



Family Handbook



Our Mission

To assist children of all abilities from Prince George and surrounding communities to develop to their highest potential through family-centred, child focused rehabilitation, early childhood education and support services.

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Ethical Code of Conduct

All staff are bound by the CDC’s Code of Ethics. This ensures that services are provided in an ethical, safe, and respectful manner. Full copies of the Code of Ethics are available upon request.

Privacy Statement

The Child Development Centre adheres to the privacy laws as legislated under the Personal Information Protection Act. We collect only the information required to facilitate our work. All information collected or shared by the CDC will be obtained or released only upon your informed and written consent.



Photo: L North

Philosophy of Care

The Child Development Centre of Prince George and District subscribes to the following philosophy of care in providing services:

Inclusive: All programs will communicate respect for diversity regarding ability, culture, language, gender, socio-economic status, sexual orientation, and family composition.

Open referral: Anyone has the right to request services for a child with the consent of the parent or legal guardian. Referrals can be done at the CDC, over the phone, or can be found on the CDC's website.

Services to help children meet their full potential: We believe that a child has the right to achieve his or her full potential and is entitled to all necessary services. Some objectives of our services include:

facilitate the child's physical, social, emotional and intellectual development.

improve muscle function, quality of movement and mobility.

promote independence.

increase communication.

improve self-esteem.

Family-centred care: Effective services focus on the child within the context of family and community. Every child requires a stable and supportive home environment; parents/guardians will be supported in obtaining knowledge, skills and self-confidence they need to help meet the needs of their child. The family will be respected as an integral part of the team.

Early intervention is encouraged: Early recognition and early treatment of children is known to prevent or reduce the consequences of disabilities and is encouraged.

Multi-disciplinary team approach: The most effective care is provided by a multi-disciplinary team, which offers collective knowledge and experience of all members. The family is an integral part of the team, as are the family physician and other professionals involved with the child.



About the CDC

We are one of the largest and longest operating Child Development Centres in B.C. We annually assist approximately 1100 of the region's children, helping them develop to their potential.

Much of the services that are available from the Child Development Centre (CDC) are designed to help children during what is known as their early developmental years. Our bodies are designed to develop important base skills in our first few years of life. During this time, we develop the habitual ways in which we interact with the world around us, as well as building capacity for future learning, and setting the basis for our future physical and mental health.¹ For children that experience delayed development and/or special needs, the first few years of life provides to greatest opportunity to address developmental delays. This helps limit unnecessary challenges that these children would otherwise face over the rest of their lives.

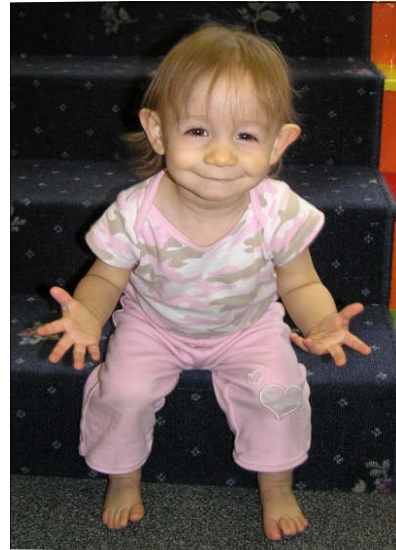


Photo: L North

Accessing Services

Anyone can refer a child to the Centre. The only condition is that they have the consent of the child's parent/legal guardian.

After we receive a referral, a staff member will contact you to explain the services available to your child and to set up an Initial Consultation (IC).

You decide whether you want to receive services or not.

You and the staff member decide on the level of service that will best suit your child.

You and the staff member develop and agree upon goals.

¹ Jack P. Shonkoff. *The Science of Early Childhood Development*. Harvard Education. 2009. www.youtube.com/watch?v=tLiP4b-TPCA

Waitlists:

Unfortunately, waitlists for services are a reality at the Child Development Centre. Every effort is made to ensure parents/guardians understand the timelines involved in receiving assessments and direct services. Please feel free to inquire about the waitlist, or any other aspect of our service delivery, at any time.

