

DOGWOOD PLACE

Child and Youth Development Centre

FASD Key Worker Program



Welcome to the FASD Key Worker
Parent Support Program

Fetal Alcohol Spectrum Disorder (FASD) Key Worker Program

Located at

Dogwood Place Child & Youth Development Centre
301 Dogwood St, Campbell River
Campbell River, B.C. V9W 2Y1
Ph: 250-286-0955 Fax: 250-287-2676

Email: jenny.mcleod@cradacl.bc.ca

Regular office hours: 9:00a.m. - 4p.m.
(Monday to Friday)

Our Mission

Dogwood Place Child & Youth Development Centre Programs are committed to working in partnership with families and recognizes the family and supporting environment as the most valuable resource in a child's life.

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WHAT THE FASD KEY WORKER DOES



The FASD Key Worker can provide supports including:

- Assist family members, caregivers, educators and service providers to better understand the child's strengths and challenges and identify ways to adapt the child's environment in response to these needs.
- Provide information about services and supports (education, social services, financial resources, recreation, transportation, health, etc.) and how to access them.
- Support families through the FASD assessment processes, and assist with implementing recommendations from the assessment.
- Provide confidential emotional and practical supports to parents and caregivers.
- Support parents as they advocate for their child's needs; attend meetings at schools, medical appointments or other services.
- Organize parent to parent supports.
- Provide planning and supports to youth as they transition to adulthood.
- Provide FASD trainings, awareness and resources.
- Confidential consultations (can be by phone) for those who are concerned a child may have been exposed to alcohol during pregnancy.



WHO THE FASD KEY WORKER SUPPORTS

The FASD Key Worker services are available to all families with children between the ages of 0 and 19 who have a diagnosis of FASD, are suspected of having FASD, or have a similar Complex Behavioural Disorder.

CAMPBELL RIVER REGION SERVICE DELIVERY AREA

The Key Worker Program in this region includes the communities of Campbell River (south to Oyster River) Sayward, Gold River, Tahsis, Quadra and Cortes Islands which include the First Nations traditional territories of Cape Mudge, Klahoose, WeiWai Kum, Wei Wai Kai, Mowachaht/Muchalaht and the Homalco First Nations. The FASD Key Worker Programs are in most areas through-out the province of BC. We will help you to connect with other FASD Key Worker's if you move to a new community

WHERE IS THE FASD KEY WORKER LOCATED?



Dogwood Place Child & Youth Development Centre is located on the traditional territories of the Laich-kwil-tach people. The street address is 301 Dogwood (next to the curling rink) upstairs in room 204. The program has an open door policy so parents are welcome to call or stop by anytime. If your worker is unavailable you can leave a message.

WHO ARE FASD KEY WORKERS

FASD Key Workers have a degree in social work or a related health field. They also have specialized training in the area of FASD and experience working with people with FASD. FASD Key Workers are sensitive to the unique issues facing families of children with FASD. They receive ongoing training regarding best practices and supports for children and youth with FASD and their parents.



THE FASD KEY WORKER PHILOSOPHY

Family-Centered Approach

The FASD Key Worker believes that the family knows their children best and they are the most important factors in their children's lives. The FASD Key Worker respects and supports decisions parents make and works in partnership with families, honoring families' knowledge, culture, and beliefs.

Relationship with Aboriginal Families & Community's

The FASD Key Worker program supports both aboriginal and non-aboriginal families. The Key Worker welcomes your family to request that your cultural heritage be considered in planning. The Key Worker believes that your personal/cultural supports are important and welcomes you to invite your support person/s to any or all meetings with the Key Worker.

Strength Based Approach

Every person affected by FASD is unique and has his or her own strengths. When we focus on these strengths we open up the path for children and youth to reach their potential.

Brain Based Physical Disability

When we understand how FASD affects the brain and influences behaviour, we can find strategies and create environments that best support children and youth who are impacted by FASD.

Diversity

The FASD Key Worker program respects the range of diversity in communities and supports appropriate practices for families within their cultural context.

