About Child & Youth Services

CSCL

Child & Youth Handbook

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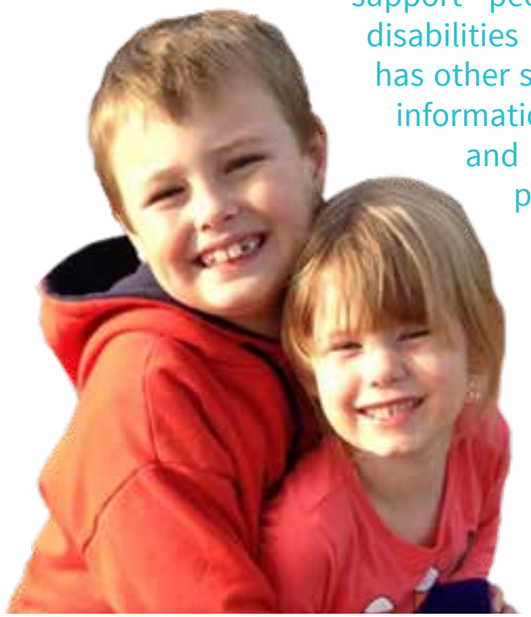
Welcome!

Welcome to the Chilliwack Society for Community Living (CSCL), and services for children and youth with special needs.

This handbook is for you - the families and guardians of children and youth who participate in our services. It has important information about our programs and policies. If you have any questions or want more information, please contact any Child & Youth Services Manager.

We suggest you also see our General Handbook for more information about CSCL and where we came from.

This handbook is just one of the ways we provide information about services and supports. We also suggest you look at our General Handbook. It explains who we are, what we believe in, and how we support people with developmental disabilities and their families. It also has other sources of help for families, information about how to volunteer, and how we make sure we provide you with the best service possible. It's a good place to start to get an overall idea about CSCL.



We also have written information about the Adult Programs & Services that CSCL offers.

We encourage you to read this handbook and keep a copy with you to refer to later. Turn down the corners on important pages. Make notes in the back or in the margins if you like and please give us your ideas for improving it!

You can be a strong supporter and advocate for your child by reading this handbook so you know your rights and responsibilities, and know what to expect.

Also, remember to check the section at the end of this handbook, called *'Words We Use A Lot at CSCL'* for help with any new words.

PART 1: Introduction to Services for Children & Youth

CSCL Child & Youth Services provide quality, individualized services through a variety of activity and care options. These programs started in 1989, after the Sunshine Drive Hostel ceased taking in children and youth.

Approximately 150 local children and youth access these services.

This section contains specific information about each of our programs for children and youth:

- *Community Respite Care (Birth - 18 years)*
- *Kidz Club (6 - 12 years)*
- *Summer 'Scapes (6 - 12 years)*
- *Teen Clubs (13 - 18 years)*
- *Individualized Services - One to One (6 - 18 years)*
- *Individualized Services - Small Groups (15 - 18 years)*
- *Hope Saturday Program (6 - 18 years)*
- *Hope Summer Program (6 - 18 years)*
- *SASS - Specialized Autism Support Services (6 - 18 years)*
- *BRIDGE Youth Employment Services (18 - 24 years)*

Community Respite Care
(Birth - 18 years)

Referral required by MCFD-CYSN

Respite is designed to give families a break, by arranging for your son or daughter to be safely cared for by a family caregiver for short periods of time. It could be for:

- *a few hours*
- *a day at a time*
- *a weekend at a time*
- *on a regular basis*
- *on a sporadic basis*
- *during an emergency*

You can use the time to catch up on sleep, run errands, take a short vacation, go to church, spend time with other family members or pursue your own fitness or hobby activity – whatever you need to relieve stress and take care of yourself.

This form of Respite is provided by contracted caregivers either in the community, in the caregiver's home, or in the family home. It is based on the fundamental belief that the best way to look after children is in the environment of a caring family.

Respite is provided so that families can take time out to maintain their physical and emotional well-being.

Respite helps families maintain their physical and emotional health, while offering community and recreational opportunities to their child or youth. It is also an important way to build an inclusive community, and can sometimes lead to long-standing friendships.

The program can support 60 families using up to 28 days of Respite each per year. As part of the agreement with MCFD-CSYN, families are allocated a certain number of funded hours or days. The only cost to families is any activities that your child/youth is involved in while attending Respite. CSCL's contract with the caregiver covers all other costs. (Please check with a MCFD-CYSN Social Worker about any fees that may be payable by you to MCFD.) If families wish additional Respite, above the hours funded by MCFD-CYSN, they will need to arrange payment to their caregiver directly.

Our fundamental belief is that children are best cared for in a nurturing family environment.

Contracted family caregivers are recruited, screened and approved by CSCL and have cleared a criminal record review and a criminal record information check (including vulnerable persons check). We train, support and monitor these caregivers to ensure that a safe and inclusive environment is provided. Caregivers are expected to include your child/youth in their family routine, and to facilitate his or her participation in community leisure and recreational opportunities.

Contracted caregivers are recruited, screened, and approved by CSCL.

When matching your child to a caregiver, CSCL makes every effort to honour religious and cultural diversity.

We match your child/youth with an individual caregiver. The Chilliwack area is a diverse community and the families and children/youth come from different religious and cultural backgrounds. CSCL tries to honour this diversity when making matches. The choice of caregiver is up to the family. The family can refer potential caregivers to CSCL if they wish, but the referred caregiver will still be required to go through our screening and approval process.

