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Family Handbook

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Welcome To Kootenay Family Place!

OUR MISSION

Kootenay Family Place is a registered non-profit organization with charitable status whose staff is passionate about serving the needs of children, youth, and families throughout the West Kootenay Boundary region.

Our Purpose

- To offer a gathering place that connects families to each other.
- To provide support and early intervention for children and their families.
- To provide quality, licensed childcare services.
- We are committed to creating safe spaces where families can express their cultural values, morals, and religious beliefs.
- We are committed to reconciliation and we work with Indigenous organizations to provide culturally safe services.

Programs & Services

CHILDCARE PROGRAMS

All our facilities are licensed under the Community Care Facilities Act. Our caring childcare staff ensure children feel supported and respected, experience positive relationships with other children and participate in engaging activities that support development.

SELKIRK CHILDREN'S CENTRE (250) 365-1210

Located on site at Selkirk College, providing licensed group care for children ages birth to 5 years.

Hours of Operation:
Monday to Friday 7:00am - 5:30pm.

KIDS CLUB (778) 460-5239

Located on the grounds of the Castlegar & District Recreation Centre, providing childcare for children ages 3 to 5 years.

Hours of Operation:
September to June, Monday to Thursday 8:00am - 5:00pm.

HOBBIT HILL (250) 365-7280

Provides licensed after school care for children ages 5 to 12 years.

Hours of Operation:
Monday to Friday 1:30pm - 5:30pm.
School Closures and Pro-D Days: 7:30am - 5:30pm.

We recommend enrolling your child in one of our childcare centres as soon as possible due to waitlist constraints.

NEIGHBOURHOOD HOUSE

All of our Neighbourhood House programs are located at 767 11th Avenue in Castlegar. These are free and voluntary drop in programs that do not require registration. Please check our Kootenay Family Place facebook page for the Neighbourhood House calendar.

COMMUNITY ACTION PROGRAM FOR CHILDREN, CAPC (PARENT EDUCATION & SUPPORT)

Promotes the healthy development of children and families from birth to age 6.

CANADIAN PRENATAL NUTRITION PROGRAM, CPNP (BEAUTIFUL BEGINNINGS)

Support for pregnant or post-partum mothers of infants up to 12 months of age.

FAMILY DROP-IN

A space for families to connect while their children engage in playtime, crafts, circle time, stories, and snacks.

CONVERSATION CLUB

For immigrant and refugee families to meet and practice speaking English while sharing their diverse cultures.

FAMILY NAVIGATION & SUPPORT

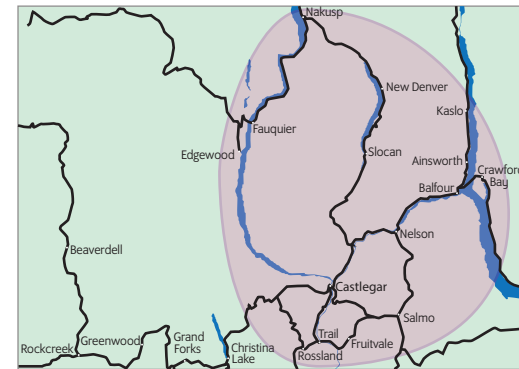
Our Family Connections Coordinator connects families to the programs and services they are looking for.

EARLY INTERVENTION

All of our Early Intervention programs are free and voluntary. They are funded by the Province of British Columbia.

INFANT DEVELOPMENT PROGRAM

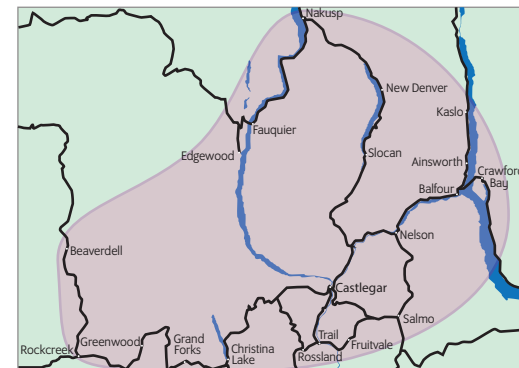
Children aged birth to 3 years old who have a developmental delay or disability or are at risk for a developmental delay.



Infant Development Program Service Delivery Area

SUPPORTED CHILD DEVELOPMENT PROGRAM

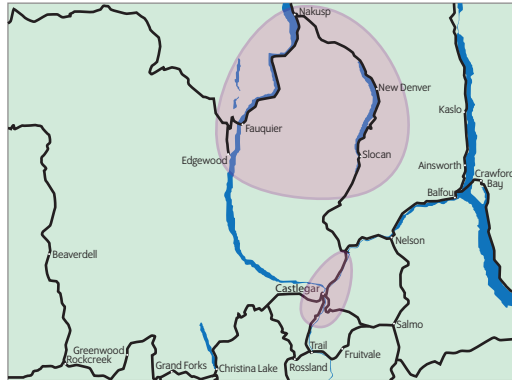
Supports inclusion in childcare for children aged birth to 12 years who have a developmental delay or disability and require enhanced staffing at a childcare centre.



