

# Community Brain Injury Program for Children & Youth in British Columbia



## Parent Handbook



BC Centre for Ability  
2805 Kingsway,  
Vancouver BC V5R 5H9  
[www.bc-cfa.org](http://www.bc-cfa.org)  
[www.mybrainonline.ca](http://www.mybrainonline.ca)

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# 1. How to Reach Us

## Different Ways To Contact Us

- ✓ **Telephone:** 604-451-5511 (general line)
- ✓ **Toll-Free:** 1-877-451-5511 (toll-free from outside Metro Vancouver)  
If you call on our toll-free line, use the Local of the person listed below to leave a message.  
Whenever possible, response to messages is within 24 hours
- ✓ **Fax:** 604-451-5651
- ✓ **Email:** See list below for individual email addresses
- ✓ **Website:** [www.mybrainonline.ca](http://www.mybrainonline.ca)

### Coordinator

**Joan Fisher, MSW, RSW**  
**Toll-Free:** 1-877-451-5511, Local 1470  
**Email:** [Joan.Fisher@bc-cfa.org](mailto:Joan.Fisher@bc-cfa.org)

### Program Supervisor

**Valerie Upton, MSW, RSW**  
**Direct Line:** 604-630-3010, Local 1230  
**Toll-Free:** 1-877-451-5511, Local 1230  
**Email:** [Val.Upton@bc-cfa.org](mailto:Val.Upton@bc-cfa.org)

## Hours of Operation

Regular hours at the BC Centre for Ability are from 8:30 a.m. to 5 p.m., Monday through Friday. Appointments can be scheduled outside of these hours when necessary.

## Location

**BC Centre for Ability**  
2805 Kingsway  
Vancouver, BC V5R 5H9

Located at Moss and Kingsway, next to the Purdy's Chocolate Factory

## 2. BC Centre for Ability Ethical Guidelines\*

- We respect the dignity of all persons.
- We uphold the rights of individuals and families to be treated with care and respect.
- We respect the uniqueness of each individual and his/her family in their values, culture and beliefs.
- We work as partners with individuals and/or their family. Our service delivery is based on person-centred, family-centred and inclusive practice.
- We propose, facilitate and implement interventions and services that are accepted by experts in our fields of practice.
- We provide complete information to individuals and/or their families to enable them to make informed decisions about our proposed interventions and services.
- We respect the rights of individuals and families to confidentiality and privacy.
- When providing services, we ensure the safety of clients, staff, Service Providers and volunteers.



## 3. About the Community Brain Injury Program for Children & Youth (CBIPCY)

### General Information

- The CBIPCY is funded by the Ministry of Children and Family Development and supported through the BC Centre for Ability.
- The CBIPCY is a province-wide program that began providing services in March of 1997.
- The CBIPCY serves children and youth under 19 years of age who have recently experienced an acquired brain injury and do not have third-party funding.
- The program helps fund and coordinate community/home-based, short-term, intensive rehabilitation and support services for children/youth as they leave the hospital setting.
- Services are limited to a total of six months of rehabilitation services.
- The family, acute care (hospital) rehabilitation team members, and the CBIPCY Coordinator develop an individualized service plan. It is reviewed regularly with the family.
- Services are coordinated by the CBIPCY Coordinator or by a Service Coordinator in the family's community.
- There are no fees for this service.

### Services Offered

Services may include one or more of the following:

- Physiotherapy (PT)
- Occupational Therapy (OT)
- Speech/Language Therapy (SLP)
- Rehabilitation Assistance (RA)
- Neuropsychological Assessment
- Service Coordination
- Counselling (to child and/or family members)
- Brain Injury Education

### Limitations of the Program

The program was designed specifically to assist children and youth's rehabilitation within the first 12 months after a brain injury and is intended only for those children who are not in receipt of third-party insurance funding. Due to limited resources and specific mandate, the following services and resources cannot be funded:

