

valleychild.ca

The online home of the
COMOX VALLEY EARLY YEARS CENTRES

ValleyChild.ca has the information you need about all services and support for children under 6 years old



We're accredited!

So what does that mean?

CARF accreditation is a demonstration of accountability and conformance to internationally accepted standards that promote excellence in service delivery.

The value of CARF accreditation is more than a certificate hanging on the wall. CARF accreditation is evidence that our organization strives to improve efficiency, fiscal health, and service delivery -- creating a foundation for consumer satisfaction.

We have been accredited since 2003 - and we're very proud of it!

If you'd like more information about it, please ask any of our staff members.

Feedback

We survey our parents regularly. It is one of the ways we learn what we do well, what we're not doing well - and how we can improve.

Your input is very valuable so please complete the survey when you receive it.

We welcome your comments and questions at any time. You can be in touch with your service provider or contact our Executive Director, Cindy Xavier, at Ext 233 or cindy@cvcda.ca

What to expect...

Answers to some common questions...



Comox Valley Child Development Association Quick Start Guide to Services

Welcome to our services

Where every child belongs...and every family matters

Hi! Welcome to the Comox Valley Child Development Association. This guide will give you a brief overview of our agency and the services we offer. If you have questions after reviewing this, please do not hesitate to contact us for clarification.

Referrals to our programs are accepted from families on behalf of their child and/or from a variety of other sources (family physician, public health nurses, social workers, daycare providers).

After your referral has been processed, you will be contacted by our Family Advocate, Beth, to set up an orientation meeting. She will provide you with an overview of the agency and answer any questions you may have at that time.

At this meeting you will also be asked to complete forms that tell us who you would like your child's reports sent to, and who we may contact to gather information that will help us best support your child. You may also tell us if there are people or services that you do not want to receive information about your child.

We try hard to limit the amount of paper we use in the organization, so will also ask you for your e-mail so that we can share information electronically.

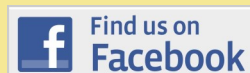
Sometimes the demand for service, particularly therapy services, is more than our capacity. We try to keep waits to a minimum and we prioritize urgent referrals. Before you begin regular therapy services you will be scheduled to meet with a therapist for a consultation. This will be a chance for the therapist to learn more about your child and provide you with some strategies you can use at home before you begin regular sessions.

Often families receive services from more than one program at the CDA. This team of professionals will work with you to ensure that we are all planning and working together for your child.

Comox Valley Child Development Association

237 Third Street
Courtenay, BC V9N 1E1
Phone: 250-338-4288
Fax: 250-338-9326

www.cvcda.ca



We believe everyone has the right to expect:

- Respect for your individual human worth, dignity and privacy
- To be told about all available services
- To have control over your own lives and have a say in the services that you want
- To participate in decisions about the type of help being offered and the way it is delivered
- That personal information will not be shared with anyone without your consent
- To be able to read written information about you and your family in the agency's files (and to correct information that is wrong)
- To receive quality services regardless of gender, race, ethnicity, culture, language, religion, family status, ability, sexuality, or age
- Help that is reliable, of high standard, that is culturally relevant, and is communicated in a language that you understand
- Help that is flexible in response to your family's changing needs and wishes
- A way to make complaints and have them resolved fairly without changing the services you are receiving



Specialized Equipment

Sometimes children require specialized equipment for periods of time, a few weeks, a few years, or for their entire life. Our therapists are able to complete paperwork and help you connect with service clubs and other funding sources to assist your family with obtaining this equipment, either new or used.

Common Questions

Is there any cost for your programs?

Most of the programs at CVCDA are fully funded, this means there is no cost for families. Our Autism Program, for children with a diagnosis of ASD, charges a fee equivalent to the amount funded by government. Jumpstart Preschool charges a fee. Low and middle income families may be eligible for the BC Affordable Child Care Benefit.

If I want to refer one of my other children or if someone I know wants to refer their child do we need to get a referral?

No, we take referrals from many sources, especially from parents! You do not need another person to refer you, just call our Family Advocate, Beth, or stop in to fill out a referral form. In fact, we encourage families to use "word of mouth" to tell others about our services. If you are not sure what service is appropriate, Beth is happy to speak with you.

