



Yellowhead Community Services Society

Early Childhood Development Programs



Supported Child Development Handbook



January 2021

Dear Families,

Welcome to Yellowhead Community Services
Society Supported Child Development Program.



We recognize the important role that families play in the healthy development of their children. We understand that parents are a child's first and most important teacher and we consider ourselves to be privileged to be part of many families' lives. It is our belief that every person has the right to be treated with respect and care. In this way we offer services to help parents and children achieve their full potential.

We provide services to families living in the North Thompson Valley and the Fraser Canyon. We acknowledge that these lands are the ancestral, traditional and unceded territories of the Secwepemc and St'át'imc Nations. We pay respects to the First People of these territories and extend that acknowledgement and respect to all First Nations of Canada.

We hope this handbook is helpful. Please ask us if you have any questions.

Yours truly,

YCS Supported Child Development Team



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COVID-19 pandemic operations policy

Please take time to read our COVID-19 operations policy, provided to you along with this handbook. It has been developed to ensure the health and wellbeing of everyone accessing our services during the current COVID-19 pandemic. Your Consultant will review the COVID-19 policy with you. As the pandemic situation changes the policy will be updated. We will share any updates with you as they are made.

YCS Mission statement

“Providing services through collaboration, leadership and innovation that create positive change and contribute to a healthy community.”

Geographical area served



Yellowhead Community Services Society provides care to families with young children in the North Thompson Valley, from McLure to Blue River and also Lillooet and Ashcroft.

Early Childhood Development Programs Rationale

Positive early experiences play an important role in a child’s development. These experiences begin during pregnancy and continue long after a baby is born. The connection between a parent and child forms the basis for all the child’s future relationships and also affects a child’s ability to learn and grow. We understand that during the early years of life a child’s brain is flexible and malleable, so skills are easier to learn and intervention is most likely to have lasting impact. Knowing this, we believe the first and most important relationships that a child experiences are with their family and it is our honour to work alongside families to best serve children within our communities.

Family centered philosophy

Parents know their children better than anyone and have a complete understanding of their child’s history and family situation. Parents have a life long relationship with their child while ours is comparatively brief.

Our staff look to you, the family, for the in depth knowledge only you can share about your child. Our staff work to support families

- ✓ In understanding their child's growth and development
- ✓ By providing resources and information
- ✓ By engaging families to make informed choices
- ✓ By working with and advocating for families
- ✓ By encouraging the community to support children, youth and families.



What are YCS's Early Childhood Development Programs?

We provide three early childhood development programs to support the healthy growth and development of the family and child. These programs are:

- Prenatal and Early Years Home Visiting (HVP)
- Supported Child Development Program (SCDP)
- Infant Development Program (IDP)



What is the Supported Child Development Program?

Supported Child Development (SCD) is a community based program that supports children with additional needs to attend community a based program. SCD is based on the belief that every child has a right, whatever their ability, to be an active, included participant in a child centered program.

In best practice programs, children are included and recognized for their strengths. Our staff look to the family for guidance around priorities, strengths, culture and history.

There are several child care choices in our communities and we can provide information to parents, allowing them to choose the program that best suits their needs.

We usually begin working with families and children in the preschool years, around three or four. Children may be younger and sometimes they can be up to nineteen years old as well.



We encourage you to be active in the planning process; identifying challenges and successes to help your child have a positive experience. SCD goal is to ensure your child is included, has fun, is supported and successful to the best of their ability.

Our staff sometimes act as a coordinator when children have several members in their team, if families chose this. Other team members might be a speech therapist, occupational or physical therapist, behaviour interventionist or dietician.