The Rights of Children

We will advocate for the rights of children and families and support the development of a child and family friendly community which is respectful and welcoming to all.

Circle of Support

Positive relationships are the cornerstone to opening up the path for children and youth to reach their potential. The Key Worker program focuses on helping the family build a network that would build the capacity of the child.

REFERRAL

Referral to the Key Worker Program can be made by any parent or guardian who knows or suspects that their child has been affected by prenatal exposure to alcohol or has a similar brain-based condition (CDBC). Usually referrals are made by phone directly to the Key Worker. Community service providers may also refer to the Key Worker program with the family's knowledge and permission. Your participation in the Key Worker program is voluntary. When the referral is made the FASD Key Worker will inform the family and referral source of the families' acceptance to the program.

CONSENT

You will be asked to sign written consent for service form for Dogwood Place Child & Youth Development Centre. Also, you may provide specific written consent to collect or share information (if necessary) about your child which might help the Key Worker to provide the best possible service to your child and family. The Key Worker will not communicate with anyone about your child and family without your consent. Consents must be reviewed and renewed annually.

SERVICE HOURS

The Key Worker regular office hours are Monday to Friday 9:00am to 4pm. Your Key Worker will try to best accommodate your needs and schedule when planning meetings and other service. If you are unable to attend a scheduled appointment or meeting, please let your Key Worker know as soon as possible. If your Key Worker must cancel an appointment you will be notified at the soonest opportunity. We will try to reschedule as soon as possible.

GOALS

At the onset of service and regularly after that, family chosen goals will be established and refined to direct the services of the Key Worker program for each family. The goals will be recorded and upon request will help to develop an individualized service plan for each family.

WHAT TO EXPECT FROM THE PROGRAM?

Orientation

When a referral is made to the Key Worker Program, the Key Worker will connect with the parent(s) or guardian, to complete intake information about the child, describe the Key Worker services and discuss the thoughts and goals you have for your family. Orientation includes describing the Key Worker Program and providing information (such as this handbook) about the program and the sponsor agency.



Frequency of Supports

You can decide how often you would like supports from your Key Worker. You can request to see your Key Worker weekly, monthly or anytime something comes up that you would like to discuss. Your Key Worker understands that your life is busy therefore, is also available for supports by phone and email. It is recommended that you keep in touch with your keyworker to ensure that they are aware of the current needs of your child and family.

Family and Home Visits

You have a choice of where and when you would like to meet your worker. We can meet at your home, at our office, or in a coffee shop. Family visits help the Key Worker gather valuable information about your child's development, interests, strengths and unique characteristics. They give you an opportunity to ask questions, prepare for upcoming meetings and sign required documents.





Resources and Lending Library

The FASD Key Worker has a variety of books, videos on FASD and related topics available for you. Some resources are yours to keep and others belong in the lending library for others to share. We also carry some specialized equipment helpful to children and youth with FASD.

We are always working on keeping the library current and relevant so please let us know if there is something you would like to have available to you and we will do our best to get it.

Education and Workshops

The Key Worker provides FASD education to Campbell River and surrounding communities. We strongly encourage parents, family, friends and professionals to participate in workshops to assist everyone involved in your child's life to understand them better.



Family Email Distribution List

By your request, the FASD Key Worker can place you on a confidential email list designed specifically for families of children with FASD. The Key Worker sends out information on services, funding, trainings, local events or other notices that may be helpful to your family. Your information is protected and you may request to be removed from the list at any time.



There is also a general 'FASD News' email distribution list that many community service providers find helpful. If you have a community support person for your child that is interested in

learning more about FASD they can send your Key Worker an email requesting to be put on the list.

Facebook

The Key Worker has an open Facebook profile (Jenny McLeod Fasd Keyworker) that you can view or 'friend' at any time. There is also a family's only 'secret' Facebook group for parent to parent supports. If you wish to be added to the group or for more information please ask your FASD Key Worker.



WHAT ABOUT...