Supported Child Development Service Delivery Area

SPEECH LANGUAGE PATHOLOGY

Children aged birth to school entry demonstrating a delay or risk of delay in their speech, expressive language, receptive language, social communication and/or oral motor skills.



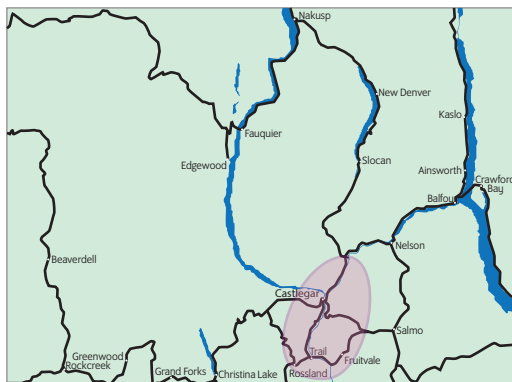
Speech Language Pathology Service Delivery Area

OCCUPATIONAL THERAPY

Children aged birth to school age demonstrating a delay or risk of delay in sensory processing, self-help, fine motor, visual, perceptual, ocular motor and/or oral motor skills.

PHYSIOTHERAPY

Children aged birth to school age demonstrating a delay or risk of delay for physical development, mobility and functional independence. This does not include injuries.



Physiotherapy and Occupational Therapy Service Delivery Area

How Our Early Intervention Services Work

ELIGIBILITY & REFERRAL PROCESS

Anyone may refer a child for services if the legal guardian has given verbal or written consent.

Children must:

- Reside within our service delivery area.
- Meet the age parameter of the service they require.

When we receive a referral, you will be sent a Welcome Letter and a copy of our KFP Handbook via email or mail. Our Welcome Letter will inform you of the waitlist time for the specific program you have been referred to. We will contact you when an appointment becomes available.

We will attempt to contact you 3 times to schedule an appointment. If we are unsuccessful, you will receive a no contact letter in the mail as our final attempt to get in touch.

It is important to note that due to waitlist constraints, late referrals made less than 9 months before your child starts kindergarten may prevent them from receiving services at KFP.
Please refer early.

You have the right to refuse services from KFP. The refusal of service does not prevent you from accessing our services in the future.

THERAPY & PROGRAM SESSIONS

It is required that the parent or guardian is present during the therapy session as you are an integral part of the team. You will be given suggestions on how to support your child in their day-to-day tasks at home and how to fit therapy goals into your child's daily living activities.

HOME VISITS

If KFP staff visit you and your child in your home:

- Keep your pets restrained or in a different room during the visit.
- Keep your home free of obstacles, clear of snow and ice, and well-lit.
- Let us know if there are any other safety factors or barriers in and around your home.
- If KFP staff are unable to safely access your home, home visits may not be available.

CANCELLATIONS

Please cancel an appointment if you or your child are unwell. Our staff is in contact with other children and do not wish to pass any illness on to them.

If you need to reschedule an appointment, please let us know as soon as possible.

If you no longer wish to receive our services please let us know.

PROGRAM EQUIPMENT

You are responsible for any equipment borrowed from KFP. You will be provided with a Resource Loan Contract and instructed on the safe use of the item(s). We are not responsible for any damage or injuries that may arise in the use of the item(s).

DISCHARGE PROCESS

A child will be discharged when:

- They no longer reside within our service delivery area.
- They age out of the program.
- Their goals and milestones are met.
- You request it.
- We are unable to contact you.

You will be sent a discharge survey to provide us with any feedback you may have.

Family Responsibilities

- Tell us your needs and concerns. We want to know the best way to provide our services to your child and family.
- Treat KFP staff and other clients with dignity and respect.
- Provide us with constructive feedback so that we can improve.
- Keep us up to date about your child's health, your phone number, and address. Please let us know your preferred contact method (call, email, or text) so we can easily get in touch with you.

What to Expect from Us

PARENT & GUARDIAN RIGHTS

- You and your family will be treated fairly and respectfully. You will not be discriminated against based on culture, gender, sexual orientation, spiritual beliefs, socio-economic status, and/or language.
- Confidentiality and privacy of client information, including being asked to consent to the release of any information.
- Freedom from abuse, exploitation, retaliation, humiliation, and neglect.
- Receive services in a manner that is non-coercive and protects your right to make decisions about your child's development.
- Be informed of any risks involved with treatment or intervention.
- Express concerns openly without fear of retaliation or jeopardizing services.

CHILDREN RIGHTS

We believe a child who is involved with KFP has the following rights:

1. To be treated with dignity and respect.
2. Freedom from harm.
3. The right to develop to their fullest.
4. To experience a sense of belonging.

