#120-1835 GORDON DRIVE
KELOWNA, BC
V1Y3H5

Tel. 778-760-1445
Toll Free. 1-844-944-1445
email. fcc@kelownafcc.com

PROGRAM HANDBOOK

The Central Okanagan Family Connection Centre offers a needs-based assessment with services that support the developmental goals of kids and families with support needs.

We provide support, prevention, intervention, and treatment services, for children and youth with diverse needs and their families in the Central Okanagan.

arc programs | Family Connection Centre

Monday	Tuesday - Thursday	Friday	Saturday
830am - 430pm	800am - 800pm	830am - 430pm	830am - 400pm

Who is arc programs?

What we do

arc programs is a multi-service community agency, serving program participants in their homes, schools and communities

Our Commitment to Quality

the Commission on Accreditation of Rehabilitation Facilities (CARF) recognizes arc programs' industry-leading accreditation record

Our experience

arc programs has provided high-quality services since 1989

Where we serve

arc programs is based in Kelowna and we operate in the communities of the central and south Okanagan and Kootenay regions

Who we serve

arc programs serves children, youth, families and individuals

arc programs is guided by our mission to provide excellent support, intervention, treatment, and rehabilitative services, to youth and their families in the Central and South Okanagan and Kootenays. arc programs provides a continuum of specialized care and community-based intervention, support, and treatment programs for youth in the communities of the Interior Region of BC.

arc programs | Family Connection Centre

OUR VISION OF SERVICE



Our Services...

...promote independence for all participants

...are delivered in places that are accessible for the person and their family

...take an inclusive approach

...are based on the cultural and family values that are important to the person

...improve the quality of life for individuals and their circles of support

...support meaningful community relationships

...are relevant to the needs of the person and their family

...focus on the person's strengths

...promote social inclusion as a key to developmental growth

...use methods that are proven to be effective

...result in a high quality of care

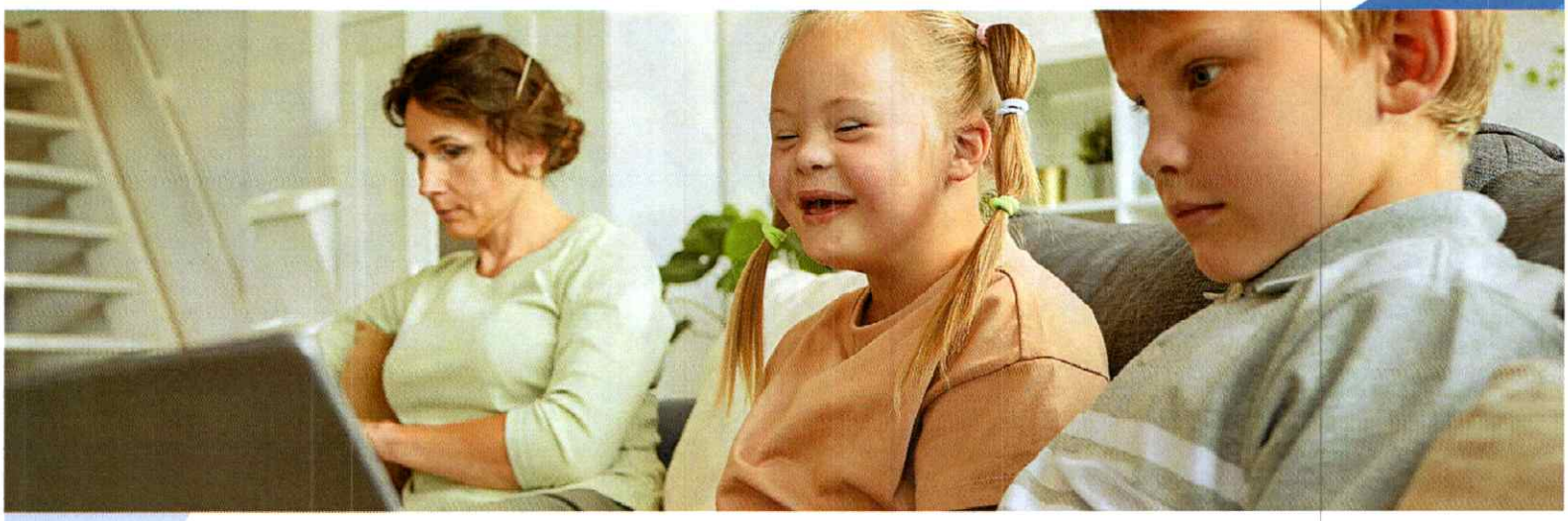
...foster effective partnerships

...reflect community needs

A place to find connection and support through your child's developmental journey

