

Tri-Cities Children's Services



F A M I L Y H A N D B O O K

Welcome to Tri-Cities Children's Services. We look forward to working with your family!

The Family Handbook will give you information about our services, what they do and what you can expect when you are working with us. If you have any questions, or would like more information, please let us know!

WELCOME:

Welcome to the Tri-Cities Children's Services (TCCS). TCCS is a partnership between the Simon Fraser Society for Community Living (SFSCCL) and SHARE Family and Community Services Society (SHARE) to provide integrated services for children and families in the Tri-Cities communities of Coquitlam, Port Coquitlam, Port Moody, Anmore and Belcarra.

Staff from SFSCCL and SHARE are committed to working together to meet the needs of families whose children and youth require additional support from birth to 19 years of age. If you would like to learn more about the SFSCCL and SHARE please turn to page 10.

We look forward to getting to know you! Please let us know if you have any questions, comments or ideas about this handbook or our services.

WHO WE ARE:

Services through TCCS are available based on the age of the child and may include one or more of the following:

- Infant Development Program
- Supported Child Development Program
- Early Intervention Therapies:
 - Physical Therapy
 - Occupational Therapy
 - Speech Therapy
- Key Worker Services
- Family Supports



Each service is unique in how it works with families. The service you get will differ from what another family might get as it will be based on what you need. How the service is provided will also differ. Some services will come in and out, giving information and resources for a specific reason. Others may work with you over a longer period of time. You will be involved in deciding all of this. You can find more information about your individual services at the end of this package.

The aim of our services is to provide you with information, resources and strategies that help you to:

- Understand your child's development and how to help him learn;
- Participate in community activities;
- Advocate for your child and family (e.g. help other services know what your child needs);
- Plan for changes and new activities, such as when your child goes to school.

Our services will address what you want for your child and family and work on goals you think are important.



HOW WE WORK WITH YOU



In our first visits with you, we will learn about your child and what is important to you. We will then work with you to develop a support plan for **your goals**. If your child goes to child care, we will work with them too – this way the goals for home and child care are done together.

Based on the contents of the support plan we will work with you to help you achieve these goals. This may include:

- a. Visits with your child and family in your home, at our office, or at a child care or community program;
- b. Loaning you toys, books, videos, equipment;
- c. Information about and referrals to other services, including any government programs that may provide you with financial or other assistance;
- d. Going with you to doctors appointments and other meetings;
- e. Groups, such as parent-tot groups, skill building groups or workshops and support groups for parents;
- f. Information and training for child care provider(s) who work with your child.

As your child and goals change, we will work with you to update the support plan and services. This will happen at least every 6 months.

A few other things about our services:

- We will visit at times that work best for you. This can include visits in the early evening.
- Our services are voluntary and it is your choice whether you want to use them or not. This means you can refuse a service or choose to stop services at any time.
- We ask that you:
 - let us know ahead of time if you need to cancel a visit or appointment;
 - cancel a scheduled visit if anyone in your home is sick (our staff will also cancel if they are sick);
 - please do not smoke during a visit;
 - participate with us and your child during visits at home or at the office.
- The safety of our staff is very important. There are laws through Work Safe BC that require our staff to be aware of their surroundings at all times when they are in the community and to leave any situation they believe could be harmful or dangerous. They must also check in with our office at regular intervals so we know they are safe. They may need to do this if a visit goes longer than planned.

And finally.....if you are accessing more than one TCCS service or other community services, the services will work together. We can help you keep the services working together. You choose which service provider will do this. This person is called a 'service coordinator'. You can also do this yourself.