- Homemaking services
- Special education assistants
- Tutors
- Equipment needs (including adaptations to equipment)
- Respite care
- Personal attendant care
- School support staff
- Home alterations
- Residential placement
- Residential behaviour programs
- Arts and crafts supplies
- Orthotics and splints
- Rolls and mats
- Specialized equipment
- Day-timer type journals

## 4. How We Work with You

### During the Program

#### Your Coordinator will:

- ✓ Meet with you in person (if possible) before your child comes home.
- ✓ Gather information from you and hospital-based Service Providers in order to prioritize your child's needs.
- ✓ Help find appropriate Service Providers.
- ✓ With your input, develop your Individual Service Plan to provide you and your child's Service Providers with an initial plan.
- ✓ As appropriate, contact you in order to modify services, update your service plan, evaluate services and answer any of your questions and concerns.
- ✓ Attend team/family meetings if able to do so.
- ✓ Provide support and information on, for example: brain injury, rehabilitation, and community resources that may be helpful for you and your child.
- ✓ Communicate with your Service Providers regularly to be sure you are receiving appropriate services in a manner that meets your needs.

Finally, we want to assure you that your Coordinator is always available for you to call if you have any concerns or questions. Please do not hesitate to call at any time.

#### Your Child's Service Providers

- ✓ All Service Providers have a current résumé, reference checks, proof of liability insurance, and current Criminal Record Check on file with the CBIPCY. All are registered or licensed with their respective professional colleges or organizations (BC or Canada).
- ✓ All Service Providers have signed a detailed Service Agreement with the Community Brain Injury Program for Children & Youth, which details responsibilities of both parties, including agreeing to maintain client and family confidentiality.
- ✓ Service Providers have extensive experience in paediatric rehabilitation, including neurological conditions; most also have extensive experience in rehabilitation needs of children with a brain injury.
- ✓ The Coordinator is responsible for developing detailed Letters of Authorizations with each service provider. These Authorizations specify a maximum number of hours of therapy services per month or time period, which also includes time for preparation, meetings and report writing.
- ✓ We give all Service Providers "Guidelines for Service Providers", which explains our expectations, requirements, policies and procedures.
- ✓ All Service Providers agree to maintain the confidentiality of the child and family receiving services.
- ✓ Service Providers will also direct and monitor the work of a Rehabilitation Assistant (RA), if one is part of the team. The RA's work is directly related to specific goals and strategies of one or more Service Providers and may provide increased opportunities for your child to practise more therapy activities.
- ✓ We expect that all of your Service Providers will work closely with your family to decide what therapy will focus on and also to find times, settings and strategies that fit with your values and lifestyle.
- ✓ Service Providers will take the time to explain and discuss their assessments, observations and recommendations with you, to help you make informed decisions about their suggested treatment plan for your child.
- ✓ Service Providers will give you copies of all their written reports.

- ✓ Service Providers will give you information about the risks to your child of doing/not doing specific activities or interventions. They will also give you information about less-common interventions – to the best of their knowledge. We believe that you need to know the potential risks which may be associated with certain activities in your child's early rehabilitation period. At all times, the safety and well-being of your child is our priority.

### **When Services are Completed**

Your Coordinator will help you plan for your child's transition out of the program. You will receive a letter of discharge which describes the details of your child's complete rehabilitation services after our service agreements are completed and you have all final reports from Service Providers.

You will receive a confidential Family Follow-Up Survey shortly after our services are completed. An independent consultant reviews all surveys from the Centre and we can assure you that this survey evaluation is completely confidential.

There may be other times in the future where we will ask for your input. Please call if you would like to take an active part in the evaluation process or if you have any suggestions to offer us.



