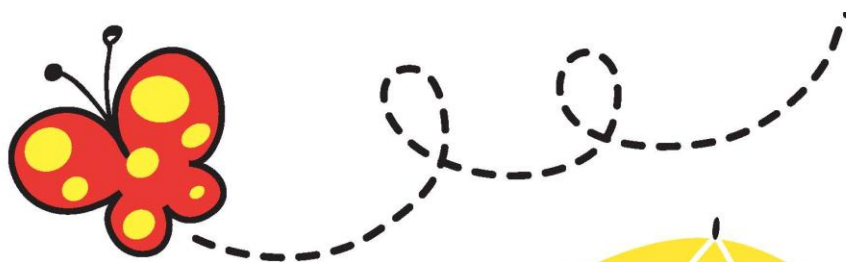


Family Handbook

The Centre for Child Development helps children with special needs reach their potential!



9460-140th Street, Surrey, B.C. V3V 5Z4

604-584-1361

www.the-centre.org



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Welcome

Welcome to The Centre for Child Development! This handbook gives a short overview of what you and your child can expect when you work with The Centre. It also reviews our history, services, and our procedures and policies. We look forward to working together with you, your child, and your family.

Positive Outcomes

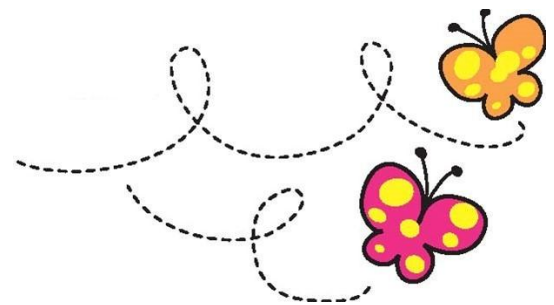
The Centre's ongoing therapy and treatment can have positive outcomes

- Children and families learn skills and abilities to help them adapt to the differences of a developmental disability, increasing resilience and reducing negative effects.
- Build children's strength, increase mobility, and improve their overall health, while reducing physical stress and trauma.
- Learning new skills and strategies in a supportive environment leads to greater ability to participate in day-to-day activities, deepening connections with peers and reducing isolation.
- By developing new skills and abilities, children build self-confidence and a sense of growth, success, and independence.

One of the most unique aspects of The Centre is the bond that develops between the child, the family, and The Centre team members.

As The Centre's work often continues over many years, children and families develop a close relationship with their team members- relationships that can last as long as twenty years, and friendships that can last a lifetime.

The Centre's integrated "one-stop shop" approach includes other services providers: Centre staff work with educators and other childcare providers to develop an environment that fully supports each child's unique needs, ensuring an integrated classroom/childcare experience.





Mission, Vision, Values

Mission: Helping children with special needs reach their potential

Vision: Our children have the best opportunities to succeed in all areas of their lives

Values: The well-being, safety, and success of our children is the highest priority we have

Our goal is to support the physical, social, emotional, and intellectual development of the children we serve. Programs and services focus on community-based integration of children with a range of support needs, customized to meet the individual needs of each child/youth.

Our programs focus on the child and youth, using a family-centered care approach. Services are provided through a collaborative team effort that includes children and youth, parents, and other professionals, working together with equality and mutual respect.

History

The Centre for Child Development was started in 1953 by a group of parents whose children had cerebral palsy. These parents worked together to transport their children for treatment to G.F. Strong in Vancouver. As the South Fraser area population grew, it was clear we needed our own Child Development Centre.

Since then, The Centre has grown to serve children with all types of developmental disabilities throughout the South Fraser region, including Surrey, White Rock, Delta, and Langley. We provide intensive services to over 7,000 children through over 70,000 sessions every year. These medical rehabilitative services are delivered by almost 200 professional staff at our locations in Surrey, Langley, and North Delta.

Our desire to meet the challenges of a growing population is shown in the quality and diversity of the services we provide, including: Childcare and Preschool, Communication Therapy, Early Years program, Equipment Team, Feeding & Nutrition program, Key Workers, Occupational Therapy, Physiotherapy, Psychology, Recreation Therapy, Social Workers, Sophie's Place Child and Youth Advocacy, and Supported Child Development.

