



FAMILY BOOK

...a guide to our services

FAMILY BOOK

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Territories

We would like to thank and acknowledge the Indigenous Peoples in the Territories and the First Nations within the communities we serve.

Burns Lake Band,
Lake Babine Nation,
Skin Tyhee Nation,
Cheslatta Carrier Nation,
Nee Tahi Buhn Indian Band,
Witsuwit'en (yin tah),
Gitxsan

Our Vision

Working together with families, collaborating with communities, strengthening the region.

Our Mission

The Northwest Child Development Centre offers family centered health and social services to support the growth and development of our children, youth and families in the communities from Vanderhoof to Atlin. We work collaboratively with various community partners and professionals to provide resources for all families.

Our Beliefs

We believe:

- » Families are the heart and core of our team.
- » Childhood and adolescence are times for fun, discovery and learning.
- » Families want the best for their children and youth.
- » Cultural differences enrich all of us.
- » In reaching out to children, youth and families.
- » In anticipating and adjusting to the dynamic and diverse needs of families and communities.
- » In the importance of empathy, compassion and respect.
- » In working in a professional and innovative manner.
- » In transparency, accountability and service excellence.
- » Together we can do more!

CENTRE LOCATIONS AND CONTACT INFORMATION

Child Development Centre

Regional Office

Administration, Program Services and General Enquiries
1471 Columbia Drive • PO Box 995, Smithers, BC V0J 2N0
Tel: 250-847-4122 • Fax: 250-847-9338 • Toll Free
1-855-947-4122 Email: reception@nwcdc.ca

Hazelton Office

2725 Highway 62, Hazelton, BC V0J 1Y0
Tel: 250-842-5044 • Fax: 250-842-5048

Burns Lake Office

270 9th Avenue, PO Box 1146, Burns Lake, BC V0J 1E0
Tel: 250-962-4201 • Fax: 250-692-4221

Vanderhoof Office

1393 Highway 16 E., PO Box 1679, Vanderhoof BC V0J 3A0
Tel: 250-567-2911 • Fax: 250-567-3892

Hours of Operation: Monday – Friday 8:30am to 4:30pm
(As well as by appointment)



OUR HISTORY

The Northwest Child Development Centre opened its doors on November 23, 1981, with a special needs daycare program in Telkwa.

We have grown to provide a wide range of services, support and programs in homes, child-care programs and schools from Vanderhoof through to Burns Lake, the Bulkley Valley to the Hazelton's and Kitwanga, and as far north as Dease Lake and Atlin. Consequently, our staff are on the road a lot, visiting over 600 children, youth and families each year!

We are a member of the B.C. Association of Child Development and Intervention, joining over 30 Child Development organizations in BC and Yukon.

As a not for profit organization and registered charity, we rely on funding from a variety of sources, including:

- » Ministry of Children and Family Development, BC Government
- » Northern Health
- » School Districts
- » Independent Schools & Schools
- » Fundraising events and initiatives
- » Private individual donations
- » Corporate donations



SERVICE DELIVERY

REFERRAL

- » Anyone can make a referral to the CDC including parents, caregivers or other community service providers.

PHONE CALL

- » A staff member will contact you within 2 – 4 weeks, explain services and set up first visit at a location of your choice.

INITIAL VISITS

- » Gather information about your child's development
- » Explore your child's strengths
- » Provide some support for your immediate concerns
- » Complete some necessary forms
- » At the CDC, a confidential file will be opened for your child and family

OPTIONS FOR ONGOING SERVICES

- » Education, support and consultation
- » Family visits to monitor progress
- » Coordinating services with other providers
- » Formal and/or informal assessment
- » Direct therapy
- » Referral to other community services
- » Group opportunities

VISITS

The CDC offers visits at any location of the family's choice. These visits may occur at the family's home, CDC locations, child care programs or other locations.

At an initial visit with the family, written consent is required by the child's legal guardian in order to provide services. For this reason, a guardian's signature will be requested during the intake visit.