Transitions:

Your child's services may transition to another program from the CDC (to kindergarten or into the community). We will make every effort to help you and your child move on to the next step in his/her services. We want your child to succeed!



Photo: L North

Discharge occurs:

When goals are met.

At your request.

When child is too old for the program.

When we are unable contact you (please make sure all your contact information is up-to-date.)

Programs We Offer

The Child Development Centre provides many diverse services for children and their families. The following is a brief description of some of those services. For a complete description, please consult our website at www.cdcp.org.

Therapy:

Early Intervention Therapy (EIT) has proven highly effective at helping improve developmental outcomes for children with delays. This therapy includes three specialized areas: occupational therapy, physiotherapy, and speech language pathology. Together with a child's family or caregiver, therapists develop goals and strategies to address each child's unique needs and abilities.

Our therapy services operate through open referrals (anyone can refer to the program.) Most services are provided to children from birth to school entry. We also provide some school-aged services in the areas of physiotherapy and occupational therapy for seating and mobility support, as well as consultation for home modifications. Services are offered in the following professional disciplines:

Occupational Therapists (OT) are highly skilled health professionals whose expertise includes child development, developing fine motor skills, hand eye coordination, sensory programs, self-care development and kindergarten readiness. Our OTs also work with assistive devices, home modifications, and seating/mobility services.

Physiotherapists (PT) are highly skilled health professionals whose expertise includes child development, body mechanics and exercise physiology. From the earliest infant movement through crawling, running, and advanced motor skills, the therapist's knowledge promotes the child's highest level of participation. Within a child friendly environment, children are facilitated in meeting their own goals and those of their family. The therapist will also help if assistive devices or equipment are required to improve posture and mobility.

Speech Language Pathologists (SLP) are highly skilled health professionals whose expertise includes child development, assisting in the development of verbal and non-verbal communication skills, and assisting children with feeding/swallowing disorders.

Early Childhood Education (ECE):

Daycare. We provide integrated Early Childhood Education to children with special needs and their typically developing peers. We offer a variety of programs for children aged 18 months to school entry. We employ highly qualified Early Childhood Educators, including many with Special Needs and Under 3's training ensuring quality service. We have well equipped classrooms and a fully accessible playground (voted #1 playground in the *Best of Prince George 2008*).

McGhee House offers specialized preschool/therapy groups in the areas of occupational therapy and speech. These groups are facilitated by an Early Childhood Educator with certification in Special Needs and Under 3's. Programming is offered with support from the CDC's therapy department, and the Northern Health Authority's Public Health Speech & Language Clinic.

Supported Child Development Program (SCDP):

SCDP provides consultation and support to children from birth to age twelve, who have a developmental delay or disability and require extra support. SCDP supports children so they may participate in inclusive child care programs. Community child care programs include licensed preschool, group and family daycare, and after school care programs.

Family Services

The Child and Family Resource Worker (CFRW) provides many support services for the region's children and their families, and is an advocate for them at the CDC. The CFRW liaises between the families, Centre staff, external agencies and the Ministry of Children & Family Development. He/she also advises families regarding other related regional services. The CFRW also helps to build community capacity, including parenting skills.



Rights & Responsibilities

While your child is receiving services from the CDC, we commit to the following:

To inform you of the risks and benefits of any services provided to you and your child through informed consent process

To keep information about you and your child confidential. You can request to see all information in your child's file.

To inform you of your freedom to express your thoughts and opinions about the care we are providing for your child and to have this respected by everyone.

To receive information from the family and others involved with your child in a respectful and open fashion.

To ensure you know that your family is respected as the most important resource for your child. As a vital member of the developmental team for your child, your needs are part of the service plan, and all goal setting will be done in partnership.

To inform all families of the Society's Complaint Resolution Process.

To ensure dignity and respect is given to you and your family.

To give you the opportunity to freely express yourself without fear of reprisal.

To maintain safe and secure surroundings within the CDC by providing an environment free from abuse, (financial or other exploitation), retaliation, humiliation or neglect.

While your child is receiving services from the CDC, you are responsible for the following:

To understand the risks and benefits in order to provide us with your informed consent.

