



*And*

## **LOOKOUT PRESCHOOL**

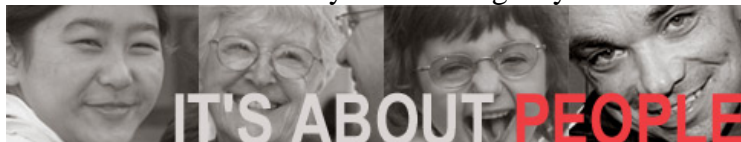
# **ORIENTATION AND SERVICE HANDBOOK**

[www.centreforchilddevelopment.ca](http://www.centreforchilddevelopment.ca)

*Formerly*

*South Fraser Child Development Centre,  
Operated by Lower Fraser Valley Cerebral Palsy Association*

United Way Member Agency



Funded by Ministry of Children & Family Development



**October 23, 2006**

























## **10. SAFETY**

### **10.1 Emergency Preparedness.**

The safety of the persons we serve is of paramount concern to us. Accordingly, we have developed emergency preparedness procedures in preparation for possible disasters. These will be explained to you in orientation and a copy of our Health and Safety Policies and Procedures is available in the waiting area in each of our facilities.

Generally, government asks people in their homes and people in organizations to be prepared to be self-supporting for 72 hours. For this reason, we strongly recommend that when your child visits The Centre, a 72-hour supply of any required medications including instructions on administering them, accompany your child. These must be in childproof containers. Also, a 72-hour supply of any required specialty food and equipment including instructions on administering them should accompany your child.

We maintain emergency supply packs containing flashlights, first aid equipment, high-energy bars and water to provide those basic necessities for 72 hours.

We also have fire, earthquake and other evacuation procedures which will be explained to you during orientation and are posted in key areas throughout our facilities. A copy of our Health and Safety Policies and Procedures is available in the waiting area in each of our facilities.

### **10.2 Treatment safety.**

In order that we may provide therapies for your child safely, medical and other information is required before therapies at The Centre can begin. Staff at The Centre will inform you of these requirements and seek your written permission to obtain this information. You have the choice of giving permission for gathering of this information or not. Staff at The Centre will not provide therapies in situations where they do not have sufficient information to proceed safely.

### **10.3 Legal guardianship.**

One of the most important ways we work to keep children safe is by ensuring we have up to date information on who is authorized to approve services for them, who is authorized to receive reports and share information, and who is authorized to deliver and pick children up from their appointments. For this reason, we will be asking for information about legal guardianship and legal decision-making authority from you. We also ask that you advise us in writing of any changes in legal status.

## **11. CENTRE FEES**

The Centre currently provides Physical Therapy, Occupational Therapy and Communication Therapy to children birth to school entry at no cost. Charges for these services will commence thereafter if service is clinically indicated and we have available staff to provide the service. School therapy can be arranged with independent schools through private agreements between the school, family and The Centre.

In addition there are costs associated with other services provided such as Equipment/Toy Loan Program, Recreation Services, Hanen courses and other programs. In each case, the fees will be explained to you in advance and you will have the opportunity to accept or decline the service. If you accept, you will receive a monthly bill for these services if used.

Services may, in some cases, be provided by Centre therapists for children enrolled in public schools by agreement with school districts. Referrals must come from the schools for these services.

There are fees associated with your child's participation in pre-school. These vary by individual circumstance and will be reviewed with you by your Case Coordinator.

In the summer months, The Centre is able to provide limited respite care. There are fees associated with this service which will be explained to you before you accept or decline the service.

It is our goal to serve all children and families in need who are eligible for our services. If any of these fees pose a financial hardship for your family, please inform your Case Coordinator or contact the Accounting Department at 584-1361, local 2280. We may be able to make other arrangements.

## **B. SERVICES**

### **1. DEVELOPMENTAL PEDIATRICIAN SERVICES**

The Centre has a consulting developmental pediatrician who works with staff to develop overall clinical programs and policies. The developmental pediatrician also works with several of The Centre's interdisciplinary teams to diagnose developmental disabilities and issues around eating. When appropriate, the developmental pediatrician is also involved in planning follow up intervention strategies.

A physician's referral is required to access services of the consulting developmental pediatrician. The developmental pediatrician works only with children eligible for additional services through The Centre.

