

## INCLEMENT WEATHER POLICY



For the safety of the families we serve and Dogwood Place staff, if School District #72 is closed due to inclement weather (i.e. snow storms), Dogwood Place will also be closed. Check the School District #72 website or local community channel.

## SCENT-FREE POLICY



Due to the sensitivities of the children we serve, Dogwood Place is a 'scent free' zone for all staff and visitors.

## SICK POLICY

To prevent the spread of illness and promote the health of our clients and staff, appointments will be cancelled when clients or staff members are sick. Please call to reschedule your appointment if you and/or your child are feeling sick.



## QUESTIONS AND CONCERNS

Please feel free to direct any questions that you may have about Dogwood Place operations to our office staff. They will refer your question to the appropriate staff member if they are unable to help you. If you have a concern arising from services offered through Dogwood Place, please take the following steps:

1. Discuss it with the employee involved. If this is not possible or you feel uncomfortable with this, proceed to the step that you would be most comfortable with.
2. Discuss it with the Supervisor of the employee.
3. Discuss it with the Executive Director of CRADACL.
4. Fill out a "Complaint Form" (located at the reception area).

Revised: March 2020



# **DOGWOOD PLACE** **Child and Youth Development Centre** **Early Intervention Programs**

**Infant Development Program**

**Physiotherapy Program**

**Occupational Therapy Program**

**Speech and language Program**

## **Parent Handbook**



**301 Dogwood Street**  
**Campbell River, B.C. V9W 2Y1**  
**Phone: (250) 286-0955**  
**Fax: (250) 287-2676**

## DOGWOOD PLACE

### Child and Youth Development Centre

Infant Development Program; Physiotherapy Program; Occupational Therapy Program; Speech & Language Program

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.

#### INFANT DEVELOPMENT PROGRAM

The Infant Development Program serves any child from birth to three years of age who are at risk for, or who already have a delay in development.

#### PHYSIOTHERAPY PROGRAM

Providing service to children (birth to school entry) who have difficulty with movement skills, such as delayed motor milestones.

#### OCCUPATIONAL THERAPY PROGRAM

The Occupational Therapy Program helps children develop skills to participate as independently as possible in everyday activities. These activities may include: self-care tasks such as feeding, dressing grooming, toileting, strategies to help children learn to stay calm and alert (self-regulation skills) as well as kindergarten readiness skills.

#### SPEECH AND LANGUAGE PROGRAM

This program provides services to children with communication and/or feeding needs. We can support your child with talking, understanding language, playing, interaction with others and eating.

## Dogwood Place POLICIES

#### SERVICE POLICY:

It is your choice whether or not your child will participate in our programs.

#### ATTENDANCE AND CANCELLATION POLICY:

If it is necessary to cancel a scheduled appointment or home visit, please notify our office as soon as possible. You may leave a voice mail message if you call after hours. If it is necessary for a staff member to cancel a scheduled appointment, you will receive a call from our office as soon as it is known that an appointment cannot be kept. Due to caseload demands, our policies are:



1. We are not able to offer make up sessions for your absences. If the therapist/consultant cancels a session, they will attempt to make up that session when possible.
2. If attendance is inconsistent, the therapist/consultant will discuss this with you.
3. Three sessions missed without prior notification or explanation might result in a delay of services for your child.

#### NO SMOKING POLICY:



As a result of the Occupational Health and Safety Regulations established by the Workers' Compensation Board, it is Campbell River and District Association for Community Living's responsibility to ensure that Dogwood Place staff are not exposed to environmental tobacco smoke during home visits. This means that no one shall smoke in the home for at least four (4) hours before the home visit and that no one shall smoke in the home during the visit. (*Section 4.82, Occupational Health and Safety Regulation*).

#### PARENT INVOLVEMENT

As a parent, your contributions to decisions regarding services or programs for your child are extremely important. Program staff will encourage your active participation in all aspects of your child's services.

