

# DOGWOOD PLACE

Child and Youth Development Centre

Welcome to the FASD Key Worker  
Parent Support Program



# Fetal Alcohol Spectrum Disorder (FASD) Key Worker Program

**Located at**

**Dogwood Place Child & Youth Development Centre  
301 Dogwood St, Campbell River  
Campbell River, B.C. V9W 2Y1  
Ph: 250-286-0955 Fax: 250-287-2676**

Email: [sheila.catherwood@rivercityinclusion.ca](mailto:sheila.catherwood@rivercityinclusion.ca)

Regular office hours:  
9:00 a.m. to 4:00 p.m. Monday to Friday

## **Our Mission**

Dogwood Place Child & Youth Development Centre Programs are committed to working in partnership with families and recognizes the family and supporting environment as the most valuable resource in a child's life.

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## WHAT THE FASD KEY WORKER DOES

- Assists family members, caregivers, educators, and service providers to better understand the child's strengths and challenges and identify ways to adapt the child's environment in response to their needs.
- Provides information about services and relevant supports, such as education, social services, financial resources, recreation, and transportation, and how to access them.
- Supports families through the FASD assessment processes and assisting with implementing recommendations from the assessment.
- Provides confidential emotional and practical support to parents and caregivers.
- Supports parents as they advocate for their child's needs, attending meetings at schools, medical appointments, or other services.
- Organizes parent to parent support.
- Provides planning and support to youth as they transition to adulthood.
- Provides FASD training, awareness, and resources.
- Provides confidential consultations (can be by phone) for those who are concerned a child may have been exposed to alcohol during pregnancy.



## WHO THE FASD KEY WORKER SUPPORTS

Key Worker services are available to all families with children between the ages of 0 and 19 who have a diagnosis of FASD, are suspected of having FASD, or have a similar Complex Behavioural Disorder.

## CAMPBELL RIVER REGION SERVICE DELIVERY AREA

The FASD Key Worker Program in this region includes the communities of Campbell River (south to Oyster River), Sayward, Gold River, Tahsis, and Quadra and Cortes Islands. FASD Key Worker Programs are in most areas throughout the province of BC. We will help you to connect with other FASD Key Workers if you move to a new community.



## WHERE IS THE FASD KEY WORKER LOCATED?

Dogwood Place Child & Youth Development Centre is located on the traditional territories of the Laich-kwil-tach people. The street address is 301 Dogwood (next to the curling rink) upstairs in room 204. The program has an open-door policy, so parents are welcome to call or stop by anytime. If the Key Worker is unavailable, you can leave a message at reception.

## WHO ARE FASD KEY WORKERS

Key Workers have a background in social work or a related field with specialized training in FASD, and experience working with people with FASD. Key Workers are sensitive to the unique issues facing families of children with FASD. They receive ongoing training related to best practices and supports for parents, and children and youth with FASD.



# **THE FASD KEY WORKER PHILOSOPHY**

## **Family-Centered Approach**

Key Workers believes that the family knows their children best, and they are the most important factors in their children's lives. Key Workers respect and support decisions parents make, work in partnership with families, and honour families' knowledge, culture, and beliefs.

## **Relationship with Indigenous Families & Communities**

The FASD Key Worker Program supports both indigenous and non-indigenous families. Your family is welcome to request that your cultural heritage is considered in planning. Key Workers believe that your personal/cultural supports are important and welcome you to invite your support person(s) to any or all meetings.

## **Strength Based Approach**

Key Workers understand that every person affected by FASD is unique and has his or her own strengths. When we focus on these strengths, we open up the path for children and youth to reach their full potential.

## **Brain Based Physical Disability**

When we understand how FASD affects the brain and influences behaviour, we can find strategies and create environments that best support children and youth who are impacted by FASD.

## **Diversity**

Key Workers respect the range of diversity in communities and support appropriate practices for families within their cultural context.

## **The Rights of Children**

Key workers advocate for the rights of children and families and support the development of a child and family friendly community which is respectful and welcoming to all.

## **Circle of Support**

The FASD Key Worker program focuses on helping the family build a network that would build the capacity of the child. Positive relationships are the cornerstone to opening the path for children and youth to reach their full potential.