Funding

The Centre for Child Development is supported by:

- Ministry of Children and Family Development
- Province of British Columbia
- Corporate, foundation, and individual donors
- Annual fundraising events, including our Run, Walk and Roll, Golf Tournament, and Gala of Hope

Locations and Hours of Operation

Surrey Location:

Address 9460 140 Street, Surrey, BC V3V 5Z4
 Phone 604-584-1361
 Fax 604-583-5113
 Website www.the-centre.org
 Hours Monday to Friday 8:00am to 5:00pm



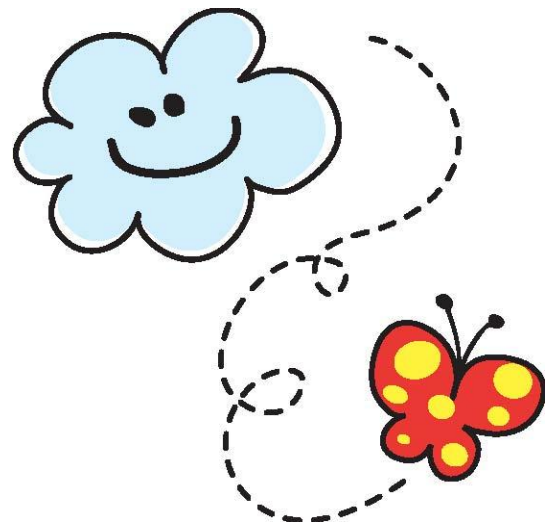
Early Years Hub Location:

Address #204- 7327 137 Street, Surrey, BC V3W 1A4
 Phone 604-619-9488
 Website www.the-centre.org



Langley Location:

Address #102- 20641 Logan Avenue, Langley, BC V3A 7R3
 Phone 604-533-3088
 Fax 604-533-3062
 Website www.the-centre.org
 Hours Monday to Friday 8:30am to 4:30pm



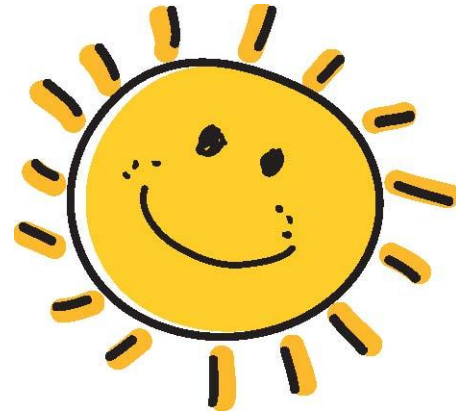
Delta Location:

Address 11405 84 Avenue, Delta, BC V4C 2L9
 Phone 604-594-0488
 Fax 604-594-0585
 Website www.the-centre.org

Programs and Services

The Centre for Child Development provides a “one-stop shop” for children with special needs and their families, providing the following specialized services:

- Occupational therapists
- Speech-language pathologists, including specialists in assistive communication technology to recommend and adapt computer and communication technology for preschool age children
- Physiotherapists
- Recreation therapy specialists
- Pediatric psychologists
- Key workers
- Social workers
- Early Years community program
- Parent education sessions
- Early childhood educators
- Supported child development program consultants
- Feeding & Nutrition Team- the only community-based team of specialists in the Lower Mainland (including dietician and developmental pediatrician) who work with children who are not getting enough nutrition and whose safety is compromised
- Equipment Team that provides evaluation and customization for seating and mobility
- Equipment loan program
- Fully accessible and inclusive indoor hydrotherapy pool



For additional information about The Centre’s services, please see our website: <https://the-centre.org/our-services/>.

Frequency of Services

Services are provided at a schedule designed to help children achieve their unique goals, depending on service and family availability.

Service Delivery Model

We believe a child’s family is the key part of the intervention team. We also believe that caregivers are their child’s first teacher. Our primary focus for intervention is the training and support of caregivers so they can help their child learn and grow. This training may occur in a group or in a one-to-one sessions, depending on the needs of the child and family.