@kelownafcc fcc@kelownafcc.com www.kelownafcc.com

GETTING CONNECTED



How to Refer

Walk-in

Call us

Self-refer using the referral form on our website

Ask someone you know or any one of our staff to help you complete a referral form

What Happens Next

Intake & Care coordinators are the individuals at the FCC who are responsible for coordinating your services. They are your go-to people

Meet with an Intake & Care Coordinator who will provide you with an orientation to how our services work and to the range of programs and services we offer

Complete an initial assessment to help determine whether you qualify for Provincial or Disability Services with MCFD, and/or FCC Developmental or Goal-Focused service streams

Complete a comprehensive assessment with you and your child or youth to help develop an individualized plan based on their specific strengths, needs abilities and references, and to determine the frequency, intensity and likely length of your involvement with the FCC

A place to find connection and support through your child's developmental journey

@kelownafcc fcc@kelownafcc.com www.kelownafcc.com

SERVICE STREAMS



Developmental Stream

Developmental Generalists provide low-intensity services that focus on connecting, consulting and education. Specific services include:

Parenting support from a Developmental Generalist who can provide education and support to families.

Helping for families to navigate community resources including supports outside of the FCC.

Support to navigate community resources across the Central Okanagan

Access to parent workshops or parent groups – these workshops are responsive. (Based on parent feedback and need – eg. Workshop on developmentally appropriate redirection strategies for parents)

Functional assessments to determine eligibility for disability services.

Developmental Services **do not** provide group-based services for children and Youth.

A place to find connection and support through your child's developmental journey

SERVICE STREAMS



Goal-Focused Stream

Goal-Focused services are more intensive than Developmental services, and may include one or more of the following support options:

Intake and Care Coordinators
(To help navigate services)

Family Support Workers
(To provide counselling, tools and strategies, attachment and relationship building etc.)

Behavior Support
(Behavior Consultants/ Behavior Specialists & Behavior Interventionists)

Developmental Stream
(Developmental Generalists & Child Youth Care Counselors)

Group and individual services

Recreational, Life, & Social Skill groups

Our partner agencies provide a full range of clinical, therapeutic services including:

- Speech Language Pathologist services
- Occupational Therapist services
- Physiotherapist services

A place to find connection and support through your child's developmental journey

@kelownafcc fcc@kelownafcc.com www.kelownafcc.com

OUR SERVICES



Intake & Care Coordinators

Children and families begin their journey at the FCC by meeting with an Intake Care Coordinator. Intake Care Coordinators:

Streamline the service experience of the child and family

Get to know the family and to complete a needs-based assessment accordingly

Provide guidance regarding child and youth development

Co-develop an individualized support plan with the person served, their circle of support and relevant service providers to address their needs and priorities

Facilitate linkages to MCFD Disability and/or Provincial Services when indicated by functional assessments

Facilitate and coordinate referrals to other relevant services within the Central Okanagan service delivery area as indicated by the individualized support plan

A place to find connection and support through your child's developmental journey

@kelownafcc fcc@kelownafcc.com www.kelownafcc.com

OUR SERVICES



Developmental Services

Provide support for families concerned about developmental delays.

Help families navigate a new developmental diagnosis.

Support families in understanding developmental milestones in playing, learning, speaking, behaving, and moving.

Provide education, strategies, and resources to families to improve child development.

Use families' needs and strengths to build support plans.

Provide support navigating appropriate nutrition, feeding, and eating disorders.

Child and youth care counsellors help children and youth with daily living needs including:

- social skills,
- school,
- employment,
- domestic skills,
- community/leisure/recreational engagement,
- mental health, and
- sexual health.

A place to find connection and support through your child's developmental journey

@kelownafcc fcc@kelownafcc.com www.kelownafcc.com

OUR SERVICES



Behaviour Services

Supports families to reduce and replace concerning behaviours with positive functional alternatives

Develop new skills such as communication, cognitive, social, and daily living, through the use of behavioural teaching strategies.

Complete behavioural assessment to determine the intention behind concerning behaviours and the need for skill development.