Once my child is involved with services, are we committed to receiving services for a certain length of time?

No, we practise Family Centred Service. This means that families make decisions about the services they receive. It is always your choice whether you wish to be involved with our programs. We do encourage families to be involved as long as you are seeing benefits for your child.

Will my child be diagnosed or "labelled" if they get involved with your services?

We do not diagnose children or label them. Some of the children we serve have a diagnosis, but this is something that a doctor or paediatrician has given them. If you think your child may need further assessment, please speak to your service provider.



What if I am unhappy with the services my child and family receive?

If you have a complaint or concern arising from services offered at the CVCDA, we ask that your first discuss it with the person involved. It may be useful to offer your comments in writing. In our experience, most concerns are resolved at this stage. If you are still concerned, however, please follow these steps: Discuss it with the supervisor of the employee. Again, sometimes written notes are helpful. Please call reception to get the name and contact information you need. In the event that a solution is not reached, please direct your concern in writing or call the Executive Director. The Executive Director will reply in writing outlining the actions to be taken to address the concerns. We are committed to resolving your concerns.

I am having a hard time with the fact that my child may have challenges or need extra help. Do you have any suggestions?

You are not alone. While many parents look forward to getting support for their child it can also be an emotional time. We encourage parents to speak with their doctor about their concerns. Our service providers are also good people to discuss your concerns with. You may also wish to call one of our Parent to Parent support people. These are parents who have been involved with our services and are available as a resource for others.

Family to Family Support

Sometimes it is helpful to connect with another parent or family of a child with diverse abilities to receive emotional and informational support. We have a variety of family support groups that operate throughout the year and/or we can link you directly with another "buddy" parent.

We also have groups for grandparents who are raising their grandchildren and for siblings of children with diverse abilities.

As well, we are open to developing groups that meet your needs.

Please ask and we can link you to the support you are looking for.



CVCDA Board of Directors 2020/21

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☆ JumpStart Preschool ☆

A play-based environment for 3 and 4 year olds to learn the skills they need for school, and for life.

Located at:
Courtenay Elementary School

Contact Holly at:
250-898-4317 (cell)
jumpstart@cvcda.ca

Program options:

- 5 mornings per week @ \$225/month
- 4 mornings per week @ \$200/month
- 3 mornings per week @ \$150/month
- 2 mornings per week @ 100/month

Affordable Child Care Benefits is available to help families who need it.



TAP (The Autism Program)

If your child has received a diagnosis of **Autism Spectrum Disorder** please contact April (april@cvcda.ca) and ask about our individualized behaviour intervention or social groups. Our services range from toddlers through age 19 years.



Diversity!

The Comox Valley Child Development Association welcomes and celebrates diversity in our clients, staff, parents, and community! Diversity includes culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, and language. Please ask a staff member if you feel you or your child could benefit from special services or accommodation.



This **Quick Start Guide to Services** is only a general overview. **If you have other questions please look in the Parent Handbook (also available for download from our website) or ask one of our staff members who would be pleased to answer your questions.**

For more information go to
www.cvcda.ca

What is an ISP?

An Individualized Service Plan is:

UNIQUE to each child. The parents and the team of professionals create a plan outlining needs, concerns, and strengths of your child or youth. The plans emphasizes your and your child's priorities for service.

GOAL oriented. Major areas of focus are cognitive, communicative, social/emotional, physical/medical, and behavioural.

STRUCTURED for success. It begins with assessments to insure that the roadmap to the individual's goals begins where the person currently is. The goals are broken down into short-term goals or objectives that, as accomplished, provide skills needed to achieve the longer term goal.

SUPPORTED by the team and the staff that work with the child. Individualized Service Plans promote independence by supporting the child, the family and the agencies involved.

OUTCOME oriented. Each team member knows how and what they are expected to do to support the child in reaching their goals. The team is also responsible for evaluating and revising the plan, as necessary.

REINFORCED across domains. This means that the goals are worked on and carried to the child's various environments so there is uniformity of expectations wherever the child may be (home, school, or community).

PROVIDES the supports to make the difficult possible. Working toward the possible takes time, repetition and patience.