YOUR RIGHTS

We believe that families should receive services that protect their rights. We will do our best to respect your rights and provide services that will:

1. Allow you to choose whether or not you want to use the services. This means you can refuse a service or choose to stop services at any time.
2. Protect your privacy and confidentiality. We will not give anyone information about you and your family unless you give us permission or when the law requires us to (see page 8 for more information on this).
3. Let you look at your files and records.
4. Let you make decisions about your son/daughter. We will give you as much information as we can to help you do that. If a decision is not legal or may cause harm to others the law may require us to report it (see page 8 for more information on this).
5. Help you to be an advocate in decisions about what is provided for your child. Work with anyone you choose to have speak on your behalf (e.g. an advocate).
6. Allow you to complain without fear of losing your service or your relationship with your staff person.
7. Provide ways for you to give us feedback on service.



TELL US HOW WE'RE DOING

It's important to hear how we are doing. We want you to tell us if we're doing well and if we can do things differently.

1. If you have a concern or a compliment the **first step** is to **talk to the staff person involved**.
2. If you had a concern and are not happy after talking to the staff, you can contact the Program Supervisor. They will talk to you and the staff person about what's happened. They will then work with both of you to try to find a solution.



You can find contact information and all the steps to tell us concerns on page 10.

You are welcome to have someone support you, including speaking on your behalf, at any step of the process.



WHAT'S NEXT?

The next few pages will tell you more about:

- Frequently Asked Questions – what many families want to know!
- Some Things We're Required To Do – more information about what we are required to share or get from you.
- Who Are SFSCCL and SHARE – more information about the two organizations.
- Contact information and steps to follow if you have a concern.
- My Services – detailed information about each of the services you are working with.

Now it's your turn – what else do you want to know? As we start working together you might have more questions. Always ask us...if we cannot answer, we will try to find someone who can!



FREQUENTLY ASKED QUESTIONS

Many families have questions as they work with TCCS services. Here are some of the most common questions and their answers! Please let us know if you have other questions – we're always happy to answer them.

1. How often will I get service?

How often you have contact with a staff person will be based on the needs of your child and family and the type of service. We will talk to you about it as we start working with you.

2. Do I have to pay for services?

Most services are funded by the Ministry of Children and Family Development and at no cost to you. For some groups and parent training, there may be a small fee to cover materials or space costs (e.g. pool fees, food for an eating group). If there is a fee and you cannot afford it, please talk to staff so we can help you participate.

3. Is my child and family information kept confidential?

Any information you share with us is confidential and is used to help plan for and coordinate services for your family and child. We will not share information with anyone other than your team unless we have your written permission, or when the law requires us to do so.

4. What should we do if our child or a family member is ill and we're supposed to have a visit?

Please call and reschedule the appointment if your child or a family member who will be present is sick. We will call and reschedule the visit if we are sick.

5. Can I keep seeing my private Speech-Language, Occupational or Physical Therapist?

We ask that you tell us if you are seeing or thinking about seeing a private therapist. The rules for each of the therapy services are different, so we will talk to you about it.

6. What happens if I'm on a waiting list for a service?

Services do sometimes have waiting lists. We will do our best to provide some services while you wait. For more information, please see the service specific pages that follow.

7. What will happen when I need to change services or as my child gets older?

There will be times when services change for you and your child, such as when he or she goes to Kindergarten, starts daycare or preschool or moves to high school. We will work closely with you when there is a change so that it goes as smoothly as possible.

8. Can other family members or friends participate in visits or session?

A visit will include things you have planned with us. Knowing what we are doing, you may want a family member or friend to participate. For example, if we're talking about meal times, you might want a grandparent who has lunch with your child to participate. Your other children may also be present during visits – when this happens, we will work together to include them. This may not always be possible in group sessions, but we will talk about it.

If there is a larger group of family or friends you would like in a visit, we ask that you talk to us about it beforehand.



SOME THINGS WE'RE REQUIRED TO DO

Our Funding Contracts:

The funding for most of our services comes to us as part of a contract from the BC Government Ministry of Children and Family Development, under their services for Children and Youth with Special Needs. Our contracts have rules we have to follow. For example, your child's service file must be kept indefinitely (e.g. even when you are finished with services). These files are stored securely.