Develop a Positive Behaviour Support Plan (PBSP) based on assessment and monitor and refine the plan over time.

Consultation and caregiver coaching to empower caregivers to support their child's behaviour and learning.

Support from Behaviour Consultants, Specialists, and Interventionists to implement strategies in the PBSP.

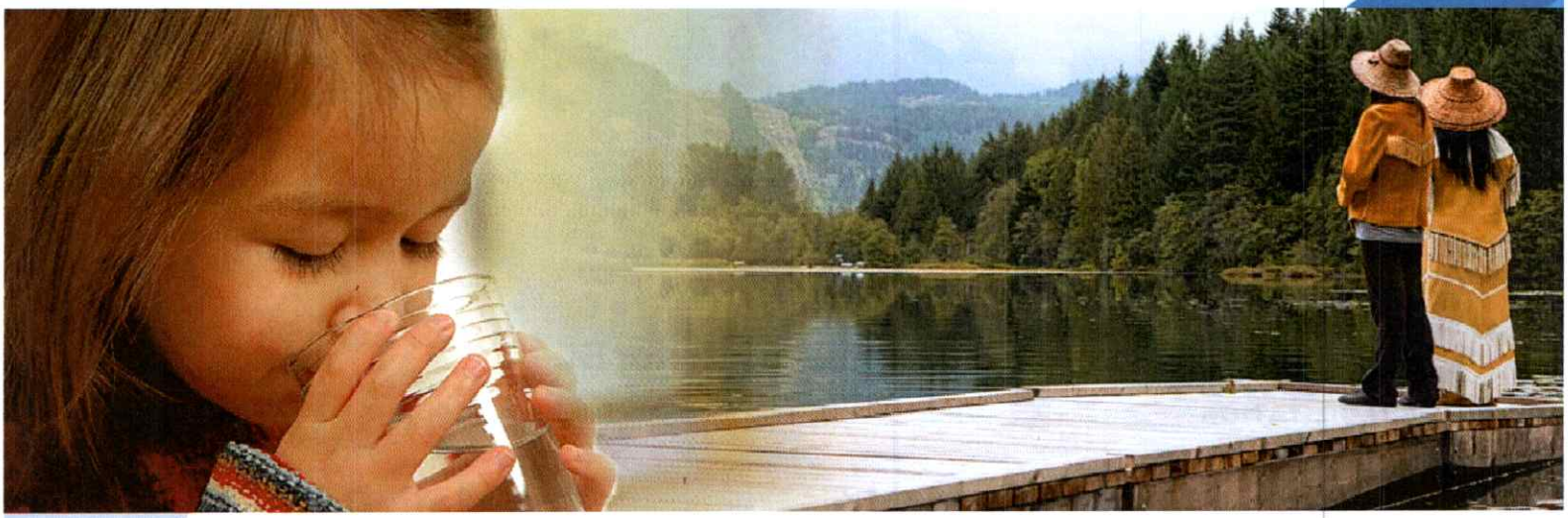
Provide caregiver education workshops, responsive group services and community support.

Increase the child and family's quality of life across a variety of settings, activities, and domains.

A place to find connection and support through your child's developmental journey

@kelownafcc fcc@kelownafcc.com www.kelownafcc.com

OUR SERVICES



Family Support Services

Build trust and relational safety as a pathway to accessing additional services and achieving family goals

Identify barriers to quality of life and develop client-led strategies

Strengthen and expand the family's circle of support

Provide practical help – food security, housing advocacy, assisting with applications and referrals

Facilitate groups such as caregiver support, sibling support, parent and child play-based groups

Restore and support healthy family connections

Serve as a supportive resource for families navigating diagnosis and services

Support key life transitions to promote participation across a range of community environments

A place to find connection and support through your child's developmental journey

@kelownafcc fcc@kelownafcc.com www.kelownafcc.com

OUR PARTNERS IN SERVICE

INNOVATIVE OPTIONS CONSULTING & SERVICES

City of Kelowna

bgc Okanagan

MERIDIAN REHABILITATION

YMCA of Southern Interior BC
Formerly YMCA of Okanagan

Kids PHYSIO GROUP

Recreational Life and Social Skills Groups

arc programs provides a community recreation and social skills group that uses peer modelling to help children and youth learn skills as they enjoy fun activities. They also provide individual and paired services to work on specific goals

bgc Okanagan provides a peer-to-peer recreational program with a focus on community engagement and social interaction. Groups are hosted at multiple locations across the Central Okanagan