We are unable to visit with your child on their own without a caregiver present. If someone other than a parent or guardian will be attending the visit, please let us know prior to the scheduled visits.

We can visit childcare settings with your permission and the support of that facility.

Medical History

Please tell us of any medical issues, or allergies that may impact your child.

Safety while at CDC Centre visits and Playgroups

The CDC will provide a safe environment for children and their families at all building locations. Staff will discuss what steps to follow in the event of an emergency and/or practice drills that will include all visitors to the building. For your and your child's safety an Emergency Plan is posted in each of the CDC locations.

Visits When Your Family Member is Unwell

Please let us know when your family is sick and we will reschedule our visit for another time. The CDC Staff works with many young children and youth to ensure that any illnesses are not passed on to others. Some examples are listed:

- » Any pain in the stomach, head or chest which is undiagnosed or not explained.

- » A sore throat or difficulty swallowing or vomiting within 24 hours prior to visit.
- » Any communicable or contagious diseases: (i.e. chicken pox, mumps, measles, impetigo).
- » 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.
- » Unexplained diarrhea with nausea, cramps or vomiting.
- » An unexplained rash or infection of the skin or eyes.
- » Severe itching of body or scalp or head lice or visible nits in hair.

CDC Centre Visits and Playgroups

For you and your child's safety, an Emergency Plan is posted within all of our locations.

Notes

YOUR FAMILY'S TEAM

Team

Your family's team may include other family members, staff from the Child Development Centre as well as others, such as Northwest Supported Child Development Program, Family Doctor, Pediatrician, Public Health Nurse, Child Care Providers and Teachers.

TEAM MEMBER	ROLE	PHONE/CELL	EMAIL

Notes

SETTING GOALS

Goals help to guide our supports to you and your family. They become a part of your Family Service Plan.

What are your goals for your child right now?

Try writing about what is important to you and your child. For example:

WHO	SKILL/ACTIVITY	WHEN BY
<i>Jenny</i>	<i>will learn to sit without any support</i>	<i>within next 3 months</i>

Notes

TRANSITIONS FROM OUR PROGRAMS

Reasons for transitions may include:

- » Your child meets age appropriate goals
- » You no longer request services (services are voluntary)
- » Your family is moving
- » Your child is referred to another agency for more appropriate support
- » Your child:
 - » turns 3 years old - IDP/AIDP
 - » starts school - EIP
 - » turns 19 years old - CDDBC

The transition process may include:

- » A team discussion with the family and upcoming plan for transition
- » Appropriate referrals to other services
- » A formal closing letter with a summary of CDC services

Notes

RIGHTS AND RESPONSIBILITIES

Parents/Guardians have the right to:

- » Obtain Northwest Child Development Centre services, which are meant to help children, youth, and families do the best they can.
- » Accessible services, where CDC Staff come to meet you and your family at a location of your choice.
- » Choose to receive or decline services.
- » Be treated with respect, trust, honesty, acceptance, fairness, and dignity.
- » Freedom from abuse, financial or other exploitation, retaliation, humiliation and neglect.
- » Be given useful contacts and referrals to other appropriate services.
- » Talk to the service providers from the CDC.
- » Have services regardless of age, language, sex, race, religion, spiritual beliefs, language, appearance, sexual orientation, disabilities or marital status.
- » Ask what to do when you have a problem with anyone from the CDC.
- » Right to complain about services.
- » Be involved in every aspect of CDC services.
- » View your child/youth's file at the CDC.

Parents/Guardians are responsible for:

- » Authorizing their child, youth and family to receive services.
- » Respecting the CDC decision-making to see families with greater concerns first.
- » Talking to us about your child/youth. Telling us what you need. Asking us what is available.
- » Helping the people who talk to you about your child/youth, talk to each other and work together.
- » Letting staff at the CDC know if you are unhappy with services, so that something can be changed.
- » Treating CDC staff with respect.

