



Opening Doors®
NANAIMO
CHILD
DEVELOPMENT
CENTRE

PARENT/CAREGIVER HANDBOOK



Our Mission

Promoting optimum child development
by serving children with developmental
needs and their families.

1135 Nelson Street, Nanaimo, BC V9S 2K4
Phone: (250) 753-0251 Fax: (250) 753-5614

www.NanaimoCDC.com



Hours of Operation

Monday to Friday
8:30 AM to 4:30 PM
Some services can
be arranged for an
evening/weekend.

We are closed on
statutory holidays
and open by special
appointment
between Christmas
and New Year's.

Snow Closures

Listen to your local
radio station for more
information or check
our Facebook page
or website.

**We are CARF
accredited****Professional
Development Days**

Occasionally we
will be closed to
attend courses that
help us update our
skills and
knowledge. We
will let you know
when we are
closed and a sign
will be posted on
our door and our
phone greeting will
be changed.

Our History

The Nanaimo Child
Development Centre
has been providing
services to children and
families since 1967. At
that time there were 12
children receiving
services with a staff of
three.

We are proud of our
history, our growth and
willingness to meet the
needs of the
community. We
recognize there are
many unique needs for
children and families
within our community.

The Staff and Board of
Directors are committed
to continually improving
our programs in order
to meet those changing
needs.

Board of Directors

We are operated by the
Nanaimo Child
Development Centre
Society (NCDCS), a
non-profit charitable
society.

The NCDCS Board of
Directors is a volunteer
group of parents,

professionals and
people from the
community.

They make decisions
about program
planning, policy and
how the money is spent
at the Nanaimo Child
Development Centre.

Board members are
available for your
questions or comments.
A list of Board members
is available from the
staff at the front desk at
the Centre, posted on
the Parents Bulletin
Board and on our
website
www.nanaimocdc.com.

Accreditation

Accreditation is a formal
process that confirms
an agency has met
international service
standards developed by
consumers,
stakeholders and
provincial and national
organizations.

To be accredited
means that we meet
these standards and
incorporate best
practices into
management and
programming.

What this means to you
is that you can be
assured that the
services you receive
from us are of the
highest quality.

Referrals

Anyone can make a
referral to our Early
Intervention Programs

with parents/guardians
consent. More
detailed information

can be found under
"Our Programs" section.

We Provide Family Centered Services

This means:

- We listen to you. You know your child best and we believe that you are the most important people in your child's life.
- We give you information to help you make informed choices.
- You choose the services you want.
- We appreciate the needs of all the family members.
- Services can occur in your home, the community, here at the Centre, your childcare setting or in your child's school.
- We recognize that your family is unique and that your differences and choices must be respected.
- Services are free of charge (except for preschool fees).
- We work as a team with you and the important people (doctors, ECE, inter-agency) in your child's life.
- Parents' input and feedback are sought to ensure that services meet the needs of the child and family. One way we do this is through team meetings, which include you.
- We endeavor to have no language barriers.

Duty to Report

We have a duty to report to relevant authorities such as MCFD if we believe that a child has been or is likely to be abused or neglected (as defined by the Ministry of Children and Family Development.) Whenever possible we will support you through this process.

Confidentiality/Privacy

We treat any and all information about you and your child as confidential. Personal information is used strictly for providing service to you and your child, and for assessing the quality of our service through our accreditation process.

Your written consent will be requested if information from your file is to be shared with anyone else, or if you or your family may be observed, videotaped or audiotaped. You may request copies of written materials

provided by us to others, and you may request an appointment to review your file.

NOTE: File reviewers who have access to your file for accreditation and quality control are required to sign an oath of confidentiality.

All staff, volunteers and students at the NCDC enter into a Confidentiality Agreement when they are hired. Confidentiality breaches are grounds for discipline by the Centre

as well as their professional colleges or registering bodies.

In order to ensure that information is released appropriately, when parents are separated or divorced, the Centre will request proof of guardianship.

Please remember that families you meet at the Centre do not want information about them shared with others.

Email

Staff at the CDC follow strict guidelines regarding the use of email. While parents can communicate with us regarding schedules or appointments, we cannot use email to discuss confidential client information with anyone. Email records must comply with existing legislation, regulations, policies and standards (for example the Personal Information Protection Act).

