



**Sundrops Centre
for
child Development
HANDBOOK
A Guide for Families**

Hope. Belonging. Independence.



clements centre
for **FAMILIES**

5856 Clements St.
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www.clementscentre.org

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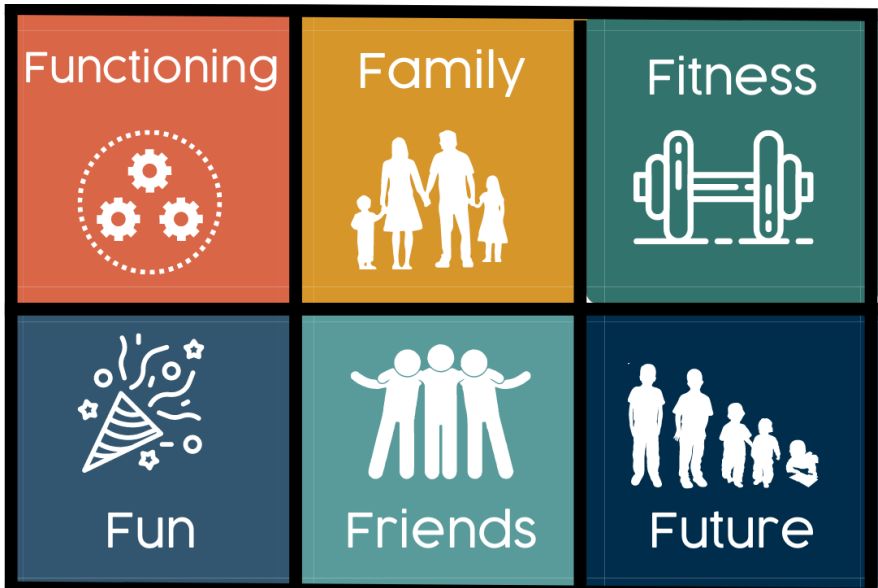
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Clements Centre Society, a Brief History

Clements Centre for Families was started in 1957, when a small group of parents opened a school for their children in order to provide an alternative to residential institutions.

The Centre now delivers a wide range of community living services for adults with developmental disabilities, child development services for young children and youth with disabilities or those at risk of developmental delay, and child care resource and referral services.



Clements Centre Today

CSS provides programs and services to both adults and children

Services for adults are funded through Community Living BC and include:

- ◇ *Community Inclusion*
- ◇ *Residential Supports Programs*
- ◇ *Outreach Services*



Services for children and their families are funded through the Ministry of Children and Family Development and include:

- ◇ *Intake*
- ◇ *Infant Development*
- ◇ *Pediatric Therapies: Occupational, Physical and Speech-Language*
- ◇ *Supported Child Development*
- ◇ *Family Support/Parent Education*
- ◇ *Community Drop in Playgroup*
- ◇ *Social Inclusion Group for Youth*
- ◇ *Behavioural Support*
- ◇ *Child Care Resource and Referral*

Sundrops Centre for Child Development

Sundrops Centre is a branch of Clements Centre Society, a registered charity run by a volunteer Board of Directors.

Referrals are accepted from parents/guardians, physicians, health units, and other professionals. We work with families to make informed decisions regarding goals and appropriate supports that best serve their needs.

Our Mission is to bring hope, belonging and independence to children, youth and adults with developmental needs and their families by offering programs and services that promote participation and engagement.

For more information check out our website www.clementscentre.org



clements centre
for FAMILIES

Philosophy

We believe in family centred practice

FAMILY INVOLVEMENT

Families are valued members of the team and are strongly encouraged to participate in all aspects of their child's service.

To facilitate communication we encourage families to regularly check the website at www.clementscentre.org. We also ask that you provide us with your email address so that we can contact you about events happening at the center and get feedback from you on our services.

Visit (and Like) us on Facebook!



GOAL PLANNING

Our programs support families to develop goals that are meaningful to their child and family and in keeping with their values. Families choose who will participate in family service planning, where and when the meetings are held and how formal or informal those meetings will be.

TEAM WORK

Families may be involved with more than one Sundrops program. This can sometimes feel overwhelming. To make sure you feel well supported, we work together with you to coordinate services to ensure they are efficient, effective, accessible and reflective of your wishes.



Developmental Specialists

For infants and children from birth to three years of age who are either delayed or at risk of delay in their development.