We also give the Ministry statistics about our services. The information we provide does not identify specific children and families. It focuses on numbers of people accessing service and the number of visits and other services provided.

Our contract also requires that our organizations are accredited. Both SFSCCL and SHARE are accredited through Council on Accreditation of Rehabilitation Facilities (CARF). CARF visits the agency every 3 years to make sure we are meeting the standards for service. They do review child and family files. Prior to their visit, we will ask for your permission before we share your file with them.

Legal Requirements:

Earlier we told you about some of your rights and what we need to do to honour them. Some of these things are required by law. These laws are put in place by the Governments of British Columbia and Canada through legislation or acts. This section tells you a little bit more about them.

Privacy and Confidentiality:

The **Freedom of Information and Protection of Privacy Act** requires that we keep information about your child and family confidential. This means that we will not share information with anyone else without your permission, unless we are legally required to do so. This can happen with a court subpoena or in the case of a child protection concern (see below for more information).

We will ask you for written permission to work with others outside of TCCS to coordinate services, share written information such as support plans and reports, and to make referrals to other services.

Both SFSCCL and SHARE have a Privacy Officer who is available to you should you have concerns about privacy and confidentiality that are not resolved through our concern process (see If You Have Concerns / Compliments section). The Privacy Officers are:

- SHARE – Roxann MacDonald (604-540-9161)
- SFSCCL – Janice Griffiths (604-525-9494)

Child Protection:

The **Child, Family and Community Services Act** is legislation to protect the health and well-being of children in British Columbia. The Act requires that we report to the Ministry of Children and Family Development if we have concerns that a child may be, or is at risk of being, abused or neglected. This is legally required and we must do it if need be.

WHO ARE SFSCCL AND SHARE?

SIMON FRASER SOCIETY FOR COMMUNITY LIVING (SFSCCL)

Introduction

The Simon Fraser Society for Community Living is an accredited not-for-profit, charitable organization that has been serving the communities of New Westminster, Coquitlam, Port Coquitlam, Port Moody, Anmore and Belcarra since 1954.

Philosophy and Values

The vision of the SFSCCL is that *“We are moved by the dream of an inclusive community that enables, empowers and encourages all people.”*

SFSCCL's mission is to provide choices and opportunities for children who require extra support, adults with intellectual disabilities and their families.

The SFSCCL provides services based on its values:

- We believe in an inclusive environment where everyone will be equally valued
- We believe that everyone should pursue their own interests and follow their own dreams
- We believe that everyone should have the opportunity to learn and develop their skills throughout their life
- We believe that everyone should have the opportunity to make a contribution to the community
- We believe that families and people receiving services are our most important source for input and we will include them in all levels of Society decision making
- We believe that we have a responsibility to promote these values in the greater community.

SFSCCL Services

As described earlier, SFSCCL services for children and their families include the Infant Development Program, Supported Child Development Program and Key Worker Services.

SFSCCL also provides services to families through its Family and Individual Support Program and Transition Planning Program.

In addition, SFSCCL provides services for adults with intellectual disabilities, including:

- Residential Services such as group home living, semi-independent living, independent living and home sharing.
- Work and Leisure Services that includes Community Inclusion, Employment, Recreation & Drop-in Program, Travel and Self-Advocates.

For more information on SFSCCL services, please visit our website at www.sfsccl.org.

SHARE FAMILY AND COMMUNITY SERVICES SOCIETY (SHARE)

Introduction

SHARE Family & Community Services Society is a non-profit, independent and community based organization providing leadership and programs in response to the social needs of the residents of the Tri-Cities (Coquitlam, Port Coquitlam, Port Moody, Anmore and Belcarra), New Westminster and adjacent communities.

