

Early Intervention Program Family Handbook



we focus on...

Family Friends Fitness Function Fun Future

WELCOME

Welcome to the Early Intervention Program (EIP). Helping infants, toddlers and preschoolers with physical, neurological or developmental delays or disabilities.

WHO WE ARE

You may see one of the following team members:

Infant Development Consultant (IDC): provides support and information to your family to encourage all aspects of your child's early development. IDCs are knowledgeable in all domains of a child's life from birth to age three. Babies born with medical concerns, prematurity and those at risk for developmental challenges may be followed.

Occupational Therapist (OT): supports children to maximize their participation in daily living activities. OTs focus on fine motor, sensory-motor, and functional play skills, feeding, toileting, specialized equipment, and environmental modification.

Physiotherapist (PT): looks at a child's physical development and ability to move. PTs aim to prevent, assess and treat the impact that injury and medical conditions have on a child's movement and function. They work with children to help them move and play within their environment and assist with adapting the environment to support a child's specific needs.

Rehabilitation Assistant (RA): assists therapists in providing direct and indirect therapy for children.

Social Worker: provides parenting support, service coordination and short-term counselling while working with families to obtain the resources and supports they need.

Speech-Language Pathologist (SLP): supports the family's efforts to help their child communicate. This includes understanding other people or communicating through verbal speech, gestures, sign language or pictures. SLPs also address social communication, play and feeding.

OTHER SUPPORTS

Consultation and assessment may be available with:

- Pediatric Dietitian
- Pediatric Psychologist
- Developmental Pediatrician

REFERRALS

Referrals may be made for:

- Supported Child Development
- Specialized Assessments
- Other community supports

FIRST VISIT

When you first meet us, we ask that you share your priorities for your child. Please help us understand your child by describing their strengths as well as your concerns. Your team members will be chosen based on these priorities. Priorities will be turned into goals and these will change as your child grows. We can add other members to your team if there are new priorities.

SERVICES

We offer

- Assessments to determine your child's strengths and needs
- Evidence informed and goal focused therapy
- Recommendations, resources, information and equipment
- Family support

ASSESSMENT

We assess by observing your child during typical routines and activities. The team learns what your child is able to do and what stops them from participating. Standardized assessments can be used to look at specific areas of development.

INTERVENTION

Where will it happen?

We can see you and your child:

At your home

At child care

At community centres

At one of our main sites:

- Queen Alexandra Centre for Children's Health, Pearkes Building
- Westshore Child, Youth and Family Centre

At one of our outreach sites:

- Saanich Peninsula Health Unit
- Pearkes Tillicum Recreation Centre
- Sooke Child, Youth and Family Centre

How will it happen?

The services provided are determined together with your family. Services can include individual or group sessions. Ongoing information, support groups and developmental monitoring are also available. We will teach you ways to help your child during your daily routines.

How often will my child be seen?

This depends on your child and family goals. There may be more visits when your child is learning new skills. There may be fewer visits when your child is practicing skills.

How will I be involved in my child's intervention?

For best results we need you to take part in our sessions with your child. When we provide services, you or another caregiving adult must be present at all times.

Your role is to:

- Describe your child's interests, mood, abilities and needs
- Ask questions about our suggestions
- Try the ideas suggested
- Tell us about the changes you have seen in your child
- Share information with the caregivers in your child's life
- Stay in contact with your team
- Let us know when your goals and priorities change

How long will I be involved with EIP?

You may be with us a few months or a few years. You can stop service at any time. Your child will be discharged from EIP when:

- Your goals have been met or your child is developing typically for their age.
- Your child is old enough to start kindergarten.
- Your child is diagnosed with Autism Spectrum Disorder. In this case you will be transitioned to a private autism service provider that you choose.
- Your family moves out of our catchment area. In this case we will help you find services in your new community.

COORDINATION OF SERVICES

If your child has complex needs, there may be many team members involved. When this happens, one team member will help with service coordination.

- Explain how services are provided
- Explain the roles and responsibilities of the different team members
- Link your family with other services if needed
- Organize meetings
- Review the progress made on your priorities and goals for child
- Be a key contact to organize team appointments

We want you to take an active role in your child's service coordination as you feel comfortable.



F-WORDS IN CHILD DEVELOPMENT

is a strength based approach to working with children and their families. It introduces 6 F-words that should be the focus in child development in order to make richer fuller lives by focusing on what matters most to children and families, *Family Friends Fitness Function Fun Future*. Your team will discuss the 6 F-Words and you will create a Profile of your child that will be updated over time.

COMMUNICATION

Your team will give you reports and written notes to let you know assessment results. They will also give you progress updates and ideas to try with your child. They are part of your child's health record and are only shared outside of Island Health with your permission. Island Health staff can access your child's record if needed for your child's care. We strongly encourage you to keep your reports and therapy documents in a filing system or binder to share with others if you want. If you do not understand the documents sent to you please ask us for clarification.

Electronic Media

Texting – Your team members do not have work cell phones but have access to a shared cell phone to ensure texting is an option, if required.

E-mail – Email can be used with your team. Please think about:

- o Anything sent by e-mail will become part of your child's health record
- o Email is not a secure way of sharing confidential or sensitive information
- o Meeting face-to-face or by phone for problem solving is a good idea as email can easily be misunderstood.
- o Written documentation (e.g. reports, progress notes, etc.) is not to be shared by email

Social Media – When you post on social media please respect our right to privacy by:

- o Not publishing pictures of our staff or identifying them by name
- o Understanding that staff are instructed not to “friend” or “follow” clients
- o Bringing up any concerns about our services using the Patient Care Quality Office www.viha.ca/patientcarequalityoffice

WHEN YOUR HOME IS OUR WORKPLACE

For services to take place in your home, Island Health and Work Safe BC require:

- o A clear and safe way to enter the home
- o No smoking, drinking or drug use during the visit
- o Firearms securely locked away during visits
- o Pets must be in another room during visits
- o Inform us of any illness, lice, bed bugs or other infestations before a visit
- o Inform us of other adults who will be present in the home during our visit

CANCELLING APPOINTMENTS

We understand last-minute cancellations are hard to avoid. Please give us as much notice as possible when you have to cancel so we can see schedule to see another child. When you need to cancel an appointment for yourself or your child, please do the following:

Cancelling on the day of the appointment: Call our main reception at 250-519-6947. Office staff will be able to notify the team member.