Infant Development Consultants specialize in infant and early childhood development. Consultants provide family-centered service sharing information and activities with parents/guardians to help encourage their child's developmental progress. All areas of development are considered, motor skills, language, social, play and learning skills.

The program provides parents/guardians an opportunity to:

- ◇ Learn methods to help the child progress
- ◇ Learn more about the child's development
- ◇ Meet other parents/guardians and discuss parenting issues

The program offers babies an opportunity to:

- ◇ Become more independent
- ◇ Discover their own abilities
- ◇ Learn new skills

Other services can include:

- ◇ Home visits that are responsive to the families needs
- ◇ Parent-tot playgroup
- ◇ Resource lending library
- ◇ Assessing the child's development in all areas
- ◇ Internal referrals to other Sundrops programs and therapies as appropriate
- ◇ Putting parents/guardians in touch with other community professionals
- ◇ Supporting the transition to preschool or other services

Referral process

Participation is voluntary. The program is free of charge and referrals may be submitted by:

- ◇ A parent/family member/caregiver
- ◇ Family physician
- ◇ Community health nurse
- ◇ Other community agencies

When and Where

Office hours are typically Monday to Friday 8:30 am until 4:00pm. Consultants work flexible schedules and can arrange visits at times to meet family needs. Consultants typically visit families in their homes. If preferred by a family, visits can be offered at the centre or virtually.

EARLY INTERVENTION THERAPY

Children and families from birth to school age who are at risk of or have a developmental delay and could benefit from assessment and planning to increase independent function and enhance development. Early Intervention offers:

- ◇ Physiotherapy
- ◇ Occupational Therapy
- ◇ Speech and Language Therapy

Based on assessment and together with families and/or other professionals, activities are designed for ease of implementation by family members and/or support staff. Clinicians provide assessment followed by treatment and/or consultation to recommend age appropriate activities to support child development.



Referral Process

Therapy services are free of charge. Referrals can be made by parent/guardians, caregivers or community professionals. Each referral is reviewed by the therapists to establish eligibility.

Where and When?

Visits may take place in the therapy room at Sundrops Centre, at the family home, virtually or in other community locations. Appointment times and frequency of visits will be determined together with the family.

Occupational Therapy

An occupational therapist provides assessment followed by treatment/consultation to develop age appropriate activities to support children with issues such as sensory processing, learning disabilities, neuro-motor challenges, fine motor delays, developmental disabilities, feeding, and challenges with attention/impulsivity.



Physiotherapy

A physiotherapist provides treatment, assessment, recommendations and training in age appropriate activities to support children with gross motor skills. Physiotherapy can help to correct and prevent disabilities associated with disease, injury, congenital deformity or developmental delay.

Speech and Language Therapy

Speech language pathology supports the development of skills related to speaking, communicating and swallowing. This includes areas such as developing speech sounds and speech clarity, language understanding and expression, social communication, imaginative play skills, literacy, appropriate use of voice, smooth stutter-free speech, and feeding/swallowing.

SUPPORTED CHILD DEVELOPMENT



Supported Child Development (SCD) is a community based program that assists families of children with extra support needs to access inclusive child care that meets family needs. The program is intended for families who have children from birth to 12 years of age with services for youth 13-19 available on an as approved basis.

Supported Child Development Consultants assist families to find child development opportunities and childcare for their children and youth. Together with parents/guardians and other team members, they develop goals and help to plan, implement and monitor programs to meet each child or youth's needs in a child care setting. The program uses a standardized support guide to assess and determine the level of need for each child within a child care setting.

Staff within child care programs and other community settings are then provided with supports to address the unique needs of the children/youth attending. Depending on the level of need determined as part of completing the support guide, these may include:

- ◇ Additional staffing
- ◇ Consultation including providing strategies for centre staff on inclusive practices for the child

- ◇ A resource and toy lending library
- ◇ Support in accessing other community services and funding
- ◇ Professional development opportunities assistance with a child's transition to kindergarten and from kindergarten to school is provided to families.

Where and When

Services take place within the preschool or child care program. SCD consultants work within the centre and with the centre staff to facilitate meeting the goals of individual children. SCD consultants also support the centre by providing resources that benefit all of the staff and children.



Referral Process

This program is free of charge. Referrals are accepted from families and community professionals with parental consent. Referrals will be reviewed by the SCD team to establish eligibility and level of service required.

The Ministry of Children and Family Development (MCFD) provides guidance and support at a provincial level.