## **REFERRAL**

Referral to the FASD Key Worker Program can be made by any parent or guardian who knows or suspects their child has been affected by prenatal exposure to alcohol or has been diagnosed with a similar brain-based condition (CDBC). Referrals are made by filling out the referral form for Dogwood Place. Community service providers may also refer to the Program with the family's knowledge and permission. Your participation in the Program is voluntary. When the referral is made, the Key Worker will inform the family and referral source of the family's acceptance to the program.

## **CONSENT**

You will be asked to sign a written consent form for Dogwood Place Child & Youth Development Centre. You may provide specific written consent to collect or share information (if necessary) about your child which will help the Key Worker provide the best possible service to your child and family. The Key Worker will not communicate with anyone about your child and family without your consent. Consents must be reviewed and renewed annually.

## **SERVICE HOURS**

The Key Worker's regular office hours are Monday to Friday 9:00am to 4pm. They will try their best to accommodate your needs and schedule when planning meetings and other services. If you are unable to attend a scheduled appointment or meeting, please let your Key Worker know as soon as possible. If your Key Worker must cancel an appointment, you will be notified at the soonest opportunity, and every effort will be made to reschedule as soon as possible at your convenience.

## **GOALS**

At the onset of service, family chosen goals will be established to direct the services you want from the FASD Key Worker Program. Your goals may be reviewed and refined to meet the needs of your child and your family at your request.

# WHAT TO EXPECT FROM THE PROGRAM?

## Orientation

When a referral is made to the FASD Key Worker Program, the Worker will connect with the parent(s) or guardian(s), gather information about the child at the point of intake, and discuss your thoughts and goals for your family. Orientation includes describing the Key Worker Program and providing information, as outlined in this handbook, about the program and the sponsor agency.



## Frequency of Supports

You can decide how often you would like support from your Key Worker. You can request to meet weekly, monthly, or anytime something comes up that you would like to discuss. Your Key Worker understands that your life is busy, and is available by phone, email, or virtual meetings. **It is recommended you keep in touch with your Key Worker to ensure they are aware of the current needs of your child and family.**

## Family and Home Visits

You have a choice of where and when you would like to meet your Key Worker. Family visits can take place at the Worker's office, your home, a coffee shop, or other place. Visits help the Key Worker gather valuable information about your child's development, interests, strengths, and unique characteristics. Visits also give you an opportunity to ask questions, prepare for upcoming meetings, and sign required documents.







## Resources and Lending Library

The FASD Key Worker has a variety of books and videos on FASD and related topics available for you. Some resources are yours to keep and others belong in the lending library for others to share. We also carry some specialized equipment helpful to children and youth with FASD.

We are always working on keeping the library current and relevant. Please let us know if there is something you would like to use, and we will do our best to get it.

## Education and Workshops

The Key Worker provides FASD education to Campbell River and surrounding communities. We strongly encourage parents, family, friends, and professionals to participate in workshops to assist everyone involved in your child's life to understand them better.



## Family Email Distribution List

The Key Worker sends out information on services, funding, trainings, local events, and other notices that may be helpful to your family.

At your request, the Key Worker can place you on a confidential email list specifically for families of children with FASD. Your information is protected, and you may request to be removed from the list at any time.



There is also a general 'FASD News' email distribution list that many community service providers find helpful. If you have a community support person for your child that is interested in learning more about FASD they can send your Key Worker an email requesting to be put on the list.

## Social Media

Check out Rivercity Inclusion Society's Website and Facebook page, and Dogwood Place Child and Youth Development Centre's Facebook page for more information about services. Training opportunities will be posted as they become available.



## WHAT ABOUT...

### FEES

The Ministry of Children & Family Development provides funding for the FASD Key Worker Program. There are no fees for our services, however there may be registration fees for some of the workshops available to you.

### MY CHILD'S RECORDS

All records and personal information including meeting notes are kept confidential. An individual file with your child's name is kept with all reports and information given to us. Your child's file is available to you upon your request.