Supported Child Development provides the following services to support children, families, and community programs:

- Individual family service planning (family's goals and wishes)
- Goal planning (identifying goals for your child)
- Training and information for families and programs
- Resources, like books, toys and specialized equipment
- Referrals to other services like therapists or specialists
- Additional staffing to support inclusive participation

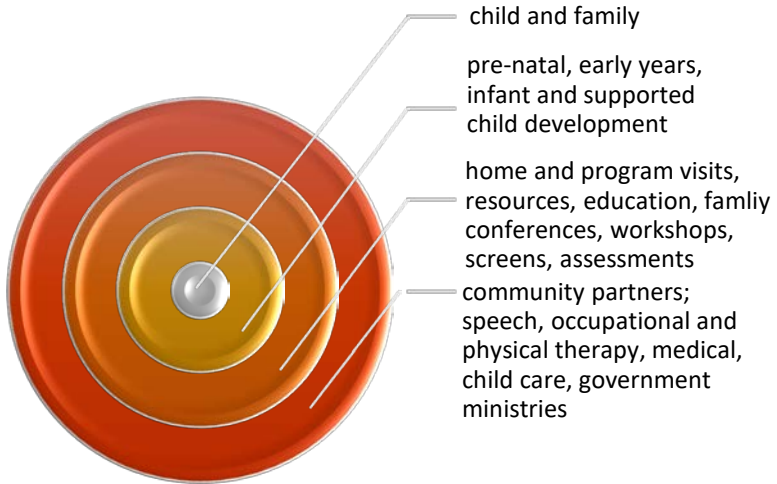
When a child no longer needs services from SCD our staff work to make sure that their next, independent steps will be successful. We are pleased to take part in transition meetings as children move on to kindergarten or new child care programs.

BC Affordable Child Care Benefit - Special Needs Supplement

BC Affordable Child Care Benefit provides funds to help parents pay fees for licensed child programs. There is also a Special Needs Supplement (up to \$150) for parents of children who require extra support. Your Consultant can help with this form. You may visit the Ministry of

Children and Family Development website, ask your SCD consultant or the child care program staff for more information about this benefit.

More about our early childhood services



Home visits

Home visits are a really helpful part of our programs as this is usually where children and their family feel most comfortable. Getting to know you is important to us so we hope you will feel relaxed with us. If you would prefer to meet somewhere else, please let us know and we will find an alternative location.

Visits with you will be set at a time that works for you, your child and your consultant. Usually visits take place about every second week, but can be more or less frequent if you choose. Visits usually last about one hour.

Home visits are a time where you, your child and the consultant will chat, play and discuss progress and challenges. Usually, your consultant will share some small activities for you to try with your child over the next couple of weeks that will support their growth.

Your consultant can lend you equipment and resources for your child. If there is something you are interested in that will support your child, please ask us; if we have it you are welcome to borrow it. Your

consultant may also be able to recommend community resources and other professionals who provide services.

At the end of each visit the consultant will leave notes for you about the visit, sometimes these can be sent to you electronically a bit later. A copy of the notes will be stored in your child's file at the YCS office.

Individual or shared support in a licensed child care program

Inclusion is the main principal of SCD and our staff provide assistance to families who want their child to be part of a community program. Our consultant supports families, children and the programs to help identify appropriate expectations and achievable goals for the child.

Sometimes children need an adult with them to provide one to one support, or they can share the support with other children. SCD can provide staff to fill this role.

Screens

ASQ 3 and ASQ SE; The Ages and Stages Questionnaire (ASQ3) looks at five areas of development; communication, gross and fine motor, problem solving personal/social and are fun and easy to do. This screen lets you know how your child is developing and what their next milestones may be.

If you have worries about behaviour and social/emotional development your consultant can give you a similar screen just for that called Ages and Stages Social/Emotional screen (ASQSE).

MCHAT R; We also have the MCHAT R (Modified Checklist for Autism in Toddlers - Revised). This screen is for toddlers between 16 and 30 months old and is looking very specifically at possible Autism.

Assessments

The DAYC 2 (Developmental Assessment of Young Children 2nd edition) is a standardised assessment tool. It is designed to measure the abilities of children in five developmental areas: cognition, communication, social-emotional, physical and adaptive behaviour.

If you decide you would like your child to participate in an assessment, your consultant will encourage you to be present and include you in the

process. Consultants like to visit with children several times before completing an assessment in a setting where the child feels comfortable.