To make the Respite experience smooth and successful for everyone involved, CSCL asks families to follow these rules:

- *Arrange drop-off and pick-up times, and activity plans directly with your caregiver.*
- *Drop off and pick up your child/youth on time.*
- *Give as much notice as possible to the caregiver for any cancellation or changes in the arrangement.*
- *Arrange to pay for any activities that the caregiver takes your child/youth to, such as swimming lessons, lunch or a movie.*
- *Keep your child/youth at home when he or she is sick.*
- *Send appropriate outdoor clothing, according to the season. In fall and winter, this means rain gear and warm outerwear and gloves for cold days. In summer, it means rain gear, hat, shorts, and sunscreen.*
- *Send any supplies your child/youth requires, such as Tena's or menstrual liners.*
- *Send a car seat or booster seat if needed.*
- *Send any medications your child/youth requires, in a sealed medication envelope, or original container with original pharmacy label. Complete and sign the Medication Administration Record at each Respite visit.*
- *Provide written consent for the caregiver to administer any non-prescription items, including vitamins or supplements.*
- *Send adequate identification with your child/youth.*

Another purpose for Respite is to provide additional community and recreational opportunities for children and youth. The Respite caregivers may need to transport your child/youth to such activities. In order to do so, Caregivers must have written consent from the family. CSCL also requires that Caregivers have adequate vehicle insurance, including a recommended minimum of $2M in third party liability coverage. Families do not have to pay for the Caregiver's vehicle or mileage costs.

Respite serves the extra purpose of providing community and recreational opportunities for children and youth.

Ideally, Respite relationships are long-lasting, with the caregiver becoming a part of your child/youth's support network. Because CSCL also provides Respite for adults with developmental disabilities, it is possible that the respite relationship could continue into adulthood for your child/youth.

Kidz Clubs

(6 - 12 years)

Referral required by MCFD-CYSN

This program provides recreational and leisure activities in age-appropriate groups, on weekdays during the school year. Children with special needs have opportunities to develop friendships, access the community, enhance their play and social skills, and develop recreation/leisure skills. This program is not intended to be used as after school care.

Kidz Club is based at the Mathieson Centre, on Wells Road in Sardis. There is a registration fee per semester. Sometimes there are additional activity costs; depending on what community activities your child is attending while in the program.

Two staff members support a maximum of seven children each day. Registration takes place twice per year, for the semesters:

September → December and January → June

Once your application has been accepted, we will send you a registration package, or notify you online through ShareVision, of the registration being open.

Remember to register for each semester!

Once you have registered your child, we will work out which day will work best, ensuring that children are with same-age peers.

You are responsible for bringing your child to the programs and picking them up after the program. Remember, CSCL has a late pick-up fee. Program hours are usually 2:45pm – 5:00pm with the exception of the Tween Group' which meets from 5:15pm – 7:30pm. We will confirm the exact days and hours with you before your child starts attending each semester.

Summer 'Scapes

(6 - 12 years)

Referral required by MCFD-CYSN

This is a high energy, fully integrated, exciting summer day camp. Each weekly session has a different theme, including a field trip. The days are filled with crafts, games, skits, music and swimming. We operate this program out of the Mathieson Centre. You are responsible for dropping off and picking up your child at the program site each day.

Children typically attend 1-2 days each week throughout the summer. Summer' Scapes day camp hours are usually 8:30am-3:30pm.

Your child will participate in age-appropriate groups, with children of varying abilities. Up to eight children with special needs can attend each day, supported by four staff.

There is a monthly registration fee and sometimes-additional activity fees. Registration occurs in late May or early June and space is limited.

Early registration is recommended!

Teen Clubs

(13 - 18 years)

Referral required by MCFD-CYSN

Teen Clubs facilitate growth and independence within the home and community, by teaching social, vocational, and personal life skills to youth in a peer group setting. There are a variety of clubs offered and they change from time to time based on the interests of the youth. Some of the popular clubs offered are:

- *Culinary Crew & Breakfast Club*
  (cooking, shopping and meal planning)
- *Girls Only OR Guys Only*
  (self-esteem, fitness, health and sexuality)
- *REC - Recreation, Exercise & Comradery*
  (leisure access and social skills)
- *Health, Fitness & Wellness (sports, nutrition and self-care)*
- *Glee Club (singing and stage performance)*
- *Art Attack (arts and crafts)*

Teen Clubs operate in two semesters during the school year:

September → December and January → June

Clubs run after school, evenings and/or Saturdays. Locations, fees, days and hours vary for each club. Two staff members run the clubs. There is a registration fee per semester in addition to activity costs.

Teen Clubs are also offered during July and August, providing similar activities. Clubs run for full or half days, at a variety of community locations. Summer Teen Clubs take advantage of the warm weather and summer activities, and include hiking, swimming, festivals, fairs, water slides, camping, and community sporting events. Two staff members facilitate each group. There is a monthly registration fee for summer in addition to activity costs.

For youth to be as successful as possible, CSCL requests the following:

- ☑ *Drop off and pick up on time. Make contact with the staff at both drop off and pick up, and please stay with your youth until program start time.*
- ☑ *Fill out a permission form if your youth will be arriving and/or leaving on their own.*
- ☑ *Keep your youth home if he or she is ill.*
- ☑ *Call and let us know if your youth is sick or will not be attending for some other reason.*
- ☑ *Call if you are going to be unavoidably late or have an emergency. We may need to arrange to meet you somewhere else.*
- ☑ *Make arrangements in advance if you need to pick up early – as we may be at another location and you will have to meet us there.*
- ☑ *Make sure your youth has CASH to cover the day's costs.*
- ☑ *Make sure your youth has appropriate clothing for the weather (e.g. coat, umbrella, proper footwear) and planned activities (e.g. swimsuit and towel, walking shoes).*
- ☑ *Send any medication for your youth in a sealed pharmacy medication envelope or send medication blister packed. NOTE: We CANNOT administer medication sent in any other form.*

Your son or daughter may not be able to participate in activities if he or she does not have the cash to cover the activity fees for the day, the appropriate clothing, or shows signs of being ill.