Safety

We have an Occupational Health and Safety (OHS) Committee that is committed to providing a safe and healthy environment.

We have plans in place for emergencies, evacuation procedures and protocols with police and emergency agencies. Our staff will review these plans with you during your first visit to the Centre.

We have trained staff members who hold first aid certificates, and we

will be in communication with various local emergency services in the event of an emergency.

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

If someone other than a parent or guardian will be picking up your child

please ensure that written permission is given to our staff.

If your child's behavior becomes a safety issue, staff will follow a model of positive intervention that includes the principles of non-violent crisis intervention.

Rights of the Person Served

You have all the rights and freedoms detailed in the Canadian Charter of Rights and Freedoms and the British Columbia Human Rights Code which includes:

- The right to respect, regardless of your culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, or language.
- The right to freedom from abuse, exploitation, retaliation, humiliation or neglect.

When you receive services from the Child Development Centre you have the right to:

- Confidentiality. No information about your family will be shared with others without your permission.
- Be informed and to agree or disagree with information provided.
- Right to ask questions and receive answers regarding your child's assessment and any aspect of your child's treatment.
- Receive information in a language that you understand. The Centre will help get you interpretation services if required.
- Information in a reasonable and timely manner to help in your decision making.
- Receive copies of all reports written by your CDC team

Rights (Cont'd)

Tell us your wants and needs about:

- The services you receive
- Information sharing
- The number of services you receive at one time
- Who is on your team
- Information about other community services that may be of use to you and your family

Make a complaint or share your concerns without fear of discrimination or reprisal.

Request information from your file by contacting the Centre's Privacy Officer or Administration.

Priority Framework

All families will be contacted for an initial consultation by all programs within 3 months of their intake meeting or initial referral. The initial consultation includes an evaluation of a child and family's strengths and challenges. A follow-up plan, including strategies and further services, will be discussed with the family as part of the initial consultation. Further services may include consultation, group service, blocks of service, monitoring of home programs, equipment prescription and monitoring.

Referrals to our therapy programs often outnumber the capacity of a department to provide services. In order to best meet the needs of all children referred, a prioritization system is used. The following factors are considered when determining subsequent intervention service:

- Time since the last therapy service (individual or group)
 - Family concerns, severity of need, urgency and safety
 - Concurrent team involvement
 - Age
 - The number and needs of the other clients referred to the therapy program at any given time
 - Staffing levels
-

Our Programs

Early Intervention Program

Serving birth and up to 6 years with some parameters

Early Intervention Programs serve children in their homes, at the Centre, in the community, or at their childcare/preschool setting.

Our consultants and therapists;

- Will work with you to set goals for your child and support you to meet those goals.
- Will guide you in supporting your child to learn new skills.
- May offer you individual visits, parent participation groups, or parent education opportunities.

With a high demand for service and in order to ensure we provide the best service, some of our programs use a Priority Framework..

Infant Development (IDP)

The Infant Development Program is a home-based program designed to assist families and encourage their child's development.

The program is for any child from birth to three years of age who:

- Is delayed in their development (i.e. sitting unsupported, walking, talking)
- May be at risk for a delay in their development
- Has an identified special need

Services available may include:

- One-on-one support for parents.
- Home visits to encourage progress and develop new activities.
- Developmental assessments and written reports.
- A toy and book-lending library.
- Coordinating with other available services.
- Education concerning disabilities and a baby's typical development.
- Help to include your child in community activities.

Consultants are professionals with skills and knowledge in child development. Our consultants have various education backgrounds and all have extensive experience with children aged birth to three years. They can help you enhance your child's development.

Occupational Therapy (OT)

Occupational Therapists work with families to enable a child to perform the activities they want to or need to do to fulfil their identified occupations.

Occupations for children may include taking care of personal needs, playing, attending preschool and contributing as a family member. Occupational Therapists can help with:

- **Self-care routines** including dressing, mealtimes, grooming, bathing, safety, toileting, and sleep.
- **Learning through play** including pretend, creative, independent and peer play as well as participation in child care routines.
- **Selection of equipment** to support participation in daily activities including adaptive seating, wheelchairs, bathing and toileting supports, adaptive utensils, and accessible toys.
- **Environmental adaptations** to increase inclusion, accessibility, independence and overall success at home, school and play.