## 5. Parents' Rights and Responsibilities

### Parents' Rights

#### The Right to Information

- ✓ You will receive information about the Centre at the time of intake.
- ✓ You will receive copies of all written letters and reports by the CBIPCY about your child and family, including all Service Providers' reports and treatment plans.
- ✓ You may view your child's health record at the Centre at anytime by contacting the Program Supervisor. (Please note: In keeping with the Freedom of Information and Protection of Privacy Act, the Centre does not make copies of reports originating from other agencies but does provide assistance to families wishing to obtain such records.)
- ✓ You have the right to have complete and unbiased information about your child's assessment, treatment and service options including the following:
  - › purpose and process of any diagnostic assessment
  - › potential benefits and/or risks of a service of intervention
  - › reasonable treatment alternatives
  - › possible complications
- ✓ You have the right to ask questions and receive answers to your questions about your child's assessments and any aspect of your child's treatment.
- ✓ You have the right to receive information in a language that you understand. The Centre will provide interpretation services to families as needed.
- ✓ You have the right to information on community resources that may be suitable and available for your child and your family.

#### The Right to Confidentiality

All staff, volunteers and students at the BC Centre for Ability enter into a signed Confidentiality Agreement when they are hired. Breaches of confidentiality are grounds for discipline by the Centre and by professional colleges or registering bodies.

- ✓ Information on your child and family is held in strictest confidence.
- ✓ Information on your child and your family will not be released without your written consent. Consent forms specify from whom we may obtain information and to whom we may release information. Consent forms are valid for a period of one year.
- ✓ In order to ensure that information is released appropriately when parents are separated or divorced, the Centre requests proof (e.g., a legal document such as a custody agreement) of guardianship.
- ✓ Only the Service Providers and Coordinator working with your child and your family can view your child's health records.
- ✓ Information may be shared between the Coordinator and the Program Supervisor if consultation is required.
- ✓ Volunteers do not have access to client files.
- ✓ Provincial law requires all individuals to report suspected child abuse or neglect. The BC Centre for Ability staff abides by this legal and professional obligation.

#### The Right to Refuse Services

You have the right to refuse any services or intervention after you have been informed by your team members of any potential risks associated with the refusal of such an intervention.

## The Right to Provide Feedback

Families have the right to express their concerns or complain about their services. A complaint will not result in the loss of services. Families will receive information on how to complain or express concerns at intake. For details, see the “Expressing Concerns & Providing Feedback” process outline in this Handbook.

## Expressing Concerns & Providing Feedback

### Ongoing Feedback Opportunities

We are committed to providing you with quality services. Let us know how you are feeling about our services at any time through:

- Open dialogue with your Program team. This is always welcome and encouraged.
- “Compliments and Concerns” forms are available from staff member(s), or at our Main Office Reception if you prefer to give feedback in writing.
- Compliments, concerns or complaints can be made either verbally or in writing by letter or e-mail.
- Feedback surveys are sent to all clients and families annually.

⊗ **IF YOU ARE NOT SATISFIED** with the services received from the Community Brain Injury Program for Children & Youth, you have the right to tell us about your concern or complaint. If decisions are made about your child’s CBIPCY rehabilitation plan that you do not agree with or cannot accept, you have the right to appeal such decisions.

The services you receive will not be reduced or taken away because you give us feedback. In fact, we appreciate it when you let us know if you are not satisfied with your services. Your feedback helps us continue to improve the way we work with our clients and families.

#### A) First Step...

If your concern involves a specific team member, we encourage you to talk directly to that person – for example, with a specific therapist if that is who has made the decision in question.

You may also wish to contact your CBIPCY Coordinator who will listen to your concerns, and work with you to find a solution. Very often, issues and problems can be resolved quickly at this level.

#### B) If There is Still a Concern ...

If talking to the Coordinator does not resolve the situation to your satisfaction within a week, or if your concern relates more to the overall CBIPCY Program, please contact the Program Director.

**Name :** Valerie Upton  
**Title :** Director of Social Work  
**Phone :** 604.630.3010, Local 1230  
**E-mail :** val.upton@bc-cfa.org

The Director will look into your complaint and work with you to come up with a solution by:

- Talking to you on the telephone and/or meeting with you in person
- Talking to you and the staff member(s) involved
- Reviewing relevant information
- Looking at your child’s record
- Asking for the input of the Centre’s Medical Consultants and Executive Director
- Holding a team meeting to come up with a workable solution

### C) If The Problem Still Isn't Solved ...

If talking to the Director does not resolve the situation to your satisfaction within 2 weeks, please contact the Executive Director.