Examples of the types of assessment, diagnostic and intervention services available include:

- Assessing/diagnosing eating and swallowing problems and planning interventions with an interdisciplinary team;
- Assessing/diagnosing autism spectrum disorder and planning interventions with an interdisciplinary team;
- Assessing/diagnosing other developmental disabilities and planning interventions with an interdisciplinary team.

In delivering the above services, the developmental pediatrician may:

- Gather medical and health information
- Order other investigations which may include radiology exams or genetic testing
- Provide a medical diagnosis, when appropriate, on which to build a treatment plan
- Provide an opportunity for parents to discuss the child's abilities and disability
- Answer family's questions
- Assess needs and make recommendations for follow-up medical appointments and other intervention
- Make referrals to other professionals/specialists as required.

### **Who is eligible for services?**

Children birth to school entry for autism spectrum diagnosis who live in Surrey, White Rock, Delta or Langley and are who are referred by a physician. For other services, children birth to age 19 who live in Surrey, White Rock, Delta or Langley who will receive or are receiving other therapies and/or services from The Centre and who are referred by a physician.

## 2. FAMILY SERVICES

All referrals for service through The Centre come through Family Services or Supported Child Development for initial screening and intake. When The Centre cannot offer a program or service to meet the needs of persons requesting services, efforts are made to make a referral to an appropriate service and/or support or advocacy group. As The Centre has two Family Services Workers and serves about 1500 children each year, only those children and families with the most complex medical and social needs can be served directly in this program. Those children and families having ongoing case coordination support from other organizations are generally not accepted into Family Services.

Family Services offers a range of services to families having children with developmental disabilities and/or other special needs. These services include:

- Providing short term support (up to 3 months) for the whole family related to family well being based on the family's needs and concerns
- Providing support groups including groups for mothers, fathers, grandparents, cultural and language specific groups, in formats including staff facilitated and self help
- Assisting with advocacy; helping families make links with and access advocacy groups, funding sources and other supports including resource links on The Centre's website
- Providing knowledgeable, practical information and resources about specific disabilities
- Developing family service plans as appropriate collaborating and coordinating with children, parents, caregivers, Centre therapists, community professionals
- Helping families identify and remove barriers to receiving service
- Educating parents, staff, and community service providers regarding resources, parenting and caregiving concerns.



Who is eligible for service?

Children birth to school entry years (some very limited services for children school age to 19<sup>th</sup> birthday) who reside in Surrey, White Rock, Delta or Langley who do not have ongoing case coordination services from other organizations and are receiving other services from The Centre and who have global developmental disabilities including:

- Motor Disabilities – e.g., cerebral palsy, spina bifida, muscle disease or orthopedic conditions.
- Behaviour/Learning Disabilities such as attention deficit, hyper activity, autism, brain injury, dyslexia.
- Sensory impairment such as hearing impairment, visual impairment.
- Speech language disability such as phonological disorder, language delay, augmentative and alternative communication needs, dysfluency

Multiple disabilities – any combination of the above.

### 3. FETAL ALCOHOL SYNDROME and RELATED COMPLEX DEVELOPMENTAL BEHAVIOURAL CONDITIONS

The intent of the services provided is to:

- **maintain and enhance the stability of families** with children and youth with FASD and other complex developmental-behavioural conditions in order to improve the children's long term outcomes;
- **increase the knowledge of parents and professionals** about the neurological nature of developmental-behavioural conditions such as FASD so that the affected children and youth experience less frustration and more success; and
- ensure that families of children with FASD and other complex developmental-behavioural conditions have an **ongoing network of support**.

#### **Key Worker Services**

**Coordination:** Coordination of multi-disciplinary or multi-sectoral services that are provided to a child, youth or family.

**Information and/or Referral:** Provision of information about and referrals to other services and programs that may be useful to the child, youth and/or family.

**Intervention; Supportive Advice:** Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers; Guidance provided to a child, youth, family/caregivers to support personal growth, development or situational change.

**Linking and/or Brokerage:** Activities to connect a family, child or youth to a formal support/resource, or to facilitate the formal support's direct connection to a child, youth or family.

**Training and/or Education:** Range of strategies for imparting knowledge, improving skills and building awareness of resources.

