

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 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!

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WELCOME

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

Staff from Kinsight and SHARE work together to meet the needs of families whose children and youth, birth to 19 years of age, require additional support. More information about Kinsight and SHARE is on page 9.

We look forward to getting to know you! Please share your questions, comments and ideas about this handbook or our services.

WHO WE ARE

TCCS services are:

- Infant Development Program (birth to 3)
- Supported Child Development Program (birth to 19)
- Early Intervention Therapies (birth to kindergarten age entry)
 - Physical Therapy
 - Occupational Therapy
 - Speech Language Pathology
- Key Worker Services (birth to 19)



The service you get may differ from what another family might get as it will be based on your priorities and your child's developmental profile. How the service is provided will be different for each child and family as well.

Our aim is to provide you with information, resources and strategies that help you to:

- Understand your child's development and how to help them learn;
- Take part in community activities;
- Advocate for your child and family;
- Plan for changes and new activities, such as when your child goes to school.

HOW WE WORK WITH YOU



In our first visits with you, we will learn about your child and what is important to you.

Together we will create a Support Plan. This written plan describes how we will work together to support your priorities for your child (goals). This may include:

- Visiting with you and your child at your home, at our office, at a child care or a community program;
- Providing information about child development, strategies to help children develop, and coaching on how to use those strategies in everyday activities (if your child goes to child care, the same will be provided so that everyone is working on the same goals using the same strategies);
- Providing information about and referrals to other services that might help your family, for example programs for financial assistance, other specialists or teams, community programs, child care, etc.;
- Inviting you to participate in groups for families or to attend workshops for parents, where you can learn information and build skills to help your child;
- Loaning you equipment, books, toys and other resources;
- Going with you to medical appointments or meetings about your child;

As priorities change for you and your child, the Support Plan will change to focus on your new priorities.

A few other things:

- We will try to visit at times that work best for your child and your family
- We ask that you:
 - let us know ahead if you need to cancel an appointment;
 - please cancel when you or anyone in your home is sick (our staff will also cancel if they are sick);
 - please do not smoke during a visit
 - make sure all pets are secured during a home visit
 - participate with us and your child during visits at home or at the office
 - please turn off any electronic devices (cell phones, TVs, tablets, etc) so they will not distract or interrupt us
- The safety of our staff is very important. Work Safe BC regulations require our staff to be aware of their surroundings at all times when they are in the community and to leave any situation that 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, we will work together to coordinate our services. You will decide which member of the team (including yourself) will do the coordinating.

YOUR RIGHTS

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

1. Our services are voluntary and you can choose to stop at any time. We ask that you let us know when you decide to stop services.
2. We 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 Privacy & Confidentiality on page 6).
3. You can access your files and any records by asking someone on your team.
4. You make decisions about your child. 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.
5. We can help you to be an advocate in decisions about your child. You can complain without fear of losing your service or your relationship with the staff.
6. We will provide ways for you to give us feedback on service through surveys and feedback forms.
7. On occasion we may be part of a research project that we believe helps us support children, youth and their families. We will let you know when this is happening and you can choose not to take part.
8. If you feel that any of the above rights have not been addressed you can ask for a review of the alleged infringement and expect an answer from us within 14 days. Feedback forms are available from any staff member who works with you and your child.



PRIVACY & CONFIDENTIALITY

Personal Information Protection 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
- if we have concerns that a child may be or is at risk of being abused or neglected
- if WorkSafeBC requests the information as part of a workplace investigation

To coordinate services for your child SHARE and Kinsight staff share written information such as Support Plans and reports.

We store your information in an electronic database. All information is stored in Canada and our supplier is required to follow all British Columbian/Canadian privacy legislation.

Both of our organizations have a privacy officer. If you have questions or concerns please call:

- SHARE – Roxann MacDonald (604-540-9161)
- Kinsight – Gareth Williams (604-528-3950)

We are funded by the Ministry of Children and Family Development (MCFD). MCFD requires us:

- To keep your child's file indefinitely for MCFD (our funder)
- To be accredited (through the Council for Accreditation - CARF)
- To keep your information private unless we are subpoenaed or there is a protection concern with your child
- To keep and report statistics to MCFD (confidential)



IF YOU HAVE FEEDBACK

We want to hear if you have feedback about our services. If you want to tell us we're doing something well please let the person with whom you are working know. They will inform their coordinator/team leader of your compliment.

If you are concerned about the behaviour or actions of a staff member on your family's team, you can talk directly to the person or you can contact their coordinator/team leader using the contact information below. They will talk to you and the staff member about what's happened. They will then work with both of you to try and find a solution. The coordinator/team leader will also inform their director of your complaint right away.

If you are still concerned the coordinator/team leader will forward your complaint to the Department Director. The Director will respond and put in writing an agreed upon decision within 14 days of receiving the complaint. If you are still not satisfied, the Director will forward your complaint to the Executive Director or CEO.

If, at the end of the process, you are still not satisfied with the result or final decision, 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 we share only your information that relates to the complaint throughout the complaint process.

FREQUENTLY ASKED QUESTIONS

Many families have questions as they work with TCCS services. Here are some of the most common ones 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 are 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. We will call and reschedule if we are sick.

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

Where possible, we work with therapists who have been hired by families privately. If you are thinking about hiring a therapist in private practice, we can support you. The rules for each of the therapy services are different, so we will talk to you about it. In all cases, therapists are required to communicate and coordinate, so we need you to let us know if you are working with a therapist you've hired privately.

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 they start daycare or preschool, go to Kindergarten, or move 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 sessions?

If you or your team thinks it is important for other family members to be present during visits this will be discussed ahead of time.

WHO ARE KINSIGHT AND SHARE?

KINSIGHT

Kinsight 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.

Kinsight's mission states that 'we promote options and opportunities for people to have meaningful relationships and fulfilling lives'. Our vision is 'everybody's welcome; everyone belongs everywhere'.

As described earlier, Kinsight services for children and their families include the Infant Development Program, Supported Child Development Program and Key Worker Services. Kinsight also provides services to families through its Family and Individual Support Program and Transition Planning Program.

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

- Housing options which include independent and semi-independent living, staffed resources and shared living.
- Community Inclusion where individuals participate in a variety of activities while learning skills for independence and to make connections within their community.
- Skill Development
- Employment Services offers opportunities for competitive employment in a variety of work environments for minimum wage or better.

For more information on Kinsight services, please visit our website at www.kinsight.org.

SHARE FAMILY AND COMMUNITY SERVICES SOCIETY (SHARE)

SHARE Family & Community Services Society is a non-profit, independent, community based charity providing services to residents of the Tri-Cities (Coquitlam, Port Coquitlam, Port Moody, Anmore and Belcarra), New Westminster and adjacent communities.

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 services for children and their families include Early Intervention Physical, Occupational 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:

- Adult & Youth Addiction Counselling Services
- General Counselling (fees are charged for this service)
- Food Bank
- Low Cost Housing
- SHARE'd Treasures Thrift Store
- Support for seniors to stay in their own home (Better at Home)
- English Practice Groups
- Child and Family Support Services
- Christmas Hampers & Toy/Gift Program
- Community and School Based Addiction Prevention Services
- Legal Advocacy
- Counselling for Problem Gambling
- Community Living Programming for School-Aged Children and Teens

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