

# GUIDE TO SERVICES

A bit about us and our services.

This guide will help ensure our work together is productive and helpful.

## Children's Services



# About Sea to Sky Community Services

We help children, youth, adults and families, building people's skills, abilities, confidence, self-worth and mental health. We look forward to helping you.

## A wide range of programs

Sea to Sky Community Services, established in 1978, is the largest charity in the Sea to Sky Corridor. We run about 40 programs in the areas of:

- Early child development
- Childcare
- Parenting and family support
- Youth services
- Community Living
- Outreach
- Counselling
- Housing

We help thousands of people each year.

## Multiple locations

We run programs from Britannia Beach to D'Arcy and the Southern Stl'atl'imx communities. Our programs run in 15 different sites through the Corridor. Our main administrative office is in Squamish.

## Caring professionals

Our programs are staffed by people who are trained and qualified to offer care. We have about 180 staff working throughout the Corridor – full time, part time and on a casual basis. We make sure that there is an adequate number of trained and qualified staff for each program. We consider individual choices, preferences, needs and plans as well as any relevant risk factors when selecting staff.

Our professionalism is reflected in our external accreditation by CARF. CARF is an organization that recognizes certain programs run by health and social service providers as having met international standards for quality of service. We received accreditation for many of our programs because they meet standards focused on satisfying the people we serve and because we run the organization in an effective, cost-effective, accountable way focused on meeting clear outcomes.

## Our Vision

SSCS is a valued social service provider for individuals and families living in BC's Sea to Sky Corridor. We create healthy, connected and diverse communities where everyone has the opportunity to grow, develop and lead meaningful lives.

## **Our Mission**

With compassion, respect and care, SSCS provides high quality programs throughout our region to enhance the lives of residents at every age and stage of life. To do this, we offer affordable housing for low to moderate income earners, early childhood care and education, social supports and mental health services.

## **Our Values:**

- Compassion – We are motivated to help others openly, without judgement and free from barriers
- Collaboration – We work creatively and collaboratively with our government partners and stakeholders to enhance people's lives
- Respect – We believe in a shared responsibility to treat others with dignity and respect, every day and every way possible
- Inclusive – We welcome people of all ages, abilities, colours, genders, orientations, religions and beliefs
- Accountability – We are reliable, open to feedback and honour our commitments to funders, clients and each other
- Professionalism – We act with integrity, taking pride in high ethical standards in the delivery of quality programs and services

## **Find out more online**

[www.sscs.ca](http://www.sscs.ca)

[www.facebook.com/sea.to.sky.community.services](https://www.facebook.com/sea.to.sky.community.services)

# **Expectations**

As in any relationship we both have rights and responsibilities. We expect certain things from you, and from all our program participants.

## **We expect you to:**

- Respect the rights of other people
- Respect program expectations
- Help create your support plan
- Work towards your program goals
- Accept responsibility for your choices
- Let us know if you need support
- Tell us about any health and safety concerns you have
- Follow emergency procedures

## **What you can expect from us:**

### **We will welcome you**

The Sea to Sky Corridor is a diverse place. We welcome that diversity. We support, value and include all people in our programs, regardless of gender, sexual orientation, age, cultural background, language, abilities, family status, spiritual beliefs or socio-economic status.

### **We will keep you safe and comfortable**

We do all we can to make our services accessible to participants. If you have trouble getting to a program or understanding information or if you have other concerns that affect your ability to attend and participate in our programs, please let us know. We will do what we can to accommodate you.

We have a health and safety committee; committee members inspect buildings to ensure they are safe and staff members are trained to handle accidents and emergencies.

### **We will treat you with dignity and respect**

### **We will protect you from abuses, exploitation, humiliation and neglect while participating in our program**

### **We will work with you to create an individualized plan of support**

We want to be sure the support we provide is relevant and appropriate. One way we often do that is by creating individual support plans. We work with you to create the plan. The plan includes goals that you set about what you want to achieve through our program. We will work with you to update your plan regularly so that it reflects your strengths, abilities, preferences and goals.

