

Reach Information Handbook



“BELIEVING IN POTENTIAL”

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

MISSION STATEMENT

Reach Child and Youth Development Society is a non-profit society that provides and facilitates quality services to children and families, enabling children to reach their full potential. Our mission is to provide early and timely intervention for children with special needs in a family-centered manner; provide choices and ongoing support to children and families; facilitate and support the full integration of all children into our community and exist as a quality community resource for the optimal development of children from infancy onwards.

Reach Child and Youth Development Society has been providing services to children and their families in Delta since 1959. The Association believes in the potential of every child. We offer a variety of services designed to meet the needs of children to ensure their optimal development. Over 1000 children and their families benefit from our services on an annual basis.



Reach Philosophy

Two major premises form the basis upon which Reach delivers its programs and services. The first is that we will operate in a family-centered manner and the second is that we will be responsive to the needs of the children and families in the community.

Reach recognizes that:

- *the family is the major decision maker and the constant in a child's life, while service systems and personnel fluctuate;*
- *families are diverse and that cultural, and racial and economic diversity requires acceptance and respect;*
- *families and children are unique and each has its own structure, roles, beliefs, and coping style which requires flexible and individualized approaches to goal identification and service planning;*
- *families should be in control and that the primary aim of good service planning is to enable and empower families; and,*
- *families should be informed and receive unbiased and complete information about their child's care and development.*

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GENERAL INFORMATION

Main Office: #3 – 3800 72nd Street, Delta, BC V4K 3N2
 ☎ 604-946-6622 📠 604-946-6223
 🖨 info@reachdevelopment.org
 🌐 www.reachdevelopment.org
 ⌚ 8:30 am - 4:00 pm, Monday to Friday

Reach Developmental Preschool: 10921 82nd Avenue,
 (North Delta Preschool) North Delta, BC V4C 2B2
 ☎ 604-596-0106 📠 604-596-3334
 ⌚ 8:30 am - 1:30 pm, Monday to Friday

Play & Learn Centre: 11415 84th Avenue (North Delta Centre)
 (Satellite office only, North Delta, BC V4C 2L9
 not staffed regularly) ☎ 604-501-1502 📠 604-501-1359

Executive Director	<i>Renie D’Aquila</i>	301
Associate Executive Director	<i>Lisa Woudzia</i>	342
Marketing Coordinator	<i>Alison Martin</i>	337
Fundraising Manager	<i>Joni Wright</i>	367
Accountant	<i>Mei Tie</i>	327
Human Resources & Finance Manager	<i>Brenda Cheung</i>	345
Accounting/Adm. Assistant	<i>Julie Han</i>	325
Administrative Assistants	<i>Susan LaBossiere</i>	300
	<i>Holly Evans</i>	300
	<i>Raeanne Schneider</i>	300
Reach Counselling Services	<i>Yvonne McKenna</i>	347
Clinical Coordinator, ABA Program	<i>Eva Major</i>	330
	<i>Miriam Elfert</i>	324
IF Coordinantor	<i>Carol Ywan</i>	343
Manager of Early Intervention Services	<i>Sherrie Jamieson</i>	318
Coordinator, Reach Developmental Preschool South/North	<i>Oshrat Zemel</i>	308
Coordinator, Positive Behavioural Support	<i>Elysa Philip</i>	312
Coordinator, Delta Connex/Positive Connections	<i>Camille Netherton</i>	302
Coordinator, Parent Network & Workshops	<i>Pam Collins</i>	359
Coordinators, Respite	<i>Melanie Reid</i>	305
	<i>Dawn Beazley</i>	340
	<i>Rachel Chernoff</i>	340
IT / Building Maintenance	<i>Dan Layton</i>	

Board Members

Reach's Board of Directors is a group of individuals elected to govern and set the directions of the organization. Reach can have up to twelve Directors on its Board representing family, business and community perspectives. The Board meets, generally one evening per month for approximately two hours, although some members may become more active in related areas of interest. The Board of Directors' focus is on ensuring that the organization is addressing the needs of families, and providing its services in a responsive and accountable manner.

Membership

Reach Child and Youth development Society is a family centered, community based, registered non-profit society with an elected board of directors made up of family members and other interested community members.

Families using our services automatically become members of Reach Child and Youth Development Society unless you indicate otherwise. All members are eligible to vote at our general meetings and will receive newsletters, workshop information and other updates regularly. Membership dues are \$20 annually by donation and these funds are used by Reach Society to extend our services and help more families receive support and assistance in a timely manner.