Continued

CDC Staff will:

- » Value your human rights.
- » Tell you their name and position, explaining why they are involved with your child/youth and family.
- » Provide explanations about your child/youth's development and the results of assessments or tests so that you understand.
- » Provide excellent services. Be up to date in their knowledge.
- » Assist you in finding information and/or people that can help you with your child/youth's emotional, physical, social and intellectual growth.
- » Ensure confidentiality.
- » Obtain your consent before sharing information or obtaining information for other service providers working with your family.
- » Be required to report any disclosure or indication of child abuse during visits and is required by law to release information / documents when court ordered to do so.

CDC Staff believe in:

- » The family being the centre of a child/youth's life, with each family being individual.
- » Professionals who help and the manner in which they help is personalized to families.



YOUR PERSONAL INFORMATION PROTECTION

What is the Personal Information Protection Act?

British Columbia's Personal Information Protection Act (PIPA) set out the ground rules for how organizations may collect, use or disclose information about you and your family.

It strikes a balance between your right to control access to, and use of, your personal information, with an organization's need to collect and use your personal information for legitimate and reasonable purposes.

At the CDC, it is our goal to provide you and your family with the best service possible. While we have always treated your personal information with the greatest of care, the PIPA means we will continue to keep a record of your consent regarding your personal information.

We collect information that is necessary to the provision of services for the families and their child/youth that we serve. This includes personal information such as name, address and phone number, medical information, documentation of the services we provide, photographs and/or video recordings.

How is your personal information collected?

Most personal information will be collected directly from you through the intake process and the forms you sign. Some information may be collected from other sources such as; your physician, medical assessments, others community programs/services you and your child/youth access.

Why is your personal information collected, used and/or disclosed?

- » To verify eligibility for services;
- » Statistical record keeping;
- » Research;

Continued

- » Documentation of the services provided;
- » Managing wait lists, prioritizing services/caseload;
- » Accountability to contracts for service provision.

Key Principles for Ensuring Privacy:

We collect information that is necessary to establish services for your child/youth. This includes information that is required to understand your child/youth's needs, ensure they are eligible to participate in a program and to be accountable for the services we provide.

We identify why we need the information and do so in clear language. In some cases, the purpose is set out on the applicable form or is explained to you during the initial intake process. If you are ever unsure as to the reason for collection you can always contact us for further information.

We protect information through the establishment of high-level confidentiality procedures, an employee Code of Ethics and industry-level security procedures and safeguards. Access to confidential information is restricted to those staff and team members who need the information to do their job and we continue to review and enhance our security procedures to safeguard against theft, loss and unauthorized disclosure or use.

We understand your rights and want you to be aware of them as well. You have the right to ask questions about your personal information and to review your child/youth's file. As well, you have a right to request an update or correction to your child/youth's information.

How does CDC obtain consent:

We obtain consent from families and legal guardians through:

- » intake information;
- » consent to collaborate with other professionals;
- » consent for referrals;
- » consent for services;

- » consent to obtain/release information form.
- » consent to photograph/videotape.

What if I have concerns about the information collected by the CDC?

Contact the Executive Director (director@nwcdc.ca) or 250-847-4122 who is responsible for handling privacy issues within the CDC.

If you are not satisfied with our response you may contact; Office of the Information & Privacy Commissioner of BC, P.O. Box 9038, Stn. Provincial Government, Victoria, B.C., V8W 9A4, 1-800-663-7867.



A SUMMARY OF PROGRAMS

*Support • Assessments • Intervention
Consultation • Education*

Smithers, Telkwa, Moricetown, Hazeltons, Burns Lake, Granisle, Tachet, South Side, Francois Lake, Tchesinkut Lake, Vanderhoof, Fraser Lake, Fort St. James, Tache, Bulkley Valley, Hazeltons

Bulkley Valley, Hazeltons

1- Infant Development Program (IDP)

Consultants work with families with young children aged birth to 3 years old in optimizing early developmental skills. They work closely with the Early Intervention Program. Funded by the Ministry of Children and Family Development.

2- Aboriginal Infant Development Program (AIDP)

Consultants work with Indigenous families with young children aged birth to 3 years old in optimizing early developmental skills. They work closely with the Early Intervention Program. Funded by the Ministry of Children and Family Development.