Cancelling appointments with a few days' notice: Speak to the team member directly or leave a message on voice mail or email.

PLEASE NOTE: We will talk to you about future service if there are many missed appointments.

WHEN ILLNESS HAPPENS

Please cancel your appointment if you or your child have a cold, the flu or are not feeling well enough to meet. We also ask our staff to stay home when they are sick since many of the children we see can get sick easily.

FAMILY RIGHTS AND RESPONSIBILITIES

We accept the following rights and responsibilities for families.

Information

- Contact a Release of Information Officer at 250-519-6733 to see your child's health record or request extra copies.
- Complete and unbiased information will be given about assessment, treatment and services including:
 - Recommended tests or assessments
 - Recommended services or interventions helpful to your child
 - Information if particular services or interventions may be harmful to your child
 - Why we think it could be harmful if your child does not receive a recommended service or intervention
 - Other treatment or assessment options
 - Possible complications of any intervention or service
- Please ask questions regarding your child's assessment and treatment
- We will provide interpretation services to families as required



Confidentiality

- All staff, volunteers and students in Island Health must follow a confidentiality agreement. Breaches of confidentiality are grounds for discipline or dismissal at Island Health, as well as by professional colleges or registering bodies.
- Information on your child and your family will not be released without your consent.
- Provincial law requires all individuals to report suspected child abuse or neglect, and staff abide by this legal and professional obligation.

Decline Service

You can say no to any service you believe is not in the best interests of your child or family.

Provide Feedback

You can tell us about concerns or provide compliments about our services. You will not lose services if you complain. To speak to the Program Coordinator please call 250-519-6740.

Family-Centered Practice

We try to provide services that:

- Respect the diversity of families' backgrounds, beliefs, values and strengths
- Recognize that the family has the greatest influence in the child's life
- Support the goals and needs of the child and family
- Acknowledge that both the family and professionals have expertise and resources
- Support the family in making informed decisions
- Facilitate family-to-family connections

Co-parenting/Joint Custody

Sometimes families are in transition and we like knowing when there are changes in your family. If the child's caregiving situation is unclear, the team may ask to see the legal documentation to clarify the child's living circumstances.

- Children who live in more than one home will receive service where the child is living at the time of the appointment. Future appointments and ideas discussed at the appointment will be the responsibility of the parents to share between themselves.
- Island Health staff are not to be involved in parental conflicts. If this starts to interfere with therapy, the Program Coordinator may stop involvement until the adult issues are resolved.
- Written reports will be copied to all caregivers that we have permission to share information with.

Email communication from our staff will be sent to both parents if we have your contact information. Email from one of the parents will be answered to that parent only.

Your EIP Team

Please keep a list of your team members and their contact information. You can use the chart on the back of this handbook. We try to keep your team members the same, but this is not always possible. If there are changes to where you live or where your child goes to preschool or daycare, this may change your team members. We will let you know of any changes.

WHAT HAPPENS WHEN MY CHILD GOES TO SCHOOL?

In the year before your child is old enough to go to Kindergarten, your team will be available to help you with this transition. With your permission, your child's school team will get final assessments and reports to prepare for your child's learning style and needs. Children are discharged when they are old enough to go to Kindergarten (the Sept of the year the child turns 5)



My EIP Team

NAME	JOB	PHONE	E-MAIL

CONTACTUS

Queen Alexandra Centre for Children's Health, Pearkes Building, Reception: 250-519-6947

West Shore Child Youth and Family Centre, Reception: 250-519-3490

MAIN SITES

- Pearkes Building, 3970 Haro Road, Victoria, BC, V8N 4A9
- Westshore Office, 345 Wale Road, Victoria BC, V9B 6X2

OUTREACH SITES

- Saanich Peninsula Health Unit, 102-2170 Mt. Newton Cross Road, Saanichton BC, V8M 2B2
- Pearkes Recreation Centre, 3100 Tillicum Road, Victoria BC, V9A 6T2

Do you have questions or concerns about your child's development?



Concerns about your baby's neck or head shape?

May be referred to Plagiocephaly/Torticollis Clinic

First Step

Referral by parents or others with permission
Intake: 250-519-6763 or 250-519-6967

Get Started

- Explore concerns
- Review child's development
- Determine if child needs Early Intervention Program
- Connect to your team

Early Intervention Program

Helping infants, toddlers and preschoolers with physical, neurological or developmental delays or disabilities

Frequency of Sessions

Based on child and family goals

First Visit

- Welcome
- Get to know each other
- Share information
- Discuss priorities
- Determine next steps

Sessions

Individual and/or in groups, together with parents, provided at home, at our centers, in community or virtually

You May See

- Infant Development Consultant
- Occupational Therapist
- Physiotherapist
- Rehabilitation Assistant
- Social Worker
- Speech Language Pathologist

*There may be a wait for some services

We Offer

- Assessment to determine child's strengths and needs
- Evidence informed and goal focused therapy
- Recommendations, resources, information and equipment
- Family support

Our Family Tree

Monitoring of Child's Development

Referrals and Connection to Clinics and Community

we focus on..

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go ahead, dream big