Funding

Reach is funded by the: Ministry for Child and Family Development, Gaming Commission of B.C., Corporation of Delta, and Corporate and Community donations.

We Depend on Your Donations! Your tax-deductible donation will be put to work to provide children with the speech therapy, occupational therapy, and physiotherapy that they may require to achieve their optimal development. Donated funds will also be used to provide community and professional education services through workshops and courses. Your assistance is essential to our ongoing commitment to meet the needs of the children.

Closures

For any unexpected closures due to weather conditions, power outages, etc. please listen to your radio. If the Delta School District Schools are closed Reach children's programs will be closed as well. If closure happens while children are on the premises children will be sent home. Parents or emergency contacts will be notified to pick up their child.

Health

It can be difficult to decide when a child should not attend school due to health reasons. We follow the regulations set out by Community Care Facilities Licensing, which are as follows:

Parents should be advised to keep their children at home or to seek alternate care arrangements for the following conditions:

- Pain – any complaints of unexplained or undiagnosed pain.
- An acute cold with fever, runny nose and eyes, coughing and sore throat. Once temperature, well-being and energy are normal, coughing and runny nose may continue (depending on the suspect illness) without the child being contagious. (If symptoms are caused by a known allergic reaction, the child is not contagious.)
- Difficulty in breathing – wheezing or a persistent cough.
- Fever (100F / 38.3C or more) accompanied by general symptoms such as listlessness may be an early sign of illness that requires a physician's attention.
- Sore throat or trouble swallowing.
- Infected skin or eyes or an undiagnosed rash.
- Headache and stiff neck – should see a physician.
- Unexplained diarrhea or loose stool combined with nausea, vomiting or abdominal cramps. These symptoms may indicate a bacterial or viral (gastrointestinal) infection, which is easily passed from one child to another. The child should be kept home until all symptoms have stopped.
- Nausea and vomiting may be an early sign of illness that requires a physician's attention.
- Severe itching of body and scalp.
- Children with known or suspected communicable diseases.

Parents are required to keep (or take) a child home when the child:

- Is suffering from one or more of the above symptoms.
- Is not well enough to take part in the regular program of the facility.

It is recommended that all children be immunized according to the basic immunization schedule set by the British Columbia Ministry of Health.

Parking Lot Safety

We ask that you please observe the following parking lot safety regulations to reduce the risk of accidents and injuries.

1. The speed limit in the parking lot is 10 km/h
2. The driveway is one way.
3. There is NO PARKING in front of the main building given when dropping off or picking up children. This area must be kept cleared for emergency and delivery vehicles.
4. Park only in the designated space.
5. There is no parking in the handicapped spaces except with a permit.
6. Practice safe and courteous parking habits, e.g. do not double park or take up more than one parking space. Avoid leaving doors opened when dropping off and picking up children.
7. Parents are responsible for supervising their children at all times in the parking lot and vehicle. To prevent accidents and injuries, the parking lot, wheelchair ramps and the railings are not safe places for children to be playing.
8. Ensure engines are turned off when leaving vehicles.
9. Do not leave children alone in vehicles, even if the doors are locked.

Please communicate these regulations to anyone who may be transporting your children. Your children's safety is our priority.

Sign-In Procedure

When entering Reach please enter through the main entrance please sign the visitor sign-in sheet. This ensures that if there is an emergency we will know who is in the building and if they have evacuated safely. When leaving please sign out so we know you are no longer on the premises.

Child Abuse Policy

Reach staff are required by law to report suspected or disclosed abuse to the Ministry for Children and Family Development.

In the Event of an Emergency

If there is an emergency at Reach while you are on the premises please remain calm and follow the directions of the program staff. Emergency exits are marked with illuminated exit signs.

Home Visits

Reach is a family centered program. We recognize you are the expert in your child's life. As part of our family centered practice, some of our Reach staff are able to meet you in your home to assist you in implementing this program. This is called a home visit. To assist both parties with an effective home visit here are some guidelines you may find helpful.