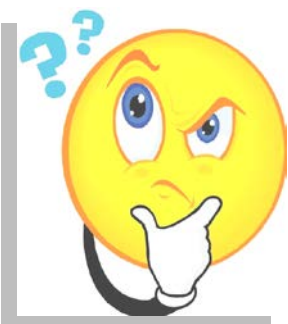
### MANAGING THE WAITLIST

A Waitlist Priority Rating Scale is used to ensure families receive service in a timely and equitable manner. The factors given consideration are:

- The length of time on the waitlist
- The level of the child's needs
- The level of the family's needs
- Other services available to the child and family

### QUESTIONS AND CONCERNS

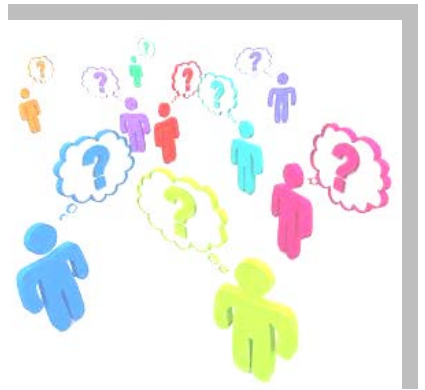
If you have any questions or concerns about Dogwood Child and Youth Development Centers' staff, or agency, please feel free to ask the staff person you are comfortable with, or the Executive Director.



## FREQUENTLY ASKED QUESTIONS

### Q. Does the FASD Key Worker work with my child?

- A. The Key Worker primarily supports families in finding appropriate resources for their child. The Key Worker may observe children in classrooms in order to help determine strategies for success, if requested by the parent and approved by the school.



### Q. Will the FASD Key Worker help my youth learn about FASD?

- A. Yes, if the youth is interested in learning about FASD, the Key Worker will meet with them and answer any questions.

### Q. How would your services benefit my child?

- A. One of the most effective ways to support a child with FASD is for everyone in their life to really understand their ability level. Because children with FASD often look the same as everyone else, teachers, family and service providers often think the child can do more than they can. The expectations of others become increasingly difficult for the child to meet. When children are unable to meet these expectations, they experience feelings of failure which may impact their behaviour.

The FASD Key Worker can help by providing information and education to you and the people in your child's life to improve how everyone interacts with them.

*Everyone is a genius,  
but if you judge a fish by  
its ability to climb a  
tree, it will live its whole  
life believing that it is  
stupid.*

*~Albert Einstein*

## **PARENT/GUARDIAN RIGHTS AND RESPONSIBILITIES**

During orientation your keyworker will review the following rights and responsibilities information with you and you will be asked to sign a copy to be placed in your child's files.

### **Rights for families accessing service from the FASD Key Worker Program:**

#### **You have the right:**

- ✓ To express your views and to be treated with respect by staff.
- ✓ To be respected for your cultural heritage and request that your cultural heritage be considered in planning.
- ✓ To make a complaint if you are not satisfied with the service.
- ✓ To complete a Satisfaction Survey of our services.

#### **Your responsibilities:**

- ✓ Treat yourself and others with respect.
- ✓ To let staff know of changes pertinent to the delivery of service.

#### **Your participation in our programs can finish when:**

- ✓ You no longer want to come.
- ✓ Your child no longer meets the criteria.

#### **Privacy:**

- ✓ You have the right to know what information about you and your child is collected, held on file and that your child's privacy will be protected.
- ✓ Your identity will be kept anonymous for any research or statistical purposes.

#### **File Access:**

- ✓ You have the right to see your child's file. You can ask to do this by talking to Dogwood Place staff.

## **BOARD OF DIRECTORS**

The FASD Key Worker Program is administered by Rivercity Inclusion Society, a non-profit, charitable society. The Board of Directors is a volunteer group of parents, professionals and individuals from the community. The Board makes decisions about the governance and direction of the society, program planning, policies, and allocation of funds for service delivery within the agency. Participation by parents on the Board of Directors is welcomed. Please talk to program staff if you are interested.

## **CARF**

As an agency receiving government funding from MCFD, we participate in an accreditation process to help ensure that our agency, services and program design and delivery meets the best practices possible. The accrediting body for our agency is CARF, the Commission on Accreditation of Rehabilitation Facilities. Accreditation is granted for up to three years and is dependent on a number of standards being met throughout the organization. Rivercity Inclusion was first accredited by CARF in the spring of 2006 and the FASD Key Worker Program was included in the accreditation survey of 2009.



## **CONFIDENTIALITY AND FREEDOM OF INFORMATION**

The BC Freedom of Information and Privacy Act, 2004, provides legal guidelines regarding collecting, storing and releasing personal information. The law guarantees that you may see any information about you gathered by a service provider and that your information will be protected from the knowledge of others without your consent. Rivercity Inclusion Society always operates under detailed privacy and confidentiality guidelines.

