

Delta Connex Program

Program Handbook



"BELIEVING IN POTENTIAL"

#3 - 3800 72nd Street,
Delta, BC V4K 3N2
604.946.6622
www.reachdevelopment.org



reach
CHILD AND YOUTH
DEVELOPMENT SOCIETY

Vision Mission & Values

VISION *Communities where all children, youth and families are welcomed, included, and leading lives of well-being based on their own individual strengths, interests, and values.*

MISSION *To provide timely, accessible and supportive community programs and services for the optimal development of children and youth, where children, youth and families flourish and reach their potential.*

VALUES

Respectfulness

Excellence

Attitude of sharing

Collaborative spirit

Honesty

Continuous improvement

Handle resources efficiently

Integrity

Learning

Diversity

Guiding Principles

1. Appreciating childhood as a unique and valuable stage of the human life cycle and basing our work with children and youth on the knowledge of children development.
2. Appreciating and supporting the bond between the child or youth and family.
3. Recognizing that children and youth are best understood and supported in the context of family, culture, community and society.
4. Respecting the dignity, worth and uniqueness of each individual (child, youth, family member, and colleague).
5. Helping children and youth achieve their full potential in the context of relationships that are based on trust, respect, and positive regard.
6. That children are best nurtured by a family that knows, loves and honors them for who they are.
7. That all children have the right to play and learn in an inclusive environment that meets the needs of children with and without disabilities.
8. That relationships and friendships are essential to enrich our lives.
9. That all individuals are entitled to the services and supports required to ensure their full participation in our society.
10. That the involvement of families and support networks contributes to everyone's safety and well-being.
11. That services and supports must be delivered in a way that respects an individual's diverse history, culture, race, religion and sexual orientation.
12. That inclusive communities enrich the lives of all citizens.

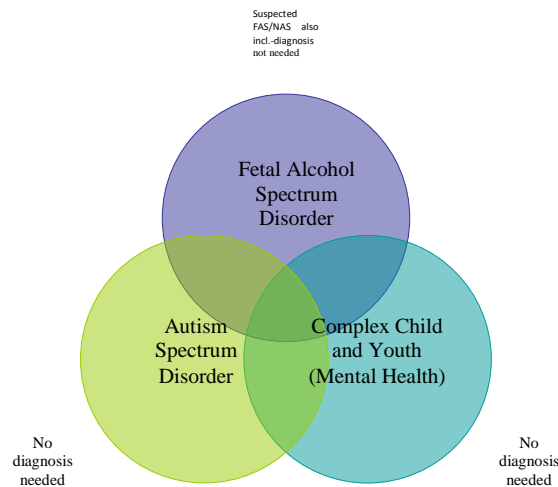
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The Delta Connex Program

- Reach Delta Connex provides service to families who have children 0-19 with Complex Developmental Behavioural Conditions (CDBC). CDBC is not a diagnostic term but refers to children who may be complex in development or behaviour. The following venn diagram describes the diagnoses that a child might have to be considered Complex:



- The Reach Delta Connex program provides service to families in the community of Delta.
- In conjunction with families, Delta Connex Key Workers utilize the strengths of the child and the family to work on challenges. Key workers may help a family through the diagnostic process, refer to other services in the community or offer direct, attachment focused assistance to build parent capacity or, if warranted, full behavioural support.
- If a behavioural support plan is required, we use a positive behavioural support model utilizing full functional assessment and observation.
- As Key Workers we understand behaviour and know that what is overwhelming to one family might be easily dealt with by another. We respect where you are in your parenting journey and aim to help you move forward towards your objectives. We know families are the expert on their child and we work together, one on one with parents, to determine not only what strategies will work best in their family but also to prioritize goals and plans.
- If the family wishes, we will arrange and hold Careteam meetings. Careteams differ from Individualized Education Plans (IEP's) and other meetings as they bring together everyone in the child's life, ensuring continuity and consistency in goal planning and tactics. They are strength based positive meetings and are best held proactively.
- Delta Connex is a free, family-centred service, funded by the Ministry of Children and Family Development.
- Delta Connex also offers limited Individualized Funding Services to families with children on the Autism Spectrum or other families who may wish to purchase services.