- There is no need for you to clean your home prior to our arrival. However we would appreciate a clear place to sit, a clear path to our seat and likely a place to put our laptop and/or a place to complete paperwork.
- There is no need to provide us with beverages, snacks or meals.
- A majority of the time spent in this program is with you, the parents and caregivers. We will be meeting with you to complete assessment information and reviewing data. We may also be meeting with you to discuss strategies in the plan. Out of respect for the child/youth, we prefer not speak about them in front of them; therefore, during home visits it is best to make arrangements for the child to be occupied safely and independently. Some ideas may be to schedule meetings while the child is at school, or out with his or her respite or child care worker, or while watching a movie or playing on his or her iPad independently. At **all times** during the home visit it is the responsibility of the parent and caregiver to ensure the child is safe.
- The Reach staff member can never be left alone with the child or other children in the home. This program is to develop strategies and to model and coach techniques to you. Therefore it is suggested that you are available to meet with Reach staff free of distractions.
- We ask that your pets be put in a separate area during the home visit and if possible, phone calls and meetings with neighbors etc. are made after the Reach home visit.
- When a home visit is scheduled, please plan for our arrival. Please refer to our cancelling appointments policy, if you need to cancel the home visit.
- Please allow up to 15 minutes grace period to your scheduled appointment time, for the Reach staff member to arrive at the home visit. If by chance the Reach staff person does not arrive within that time, you can call our main office at 604-946-6622 ext. 300 or call their Program Manager.
- According to Reach Health and Safety policies, if there has been a history of violence in the home or it is unsafe to meet in the home, an alternate meeting location rather than the home may be used.
- If it has recently snowed, please clear a path on the walkway and stairs leading to your home.
- From time to time, families feel like they want to provide their Reach staff person with a gift. While Reach staff appreciates this gesture, we ask that you refrain from giving Reach staff gifts of any kind. Reach staff do not expect gifts of any

kind. Staff appreciate thank you cards or notes on how their program assisted your family. If you truly feel compelled to provide a token of your appreciation, may we suggest that you use the gift for your own family or alternatively, you can make a donation to Reach directly by visiting our website www.reachdevelopment.org.

Safety and the Use of Cell Phones

All Reach staff are required to carry their cell phones with them at **all times** and with their phone ringers on or on the vibrate mode. From time to time, the staff person may be required to text or call into the office or to their Program Manager for security reasons. They may also need to answer their cell phones during a home visit or meeting.

REACH PROGRAMS

Infant Development Program

- Provides in-home assessment and support to infants that are at risk or have developmental delays from birth to three years of age.
- Provides program of activities and family supports to encourage and maximize physical, social, and intellectual development.
- Weekly playgroups held in the community.

Reach ABA Program

- Uses Applied Behaviour Analysis (ABA) principles to teach young children (under 6 years old) with autism spectrum disorders (ASD) the functional skills they need
- Intervention team may include Behaviour Consultant, Speech-Language Pathologist, Occupational Therapist, & trained Behaviour Interventionist
- Centre-based ABA Program provides 40 hours of one-to-one intervention each month, while the Home-based ABA Program provides 30 hours of intervention each month
- A different option is also available for children over 6 years old

Reach Developmental Preschool South Delta

- Inclusive Preschool for children requiring extra supports and typically developing children.
- Speech and language therapy, occupational therapy and physiotherapy are provided at preschool.

Reach Developmental Preschool North Delta

- An integrated preschool for all children aged three to five years. The program enables both typically developing and those requiring extra support to play and learn together.
- Speech and language therapy, occupational therapy and physiotherapy are provided at preschool.

Positive Behavioural Support

- In-home support to families of children with special needs with challenging behaviours.
- Family-driven program where the support provided depends on families' priorities, strengths and needs.
- Assessment, individualized program design, hands-on demonstration and coaching, training, sharing of information and ongoing monitoring and modification.

Positive Connections

- Is a free, family-centered program with 4 key components: parent education classes, in-home behavior consultation, community connections, sibling support group.
- Designed to provide families with short term service, focused on parent education and connecting with community resources and support

Supported Child Development

- Consultative support to preschools, daycare centres and other child care settings that require assistance in supporting a child with special needs
- Specially trained consultants observe children in their setting and provide caregivers with information, guidance and hands-on-support.

Aboriginal Supported Child Development

- ASCD programs are developed with cultural values, beliefs and traditions in mind
- Consultative support to preschools, daycare centres and other child care settings that require assistance in supporting a child with special needs
- Specially trained consultants observe children in their setting and provide caregivers with information, guidance and hands-on-support.