The assessment gives families a detailed picture of their child's development. It can be used to identify goals for your child.

Family conferences and team meetings

About twice a year you will take part in a team meeting that involves all, or some of, the professionals providing services to your child. Families are welcome to use a space at Yellowhead Community Services for this meeting. These conferences help to coordinate services and provide direction to the team and family. Your participation is very important as you know your child best and so we look to you for guidance and direction.

Parent education and workshops

As part of providing services to the community we facilitate educational workshops each year. Some of the programs we offer are; parenting workshops, infant massage, sign language, raising responsible adults and cooking classes. We hope you will be able to attend some events.

Family support

In recognition of the challenges and celebrations surrounding pregnancy and parenting our programs connect families that share common experiences, if families choose.

Books, equipment and toy lending library

We have a book and equipment lending library and are happy to loan our equipment to our families. It's really easy to borrow items, just sign them out with your consultant for as long as you like. We want the equipment to be used and sometimes things come back damaged or broken, don't let this worry you. We don't mind that at all.

Some classes we offer

- ❖ Infant massage
- ❖ Parenting classes like Make the Connection, Circle of Security and STEP.

Funding for our Programs

Our Early Childhood Development programs are all funded by MCFD; the Ministry of Children and Family Development. Families choose to participate in our programs, they are voluntary. You can leave whenever you choose. The supported child development program is a free program.

Accessing our services

Referral

Our referral form is on our website www.yellowheadcs.ca in the drop down tab called Early Childhood Programs. You can also find them in our office and at other community programs. Anyone can make a referral for services like your doctor, social worker or public health nurse. But, it is really important that you know the referral has been made, so we ask that a box on the referral forms is ticked to show you agree. If this box is not marked, we cannot contact you and will reach out to the person who made the referral.

Once we have received a referral, by mail, fax, hand delivered or electronic, we check to make sure our program will fit your needs and then be in contact with you.

If our program is full we use a 'weighted' waiting list. This means that we consider each person's needs, some families automatically qualify and others may be asked to wait. If you are put on the wait list, we will let you know roughly how long you can expect to wait.

If our services aren't quite the right fit, we will let you know why and help you to find the right services.

Intake

Getting to know you is very important to us. We have expectations that service will be offered to you in a culturally sensitive way and that the whole family will be included in the process if you choose. Who knows better than you what you and your child needs? Without partnership and collaboration very little will be successful.

There are a few forms for you to fill in to help us get to know you all. This can sometimes seem like a lot of paper work. Don't worry, we can

do this over time. Quite often our Consultant completes a little each week with you, before you know it, it's done. We want you to know, that if there is information you do not want to share, we will respect that. It is your information and we trust you to share when you feel comfortable.

Service agreement

Before we can begin providing services, you do have to complete a form called 'service agreement.' This form looks at some of the policies that guide our work such as; respectful and confidential service provision, a safe and healthy environment for families and staff and working together. You also have to sign that you agree and are choosing to participate. There is more information about some policies later in this handbook.

Release of information

The 'release of information form' is where you can add the names of people you would like us to share information with. It helps us get a picture of who you are working with and how we can be collaborative services providers. You may not have names to add, this is your choice.

This form, may be used for a 'once only' release or can be approved by you for up to 12 months, which means at least once every year we must redo it. You may make changes to forms at any time.

We will never release information to anyone, unless you give us permission first, with the exception of one instance; in Canada, if an adult thinks that a child is being abused or neglected they have a legal duty to report their concern to a person in authority.

Family intake form

The information you add to the 'family intake' form tells us all about who lives with you and the best ways to contact you. Please let us know if any of this information changes.

Once these three forms; the service agreement, release of information and family intake profile are complete we can begin visiting with you.

Family history

The ‘family history’ form asks more detailed questions about your pregnancy, their birth, yours and their medical history and so on. It helps us develop an understanding of your child and family. Again, you may leave any question blank if you prefer to.