Look for registration information (paper version or online version) and register early. Space is limited and some Teen Clubs have wait lists.

NOTE: All Teen Clubs are offered out of the Mathieson Centre at 4195 Wells Road in Sardis.

Individualized Services One-to-One

(6 - 18 years)

Referral required by MCFD-CYSN

CSCL will provide 1:1 supports for children/youth in a variety of settings and pursuits, addressing their specific needs and goals. Child/Youth Care Workers provide support for a contracted number of hours each week, for a limited time-period, based on the family's and child/youth's circumstances and needs.

Individualized Services Samll Groups

(15 - 18 years)

Referral required by MCFD-CYSN

Youth between the ages of 15 and 18 are offered the opportunity to develop a plan towards achieving their transition goals; the things they would like to achieve as they move on from Child and Youth Services. In small groups, they are given supports and training by a Support Worker in things such as:

- *being a part of the community*
- *developing independence and life skills*
- *training to prepare for finding a job*

There is limited space available each year and priority may be given to those closest to being adults or in greatest need of the service.

Hope Saturday Programs
(6 - 18 years)

Referral required by MCFD-CYSN

This recreational and life skills program is offered on Saturdays up in the Hope Community for children/youth. Children/youth attend every Saturday or every other Saturday between 10:00am-2:00pm.

The program is operated out of the Grace Baptist Church. There is a registration fee each semester and sometimes there are additional activity costs. Two staff members run this program.

Hope Summer Programs
(6 - 18 years)

Referral required by MCFD-CYSN

This program is for children/youth who live in the Agassiz & Hope communities. The program may be similar to the Summer 'Scapes Day Camp Program (for younger children who are aged 6-12 years of age) or it could be similar to the Teen Clubs (for youth who are aged 13-18 years of age).

Children/youth attend during daytime hours, between 10:00am and 3:00pm. The program is operated out of the Grace Baptist Church. There is a registration fee each semester and sometimes there are additional activity costs. Two staff members run this program.

SASS
(6 - 18 years)

Families require Autism Funding to access this service

CSCL's Specialized Austism Support Services (SASS) is a "Fee for Service" program where families can utilize their Autism Funding money (that they receive through MCFD annually) to pay for direct services to their child/youth who has a diagnosis of Autism.

Families of children/youth between the ages of 6-18 years of age will be able to access this program (if they choose). Staff will work on various goals with the child/youth. Families and their child/youth help decide what the service will focus on, for example behavioural support, academic support, life skills, socialization, or other.

BRIDGE
Youth Employment Services
(18 - 24 years)

18 year olds are determined eligible by CSCL
19-24 year olds require a referral from CLBC (Community Living BC)

BRIDGE is a supported-employment and transition service for youth aged 18-24 years old. Staff will assist and guide youth to gain work experience, develop life skills, create positive relationships and will support each youth to reach their employment and transition goals.

Fees and Funding

CSCL Child and Youth Services is funded under contract with the Ministry of Children & Family Development – Children and Youth with Special Needs (MCFD-CYSN). We also apply for federal grants to assist with our summer programs.

Parents pay a fee for our community activity programs; the amount varies by program. This covers costs not included in our contracts – mostly the cost of community activities that the child/youth participates in.

All registration fees are due at the time of registration.

All our activity programs have a late pick-up charge of $5 for each 15 minutes; this does not apply to Respite, SASS, Individualized Services – Small Groups, BRIDGE or Individualized Services (1:1).

Cancellation

Our Child & Youth programs have cancellation policies, usually requiring two weeks' notice before the program starts in order to provide a full refund of registration fees. Check the registration package for cancellation rules for the program you are using.

Once your child or youth has begun a program, we will not refund fees, except with a doctor's note explaining medical reasons why he or she cannot participate.

Preventing Illness

Children and youth can be very susceptible to colds, flu and more serious diseases. They spread quickly among groups of children/youth. It is not fair to the child/youth, or to his or her peers, to take part in services while sick.

It is very important that you do not send your child or youth to a program, or to Respite, if he or she is sick. You should also know that we will send a child/youth home if he or she has a seizure or develops a fever, diarrhea, vomiting, rash, thick coloured nasal discharge, persistent pain, persistent coughing or sneezing, or infected eyes. Please also let us know immediately if your child is diagnosed with a communicable disease.

PART 2: Working Together

Children and youth experience success when service providers and parents work together. Many aspects of successful experiences in our programs depend on great communication and team work between parents and CSCL staff or contracted caregivers.

This section is about how we work with you, the families and guardians.

Our Staff

CSCL's Services for Children and Youth is managed by:

- **One full-time Associate Director**
- **Two full-time Managers**
  - *Child/Youth Services Manager*
  - *Children's Respite Manager*
- **One part-time Administration Assistant**

Our Child/Youth staffing team (that provides the direct support to children/youth) consists of:

- **Two full-time Senior Support Workers (SSW)**
  - *1 Children's SSW*
  - *1 Youth SSW*
- **Three part-time Community Support Workers (CSW)**
  - *1 Children's CSW*
  - *2 Youth CSW's*
- **A handful of casual/on-call employees**
  - *Working 1:1 contract hours*
  - *Covering staff shortages*

Qualifications, Training & Experience of the Staff Team

Depending on the positions held, the staff in the Child & Youth Services Department have some of the following qualifications:

- ☑ *Community Support Worker Certificate*
- ☑ *Social Service Diploma or Degree*
- ☑ *Child & Youth Care Diploma or Degree*
- ☑ *Early Childhood Education Certificate or Diploma*
- ☑ *Other relevant education*

Staff receive additional training in CSCL values & ethics, positive behaviour support, and person-centred goal setting where the opinions, needs and feelings of the child/youth are respected during the process.

