

**The Child Development Centre  
of Prince George and District**

# Family Handbook



The Mission of the Child Development Centre is to promote optimal development and an advanced quality of life for the region's children.

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Photo: L North

**Ethical Code of Conduct:** All staff are bound by the CDC's Code of Ethics. This ensures that services are provided in an ethical, safe, and respectful manner. Full copies of the Code of Ethics are available upon request.

**Privacy Statement:** The Child Development Centre adheres to the privacy laws as legislated under the Personal Information Protection Act. We collect only the information required to facilitate our work. All information collected or shared by the CDC will be obtained or released only upon your informed and written consent.

## Philosophy of Care

The Child Development Centre of Prince George and District subscribes to the following philosophy of care in providing services:

***Inclusive:*** All programs will communicate respect for diversity regarding ability, culture, language, gender, socio-economic status, sexual orientation, and family composition.

***Open referral:*** Anyone has the right to request services for a child with the consent of the parent or legal guardian.

***Services to help children meet their full potential:*** We believe that a child has the right to achieve his or her full potential and is entitled to all necessary services. Some objectives of our services include:

- facilitate the child's physical, social, emotional and intellectual development.
- improve muscle function, quality of movement and mobility.
- promote independence.
- increase communication.
- improve self-esteem.

***Family-centred care:*** Effective services focus on the child within the context of family and community. Every child requires a stable and supportive home environment; parents/guardians will be supported in obtaining knowledge, skills and self-confidence they need to help meet the needs of their child. The family will be respected as an integral part of the team.

***Early intervention is encouraged:*** Early recognition and early treatment of children is known to prevent or reduce the consequences of disabilities and is encouraged.

***Multi-disciplinary team approach:*** The most effective care is provided by a multi-disciplinary team, which offers collective knowledge and experience of all members. The family is an integral part of the team, as are the family physician and other professionals involved with the child.

## Helping Children to Develop Their Potential

You may have heard that children are like sponges when they are young—able to pick up skills and activities quickly. While this is true, the reality is much more complex. Children’s minds are tremendously fluid in the early years. Effective developmental activities during these years are critical to providing children with the opportunity to develop their potential in school and beyond, affecting their social, emotional, physical, cognitive, and communication skills.

Each year, the Prince George Child Development Centre improves the developmental outcomes for over 900 of the region’s children.

The Prince George Child Development Centre is one of the largest and longest operating Child Development Centres in B.C.

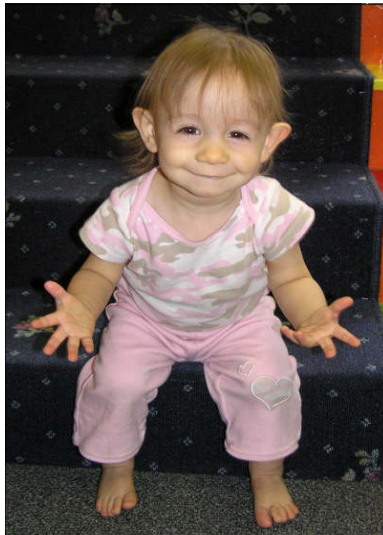


Photo: L North

# How Services Work

## Accessing our Services:

- Referrals are accepted from individuals and guardians, as well as from outside agencies.
- After we receive a referral, a staff member will contact you and explain the services available to your child and set up an Initial Consultation (IC) with you.
- You decide whether you want to receive services or not.
- You and the staff member decide on the level of service that will best suit your child.
- You and the staff member develop and agree upon goals.

## Waitlists:

Unfortunately, waitlists for services are a reality at the Child Development Centre. Every effort is made to ensure parents/guardians understand the timelines involved in receiving assessments and direct services. Please feel free to inquire about the waitlist, or any other aspect of our service delivery, at any time.

## Transitions:

Your child's services may transition to another program from the CDC (to kindergarten or into the community). We will make every effort to help you and your child move on to the next step in his/her services. We want your child to succeed!