**Title :** Executive Director  
**Phone :** 604.451.5511, Ext. 1233

The Executive Director will look into your complaint and work with you to come up with a solution by:

- Talking to you on the telephone and/or meeting with you in person
- Reviewing the process that has already taken place to try to resolve the issue
- Talking to you and the staff member(s) involved
- Reviewing relevant information
- Looking at your child's health record
- Asking for the input of the Centre's Medical Consultants and Executive Director
- Holding a team meeting to come up with a workable solution

### D) If The Problem Still Isn't Solved ...

If talking to the Executive Director does not resolve the situation to your satisfaction within five weeks of the original complaint, the Executive Director will provide you with the contact information for the Ministry of Children and Family Development.

## Parents' Responsibilities

### Appointment Cancellation

Cancellations or missed appointments can be very disruptive to the success of your child's rehabilitation plan. Whenever possible, please cancel a day ahead so the therapist can reschedule with other families. If you or your child is sick, please cancel as soon as possible. The program must pay for therapists' time if you cancel without advanced notice or do not show up. Therefore, we ask that you give the Service Providers as much advance notice as possible when you need to cancel an appointment.

### You and Your Child's Rehabilitation

- ✓ Please tell us about convenient times and locations for scheduling appointments.
- ✓ Please be sure that you (or another adult family member) attend all appointments or sessions. Service Providers should not be treating your child in your home if you are not there.
- ✓ Please tell us about any significant changes in your family situation that may have an effect on your child or on your availability for meetings or therapy sessions.
- ✓ At the time of discharge, please take part in the discussion about transition to other Service Providers and agencies. There are limited services available in some communities and your input in the discussion and planning sessions will be very valuable.
- ✓ Your feedback is always important and is welcome at any time. Please call and let us know if any of your service providers do not seem to be carrying out their responsibilities or if team members are not meeting your needs.
- ✓ The policy of BC Centre for Ability prohibits the exchange of confidential information by electronic mail due to issues of privacy.
- ✓ If you choose to use electronic mail to correspond with the Coordinator, please do not use your child's name. Instead, use their initials or client number in correspondence.
- ✓ If you choose to use electronic mail to correspond with the Service Providers or Coordinator, please note that this correspondence will be included in your child's records with the BC Centre for Ability and that client confidentiality must be maintained.

## 6. Legal Issues

If your family has retained a lawyer to assist you with the legal aspects of your child's injury, please note the following:

1. Please provide us with a letter explaining that you have retained a lawyer for services.
2. Your lawyer must send us a copy of his/her own consent form, signed by you, before he/she can receive documentation about your child from our office.
3. Since we always make sure that you have your own copies of all of our documentation, it should be simple for your lawyer to make copies from your own personal document file. Also, since those copies are yours in fact, you do not need our permission to copy them to someone else, such as your lawyer.
4. It is the policy of the BC Centre for Ability to charge lawyers for our cost of "disbursements" for legal purposes, such as copies of documentation that the CBIPCY Service Providers have written about your child. Your lawyer will be familiar with this costing procedure, as it is common practice.
5. If your lawyer telephones our Service Providers or requests additional documentation or letters from them, your lawyer must pay them directly for their time.
6. We are not responsible for paying your Service Providers for any of their time spent with your lawyer as our program provides funds only for your child's acute rehabilitation program. Funds do not pay for time spent with your lawyer in meetings, on the telephone or in writing specific documents, reports or letters for the lawyer or any other time spent for legal rather than rehabilitation purposes.
7. We are very sympathetic to the need for appropriate and useful information sharing in a legal case. However, our primary purpose is to ensure your child is provided with quality and timely rehabilitation services.

Please call the CBIPCY Coordinator for more information.



## 7. Resources of the CBIPCY

**TOLL-FREE RESOURCE LINE:** 1-877-451-5511 – Local 1470

Using this toll-free number, parents and others in the province can call and talk with one of the Coordinators about issues or concerns about a child/youth with a brain injury.