“Staff were great, very informative, very conscious of what was going on. My son was very happy.”

—Parent

Our therapists hold Bachelors or Master’s degree in Occupational Therapy and are registered with the College of Occupational Therapy of British Columbia.

Speech and Language Pathology (SLP)

Speech Language Pathologists want to help children become the best communicators they can be. SLPs do this by supporting children in the following areas:

- Understanding language
- Using language
- Making and sequencing speech sounds
- Using language to connect with others socially and in play
- Using fluent and smooth speech
- Introducing alternative ways to communicate such as signs, visuals, and low-tech or high-tech devices
- Supporting feeding skills

“Friendly staff, welcoming atmosphere, fun and engaging programs for parents and children.”

—Parent

Our Speech Therapists have a Masters Degree in Speech and Language Pathology and must be registered with the College of Speech and Hearing Health Professionals of British Columbia.

Physiotherapy (PT)

Physiotherapists work with children from birth to 6 years on their mobility and physical development. Physiotherapists can help with:

- motor skill development
- balance
- coordination
- muscle strengthening and stretching
- positioning strategies to address flattening of the head
- specialized equipment (i.e. walking aids, wheelchairs, orthotics etc.)

Physiotherapists assess skills such as rolling, sitting, crawling, walking, climbing, running, and jumping.

Our Physiotherapists hold a Master's Degree in Physiotherapy and are registered with the College of Physical Therapists of BC.

Family Development

The Family Development program provides parents and guardians with intervention, education, and support related to:

- parenting concerns
- child development
- family relationships and communication
- temperament
- self esteem
- behavior concerns, problem solving strategies
- grief and loss

Services available may include:

- Support through intervention and advocacy
- Individual, goal focused work to meet the needs of each family
- Occasional group programs to increase knowledge, skills and understanding

Family Development Consultants have a Bachelor's degree in Child and Youth Studies or Social Work.

Service for school age children is provided through referrals from the Child and Youth Mental Health team.

"We will be long time supporters of the CDC. We loved it!"

—Parent

"Staff were really awesome. It was wonderful to have somebody to confide in and talk to."

—Parent

Child and Youth Development Program (Serving children from birth to 19 years)

The Child and Youth Development Program offers recreation, social and life skill opportunities for children and teens identified as having a development disability. Referrals are made by Child and Youth with Special Needs (CYSN) Social Workers who screen for program eligibility. The majority of programming is held at the Centre or in the community.

Child and Youth Workers can help with:

- Understanding behavior
- Self esteem
- Social skills
- Life skills
- Parenting concerns
- Community integration & inclusion
- Child and family advocacy

The Child and Youth Development Program offers:

- Goal focused individual programs.
- Group programming for children and teens to build friendships, learn life skills and increase recreation in a supported environment.
- Family events
- Collaboration with community agencies.

School Age Therapy Program (SAT)

This program is available for children from school entry to the age of 19, who meet the school district's criteria for service in Occupational Therapy and Physiotherapy. More information can be obtained from the office of Learning Services at Nanaimo Ladysmith Public Schools (SD68) or a member of the NCDC team. Referrals to SAT are made by the school based team with parental consent. Services are consultative in nature and may occur in school, home and/or community environments.

"We enjoyed the group. Happy with social networking. Really impressed with the leadership."

—Parent

The CDC staff fought for my child every step of the way. We were supported in the IEP at school. CDC staff make the difference."

—Parent

“Great programs offered to community; have heard colleagues and clients comment on excellent, high quality preschool program.”

—Local ECE

“Commended for offering phenomenal free educational opportunities to the community.”

—Community partner

Community Playgroup

Come join our Early Years drop-in playgroup. Free fun playtime for parents/ caregivers and children 0 - 6 years old.

When: *Tuesday and Thursday mornings. 9:30 am – 12:00 pm.*

Where: *Nanaimo Child Development Centre Downstairs Nelson Street Ground Floor Entrance.*

Families are invited to explore and enjoy the play based learning stations in an interactive and inclusive environment.

Playgroup activities include games, songs, arts and crafts, refreshments, snacks.

Preschool Program

The Preschool program offers morning and afternoon classes two or three days per week for children from 3 to 5 years of age. This program has a monthly fee.