## Discharge occurs:

- When goals are met.
- At your request.
- When child is too old for the program.
- When we are unable contact you (please make sure all your contact information is up-to-date.)



Photo: L North

## Programs We Offer

The Child Development Centre provides many diverse services for children and their families. The following is a brief description of some of those services. For a complete description, please consult our website at [www.cdcp.org](http://www.cdcp.org).

### **Therapy:**

Early Intervention Therapy (EIT) has proven highly effective at helping improve developmental outcomes for children with delays. This therapy includes three specialized areas: occupational therapy, physiotherapy, and speech language pathology. Together with a child's family or caregiver, therapists develop goals and strategies to address each child's unique needs and abilities.

Our therapy services operate through open referrals (anyone can refer to the program.) Most services are provided to children from birth to school entry. We also provide some school-aged services in the areas of physiotherapy and occupational therapy for seating and mobility support, as well as consultation for home modifications. Services are offered in the following professional disciplines:

*Occupational Therapists (OT)* are highly skilled health professionals whose expertise includes child development, developing fine motor skills, hand eye coordination, sensory programs, self-care development and kindergarten readiness. Our OTs also work with assistive devices, home modifications, and seating/mobility services.

*Physiotherapy (PT)* Physiotherapists are highly skilled health professionals whose expertise includes child development, body mechanics and exercise physiology. From the earliest infant movement through crawling, running, and advanced motor skills, the therapist's knowledge promotes the child's highest level of participation. Within a child friendly environment, children are facilitated in meeting their own goals and those of their family. The therapist will also help if assistive devices or equipment are required to improve posture and mobility.

*Speech Language Pathologists (SLP)* are highly skilled health professionals whose expertise includes child development, assisting in the development of verbal and non-verbal communication skills, and assisting children with feeding/swallowing disorders.

### **Early Childhood Education (ECE):**

*Preschool & Daycare.* We provide integrated Early Childhood Education to children with special needs and their typically developing peers. We offer a variety of programs for children aged 18 months to school entry. We employ highly qualified Early Childhood Educators, including many with Special Needs and Under 3's training ensuring quality service. We have

## Programs We Offer

well equipped classrooms and a fully accessible playground (voted #1 playground in the *Best of Prince George 2008*).

*McGhee House* offers specialized preschool/therapy groups in the areas of occupational therapy and speech. These groups are facilitated by an Early Childhood Educator with certification in Special Needs and Under 3's. Programming is offered with support from the CDC's therapy department, and the Northern Health Authority's Public Health Speech & Language Clinic.

### **Supported Child Development Program (SCDP):**

SCDP provides consultation and support to children from birth to age twelve, who have a developmental delay or disability and require extra support. SCDP supports children so they may participate in inclusive child care programs. Community child care programs include licensed preschool, group and family daycare, and after school care programs.

### **Family Services**

The Child and Family Resource Worker (CFRW) provides many support services for the region's children and their families, and is an advocate for them at the CDC. The CFRW liaises between the families, Centre staff, external agencies and the Ministry of Children & Family Development. He/she also advises families regarding other related regional services. The CFRW also helps to build community capacity, including parenting skills.



## **Rights & Responsibilities**

While your child is receiving services from the CDC, we commit to the following:

- To inform you of the risks and benefits of any services provided to you and your child through informed consent process
- To keep information about you and your child confidential. You can request to see all information in your child's file.
- To inform you of your freedom to express your thoughts and opinions about the care we are providing for your child and to have this respected by everyone.
- To receive information from family and others involved with your child in a respectful and open fashion.
- To ensure you know that your family is respected as the most important resource for your child. As a vital member of the developmental team for your child, your needs are part of the service plan, and all goal setting will be done in partnership.
- To inform all families of the Society's Complaint Resolution Process.
- To ensure dignity and respect is given to you and your family.
- To give you the opportunity to freely express yourself without fear of reprisal.
- To maintain safe and secure surroundings within the CDC by providing an environment free from abuse, (financial or other exploitation), retaliation, humiliation or neglect.

