




CCDCA HANDBOOK

690 SECOND AVENUE NORTH
WILLIAMS LAKE, BC
V2G 4C4

 <https://ccchild.org>

 250-392-4481

 cdcadmin@ccchild.org



About Us:

The Cariboo Chilcotin Child Development Centre provides assessments as well as education and assistance to children who require extra support in areas of physical, socio-emotional, communication and cognitive development.

• Mission

To provide a safe, accessible, timely, inclusive, and responsive regional hub of services that support the social, emotional, cognitive and physical development of children, youth, and their families through an integrated service delivery approach.

• Vision

to make a positive difference in the lives of children, youth, their families and their communities.

• Purpose

The Cariboo Chilcotin Child Development Centre (CDC) provides assessments as well as education and assistance to children and youth who require support in areas of physical, socio-emotional, communication and cognitive development.



Ministry of
Public Safety and
Solicitor General



Ministry of
Children and Family
Development



Services

PRINCIPLES OF SERVICE

The CDC strives for an organized system of family centered, community centered, culturally sensitive, timely and accountable services and support for the children and their families. The mission is delivered on the following principles:

- All children, despite their culture, gender, sexual orientation, spiritual beliefs, socioeconomic status, health status or language, have the right to quality intervention services, which facilitate their social, emotional, cognitive, and physical development.
- Services will be strength-based, family centered and culturally safe in an environment free of racism and discrimination- where people feel safe when receiving services.
- Service providers recognize the role society, history and trauma, including intergenerational trauma, have on shaping individuals, and are continual learners when it comes to understanding another's experience.
- Services will be community-based, accessible and developed to meet the individual child and family's needs.

WHO CAN REQUEST SERVICES

Anyone may request service for a child (birth to 18 years) as long as the legal guardian is aware of the request. Our Intake Manager receives all requests and will contact you within 10 business days.

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HOW OUR SERVICES WORK

Our service is based around you and your family . We recognize that the family is the most important influence in a person's life. We encourage the family's involvement in all services. We aim to meet your family's needs by modeling activities and strategies to be used in your family's daily routines.

In order to know what is important to you and your family, we:

- Schedule an initial meeting with you to discuss your child's developmental history
- Ask what your child does well
- Find out where your child needs help
- Develop an individualized service plan (ISP) with you
- Provide a cycle/block of sessions
- Review your child's progress with you regularly
- Complete a 2 month follow up after discharge from the CDC

IN ADDITION WE:

- Provide you with information about your child so you may understand where your child's development is at now and what skill(s) may be expected next.
- Provide you with strategies to help you achieve the goals developed in your child's individualized service plan.
- Help with the organization of meetings and provide support for your family and other caregivers.
- Provide services where you and your child are the most comfortable (in the community, at home, daycare, preschool, or our Centre).
- Refer to other community resources if needed.
- Make intervention accessible to develop and practice skills.
- Assist your child to achieve maximum independence and to enjoy the highest possible quality of life within your family and community.
- Staff may withdraw services for just cause e.g. lack of attendance by clients without reason: lack of active involvement by clients in the program.

YOUR ROLE

- Share information about your child
- Be involved in the goal setting, planning and carrying out of services for your child
- Ask questions about any assessments and/or suggestions we make
- Give us direction
- Tell us if we are effective
- Cancel appointments if your child is unable to attend
- Keep us updated of any changes in contact information including phone number, address, health nurse and family doctor

Our Services

**Our services are free unless otherwise specified with a \$ sign
(School age refers to a child that is 5 years old on or before December 31 of that year)**

INTAKE

(birth to 18yrs)

The Intake Manager assists families by gathering background information, providing families with information on services in the community and supports families until service begins.

INFANT DEVELOPMENT

(birth to 36 months)

Services for children who are at risk for developmental delays or with a diagnosed disability. Assisting the family to optimize their child's development, and encourage participation in a full range of community activities and services.

SUPPORTED CHILD DEVELOPMENT

(birth to 18 yrs)

Assisting the family to optimize their child's development, and encourage participation in a full range of community activities and services.

FASD & OTHER COMPLEX DEVELOPMENTAL BEHAVIOURAL CONDITIONS

(birth to 18 yrs)

Maintains and enhances the stability of families with children and youth with FASD and other complex developmental conditions in order to improve the children's long term outcomes by increasing the knowledge of parents and professionals about developmental-behavioural conditions such as FASD.