## **CUSTODY ISSUES AND CONCERNS**

Please alert your Key Worker about any custody or guardianship information which is relevant to the service delivery provided for your child and family. If certain action is required according to a court decision, a copy of the relevant court document must be on file with the agency.

## **EMERGENCY PROCEDURES**

All programs within Rivercity Inclusion Society follow proper guidelines, policies and procedures for health, safety and emergency procedures. Staff is trained in current First Aid and our facilities have first aid and disaster equipment and plans.

## **CODE OF ETHICS**

All of our staff and volunteers at Rivercity Inclusion Society follow a Code of Ethics. This means that you can expect to be treated with Respect, Dignity, Courtesy, and Fairness and that our stated policies and expectations will be followed. If at any time you think that someone is behaving in an unethical way, please speak with that person first, and then their supervisor and/or the Executive Director if necessary. The Rivercity Inclusion Society Code of Ethics is available for you to review at any time.

## **ENDING SERVICE**

Key Worker services end when the youth turns 19, or when the family no longer requires services. A file may be closed if parents have not engaged with FASD Key Worker for three months or if the FASD Key worker is unable to contact the family. The family may contact the Key Worker and reopen their file at any time.

**If you have any questions or concerns not addressed by this booklet, please ask the Key Worker. We hope you have a positive and helpful relationship with the Key Worker Program and look forward to being part of your journey.**



## **GLOSSARY OF ACRONYMS & TERMS**

**Child Disability Benefit (CDB)** is a tax-free **benefit** of up to \$2,985 per year (\$248.75 per month) for families who care for a **child** under age 18.

**Rivercity Inclusion Society** (The organization in which the FASD Key Worker is employed)

**CYMH** Child and Youth Mental Health (a program run through MCFD)

**CYSN** Child and Youth with Special Needs (a program run through MCFD)

**Disability Tax Credit** Canada Revenue Agency non-refundable tax credit used to reduce the income tax you pay.

**FASD** Fetal Alcohol Spectrum Disorder, a diagnostic term' used to describe the range of effects that can be caused by prenatal alcohol consumption.

**IEP** Individual Education Plan

**MCFD** Ministry of Children and Family Development

**PWD** Persons with Disability, a financial support program for adults with disabilities.

**RDSP** Registered Disability Savings Plan (**RDSP**) is a special program that helps Canadians with disabilities (including children) save for long-term financial needs.

**VICAN** Vancouver Island Children's Assessment Network (the only service on Vancouver Island that provides official FASD assessment and diagnosis for childr

## Family Resources

BC Nurse Line	8-1-1
Crises Line (Vancouver Island)	1-888-494-3888
Crises line - texting (6-10 pm)	250-800-3806
Crises Chat on-line (6pm-10pm)	<a href="http://www.vicrisis.ca">http://www.vicrisis.ca</a>
Crises Line (for suicidal thoughts)	1-800-784-2433 (1 800 SUICIDE)
Family Services	250-287-2421
FASD Key Worker	250-286-0955 ex. 224 Direct: 778-346-9029
Food Bank	250-286-3226
Foundry (youth health services)	250-286-0611
Help Line for Children	250-310-1234
Help line for Children (abuse or neglect)	250-310-1234
Hospital	250-850-2141
John Howard Society	250-286-0611
KDC Health	250-286-9766
Laichwiltach Family Life Society	250-286-3430
Mental Health and Addiction Services	250-850-5800
<u>Ministry of Children and Family Development</u> Child and youth Mental Health Infant and Children's Services & Child and Youth with Special Needs After Hours Hotline	250-830-6500 250-286-7542 250-286-7542 1-800-663-9122
Ministry of Social Development and Poverty Reduction (Income Assistance)	1-866-866-0800
Native Youth Crises Hotline	1-877-209-1266
North Island Transition Society	250-287-7384
Health Link BC	8-1-1
Public Health	250-850-2110
Sasamans Society	250-914-2212
<u>School District #72</u> Board Office Education Centre Robron Centre (& behaviour resource team)	250-830-2300 250-830-2313 250-286-4400
Supported Child Development	250-287-0955
Vancouver Island Children's Assessment Network (VICAN)	250-519-5390
Women's Centre	250-287-3044

\*\*\*For a complete description of Campbell River community supports please visit the following website\*\*\* <http://campbellriver.fetchbc.ca/>





## FASD WEBSITES

This is a selection of websites that offer resources, free downloads, videos etc., to support your continued learning

[www.fasdoutreach.ca](http://www.fasdoutreach.ca)

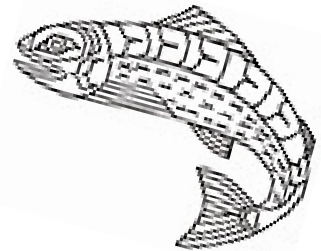
Ministry of Education- Provincial Outreach Program for FASD (POP FASD), features lots of resources and e-learning modules (for teachers and families).

