



## **DOGWOOD PLACE**

### **Child & Youth Development Centre**

**Infant Development Program; Speech & Language Program;  
Physiotherapy Program; Occupational Therapy Program;  
Family Resource 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 is delayed in his/her development (i.e. sitting, walking, talking); may be at risk for delay in their development; or has an identified special need.

#### **SPEECH AND LANGUAGE PROGRAM**

The Speech and Language Program provides services to infants and children with communication needs and/or feeding and swallowing difficulties.

#### **PHYSIOTHERAPY PROGRAM**

The Physiotherapy Program is available to children who have delayed development of gross motor skills, a diagnosis that impacts on the development of gross motor skills, or are at risk for developmental delays due to environmental or genetic factors.

#### **OCCUPATIONAL THERAPY PROGRAM**

The Occupational Therapy Program provides services to assist children to develop skills necessary to participate as independently as possible in everyday activities, such as feeding, playing and learning.

#### **FAMILY RESOURCE PROGRAM**

The Family Resource Program provides support for families who have children with developmental difficulties who are on the Infant Development Program; Speech & Language Program; Physiotherapy and Occupational Therapy Program caseloads.

#### **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.

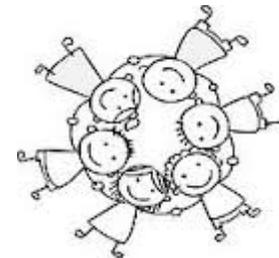
#### **SICK POLICY**

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 Director of Children's Services.
4. Fill out a "Complaint Form" (located at the reception area).



## DOGWOOD PLACE

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

### 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*).

#### SAFETY POLICY:

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

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

## REFERRALS

Dogwood Place: Infant Development Program; Speech & Language Program; Physiotherapy and Occupational Therapy 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

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

## FUNDING

Dogwood Place Programs are funded by the Ministry of Children and Family Development and is administered by the Campbell River and District Association for Community Living. There is no charge for our service.

## HOURS OF OPERATION

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

## 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 of our staff are familiar with up-to-date emergency procedures addressing fire, flood, bomb threats, earthquakes and utility disruption and participate in drills for threats, earthquakes and utility disruption at least yearly. Posters are located 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 and they will make arrangements for you to view your child's file. 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

Appointments are scheduled 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, 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 either an initial visit or direct therapy services.

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 developed during a team meeting 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, DVDs, Equipment and Toy Lending: Dogwood Place staff can lend you books/dvd's that relate to: development in infancy and early childhood; parenting; specific disabilities; play ideas; and other areas of interest.