SPEECH AND LANGUAGE THERAPY

(birth to School age)

Speech and Language Therapy provides services to children from birth to school age to improve communication skills and/or oral motor skills.

EARLY INTERVENTION OCCUPATIONAL THERAPY

(birth to School Age)

Early Intervention Occupational Therapy assists children with activities in daily living skills such as playing, learning, feeding and dressing. Support to 100 Mile House children will also be delivered.

EARLY INTERVENTION PHYSIOTHERAPY

(birth to School Age)

This service promotes physical development and movement in children. Support to 100 Mile House children will also be delivered.

Our Services

School Age Occupational Therapy

School Age Physiotherapy

(School Age to 18 yrs)

These services include assessment, consultation and recommendations to parents. Centre staff and other caregivers in the community help with understanding your child's needs.

Family Support Programs

(birth to 18 yrs)

This program provides services to children and families by engaging children and youth in socio-recreational activities and supporting the parent's ability to provide adequate care for their children.

Intensive Support & Supervision

(12 to 19 yrs.)

This program provides service to youth referred under the Youth Criminal Justice Act to promote community safety and reduce the risk of youth reoffending.

Youth Forensic Psychiatric Services

Youth Navigator Services

(13-18 yrs.)

This program identifies, engages, and addresses the needs of the youth population who are currently not accessing the support services available to meet their basic needs and to promote successful growth and development.

Fee for Services:

Pre-natal(\$)

This service focuses on coping with pain in labour, routines and procedures used during labour/delivery, and preparing for the first two days after birth. One or two support people are welcome to attend. These labour "coaches" can learn a great deal about coping techniques for women in labour. For more information or to register for the classes please phone 250-392-4481.

Preschool(\$)

This service is for children aged 30 months to School age (School age refers to a child that is 5 years old on or before December 31 of that year) Preschool encourages early learning using a play based curriculum and supports the whole development for every child. (Also supported by Gaming Money)

Autism Services (\$)

This service provides intervention for children diagnosed with Autism.

Groups

The CDC offers groups for children, youth and parents depending on individual needs. Our groups are free unless otherwise specified.



EVENTS/SERVICES

**Swim Program
Horseback Riding
Yuletide Dinner
Christmas Wish Breakfast (Toy Drive)**



Priority for Service

(School age refers to a child that is 5 years old on or before December 31 of that year)

Priority for individual service delivery is based on the seriousness of a child's needs, the source of the referral or request for service, age of the child and availability of staff.

The order for priority for service is:

- Seriousness of the need (i.e.) post surgical, feeding/swallowing issues, burns and acquired
- brain injuries
- Referrals received from intensive care nurseries and the Ministry of Children and Family Development
- Children birth to school age

Availability of staff who can provide the requested service. Case assignment will give consideration to the following criteria:

- Maximum and minimum caseload sizes are determined by the best practice standards in the sector and government contracts.
- Caseload size is maintained in a manner that promotes the most effective and efficient use of staff member's time balanced with the demand for services.
- Funding availability
- Contract deliverables

Interim Waitlists

The CDC provides interim support to children and their families to assist them in meeting their immediate needs while they wait for service.

Considerations:

Waitlists may occur when the caseload size exceeds best practice standards, government contract deliverables, or insufficient funding for service delivery.

Interim supports are offered to families according to available staffing resources, the needs of children, the priorities of the parents, and the availability of existing group participation opportunities.

If a child is placed on a waitlist, the following interim supports may be suggested to parents:

- One-time consultations with the family and other service providers
- Telephone consultation between the family and the appropriate service provider
- Participation in group sessions where staff members could provide suggestions and consultants to families

Children and families placed on a waitlist for service will be given an explanation for the delay. The Intake Manager and Operations Manager will review all caseload waitlists monthly. The Intake Manager will notify parents of their status with respect to service delivery.

Exceptions:

Transfers: If a child is transferred from another community's Early Intervention service, the Priority for Service Policy will apply.

If you have a concern regarding service delivery and/or waitlists, please contact the Operations Manager.