Our staff members are very knowledgeable about other resources in the community. They will provide information and/or referrals that they think may help.

### **We will keep your best interests in mind**

### **We will keep information about you confidential**

You get to approve what information is gathered about you and who it can be shared with. There are some cases when we are required by law to reveal information without your permission; such as if you threaten to harm yourself or others or we think a child is in need of protection. In these cases, we are not required to inform you of our actions.

We store client records securely and confidentially.

### **We will respect your rights**

If you are in our program for longer than a year, we will review your rights with you every year.

# Your rights

Many rights are protected in the Canadian Charter of Rights and Freedoms. As a participant in our program, you have some specific rights.

## **The right to consent**

Your participation in our program is voluntary. You have the right to be involved in any planning or decision-making that affects you. You have the right to give, take away or change your consent to service.

## **The right to make a choice**

You have the right to make your own decisions and choices. Staff members can help you gather information in order to make the best choices for yourself. If you decide to change your mind about a choice that you made, we will support you to make a different choice that will work better for you.

Sometimes you might face choices that present a risk to your health and personal safety within the community. Staff members will help you to identify and assess these risks and look at ways to keep you safe. You decide whether to accept or reject such risks.

## **The right to access information**

You have the right to access the information that is recorded about you.

## **The right to self-advocacy**

You have the right to be able to speak for yourself and take opportunities as available to develop your self-advocacy skills or have others speak on your behalf.

## **The right to privacy**

You have the right to be alone and have your own space when appropriate.

## **Tell us if you have concerns**

If you are unhappy with the service you receive or you feel your rights have not been respected. Please come and speak with us. We will deal with conflicts and complaints in a fair manner. We will not deny you service for voicing your concerns.

If you have a concern, please first communicate your concerns – in person or in writing – to the staff person who works directly with you. If you are unhappy with how that conversation went, speak with the program manager. If you are still unhappy, ask to speak with our executive director or communicate the problem to our board of directors. As well, the Ministry of Children and Family Development, BC Housing, Ministry of Public Safety and Solicitor General Community Safety and Crime Prevention Branch and/or the District of Squamish Director of Recreation Services are available to listen to you and discuss possible solutions to their relevant programs.

# Children's Services

Overwhelming evidence points to the importance of early childhood experiences in determining health and social success throughout a person's life. Early childhood programs that nurture, protect, and educate young children affect not only the children themselves, but also their families, communities and the larger society. The social and economic benefits of quality early childhood settings reach into every segment of society.

Our early child development services provide support to families with children newborn to 19 years of age. We help a child achieve their potential and we provide resources, materials and information to enhance parenting skills and family relationships and help people to make healthier lifestyle choices.

Our staff members are trained in the different programs and often have specific certification.

Client records are kept in locked filing cabinets accessed by appropriate staff only.

Referrals are accepted from various sources: self-referral, local aboriginal bands, doctors, mental health, public health, and other professionals. No fees are charged for most programs.

The programs:

- Child Care Resource and Referral Program
- Mother Goose
- Early Years Program – SPARK, Positive Discipline Parenting and Circle of Security
- StrongStart programs
- Healthy Pregnancy Outreach Program
- Infant Development Program
- Occupational and Physical Therapy Programs
- Fetal Alcohol Spectrum Disorder and Complex Behaviour Key Worker Program
- Supported Child Development Program

## Child Care Resource and Referral (CCRR)

### What Does This Program Do?

Child Care Resource and Referral (CCRR) programs make it easier for families to find and access responsive and inclusive quality licensed and registered child care by providing information, support, resources and referral services to parents and child care providers across the province.

CCRR provides support services and consultations to all child care providers to foster quality inclusive care through services and listing in a registry of licensed and Licence-Not-Required child care providers.