FEES

The Ministry of Children & Family Development provides funding for the FASD Key Worker Program. There are no fees for our services however they may be registration fees for some of the workshops organized or recommended by the FASD Key Worker.

MY CHILD'S RECORDS

All records and personal information including meeting notes are kept confidential. An individual file with your child's name is kept with all reports and information you give us.



Your child's file is available to you upon your request. The files are stored in locked cabinet in the FASD Key Worker's office.

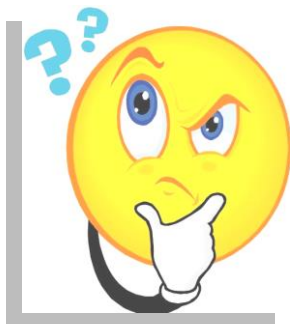
When you leave the FASD Key Worker program your child's file will be archived and is still available to you if you wish.

WAITLIST

If demands for service exceed the ability of the Key Worker Program to provide service, a waitlist may be developed. The program will do its best to be fair and equitable in the delivery of service to all families.

QUESTIONS AND CONCERNS

If you have any questions or concerns about our programs, staff or agency, please feel free to ask the staff person you are comfortable with or the Executive Director.



FREQUENTLY ASKED QUESTIONS



Q. Does the FASD Key Worker work with my child?

A. No, the FASD Key Worker is a parent support person who is available to support parents and help them find appropriate supports for their child. If requested by the parent and approved by the school, the FASD Key Worker can provide classroom observations to help you and the school determine helpful strategies for your child.

Q. Will the FASD Key Worker help my teenager learn about FASD?

A. Yes, provided that the youth is interested in learning about FASD and has requested to talk to the FASD Key Worker. The Key Worker will meet with them (as often as the youth would like) answer any questions they have and provide them with strategies for success.

Q. How would your services benefit my child?

A. One of the most effective ways to support a child with FASD is for everyone in their life to really understand their ability level. Because children with FASD often look the same as everyone else, teachers, family and service providers often think your child can do more than they can. The expectations of others become increasingly difficult for your child to meet. When children are unable to meet these expectations they experience feelings of failure which impact their behaviour.

The FASD Key Worker can help by providing information and education to you and the people in your child's life to improve how everyone interacts with them.

*Everyone is a genius,
but if you judge a fish by
its ability to climb a
tree, it will live its whole
life believing that it is
stupid.*

~Albert Einstein

PARENT/GUARDIAN RIGHTS AND RESPONSIBILITIES

During orientation your keyworker will review the following parent rights and responsibilities information with you and you will be asked to sign a copy to be placed in your child's files.

Families and children using the Key Worker Program have the right to:

You have the right:

- ✓ To express your views and to be treated with respect by staff
- ✓ To be respected for your cultural heritage and request that your cultural heritage be considered in planning.
- ✓ To make a complaint if you are not satisfied with the service.
- ✓ To complete a Satisfaction Survey of our services.

Your responsibilities:

- ✓ Treat yourself and others with respect.
- ✓ To let staff know of changes pertinent to the delivery of service.

Your participation in our programs can finish when:

- ✓ You no longer want to come.
- ✓ Your child no longer meets the criteria.

Privacy:

- ✓ You have the right to know what information about you and your child is collected, held on file and that your child's privacy will be protected.
- ✓ Your identity will be kept anonymous for any research or statistical purposes.

File Access:

- ✓ You have the right to see your child's file. You can ask to do this by talking to Dogwood Place staff.

BOARD OF DIRECTORS

The FASD Key Worker Program is administered by the Campbell River and District Association for Community Living, a non-profit, charitable society. The Board of Directors is a volunteer group of parents, professionals and individuals from the community. The Board makes decisions about the governance and direction of the society, program planning, policies, and allocation of funds for service delivery within the agency. Participation by parents on the Board of Directors is welcomed. Please talk to program staff if you are interested.