Delta Connex Program Philosophy

Firm belief in attachment, strength-based, positive parenting is the foundation of Delta Connex. Key workers will work with parents to ensure best practice strategies build upon this foundation regardless of a child's diagnosis or lack thereof.

When a child is able to rest in their attachments, they become less defended against their vulnerabilities and are able to grow and develop to their full potential. Delta Connex considers parenting a continual attachment process which grows and changes as your child matures and emerges through adulthood. Attachment is not a question of how much you love your child, or how much they love you but rather, to what extent your child currently perceives your affection and care for them.



In order to be eligible for Delta Connex, children must fall within the range of CDBC and live in Delta. Children may or may not have a diagnosis. We work with families who have children age birth -19. While we do not work with youth over 19, we may be able to connect you with those services.



Anyone, with the consent of the family, may refer to the Delta Connex Program. Currently, there is a waitlist for Service with Delta Connex and this waitlist varies from one year to eighteen months and sometimes more. Families will be placed on the Delta Connex waitlist by date of referral. You will be contacted within 30 days of referral. Once contacted, families must complete an intake visit to be accepted into the program. This visit helps us get to know you better and to ensure that you are on the correct path to service. At this first visit we will meet with you, the parent, and review assessments and diagnoses as well as talk about your priorities. We will present you with a preliminary plan that will offer specific information to help you move forward toward those priorities while you wait for service. At this time we may also refer you to other applicable services within the community. Families may also be directed to our website www.reachdevelopment.org which contains links to many services you may not have thought of using. While on the waitlist, families can make use of all other services offered by Delta Connex including the Parent Peer Support Groups, workshops, parent education groups and our library service. Workshops are regularly posted on our website www.reachdevelopment.org. For information on Parent Peer Support Groups contact Robyn Lane at 604.946.6622 ext. 328 or by email at Robynl@reachchild.org. For library services please contact Pam Collins 604.946.6622 ext. 359 or by email at Pamc@reachchild.org. For information on our parent education groups contact Camille Netherton at 604.946.6622 ext 302 or by email at camilen@reachchild.org.



The Delta Connex Team



Camille Netherton
Program Coordinator
Key worker



Robyn Lane
Key Worker



Angela Ruel
Key Worker

Delta Connex is a Key Worker service program. A Key Worker must have extensive background and experience in the following areas:

- Early Childhood Education
- Child and Youth Development
- Positive Behavioural Support
- Fetal Alcohol Syndrome and Prenatal Drug exposure
- Counselling
- Brain Based Disabilities / Mental Health issues
- Family Support
- Community / Professional Resources



Best Practices for Brain Based Disabilities

The Delta Connex program is based on current best practices. We understand that all of the CDBC issues fall within the range of brain-based disabilities and the more we understand the workings of the brain and behaviour science, the better able we are to assist you in developing strategies. Together we will create a strength based plan based on your child's preferences and family needs. Delta Connex will always recognize the expertise of the family and offer suggestions that promote moving forward towards a family's goals. Suggestions will be positive in nature and will always uphold the adult / child attachment.



Family Involvement

Family involvement is the main component of key worker service. Our roles, visits and direction are determined by the families we serve. Generally, Key workers are available to meet with families Monday to Friday from 8am to 5:30 pm with some limited evenings appointments available as well. We employ full and part time staff so Key workers will do their best to accommodate families within their set hours of employment.

Key Workers strive to provide appropriate formal and informal support, educational opportunities and resources to assist each family in providing a highly supportive environment in which their child can grow and develop.



Individualized Service Plans

Through functional assessment, direct observation, history and current assessments, Key workers will work with families to develop plans that suit their unique needs. Within 3 months of service families will have an initial Individualized service plan, which may or may not be followed by a family action plan, and/ or a full positive behavioural support plan. Plans become our agendas for service, helping us move towards your priorities and goals. Family action plans may address challenging behaviours, skills or may be used to break down steps required in moving a family forward. Family Action plans may also be a component of Careteam Meetings and then will be called Careteam Action plans. Key workers will ensure that family's priorities are well represented in all Careteam Action plans. They will outline each person's responsibilities in a clear concise manner so outcomes can be readily achieved.

