

Welcome to the Children's Therapy and Family Resource Centre

Parent and Family Handbook



***“Children Living Life Fully within their Family,
School and Community”***

The **Children's Therapy and Family Resource Centre** is a non-profit agency owned and operated by the Thompson Nicola Family Resource Society since 1991. We are CARF Accredited. Our centre is governed by a board of directors consisting of both parents and community members. The board is responsible for this agency's overall operation. We provide therapy services for children & youth (birth to 19 years) and support for children, their families and the community in which they live.

801 McGill Road, Kamloops, BC V2C 6R1 Phone: (250) 371-4100 Fax: (250) 371-4120
www.kamloopschildrenstherapy.org

YOU AND YOUR CHILD HAVE BEEN REFERRED TO OUR CENTRE

WHAT CAN YOU EXPECT?

The first meeting:

To know what is important to your family, we begin by asking for your input, either through an Initial Family Meeting, or through a written questionnaire. We would like to know about your child's birth and developmental history, what your child does well, and how your child needs help. From your input, we develop an action plan with you to address these needs. At this meeting we will also go over consent forms and any other forms.

Depending on your child's needs, you may receive an initial assessment and suggestions for your child and / or referrals to other services.

WORKING TOGETHER

What is Your Role?

Our services are family-centred. You and your child are the most important member of this team. You are the expert on your own child and your input is important. We encourage you to share information about your child that will help us gain a clear understanding of your child's abilities. It is important that you be involved in goal setting, planning and implementation of programs for your child. Together, we can create strategies to help your child develop his/her skills and abilities, and participate in all areas of daily life.

What is Our Role?

We will provide you with additional information about your child's abilities so you may understand where your child is now and what skill(s) may be expected next. We will provide you with strategies and resources to help you achieve your goals for your child. These ideas may include, modifying activities, specific exercises, providing equipment or adaptations of existing equipment, toys, etc. We recognize that you and your child may be involved with other agencies or community groups, so we will try to coordinate services and strategies with all team members.

In addition to meeting with you on an individual basis, your therapist / team may suggest a more formal Individual Family Service Plan (IFSP) meeting. At this meeting, we will review your current concerns and priorities for your child and set goals with you for your child's program.

If your child is school aged we can participate in the development of your child's Individualized Education Plan (IEP), if appropriate.

MUTUAL RESPONSIBILITIES

Rescheduling appointments:

For cancellations or re-scheduling of an appointment, please contact the centre staff at 250-371-4100. Be sure to leave a message if you are calling outside of business hours. If it is necessary for our staff to cancel you will be notified as early as possible.

Missed Appointments:

Please remember – it is your responsibility to phone the centre to reschedule if you are unable to attend an appointment for any reason. If three appointments are missed without a cancellation call, we assume you are no longer interested in receiving service. This may result in your child being discharged from our program(s) and a new referral will be necessary to begin services again.

Illness:

It is very important that you cancel appointments scheduled either at your home or our center if your child or any family member within the home is sick. This is for the protection of your child, as well as for the other children we serve and our staff. If our staff feels that your child is not well during a visit he/she may suggest rescheduling your appointment. Similarly, if our staff are ill they will cancel the appointment and phone to re-schedule upon their return to work.

Symptoms that are a concern are:

- Fever
- Vomiting
- Diarrhea
- Fatigue or body ache
- Discoloured nasal mucous or discharge
- Persistent cough

Remember that before we reschedule, your child must be symptom free for at least 24 hours. Parents are encouraged to report any contagious diseases to our centre staff or Executive Director for the safety of all children, families and our staff. Our policies are based on the regulations of the Interior Health Authority for the safety and well being of all.

Safety:

When our staff are visiting your home it is considered to be their place of work and as such we require that you:

- Contain aggressive pets
- Refrain from smoking
- Ensure that your walkway is clear
- Provide a clean uncluttered place to work with your child

YOUR RIGHTS ARE IMPORTANT TO US

Protecting your privacy:

CTFRC follows PIPA Personal Information Protection Act (British Columbia) Guidelines

All information used in the care of your child and family is kept strictly confidential. With the legal guardian's written permission, client information is only shared with the people/agencies indicated on our Consent form. Please let us know immediately if there are any changes in your child's team (i.e. new preschool, doctor etc.) You have the right to change your consent at any time.

*There is only one exception to our confidentiality policy. We are bound by law to report to the Ministry for Children and Family Development if we have any concerns about any child's safety or well-being.

Giving Feedback/Making a Complaint:

We strive to ensure that our services meet the individual needs of your family. We welcome all feedback about your experiences with us so that we can better serve you. If you are not satisfied with any service that you have received through our center, we encourage you to:

- Discuss your concerns with the staff member involved.
- Contact the appropriate department manager if the issue has not been resolved to your satisfaction

All issues or concerns will be documented on a 'Complaint Reporting Form' and will then be forwarded for review to the Executive Director, Mary-Ellen Everatt. At any time you are welcome to contact her at (250) 371-4100 extension 201.

Efforts will be made to address and resolve all complaints quickly and to your satisfaction.

OUR SERVICES

Where will services take place?

We understand the importance of seeing children in their own environment. Therapy can be done in our centre or wherever your child and family are most comfortable:

- At your home
- Daycare
- Preschool & Grade school
- Our centre (801 McGill Road)
- Community park
- Community swimming pool

The services listed below are offered 'in centre' only:

- Autism Screening clinics
- Annual seating clinics
- Kamloops Autism Program

How are services funded?