Individual family service plan

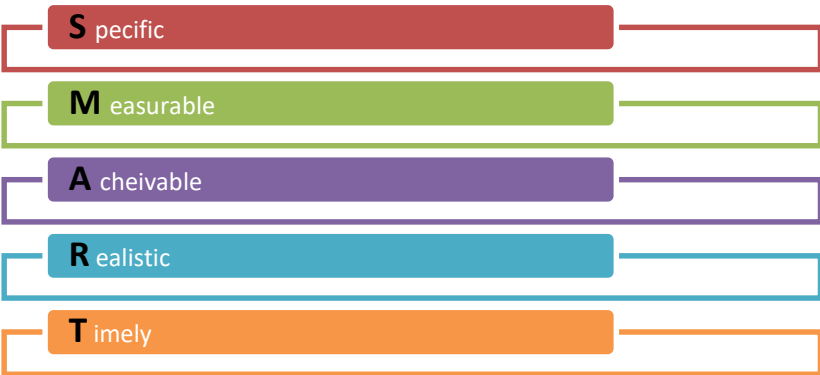
Within the first three or four months families will work with their consultant to write an ‘individual family service plan’. The service plan details the child’s strengths, challenges, current stage of development and specific needs; including the needs and wishes of the whole family.

Goal plans

Setting goals helps keep everyone motivated and on track for success. It is easy to make adjustments to goals if the small steps are quickly achieved or too challenging.

Together with the consultant families identify what is most important to them and design SMART goal plans!

Our SMART goal plans follow five simple steps. They must be:



Leaving services

Families are free to leave services at any time. Participation in our programs is completely voluntary. Sometimes families move from one program to another; a mother may begin services while she is pregnant and then choose to access the infant development program (IDP) if she has concerns about her baby’s development. An infant accessing IDP

may move to supported child development when she attends daycare or preschool.

These transitions can be stressful, as can any change. Our staff support parents with transitions by gathering information, team building, planning for the future and providing information about follow up services.

Community partnerships

Collaboration is central in the way we provide services. We are thankful to the many specialized service providers that work alongside us. Our staff often help families identify services needed, understand the information provided to them and work with families to follow through with their chosen goals. The following are some of the community partners our families access frequently;

Community Speech Pathologist

The speech pathologist supports children with communication, both expressive (what children say) and also receptive (what they understand) from the early years through to the school years.

Public Health Nurses

Are well known by our families and support mothers with breast feeding, children's immunizations, general health and wellbeing questions.

Doctors

Provide medical care for the entire family. They may refer families to specialists such as pediatricians.

Government Ministries

The Ministry of Children and Family Development and the Ministry of Health provide lots of services for families with children. They may be able to help with respite care, daycare and children and youth with support needs.

Kamloops Children's Therapy and Family Resource Center

The CTFRC is a not-for-profit association who provide different therapies to children, up to the age of 19 years. Their staff work in the

community where the family lives and they support the child and the family.

Licensed Child Care Programs

Licensed child care programs in our communities offer full and part time care to all children. Our staff can support families with finding the right program for their child and help with the registration process.

The Early Years Center

The Early Years Centre at Dutch Lake Community Centre in Clearwater and the YCS office in Barriere is open during the week. Free drop-in groups for families to gather together, play and have fun are based there. We are happy to let you know dates and times for these groups.

Other free groups like Mother Goose, Tumble Bumble and Story Time are scheduled in our centers. Your consultant can give you more information about these activities.

As part of YCS commitment to healthy communities, children and families we can provide vouchers for food and gas if families have a need. Please ask your consultant.

Confidentiality

All the information you share with us is yours and it is confidential. All our files are kept securely in a locked cabinet. We will never share information from your file unless you agree.

If you would like to see your file, please let your consultant know. We ask you to write a letter, your consultant can help you with this if you like. We will make sure you have access to your file within ten working days.

Photograph policy

YCS staff take photographs of children and parents to help document progress or for fun – if you give us permission.

