



shuswap

Children's
association



Family Information Handbook

"We support children and their families to play, grow, and thrive."

Welcome to the Shuswap Children's Association

Inside you will find:

- information about us
- what is expected from you
- what you can expect from us

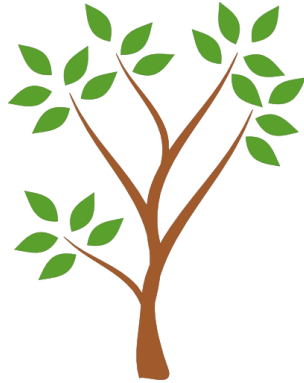


Please take the time to read through this handbook, as it:

- explains our programs and services
- tells you how to make a complaint
- gives you other helpful information

We welcome your feedback about this handbook.
Please let our staff know if you have any suggestions.

*Most of our programs are funded by the
Ministry for Children and Family Development (MCFD)*



Index

Contact us	4
Our mission, values and beliefs	5
Board of Directors	5
How our services work	6
Your appointments	7
Sick policy	7
What to expect from us	8
Your child's records	9
Rights and responsibilities	9
Confidentiality	10
Complaint process	11



Contact Us

General Inquiries

778-824-0445, info@shuswapchildrens.ca, www.shuswapchildrens.ca

Child Care Resource and Referral (CCRR) and Toy Library

Christine Ondang 250-832-4191, condang@shuswapchildrens.ca

Amy Nuttall 778-824-0447, anuttall@shuswapchildrens.ca

Debbie Sprieszl 778-824-0444, dsprieszl@shuswapchildrens.ca

Melissa Adrian 778-824-0417, madrian@shuswapchildrens.ca

Supported Child Development (SCD)

Darlene Toews 778-824-0437, dtoews@shuswapchildrens.ca

Rachel Richardson 778-824-0436, rrichardson@shuswapchildrens.ca

Infant Development Program (IDP)

Penny Ogasawara 778-824-0440, pogawara@shuswapchildrens.ca

Tammy Corston 778-824-0439, tcorston@shuswapchildrens.ca

Occupational Therapy (OT)

Michele Onsorte 778-824-0438, monsorte@shuswapchildrens.ca

Physiotherapy (PT)

Estera Hazlewood 778-824-0446, ehazlewood@shuswapchildrens.ca

FASD Key Worker/Family Support Worker

Pavlina Cannon 778-824-0453, pcannon@shuswapchildrens.ca

Early Years Family Navigator

Amy Nuttall 778-824-0443, anuttall@shuswapchildrens.ca

The Nest (Autism Services) and Positive Behaviour Support

Leila Meyer 250-833-2794, lmeyer@shuswapchildrens.ca

The Loft and Respite Care

Tracey Morland 778-824-0435, tmorland@shuswapchildrens.ca



Most of our staff are part time, please leave a voicemail and they will return your call as soon as possible. Our staff provide home, virtual, office and daycare/preschool visits.

Our Mission

We support children and their families to play, grow and thrive.

Our Values & Beliefs

We Value:

- the healthy development of children and their families
- communities where all children are supported and accepted
- a family-centered approach, respecting the rights, opinions and involvement of everyone
- the contributions made by staff, volunteers and our community partners

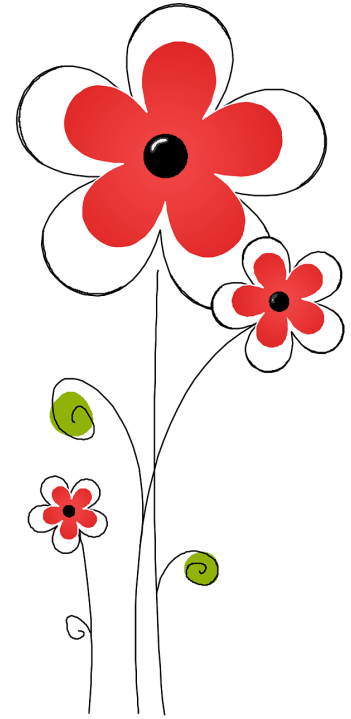
We Believe:

- early childhood is the most important time of development
- all children have the right to grow up in a safe, loving setting and use their social, educational and community experiences to help them
- families know their children best
- it is the right of all children and their families, whatever their diversity, to take part in and live in communities that welcome, respect, encourage and support them

Board of Directors

We have an amazing board, would you like to join us as a member?