The city of Kelowna delivers specialized CYSN activity-based recreation programming based on their calendar of events

Options provides small, short-duration group activities for children and youth who need extra supervision and support with recreation and learning social emotional skills

The YMCA delivers programming for life and employment related skills

Specialized Therapeutic Services

Kids Physio Group provides physiotherapy services to increase the capacity and functional ability of referred individuals across a range of motor-related areas

Meridian Rehabilitation provides Occupational Therapy services specializing in developing a broad range of functional skills needed to participate fully in daily life

Meridian Rehabilitation provides speech and language pathology services to support and develop various communication and feeding skills and abilities

A place to find connection and support through your child's developmental journey

@kelownafcc fcc@kelownafcc.com www.kelownafcc.com

RIGHTS AND RESPONSIBILITIES



You Have the Right...

...to receive high quality, courteous and respectful service

...to be heard and to be taken seriously

...to participate actively in a planning process individualized to suit your strengths, needs abilities and preferences

...to have any questions about your rights and responsibilities addressed promptly and respectfully

...to expect that your concerns or complaints will be treated professionally and responded to promptly

...to end your involvement with us at any time

You are Responsible...

...for choosing what you wish to share

...for treating others with courtesy and respect

...for helping us keep a safe and healthy working environment

...for choosing how involved you want to be in your service

...for letting us know if you will miss an appointment

...for reporting concerns or complaints respectfully

A place to find connection and support through your child's developmental journey

@kelownafcc fcc@kelownafcc.com www.kelownafcc.com

EXPECTATIONS



What not to do

Any space we work in, whether it be our centre, the community or your home, is considered our place of work. So any time we are working with you or with your child or youth please observe the following rules:

No drugs and/or alcohol, including cigarettes and vapes

No paraphernalia used for drugs and/or alcohol

No aggressive or violent behaviour, including screaming, yelling, hitting, throwing items

No items that may be considered a weapon

No clothing that glorifies drugs, alcohol or violence.

If someone does not meet the above expectations, they may be restricted from participating in service until the issue is resolved with a supervisor.

What to Do

Here are some ways to help us create a safe and welcoming work space:

Let us know if you are going to miss a session. Our time is just as precious as yours

Let us know if you're feeling upset. Everybody has bad days, and we'd prefer to know what's bothering you so we can help you work through it safely

Dress appropriately for your session. Even your home becomes a public space when you invite us in

Leave any paraphernalia you may use at home. If we are having a session in your home, please keep it out of sight. It may be important to you, but it doesn't belong in session

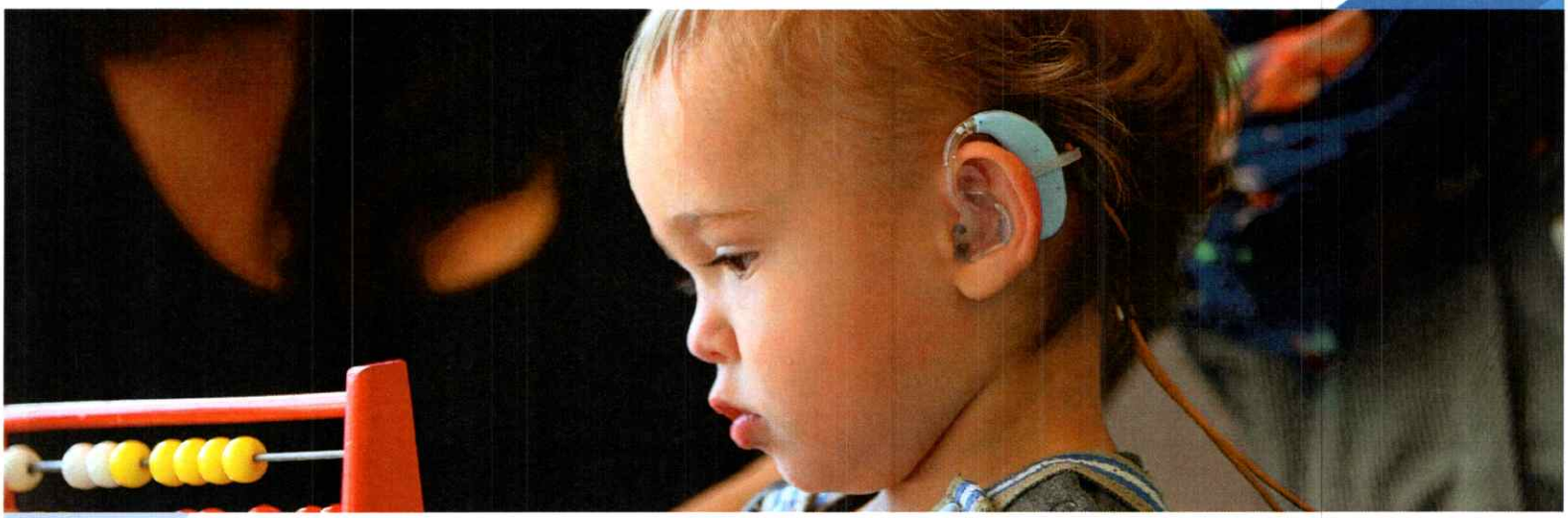
Let us know if you are feeling under the weather. We'll be happy to reschedule or set up a video conference instead