### **What Activities Take Place?**

For parents, we:

- Connect you to childcare providers
- Organize playgroups – a great way to spend a morning
  - Playgroups in Squamish and Pemberton take place in local parks during the summer (rain or shine). We provide toys, equipment, snacks and activities
- Whistler Parent and Tot is offered three mornings a week, providing toys, books, activities, and a circle time
- Run a lending library with toys, resource boxes, equipment and books
- Help you access the provincial government's Child Care Subsidy

For childcare providers, we:

- Help you in your decision to register as a License Not Required Care Provider (caring for up to two children other than your own) or to go through the licensing process through Vancouver Coastal Health to become a Licensed Family Daycare
- Host monthly workshops, create newsletter and organize networking meetings

The program has been operating in the Corridor since 2001. It runs year-round. This program is funded by the Province of British Columbia and the Resort Municipality of Whistler.

### **Who Is This Program For?**

This program is for caregivers and child care providers in the Sea to Sky corridor.

## **Parent-Child Mother Goose Program**

### **What Does This Program Do?**

The program focuses on infant-parent attachment for healthy family functioning. Parents are introduced to and encouraged to participate in other community resources. This program runs several times a year.

This program has been offered since 2000.

### **What Activities Take Place?**

The program meets weekly as a group for 10 weeks using the pleasure and power of rhymes, songs and stories to promote social interaction, emotional support, parent education and role modeling for families.

### **Who Is This Program For?**

Mother Goose is a parenting program for parents with children newborn to 18 months.

## **Early Years Program**

### **What Does This Program Do?**

The Early Years Centre provides enhanced coordination and integration of existing early years programs throughout the Sea to Sky Corridor; programs that include early childhood development support services, early learning, child care services, family support services, child

mental health, public health and other programs and services designed for families with young children.

Our Early Years Program is part of a network of centres across BC that offer one-stop convenient access to information, services and referrals for families with young children. The Sea to Sky Early Years Program helps offer this service through the website: [www.seatoskykids.ca](http://www.seatoskykids.ca)

The Early Years Program offers three different parenting programs: S.P.A.R.K., Positive Discipline Parenting, and Circle of Security Parenting

### **Who Is This Program For?**

This program is for families with children under six years old in the Sea to Sky corridor.

### **What Activities Take Place?**

#### [S.P.A.R.K. Parenting Program](#)

The free parent education course that grows alongside you and your child.

**S.P.A.R.K.** (**S**upporting **P**arents **A**long the **R**oad to **K**indergarten) is for parents whose children are newborn to age 5. In S.P.A.R.K., you will learn fun strategies and activities that offer vital support to your child's early learning. You will better understand:

- How your child learns. Discover the great things you're already doing to help with your child's development and what more you could be doing.
- How your child communicates and how to respond to your child.

A 90-minute class, three times a year. Start now and stay with the program until your child starts school. A free quality book will be mailed to you every month until your child is five.

This program is funded by School District 48, the United Way and the Province of British Columbia.

#### [Positive Discipline Parenting](#)

Positive Discipline is a program developed by Dr. Jane Nelsen. It is based on the work of Alfred Adler and Rudolf Dreikurs and designed to teach young people to become responsible, respectful and resourceful members of their communities. Positive Discipline teaches important social and life skills in a manner that is deeply respectful and encouraging for both children and adults (including parents, teachers, childcare providers, youth workers, and others).

Recent research tells us that children are hardwired from birth to connect with others, and that children who feel a sense of connection to their community, family, and school are less likely to misbehave. To be successful, contributing members of their community, children must learn necessary social and life skills.

The Positive Discipline 8-week parenting program is for parents with children 2 to 6 years old and is offered twice a year; in the spring and the fall.

#### [Circle of Security Parenting](#)

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If this information isn't clear, please let us know. We want to be sure you understand what you're reading.



At times all parents feel lost or without a clue about what our child might need from us. Imagine what it might feel like if you were able to make sense of what your child was really asking from you. The Circle of Security Parenting™ program is based on decades of research about how secure parent-child relationships can be supported and strengthened.