The photos may be used on our website and in local newspapers to promote activities and groups – if you give us signed permission on the

'Photograph form'. By initialing but crossing through the form, you are telling us that YCS may **not** use your photographs.

To respect privacy concerns we do not share any photographs on any social media sites such as Face Book, Twitter or Instagram.

Health and wellness

Illness policy

One of the most important factors in reducing the spread of diseases is to reduce the risk of exposure. To access YCS services you must be in compliance with our general health and wellness policy which asks that you cancel visits with our programs if you or your child are unwell with any contagious symptoms. We also ask you to check your health before visiting with us and be mindful of our COVID-19 safety protocols. You must;

1. Be healthy and not have any COVID-19 symptoms (see below)
2. Wear a mask in a shared indoor space
3. Wash or sanitize hands as you enter a YCS site and frequently throughout the length of time spent at the YCS site, YCS staff will do the same as they enter your home
4. Maintain a safe social distance of at least two meters
5. Sanitize all shared/communal items after touching
6. Comply with all occupancy level restrictions in YCS buildings
7. Read and be familiar with the COVID-19 operational policy

Stay away if you are sick with any of the following COVID-19 symptoms;

- ❖ new or worsening cough
- ❖ shortness of breath or difficulty breathing
- ❖ temperature equal to or over 38°C
- ❖ feeling feverish
- ❖ chills
- ❖ fatigue or weakness
- ❖ muscle or body aches
- ❖ new loss of smell or taste
- ❖ headache
- ❖ gastrointestinal symptoms (abdominal pain, diarrhea, vomiting)
- ❖ feeling very unwell

If you have symptoms, please let your Consultant know and don't access services until;

1. you have completed a health assessment by phoning 8-1-1 or
2. have been assessed by a physician or nurse practitioner or
3. completed the B.C. COVID-19 Self-Assessment Tool

AND followed instructions provided through one of the above checks. If you are advised to complete a COVID-19 test you may return to our facilities or meet with staff;

- ❖ when you are well enough to participate in normal activities and the COVID-19 test is negative
- ❖ when public health advises you if the COVID-19 test is positive
- ❖ after isolating for at least ten days from the onset of symptoms if you choose not to participate in a recommended COVID-19 test. You must be well enough to participate in normal activities.

You must also isolate for 14 days if

1. you return from a trip outside of Canada
2. you have been in contact with someone who has been outside of Canada

Services will not be provided in a client's home if a person living in the same residence has any of the symptoms listed above. However, services may be provided in spaces outside of the home as long as the service user does not have symptoms themselves.

Smoking and vaping policy

We ask you to not smoke or vape in your home for one hour before a visit takes place and that nobody smokes in the home during the visit.

If this is difficult for you, visits in a smoke free location can be arranged. Visits may be rescheduled or service terminated if the smoking policy is violated.



Scent reduced air

Some scented products contain chemicals that trigger a reaction in some people and children. Our staff are careful to be as scent free as possible and we ask our families to be the same. If you are affected by any smells or products please let your consultant know.

Personal health and safety

All our staff are trained in first aid and practice responding to different emergency situations on a regular basis. All our facilities and vehicles are maintained to high standards and we abide by all agency regulations to keep our staff and service users safe.

Rights and responsibilities

Every individual is important. We take our responsibilities seriously and want you to know that as parents, caregivers, children and workers, we all have rights and responsibilities.



You have the right to....