Different staff members have different responsibilities and may have additional training related to the support needs of the children/youth they work with. We try to match the skills and personalities of staff with the needs and preferences of each child/youth, and may be able to make changes if situations are not working out.

At CSCL, we have a strong belief in the value of people volunteering in their community. We welcome volunteers into our services because we believe that our services offer an excellent chance to learn for people wishing to enter this type of work, and that the adults we support are excellent teachers and guides. Also for this reason, we welcome practicum and work experience students, allowing them to gain the experience they need to succeed.

Rights, Responsibilities & Risks

All children and youth who participate in our programs have rights, as set out in our Statement on the Rights of the Child:

1) The right to affection, love and understanding.
2) The right to adequate nutrition and medical care.
3) The right to protection against all forms of neglect, cruelty, abuse, exploitation, humiliation, retaliation and ridicule.
4) The right to full opportunity for play and recreation.
5) The right to be among the first to receive relief in times of disaster.
6) The right to learn to be an active member of society and to develop individual abilities to their full potential.
7) The right to be brought up in a spirit of peace and universal connection.
8) The right to freedom of thought and freedom of expression.
9) The right to participate in decisions that affect them, to their maximum developmental capacity.
10) The right to access high quality, inclusive services that honour diversity and meet their needs.
11) The right to be spoken to in a manner that conveys respect.
12) The right to receive communication in a language or form that enables each child to be as independent as possible.
13) The right to be viewed as a person first.
14) The right to have their contributions honoured and valued.
15) The right to have things that are important to each child accepted, honoured and supported.
16) The right to have their choices regarding lifestyle honoured.
17) The right to receive information about rights and responsibilities
18) The right to enjoy these rights, regardless of race, colour, gender, spiritual beliefs, national or social origin, family composition and sexual orientation.

We also believe that parents have rights, including:

1) The right to feel angry.
2) The right to seek another opinion.
3) The right to privacy.
4) The right to keep trying.
5) The right to stop trying.
6) The right to set limits.
7) The right to be a parent.
8) The right to be unenthusiastic.
9) The right to be annoyed at your child.
10) The right to time off.
11) The right to be the expert-in-charge.
12) The right to dignity.

Along with rights come responsibilities.

We expect children, youth and their families to respect the rights of others, follow our policies, and take part in individual planning. We expect children and youth to make choices and decisions within their capabilities.

We expect children and youth to make as many choices and decisions as they are able to, and we expect families and guardians to support their growing independence.

As families or guardians, you have the responsibility to act on behalf of and in the best interests of your young family member. You also have the responsibility to support their growing independence and ability to make their own choices.

Sometimes taking steps towards independence involves some risk-taking. This may feel uncomfortable for your child or youth, and for your family. We respect the rights of children and youth to make mistakes, learn from them, ask for help, change their minds, and try new things – just like the rest of us!

Our commitment is to the safety and well-being of children and youth, while finding balance between their independence and family choices and customs.

While they are supported to learn about making their own decisions, at the same time we are committed to keeping them safe as they attend our services. We also respect family choices and customs.

This is a different balance for each child or youth, and each family. It can be challenging, but we find that everyone grows and learns from working it out together.

Consent

As a parent or guardian, you have the legal right and responsibility to provide permission for your child or youth to participate in our programs. When you sign an application or registration form, you are giving this permission. This is called giving consent.

CSCL will also ask for your written consent to collect and store personal information about your child/youth and your family, as well as request permission to share that information with certain people for specific purposes.

If you are ever unsure what we are asking you to consent to, please ask us to explain it for you!

Sometimes, we may ask you to provide other kinds of consent, such as to allow your child/youth to take part in a field trip, to have our staff or caregiver administer medication, or to have your child/youth's photo appear in our newsletter, website or social media sites.

All consent must be in writing, and it must be informed; that is given with a full understanding of the situation and possible outcomes. If you do not understand what we are asking you to consent to, please feel free to ask us to explain it further.

Entering a Child & Youth Service at CSCL

To access any of the programs/services that CSCL Child & Youth Services offers, your child/youth will need a referral from MCFD-CYSN. MCFD-CYSN determines if your son or daughter is eligible, and then sends us a referral. Our programs are in high demand, and you could be put on a wait-list. Once we get your referral, we will get in contact with you to arrange the start of what we call the Application and Intake Process. This includes:

Referral needed from

- *Inviting you to an Orientation evening and meeting with you and your child or youth, to provide information about CSCL, including our beliefs and ideas, services, policies, rights and responsibilities and entrance criteria*
- *Gathering information about your child's physical and support needs*
- *Discussing what services and resources your family needs, and compatibility with what CSCL has to offer*
- *Providing a tour or general description of the services you are interested in*
- *Completing an Application/Intake form*
- *Completing parts of a Care Plan*
- *Completing related consent forms*

After this, CSCL determines whether one or more of our programs can provide what you need, and you decide whether to accept the offered services. If you decide not to accept the services, CSCL will provide information, and possibly referrals to other resources.

You only have to complete this intake process once. Once your application has been accepted, you can register for each semester of our Kidz Clubs and/or Teen Clubs as it comes along. Be sure to watch for registration packages so you do not miss out. You can also change your Respite or Individualized Services contract arrangements without going through this process again.

The Intake process only has to be completed once for an individual to have ongoing access to CSCL's Child and Youth Services each semester.

Once your application has been accepted, we enter what we call the Transition Phase. This is different depending on which program(s) you will be using, and the age and needs of your son or daughter. It will include an orientation session. It might also include short visits with the Respite caregiver, and eventually

longer unsupervised visits. It might mean a tour of our Kidz Club Program or Teen Clubs and a chance to talk with other children/youth and families already participating. It might involve you providing specific training to our staff or caregiver related to your child's support needs.