[www.canfasd.ca](http://www.canfasd.ca)

The Canada Fetal Alcohol Spectrum Disorder Research Network a collaborative, interdisciplinary research network, with collaborators, researchers and partners across the nation. It is Canada's first comprehensive national Fetal Alcohol Spectrum Disorder (FASD) research network.

[www.whitecrowvillage.org](http://www.whitecrowvillage.org)

Creating Context for understanding and prevention of Fetal Alcohol Spectrum Disorder



<https://fasdinstitute.com/>

The mission of the FASD Institute is to provide a safe, inclusive space for professionals, families, and all to learn and grow.

[www.asantecentre.org](http://www.asantecentre.org)

The Fetal Alcohol Spectrum Disorder (FASD) Society for British Columbia (BC) is committed to the prevention of FASD, and to helping people and families with FASD and other complex neurodevelopmental needs reach their full potential.

# COMPLAINT RESOLUTION PROCEDURE FOR THE FASD KEY WORKER PROGRAM.



Rivercity Inclusion Society encourages everyone to address their concerns or complaints right away, and not allow them to grow. You are welcome to discuss your concern with the FASD Key Worker, and you have the right to involve a support person at any time during this process.

The Society shall provide clients and caregivers with written procedures for expressing and resolving complaints. These procedures will include a timely resolution, and written response to the aggrieved to include documentation, as well as the appeal process.

## Step 1: Lodging the complaint

If a client/caregiver decides to make a formal complaint, then the front-line staff have a responsibility to explain the ways the complaint can be made to the Executive Director:

A) Verbally in person, or by telephone

B) Written complaint in a sealed envelope. (*See Complaint form Appendix A next Page*)

a. May be given to the front-line staff who will then give to the Executive Director, or; May be given to the front-line staff who will then give to the Executive Director, or;

b. The client/caregiver may hand deliver to the Executive Director.

C) Having the front-line staff inform the Executive Director that the client/caregiver wishes to make a complaint. The Executive Director will then contact the person making the complaint and set a meeting date as soon as possible.

## Step 2: Process

The Executive Director will meet with the client/caregiver who lodged the complaint. If appropriate, the Executive Director will discuss the complaint with the front-line staff. When appropriate, the Executive Director shall also inform the relevant Ministry/Agency of the complaint.

## Step 3: Resolution

When the Executive Director has decided on a resolution to the complaint, he/she/they will fill out the “Program Participant Complaint Form Follow Up” and the client/caregiver will be informed of the outcome via this form. The client or caregiver can expect a written response from the Executive Director within 7 working days, from the date the initial complaint was received.

**Appeal Process:** Clients of Children’s Services: Will be informed of their right to complain to the Representative for Children and Youth of British Columbia.

**Phone:** 1-800-476-3933

**Email:** [rcy@rcybc.ca](mailto:rcy@rcybc.ca)

**Website:** <https://rcybc.ca/>





**Appendix A**

**RIVERCITY INCLUSION**

**Dogwood Place – Formal Complaint Form**

If you have a concern arising from services offered through Dogwood Place Child & Youth Development Centre, please:

- Fill out this form and take it in person to the Executive Director, **OR**
- Call 250-286-0391 to speak to the Executive Director, **OR**
- Mail the form in a sealed envelope addressed to:

**Attention:** Executive Director **OR Attention:** Rivercity Inclusion Society Board of Directors

Rivercity Inclusion Society

1153 Greenwood Street, Campbell River, BC V9W 3C5

You may also contact the Representative for Children and Youth at <https://www.rcybc.ca/>

My name is: \_\_\_\_\_

Today's date: \_\_\_\_\_

The problem I am having is:

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I would like to see the following resolution to this problem:

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I can be contacted at: \_\_\_\_\_