Criteria For Service

(School age refers to a child that is 5 years old on or before December 31 of that year)

Infant Development

- Infants referred are aged birth to 36 months
- Infants delayed in one or more skill areas or infant is at risk for developmental delay
- Family lives within geographic boundaries for regular home visits (exceptions may be made in certain circumstances).

Supported Child Development

- Children ages birth to 18 yrs
- Have a developmental delay or disability in physical, cognitive, communicative or social emotional behaviour areas
- Written documentation of a child's delay or disability
- Need for support in a child care setting

FASD & Other Complex Developmental Behavioural Conditions

- Children ages birth to 18 yrs
- Children with a suspicion of FASD and/or other complex developmental disorders

Early Intervention Therapy (includes Physiotherapy, Occupational therapy and Speech therapy)

- Children birth to school age
- Length of time child has been waiting
- Availability of staff who can provide the service (in cases of vacancies)
- Post surgical, feeding and swallowing, burns and acquired brain injuries
- Children referred from Intensive Care Nurseries (i.e.) as Royal Inland Hospital, Children and Women's Hospital
- Children with/or at risk for global developmental delay, motor disability, behaviour/learning disability, sensory processing impairment, or speech-language disability

School Age Therapy (includes Physiotherapy and Occupational Therapy)

- Children school age to 18 yrs
- Availability of staff who can provide the service (in cases of vacancies)
- Post surgical, feeding and swallowing, burns and acquired brain injuries
- Children with/or at risk for global developmental delay, motor disability, behaviour/learning disability, sensory processing impairment

Family Support programs (Child & Youth Care and parenting)

- Children aged birth to 18 yrs
- Clients referred by Ministry of Children and Family Development (MCFD) where issues of abuse and neglect are identified
- Clients where children are at risk for removal as determined by MCFD
- Families' whose children are returning home after being in care
- Clients identified by the Integrated Youth Team as requiring Child & Youth Care services

Criteria For Service

Youth Navigator

- Youth age 13-18 years
- Identify and engage with youth at risk

Intensive Support & Supervision

- Youth aged 12 to 19 yrs
- Referrals are made by Youth Probation Officer
- Cases where youth is to be released early from custody by Youth Custody Centre after consultation with Youth Probation Officer
- Youth sentenced by the court to an Intensive Support & Supervision Order
- Youth sentenced to conditional supervision as part of a deferred custody and supervision order

Youth Forensic Psychiatric Services

- Youth ages 12 to 17 yrs
- Referrals made by the Youth Forensic Psychiatric Services from Prince George

Fee For Services

Pre-Natal \$

- Pre-natal is available on a first come first serve basis
- Classes fill up quickly and we try our best to get those with more immediate due dates in first

Preschool \$

- Children aged 30 months to School
- Children are accepted on a first come first serve basis
- A waiting list may be developed over the year and children first on the waitlist will be called first
- Preschool follows the Community Care Facilities Licensing Regulations

Autism Services \$

- This service is for children that have a diagnosis of Autism.
- Children are accepted on a first come first serve basis
- A waiting list may be developed and children first on the waitlist will be called first
- Services will be billed to the child's Autism Funding

Privacy Policy

STATEMENT AND PURPOSE

The CDC respects and upholds an individual's right to privacy and protection of their personal information.

ACCOUNTABILITY

The CDC has appointed a Privacy Officer who is responsible for personal information under the Personal Information Act.

PURPOSE FOR COLLECTION, USE AND DISCLOSURE

The CDC collects and uses your personal information to provide you and your child/youth with service and to gather statistics as required by our funding agents. Unless required by law, we will not disclose any of your personal information to anyone without your consent. We will keep your child's/youth personal information in a secure place for 7 years after the child/youth reaches age of majority.

ACCURACY

The CDC will make all reasonable efforts to ensure that personal information is as accurate, complete, and current as required for the purpose for which it was collected.

SAFEGUARDS

The CDC protects information with appropriate security safeguards. Safeguards include physical, administrative, and electronic measures.

ACCESS

You have the right to access you or your child's/youth's personal information. The Privacy Officer will assist you with your request.

*Admin Fee may apply

CONCERNS OR QUESTIONS REGARDING COMPLIANCE

You may direct your questions or concerns regarding the CDC's compliance with this policy to their Privacy Officer, at 1-250-392-4481.