- we meet once a month for a couple of hours
- parents make great board members



How our Services Work

** The word 'parent' also refers to the child's guardian and/or foster parent.*

Referral Process

- parents and professionals can make referrals to our programs
- you as the parent decide if you want to receive services from us
- after we receive the referral, our staff we will contact you and explain the services to you

Waitlists

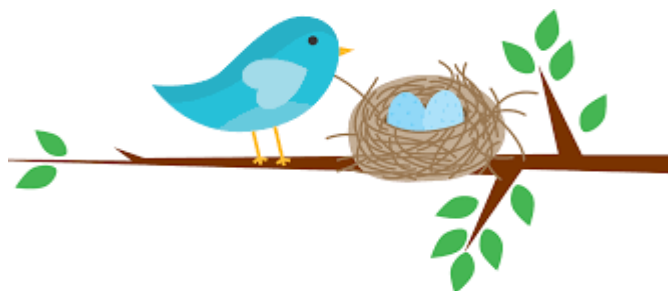
- unfortunately some of our programs have waitlists
- we will give you our resource garden handbook, it is a great resource of what you can do while you are waiting
- you can contact us any time to ask about the waitlist

Parent Involvement

You as a parent are the most important part of your child's team. We work together with you; your ideas, goals, questions and concerns are valued. Many activities staff may give to your child will need to be done at home with you.

Transitions

Your child may move from one program to another with us, or be heading off to kindergarten, or be moving into a different community program. We make every effort to help you move on to new services easily.



Your Appointments

Cancelled and Missed Appointments

Our caseloads are extremely large and our waitlists are long. It is critical our staff know if you can't make your appointment.

- If you are not able to make your appointment, please let us know as soon as possible so we can contact other clients who are waiting for an appointment.
- If 3 appointments are missed without letting us know in a timely fashion, it may result in a delay of your services.
- If you can't reach one of our staff members to cancel your appointment, contact our front desk and they will take care of it for you. Call 250-833-0164 ext 0

Don't worry, we completely understand that your family can fall ill unexpectedly, just as our staff can too.



Sick Policy

The health of all of the little ones who visit us, their families and our staff are priority to us. Appointments will be rescheduled when you or the children visiting us are sick or our staff are sick. Staff are obligated to decline your appointment if you or your child is sick.

What to Expect from Us

We will listen and respect your opinions and concerns

- You are a key player in your child's service.
- Your knowledge about your child will be valued.



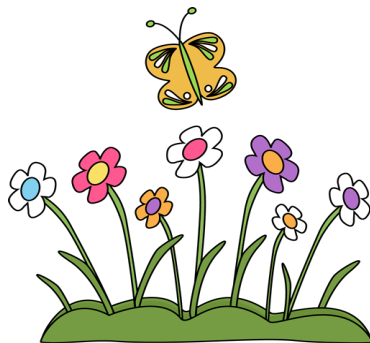
We will provide timely, accurate, up-to-date information

- Questions are always welcome, if you don't understand something, please ask.
- We will also help you connect to advocacy or self-help services.

Your child's file will be closed



- when the goals are met
- at the family's request
- when your child and you no longer benefit from the service
- when your child is too old for the service or program
- when we can't contact you
- when your family moves away from a community that we serve



Your Child's Records

- you will get copies of any written reports and assessments done by our staff
- we keep all files confidential and handle them by federal and provincial privacy laws
- our files are kept under the rules of MCFD

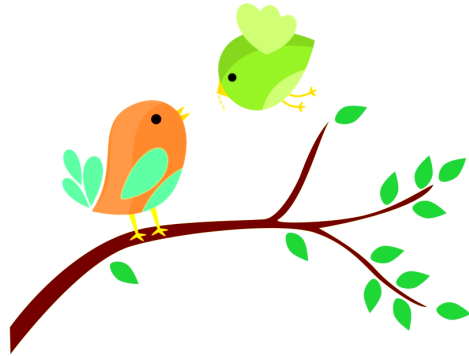
Your Rights and Responsibilities

You have the right to:

- ◆ be treated with respect and dignity
- ◆ be protected from all forms of abuse or neglect
- ◆ have your culture and beliefs respected
- ◆ be included in all of the planning about your children
- ◆ be told about when you will receive service
- ◆ be protected regarding your privacy

You have the responsibility to:

- ◆ treat our staff with respect
- ◆ tell our staff if you can't make your appointments
- ◆ tell us of any changes to your contact information
- ◆ cancel your appointment if you or your child is ill
- ◆ tell our staff of any concerns you have
- ◆ share with us information we need, so we can help you as best as we can



Confidentiality



We will keep information about your child and family confidential

- we do not share information about you or your child without your written consent
- we may request proof of custody if you are separated or divorced, to make sure information is released properly
- the personal information asked for is under the authority of and will be used for the purpose of the Child, Family and Community Service Act (CFCS Act) and/or the Freedom of Information and Protection of Privacy Act (FOIPP Act)

- any questions about this information can be sent to;