Behavioral Support Program

The Behavioural Support Program offered by Sundrops works with children and their support systems from a family-centred, solution focused perspective. We work with families to identify the needs, strengths and preferences of the child and the dreams and goals of the family. We then support the achievement of these goals.

The Behavioural Support Consultant can offer support, consultation, training and resources to the family and other key individuals and groups who support the child. All referrals for behavioral support are through the Ministry of Children and Family Development (MCFD) Children and Youth with Support Needs (CYSN) Team.



Children's Family Support Program

Children's Family Support Program is a family-centered program that offers after-school, spring and summer break programs for children with special needs.

All referrals for the Children's Family Support Program (CFS) are through the Ministry of Children and Family Development (MCFD) Children and Youth with Special Needs (CYSN) Team.

The goals of the program are to provide an environment where children can socialize and learn life skills both at our centre and in the community.



Program activities are designed to meet the interests and goals of the children and their families.

CFS is committed to providing fun and inclusive activities to support social and personal development. There is a dedicated technology room, a music room, and a garden, as well as many opportunities to visit local attractions and to explore the beautiful Cowichan Valley.

Sundrops Centre - 5814 Banks Road, Duncan, BC

CFS Coordinator: 250-597-4135 ext. 105

Behavioural Consultant: 250-597-4135 ext. 110

Child Care Resource & Referral (CCRR)

Cowichan Valley CCRR services are free. We are here to help connect children and their families to child related services.



Services We Offer:

- ◇ Referrals to licenced and registered child care providers
- ◇ Support in accessing Affordable Child Care Benefit Program and child related community services
- ◇ Access to quality resources and lending libraries, workshops, and drop-in programs.
- ◇ Provide consultation, support, and parenting information
- ◇ Assistance with faxing documents, phone calls, photocopying and access to computers for child care related business.

Our CCRR program serves the Cowichan Valley from Saltair to the Malahat including Chemainus, Cobble Hill, Crofton, Duncan, Penelakut Island, Lake Cowichan, Mill Bay, Shawnigan Lake, Thetis Island and Nitinat.

We are a collaborative partner in the Cowichan Valley child care community that participates in developing quality child friendly services.

To learn more, we offer community presentations on:

- ◇ Selecting quality child care
- ◇ Accessing affordable child care benefits
- ◇ Career options in child care

We can tailor our presentations to suit the needs of your organization. Contact us at 250-746-4135 ext. 235 to arrange a presentation for your team!



Find us on Facebook: Cowichan Valley CCRR

www.gov.bc.ca/ChildCareResourceReferralCentres

QUALITY ASSURANCE

Each member of the Sundrops team have the post secondary qualifications required by their job descriptions. If you have specific questions about our qualifications, please ask. All employees have successfully completed a nationwide criminal record check and commit to and sign professional codes of conduct.



TRANSITIONS

We recognize that the transition from infant supports to preschool, then to kindergarten and onwards is both exciting and challenging. To support success, we will assist you in the planning and preparing for these transitions early. We want everyone to feel well prepared and comfortable. Be sure to ask more about this as your child prepares to move to the next service or program.

INTAKE

You will be contacted by our Intake Coordinator within two weeks of your referral being received. Our Intake Coordinator will ask questions to learn about your child and family, and explain what programs and services are available, and the process to access supports.

SERVICES AVAILABLE

Sundrops services are available to families in their own home, at the Sundrops Centre, virtually or in a community setting. Please discuss your preference with your team.

EQUIPMENT LOAN SERVICE

The team has items available for a short-term loan to families. This equipment may extend a child's independence, and enhance their ability to participate in home, child care & community life.



DISCHARGE

Children are discharged prior to the end of June of the year that they become eligible for school entry. This gives us time to finish reports and participate in kindergarten transition.

Children who are eligible for Supported Child Development will be discharged when service is no longer needed, deemed appropriate, or they turn 12, whichever comes first.

FAMILY RIGHTS & RESPONSIBILITIES

All Sundrops services are voluntary. Families may choose to discontinue service at any time. Any information concerning the family and their children is confidential in accordance with The Freedom of Information and Protection of Privacy Act. This guarantees individuals the right to see their information held by a public body and prevents others from accessing their information without consent.