CONFIDENTIALITY

We will keep information about your child and family confidential and private. We will not reveal information about you and your child without your written consent except in the following situations:

1. We believe you or your child is in danger.
2. We observe a criminal act or abuse.
3. A court order or subpoena is issued.

A Consent To Release Information form will be provided to you before we share any personal information. We will explain the purpose of the information we are collecting and encourage you to discuss any concerns about confidentiality at this time.

It is the policy of KFP to not allow spontaneous photos, video or audio recording of employees or clients.

CLIENT RECORDS & ACCESS

All records and files are the property of KFP. We will provide you with access to your child's records at any time.

- We can only release and make copies of reports that originate from KFP.
- We follow the *Freedom of Information and Protection of Privacy Act*.
- If you require information from your file, please contact us.

ACCESSIBILITY

At KFP, we believe our services must be barrier free to all clients.

If necessary, we will work with you to determine the best alternative arrangement to meet your needs.

OUR COMPLAINTS PROCESS

We will listen to your concerns. If you are not happy with the services your child and family are receiving, please tell us. Your complaint will not jeopardize access to future service. Input from families helps us to improve.

1. A written or verbal complaint can be made to the relevant staff person involved. Often, situations and problems can be solved quickly at this level.
2. If there is still a problem, talk to the Program Manager. They may talk to you on the phone, meet with you in person, talk to the staff person(s) involved and/or have a team meeting to come up with a solution.
3. If the problem remains unresolved, and you are still not happy with the outcome, our Executive Director will work with you and the involved staff person(s). Upon resolution, you will receive a written letter outlining the actions taken to address your complaint.

QUALITY ASSURANCE

We will listen to and respect your opinions and concerns. Your feedback is always welcome and confidential.

We may request your feedback in a variety of ways:

- Post Visit Survey.
- Suggestion Boxes.
- Discharge Survey.
- Annual Feedback Survey.

If you have feedback regarding our services, you can:

- Tell a staff member.
- Put a note in a Suggestion Box.
- Email info@kootenayfamilyplace.org.

If you need non-English interpretation, we have staff that can assist with translation and if necessary, we will find an interpreter.

Health & Safety

HEALTH GUIDELINES

- Please do not bring your child to KFP if they have been unwell in the last 24 hours.
- Your child has been diagnosed with a known contagious illness (e.g., pinkeye). Follow the instructions of your doctor regarding the time to wait before your child is no longer contagious. Let us know if your child was in contact with anyone at KFP during this contagious period.
- We do not administer medication in any of our programs, other than childcare. Childcare staff follow all licensing requirements for administering medication.
- If your child requires a medical safety plan, please inform the staff so that we can have a plan in place.

SAFETY

- Let a staff member know if you see something that you feel is unsafe while you and your child are at KFP.
- It is important that you let caregivers and KFP staff know about any allergies your child may have.
- While visiting KFP, all children must be supervised by their caregiver. You are responsible for your child while visiting KFP.
- When you come to KFP, familiarize yourself with the emergency exits. There are maps posted throughout the buildings.

Our Approach To Behaviour

We recognize children will have challenging behaviours. We commit to working with you to help your child stay safe and co-regulate.

Your child will not experience any corporal punishment, degrading treatment, isolation or deprivation.

We use positive behaviour support that is designed to:

- Promote relationships.
- Connect and nurture with boundaries.
- Emphasize co-regulation.

Our Approach To Learning

KFP believes that children learn and grow best:

- In a positive environment where the adults are working together to create a safe space.
- Through play!
- When activities are appropriate for your child.
- When you are involved.

The Kootenay Family Place Society

Kootenay Family Place is an independent non-profit organization that operates under a Board of Directors.

We gratefully acknowledge the ongoing financial assistance provided by:

- BC Early Hearing Program
- BC Gaming Commission
- Columbia Basin Trust
- Government of Canada
- Interior Health Authority
- Kootenay Boundary Community Services Co-operative
- Ministry of Children and Family Development
- Public Health Canada
- RDCK
- Selkirk College

How To Get In Touch With Us

KOOTENAY FAMILY PLACE PROGRAMS

Hobbit Hill After School Childcare.....	(250)365-7280
Selkirk College Children's Centre.....	(778)365-1210
Kids Club.....	(778)460-5239
West Kootenay Infant Development Program.....	1 (778)460-5097
Supported Child Development Program.....	1 (778)460-5095
Early Intervention Assistant (Therapy Programs).....	1 (778)460-5094 Text (250)304-8239
Canada Prenatal Nutrition Program.....	1 (778)460-5103
Community Action Program for Children.....	1 (778)460-5110
Neighbourhood House Coordinator.....	1 (778)460-5110
Family Connections Coordinator.....	1 (778)460-5105
Director of Early Childhood Programs.....	1 (778)460-5109
Executive Director.....	1 (778)460-5100

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