Director of Information, Privacy and Records Services Branch

PO Box 9702, Stn Prov Govt, Victoria, BC, V8W 9S1, 250-387-0820

Confidentiality may be waived for the following reasons

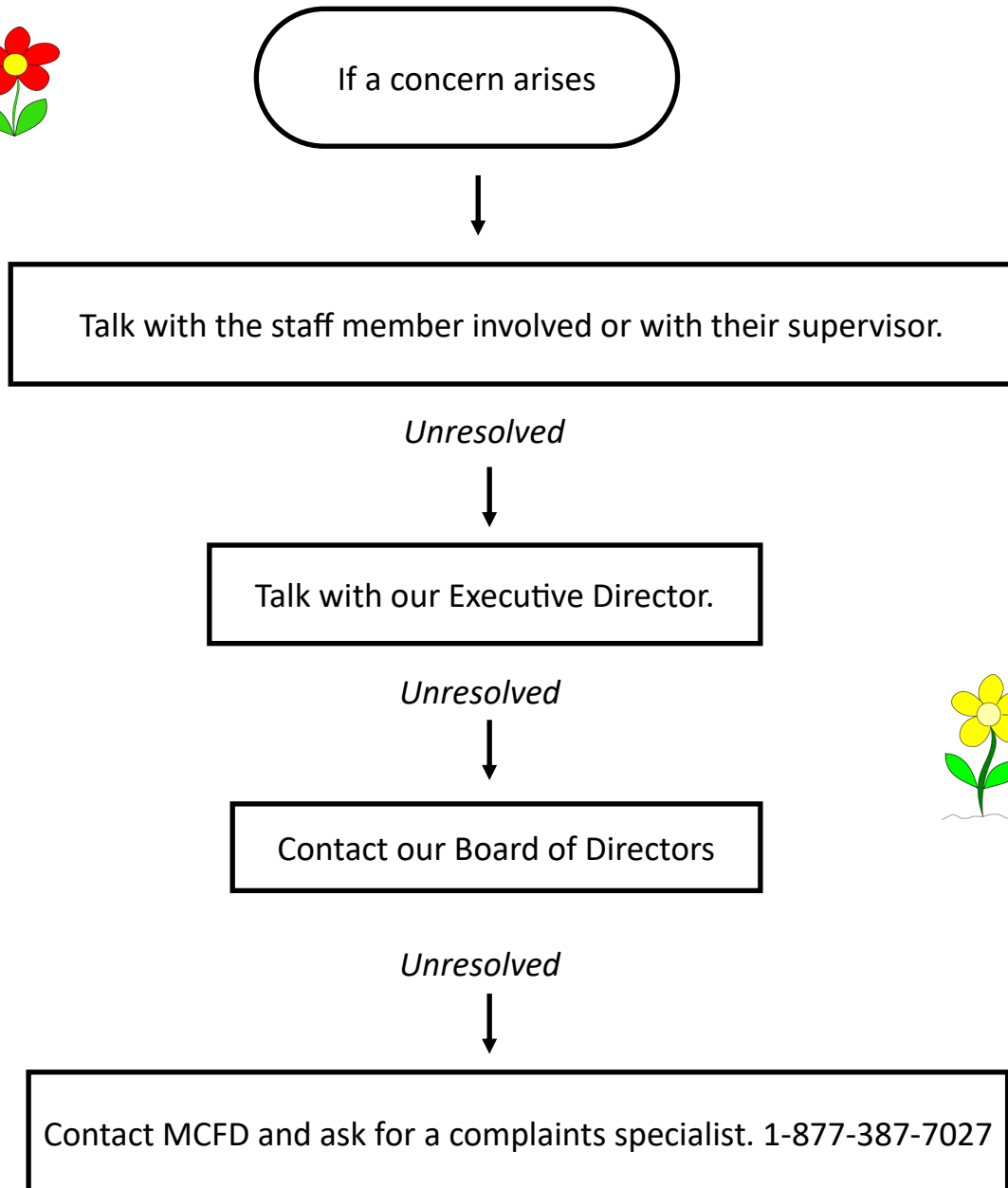
- we are required by law to report suspected child abuse or neglect to MCFD
- if you share information that shows you are a threat to yourself or others, we will take steps to try to ensure your safety and/or the safety of others
- we have to provide information if we are subpoenaed or issued a search warrant
- MCFD social workers can ask for information that is directly related to protection and safety concerns for individuals and families under Section 96 of the Child, Family and Community Service Act

We listen to your concerns and have a complaint process

- if you are unhappy with the services your child and family are receiving, please tell us
- your complaint will not put your future service at risk in any way
- input from families helps us improve

Complaint Process

We are committed to you and your family. However, if at any time you have a concern with one of our services or staff, please tell us right away.



Invite a friend, relative, or advocate to support you through the complaint process.



We have 2 locations in Salmon Arm:

⇒ 240 Shuswap Street NE (Main Office)

⇒ 681 Marine Park Drive NE

Office: 240 Shuswap Street NE, Salmon Arm, BC

Mail: PO Box 2579, Salmon Arm, BC, V1E 4R5

Phone: 250-833-0164 ext 0

Fax: 250-833-0167

Email: info@shuswapchildrens.ca

Web: www.shuswapchildrens.ca

Hours: Monday - Friday 9:00am - 4:00pm

Closed on all Statutory Holidays

