

Children's Therapy and Family Resource Centre

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

Welcome to CTFRC Services

Dear Parent / Guardian:

You have had some questions or concerns about your child's development and have come to the Children's Therapy and Family Resource Centre (CTFRC) for ideas and/or support. This will give you an idea about what you can expect.

What will services look like?

Our services can involve different things, including:

- Assessment of your child's skills and other supporting factors
- Discussions with you about what you are seeing at home and questions you have (consultation)
- Trying different strategies with your child in a fun and playful way, and then coaching you so that you can use those ideas at home (intervention)

Our goal is not only to help your child, but to teach YOU how to help your child.

What is an assessment?

An assessment is a look at the things your child is doing well and the things that are harder for him or her. It helps us to know your child better so we can help you come up with the best suggestions. Assessment may be informal, like watching and playing with your child. This might happen at our Centre, at daycare/preschool, or in the community. Sometimes we might use professional assessment tools, to see your child's strengths and challenges compared to other children their age.

What is intervention and consultation?

Intervention is where we work with you and your child to try new activities and skills. Our goal is to coach you so that you can continue these activities at home.

Consultation is where we talk with you about what you are seeing at home and work together with you to come up with ideas and solutions. Sometimes that is all that is needed.

Are there risks to an assessment or intervention?

Therapists are highly trained in their field and certified by their college. They will take every precaution; however,

- For feeding assessments and interventions, there could be a risk of choking, aspiration or vomiting.
- For movement assessments and interventions, there is a risk of physical injury.
- For other types of assessments and interventions, there are no physical risks to your child.

For any assessment or intervention, other possible risks include:

- Disappointment if your child is not doing as well as you thought or hoped.
- Feelings of frustration, anxiety, or disappointment for your child.
- Not being able to access services as quickly as you would like due to staff shortages or waitlists.

Where will services happen?

Services may happen by telephone, virtually (videoconferencing), or in person. In person visits will usually happen at the Centre but visits to the home or other locations can be considered occasionally when circumstances allow.

We understand that some of you work full time; therefore, your child is in daycare. You may prefer that service visits happen at the daycare. HOWEVER.....because you are your child's most important teacher, it is really important that you are part of the service process. We will want to meet with you or talk to you on the phone regularly to make sure you can follow through with the suggestions at home.

How do virtual services work?

Virtual services involve meeting with your team by videoconference, such as Zoom, FaceTime, or Skype/Teams. When using these platforms there is some privacy risk, but CTFRC has taken many steps to protect your privacy, including:

- We will use all manners of protection and encryption that are required by law.
- Electronic hardware is always either under supervision or secured in a locked or restricted area. In addition, passwords are used on computers, phones and electronic systems.
- Staff is trained to collect, use and disclose personal information only as necessary to fulfill their duties and in accordance with our privacy policy and governing privacy laws.
- Video consults are not recorded or stored in any way and are encrypted/protected as per governing privacy laws.

How often will services happen?

Every child's needs and development are different. We will always do our best to meet **your** child's individual needs. Services are based on the priorities and goals that are set with you.

The amount of intervention support you and your child receive depends on many different things, and can change over time, according to:

- Age
- Diagnosis, if any
- What the concern or problem is
- Family supports
- Our staffing levels (which are funded by MCFD)
- The number of children needing service (waitlist)

Who will provide the services?

If you are on a waiting list, you may have the same consultant each visit, or a different one, depending on the availability of staff. Once you are on a regular caseload, you will continue with the same consultant as much as possible.

There are some private therapy services available in the community. If you are interested, a list of those therapists can be provided to you. Please advise us if you choose to work with a private therapist to make sure our services are coordinated.

How will we communicate with you?

Your team will communicate with you by phone and mail, and sometimes by texting or emailing with your consent. There are some risks to texting and e-mailing, which can include:

- Email may be forwarded, printed and stored in paper and electronic forms.
- Emails may be received by unintended recipients.
- Text and Email may be sent to the wrong address by any sender or receiver.
- Email service providers have a right to store and inspect emails.
- Copies of email may exist even after the sender or the receiver has deleted his or her copy.
- Email may be intercepted, altered, or used without detection or authorization.
- Text and Email may be easier to forge than handwritten or signed papers.
- Email may spread computer viruses.
- Text and email delivery is not guaranteed.

Our staff will use all reasonable precautions to protect your child's information when emailing or texting.

Questions or concerns about services?

You are welcome at any time to give feedback about the services you are receiving. If you have a concern, we encourage you to speak to the person in question directly. If your concern has not been resolved, you can ask to speak to that person's supervisor.

If you have any questions about this information, please contact one of the staff members below:

Lorna Sevigny, BCYC

Family Support Consultant

lsevigny@kamloopschildrenstherapy.org

Sandra Klausing, MSW

Family Support Consultant

sklausing@kamloopschildrenstherapy.org

Your Rights

a) The Right to Information

You have the right to:

- Receive copies of all written reports by the CTFRC team about your child.
- See your child's health record anytime by contacting the Centre (Please note: In keeping with the Freedom of Information and Protection of Privacy Act, the Centre does not make copies of reports originating from other agencies.)
- Have complete and unbiased information of assessment and service options.
- Ask questions and receive answers regarding your child's assessment and any aspect of your child's services.
- Receive information in a language that you understand. The Centre will provide interpretation services to families as required.
- Information on community resources that may be suitable and available for your child and your family.

b) The Right to Confidentiality

Information on your child and your family will not be released without the permission of the legal guardian.

All staff, volunteers and students at the CTFRC sign a Confidentiality Agreement when they are hired. Breaches of confidentiality are grounds for discipline by the Centre as well as by professional colleges or registering bodies.

c) The Right to Refuse Services

The CTFRC team will explain any strategies they propose or recommend including any potential risks. You have the right to refuse any service or intervention you believe is not in the best interests of your child or family. You also have the right to discontinue services at any time and request a referral elsewhere.

d) The Right to Provide Feedback

You have the right to express concerns, make complaints or offer compliments. A complaint will not result in the loss of services or any form of retaliation.

Your Responsibilities

- Health and Safety:** If you or your child is sick on the day of your appointment, please contact reception at 250-371-4100. This includes appointments at CTFRC, home or childcare.
- Cancelled Appointments:** If you are not able to attend your scheduled appointment, you must call reception at 250-371-4100 as soon as possible to cancel the appointment and reschedule. Be aware that if you do not attend a scheduled appointment without cancellation (ie: no shows) there is a risk of your child being discharged from the program.
- Missed Appointments:** If you accidentally miss an appointment, it is important that you call CTFRC immediately to let them know you are still interested in services.
- Updated Contact Information:** Please call CTFRC right away if you change your address, phone number or email.
- Duplication of Services:** It is your responsibility to notify CTFRC if you are receiving therapy services from any other service provider so that we can develop a co-therapy agreement with that provider.