



CHILD
DEVELOPMENT
CENTRE
FORT ST. JOHN

2025

Family Handbook

Step Inside The CDC



Table of Contents

00



Company Introduction	<i>01</i>
Company Overview	<i>02</i>
Our Values & Beliefs Statements	<i>03</i>
Code of Ethics	<i>04</i>
Your Rights	<i>05</i>
Your Responsibilities	<i>06</i>
Complaint Resolution Process	<i>07</i>
How Services Work	<i>08</i>
Programs We Offer	<i>10</i>
Health and Safety	<i>11</i>

Table of Contents cont.

00



Conflict of Interest and How to Connect *12*

Centre Hours and Contact Info *13*

Other Contacts and Notes *14*

We respectfully acknowledge the Dane-zaa lands within Treaty Eight. We are grateful to live, work, and play in this beautiful region. It is an honor to build and maintain our relationships with the Beaver, Cree, and Metis Peoples in peace and friendship.



Company Introduction

Welcome Message

The Child Development Centre is a registered non-profit organization that has provided services to children and youth with developmental and/or support needs, and their families in Fort St. John and the surrounding region since 1973.

Our programs specialize in early intervention therapies, infant development, Indigenous infant development, family supports, respite and life skills, behavioural supports, autism services and supported childcare. In addition, the CDC provides an early year's family drop-in program, outreach services, and inclusive preschool and daycare programs.



*“Embarking on a Journey With Children, Youth,
and Families, and Celebrating Each Success Story
Along the Way”*

The Child Development Centre of Fort St. John is funded in part by the Ministry of Children and Family Development, Northern Health Authority and through generous grants and donations from the community.



Company Overview



Our History

In 1973 a group of determined and passionate parents worked together to bring therapy services for their children to the North Peace Region. From a small church basement to the thriving centre we have today, the community created our CDC, and ensures programming continues to meet the needs today and in the future.

Our Mission

Partnering with families and communities to support the health and development of children and youth through inclusive programs and innovative services.

Our Vision

Ensuring the best health and development for children, youth and families in our communities

From humble beginnings to where we are today, our history highlights our dedication to diversity, inclusion, innovation, and community belonging.

Our Values & Belief Statements ⁰³

The Child Development Centre has a strong set of core values that guides everything we do.



Growth

Every individual and family have the potential for growth



Families

Families are of primary importance in the development of individuals and their programming



Teamwork

Collaborative teamwork best meets the individual's and family's needs



Community

Working in partnership within communities benefits everyone

Code of Ethics



Our Commitment

CDC Staff and volunteers will accept as fundamental, an active concern for the welfare of any individual, family, group, or community with whom they relate directly or indirectly. They commit to the full code of ethics upon becoming part of the CDC.

Our code of ethics in its entirety, is located on our website www.cdcsj.ca or you can call 250-785-3200 to request a copy.



Respect for the Rights and Dignity of Persons

- General Respect
- Privacy



Integrity

- General Integrity
- Confidentiality
- Informed Consent
- Responsible Record Keeping and Management
- Fair Access



Professional Competence

- Self Knowledge and Care
- Competence
- Professional Development
- Ethical Research
- Promoting Ethical Practice



Responsible Relationships

- Child, Youth and Family
- Groups
- Colleagues and Associations
- Community

Your Rights

What to expect from us



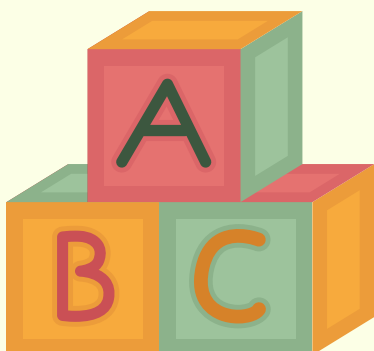
Confidentiality

- All staff, volunteers and students at the CDC enter into a signed confidentiality agreement
- Breaches of confidentiality are grounds for discipline by the CDC, as well as professional colleges or registering bodies
- Information is held in the strictest of confidence and will not be released without written consent
- When parents are separated or divorced, the CDC will ensure that information is released appropriately, centre staff will request proof of guardianship when required (e.g. a legal document such as a custody agreement)
- Client records will be accessed only by CDC staff who are actively involved with your child, as well as administration staff as required
- Information will remain confidential, however, may be shared on a "need to know" basis between CDC team members
- Under law we are obligated to report any suspected child abuse or neglect to the Ministry of Children and Family Development



Concerns

- You are completely free to voice your concerns in regard to your service with the full assurance that it will not affect the quality or level of service we provide you
- Please see the overview of our complaint resolution process on page 07 of this handbook or request information from a CDC staff member