Learning Objectives of the Program:

- Understand your child's emotional world by learning to read the emotional needs
- Support your child's ability to successfully manage emotions
- Enhance the development of your child's self esteem
- Honor your innate wisdom and desire for your child to be secure

Circle of Security Parenting is for caregivers with children 0-2 years old. It is an 8-week parenting program twice a year; in the spring and the fall.

This program is funded by the Province of British Columbia.

## Healthy Pregnancy Outreach Program (HPOP)

### **What Does This Program Do?**

The Healthy Pregnancy Outreach Program provides prenatal and postnatal support to women and their families. The program aims to improve the health of pregnant women and their infants facing conditions of risk, strengthen maternal and family capacity, skills and social supports, as well as strengthen capacity at the community level to address the public health needs of pregnant women, new mothers, and their infants facing conditions of risk. The program strives to create a learning and supportive environment emphasizing nutritional and lifestyle counselling until baby is six months old.

### **Who Is This Program For?**

This program is for pregnant mothers and postnatal mothers until the babies are about six months old.

### **What Activities Take Place?**

The program is offered in Squamish and Pemberton through a weekly drop-in run by two facilitators in each community. At this drop-in perinatal moms can have a free nutritious meal, listen to guest speakers and participate in discussions and find support through connection with peers and information from facilitators. The HPOP program also offers support through outreach, food vouchers, vitamins, diapers and other essential goods.

This program has been offered since 1998. This program is funded by the Government of Canada.

## StrongStart programs

### What Does This Program Do?

The Strong Start program is a free caregiver and child drop-in playgroup. The purpose of our StrongStart program is to provide school-based high quality early learning environment that operates in elementary schools in Squamish and Pemberton.

### Who Is This Program For?

We run playgroups for parents/guardians and their children up to six years of age.

### What Activities Take Place?

Activities are designed to support the success of children when they enter kindergarten. There are a wide range of materials, resources and opportunities for children to grow and develop all the developmental domains of early childhood including: language and literacy, gross and fine motor skills, social and emotional learning. In addition, we offer support, information, resources and a chance to meet other parents. The programs follow the school year and are closed during school holidays.

Drop-in is casual and participants come when they want. Parents and caregivers are asked to stay with their children and be responsible for their safety at all times.

We've been offering our drop-in programs since 1996.

These programs receive funding from the Government of Canada, School District 48, and the Province of British Columbia.

## Infant Development Program

### What Does This Program Do?

The Infant Development Program (IDP) is a home based, family directed, early intervention service. There are more than forty such programs throughout British Columbia, funded by the Ministry of Children and Family Development.

Your family provides the most crucial source of learning, emotional support and developmental encouragement available to your child. With this view, your family becomes the focus and your home the centre around which plans for encouraging your child's development are built.

The Infant Development Consultant schedules regular visits at a time most convenient for you. During the course of the visit, you and your consultant talk about your priorities for your child and work together to establish goals that you would like to work towards with your child and family. Together with the consultant, you can assess your child's development (both formally and informally) and combine this information with your knowledge of your family's daily routine.

Often, input from other community professionals is included in the plan for your child (i.e. physiotherapist, speech therapist, etc.). Progress towards achieving the goals you've set for your child and family is discussed during home visits.

### **Who Is This Program For?**

Sometimes children are slow to reach the developmental milestones such as sitting unsupported, playing with toys, walking, and talking. Families play a vital role in their child's development.

Infant Development Program Consultants are trained professionals who will visit you on a regular basis. They work with you to develop a program of activities to encourage the development of physical, social and cognitive skills.

Infants (birth to 3 years) delayed in one or more skill area (i.e. language, movement, cognitive) or diagnosed with a disability or at significant risk of delay are referred. Referrals can come from any source (parent, physician, health nurse, social worker, etc.) but families must consent to the referral.

### **What Activities Take Place?**

Our philosophy is to provide family-centered services in which priorities and goals are set by the families. During the first three years of a child's life, the important learning takes place during everyday experiences. One of the roles of parents is that of their child's first teacher.

The Infant Development Consultant provides information about learning processes and strategies. Parents know their children best! Your participation in the Infant Development Program is voluntary and all services are provided free of charge.