This is a time for you and your son or daughter to learn more about us, and for us to learn more about your son/daughter's individual support needs. During this time, we plan how and when your child or youth will begin the program(s), and we complete a Care Plan.

We are committed to making this process as fun and stress-free as possible for all!

Starting a new program or Respite arrangement is a big change! It means new places, new people and new routines. It can be exciting, but can also cause anxiety and concern – both for your child or youth, and for your family. We can change the length of the transition phase as needed to help make it a comfortable process.

To recap, the steps for entering a Child and Youth Service at CSCL are as follows:

Referral from MCFD-CYSN

↓

Application Intake Process

↓

Relevant program(s) chosen

↓

Transition phase

Individual Support Planning

Each child or youth is a unique individual, developing at his or her own pace, and with his or her own strengths and needs. Each family is also unique, with your own culture, background, religious beliefs, and needs. We work with you and your son or daughter to learn more about you so that we can provide the best support possible. Our main tools for doing this are Individual Plans. We encourage you to be involved in developing these plans, because you know your family member best.

We encourage your involvement in developing your child or youth's individual plan, because you know them best!

Each child or youth must have a Care Plan as part of their Individual Plan. This plan contains important information about the child/youth and their family, and about what supports and assistance he or she needs. It includes personal, medical, nutritional, personal care and recreational information. We share the care plan with the staff or caregiver, so that they can support individual needs and goals. We will update the plan at least once each year, and as your child changes.

Some children and youth may also have a Personal Plan. This is a broader, life-planning document and contains more information about your child/youth's background, goals, dreams, strengths and support needs.

Some children/youth may also need a Health Care Plan or a Behavioural Plan that may require the involvement of a nurse or a psychologist. If you have these plans, please share them with us, so that the staff or caregivers working with your child/youth have the best possible information.

What is ShareVision?

For every individual who uses a CSCL service, there is a lot of information collected and plans created that we need to store somewhere safely, refer to regularly, and keep updated.

ShareVision is how we do this:

- *ShareVision is a secure, online database*
- *It can be accessed where ever you have an internet connection*
- *It has a home page with lots of useful news and links to other resources*
- *Each Individual has their own, secure area in ShareVision, which they and their caregivers can get to using a password login.*

Positive Behaviour Supports

All our staff, volunteers and caregivers are expected to take a positive approach to discipline. This includes encouraging and rewarding positive, appropriate behaviour, and helping children and youth understand and develop self-control, self-discipline, self-confidence, ways to be respectful or others and avoid hurting other people's feelings .

We strive to assist children and youth to develop self-control and self-confidence.

If staff have to redirect a child/ youth, or correct inappropriate behaviour, they treat it as an opportunity for the child/youth to correct their own behaviour and learn from the experience. Staff will use praise, encouragement, modeling, rules, limits, counseling and natural consequences. They are also trained in identifying negative situations that may come up and dealing with them early to prevent them getting worse. This helps maintains a positive atmosphere can lead to opportunities for children/youth to practice appropriate behaviour.

Our strategies are proactive and preventative

Some of the techniques we encourage are:

- ☑ *Setting clear and simple rules, routines, limits and expectations and explaining them clearly and the same way each time*
- ☑ *Demonstrating good behaviour*
- ☑ *Praising and encouraging good behaviour*
- ☑ *Giving children/youth a chance to change or correct their own behaviour, while maintaining their dignity*
- ☑ *Ignoring minor incidents*
- ☑ *Observing and anticipating problems*
- ☑ *Focusing on the behaviour, not the person, when there is a problem*
- ☑ *Setting natural consequences for inappropriate behaviour*

Techniques we do NOT allow staff or caregivers to use include:

- ⊗ *Threats, coercion or verbal abuse*
- ⊗ *Spanking or other physical punishment*
- ⊗ *Deprivation of basic rights such as food, rest or clothing*
- ⊗ *Giving orders (except in an emergency)*
- ⊗ *Any form of restraint (ie: ropes or harnesses)*
- ⊗ *Sarcasm, put-down's or ridicule*

Some children or youth find it hard to cope or communicate and may become frustrated. This may result in aggressive or challenging behaviour that could hurt them or someone else.

We understand there is a cause and a reason for all behaviour.

We work with children or youth through these challenges, with their families and other professionals to create individual Positive Behaviour Support Plans. These plans are designed to support and encourage appropriate behaviour and prevent and respond to inappropriate behaviour. They are also designed to prevent harm to the child/youth or others.

Plans might include special training for staff, changes in routines for the child or youth, or consultation with an outside professional about behavioural intervention. We may ask you to help train staff or caregivers in responding to specific needs related to behaviour.

Community Inclusion & Social Capital

We believe strongly that children and youth with special needs have a right to belong to, participate in and contribute to their community. When children are infants, their world largely revolves around their family and other caregivers. As they grow up, their world expands and they need opportunities to participate in community life.

We believe everyone has the right to be included in the community. At CSCL, our goal is to make that happen!

At CSCL, one of our goals is to support children, youth and families through this process. All our programs provide opportunities for participation in community life and activities. Our staff and caregivers plan and tailor activities to individual interests, help create opportunities for young people to contribute and participate in meaningful ways.

These activities and interactions with others in the community set the foundation for each child or youth to continue to grow their 'Social Capital' as they get older.

All relationships that are made through interactions with others builds an individual's network of people they know with shared interests, trust and willingness to help each other. This is Social Capital.

Social Capital is an important part of having success in every day life which is why CSCL makes it a focus of our planning processes.

Family Involvement

As parents or guardians, you are the single most important resource that your son or daughter has.

You know him or her best. You are his or her greatest support and most natural advocate.