Centre Fees

A list of our programs is on page six of this handbook, or on our website: <https://the-centre.org/our-services/>.

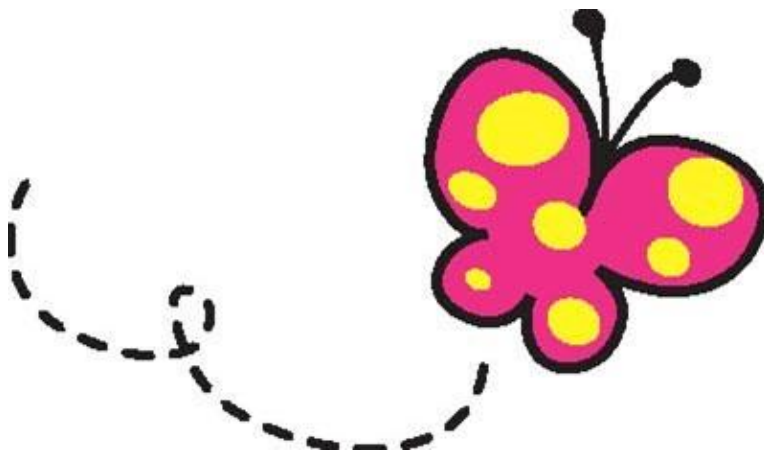
In general, we don't charge fees for most services at The Centre, including basic services for children aged 0-5 years, and Occupational Therapy or Physiotherapy for children in public schools.

School therapy for children attending independent schools can be arranged through private agreements between the school, family, and The Centre.

There may be costs associated with some services, such as Recreation Services, Parent Training workshops, and other programs. These fees will be explained before any service, and you can choose to accept or decline service. If you accept these services and use them, you may receive a monthly bill.

The Childcare and Preschool programs also have fees, which can be reviewed with the Director of Childcare Services (604-587-4279).

Our goal is to make our services accessible to as many children and families who need them, whatever their circumstances. Please talk to your Case Coordinator if paying any of these fees is a hardship for your family- we may be able to make other arrangements.





Closures

For any unexpected closures due to weather conditions, power outages, etc. please check our website (the-centre.org), social media channels, or call us 604-584-1361.

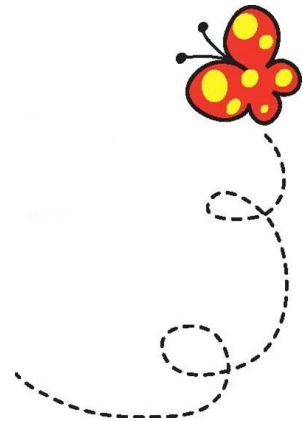
Emergencies

The Centre's fire, earthquake, and evacuation maps and procedures are posted throughout our buildings. We have emergency supply kits with flashlights, first aid supplies, high-energy bars, and water to look after basic needs for 72 hours.

Parking Lot Safety

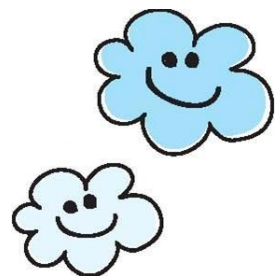
To reduce the risk of accidents and injuries:

- Please do not park at the front of entrances, except when dropping off/picking up children (maximum 5 minutes). The entrances should be clear for emergency and delivery vehicles.
- Please drive carefully and slowly in the parking lot, watching for children.
- Please park only in designated spaces, not in fire lanes or roadways.
- Please keep an eye on your children in the parking lot and watch for other vehicles. Please do not leave your child alone in your vehicle, even if the doors are locked.



Safety and Comfort at The Centre

- Many people are sensitive to scented products, perfume and/or cologne. Please do not wear any scented products while at The Centre.
- To help you get the most out of your sessions, please turn off your cell phone during appointments.
- Please do not bring any valuables to The Centre, and label any belongings you bring to The Centre (to help us return them if they are lost).
- The Centre doesn't allow any alcohol, tobacco, illegal drugs, or weapons at our sites.