While your child is receiving services from the CDC, you are responsible for the following:

- To understand the risks and benefits in order to provide us with your informed consent.
- To help your child's progress by sharing new information or changes affecting your child.
- To express yourself in a way that helps you get what you need while being respectful of others.
- To experience family centered care. Feel free to ask questions, make comments and ask for help when you need it.
- To help us understand the needs that are unique for your family and child and to participate as an active member of the developmental team for your child. All goal setting will be completed in partnership.
- To ensure that the CDC is aware of your concerns and/or complaints without fear of reprisal.
- To treat staff with dignity and respect without use of offensive language, violence, or intimidation.
- To keep hazardous and dangerous material out of the building (weapons, illicit drugs or contraband items)

The Child Development Centre reserves the right to withdraw services.

# Health & Safety

## Health:

Please do not bring your child to the CDC if they have the following:

- Any pain in the stomach, head and chest which is undiagnosed or not explained
- A sore throat or difficulty swallowing
- Vomiting within 24 hours of class time
- Any communicable/contagious diseases: (ie: chicken pox, mumps, measles, impetigo, etc.)
- Headache or stiff neck
- Undiagnosed breathing difficulties (ie: wheezing or persistent cough)
- A severe cold with a fever, sore throat, coughing, runny nose or eyes
- Severe itching of body or scalp
- Unexplained diarrhea with nausea, cramps or vomiting
- An unexplained rash or infection of the skin or eyes
- Head lice or visible nits in hair



## Safety:

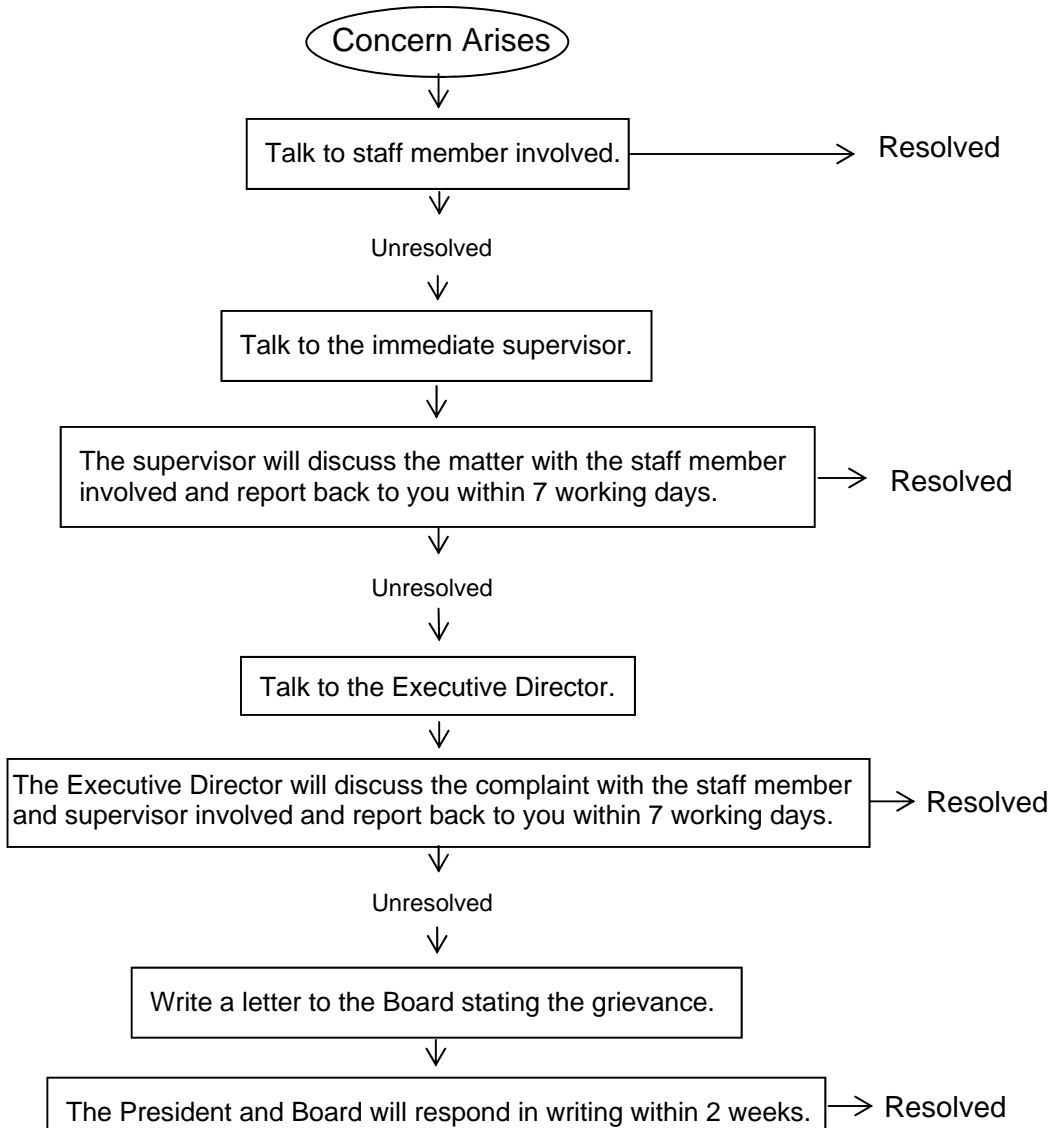
- When you come to the CDC, please familiarize yourself with the emergency exits. There are building maps posted throughout the centre.
- We have drills monthly so we are prepared in the event of an emergency. If you and your child are at the CDC during one of these drills, staff will escort you and your child safely out of the building.
- Maintaining a safe environment for our staff and the children and families we serve is of utmost importance to us. Although we have not experienced a problem with the following, please ensure you never bring illicit substances or weapons into the CDC.

