute
FSW – Family Support Worker
FSP- Family Service Plan
IDP – Infant Development Program
IEP – Individual Education Plan
IFSP – Individual/Family Services Plan
KCDC – Kitimat Child Development Centre
MCFD – Ministry of Children and Family Development
MEIA – Ministry of Employment and Income Assistance
NWCSS – North West Community Services Society (Skeena Health Unit)
OT – Occupational Therapy
PT- Physical Therapy
RHBs/CHCs – Regional Health boards and Community Health Councils
SCDP – Supported Child Development Program
SLP – Speech-Language Pathology

Notes:

Community Contacts:

Ministry of Employment and Income Assistance
Phone: 1-866-866-0800
Fax: 1-250-632-6287
OFF595@gov.bc.ca

Ministry of Children & Family Development
Local...632-7256
Regional...250-638-2330
www.gov.bc.ca/mcf

c'imo'ca Childcare Centre – Kitamaat Village
Phone: 250-693-9361
Crystal Smith ext. 351

Northern Health Authority – Community Health Services
Kitimat...632-3181
Terrace...638-2220
www.northernhealth.ca

Sleeping Beauty Medical Clinic – Dr. Adlam & Dr. du Plessis
250-638-4089

Riverlodge...632-8970
www.recreationkitimat.com

Kitimat Museum – 632-8951

Tamitik Status of Women...632-8787
Dunmore Place...632-6070
dunmore@uniserve.com

Skeena Child Care Resource and Referral
Kiran 632-2057 or call 639-5757
Email: kitimat.ccr@telus.net

Terrace Child Development Centre...635-9388
www.terracechilddevelopmentcentre.com