Formal assessments are often valuable tools for giving us information from which to create a plan for your child and family. A variety of assessment tools are available and options will be discussed with you as necessary.

In addition to regular home visits to monitor progress and develop new activities, IDP also provides:

- Developmental assessments and screening
- Play groups to provide children and parents with support in a group setting
- Information concerning appropriate play materials and resources
- Lending of toys, videos and books
- Information on community resources
- Current information on specific diagnosis when applicable
- Referrals to appropriate community

## **Occupational & Physical Therapy Programs**

### **What Do These Programs Do?**

The PT and OT programs are two separate programs offered through the Sea to Sky Community Services Society (SSCS) yet they work very closely together. They provide services to help children achieve their highest possible level of independent functioning within the home, the school, and the community. These programs include screening, assessment, treatment, program planning, consultation, administration, education and research.

Physical Therapists work with the child to help in the development of motor skills. Specialized equipment may be used to facilitate such skill development as sitting, standing, walking, and moving.

Occupational Therapists work with the child to help in the development of skills needed to carry out daily living activities, such as feeding, dressing, and play activities.

OT also focuses on the quality of movement and posture for the development of fine motor function, motor planning, and sensory integration.

### **Who Are These Programs For?**

The programs are open to children from birth through 18 years of age divided into one of two age groups:

- Children ages 0-5: Early Intervention Service
  - You or any professional who is involved with your child may directly refer your child to this program
- Children ages 6-18: School Aged Service
  - Your child would be referred to the program by their school-based team

Physical Therapy goals include:

- Optimizing your child's physical development by providing assistance with exercises, activities and equipment for positioning and mobility
- Assisting your child to meet their physical and developmental milestones
- Providing you, the parent or caregiver, with the necessary information and skills so you can meet your child's unique needs and thereby enhance or maintain their development and growth

Occupational Therapy goals include:

- Assisting your child in gaining motor, cognitive and social skills
- Assisting your child with feeding difficulties, whether it is introduction to solid foods or transition from tube feeds
- Addressing sensory integration difficulties to allow the child for optimum success
- Assisting your child to meet their fine motor developmental milestones with manual dexterity, printing, motor planning and scissor skills
- Providing you, the parent or caregiver, with the necessary information and skills so you can meet your child's unique needs and thereby enhance or maintain their development and growth

In order to receive either of these services, you or the school must make contact with the program. Your permission is necessary for referral and there is no cost to you for this support.

### **What Activities Take Place?**

After receiving the referral, the therapist makes contact with the family/school and arranges a convenient time to meet and complete requires intake documentation. The therapist discusses and provides you with reading material, such as this, on the program, and the agency. Time with your child in various settings is necessary for individual assessment and screening to determine your child's abilities and how best to offer support.

For the Early Intervention (ages 0-5), a family service plan will be developed in consultation with you which will include a treatment plan and strategies. Resources and referrals will be provided by the Therapists based on their recommendations of the results of the standardized tests used

during initial assessment. The Therapist will work with the family and the child in the home and community to implement the recommendations.

For the School Aged children, an initial consultation will be provided to the school. If an assessment is warranted, a report will include the assessment findings, recommendations, and implementation strategies including suggested referrals to treatment programs. The School Aged therapy is strictly consultation and intervention therapy is not provided.

The Therapist takes a child and family focused approach to assessing, planning, and carrying out individually designed programs of physical treatment appropriate to your child's health requirements and daily living environment.

## **Fetal Alcohol Spectrum Disorder/ Complex Developmental Behavioural Conditions Program**

The FASD/CDBC Program focuses on supporting families who are raising children and youth with Fetal Alcohol Spectrum Disorder (FASD) or a Complex Developmental Behavioural Condition (CDBC). The FASD/CDBC Program is funded by the Ministry of Children and Family Development.