We promote a safe, nurturing and stimulating environment that will enhance each child's sense of self-esteem and security. Using appropriate activities, a child's emotional, social, physical and language development is encouraged.

Our preschool teachers have a diploma in Early Childhood Education.

Supported Child Development Program

The Supported Child Development Program helps families who have children with extra support needs (from birth to 12 years) to access community-based child care settings. Services occur in the childcare setting.

Services available include:

- Service coordination and individual planning with families and team members to promote and optimize the child's development.
- Consultation and training for childcare providers and parents.
- Additional staffing supports when needed.
- Providing resources such as books, toys, specialized equipment and visual aids.
- Working collaboratively with other services such as therapists or specialists.

Our consultants are qualified Early Childhood Educators with Special Needs certification.

Vancouver Island Children's Assessment Network (VICAN)

The Vancouver Island Children's Assessment Network (VICAN) provides assessment services for children and youth with complex developmental needs using a family and child centered approach.

Assessment types include:

- Autism Spectrum Disorder (ASD)
- Fetal Alcohol Spectrum Disorder (FASD)
- Complex Child and Youth (CCY)

Referrals for ASD assessments are accepted from **pediatricians, psychiatrists, family doctors, and nurse practitioners.**

Referrals for FASD and CCY assessments are accepted from **pediatricians and psychiatrists.**

Family Resource Navigator

The Family Resource Navigator provides resources, support, advocacy and education to families and community agencies.

The program can:

- Provide you with information about community resources such as financial, social, health, parenting and special needs.
- Help you access community resources.
- Help you to navigate systems such as health, social services, schools and other networks both locally and provincially.
- Provide educational and networking opportunities such as monthly Knowledge Sessions, Peer to Peer groups.
- Early Years playgroup occurs twice a week.

Service Limitations

Families will have access to explanations of potential benefits, risks and alternatives to recommended services toward their goals. This will include an explanation of available evidence, or lack thereof, related to benefits, risks and alternatives. The Nanaimo CDC does not have the capacity to provide all alternatives which includes the following:

- Developmental monitoring when a child is currently meeting age-expectations
- Intense specialized and/or unproven therapeutic protocols
- Ongoing frequent (daily, weekly) implementation of home practice activities. Where this intensity is required the NCDC will provide modeling and coaching to caregiver(s) and monitor and adjust the program as needed

Transition to other Services

Your NCDC team can answer questions about other services that may be available for your child. If our services are not what your family needs, we can give you

information about other community resources and help with referrals. We can support families with important transitions for your child,

such as the transition into Kindergarten and the transition to adult services.

Closing Services

We will close services at the request of the parent/legal guardian, when goals have been achieved, or when your

child is no longer eligible for services. You may be contacted after discharge from us to ask

if you were satisfied with the service you received.

You have the right to refuse services.

You can find detailed information on your rights and responsibilities on your yearly consent for service.

Not Satisfied with Services?

If you are not satisfied with the services your child and family are receiving at the Centre, please let us know. You can tell us in person,

complete a complaint form or anonymously add your comments to our suggestions box at the front desk. Your

comments will not jeopardize your future service in any way.

We appreciate your input and rely your feedback to improve our services.

“One of the things that helped the most was referrals to local professionals. It has made a profound difference in our children.”

—Parent

Community Advocacy, Resource and Education

Staff participate in many community events to promote optimum development for children with developmental needs through education to others and participation in community

partnerships. For example, we are a practicum site for therapists, nursing students, child and youth care and early childhood educators; we have an extensive resource library that is available to parents and

caregivers; and we work together with Sunny Hill to provide a seating clinic.

We also have a Family Resource Navigator on site to assist with resources and advocacy.

Funding

Funding for the Nanaimo Child Development Centre is provided by:

- The Ministry of Children and Family Development
- Ministry of Health
- Membership fees (To become a member, ask for an application at the front desk or visit our website at www.nanaimocdc.com for more information.)
- Nanaimo Ladysmith Schools
- BC Gaming Commission
- Foundations and Service Clubs
- Individual donors
- Annual fundraising events (e.g. Silly Boat and the Little Drummer Fund)
- Preschool Fees

Interested in Volunteering?

There are many opportunities for volunteering at the Centre, contact our Resource Development Department at 250-753-0251 ext. 227 for more information.