Key Workers may also provide a positive behavioural support plan. These plans assist families in implementing proactive strategies to address challenging behaviours. A functional behaviour assessment will be conducted. A functional behaviour assessment involves collecting data related to a challenging behaviour. Data collection is a key component of functional assessment and parents will be required to provide their key worker with specific behavioural data if requested. The Key worker will analyze the data and together with the family, arrive at a hypothesis explaining the function of the behaviour. A positive behaviour support plan focuses on:

- Reducing the likelihood of the problem behaviour from happening.
- Teaching the child alternative, more appropriate methods of communicating the same message. For example, instead of hitting to obtain a toy, the child would be taught to request the toy using pictures or words.
- Provides strategies to make the challenging behaviour less efficient and less effective than the alternative, more appropriate behaviour.

Discipline for challenging behaviours not productive in teaching children acceptable behaviours will not be used. Please refer to the discipline section for more information.

Key workers will provide families with meeting notes at the time of the meeting or within a reasonable time frame.



Delta Connex Policies and Procedures



Phone Policy

To protect and maintain personal and professional boundaries, staff at Reach are not permitted to return phone calls from a private line. All phone calls must be made from a work related cell phone or from a line where the incoming number is hidden. Many families have a feature on their phones which do not allow for blocked calls or calls from a cell phone. The nature of working out in the community often prevents staff from being in an office environment and ideally, their work related cell phone number should be added to the family's list of allowable numbers to avoid delays in communication. Many staff members have personal cell phones that are also used at work. Staff members are not permitted to give out their personal cell phone numbers.



Inclement Weather

In the event of extremely inclement weather, the Key Worker or the family may opt to cancel a meeting. Key workers will do their best to notify a family as soon as possible and by all contact means possible; giving 24 hours notice is preferred.



15 Minute Grace Period

Key Workers arriving at a family's home and finding that family absent will:

- will wait for 15 minutes to allow for lateness
- call the family and leave a message and /or send an email informing the family that they arrived for a scheduled meeting and did not find them at home

If a key worker should not arrive at the specified time, we would request a 15 minutes grace period as well to allow for lateness. The family should then either call or email the key worker to let them know the appointment was missed. If the key worker is late on a regular basis and the family should discuss this with their key worker. If they do not feel comfortable doing so, the family may also follow the grievance procedure listed below.



Missed appointments

To ensure efficiency and effectiveness of the Delta Connex program, if 3 appointments are missed, then service may be discontinued.

Canceling appointments

Should you or your Key Worker, need to cancel an appointment, 24 hours notice is preferred. We understand this is not always possible, but timely notice, by all contact means possible is always best.



Sick Policy

Families are expected to notify Delta Connex when anyone in the household is sick with an illness including colds, flues and infections. Because Key Workers work with multiple families, some who are medically fragile, it is important that contagious illnesses be contained. Meetings will be cancelled until the child or family member has either recovered or passed the contagious phase of the illness.

If a child is too sick to attend daycare/playgroup/school, then he is too sick for intervention. Visits must be cancelled if the child or any family member has the following conditions:

Fever	Excessive coughing and runny nose	Hand/Foot/Mouth Disease
Vomiting	Tonsillitis	Mononucleosis
Diarrhea	Eye infections	Pink eye
Ear infections	Chicken Pox	Roseola Infantum
Mumps	Strep throat	Giardiasis (Beaver Fever)
Sinus infections	Lung infections, bronchitis, pneumonia	Ring Worm
Influenza	Measles	Hemolytic Uremic Syndrome (HUS)
Scabies	Hepatitis A	Impetigo
Meningitis	Whooping Cough (pertussis)	Respiratory Syncytial Virus (RSV)
Cold	Scarlet Fever	Rubella
Lice	Fifth Disease	

Once a person in the family begins taking antibiotics for a condition, meetings will not resume until at least 24 hours has passed since beginning antibiotics or Diarrhea and/or Vomiting has ceased.



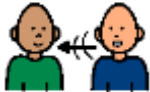
Release of Information

Delta Connex is funded by the Ministry of Children and Family Development and is governed by the Freedom of Information and Privacy Act. As such, guidelines for the maintenance, safekeeping and release of documents must be observed; therefore, all children's records are stored at Reach or with the Ministry of Children and Family Development. The child's records, including reports, videos, photos, and family contact information may only be released to third parties with the written consent of the child's legal guardian or by court order.



Videotaping

Videotaping is occasionally used assessment and intervention planning purposes. This will only be done with consent of the family. Optional consent may be provided by families for Key Workers to show the videotapes at team meetings or for teaching purposes or at workshops.