Information

- We will provide copies of all written reports from the CDC staff in regards to your child
- We can not make copies of reports originating from other agencies, but will provide assistance to obtain such records
- You will receive information about the CDC during your intake consultation
- You may access information from your file at the CDC by completing a "request to view file" form
- We will respect and answer any and all questions regarding any assessments and aspects of service delivery
- We will do our best to aid you in accessing information on community resources that may be suitable and available to you



Freedom from Neglect, Abuse, and Exploitation

- When receiving services from the CDC you can expect that your child will not experience any form of neglect or abuse
- Children, youth, and families will have freedom from financial or other exploitation and humiliation.
- Provincial law requires of all individuals that you must report suspected child abuse or neglect: the Child Development Centre staff abide by this legal and professional obligation



Choice

- We are committed to ensuring that you are informed and are able to make educated decisions in regards to the services available and/or provided
- We respect your right to discontinue or refuse service at any point in time

Your Responsibilities

What we can expect from you



Information

- Keep all contact information ie: phone numbers, address, email up to date with our centre
- Inform us about family events/changes in your child's life that may influence their attendance or behaviour
- In the event of a custody or guardianship order please ensure that any changes are shared with centre staff as soon as possible



Collaboration with Staff

- Work closely with the centre staff by sharing beliefs/cultures/values that are important to you, giving staff feedback, sharing your needs & concerns, asking questions, and participating in the therapy/treatment sessions so that you can apply the same methods at home
- Be available to collect your child once programming is completed



Communication

- If you need to cancel or reschedule an appointment please give as much notice as possible
- To make changes to your appointment you can phone, email, drop by the centre or leave a voicemail
- **Note** Our services are in very high demand and all departments have waitlists for programming, due to this if there is a consistent pattern of missed appointments, services will pause and your child may be discharged

Building strong family relationships, lays the foundation for children and youth's healthy development

Complaint Resolution Process

We at the Child Development Centre are committed to you and your family. If at any time you should have a concern with one of our services or staff, we encourage you to voice your concern immediately. It is through your questions, concerns, and feedback that we can continue to improve services to you, your family, and the community. **There will be no retaliation for making complaints.**



Concern Arises

- We encourage you to talk with the staff member involved or with their supervisor as soon as possible

Resolved

- No further action required

Unresolved

- Request and complete the Grievance Form (see reception) to be submitted to Executive Director
- Response in writing will be provided in 5 business days

Resolved

- No further action required

Unresolved

- Write a confidential letter to the President of the Society stating your grievance
- Board response in writing will be provided within 5 business days of the next scheduled board meeting

Resolved

- No further action required

Unresolved

- If you feel your concerns were still not addressed, you will be provided with a list of authorities that you may wish to contact

How Services Work



Steps to getting involved

- Referrals are accepted from parents, guardians, individuals, as well as from outside agencies
- After referral is received, a staff member will connect with you and explain the services available for your child and set up an intake consultation with you
- You decide whether you want to engage in services or not
- You and a staff member decide on the level of service that will best suit your child
- You and a staff member develop and agree on your child's goals together

Note: in order to be referred to Special Services you must contact the Child and Youth with Support Needs Social Worker at MCFD 250-263-0121.



Waitlists

Unfortunately waitlists for programming is a reality at the CDC. The demand for services far outweigh the resources to meet the needs in our community. Every effort is made to be clear with parents/guardians who are seeking services the timeframe involved prior to the assessment process, or direct therapy service. Please feel free to enquire about the ongoing waitlist situation, or any aspect of our services delivery at any time.



Transitions

Your child's services may transition to another program at the CDC, to kindergarten, or out into community. It is important to remember that ending services from one program at the CDC shouldn't surprise you, you should feel prepared and supported by staff. We will make every effort to help you and your child to move onto the next steps in his/her services. If this isn't your experience, please let us know. Our main goal is to ensure your child succeeds.



Discharge occurs.....

- When goals are met
- At your request
- Child ages out of services
- When there is no communication for an extended period of time

Programs we offer

09

More detailed program information can be requested at the centre or found online @ www.cdcsfj.ca

Aboriginal Infant Development

Supports Indigenous families with children birth to 6 years who have been identified with developmental concerns or are at risk for developmental delays.

Infant Development

Supports families with children birth to 3 years who have been identified with developmental concerns or are at risk for developmental delays.

Occupational Therapy

Provides assessment, therapy, and consultation for children birth to 5 years in the area of play, self-care (dressing, feeding) and school readiness (pre-printing).

Physiotherapy

Provides assessment, therapy, and consultation for children birth to 5 years in the area of gross motor, musculoskeletal, and cardiopulmonary.