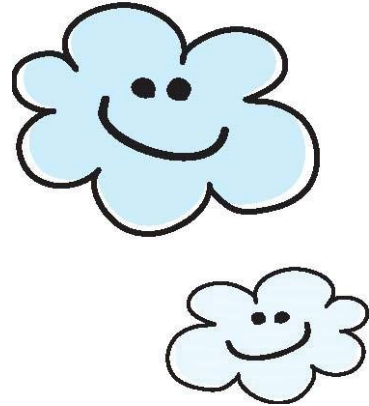


Working Together

The Centre for Child Development is committed to working together with the caregivers of the children we serve- children make the best progress when everyone works together!

Our Responsibilities

- To treat you and your child with respect.
- To include you in all decisions made about your child.
- To provide therapy and services based on your child's specific needs, your family goals, and current professional standards.
- To provide you with clear and understandable information.
- To provide you with suggestions or home programs, making sure all areas in the child's life supports their development.
- To provide you with information about other community services that might help you and your child.
- To keep your information confidential.
- To respect your right to privacy.



Your Responsibilities

- To treat the staff, other clients, and property of The Centre for Child Development with respect.
- To do your best to arrive on time for your appointments.
- To cancel appointments when you or your child is sick or has a cold.
- To do your best to provide The Centre with at least 24 hours notice if you can't attend an appointment- please call 604-584-1361 and leave a message with reception or the therapist. Please note that **3 missed appointments without notice** can result in discussions about putting therapy on hold or discharge.
- To understand that we can't make up for missed appointments.
- To participate in setting goals, attending sessions, and applying recommendations for working with your child at home.
- To participate in annual review meetings with your child's team to review progress, identify needs, and develop/revise plans for future services.
- To raise questions/concerns about services with a team member.
- To let us know about any custody changes and if you change your phone number, or address.

Case Coordination and Service Planning

The Centre staff will work with families to decide on a case coordinator or case manager at The Centre. Case coordinators/case managers work closely with the family to ensure the family's concerns and goals are heard, to help coordinate the overall development and rehabilitation program for the child, and to help the family prioritize recommendations that various practitioners may make.

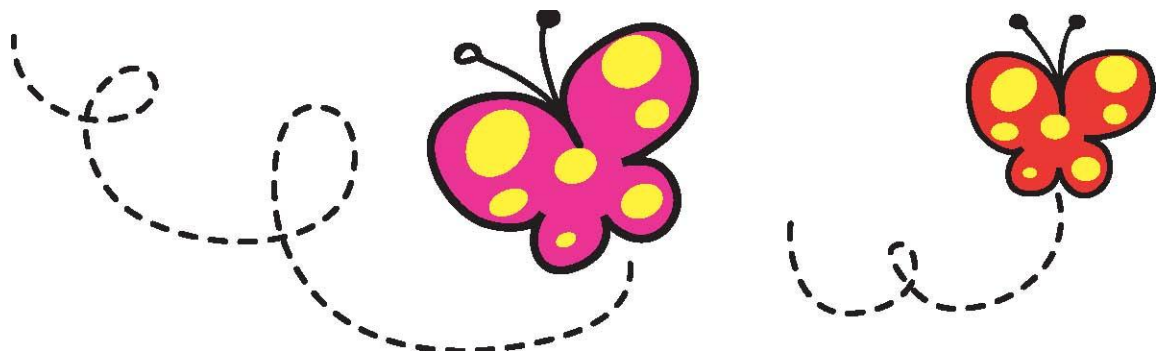
Service planning meetings are an opportunity for the child, family, and the intervention team to sit down together and plan, discussing the child's strengths, needs, and progress. During these meetings, the child and family can talk about their concerns and goals, hear about assessments and recommendations made by team members and others, and all can work together to choose a plan that is beneficial and achievable.

Access to Files

Legal guardians can access information in The Centre for Child Development's files about their child and themselves. Generally, reports and plans will be copied to the legal guardian and/or youth over 14 (where appropriate) and some may be signed by the legal guardian/youth over 14. The legal guardian/youth can copy and distribute to others if they would like to.

To review the information within their Centre client file, please contact the Case Coordinator to arrange a convenient time (usually within 10 days of the request date).