## EMERGENCY PROCEDURES

Dogwood Place staff have been trained in First Aid, and the facility is equipped with a First Aid Kit, in the event of minor emergencies. All our staff are familiar with up-to-date emergency procedures. Posters are in public view detailing emergency exits, routes, and the location of emergency equipment.



## YOUR CHILD'S FILE



In order to provide quality service, we maintain a file on each child involved with Dogwood Place Programs. If you would like to see your child's file, please let your therapist/consultant know. The Personal Information Protection and Electronic Documents Act (PIPEDA) provides guidelines regarding the gathering, storage, and release of information. The law guarantees you the right to see your own information held by a public body and prevents others from seeing your information without your consent. Confidentiality and respect for privacy are universal rights and are principles which we uphold at Dogwood Place.

## SERVICES PROVIDED

Efforts are made to schedule appointments according to your family's needs, at times and locations that are best for you and your child. Options for settings include: home, clinic, child care centre, videoconference (Zoom) and other community settings.

Waitlists are maintained when the demand for service exceeds the availability of the service. Therapy services, in particular, are sometimes required to place children on a waitlist. Efforts are made to inform parents regarding the time frame involved prior to an initial visit.

Assessments: Developmental assessments will be provided, using standardized and/or other assessment tools, as well as observations by parents and program staff. Written reports of assessments are reviewed with you and, with your consent, sent to others involved with your child.

Therapy: Direct therapy might be provided, depending on your child's needs and your goals for your child, as well as availability of direct therapy time.



Consultation: Program staff members are available to consult with you about your goals and questions for your child's development; consultation might also be provided to others working with your child, with your consent.

Team Meetings: During the course of your child's involvement with our programs, "team meetings" may take place. During this meeting, you and others involved with your child meet to discuss your child's services.



### **Individual Family Service Plan (IFSP):**

The IFSP is based on your goals for your child. It focuses on your child's developmental strengths/ needs and is the plan for team members to follow to support your child's continued development.

Parent Education Workshops: You will be informed of, and encouraged to attend workshops and parent meetings, which may further your understanding of early childhood development and/or knowledge of strategies to try for your child.

*Family Support:* You may be offered the opportunity to meet other parents on an individual basis or through local parent support groups.

*Referral to Other Resources:* Families are made aware of other services, within or outside the community, which may be of benefit to you and your child. The staff at Dogwood Place work closely with other agencies in order to coordinate services and/or help you and your child transition to other programs.

*Books, Equipment and Toy Lending:* Dogwood Place staff can lend you books or equipment that relate to: development in infancy and early childhood; parenting; specific disabilities; play ideas; and other areas of interest.

#### *SAFETY POLICY:*

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In the event of an emergency, staff cannot assume responsibility for the safety of your child. Therefore, you will be required to remain with your child during appointments.



#### *ELIGIBILITY*

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Dogwood Place: Infant Development Program services are provided to children from birth to three. Physiotherapy Program; Occupational Therapy Program and Speech & Language Program services are provided to children from birth to school entry.

#### *REFERRALS*

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Dogwood Place: Infant Development Program; Physiotherapy; Occupational Therapy and Speech & Language Programs have an open referral process and referrals come from a variety of sources:

- ❖ Parents/Family Members/Caregivers
- ❖ Physicians/Nurses
- ❖ Preschool/Daycare Staff
- ❖ Support Staff

#### *AREAS SERVED*

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Campbell River to Oyster River, Gold River, Tahsis, Sayward, Quadra and Cortes Islands.

#### *FUNDING*

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Dogwood Place Programs are mainly funded by the Ministry of Children and Family Development and is administered by the Campbell River and District Association for Community Living. Other funders such as the Children's Health Foundation also contribute to services. There is no charge for our service.



#### *HOURS OF OPERATION*

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Office Hours: Monday to Friday (8:30 a.m. - 4:00 p.m.)  
**The office is closed for Statutory Holidays.**