To help your child's progress by sharing new information or changes affecting your child.

To express yourself in a way that helps you get what you need while being respectful of others.

To experience family centered care. Feel free to ask questions, make comments and ask for help when you need it.

To help us understand the needs that are unique for your family and child

and to participate as an active member of the developmental team for your child. All goal setting will be completed in partnership.

To ensure that the CDC is aware of your concerns and/or complaints without fear of reprisal.

To treat staff with dignity and respect without use of offensive language, violence, or intimidation.

To keep hazardous and dangerous material out of the building (weapons, illicit drugs or contraband items).

Health

Please do not bring your child to the CDC if they have the following:

Any pain in the stomach, head and chest which is undiagnosed or not explained

A sore throat or difficulty swallowing

Vomiting within 24 hours of class time

Any communicable/contagious diseases: (i.e., chicken pox, mumps, measles, impetigo, etc.)

Headache or stiff neck

Undiagnosed breathing difficulties (i.e., wheezing or persistent cough)

A severe cold with a fever, sore throat, coughing, runny nose or eyes

Severe itching of body or scalp

Unexplained diarrhea with nausea, cramps or vomiting

An unexplained rash or infection of the skin or eyes

Head lice or visible nits in hair

Safety:

When you come to the CDC, please familiarize yourself with the emergency exits. There are building maps posted throughout the centre.

We have drills monthly so we are prepared in the event of an emergency.

If you and your child are at the CDC during one of these drills, staff will escort you and your child safely out of the building.

Maintaining a safe environment for our staff and the children and families we serve is of utmost importance to us. Although we have not experienced a problem with the following, please ensure you never bring illicit substances or weapons into the CDC.

Home Visits

In accordance with WCB smoking regulations, we ask that you refrain from smoking one-hour prior to, and during the duration of your Home Visit.

For staff's health and safety, please keep pets restrained or in a different room during your visit.

Please ensure that all pathways to your home are free of obstacles, clear of snow and ice, and well-lit.

Complaint/Concern Resolution Process

The Child Development Centre is committed to you and your family. We encourage you to voice any concerns you may have with our services. We value your input, and expressing your concerns will not impact your ability to receive services at the CDC.

1. We encourage you to discuss your concern directly with the employee involved, where appropriate.
2. If this does not resolve the concern, or if you are uncomfortable dealing directly with the staff member, please direct your concern to the employee's supervisor. The supervisor will work to resolve the issue, getting back to you with their findings within 7 working days, where possible.
3. If the concern remains unresolved after step 2, you can direct the concern to the Executive Director. He or She will work to resolve the concern and will get back to you within 7 working days.
4. If remains unresolved with the preceding step, you can forward your concern in writing to the CDC's Board of Directors. This correspondence can be either supplied to the Executive Director, or left with the Front Office Support Staff.

The CDC is a registered charity with a volunteer Board of Directors. The Board will try to provide a response to your concern within 14 working days. However, this step may take longer.

External Contacts & Notes

Child Care Subsidy	1-888-338-6622
Child Care Resource & Referral	250-563-2483
Carefree Bus	250-562-1394
Infant Development Program (AiMHi)	250-564-6408
Aboriginal Infant Development Program	250-564-5941
Aboriginal Supported Child Development Program	250-564-3568





Mail/Physical Location:

1687 Strathcona Avenue, Prince George, BC V2L 4E7

Email: enquiries@cdcpge.org Web: www.cdcpge.org

Phone: (250) 563-7168 Toll Free: (888) 563-7166

Fax: (250) 563-8039

Position/Room	Local
Executive Director	207
Front Office Support/Reception	0
Therapy Reception	225
Manager of Supported Child Development	215
Manager of ECE (Daycare programming)	229
<u>Our Early Childhood Education Classrooms</u>	
Little Footprints	218
Stepping Stones	209
Northern Forest	216
Alphabet Club	230
Young Explorers	228

McGhee House: (250)562-4178

Hours of Operation

7:30 a.m.- 5:00 p.m. Monday to Friday (closed holidays)

Rev. May 22, 2015