- Be treated fairly and respectfully and receive quality services
 - Services will be offered in a professional and friendly way and plain language will always be used
 - Every effort to accommodate parents and children with extra challenges will be made
 - Rules and policy will be explained to you so you understand behaviour expectations in our programs
 - All information will be kept in a secure and locked cabinet
 - You may ask to see your information and any reports or records written about you or your child
- Be included in all planning and decision making
 - Your ideas and priorities are important and your voice will be heard, it is important that the family remains in control of decision making
 - Any concerns or worries about you or your child should be shared with your consultant
 - If you have any concerns about the services we provide, please contact your consultant. If issues are still unresolved,

you will find more information on how to register a complaint in the handbook

- To be fully informed about all Yellowhead Community Services, provincial, federal and community programs that may benefit you and your family
 - Your consultant can refer you to other services
 - We can help direct you to access local and government resources
- Confidentiality. Information will only be shared with people you identify on your release of information form or with YCS employees if it is relevant to the service you receive
 - YCS's performance is monitored by CARF and files may be examined in order to monitor agency performance
- To celebrate your culture and history
 - Unless you feel safe we cannot expect families to engage with our services
- To end services with YCS at any time
 - Services are voluntary, you will not be forced to take part

You have the responsibility to

- Attend meetings that involve you and your family
 - Ask questions so we can move forward
 - Provide feedback to help shape your goals
 - Review information given to you and let us know if it needs to be explained better
 - Sign/acknowledge that you received information
- Make an informed decision
 - Ask for help if you are not clear on any points we discuss
- Treat others fairly and with respect
 - Respect others and their differences
 - Respect the privacy of others
 - Take care of your family
- Be open to trying and learning new things
- To report if you are unhappy with services

Complaints procedure

Our staff work hard to provide quality services and part of that process is learning from our mistakes. If you are unhappy with services, you have the right to make a complaint. First we ask you to talk to your service provider but if this doesn't resolve the issue, you will find a short complaint and compliments form at the back of this handbook, we like to hear positive feedback as well! Please complete the form and mail it to the YCS main office at 612 Park Drive, Clearwater, BC, V0E 1N1 or hand it to any YCS worker.

A manager will be in contact with you immediately if more information is needed. Once we have received the full details your complaint it will be investigated within ten days.

A manager will be in touch with you to share the findings of the investigation and you will receive a written report. If you feel the issue is still not resolved, you may contact the Chief Operating Officer who will complete an independent investigation.

If this is not satisfactory then you should contact the Board of Directors who will seek advice from a recognized authority such as the ombudsman.

It is important to know that services will not be withheld and you will never be penalized for making a complaint.

In short our complaints procedure is;

1. Talk openly with the YCS worker to try and resolve the issue
2. Complete the complaints form at the back of the hand book and return to the YCS office or write us a letter
3. The incident will be investigated by a manager
4. The findings shared with you through conversation and a written report
5. If you are unhappy you may report to the Chief Operating Officer who will investigate independently
6. If resolution is not satisfactory the final investigation will be at the discretion of the Board of Directors

Survey

Once a year we ask you to complete an anonymous survey so that we can track our performance and make any changes, helping us be the best service providers we can be. Your Consultant will share a link with you electronically for the survey. If you would prefer a paper or a telephone survey, just let your consultant know and they can arrange this for you.

All surveys are confidential.

How to reach us

Our main office is in Clearwater but we provide services from our Barriere office too. You can reach staff at either telephone number. Please use the Clearwater address for all mail correspondence.

Yellowhead Community Services Society

Clearwater; 612 Park Drive, Clearwater, BC, V0E 1N1
Tel; (250)674-2600 Fax; (250)674-2676

Barriere; 4936 Barriere Town Road, Barriere, BC, V0E 1E0
Tel; (250)672-9773 Fax; (250)672-9709

Chief Operating Officer; Susanne Butcher
susanne.b@yellowheadcs.ca

Supported Child Development Consultant; Jenna Wilson
Infant Development Consultant; Jenna Wilson
jenna.w@yellowheadcs.ca

Prenatal and Early Years Home Visitor; Bobbi Strachan
Bobbi.s@yellowheadcs.ca

General email inquiries; info@yellowheadcs.ca

Thank you

Yellowhead Community Services Society
www.yellowheadcs.ca

October, 2017

Complaints or compliments form

Your name;

Your cell;

Other contact #;

Your address;

Your email;

Today's date:

Signature;

1. Staff involved;

2. Please share as much information as you can. Include the date, other people involved and exactly what the incident was.