### **What Does This Program Do?**

This program offers caregiver support, information, resources, advocacy, training, and skill development opportunities. The Key Worker is able to liaise with different professionals including childcare centre and school staff to help support children and youth. We know that children do best when their individual strengths are recognized and built upon in a supportive environment adapted to meet their needs.

### **Who Is This Program For?**

This program is for families with children/youth, birth to 19 years of age, who may have been exposed to alcohol and/or drugs before they were born. It is not necessary to have a diagnosis of FASD to participate in the FASD Program. A child/youth may require supporting documentation to be eligible for service with the CDBC Program. A referral can be made from any source (parent, physician, health nurse, teacher, social worker) but families must consent to the referral.

### **What Activities Take Place?**

Once a child/youth/family becomes involved in the FASD/CDBC Program, depending on their needs, they may participate in all or some of the following services:

- Individual planning that uses a family centered approach
- Assistance in identifying goals and developing an integrated family service plan
- Support, information, resources, advocacy, training, and skill development opportunities
- Consultation with the child/youth's childcare setting or school
- Assistance and support throughout the assessment and diagnosis process
- Parent/caregiver information sessions and support group

In addition, the FASD/CDBC Key Worker may visit the child/youth in their home and childcare setting or school to help ensure a "best-fit" environment. The Key Worker may be part of the child/youth's school based team if requested to provide extra information, resources, advocacy, and support.

## Supported Child Development Program

### What Does This Program Do?

The Supported Child Development Program (SCDP) is a voluntary, community-based program intended for children from birth to 12 years of age (with service to 13 and beyond considered on an individual basis) who require extra support to be included in a child care setting.

SCDP staff includes a program coordinator, consultants, and support workers who work throughout the Sea to Sky corridor providing program planning, goal setting, training, resources, and additional staffing support to families, caregivers and childcare settings.

### Who Is This Program For?

Families self-refer, or have a referral forwarded by any community care professional, a child care setting, or internally from one of our other children's programs.

Your permission is necessary for referral and there is no cost to you for this support.

After receiving the referral, a consultant will organize a meeting with you in order to complete a Support Guide, which will determine eligibility and the level of support required. If your child is not already registered in a childcare setting, we will refer you to Child Care Resource & Referral Program to assist you to find a setting that best meets the needs of your child and your family.

### What Activities Take Place?

Support is provided to your child in a variety of different ways depending on the goals of each individual family and/or program. In some cases, a SCDP consultant may provide regular visits to the setting to provide resources, activities and training in order for the setting to include your child.

In other cases, a SCDP support worker may be required to work either with a group of children or one-on-one with your child to optimize their participation and peer involvement. The coordinator and consultant work with you, community therapists and others involved in your child's care to achieve specific goals identified by you.

Your child will be considered to have completed the program when the goals and recommendations designed with you in the Family Service Plan have been met and your child is functioning well in the setting and is no longer in need of additional support.

If you have other support needs, you can let us know and we can help you with a referral.

## **Providing Feedback**

Our programs are monitored to ensure that we provide the best service we can. You have the opportunity to provide feedback to us informally at any time and through satisfaction surveys.

Surveys provide you an opportunity to give us formal feedback in a confidential, voluntary and anonymous manner. We review feedback from all surveys and use this information to make improvements in our service delivery. Survey results are documented annually and you can read the report on our website or contact us for a copy.

## **Sea to Sky Community Services**

### **Squamish Office**

38024 Fourth Avenue, Box 949  
Squamish BC, V8B 0A7  
Tel: 604 892 5796 or 1 877 892 2022  
Fax: 604 892 2267  
Office Hours: Monday to Friday, 8:30am-4:30pm

### **Whistler Office**

1519 Spring Creek Drive  
Office hours by appointment only; please call the Squamish office toll free: 1 877 892 2022

### **Pemberton Office**

1357 Aster Street, Box 656  
Pemberton BC, V0N 2L0  
Tel: 604 894 6101 or 1 877 894 6106  
Fax: 604 894 6333  
Office Hours: Monday to Thursday, 9:00am-4:30pm  
Closed 12:00pm-1:00pm

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