**LIBRARY RESOURCES:** Coordinators are knowledgeable about current Brain Injury research, best practice, and rehabilitation publications. Your child's Coordinator can provide information on how to access these resources through a local library or from your home computer.

**WEB SITE :** Our website ([www.mybrainonline.ca](http://www.mybrainonline.ca)) does not require any additional software to run. The site is linked to the BC Centre for Ability web site ([www.bc-cfa.org](http://www.bc-cfa.org)), which has additional resource information, as well as recommended web sites relative to brain injury, chosen with parents in mind.

**NEWSLETTER:** A program newsletter, *brainbridge – the newsletter*, is published throughout the year. The newsletter is available on request to all interested persons. All families automatically receive a copy during the time they receive services. You will automatically receive a copy for the next five years unless you tell us you wish to be removed from the newsletter mailing list. The newsletter is also available on our web site.

## 8. We Welcome Your Feedback

The Centre aims to provide helpful and clear information to families. If you have suggestions that could help us improve this Handbook, please let us know by calling or writing to:

### BC CENTRE FOR ABILITY

#### Communications Department

2805 Kingsway  
Vancouver BC V5R 5H9  
Phone: 604-630-3000  
Fax: 604-451-5651



## 9. About the BC Centre for Ability (BCCFA)

### Our History

The BC Centre for Ability (BCCFA), formerly known as the Neurological Centre, has been providing a wide range of services to children, youth and adults with disabilities in British Columbia since it was established in 1969 by a group of parents who wanted community and home-based services rather than receiving rehabilitation services in hospital settings.

### Our Mandate

#### Our Vision:

We share a vision of communities where every person is able to participate and contribute in all aspects of life.

#### Our Mission:

The mission of BCCFA is to provide community-based services that enhance the quality of life for children, youth and adults with disabilities and for their families in ways that facilitate and build competencies, and foster inclusion in all aspects of life.

#### Our Values:

- **Collaboration:** We work together, and with partners, clients, and their families to build on all our strengths and pursue the best possible outcomes.
- **Excellence:** We aspire to do better, we create and apply new knowledge, and we lead, in order to contribute to the lives of those we serve, our professions and our communities.
- **Inclusiveness:** We celebrate diversity; everyone belongs, and all contributions are valued.
- **Quality Service:** We establish, achieve and exceed performance targets based on feedback, evidence, and professional practice standards.
- **Respect:** We strive to encourage, hear and honour each voice.

#### Goals and Objectives of BCCFA:

- To provide a wide range of services, including occupational therapy, physiotherapy, speech and language therapy, social work intervention, early childhood consultation services, family support, vocational services, and community support services to persons with physical, neurological and/or developmental disabilities and to their families.
- To facilitate individuals with disabilities to maximize their potential for independent living by providing accessible and responsive services, based on the principles of person and family-centred practice.
- To assist individuals with disabilities and family members to gain competence and confidence in advocating for themselves to address issues and remove barriers to participation in community life.
- To work in partnership with key stakeholders in building community capacity to include individuals in all aspects of community life through the provision of training, consultation and resources on innovative and best practices.
- To provide an enriched environment for staff so that they can continue to develop their professional expertise

## Our Funding Sources

The BC Centre for Ability is a non-profit, charitable organization. The Centre receives most of its funding from Provincial and Federal Government sources including BC Ministry of Children and Family Development, BC Ministry of Social Development and Social Innovation, and Service Canada. Other funding sources include United Way of the Lower Mainland, North and West Vancouver School Districts, and contributions from the BCCFA Foundation.

## Our Governance and Leadership

### Governance Structure:

The BC Centre for Ability has two Boards of Directors made up of people who use our services, family members and community members. Board Members are elected by the Membership of the Association, in accordance with the BC Centre for Ability's bylaws and constitution.

The Association Board of Directors provides governance and leadership in delivering high quality programs and services, setting policy, strategic direction and providing oversight to ensure sound fiscal leadership. The Foundation Board of Directors focuses on raising awareness and resources to support program operation.