We are funded through contracts with the Ministry of Children and Family Development, local school districts #73, #58, and #74 and other related service providers that purchase our services for families in this region. We receive Autism Funding for our registered Kamloops Autism Program. We are proudly supported by generous donations from the United Way, local service clubs and groups.

If you would like to support the work of our non-profit centre, a donation of any amount will be gratefully accepted and appreciated. You will be issued a receipt for your income tax deduction upon request.

Charitable Tax # 0878439-11
We are a United Way Member Agency

What services do we provide?

Family Support:

Provides information to families about local and provincial support services and resources. The Family Support Consultant may act as a liaison between other helping professionals and your family. Focusing on helping with:

- Coordination of services
- Problem solving
- Supporting parent's as they advocate for their own child
- Provide networking and educational opportunities for families through workshops

Physiotherapy:

Focuses on achievement of functional independence, health and quality of life for the child. It promotes physical development and movement through play, position, handling and/or using equipment. Skills encouraged include:

- Mobility - crawling, walking, biking, hiking, using a wheelchair
- Development of balance, coordination and strength
- Participation in the community

Occupational Therapy:

Focuses on promoting independence in everyday tasks. This can be done by supporting the child's skill development, or by adapting parts of the environment or the activity. Areas of focus include:

- *Self-Care:* eating, dressing, toileting, sleeping, bathing, grooming, etc.
- *Play:* learning to play independently and with others, exploring the environment, recreational activities, etc.
- *Work:*
 - school tasks (e.g. participating in circle time, colouring/drawing/cutting, written output, following classroom routines, staying focused in class, etc.),
 - household tasks (e.g. doing chores, cooking, etc.),
 - community living tasks (e.g. taking the bus, shopping, independent living skills, etc.)

Speech-Language Therapy:

Works to improve communication skills with preschool children. Skills targeted include the child's ability to:

- Listen to and understand what is being said
- Use body language, words, signs and/or pictures to express words and wants, thoughts and ideas
- Communicating their wants and needs
- Make the mouth movements used in speaking and eating
- Speaking clearly
- Carrying on a conversation and playing with others

Supported Child Development Program:

Supports neighbourhood preschools and daycares, which may require additional help to meet the needs of children in their settings. This may involve observation of a child, general or child specific information, program ideas and training. In some situations, following the completion of a Support Guide, additional staff support may be provided.

Summer Inclusion Program:

Helps support community recreation programs to meet the needs of children who require additional support to attend summer programming. Families who are eligible to receive this service will be contacted by their Social Worker from the Ministry for Children and Family Development.

Kamloops Autism Program "KAP":

This program provides early intensive behavioural intervention for children under aged six that have been diagnosed with Autism Spectrum Disorder (ASD). The program is based on evidence that early behavioural intervention between two to six years of age, demonstrates the best outcomes.

RESOURCES AVAILABLE AT OUR CENTRE

Community Library:

The library is open to anyone in the community, including families, teachers and daycare providers. The library includes a selection of books and DVDs related to child and family development. The loan period for books is one month and DVD's are available for two weeks.

Equipment Lending Cupboard:

Families and caregivers frequently wish to try out equipment that may be useful in meeting their child's goals. The lending cupboard is in place to assist families by loaning out necessary equipment to help with day-to-day functions and skill development. These items are loaned for a short, set time period of up to 3 months. The staff member involved with your child may extend the loan period if required.

Policy for Loaned Equipment and Library Items:

- All items are to be returned on time. Overdue notices will be sent out as required.
- If equipment or library item is damaged or lost, the borrower is expected to cover the cost of the item. The percentage of the replacement cost will be advised to you when you are billed.
- All items are to be returned clean and in the same condition as loaned.
- Equipment can only be accessed by speaking to your therapist.

Special Items and Resources for Sale:

For your convenience we have some items for sale. The resources in this cupboard are meant to help children to be independent in their activities of daily living, and also to support parents and teachers in teaching children new skills. Anyone can purchase items by speaking to a therapist at the centre.

Community Workshops and Education:

The staff at our centre regularly provide educational workshops in the community for parents and other community service providers. Our website offers information on workshops currently being offered. If you have any ideas or suggestions for topics you would like to learn more about, please contact the staff working with your child.

Community Resources:

We refer to other community resources if they are able to offer additional support to your child. This will only be done with the family's consent. For more information about community resources please visit our website for links.

Volunteer Information and Application Forms are available:

Our centre welcomes and encourages families who have time to volunteer in the following areas:

- Building repairs
- Library maintenance
- Lending Cupboard maintenance
- Fundraising
- CTFRC Board Member

If you are interested in a volunteer position, please call our centre for a Volunteer Application form and more information.

Code of Ethics

The code of ethics forms the basis of acceptable conduct for all members of the Children's Therapy & Family Resource Centre. CTFRC and its service providers respect the dignity and worth of the individual, value the crucial role of the family as the main tool of development for their child and promote the rights and welfare of all those who receive service from the Centre.

We value:

- the right of individuals to be treated with respect
- the right of individuals to have their religious and cultural identity respected
- the right of individuals to self-determination
- the right to appropriate standards of service to meet individual needs
- the right to privacy and confidentiality
- the recognition that children and their families are social and belong to a larger community