CARF

As an agency receiving government funding from MCFD, we participate in an accreditation process to help ensure that our agency, services and program design and delivery meets the best practices possible. The accrediting body for our agency is CARF, the Commission on Accreditation of Rehabilitation Facilities. Accreditation is granted for up to three years and is dependent on a number of standards being met throughout the organization. CRADACL was first accredited by CARF in the spring of 2006 and the FASD Key Worker Program was included in the accreditation survey of 2009.



CONFIDENTIALITY AND FREEDOM OF INFORMATION

The BC Freedom of Information and Privacy Act, 2004, provides legal guidelines regarding collecting, storing and releasing personal information. The law guarantees that you may see any information about you gathered by a service provider and that your information will be protected from the knowledge of others without your consent. CRADACL operates under detailed privacy and confidentiality guidelines at all times.

CUSTODY ISSUES AND CONCERNS

Please alert your Key Worker about any custody or guardianship information which is relevant to the service delivery provided for your child and family. If certain action is required according to a court decision, a copy of the relevant court document must be on file with the agency.

EMERGENCY PROCEDURES

All programs within CRADACL follow proper guidelines, policies and procedures for health, safety and emergency procedures. Staff is trained in current First Aid and our facilities have first aid and disaster equipment and plans.

CODE OF ETHICS

All of our staff and volunteers at CRADACL follow a Code of Ethics. This means that you can expect to be treated with Respect, Dignity, Courtesy, and Fairness and that our stated policies and expectations will be followed. If at any time you think that someone is behaving in an unethical way, please speak with that person first, and then their supervisor and/or the Executive Director if necessary. The CRADACL Code of Ethics is available for you to review at any time.

ENDING SERVICE

Key Worker services end when the youth turns 19 or when the family no longer requires services. A file may be closed if parents have not engaged with FASD Key Worker in one calendar year or if the FASD Key worker is unable to contact the family. The family may contact the Key Worker and reopen their file at any time.

If you have any questions or concerns not addressed by this booklet, please ask the Key Worker. We hope you have a positive and helpful relationship with the Key Worker Program and look forward to being part of your journey.



COMPLAINT RESOLUTION PROCEDURE

If you have a complaint arising from the services offered by the Key Worker Program please take the following steps:



1. Discuss it with the person involved. It may be helpful to offer your comments in writing. If you are unable to resolve your concern(s)
2. Discuss it with the supervisor of the Key Worker Program, the Executive Director of CRADACL (the CRADACL office is situated at 1153 Greenwood Street; 250-286-0391). It would be best to offer your concerns in writing and request a meeting to discuss the issue. You may get a copy of the CRADACL complaint form from the reception desk at Dogwood Place Child and youth Development Centre.
3. If the Executive Director is unable to resolve the issue, the next step is to communicate with the Board of Directors of CRADACL. Take your written complaint to the CRADACL office to be placed in the CRADACL Board's mailbox. You may seal your complaint and it will remain sealed until it is opened by a CRADACL board member.
4. If the Board of Directors of the Association is not able to resolve the issue, it will be forwarded to the appropriate authority.
5. Your right to access appropriate service will not be infringed by bringing forward a complaint.
6. At any stage in the complaint or appeal process, the client should expect a prompt written response:
 - Not more than seven working days from lodging the initial complaint
 - Not more than ten working days from the Executive Director receiving notice of an appeal

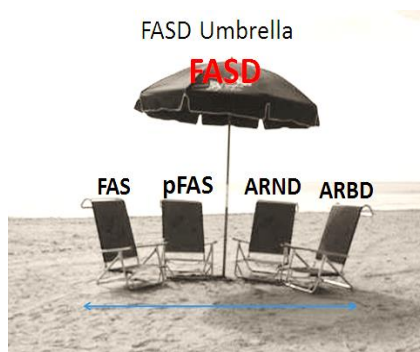


GLOSSARY OF ACRONYMS & TERMS

CRADA Campbell River & District Association for Community Living

CYSN Child and Youth with Special Needs (a program run through MCFD)

FASD Fetal Alcohol Spectrum Disorder, An 'umbrella term' used to describe the range of effects that can be caused by prenatal alcohol consumption



FASD Diagnostic Terms

- **FAS** Fetal Alcohol Syndrome.
- **PFAS** Partial Fetal Alcohol Syndrome (previously known as FAE).
- **ARND** Alcohol Related Neurodevelopmental Disorder.
- **ARBD** Alcohol Related Birth Defects

Fine Motor fine motor skills generally refer to the small movements of the hands wrists, fingers feet and toes.