Family Services

Supports families of children with developmental needs ages 3 to 5 years with information, assistance, parent connections, and coordination services. The coordinator links you and your child to all the services available within the centre, as well as informing you of other programs beyond the centre.

Supported Child Development Inclusive Childcare

Supports children 0-12 yrs of age to fully participate in inclusive child/youth care programs. This program is intended for children who require extra support in the programs as a result of developmental delays, disability, or social/emotional/behavioral difficulties.

Speech-Language Pathology

Provides assessment, therapy, and consultation regarding communication, speech delays, and feeding concerns in children birth to 5 years.

Referrals are accepted from parents/caregivers, individuals, guardians as well as outside agencies

Programs we offer

More detailed program information can be requested at the centre.

Special Services CYSN Supports and Respite

Supports families with children birth to 19 years who have a diagnosis of Autism, or other developmental challenges or who qualify for the at home program. We offer 3 program structures. Respite: offers a break for the demands of caring for a child/youth with support needs for you and your family.

Skills: offers referred children/youth the opportunity to practice and gain skills that are a necessity to daily living.

Camp: allows eligible children to experience new things and build peer relationships. This program is offered during July and August for children 6-19 years of age. Please connect directly with the Special Services Supervisor for Camp

Early Learning Program Preschool and Licensed Daycare

Offers a learning enriched environment where children of all abilities have the opportunity to build foundational concepts in literacy, language development, and mathematical concepts through skilled and structured play. Each program is fully licensed and open to children in the year they turn 3 years of age.

GROW Autism Program

Provides centre based behaviour intervention for children up to 6 years that have a diagnosis of Autism Spectrum Disorder (ASD). The GROW program follows evidence based behavior interventions in a naturalistic format based on the Early Start Denver Model. The program provides individualized skill acquisition and activities designed for self-regulation, social referencing, joint attention, communication, and learning skills. It also focuses on gross and fine motor skills and includes attachment and relationship development.

Family Play and Learn

Provides an interactive play space for children 0-6 years and their parents/caregivers to come explore and play together. The program offers a welcoming, fun and enriching environment that promotes development of the whole child. It provides parents/caregivers the opportunity to learn new ideas on ways to support children's development. The program is open to all families. In addition to the program operating out of the centre, there are outreach visits to our Indigenous communities as well.

**Services at the CDC are free of charge
excluding fees for preschool/daycare**

Health and Safety

Centre Visits

The CDC is a **nut-safe** centre. For the safety of children and staff who have life-threatening allergies, please do not consume peanuts or nut products in the communal areas of the centre.

Home Visits

In accordance with Worksafe BC smoking regulations, we ask that you refrain from smoking 1 hour prior to and for the duration of the home visit. For staff's health and safety, please keep pets restrained or in a different room during the visit. Ensure that all pathways to your home are free of obstacles, clear of snow and ice, and are well lit.



Illness

Please **do not** bring a child or youth that is sick to the CDC. Staff are obligated to request that the child returns home if they have concerns about sickness.



Visitors Log

When you visit the centre please ensure you sign in and out at reception, including anyone that is with you.



Let us know

Please tell a staff member if you see something that you feel is unsafe while you and your child are at the CDC.



Emergency Preparedness

Sometimes we have emergency drills so that we are prepared in the event of an emergency. If you and your child are at the centre during one of these drills, staff will escort you and your child safely out of the building to our muster area located by the garage.



Emergency Exits

Remember to familiarize yourself with emergency exits. There are building maps posted in every room.

Conflict of Interest

What is a conflict of Interest?

A conflict of interest refers to any situation that prevents a staff member from acting in the best interest of the centre or acting fairly or without bias on behalf of the centre.

More information regarding Conflict of Interest situations can be obtained directly from the centre.

The CDC is committed to ensure that the potential for Conflict of Interest is minimized.

How to connect

Tana Millner	Executive Director	250-785-3200 ext. 1005
Dayna Ross	Finance Director	250-785-3200 ext. 1004
Amanda Baker	Executive Administrator	250-785-3200 ext. 1000
Website	Visit our website for more information regarding services, policies, calendar of events, fundraisers, and much more. www.cdcfsj.ca	

Centre Hours

Monday -Friday 8:30am - 4:30pm

Playcare hours 8:00am - 5:00pm

After hours and holidays please leave a voicemail and we will contact you as soon as possible

Contact Us

→ *Phone:* 250-785-3200

→ *Fax:* 250-785-3202

→ *E-Mail:* info@cdcfjsj.ca

→ *Website:* www.cdcfsj.ca

→ *Address:* 10417 - 106 Avenue Fort St. John, BC V1J 2M8



We are a CARF accredited non-profit organization

Other Important Contacts

Name

Business

Phone

Notes



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