#### **Parent to Parent Support Mechanisms**

**Mentorship Brokerage:** Activities to connect a family, child or youth with a potential or actual volunteer mentor.

**Mutual Aid:** Provision of means whereby youth or caregivers with common concerns connect for the purpose of supporting each other.

#### **Data Collection**

**Research and/or Development:** Activities related to increasing the body of knowledge that can lead to an improvement in services. May include literature reviews, program evaluation, pilot projects and related activities.

Who is eligible for services:

The **target population** of the services is *children and families where the child(ren) have been diagnosed with, or are pending diagnosis of, fetal alcohol spectrum syndrome disorder or complex developmental-behaviour disorder(s).*

The **intended recipients** of the services are *Families, Caregivers, and Service Providers*. Services will be provided to families with children 0-12 years of age residing in the community of **Surrey**, north of 48 Avenue and children and youth 0 – 19 years of age in **Langley**.

## OCCUPATIONAL THERAPY

Occupational therapy helps the child and his/her family, develop independence in all areas of the child's daily living at home, at school, and in the community. Together with the child and family, occupational therapists will help identify goals and strategies to meet the child's needs and abilities, in their environment, family and school life.

The occupational therapist will be able to help with the following:



(Surrey, Langley and Delta School Districts).

- hand function
- independence and self-care skills
- dressing
- feeding
- play skills
- specialized equipment selection and adaptation
- accessibility, mobility, seating and positioning
- developmental, perceptual and cognitive skills
- technology access
- home and school modifications
- OT School Consultation

### **Who's eligible for service?**

Children birth to school entry who are living in Surrey, White Rock, Delta or Langley with global developmental disabilities including fine motor delays and/or disabilities like cerebral palsy, spina bifida, muscle disease or orthopedic conditions.

In addition to the above named disabilities, children served may have other global developmental disabilities including:

- Gross motor disabilities
- Behaviour/learning disabilities like attention deficit, hyper activity, autism, brain injury, dyslexia and motor delays or disabilities;
- Sensory impairment such as hearing impairment or visual impairment;
- Speech/Language Disability such as phonological disorder, language delay, augmentative and alternative communication needs, dysfluency and motor delays or disabilities.

School services may be provided for children who are school aged and who live in Surrey, White Rock, Delta or Langley.

## **5. PHYSICAL THERAPY**

The Physical Therapy Department works with children and their families to promote physical independence. Physical development plays a significant part in the child's comfort and well-being. Physical Therapists help children learn using goal-directed exercise and play activities. In Centre or in-home services are available and will be arranged directly with the therapist.

Your child's physical therapist will work with you to determine your child's strengths and needs. A Physical therapy assessment includes:



- how your child moves
- equipment needs
- your child's physical positioning throughout the day
- joint range of movement and muscle strength
- your child's developmental level
- recreational options

Assessments may lead to referrals to other services such as:

- An orthopedic specialist
- Casting and Splinting Team
- Equipment Team
- Referrals to hippotherapy (therapeutic horseback riding)
- Referrals to physical therapy groups
- In-school physical therapy support to assist with successful integration into the educational environment

### **Who's eligible for service?**

Children birth to school entry living in Surrey, White Rock, Delta, Langley with global developmental disabilities including gross motor disabilities such as cerebral palsy, spina bifida, muscle disease or orthopedic conditions.

In addition to the above named disabilities, children having gross motor disabilities and/or other global developmental disabilities including:

- Fine motor disabilities
- Behaviour/learning Disabilities like attention deficit, hyper activity, autism, brain injury, dyslexia and motor delays or disabilities;
- Sensory impairment such as hearing impairment or visual impairment;

- Speech/Language Disability such as phonological disorder, language delay, augmentative and alternative communication needs, dysfluency and motor delays or disabilities, are eligible for physical therapy services.

School services may be provided for children who are school aged in Surrey, White Rock and Delta. Referral must be made by the schools.

## 6. PRESCHOOL

The Centre for Child Development operates two preschools, one at our main site in Surrey, the other in North Delta called Lookout Preschool. These preschools are open to all children, those developing typically and those with disabilities, in an integrated setting. They are fully licensed by the Province of British Columbia. These preschools:



- provide an environment that fosters social, emotional, intellectual and physical growth of each child,
- provide a program that is both fun and enjoyable for all children and promotes interaction between children.
- provide integrated activities that encourage awareness and acceptance of individual similarities and differences between children.
- provide a working partnership with parents, caregivers and professionals.