Client File

Retention of Discharged Client Files

All discharged client files will be retained for seven years after the child has reached the age of majority (age 19)

- Discharged files are kept in a secure location at all times
- The CDC will follow the directives of the Ministry for Children and Family Development in storing/archiving client records.
- After the retention period of the file (seven years after the child has reached the age of majority), the child's file can be shredded. However, in the case when MCFD's Social Worker was the guardian or was involved the child's file it is kept within the CDC in perpetuity.
- Access to files is on a need to know basis.
- The child/youth's family or legal guardian is informed of the file retention policy upon discharge.

Client Access to View Records

The child/youth served and/or the legal guardian may have access to view the child/youth file

- All requests must be in writing.
- The Privacy Officer will administer all requests.
- The person seeking to view the record must provide proof of identity and/or legal guardianship.
- The CDC will respond in writing to the request within 30 calendar days.
- The persons(s) viewing the record must do so at the CDC by appointment, in the presence of the Privacy Officer.



FORM TO ACCESS RECORDS

If you would like to access a file please complete the form and return by person, by mail or fax addressed attention Privacy Officer to the information provided on this book's cover.

YOUR NAME:		
YOUR ADDRESS (street, apartment number, P.O. box)		CITY
POSTAL CODE		
YOUR TELEPHONE # (day)	ALTERNATE TELEPHONE #	YOUR FAX #
DETAILS OF REQUESTED INFORMATION (Please describe the records you are requesting. Be as specific as possible as this will assist the request process. Please specify any reference or file number(s) if known.)		
I AM REQUESTING ACCESS BY <input type="checkbox"/> Examining original record on file <input type="checkbox"/> Receiving copy of record		
I AM REQUESTING INFORMATION ABOUT: <input type="checkbox"/> MYSELF – If so, please provide birth date: _____ <input type="checkbox"/> MY CHILD – Child's Name: _____ and birth date: _____ <input type="checkbox"/> OTHER – Please specify: _____ If you are not requesting access to information about yourself, please attach the other person's signed consent for disclosure, or proof of authority to act on that person's behalf, as appropriate.		
YOUR SIGNATURE:		DATE SIGNED:

Parent's/Guardians Rights

You have the right to:

Make a request for service for you and/or your child and expect an assessment and a service plan within 60 days

Receive or decline services

Be involved in making key decisions about you and your child's service plan and ask about outcomes performance

Review your child's service plan with team members a minimum of every 6 months

Know that any information we collect, use and exchange with others will be done only with your prior knowledge and your consent

Give input into the making of your child's service plan

Be informed about other service options if there is a conflict of interest

Know when a change is made to your child's service plan and give input

Ask any team member questions about services he/she is providing

Be invited to all team meetings and take part

Refuse service based upon full and unbiased information from staff (informed)

Request access in writing to your child's file if you are the child's legal guardian

Be informed when you or your child has met the goals in the service plan

Be given information about other community resources that will help you or your child

Make a written complaint (which may include an investigation and resolution of alleged infringement of rights) about the service you or your child receives at the CDC

Know that your child's services will not be affected by your complaint

Be free from abuse, financial or other exploitation, retaliation, humiliation or neglect

Have a staff member review these rights with you once a year

Have an advocate with you

Employee's Ethical Code of Conduct

The employees of the CDC, by accepting the following rules of conduct, dedicate themselves to providing a high standard of service.

1. The employee will be familiar with and abide by the Centre's policy on abuse to protect clients from abuse or neglect.
2. The employee will protect the confidentiality of all professionally acquired information and will disclose such information only when properly authorized.
3. The employee speaks and acts toward clients and their families with respect, dignity and sensitivity, always mindful of their individual rights.
4. The employee recognizes that a privileged relationship exists with the client and refrains from exploiting that relationship for private advantage.
5. The employee respects the confidential nature of information concerning clients and the Centre. Information may only be given to authorized persons or agencies. The employee will be familiar with and abide by the Centre's policy on confidentiality as to protect the integrity of the Centre.
6. The employee will participate in continuing educational programs and will be aware of current knowledge in his/her field.
7. The employee accepts the responsibility to design the best possible program for each client within the context of a thorough knowledge of the client's condition and the most up-to-date treatment techniques available within the employee's field.
8. The employee will protect clients from abuse or neglect, and will act in the best interest of the clients served and the organization at all times. It is expected that employees will keep their role as private citizens separate and distinct from their responsibilities as employees of the Centre.
9. The employee is willing to review standards of practice with clients, parents and other colleagues.
10. The employee will be familiar with Child Development Centre policies and will abide by those policies.