The legal guardian or youth over 14 can request a copy of documents/reports within their Centre client file. Please contact the Case Coordinator or Administration team (604-584-1361) to submit a request. Requests will be processed as soon as possible (usually within 10 days of the request date), and may require Chief Executive Officer or Chief Financial and Risk Officer approval. There may be a charge for photocopying.

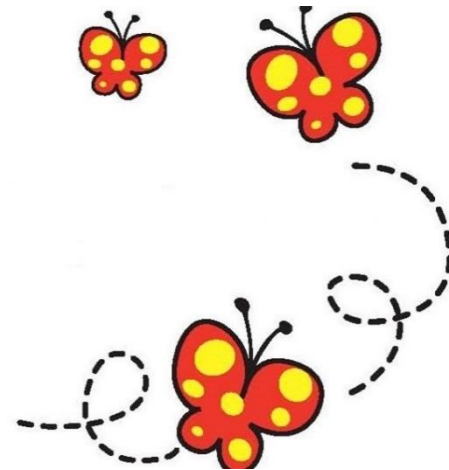


Your Child's Health

Based on the Community Care Facilities Licensing Regulations:

Parents should keep children at home or make other care arrangements if the child has:

- An acute (serious) cold with a fever, runny nose and eyes, coughing, sore throat. Depending on the illness, once a child's temperature and energy level are normal, they can still have a cough and runny nose without being contagious (if caused by known allergic reaction, not contagious).
- Difficulty breathing- wheezing, persistent cough.
- Pain- complaints of unexplained/undiagnosed pain.
- Fever (100F/38.3C or higher) and general symptoms like low energy can be early signs of a sickness that should be seen by a doctor.
- Nausea and vomiting can be an early sign of a sickness that should be seen by a doctor.
- Unexplained diarrhea or loose stool, along with nausea, vomiting, or stomach cramps may be due to a bacterial or viral infection, which is easy to pass on to others. Keep your child at home until all symptoms are gone.
- Sore throat or trouble swallowing.
- Infected skin or eyes, undiagnosed rash.
- Headache and stiff neck- see your doctor.
- Serious itching of scalp and body.
- A known or suspected communicable disease.



Please:

- Cancel/reschedule appointments if you and/or your child is sick. Some of the children we serve may be more seriously affected by viruses than others.
- Notify The Centre as soon as you can (at least 24 hours before if possible) if you can't attend an appointment at The Centre, your home, or another location.
- Call The Centre at 604-584-1361 and leave a message with your team member, or reception- tell us your child's name, team member name, and appointment time.

The British Columbia Ministry of Health recommends all children get vaccinations- these are listed in their immunization schedule: <https://www.healthlinkbc.ca/tools-videos/bc-immunization-schedules>.

Portable Profile

Portable profile of health and rehabilitation information

Children and youth with support needs often have specialized medical and rehabilitation information that is very important for their continued health and well-being. Many caregivers find it helpful to keep this information all together in a Portable Profile, a secure and easy-to-access place. When you meet a new service provider, or when you need emergency medical services for your child/youth, it can be helpful to have quick access to updated information.

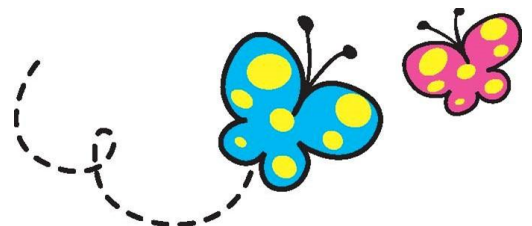
If you have already set up a way to track this kind of important information, your service providers/doctors can help you keep this information updated.

If you don't already have a way to keep this information ready to access, you can set up a system: use a 3-ring binder for printed documents, save electronic documents on a flash drive or on a smart phone/tablet, or write key information on an index card to keep in a purse/wallet.

Some important information you may want to keep in a Portable Profile:

- Diagnosis
- Allergies and medications (including dosage, prescription details)
- Name and contact number of your pediatrician, family doctor, specialists, clinics
- Name and contact number of your care team members (Occupational Therapist, Physiotherapist, case coordinator, behaviour consultant, preschool/daycare, etc.)
- Details for medical/rehabilitation equipment (model and serial number for wheelchair, splints, pumps, etc.)