### Who is eligible for service?

Children 30 months old through age 5 who live in North Delta or Surrey/White Rock or Langley are eligible to participate in our preschools. We serve both typically developing children and children with one or more disabilities in integrated settings in each of our two locations.

**For more information please contact Preschool at 584-1361 extension 2230.**

## 7. PSYCHOLOGY AND PARENT SUPPORT SERVICES

### General description

For children receiving therapy from The Centre for Child Development, Psychology and Parent Support offers a broad range of services including counselling for children and their families, developmental or educational assessment, and behaviour management and consultation to parents and professionals involved with the child.

Two outreach services are provided. The **Community Outreach Program (COP)** provides consultation to Surrey/White Rock community-based preschools and daycares for children with special needs enrolled. The second outreach service is the **Parent Outreach Program (POP)**. This program provides behaviour management and psychological consultation to parents with special needs children living in the Surrey/White Rock area.

In addition, staff participate in the Eating Skills Team and Autism Diagnosis Team.

The Department offers further in home parent education and support and a summer respite program by parent support workers.

The in-home parent education and support includes consulting to parents regarding behaviour concerns, skill deficits, household coordination and resource information.

Summer respite is a program funded by Human Resources Development Canada and provides in home care of your child or youth while you are out of the home and/or supervised outings away from home for your child or youth. This program helps families by giving parents and children a break from each other during the summer months and is available to a limited number of families receiving other services from the Centre.

As need and resources permit, sibling and other support groups may also be offered by the parent support workers.

### **Who is eligible for service?**

The service is available to children 13 years of age or younger at the time of referral, and their families, who reside in Surrey, White Rock and have behavioural needs and a mental handicap or developmental disability. Summer Respite is available to a limited number of families with children to their 18<sup>th</sup> birthday who are receiving other services from The Centre.

## 8. RECREATION SERVICES

These services are designed to help children develop and integrate gross motor, independence, and communication skills through a number of different programs. Programs are offered to children with developmental disabilities and/or other special needs and their families. These programs may include (depending on staffing):

- **Swim Lessons/Aquatic Therapy (1 to 1)**
- **Parent and Tot** (staff based guidance is offered to parents in the pool)
- **Swim Team** (children with physical disabilities 10 years and up)
- **Track and Field** (children with physical disabilities 10 years and up)
- **Adult Aqua-fit**
- **Adapted Aquatics Orientation/Consultation** (recreation staff work with a Physical Therapist to advise parents and caregivers how to best work with their child in the water)
- **School Swim Program** (in conjunction with several schools in the Surrey, Langley and Delta areas)
- **Community Drop-In** (adults and children with physical disabilities)
- **Community Recreation** (information, referral and support are given to children birth to age 19 who are being served in other programs of The Centre to participate in community recreational programs)

### Who is eligible for service?

Children birth to age 19 with global developmental disabilities who reside in Surrey, White Rock, Delta or Langley. Space preference is given to children who are also receiving other services from The Centre.

Adults with physical disabilities are eligible for Adult Aqua-fit and Community Drop-In.

**Contact the Recreation Department at 587-4278 regarding the above services. There are fees for some services. If the fees are a barrier to your family's access to these services, please let your Case Coordinator or Director of Recreation know. Alternate arrangements may be available.**

## 9. SPEECH-LANGUAGE/COMMUNICATION SERVICES

This Department works with families to help children to communicate to the best of their ability in all the situations of their daily lives. Communication includes:

- pre-speech skills – babbling, gestures, body language, interaction
- saying speech sounds and words with clear pronunciation and a good voice
- putting words into sentences to give messages that are understandable and fluent
- listening and understanding
- having conversations with adults and other children.

We have a number of different services to offer, if appropriate for you and your child:

- **Assessment** of your child's communication skills, with a written report to follow, which includes recommendations and strategies
- **Courses for parents** to learn skills for helping their child
- **Individual therapy sessions** involving you and your child
- **Consultation** with your child's preschool teachers, Infant Development Program Consultants or other agencies you may be involved with
- **Information** on learning or using **sign language**, or other **alternative communication** methods, such as picture-boards or speech-output devices.