The employee will protect confidentiality of all professionally acquired information and will disclose such information only when properly authorized.

Service Concerns & Complaints

The CDC is interested in what you have to say. Please bring us any concerns or complaints you may have so we can work together to address them. If you wish to have an advocate or someone else with you to speak on your behalf, please feel free to do so.

We define a complaint as a written expression of dissatisfaction concerning the provision of a service or services by the CDC. Any concern or complaint of yours is a concern of ours.

An advocate is anyone who helps you solve problems. This is your choice and options and may include a family member, friend, or someone in your community.

Examples of advocates include:

Office of the Ombudsman

Tel: 1-800-567-3247

TTY: 1-800-667-1303

Fax: (604) 660-1691

Representative of Children & Youth, BC

The staff can provide information and referrals; talk with you about your advocacy needs and give information about your rights. Your information will be kept confidential.

BC Toll free: 1-800-476-3933

The Advocate for Service Quality for People with Developmental Disabilities

The Advocate's job is to help adults with developmental disabilities and their families get good quality services. The Advocate can help with services from the Ministry of Children and Family Development, services from other ministries or service agencies in the community.

Lower Mainland: (604) 775-1238 – the rest of the Province can call collect

Helpline for Children

You may want to begin by writing down key points you wish to discuss including dates and times.

310-1234 (no area code needed)

Actions will not result in retaliation or barriers to services

Complaint Resolution Process

SERVICE COMPLAINT

The Child Development Centre (CDC) will respond to complaints raised by the client, family or client's family advocate and make every effort to resolve the problem expediently.

CONSIDERATIONS:

The CDC defines a formal complaint as a written expression of dissatisfaction concerning the provision of a service or services provided by the CDC.

- All verbal and written complaints will remain confidential
- Services received by the child/youth will not be affected
- Complaint procedures are available to assist the child/youth and their family/legal guardian or advocate
- Parents have access to a translator if needed

COMPLAINT PROCESS:

- Providing quality care is important to the CDC. The CDC complaint process offers you an opportunity to voice your concerns and a path to resolution.
- If you disagree with the CDC's decision or feel you were treated unfairly, you have the right to make a formal complaint.
- If you feel uncomfortable at any time during the process, you may bring in a person to support you. This person can be anyone you choose, such as a family member or a friend.

STEP 1: WHERE DO I START?

- YOUR ROLE FIRST IS TO FIRST TRY TO WORK OUT YOUR CONCERNS WITH THE PERSON YOU ARE UNHAPPY WITH
- SOMETIMES, THIS IS THE QUICKEST ROUTE TO SOLVING THE PROBLEM
- IF YOUR CONCERN IS NOT RESOLVED WITHIN 5 WORKING DAYS, GO TO STEP 2 (OR, IF YOU ARE NOT COMFORTABLE SPEAKING TO THE PERSON OR NEED ASSISTANCE, GO TO STEP 2)

STEP 2: WHAT IF I AM NOT SATISFIED?

- The next step is to contact the Operations Manager
- This may be done in writing or in person (An example letter is available on the next page or at the front desk)
- Bring along an advocate if you feel the need
- Your role is to be clear and concise with your facts. This will keep the process on track
- The Operations Manager's role is to work with you to resolve your concerns within 5 working days
- If you are still unhappy with the decision or solutions offered by the Operations Manager, go to Step 3

STEP 3 WHAT IF I AM STILL NOT SATISFIED?

- If you are still unhappy with the decision or solutions offered by the Operations Manager, your role is to lay a formal complaint. This process must be in writing; assistance will be provided, if required
- Your written complaint will be forwarded to the Executive Director
- The role of the Executive Director is to outline the actions taken and recommend the next step
- You will receive a response within 5 working days
- If the problem has not come to a satisfactory conclusion offered by the Executive Director go to Step 4

STEP 4 THE FINAL STEP

- If you are still unhappy with the decision or solutions offered by the Executive Director your role is to take your written complaint to the Board of Directors. The Board of Directors' role is to review unresolved issues
- A written response will be provided to you within 5 working days
- If you feel the response is unfair you have the option of requesting an external review by the Ombudsman's office (1-800-567-3247)

The CDC assures that any complaint will not result in retaliation or barriers to service.