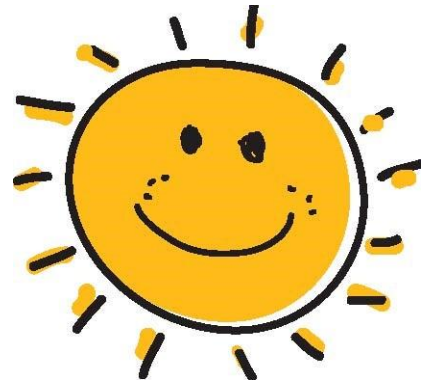
Please ask one of your Centre team members if you have questions about keeping track of updated information in a Portable Profile for your child/youth.



Client Privacy Policy

At The Centre for Child Development, we value the well-being, safety, and success of our children. We want to provide the best service possible to help children reach their potential. Providing this service includes the collection, use, and approved sharing of some personal information. Protecting your personal information is a high priority, and we will make sure your information is kept safe and only used as approved. We collect personal information to:

- Confirm identity
- Understand medical needs/preferences
- Deliver services/products requested
- To provide medical and rehabilitation services
- To enroll your child in a program
- To meet our legal and regulatory requirements
- To ensure the highest standard of service for our clients



Members of your treatment team at The Centre will share information with each other as appropriate, making sure your child receives the best, coordinated care possible. We will get consent from the legal guardian before any information is given to another person/service provider (except in certain limited, emergency circumstances or as required by law). For example, we may be required by law to disclose personal information without consent, such as when a child/youth is at risk of being hurt or hurting themselves.

You may request copies of your child's records or ask for changes if there is incorrect information in their records (please submit the request in writing).

If you have any questions or would like to read our complete *Privacy & Confidentiality Policy for Persons Served*, please ask a member of your treatment team.

Child Abuse/Neglect Policy

By law, employees of The Centre must report suspected or disclosed abuse and/or neglect to the Ministry of Child and Family Development, or other authorities

(<https://www2.gov.bc.ca/gov/content/safety/public-safety/protecting-children/reporting-child-abuse>).



Complaint Policy/Process Summary

At The Centre for Child Development, our goal is to provide quality services to children, youth, and families

Suggestions are always welcome- you can submit a suggestion in person through our lobby suggestion box, or online: <https://the-centre.org/contact-us/>.



Sometimes misunderstandings happen, or problems come up. We will do our best to work with you and your family to resolve the problem and get back to helping your child reach their potential!

You can make a complaint if you believe you haven't been treated fairly or respectfully, or if you or your child aren't happy with the service provided.

The Centre will follow the Ministry for Children and Family Development's Complaints Process Policy and focus on: accessibility and information, accountability, being child-centered, consistency, responsiveness to the Aboriginal community, cultural responsiveness and inclusivity, entitlement, fairness, openness, right to advocacy and support, safety, local resolution, and timeliness.

At each stage of The Centre's complaint process, the complaint is documented and if it's not solved, it's moved to the next stage:

1. Front Line Staff: discuss the complaint with the staff person involved- this is usually the fastest and easiest way to solve the problem.
2. Vice President/Department Head: if the problem isn't solved by discussing with front line staff, you can send your complaint in writing to the appropriate department head or Vice President. You will then be contacted to discuss the problem and work towards a solution.
3. Chief Executive Officer (CEO): if the problem isn't solved by discussing with the department head, the CEO will review the problem and any recommendations, then make a decision. The CEO has final decision-making authority.

Complaints can be made in-person, by phone, letter, email, or fax. You can ask a staff member for a complaint form, or if you prefer, you can write it in your own words. Interpreters are available if needed, and their services are confidential.

All complaints and results will be kept confidential to protect your/your child's rights. Only a summary of the complaint and how it was resolved will be on your child's file.

If you have any questions about our Complaint Policy/Process or would like a copy of our complete Complaint Resolution Policy, please ask your Centre team member.