

# Welcome to the Fraser Valley CDC



## What you can expect

We have received a referral for your child. We kindly ask that the **Child & Family Information Form** (*attached*) is completed before we meet. We look forward to working together with you and your family (please note, there is not cost for this service).

Our staff will arrange a meeting time to:

- ★ **Review** the information you have provided in the forms;
- ★ **Learn** what is important to your child and your family;
- ★ Talk about your child's **strengths** and **abilities** and routines.

## Our Mission

We are dedicated to strengthening the well-being, growth and participation of children, youth and their families through innovative, evidence-based, child development services.

## Our Services



## Cancellations of Appointments

We are committed to ensuring a healthy and safe environment. Please call the centre as soon as possible to advise that you are cancelling an appointment due to illness. Our staff will also notify you as soon as possible if an appointment is needing to be cancelled.



### Abbotsford/Mission

102-32885 Ventura Ave  
Abbotsford, B.C. V2S 6A3  
Tel: 604-852-2686  
Toll-free: 1-877-852-2686

### Chilliwack/Fraser Cascade

45474 Luckakuck Way  
Chilliwack, B.C. V2R 3S9  
Tel: 604-824-8760  
Toll-free: 1-877-820-8760



Helping kids shine!

our **RESPONSIBILITIES** are to:

your **RESPONSIBILITIES** are to:

- ★ Treat you and your child with dignity and respect
- ★ Listen to your opinions and concerns
- ★ Value your knowledge about your child and family
- ★ Include you in all decisions made about your child
- ★ Respect your individual cultural beliefs and values
- ★ Provide you information that is clear and understandable
- ★ Connect you with services in the community
- ★ Ensure that your child's plan is maintained

- ★ Work in partnership with your team
- ★ Be an active participant in your Child's Plan
- ★ Inform us if an appointment needs changing
- ★ Tell us of important information changes (i.e. guardianship, change of address, medical updates, child's stress)
- ★ Share with us any concerns or questions about our services

Our **Code of Ethics** forms the basis of the professional conduct that guides members of the Fraser Valley Child Development Centre. They are:

★ **Respect for the rights and dignity of all persons**

- Acceptance

★ **Genuine relationships with the families we serve**

- Trustworthy
- Sensitive
- Responsible

★ **Integrity**

- Sincere and honest
- Straight-forward and open
- Fair
- Unbiased

★ **Professional competence**

- Knowledgeable
- Skilled
- Experienced

## Sharing Concerns

From time to time, concerns may arise that require further assistance. Sharing your concerns will not put your services at risk in any way. If a concern arises please visit our website for steps.