Reach Grievance Policy

Reach is a family-centered organization. Should a concern regarding Key Workers or other issues arise, families are asked to communicate these concerns to their Key Worker. If they are uncomfortable settling the issue with their key worker, they may contact the program Coordinator: Camille Netherton at 604.946.6622 ext. 302 or by email at camillen@reachchild.org. If families feel the concern is not resolved to their satisfaction, they can contact Reach's executive director, Renie D'Aquila at 604.946.6622 ext 301 or by email at reined@reachchild.org or families may complete a "Family Grievance" form. "Family Grievance" forms can be obtained from the Reach front desk and will be forwarded to the executive director. The executive director will:

- A) Speak with the family filing the complaint
- B) Conduct an investigation into the complaint
- C) Take disciplinary action if required
- D) Contact the family filing the complaint to follow up with a proposed solution or to update the family within seven business days.

The Executive Director shall notify Reach's board of directors of any complaints which have not been resolved to the family's satisfaction through the above grievance procedure. The executive director will advise the family of the Ministry of Children and Family Development's procedures if they are not satisfied with Reach's response. Reach is committed to ensuring that no barriers to service or any negative consequences result from families bringing their concerns forward.



Personal and Professional Boundaries

As the visits of Delta Connex staff become a routine of the home (or other environment), it is natural for both the family members and staff persons to become comfortable and informal with each other. Staff are expected at all times, however to maintain confidentiality and professionalism. It would violate the Code of Ethical Conduct for the staff person to discuss other children or families by name.



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Health and Safety

WorkSafe BC gives all British Columbians the right to refuse to work in settings or situations they believe to be unsafe. As an employer, Reach is obliged to respect the right of its employees in this regard and will take steps to manage any safety concerns raised by staff.



Smoking

Delta Connex staff have the right to work in a non-smoking environment. Because of this, families are asked to smoke only in areas that are separated by a physical barrier where they might meet with Key workers. Families are asked to refrain from smoking in a home for a full hour before a meeting is to take place.



Indoor Shoes

WorkSafe BC requires that employees wear shoes at all times. Key Workers are asked to have clean shoes that have not been worn outside or hard soled slippers available to wear during meetings inside a family's home.



Driving and Community Meetings

Delta Connex staff cannot drive children or families in their own vehicles nor can they travel in families' vehicles. Should Delta Connex staff be required to travel during a meeting, they can follow behind the family's vehicle in their own vehicle or meet the family at the destination.



Abuse and Neglect

Delta Connex staff are required by law to report any suspicion of abuse or neglect to the Ministry of Children and Family Development immediately.

If any kind of abuse is known to occur in the home, Delta Connex staff will not be able to enter the home and meetings will be set at one of the Reach offices.



Discipline

The Delta Connex Program uses a Positive Behaviour Support approach to address challenging behaviours and to help children develop socially acceptable and appropriate behaviours. Only proactive positive methods for teaching appropriate behaviour will be suggested. Discipline which is not considered to be useful or productive in teaching children acceptable behaviours will not be used. Some of the unacceptable methods are:

- Spanking

- Humiliation using degrading words, name calling or sarcasm
- Denial of basic needs (foods, clothing, shelter)
- Confining of a child in a locked room
- Biting / the use of noxious substances
- Long periods of isolation

*Adapted from the BC Ministry of Health handbook “Guidance and Discipline with Young Children”.



Ending Service with Delta Connex

When a family is ready to be discharged from Delta Connex, they can initiate this procedure or this may be initiated by a Key Worker. Families will receive a Discharge letter or report that will outline future recommendations, any transition planning and any applicable community resources. Families will receive an exit survey which is extremely helpful in assessing their past service and planning future services for other families.

Families will then be placed on Monitor service. Monitor is a transition service that allows families to contact their Key Worker by phone or email for 3 months after service has ended, should they have any questions or need guidance.