3- Early Intervention Program

The Early Intervention Program (EIP) team includes Occupational Therapy (OT), Physiotherapy (PT), Speech & Language Pathology (SLP) and Family Keyworker Services (FKW).

This team supports families with children aged birth to school entry, who are experiencing challenges with learning, attention, communication, speech and/or language, school readiness skills (pre-printing), appropriate behaviour, self-help skills (eg: dressing, feeding), emotional regulation or motor skills. Funded by the Ministry of Children and Family Development.

4- School Age Therapy

Physiotherapists and Occupational Therapists provide consultation for children who are experiencing some difficulty in school. Referrals are made by the school district or independent schools. Funded by the Ministry of Children and Family Development and School Districts/ Independent Schools.

Continued

5- Complex Developmental Behavioural Conditions

The Family Keyworker provides support for families with children and youth ages birth-19 years who may have FASD or other Complex Developmental Behavioural Conditions. They offer guidance through the referral, assessment, diagnostic process and link families to appropriate community service providers. Funded by the Ministry of Children and Family Development and Northern Health.

Early Years

1- Child Care Resource and Referral (CCRR)

Staff supports families wanting to access quality child care services, including child care subsidy support, workshops, training and resources and an awesome toy lending library (Open 9:00 am – 4:00 pm, Monday – Friday) are also available for childcare providers and families from Topley through to the Hazelton's and up to Stewart, Iskut, Telegraph Creek, Dease Lake and Atlin. If you are interested in information on starting up your own child care business please contact our office or look on our website at www.childcarechoices.ca. Funded by the Ministry of Children and Family Development.

2- Early Years Centre (EYC)

Our Early Years Centre is a referral hub to early childhood development services and resources for young children, families and community members within Moricetown, Smithers and Telkwa. This program is ideally located in our new facility on Columbia Drive with our CCRR programs, MOST for Children Committee Coordinator as well as community playgroups and resource libraries. Funded by the Ministry of Children and Family Development (MCFD). Communities served Smithers, Moricetown and Telkwa.

3- MOST for Children & Upper Skeena ECD Committee Coordinators

Coordinate Early Childhood Development projects and activities at a community level in Moricetown, Smithers and Telkwa (MOST) and Upper Skeena communities.

Continued

Nechako Lakes & Lakes District

Vanderhoof, Fraser Lake, Fort St. James, Tache, Babine Lake, Burns Lake, Granisle, Tachet, South Side, Francois Lake, Tchesinkut Lake

1- Early Intervention Program

The Early Intervention Program (EIP) team includes Occupational Therapy (OT), Physiotherapy (PT), Speech & Language Pathology (SLP) and Family Keyworker Services (FKW).

This team supports families with children aged birth to school entry, who are experiencing challenges with learning, attention, communication, speech and/or language, school readiness skills (pre-printing), appropriate behaviour, self-help skills (eg: dressing, feeding), emotional regulation or motor skills. Funded by the Ministry of Children and Family Development.

Early Years - Regional Programs

1- Regional Coordinator for Northern Child Care Resource & Referral Programs

The Regional Coordinator (RC) monitors CCRR provincial standards, promotes CCRR programs and quality childcare across the north region. The RC facilitates communication among the 8 northern CCRR's and between the CCRR's and MCFD. Funded by the Ministry of Children and Family Development.

2- Children First

The Children First Initiative focuses on prevention, promotion and early support for early childhood development and learning. Children First Initiative is community driven, built on existing resources and networks within communities, and is unique to each community. The CDC coordinates and distributes funds to seven community Early Childhood Development Committees from Vanderhoof to the Hazeltons. Funded by the Ministry of Children and Family Development.

2- School Age Therapy

Physiotherapy and Occupational Therapists provide consultation for children who are experiencing some difficulty in school. Referrals are made by the school district or independent schools. Funded by the Ministry of Children and Family Development and School Districts/ Independent Schools.

