



Welcome Guides



Fraser Valley
Child Development
Centre

Helping kids shine!



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Mission Statement

The FVDC, in partnership with families and communities, provides opportunities and services which enhance the quality of life for children with developmental needs.

Value Statement

We believe in the right of all people to have equal opportunity to the fullest life possible.

Vision Statement

Accessible Communities




Introduction

At the Fraser Valley Child Development Centre (FVDC), we aim to support and strengthen your natural ability to enhance your child's development. Acknowledging that you know your child best, we will work together with you to encourage and reinforce your strengths while respecting your individual values and beliefs. We will work collaboratively with you, understanding that families and professionals make an equal and complementary contribution to supporting children's learning and development.

"Parents, grandparents, and other family members are often in the best position to notice the details of children's behaviour, and to share the meaning of that behaviour with early years service providers".
(BC Ministry of Education, 2008*)





“One Door, one model, one key contact over time, one plan with access to an array of services and expertise in a timely manner”.

— Karen McLean, 2011
Executive Director, FVDC



Welcome Message

As Executive Director I would like to personally welcome you to the Fraser Valley Child Development Centre. Our organization is **Family-Centered** which for us means we recognize that you know your child best. We serve children between the ages of 0–18 years who have a delay or are at risk of having a delay in one or more areas of their development. We work in partnership with families and community members offering a diverse array of services to over 2,600 children annually throughout the Fraser Valley. We look forward to working with you and “Helping Kids Shine”.

Sincerely,

Karen McLean
Executive Director



What You Can Expect

the PRIMARY SERVICE PROVIDER will:

Every family in our Early Intervention Program is assigned a **Primary Service Provider**. The Primary Service Provider plays a vital role in ensuring that your child receives the appropriate services.

Most of the time a Primary Service Provider will be one of the following professionals: Infant Development Consultant, Child Development Consultant, or Family Support Worker. Based on the priorities identified, your child's team may also include: Physiotherapist, Occupational Therapist, or Speech-Language Pathologist.

We have specialized services that your child may be eligible for which include: Next Step Autism, Key Worker, Early Childhood Mental Health, Positive Parent and Behaviour Support, and Assessment Clinic.

- Act as a main point of contact for your family over time;
- Help you identify and implement your priorities;
- Consult with other team members for suggestions and strategies that support the family's priorities.
- Assist with transitions (including moving communities, entering preschool, or Kindergarten).



Early Intervention Services (0-5 years)

Early intervention services are available for children (and their families) who are at risk of or have an identified developmental delay or diagnosed disability. This includes children who may require a short term boost in one area of development, to those who require long term services. The service plan for your child and family may include:

Family Consultation: Family consultation is provided on specific topics identified by you as priorities for your child's development. We are able to share ideas about how to encourage your child's development at home and in the community.

Parent/Caregiver and Child Programs: We offer a number of fun, play based programs involving two or more children working on developing similar skills. These programs provide opportunities for your child to learn new skills, and for you to learn how to practice the new skills with your child at home. They are also a great opportunity for you to meet other parents.

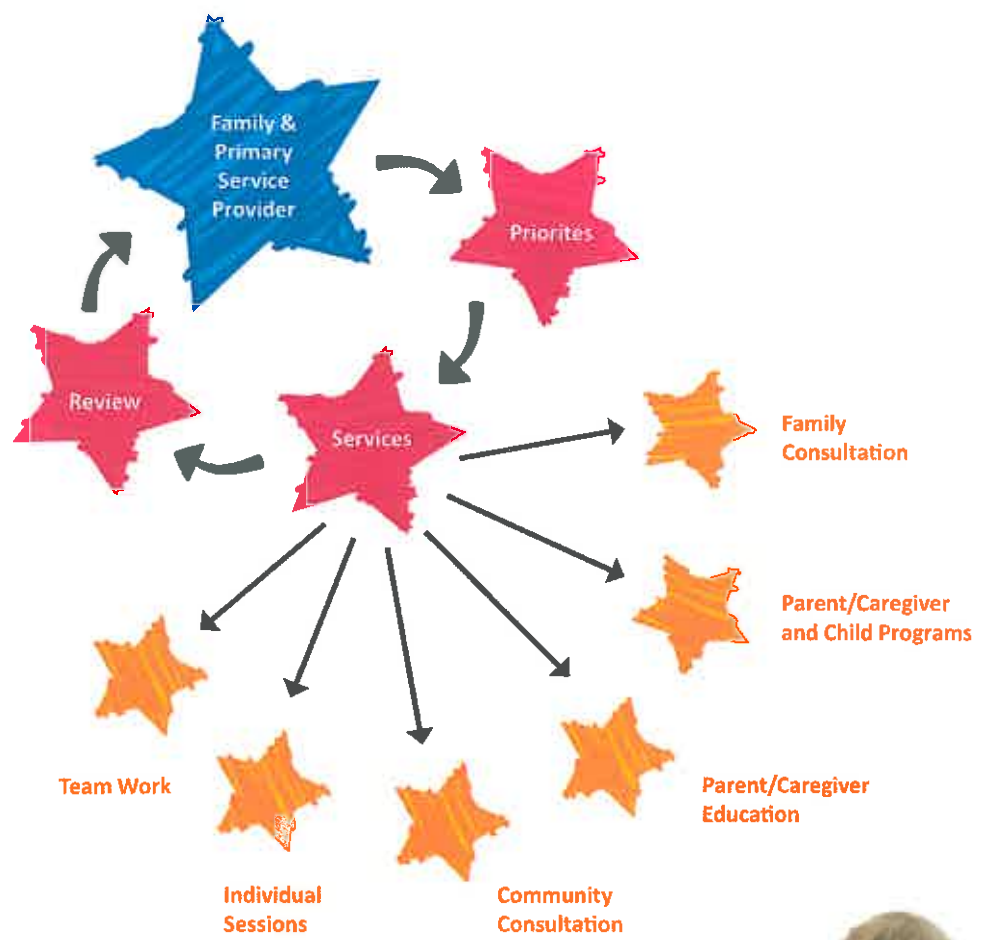
Parent/Caregiver Education and Training Programs: We offer education and training programs for parents on a variety of topics. You attend these programs without your child in order to learn about specific topics.