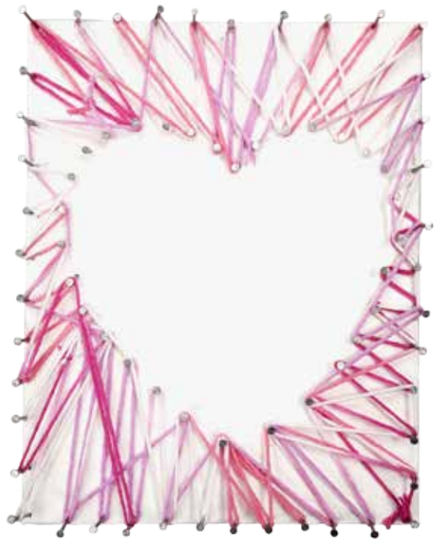
Our role is to support you so you can do the best possible job for your son or daughter. CSCL does this by providing programs to support your son or daughter's development; as well as providing support to you - so you can keep yourself and your family healthy and whole along this journey. CSCL needs your involvement to make it work.

CSCL is here to provide support to your son or daughter, and to yourself because you are the most important resource your child has.

Families have different expectations and comfort levels about their involvement. While CSCL believes that the direction of the child's family is vital in the provision of our services for children and youth, you may not wish to be so directly involved. Please talk to us about your feelings so we can figure out how to work together to make your son or daughter's CSCL experience as successful as possible.

It can be difficult to get used to your son or daughter's growing independence. We are here to support you through these important changes.

As your child grows up, it becomes important that we share together in supporting his or her emerging independence. That way, he or she can get better at making informed decisions and choices, and develop self-advocacy skills. This can be difficult sometimes, as it means adjusting to growing independence in someone you have always protected. Balance needs to be found between the love and care you will always show and feel, and the process of letting them become their own person, independent to the fullest extent possible. CSCL is here to help this process and finding balance.



Artwork by Sharlene

We can provide resources and put you in touch with other families going through similar experiences.

We also encourage you to get involved in CSCL activities. It is a great way to find out more about what is happening in community living, about advocacy and self-advocacy, and to meet others sharing your journey.

Get in touch with us or see our ***General Handbook*** for ways to be involved with CSCL.

Personal Information & Records

When your family member applies for one or more of our programs, we ask for basic information about the your child or youth, and about your family. Once your family member's application has been accepted and we start working together to plan the services he or she needs, we may ask you for information that is more detailed. This might include medical, psychological and educational information, and reports or assessments from therapists or other programs. We need this information to understand the needs and strengths of your family member, and to provide the best possible services.

We use detailed information in order to understand your family member's needs and strengths, and create plans best suited to them.

We set up a private web page for your family member on our online database, ShareVision. This is a way to safely store their information, while allowing easy access to it for you and your family member, and their support team. We add to it over time, as we receive new information, and update plans related to your son or daughter. We keep all private information in a safe, secure place and only allow access to those staff members who need it in order to provide service to your family member.

Our funding contracts require that we share some of a person's information with funding agencies. Other than that, we do not share it with anyone outside CSCL without permission. You can review the file upon request and correct any information that is not correct.

Once an individual leaves our programs, we archive their information. It can be made available to an individual if they ask, and to the family with permission from the individual.

Our commitment to keep an individual's information secure, and to treat it as confidential is indefinite - we will do so even after the person leaves CSCL.

CSCL will keep your son or daughter's information secure and private even after they leave CSCL.

See the General Handbook for more information on the CSCL privacy policy.

It is very important that the information you give us is correct and up-to-date.

Please be sure to give us copies of new reports or information. That way we can adjust our services to meet the changing needs of your family member.

Reports

CSCL prepares regular *Progress Reports* about how all children and youth using our services are doing. These reports document progress towards each child/youth's goals; activities and events; and any concerns or suggestions. In some cases we forward these to MCFD-CYSN, as required by our funding contracts. We also upload the reports to your child/youth's ShareVision page. Printed copies can be made for you at your request. These reports are an important way for you to know what is going on while your son or daughter is using CSCL services.

We also use *Critical Incident Reports* whenever required. A critical incident is any event that may be harmful to a child or which goes against their rights. This includes injuries or medication errors requiring medical attention, abuse, aggressive or unusual behaviour (not covered in a support plan), if a person is sent to hospital, missing person or a 911 call. Critical incidents must be reported to MCFD-CYSN within 24 hours, families or guardians notified, and it is documented with the *Reportable Incident form*.

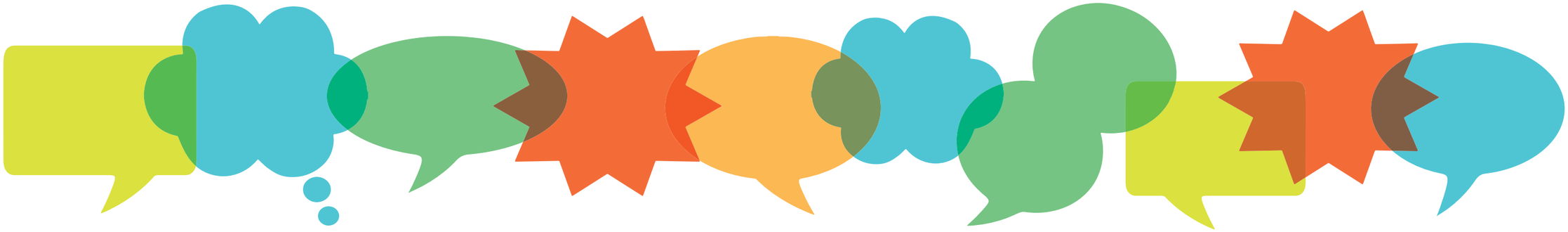
All Critical Incident Reports are kept on file at CSCL and reviewed regularly to look for any repeating patterns for follow up.