Sample Letter

(service concerns & complaints)

Your Name

Address

Postal Code

Phone number

Date

Cariboo Chilcotin Child Development Centre
690 North Second Ave.
Williams Lake, BC
V2G 4C4

Dear _____ (name of the person you are writing to)

I am writing about a problem I am having with services from the Child Development Centre.

- explain what happened
- how long it has been going on
- who is involved
- the steps you have taken to try to solve the problem

I would like to suggest _____

- If you have ideas about correcting the situation, please include them here

I would like to meet with you to talk about this.

- If you would like someone to attend the meeting with you, please write: I would like my advocate _____ to join us in this meeting.

Sincerely,

Behavioural Management

The CDC is committed to a positive behaviour management approach for all children receiving services.

CONSIDERATIONS:

Positive behaviour management focuses on prevention and offers proven positive intervention strategies for safely de-escalating anxious, hostile, or violent behaviour at the earliest possible stages. It provides prevention, intervention, and nonphysical or nonrestraint methods for empowering the person served to change their behaviour.

The CDC uses a team approach that recognizes the role of the child, family/guardian, all staff members, and the Operations Manager in creating an atmosphere of respect and safety for all.

Management and staff reinforce good behaviour in children by recognition and acknowledgement.

When a staff member must intervene to manage a child's behaviour or to protect the safety of the child, and others the following approaches may be used:

- The staff members will provide the child with socially acceptable behaviour options
- Staff members will gather information on what might have triggered the behaviour and then determine if an element in the environment needs to be adjusted to promote the socially acceptable behaviour
- If immediate action is needed, a staff member will provide a cool down area to allow the child to refocus and gain self-control. The child and staff member will remain in sight of the rest of the group. The child and staff member may return to activity or group when the staff member decides the child is ready to engage in socially acceptable behaviour
- If inappropriate behaviour continues, a longer separation in the cool down area from the activity or group may be required. At this stage, a positive behaviour plan must be developed by the worker and family/guardian before the child is able to return to the scheduled visit, group or activity. If appropriate, involve the child in developing this positive behaviour plan to make it meaningful and motivating to the child
- The positive behavioural plan will be monitored regularly with the family/guardian in order that the child may return to the group or activity as soon as possible

TEAM MEMBERS

Leadership



Vanessa Riplinger

Executive Director



Tammy Deausy

Operations Manager



Stephanie Ferguson

Finance Manager



Mike Franklin

Foundry Manager

ADMINISTRATION



Nancy Frost

Client Connection
Coordinator



Teena Olson

Executive Assistant



Tracy Beaton

Administrative
Assistant



Natasha Callendar

Administrative
Assistant



Kenza Lahlou

Community Engagement
Coordinator / IT Support



Tammi Caferra

Senior Accounting
Clerk



Pauline McComb

Custodian

TEAM MEMBERS



Angela Lake

Physiotherapist



Sarah Tamosetis

Occupational
Therapist



Shannon Coppock

Occupational
Therapist



Neysa Hale

Occupational
Therapist



Courtney De Villiers

Speech & Language
Pathologist



Catherine Kimber

Clinical Counsellor



Karen Irvine

Infant Development
Consultant/Lactation
Consultant



Shanice Dusanjh

Infant Development
Consultant



Jessica Brooks

Development
Supported Child
Consultant



Lori-Anne Pinchbeck

Preschool Teacher



Kevin Daniel

Intensive Support and
Supervision



Jade Manuel

Development
Supported Child
Consultant



Carson Keely

Development
Supported Child
Consultant



Miranda Bethune

Development
Supported Child Aid



Katana MacCaslin

Development
Supported Child Aid



Cheyenne Smith

Family and Parenting
support



Annikki Egolf

Family and Parenting
support



Shelley Neufeld

Family and Parenting
support



Ruth Shaw

FASD Parent to Parent



Nikita Oakford

FASD Key Worker



Rachel Cross
Youth Navigator