Delta Connex Program

- Connex is a service for parents in the community of Delta. Building on families strengths, key workers offer services such as: community connections, parent/peer support groups, help with forms or visits, integrated case management support including care team meetings, and full behavioural support.
- Families who have children birth through nineteen who have a diagnosis of FAS, or have Complex Developmental Behavioural Conditions (CDBC). CDBC is describes children or youth who fall within the bottom 5th percent in at least one of the following areas: Development and Learning, Mental Health/ Behaviour, Adaptive and Social skills and Biomarkers.

Kids Friendship Club

- An intervention program for children, ages 8 – 14 years, with special needs targeting social skills and peer networking development.

Therapies Program

- Provides speech and language therapy, occupational therapy and physiotherapy to all our programs.
- Therapists work as team members with families, early childhood educators and other professionals to provide individualized intervention programs.

Respite Care Program

- Matches needs of families who have children requiring extra supports with appropriate caregivers.
- Caregivers care for child in their home or in the child's home for overnight or day visits.
- Allows families to take much needed time to rest.

Individualized Funding Program

- As an option to contracting with agencies, the B.C. Government is providing funding directly to families to purchase the services they require for their children with special needs.
- To meet the needs of families that are choosing this option, Reach has an I.F. Team to coordinate families and Reach programs.
- Programs that are currently available under the I.F. option are EIBI, PBS and the Kids Friendship Club.

Parent Network

- Is a support group of parents that have children with special needs who meet monthly to share their stories and information.
- Parent Network meets that last Tuesday of most months from 6:30 pm to 8:30 pm in North Delta, Ladner or Tsawwassen.



Reach Child and Youth Development Society Family Rights and Responsibilities

Your Rights:

- We will treat you respectfully.
- We will not discriminate against you because of your race, religion, gender, sexual orientation, age, or disability.
- Everything you tell us, or we find out through working with you, will be kept private. The only times we can share the information is for legal or ethical reasons, or when you have told us we can by signing an informed consent form.
- We will consider you, not us, as the expert in your child's life. .
- You will be the most important source of information about your child
- We will not plan services or set goals without your direction and partnership.
- We will accept your decision about whether you want, or don't want, service.
- We will make sure that you're part of the planning to end services.
- You can see your own personal information in your file at any time. Just call and make an appointment.
- You can make a complaint about your service by speaking with the person working with you and their supervisor.
- If you aren't happy with the result when you complain, you can go further and make a "formal grievance". You can get the information from your program's supervisor or from the front desk. There won't be any loss of service, or any other bad consequences because you complain.
- You will have freedom from abuse, financial or other exploitation, retaliation, humiliation and neglect.

Your responsibilities:

- In order for us to help you, you need to give us all the information that is related.
- You need to be actively involved in the service.
- You need to tell us about any medical condition or need that we should know about or that might require us to change the way we provide your service.
- You must treat us, and others you meet through our services fairly, honestly and with respect. This includes:
 - keeping things private;
 - not doing anything that threatens or might harm others;
 - respecting our policies and clinical recommendations and making efforts to follow those recommendations. This includes the use of positive approaches with children and not using methods like spanking that interfere with positive outcomes for children;
 - telling us ahead of time when you can't make an appointment or if you are going to be late, or if your phone number has changed or if you don't want to participate in service any more.

***Reach* may cancel service or put service on hold if the family responsibilities are not met and agreement cannot be reached. If this happens, *Reach* will make every attempt to help the family get the services they need and make sure that the safety of the child is not at risk.**

Sometimes we have to share information about you and it won't be kept private.

This happens when:

- Within *Reach* we need to make sure that your services don't conflict and that your service is the best we can offer.
- We suspect that child abuse or neglect is taking place. We must report this to the Ministry for Children and Family Development.
- There exists danger to yourself or others, such as suicide threats or drunk driving.
- The court orders us to release information.
- In order to improve the services of the Society or when it is needed by Surveyors who come to *Reach* to review our services. All staff associated with this review are specially trained and will keep all information private.
- If you are under the age of 14, your parents/guardians will be able to see your file.

Conflict and Grievance Process (What to do when you have a complaint):

- First talk to the employee you have a problem with, or speak to their supervisor.
- If you don't resolve the problem, request information on the "Formal Grievance Process" from the front desk. You can call. Come in person, or email or fax your request. You will receive a response to your complaint within 10 working days.