Other NWCDC Services

1- CDC Groups

Groups are offered at our various locations. Contact the CDC for offerings such as:

- » Parent support groups
- » Parenting
- » Infant massage
- » Family play groups
- » Various community-based workshops

2- Provincial Outreach Clinics

The CDC coordinates and hosts the Sunny Hill Health Centre Outreach Seating and Mobility Clinic, and the Augmentative Communication Team.

3- Newsletters

The CCRR and CDC issue regular newsletters to update you on recent centre news and events. Families are welcome to submit stories.

4- CDC Website

Stay updated on CDC's events and activities at [or](#) check out current events on the CDC Facebook page.

Please contact us if you would like any further information about these programs.

GETTING INVOLVED— HOW YOU CAN HELP

There are many opportunities for volunteering at the CDC.

Some ways in which you may help out:

- » fundraising, events and projects.
- » administrative tasks.
- » become a member of the Northwest Child Development Centre.
Membership helps support the work we do for children and families in our communities.

Contact the CDC for information about getting involved at 250-847-4122 or visit our web site: www.nwcdc.ca.



FAMILY FEEDBACK

The Northwest Child Development Centre is committed to the provision of quality services in a family-centred environment. We welcome all feedback from families.

1- Annual Family Satisfaction Survey

The NWCDC distributes annual family satisfaction surveys to gather Annual Family Satisfaction Survey

The CDC distributes annual family satisfaction surveys to gather information from families accessing our services/program. We use this information to help us to improve our programs and services. Information is treated confidentially and you will not be identified with your responses. To ensure you receive a survey, please contact us.

2- Service Completion Family Feedback Form

The CDC will send a Family Feedback Form to all families upon completion of services (discharged). Information is treated confidentially and you will not be identified with your responses. To ensure you receive a form, please contact us.

3- Steps to Help You:

- Talk directly to the person whose services you are not satisfied with or with his/her supervisor:

If there is still a problem or you prefer a more formal process:

- Contact the Executive Director who will begin the process of documenting and investigating your complaint. You may be asked to share your concerns in writing. The Executive Director can be reached at 250-847-4122 or by email: director@nwcdd.ca.
- You have the right to have support through this process. If you need help finding an advocate, please ask the Executive Director for further information.
- Once the problem has been formally investigated, a decision will be made and the outcome shared with you in writing.

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If you have a concern about services

We will respond to all concerns and/or complaints about care and service in a fair, objective and timely manner.

If you are not satisfied with the services you and/or your child or youth are receiving from the CDC, please let us know. Your concerns and/or complaints will not result in any negative consequences or barriers to you or your child/youth's services.

If you are unhappy with the outcome, you have a right to complain to the Ministry of Children and Family Development, www.gov.bc.ca under Ministries/MCFD

More information regarding family feedback can be located@ www.nwcdc.ca



GLOSSARY

- AIDP – Aboriginal Infant Development Program
- BCACDI - British Columbia Association of Child Development and Intervention
- NWCDC – Northwest Child Development Centre
- CCRR – Child Care Resource and Referral
- CDBC – Complex Developmental Behavioural Conditions Program
- CYSN – Children and Youth with Special Needs
- ECD – Early Childhood Development
- EIP – Early Intervention Program
- FASD – Fetal Alcohol Spectrum Disorder
- FSC – Family Services Coordinator
- FSP – Family Service Plan
- IDC – Infant Development Consultant
- IDP – Infant Development Program
- KW – Key Worker
- MOST – Moricetown, Smithers and Telkwa Early Childhood Development Committee
- MCFD – Ministry of Children and Family Development
- NH – Northern Health
- NHAN –Northern Health Assessment Network
- NW SCDP – Northwest Supported Child Development Program
- OT – Occupational Therapy
- PT – Physiotherapy
- RC – Regional Coordinator for Northern Child Care Resource and Referral Programs
- SAT – School Age Therapy
- SD – School District (#54 - Bulkley Valley, #82 - Hazeltons, #92 - Nechako Lakes)
- SLP – Speech and Language Pathology
- USECD – Upper Skeena Early Childhood Development Network