Specialized services for children with an FASD: Key Workers understand the complex nature of FASD and recognize that parenting children with this diagnosis is an extremely challenging task. We have implemented a long term monitor service for families who have finished with our program or another reach program and want to be able to stay connected to Key Worker Services. This service operates in the same way as monitor service but continues until the child’s 19th birthday. Parents or caregivers can initiate and maintain contact via phone or email and minimal supports, such as talking through a difficult situation or referral to another service can be provided. One a year your Key Worker can do an update visit if you wish or the might accompany you to your child’s IEP or Careteam meeting. If you require more in-depth service, you are always welcome to return to the waitlist to be eligible for more detailed and regular support.



Reach Resources for Parents



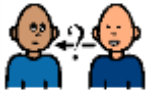
Book Library

Reach maintains a growing book library on a variety of topics including autism spectrum disorders. Books can be signed out by families who are receiving REACH services and are due for return or renewal after 2 weeks. Families may also book an appointment with the Reach Librarian, Lisa Woudzia. Lisa has many years as a Behavioural Consultant and can offer advice, strategies, books or articles to read and referrals to some programs.



New Parent Orientation

The New Parent Orientation is a program to help families whose children have recently been diagnosed with ASD to gain understanding of the diagnosis, receive information on different treatment methods, understand government services and programs, and find available resources in the community. Parents of children who have a diagnosis of ASD or who are awaiting an ASD assessment are welcome to attend. Small group sessions take at different times throughout the year. Pre-registration is required. For more information, contact Pam Collins at 604-946-6622 ext. 347.



Parent Support Network for Parents of Children with Special Needs

The Parent Support Network offers a weekly newsletter that shares up-to-date information that is relevant to parents of children with special needs. It focuses on sharing pertinent information and connecting parents with other parents. Topics covered include: changes at CLBC and MCFD, policy changes that parents should be aware of, education issues, and upcoming courses and workshops. Parents can also make or reply to postings and arrange to connect with other parents. The newsletter is published on the Reach website (www.reachdevelopment.org) or families can subscribe to the email list by emailing Pam Collins at parentnetwork@reachchild.org



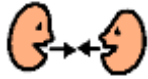
Workshops

Reach is pleased to offer workshops to families on a variety of topics. Information for upcoming workshops is mailed out with children's monthly intervention schedules. For a calendar of upcoming workshops, families can check the Reach website at www.reachdevelopment.org. To sign up for a workshop, families can contact Carol Ywan at 604-946-6622 ext. 343.



Preschool

Reach offers two integrated preschool programs, one in North Delta and one in Ladner. Contact Oshrat Zemel at 604.946.6622 ext. 308 Oshratz@reachchild.org for more information or to register.



Counseling Services

Reach offers counselling services for families who have a child with special needs. The program is open to families living in Delta or to families who are already accessing other Reach services. Counselling for couples or individuals may address a variety of issues ranging from marital stress to depression to social anxiety. Reach also provides play therapy and parent/child interaction guidance for children with special needs up to age 12. Reach counselling is neither a long term nor emergency service. If the situation is an emergency, the crisis line should be called at 604-951-8855. If it is anticipated that more than 10 counselling sessions will be needed, an alternative counselling service will likely be recommended. In order to access Reach counselling services, Delta Connex families can speak with their Key Worker for a referral.



Other Programs

Reach offers many other programs from which your child or family may benefit. They are:

- IDP – Infant Development Program for children 3 and under, in Delta
- SCD- Supported Child Development for children 3- 19 who attend centre based care, in Delta
- ASCD –Aboriginal supported child development for children birth through 12 who attend centre based care and services for 13-19 may be provided on an individual basis. ASCD serves the areas of Surrey and Delta.
- PBS- Positive Behaviour Support for children 3-19 with a diagnosis of Autism or who meets CYSN requirements, in Delta, Surrey and Langley
- PBS – IF(Individual Funding)- a fee for service program
- PC – Positive Connections – a Wrap- around service for the whole family for families on the waitlist for a Behaviour Support Program in the regions of Surrey, Delta or Langley
- Social Smart Group – social skills training groups for children with Autism- held in Delta
- RESPITE – for children 0-19 in Delta, who meet the CYSN requirements – group respite is also available
- TEENS- teens social Saturdays a spin off of group respite, held in Delta
- ABA Program – for children 0-19 with Autism, living in the lower mainland
- New Parent Orientation
- Connect with Reach and be advised of new and continuing programs in house and in the community by checking our website www.reachdevelopment.org from the website you can also connect with us via social media links to facebook (Reach and Delta Connex pages) and twitter on our homepage.