Community Consultation: We are available to consult with community programs (e.g. daycare or preschool) in order to foster your child's development and encourage successful inclusion in these environments.

Individual Sessions: Occasionally, we provide individual sessions focused on specific goals for your child. Individual sessions provide opportunities for your child to develop specific skills and for you to learn how to practice skills with your child at home.

Team Work: Your team members meet, formally and informally, to discuss your child's services and to share ideas and strategies with each other in order to support your child in reaching the priorities you have identified.





Based on the priorities you identify for your child and family, your team will work with you to determine which programs and services are the most appropriate, and provide a balanced service plan.



Your Child's Plan

Your Primary Service Provider will work with you to identify your child's strengths, needs, and priorities.


your FAMILY CENTERED SERVICE PLAN (FCSP) will:

- Include priorities that you identify;
- Guide services;
- Highlight responsibilities;
- Set timelines;
- Be reviewed on a regular basis;
- Provide an opportunity to document new and relevant information

"By working in partnership with families, early childhood (service providers) can learn more about the circumstances of individual children, and families can learn more about promoting early learning."
(BC Ministry of Education, 2008*)



Working Together



Our team is committed to working together with you and your family to realize your family's priorities.



our RESPONSIBILITIES are to:

- Treat you and your child with dignity and respect
- Listen to your opinions and concerns
- Value your knowledge about your child
- 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 (FCSP) is completed



your RESPONSIBILITIES are to:

- Work in partnership with your team in setting goals
- Be an active participant in your child's sessions
- Inform us if you need to reschedule an appointment
- Raise any concerns or questions about services with a member of your child's team
- Update your Primary Service Provider with any important information that may be relevant to your child's team (change of address, medical updates, custody)
- Ask us when you don't understand something
- Advise us about family events/changes that may influence your child's behavior and/or stress level



"The therapists we work with...are the most incredible people we have met. They care deeply for my child with special needs and she has a strong connection with each of them. Thank you for providing amazing service and a great support system for our family. You are angels in disguise."
— Parent, FVDC Family Survey 2012

We Will Listen to Your Concerns

A healthy partnership includes clear and honest communication regarding both successes and concerns that may arise. Input from families may help us to improve and address gaps in service delivery. From time to time, concerns may arise that require further assistance. Sharing your concern(s) will not put your services at risk in anyway. If a concern arises we ask you to take the following steps:

Step 1

Contact your child's therapist/consultant directly regarding your concern. The staff member will respond as soon as possible to the concern. If you still have concerns go to step 2.

Step 2

Contact or write your therapist's/consultant's supervisor outlining your concern. The supervisor will collaborate with you to determine the plan of action, timeliness, desired outcomes, and review dates within seven working days. A letter will be sent summarizing the action taken and outcomes within fourteen (14) working days. If you still have concerns go to step 3.

Step 3

Contact the Executive Director for the Fraser Valley Development Centre if you feel your concern has not been resolved with the appropriate supervisor. The Executive Director will follow the same procedures as the Supervisor. If you still have concerns go to step 4.

Step 4

If you are unhappy about the outcome, you have the right to appeal to the Ministry of Children and Family Development, which provides most of our funding. Information about this appeal process is available at www.mcf.gov.bc.ca/complaints



Code of Ethics

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

Respect for the rights and dignity of all persons

- Acceptance

Integrity

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

Genuine relationships with the families we serve

- Trustworthy
- Sensitive
- Responsible

Professional competence

- Knowledgeable
- Skilled
- Experienced

If you would like a complete copy of our Code of Ethics or Accreditation reports, this can be obtained by asking staff; or phone 604-852-2686; or retrieved at www.fvcdc.org





Contact us

Children are born with unique abilities. We nurture them through support, intervention, and knowledge specific to their individual growth, development and learning. We collaborate to empower the child, family, and community.

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102-32885 Ventura Ave,
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tel: 604-852-2686
toll-free: 877-852-2686

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45474 Luckakuck Way,
Chilliwack, B.C. V2R 3S9
tel: 604-824-8760
toll-free: 877-820-8760

Accreditation
FVDC has received the
highest level of accreditation
(3 years) since 2004
(incl. 2007, 2010, 2013).



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www.fvcdc.org  /HelpingKidsShine  @FraserValleyCDC