Gross Motor Gross motor skills are the abilities required in order to control the large muscles of the body for walking, running sitting, and other activities.

IEP Individual Education Plan

MCFD Ministry of Children and Family Development

PWD Persons with Disability, A financial support program for adults with Disabilities

VICAN Vancouver Island Children Assessment Network (the only service on Vancouver Island that provides official FASD assessment and diagnosis for children).

Family Resources

BC Nurse Line	1-866-866-0800
Crises Line (Vancouver Island)	1-888-494-3888
Crises line - texting (6-10 pm)	250-800-3806
Crises Chat on-line (6pm-10pm)	http://www.vicrisis.ca
Crises Line (callers experiencing suicidal thoughts)	1-800-784-2433 (1800SUICIDE)
Family Services	250-287-2421
FASD Key Worker	250-286-0955 x224
Food Bank	250-286-3226
Help Line for Children	250-310-1234
Help line for Children (to report abuse or neglect)	250-310-1234
Hospital	250-850-2141
John Howard Society	250-286-0611
KDC Health	250-286-9766
Laichwiltach Family Life Society	250-286-3430
Mental Health and Addiction Services	250-850-5800
<u>Ministry of Children and Family Development</u> Child and youth Mental Health	250-830-6500
Infant and Children's Services &	250-286-7542
Child and Youth with Special Needs	250-286-7542
After Hours Hotline	1-800-663-9122
Ministry of Social Development(income assistance)	
Native Youth Crises Hotline	1-877-209-1266
North Island Transition Society	250-287-7384
Olive Branch-Postpartum Support	250-850-2110
Public Health	250-850-2110
Sasamans Society	250-914-2212
<u>School District #72</u> Board Office	250-830-2300
Education Centre	250-830-2312
Robron Centre (& behaviour resource team)	250-286-4400
Supported Child Development	250-287-0955
Vancouver Island Children's Assessment Network (VICAN)	250-519-5390
Women's Centre	250-287-3044
Youth Clinic (Public Health)	(250) 850-2110

For a complete description of Campbell River community supports please visit the following website

<http://campbellriver.fetchbc.ca/>



FASD WEBSITES

This is a selection of websites that offer resources, free downloads, videos etc., to support your continued learning

www.fasdoutreach.ca

Ministry of Education- Provincial Outreach Program for FASD (POP FASD), features lots of resources and e-learning modules (for teachers and families).

http://www.acbr.com/fas/strategies_not_solutions.pdf

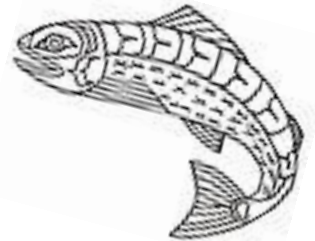
Download free copy of “FASD Strategies not Solutions” booklet.

<http://www.ofifc.org/sites/default/files/docs/FASD%20Toolkit%20-%202008-01.pdf>

Download free copy of “FASD Toolkit for Aboriginal Families”

<http://lcfasd.com/tips-for-caregivers-of-children-with-fasd/>

Download free “Tips” for caregivers with children with FASD.



www.fasd-cmc.alberta.ca

View FASD learning sessions. Go to *Education & Training* then to *FASD Learning Series*.

<http://view.earthchannel.com/PlayerController.aspx?PGD=anchsch&eID=161>

A series of short video clips for teachers outlining key factors in supporting kids in the classroom.

www.nofas.org

The Circle of Hope provides mentorship to “new” moms that may be struggling with their addiction or the grief of having consumed alcohol while pregnant. Members are connected to other members that have similar stories, or possibly that live in the same geographic area.

Last updated January, 2016