if you are having difficulty meeting any of these expectations, we will do our best to support you to access other services to meet your needs

A place to find connection and support through your child's developmental journey

@kelownafcc fcc@kelownafcc.com www.kelownafcc.com

CONFIDENTIALITY



Limits

Even though we work hard to keep your information private, there may be times when we are unable to maintain confidentiality:

If we receive any disclosure that we are required by law to report

---

If we have knowledge of any person who is deemed to be at risk of harm

---

If we receive a subpoena or court order requiring us to disclose information

---

If reporting, to our knowledge, is in the *"Best Interests of the Child."*

If we learn of a disease reportable by health laws

If we *need* to share information you've shared with us, we will do our best to let you know what we will share and the reasons why we need to share it

Risks

In some circumstances, the information we share with one another may be at risk of becoming public. So...

...we will only use email and text messaging to communicate basic information like scheduling an in-person session, a phone call or a videoconference

---

...we do not use social media to connect with you and we will not accept invitations to connect using social media

---

...we will use only secure videoconferencing applications in places where we can ensure your privacy

A place to find connection and support through your child's developmental journey

@kelownafcc fcc@kelownafcc.com www.kelownafcc.com

IMPORTANT THINGS TO KNOW



Code of Ethics

arc programs uses a code of ethics to guide our decision-making. Our Ethical Code generally reflects the associations of our program staff's professional disciplines. Please feel free to ask for a copy

Cost

The FCC contracts with the Ministry of Children and Family Development to provide a broad range of social, developmental and rehabilitative services for children, youth and families with support needs at no cost

Staff Qualifications

Our staff meet industry-standard qualifications for their respective service roles. Feel free to ask your counsellor about their qualifications

Transportation

We need your permission to transport children and youth for appointments, counselling, recreational or other activities

Recreational Activities

We strive to create opportunities to grow and develop through a range of recreational activities. However, we need your permission for your child or youth to participate in any activities where there may be a risk of injury

Feedback

Please help us improve our services by completing a feedback survey. Please ask our staff about when and how to give us formal feedback

A place to find connection and support through your child's developmental journey

@kelownafcc fcc@kelownafcc.com www.kelownafcc.com

HOW TO VOICE A CONCERN



Our Complaint & Appeal Process

You have the right to share concerns about your experience at the FCC

If you don't know how to voice your concern, any of our FCC staff will help you to do so

---

Start by voicing your concerns to the following individuals, in the following order:

1. The person you're concerned about

2. Your primary FCC staff person, or any FCC staff member if your primary staff person is the one you've got a concern with

3. An FCC Practice Lead

If we were unable to resolve your concern, you can contact:

1. Our agency director

2. Your social worker

3. The MCFD Complaints Department (1-877-387-7027)

4. The Office for Children and Youth (1-800-476-3933)

5. The Ombudsperson (1-800-567-3247)

Alternately, you can voice a concern by submitting a complaint form, which is located on the next page of this handbook. If you wish to voice a concern using our form, please fill it out and hand it to any of our FCC staff.

A place to find connection and support through your child's developmental journey

HOW TO VOICE A CONCERN



Our Complaint & Appeal Form

Your Information

Your Name _____

Program _____

Service Site _____

Date of Concern _____

Date of Concern _____

Details of your concern

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

A place to find connection and support through your child's developmental journey