### Who's eligible for service?

Children birth to school entry living in Surrey, White Rock, Langley or Delta with global developmental disabilities including speech/language disability such as phonological disorder, language delay, augmentative and alternative communication needs, dysfluency and motor delays or disabilities and who have one or more of the following disabilities:

- Gross or fine motor disabilities like cerebral palsy, spina bifida, muscle disease or orthopedic conditions;
- Behaviour/learning disabilities like attention deficit, hyperactivity, autism, brain injury, dyslexia and motor delays or disabilities;
- Sensory impairment such as hearing impairment or visual impairment;
- Multiple disabilities – any combination of the above plus a speech/language disability

are eligible for speech-language/communication therapy services.

## 10. SAFE BABIES

The intent of this program is to provide safe babies enhancement services for Surrey, Langley, Delta and White Rock. The service will support caregivers of babies and young children who have extra needs. It is expected that this service will assist in supporting timely hospital discharge for high needs infants. The priority for service is children in need of protection, whether discharged to an alternate caregiver or to the parent.

Desired outcomes:

- Babies are discharged from hospital without delay
- Babies are safely cared for in own or alternate care setting
- Care arrangements are supported; disruption is avoided
- Parents or caregivers develop skills to provide safe care
- Expert consultation is available to parents or caregivers as needed
- Parents or caregivers have the necessary tools and equipment to provide safe care
- Parents or caregivers are linked to available support services as needed

Attendance at hospital discharge meetings, assessment of the needs of the family through direct observation, development a plan and provision of expert consultation

Service plans will be developed with the family and their existing service planning team, in keeping with the principles of integrated case management.

This service is provided in order to improve the competency of the parent or caregiver to provide safe care through education, coaching, loan of equipment and linking with other parents, caregivers and support services. Support will be provided through telephone and in-home contact.

Service duration will be short term, with an emphasis on skill development and referral to community based services available to the family or caregiver.\

Who is eligible for service?

Babies with extra care needs and parents or caregivers in Surrey, White Rock, Delta and Langley who need immediate support to provide care. This program is not intended to duplicate At Home, IDP, or other available services.

Referrals are accepted from a child protection team (the priority is a child in need of protection or other family development needs) AND *time allowing*, will also accept referrals from hospital or other service provider when the family is not known to MCFD, but identified as in need of immediate support to avoid future protective service.

## 11. SPECIALTY SERVICES AND TEAMS

### Autism Spectrum Disorder Diagnostic Services

This team generally includes the child and family, consulting developmental pediatrician and psychologist and may also include a speech-language pathologist, occupational therapist or physical therapist. Children birth to school entry who live in Surrey, Delta, White Rock or Langley may be eligible. **Referrals must be made through the Fraser Health Autism Network.**

### Casting and Splinting Team

This team includes the child and family, an occupational therapist, a physical therapists and a therapy assistant who make casts and splints to improve the function of a child's limbs. "Serial" casting (progressive, corrective casting) is a method used to regain or increase flexibility in the soft tissue around the casted joint. "Splints" are used to prevent contractures, correct deformity, provide minimal restriction of motion, protect weak muscles, control tone of children's limbs and improve position for function. Children birth to age 19 who live in Surrey, Delta, White Rock or Langley may be eligible.



**Referrals must be made by a Centre physical or occupational therapist.**

### Eating Skills Team

The eating skills team includes the child and family, developmental pediatrician, a speech-language pathologist, an occupational therapist and a psychologist. This service assesses feeding and swallowing difficulties, makes recommendations and gives practical advice to staff and to families regarding feeding (including oral motor skills, positioning, equipment, and types and textures of food). Children with developmental concerns whose oral motor difficulties or aversion contribute to compromised safety and/or nutritional intake, birth to age 19 who live in Surrey, Delta, White Rock or Langley may be eligible. **Referrals must be made by a physician to the consulting developmental pediatrician.**