### Leadership Structure:

- The Executive Director is responsible for the overall operation of BCCFA.
- Program Directors provide clinical supervision and support to staff working within their specific program or service areas.

## Funded Services

The BC Centre for Ability provides a wide range of services to children, youth and adults with disabilities. Key programs offered by BCCFA include the following:

### Services for Children and Youth

- 1. Early Intervention Therapy Program:** Provides occupational therapy, physiotherapy, speech and language therapy and social work services for children with special needs and their families, from birth to school entry, who have physical, neurological and/or developmental disabilities. Our compassionate, community-based care involves assessment, clinical problem solving, therapy, groups, workshops and family support, founded on research evidence and clinical best practices. We help families promote each child's development and participation in community life, where they live, learn and play. Services are provided in Vancouver, Burnaby, Richmond, North Vancouver or West Vancouver.
- 2. School Occupational Therapy Program:** Provides Occupational Therapy consultation to students from kindergarten to grade 12 in consultation with their families, teachers and support staff in North and West Vancouver School Districts. Occupational therapy can help students with fine motor skills, writing abilities, sensory processing and/or self-care skills. Our therapists can also help students access technology and improve accessibility, based on each child's needs. Our goal is to facilitate inclusion, participation and independence in school and community settings.
- 3. Supported Child Development Program:** Assists families find spaces in licensed daycare, preschool and out-of-school care programs for children up to 19 years old, who need additional support to access child care in Burnaby and Vancouver. Our Supported Child Care Consultants work with families and Service Providers to develop individual plans, with intervention goals and strategies tailored to each child's developmental needs. The program also supports a variety of child care programs, preschool programs and out-of-school care programs to develop inclusive principles and practices.

- 4. Community Brain Injury Program for Children and Youth in BC:** A Provincial program that provides short-term, interdisciplinary acute rehabilitation to children and youth up to 19 years with an acquired brain injury within the first year of the injury, who do not have third party funding. We offer community based occupational therapy, physiotherapy, speech-language therapy, counselling and service coordination, facilitating the child's re-integration into and participation in home, school and community life.
- 5. Key Worker Support Services:** Provides support and intervention for children and youth up to 19 years who live in Burnaby, and have a brain based disorder such as Fetal Alcohol Spectrum Disorder (FASD), Neonatal Abstinence Syndrome (NAS), Attention Deficit Disorders (ADD) and other complex developmental behavioural conditions (CDBC) who have complex behavioural challenges that significantly affect the day to day functioning of the child and the family. The Key Worker develops a service plan in collaboration with the child and family; educates parents, caregivers and school personnel about behavioural symptoms; holds skill building groups for children and youth; and provides family networking and community resources to support the inclusion and stability of children and youth in family, school and community life.
- 6. Stepping Stones Program:** Supports children with neurodevelopmental conditions and their families in the Lower Mainland. Children up to 12 years of age have opportunities to learn about social emotional development and to build and practice social and emotional skills in a fun environment. Our social workers offer one-to-one intervention when needed. We also provide training and educational resources on social emotional development for parents, caregivers, school staff and Service Providers to build community capacity for promoting the social emotional development of children with disabilities. We teach children and families strategies to identify strengths, regulate emotions, handle stress and maintain a sense of self confidence. These abilities are the stepping stones to success at home, school and in the community.

## Services for Adults:

- 1. Opportunities Fund Program:** Provides support to adults with disabilities to enhance employability and employment success. We work with employers and individuals to create inclusive workplaces, with support tailored to each individual. Supports may include financial support for individuals to attend a training program for employment or self-employment; paying a negotiable short term wage subsidy to employers; providing financial support to purchase adaptive equipment and tools needed to perform worksite duties; providing financial support to provide accommodations needed to access the workplace; and reducing hiring and training costs. The OPPS Fund is available for eligible participants in the Lower Mainland, Sunshine Coast, Sea to Sky up to Pemberton, Fraser Valley up to Boston Bar and Hope, Vancouver Island and the Gulf Islands.