## Home Visits

- In accordance with WCB smoking regulations, we ask that you refrain from smoking one-hour prior to, and during the duration of your Home Visit.
- For staff's health and safety, please keep pets restrained or in a different room during your visit.
- Please ensure that all pathways to your home are free of obstacles, clear of snow and ice, and well-lit.

# Complaint Resolution Process

The Child Development Centre is committed to you and your family. If at any time you should have a concern with one of our services or staff, we encourage you to voice your concerns. It is through your feedback that we can continue to improve our services to you, your family, and the community.



## Contacts, and other notes...

Child Care Subsidy	1-888-338-6622
Child Care Resource & Referral	250-563-2483
Carefree Bus	250-562-1394
Infant Development Program	250-564-6408 (ext. 239)
Aboriginal Infant Development Program	250-564-5941
Aboriginal Supported Child Development Program	250-564-3568

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## Child Development Centre of Prince George and District

1687 Strathcona Avenue, Prince George, BC V2L 4E7

Phone: 250-563-7168

1-888-563-7166

Fax: 250-563-8039

Email: [enquiries@cdcp.org](mailto:enquiries@cdcp.org)

Web: [www.cdcp.org](http://www.cdcp.org)

Administration/Reception	local 0
Therapy Reception	local 225
Director of ECE/SCDP	local 229

### Classrooms:

Little Footprints	local 218	multi-age daycare
Little Wonders	local 209	3 - 5 yrs preschool
Orchard Room	local 216	3 - 5 yrs daycare
Rainbow Room	local 230	3 - 5 yrs daycare
Young Explorers	local 228	3 - 5 preschool

McGhee House      250-562-4178

### Hours of Operation:

7:30 a.m.- 5:00 p.m. Monday to Friday (closed holidays)