### Equipment Team

The team includes the child and family, an Occupational and a Physical Therapist, the treating therapist as well as a rehabilitation equipment supplier. The team assesses individual children's needs for specialized equipment and makes purchasing recommendations. The team may also assist families by assessing and making recommendations for changes to the physical environment of their homes. Children birth to age 19 who live in Surrey, Delta, White Rock or Langley may be eligible. **Referrals must be made by a Centre physical or occupational therapist directly to the team (no outside referrals).**



### **Equipment and Toy Loan Program**

This program is designed to give the children served by The Centre and their families access to a wide range of specialized equipment and toys on short term loan for home use. Families pay a flat monthly borrowing fee. Children birth to age 19 who live in Surrey, Delta, White Rock or Langley may be eligible. **Referrals must be made by a Centre physical or occupational therapist directly to the program (no outside referrals).**

### **Tell it to Your Friends**

This is a program run by the Speech-Language/Communication Therapy Department to lend communication equipment to families for children with communication disorders. Children birth to school entry who live in Surrey, Delta, White Rock or Langley may be eligible. **Referrals must be made by your child's speech language pathologist employed by The Centre directly to the service (no outside referrals).**

## **12. SUPPORTED CHILD DEVELOPMENT PROGRAM**

Supported Child Development Consultants are involved with families who would like to have their child participate in a neighbourhood child care setting, preschool or out of school care. They are also available to answer questions and will assist in obtaining the extra support children may need to attend a child care setting. Their role includes:

- Supporting inclusion of children in a community preschool or daycare
- Supporting maintenance of children and youth in their homes in exceptional circumstances, when a child's extra support needs otherwise preclude him or her from participating in a child care or other community setting – the goal is always to move toward integration
- providing knowledgeable, practical information and resources about services, and about specific disabilities
- development, implementation and evaluation of family service plans
- collaborating and coordinating with parents, caregivers, Centre therapists, community professionals
- other case coordinating activities.

### **Who is eligible for service?**

Children birth through school entry who live in Surrey and White Rock may be eligible for support in preschool or other child care setting. Children 6 through age 12, ending on the child's 13<sup>th</sup> birthday, who live in Surrey and White Rock may be eligible for out of school support if both parents are working. Children and youth birth through age 18, ending on the youth's 19<sup>th</sup> birthday, may be eligible for in home support (not to be used as respite) if they are precluded from participating in a community setting because of parents' work schedule (e.g., no community care available for night shift) or because of extreme medical fragility or severe behavioural issues.

Supported Child Development Services are available to families living in Delta and Langley through other agencies. Supported Child Development Services are also available through K'la-how-eya Aboriginal Services in Surrey.

**For further information, please contact Supported Child Development at 587-4275.**

Name of Child: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

### C. ORIENTATION CONFIRMATION CHECKLIST

We are always looking for ways to improve our service. Part of our efforts include offering a useful orientation to children and families. Please check off the areas that were covered in your orientation session, make any suggestions you may have for improvements, sign and date below. The staff person providing your orientation will collect this checklist. Thank you for your input.

1. Mission and Goals of the Organization
2. What is Family Centred Care?
3. Case Coordination and Service Planning
4. Rights and Responsibilities of Persons Served
5. How to Access Case Files
6. How to complain about service
7. Who to contact about service
8. Safety including: emergency preparedness ; guardianship, custody and access ; medical information
9. Centre Fees
10. Tour of facility (as appropriate)
11. Review of services including:
  - Services outlined in this handbook and,
  - Family Resources, blue resource cabinets
  - Recreation Services, pool
  - Specialty Services and Teams 
    - i. Loan Cupboard – loan program.
  - Preschool area
  - Front entrance, bulletin boards, coffee
  - Staff room (parents need kitchen for tube feeding set-up and fridge)
  - Parent room, point out Parent Library, list of resources, loan cards
  - Play room (parents may use this phone)
  - Langley site description or tour as appropriate
  - Lookout Preschool description (if orientation done at Surrey)

#### 12. Orientation Evaluation

What did you find useful in your orientation to The Centre?

What was not as useful?

Do you have any suggestions for future orientation planning?

Signed: \_\_\_\_\_ Date of orientation: \_\_\_\_\_  
(legal guardian/foster parent)

Staff person providing orientation: \_\_\_\_\_

Location of orientation session: \_\_\_\_\_ Number of people: \_\_\_\_\_