Problem Solving

CSCL uses a proactive approach; we try to identify problems that might come up and deal with them before they get worse. We believe that being open and using clear, regular communication is the best way to handle differences and find fair solutions to problems. Staff are skilled in positive problem solving and communication techniques. We also put a lot of effort into communicating with the children and youth we support, with staff and caregivers, and with you.

We encourage everyone to address their concerns or complaints right away, and not allow them to grow. If a more formal process is required, CSCL has a conflict and complaint resolution process that uses fair methods of resolving situations. The process also includes a way to appeal decisions you feel strongly about.

We will review this process during the Intake or Orientation meeting, and provide a copy of the brochure explaining it.



Good Communication

Good communication between families and CSCL staff and caregivers is very important to a successful experience for your child or youth. Open and regular communication will ensure a positive experience and peace of mind. Here are some of the ways that you can make sure this happens:

- *Communicate with the staff or caregiver about how your child/youth is doing at the program. Exchange information about successes, incidents, concerns and challenges. You can do this when you pick up or drop off your child or by phone or email.*
- *Let the staff or caregiver know about any changes in your household or in your child/youth's health or routine.*
- *Participate in the review of your child/youth's care plan and other plans, and in the annual evaluation of the caregiver or program.*

Good communication is a two-way street!

Here are some of the ways we keep in touch with families:

- *Our website, www.cscl.org, has up-to-date information on CSCL programs and activities, including our quarterly newsletter (called "Out & About").*
- *Our programs have monthly calendars that are emailed to families at the start of each registration session and are available for pick up at the Mathieson Centre.*
- *We share up to date information about your child/youth's activities on their secure ShareVision web page (which you can access online, at any time, once you are set-up with your own user name and password). See the chapter about ShareVision for more information.*
- *We provide you with regular progress updates and share important changes as they happen.*
- *We invite you to participate in planning meetings.*
- *We call you in the event of an emergency or other critical incident.*
- *We ask for your feedback on a regular basis.*
- *We have an open-door practice, and encourage you to let us know about any concern you have.*
- *We provide dispute resolution support if issues arise.*

Your Satisfaction

As part of our overall commitment to improving our services on a regular basis, we ask you at least once a year to complete a survey about our services. If your child is in multiple services – you may be asked to complete more than one survey. The questions are about things such as your child's feelings about the service, whether he or she has enough opportunity for personal growth and development, and whether your needs as a parent have been met.

Your participation will help create a better service for your family member.

We write up the results into a report that helps us understand how we are doing in relation to our goals, and make changes to our programs as needed. It is important that we hear your voice. So please take the time to complete the survey, and add your suggestions or comments. After the surveys are completed and this data is collected and reviewed. Families are sent a *Service Report Card,* that will identify items to improve over the next year, according to the survey results.

Surveys are only one way to hear from you about how we are doing. We encourage you to pass along any input or suggestions you have to the Program Manager and/or Program Associate Director at any time.

We always value feedback and participation!

Resources for Children, Youth, and Their Families

In addition to our services, the Chilliwack area has other resources for families raising children and youth with special needs. Our ***General Handbook for Families*** lists some of the general community services. Here are some resources that are specific for children and youth:

- *Child & Youth Mental Health Team*
- *Speech & Language Pathology*
- *Public Health*
- *Occupational Therapy*
- *Physiotherapy*
- *School District*
- *Child Development Centre (FVCDC)*
- *Behavioural and Emotional Support Services*
- *MCFD - CYSN*
- *Child Care Subsidy*
- *City of Chilliwack, Parks and Recreation*
- *Chilliwack Community Services*

Please ask a Child & Youth Services Manager for contact information or referrals to these services.

Leaving a CSCL Child or Youth Service

Children/Youth go through many changes and transitions as they grow up. With CSCL, they will naturally move from our Kidz Clubs into Teen Clubs, and then often on to our Adult Services. They may or may not participate in our summer programs. Your need for Respite may also change as your child/youth grows or your family circumstances change. You may decide to move to a different community, or access different services. Whatever the reason for change, children/youth leave our programs.

CSCL is committed to supporting you and your child or youth as you face the challenges that can come with transitioning out of a program.

Just as we are committed to making your entry into a CSCL program a comfortable process, we are also committed to supporting you and your child or youth while leaving us. We prepare an exit summary about your family member, documenting their experience and progress in our programs. We will share this with the new service provider(s) with your consent and work with you and other agencies or programs to plan for the transition.

Moving on can be a time of mixed and strong emotions, for both children and youth and for you. There may be feelings of sadness and fear of change, as well as happiness, pride and excitement about new opportunities. Please feel free to share those feelings with us, and to ask for whatever help and support you need during the process.

We encourage you to voice your concerns and ask for whatever help and support you need!

Words We Use A Lot at CSCL

Following is a list of words you may see or hear us using when explain CSCL and the services we offer. We hope this helps you get to know them better and even start using them yourself!

Ability: The level of a person's skills or talent.

Abuse: To treat a person badly or in a way that hurts them.

Access: To be able to get to.

Accountable: Be able to explain a good reason for something, to someone.

Advocate: To speak up for or stand up for (a person or idea) in public.

Advocacy: Public support for an idea or person.

Anxiety: A feeling of being worried or feeling stress.

Assistance: Help with something.

Boundaries: Rules or limits.

Capability / Capabilities: Skills to do a certain task.

Capacity: How much can be done with skills or resources.

Caregiver: Someone who helps another person with activities in their day-to-day life.

Collaboration: Working together to achieve a goal.

Commitment: Have strong focus on something (like achieving a goal) and work towards it for a long time.