Families are responsible to:

- ◇ Ensure that they have provided up to date information
- ◇ Contact Sundrops staff if they are unable to attend a meeting or appointment
- ◇ Provide a safe and smoke-free environment for home visits
- ◇ Participate in service and goal planning meetings to direct service to children

Records

All children receiving service have an electronic file that contains documentation of the services provided that may include:

- ◇ Referral information
- ◇ Child/family information
- ◇ Consent for service
- ◇ Family Service Plan
- ◇ Record of contacts, progress notes, home visit records
- ◇ Action plans, goals, recommendations, support guides
- ◇ Assessment or reports file closing information

Family Consent

All information collected by Sundrops is strictly confidential. From time to time it may be beneficial to exchange information with other professionals working with the child and family. Consent will be obtained before any information is shared.

Safety Policy

In the event of an emergency, Sundrops staff cannot assume responsibility for the safety of your child. Therefore, the parent/ caregiver will be required to remain in the building with their child. You are expected to join your child in the session to take advantage of opportunities to learn ways of supporting your child's development.

How to Access Records

Clements Centre respects the family's right to access information recorded as part of their involvement with Sundrops. Families may ask at any time to see their records.

Health and Safety

All Sundrops employees are required to follow health and safety regulations of Clements Centre which are based on Worksafe B.C. Regulations and those of other governing bodies. Please address your health and safety concerns to any Sundrops employee.



DISPUTE RESOLUTION

If you have a complaint or concern arising from the services offered by Sundrops Centre for Child Development, please discuss it with one of your team members. They will attempt to resolve the conflict according to the Clements Centre complaint management policy. You are welcome to discuss complaints and concerns with the Program Director at any time. Services are based on normal boundaries of mutual respect and trust between staff and families. If a team member feels a person's behavior is inappropriate, the appointment will be ended. Inappropriate behaviors may include violence or threats of violence, and unsuitable and/or profane language. Future services will be determined upon review of involved team member(s) and the Program Director.



ACCREDITATION

Accreditation is the process by which government funded agencies must demonstrate they meet international standards for quality service. Clements Centre is accredited by the Commission for Accreditation of Rehabilitation Facilities (CARF).

GENERAL POLICIES

NO SMOKING POLICY

To protect children, families and staff, we have some guidelines around smoking. We appreciate your help in protecting others from second hand smoke.

- No smoking within 10 meters of Clements Centre or any other site that we might visit.
- Please do not permit smoking in your home while our staff are visiting.

TECHNOLOGY/CELL PHONE

In order to get the most out of your home visit with Sundrops therapists and consultants, please turn off the television, computer, hand held devices and cell phones during your session. Please turn off your cell phone when in group or individual therapy sessions at the Centre.



SCENT POLICY

Due to sensitivities of the children we serve, Sundrops asks that you please refrain from wearing perfume or scented products during your visits with Sundrops.

GENERAL POLICIES cont...

INCLEMENT WEATHER POLICY

For the safety of families we serve, if School District #79 is closed due to inclement weather (i.e. snow storms), Sundrops Centre for Child Development will also be closed.



CANCELLATION OF APPOINTMENTS

Please phone 250 746 4135 if you need to cancel or change an appointment. We respect that your family life is busy with many obligations and commitments. Giving us as much notice of cancellation as possible is appreciated and allows us to fill the appointment with another child and family.

In the event that we need to cancel an appointment, we will give as much notice as possible and will reschedule your appointment.

CLEMENTS CENTRE SOCIETY

YOU CAN MAKE A DIFFERENCE

Sundrops Centre is a branch of Clements Centre for Families, a non-profit organization and federally registered charity. The Board of Directors are parents, professionals, and community members who volunteer their time and talents to support this work. The board makes decisions about the governance and strategic direction of both branches of Clements Centre.

While Sundrops does receive core funding from the Government of British Columbia, community donations are encouraged and welcome. Your gift helps to fill the gaps in funding, enhance our programs and services, and provide local children with opportunities to thrive in all aspects of development.

You can make a one-time gift or sign up to becoming a monthly donor at our website:

www.clementscentre.org

Thank you!



Contact

Sundrops Centre for Child Development
5856 Clements Street, Duncan BC V9L 3W3
Phone 250 746-4135 Fax 250 746-1636
www.clementscentre.org

Your Family Contact is: _____

Phone _____



clements centre
for **FAMILIES**

Sundrops | Adult
Child Development | Community Living

Serving the Cowichan Valley from Saltair to
the Malahat, including Chemainus,
Cobble Hill, Duncan, Penelakut Island,
Lake Cowichan, Mill Bay, Shawnigan Lake
& Thetis Island