Philosophy and Values

SHARE'S mission statement is "SHARE Family & Community Services exists so that vulnerable individuals and families in the Tri-Cities, Anmore and Belcarra have the opportunity to pursue the life they choose". SHARE's aims include:

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| <i>Uprooting Poverty</i> | ▪ Individuals and families will be able to meet their basic needs. |
| <i>Social Well-Being</i> | ▪ Individuals and families are able to build supportive relationships, deal effectively with challenges and develop their potential. |
| <i>Inclusive Communities</i> | ▪ Individuals and families will feel welcome and have the opportunity to be involved in shaping our community. |

Our Values:

- Respect and compassion for the person served
- Belief in the unique abilities, strengths and gifts of each person
- Belief in the capacity of people to grow, change and care for themselves and for one another
- Respect for the richness and diversity of all cultures and for the rights of all people to be engaged in a culturally sensitive manner
- Respect for the diversity of families
- Commitment to accessible services and community opportunities regardless of intellectual or physical ability, language, literacy or financial constraints
- Belief in every person's right to live free of violence and abuse
- Commitment of professionalism, ethical conduct and integrity of service delivery
- Recognition of the importance of volunteerism and citizen participation in community.

SHARE Services

As described earlier, SHARE services for children and their families include Early Intervention Physical Therapy, Occupational Therapy and Speech-Language Therapy. SHARE also provides an Early Childhood Mental Health Program (Tri-Cities only), Community Living Services, and School Age Occupational and Physical Therapy (New Westminster only) for children with special needs and their families.

In addition, SHARE provides a variety of other services in the Tri-Cities including:

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| ▪ Adult & Youth Addiction Services | ▪ Child and Family Services |
| ▪ Fee for Service Counselling | ▪ Community Development Services |
| ▪ Food Bank | ▪ Christmas Hampers & Toy/Gift Program |
| ▪ Low Cost Housing | ▪ Community and School Based Prevention Services |
| ▪ Social Enterprise – Thrift Store | ▪ Legal Advocacy and Pre-employment and Life Skills Training Services |

For more information on SHARE services, please visit our website at www.sharesociety.ca.



IF YOU HAVE A CONCERN

We want to hear if you have any concerns and/or compliments about the services we provide or the way we provide them. If you want to tell us we're doing something well and/or have a concern or disagree with a decision, the **first step** is to **talk to the TCCS staff person** this involves.

If it's about a concern, the TCCS staff person will work with you to understand the concern and find a solution. If, after this, you feel that your concern is not addressed or you are not satisfied you can contact the person's supervisor (see *below for the supervisor names and phone numbers for each TCCS service*). They will talk to you and the staff person about what's happened. They will then work with both of you to try and find a solution.

If your concern is still not addressed, the staff person and supervisor will give you information on the next steps and who to contact. This will include talking to the Department Director and, if you are still not satisfied, the Executive Director or CEO.

If, at the end of the process, you are still not satisfied with the result or final decision of the Tri-Cities Children's Services, you may wish to contact the Ministry of Children and Family Development. We can give you contact information for this.

We appreciate you bringing your concerns to our attention. Again, let us reassure you that you have a right to complain about services without jeopardizing those services and have confidentiality maintained throughout the complaint process.

TCCS Coordinators and Team Leaders:

Service	Name	Phone # & Email
Infant Development Program	Mihaela Oala, Coordinator	604-525-6123 moala@sfscf.org
Physical Therapy	Hannah Castro-Llego, Team Leader	604-529-5122 hannah.cl@sharesociety.ca
Occupational Therapy	Zahra Lalani, Team Leader	604-529-5114 zahra.lalani@sharesociety.ca
Speech-Language Therapy	Meaghan McLeod, Team Leader	604-529-5112 meaghan.mcleod@sharesociety.ca
Supported Child Development Program	Mary Anne Nelson, Coordinator	604-525-9494 mnelson@sfscf.org
Key Worker Service	Jill Crichton, Coordinator	604-528-3950 ext.329 jcrichton@sfscf.org