Communicate: Share information or ideas, for example by talking, writing or some other way.

Confidential: Private or supposed to be kept secret.

Consent: Giving permission for something to happen.

Contract: An agreement about something, usually in writing.

Courtesy: Being respectful or polite towards (another person or people).

Details: All the smallest pieces of information about something.

Development: Changing over time to get better.

Developmental disabilities: Any of many different types of problems in a person's brain and/or body that lead to long-term difficulties in common life activities.

Dignity: A person's feeling of pride and respect for them self.

Discrimination: Unfairness towards a person for something they can't control.

Dispute resolution: Finding a way to a fair ending for people who don't agree with each other.

Diverse: Different or not the same as.

Diversity: Having many different types of, for example, ability or beliefs.

Eligible: Having the right to get something.

Ethical: About morals or what is right or wrong.

Employment: Having a job or task that you are paid to do, regularly.

Expectation: A belief about what will happen.

Facilities: Places or things/equipment provided for something.

Facilitate: To help make happen.

Facilitator: A person who helps make something happen, or helps someone else achieve something.

Foster: To protect and encourage.

Harassment: Mean or scary behaviour towards a person that makes them feel uncomfortable.

Inappropriate: Not right or not polite.

Inclusive: does not leave out.

Independence: Being able to look after your own needs, make your own decisions and take responsibility for your actions.

Individual: Any one person – at CSCL, this word also means someone who uses any CSCL services.

Individualized services: Made to suit the needs of a person.

Integrated: Built into, or a part of something bigger, for example a person as part of a community.

Life skills: Positive behaviour and skills that are needed to help a person succeed in everyday life. Some examples are how to make decisions, how to solve problems, how to treat others, how to communicate, and many more.

Lobby / Lobbying: To try and get an idea accepted by people in the government.

Morals: Feelings or beliefs that are agreed by most people to be right and good. For example, our morals say it is right to treat others kindly.

Neglect: To not care for properly.

Open-door approach: At CSCL this is the idea that a person is always welcomed to talk to a Manager or a service about any idea or any problem they are worried about.

Opportunity: The chance to do something.

Person-centered: A way of doing things where the opinions, needs and feelings of a person who uses a CSCL service, play an important part in planning or making decisions.

Personal development: Improving skills or qualities over time to achieve goals in life.

Policies: Agreed ways of doing things that are usually written in a formal document.

Practices: How something is done, based on ideas and beliefs.

Proactive: Doing something before an event so that a certain result will happen, instead of waiting for something to happen after the event.

Program / programs: An planned set of activities.

Progressive: Agreeing with and acting on new social ideas (like inclusion) **OR** Happening slowly, in stages.

Promote: To support or help something (like a new idea) get stronger and accepted.

Provide: To give or make available.

Quality: How good (well made or well done) something is.

Recreation: Activities that are done for fun.

Religious: Believing in a god.

Referral: Directing someone to another person or place for more help or information, for example a doctor might refer you to a community service to receive extra support with some activities.

Represent: To legally speak or act on behalf of.

Residential: Meant for people to live in.

Resolve: To find a solution or come to an agreement about (an argument or problem between people).

Resources: Things or information that help make a difficult situation easier.

Respect: To think someone or something (like an idea or belief) should be treated well because they deserve it.

Responsibility / Responsibilities: Tasks or actions a person or organization is supposed to do, in order to do the right thing.

Respite: A short period of rest from something difficult.

Rights: Certain rules about how a person should be treated, and what they should expect from others.

Self-advocacy: Standing up for your own beliefs, ideas and rights, in public.

Self-confidence: Feeling positive about what you are able to do.

Self-control: Being able to control your own behaviour and emotions.

Self-discipline: Being able to avoid doing something you know is not right, and do things that you know should be done.

Service: An organized set of supports to help someone do or achieve something.

ShareVision: CSCL's online database – a place where all information about each person in CSCL services is stored safely.

Social Capital: All interactions with others builds up an individual's network of people they know with shared interests, trust and willingness to help each other. This is Social Capital.

Social skills: Things a person knows how to do (like how to talk or behave) to be able to interact successfully with other people in the community.

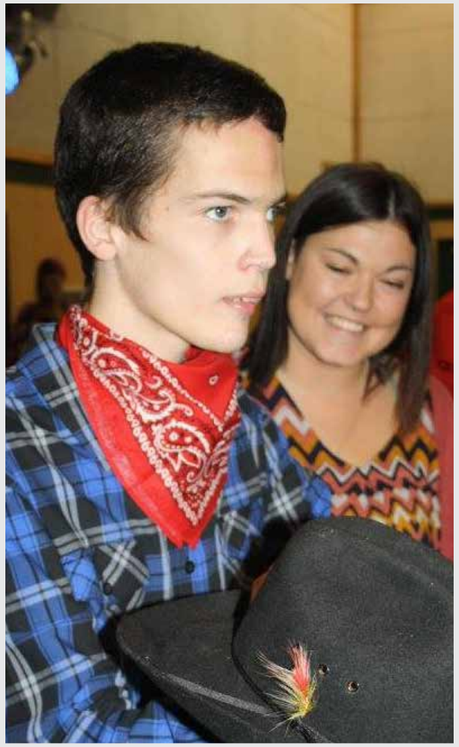
Socialization: Spending time with other people in the community and learning how to behave to do this successfully.

Standards: Normal ways of doing things, that are agreed on by many people.

Support: To give help to, or something that gives help to.

Transition: The change that happens when moving from one place or arrangement to another .

Volunteerism: The use of time and efforts of people who want to help without being paid.



Notes:

Special thanks to the following for their input to this handbook:
Artists from RISE who contributed their artwork for use; Thaddeus Trill, Jacquie Monty, and Amanda McDonald for helping review the written content;

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