



BURNABY  
**INFANT**  
DEVELOPMENT  
PROGRAM

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**FAMILY  
HANDBOOK**



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## **INTRODUCTION**

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We are pleased to welcome you and your family to the Burnaby Infant Development Program (IDP). The Infant Development Program (IDP) provides home based services to families with children from birth to age three who have a diagnosis, delay or who are at risk for delays in one or more skill area. In Burnaby the Burnaby Association for Community Inclusion (BACI) sponsors the Infant Development Program. BACI is a non-profit community based society, which has been providing services in Burnaby since 1956. BACI has been sponsoring the Infant Development Program since it began in 1975.

For more information and what is happening in the Infant Development Program please go to our website ~ <http://idp.gobaci.com/>

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## **INFANT DEVELOPMENT PROGRAMS IN BRITISH COLUMBIA**

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The first home-based Infant Development Program (IDP) in British Columbia was started in Vancouver in 1972 by a committee of parents who had children with developmental delays, and professionals involved with providing service to these children. These parents and professionals were aware of research demonstrating that support and assistance with developmental programming is beneficial to families of young infant or toddlers who are delayed or at risk for having a delay. With support and funding from the Ministry of Children and Family Development, similar programs were developed elsewhere in British Columbia. A Provincial Steering Committee and Provincial Advisor were appointed by the Minister of Social Services in 1975 to set the terms of reference for this new service as it grew throughout the province. The Burnaby Infant Development Program typically serves over 400 kids annually.

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## **RATIONALE FOR INFANT DEVELOPMENT**

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The Infant Development Programs in BC provide a range of family centered prevention and early intervention services and supports for infants and children who have a developmental delay or who are at risk for developmental delay. The rationale of the Infant Development Program is based on these underlying assumptions:

- The family is the most important source of learning, emotional and developmental support to the child.
- Interventions may be most effective if begun early in a child's life
- Infancy is an important stage of life for learning

### **Aim of the program**

- To help parents learn skills that will enable them to support their child's development.
- To increase the family's knowledge of the factors that relate to the overall growth and development of their child.
- To help families make the best use of available services

### **Program Outcomes**

- Children obtain or make progress toward achieving shared goals related to their overall development
- Parents attain or make progress toward achieving shared goals related to their knowledge of child development and community services
- Parents attain or make progress toward achieving shared goals in their relationship with their child



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## **REFERRAL PROCEDURE**

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A child does not need a diagnosis to access IDP services. Referrals can be made at any time from birth to 3 years old if there are any concerns about a child's development. IDP is funded by the Ministry of Children and Family Development and is a voluntary program.

The Infant Development Program has an open referral policy. Referrals may

come from any source:

- Parents/caregiver
- Physicians/paediatricians
- Public health nurses
- Early childhood educators
- Social workers
- Therapists
- Other medical professionals

Referrals are directed to the program via the website, email, fax or mail. It is the family's choice to take part in the Infant Development Program, they will be told about the referral and given information about the program. The Manager of the program, Krista Moldowan, oversees the intake of all children into the program. Children's wait time is dependent on their level of need identified at the time of referral.

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## **THE ROLE OF THE PARENT**

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Parents know their child best, and have a very important role in directing decisions regarding services or programs for their child. Infant Development Consultants encourage parents' active participation in their child's services at whatever level seems appropriate and to whatever degree the parent wishes to be involved. As a program, we acknowledge that parents are the experts about their child, and we encourage the parent-child connection to become even stronger.

Share your child's strengths, needs, interests and challenges with your Consultant. Participate in home visits and share your child's skills and development. Identify your concerns and priorities to help determine goals and strategies. Contact the program if you have concerns or questions. Provide written or verbal feedback about program services.

The family is the primary decision maker and influence in a child's life. Incorporating ideas recommended by the professionals involved throughout your daily routine is essential in encouraging your child's full potential.

Parents also have an important role in evaluating the Infant Development Program. You can talk to you IDP Consultant or the Program Manager at any time regarding the service to your family. Satisfaction surveys are sent out yearly. Throughout your time in the program, a representative of ID will call you and invite you to participate in an interview with you; which helps us to understand the impact and effectiveness of the program. Parents are also invited to help in other roles within the Burnaby Association for Community Inclusion; periodically we send out invites to focus groups as well as strategic planning, for example. We like to hear from you once you've left our program with exit surveys and/or follow-up telephone interviews.

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## **THE ROLE OF THE INFANT DEVELOPMENT CONSULTANT**

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The Burnaby Infant Development Consultants are generalists, with a background in child development trained with the current research practices and information.

The consultant's goal is to work with each family to enhance the overall development of their child with an emphasis on identifying individual needs of the child and family.

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## **SERVICES PROVIDED**

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Infant Development Programs serve families with infants from **birth to three years** who are at risk for or have a developmental delay in one or more skill areas. Services provided include:

### **Home Visits**

Home visits are a key part of the Infant Development Program and the core around which support and services to the family are built. Home visits are scheduled at convenient time for the family and baby. The frequency of home visits is discussed with the family and will depend on the needs of the baby; generally, visits are scheduled every two to four weeks and average one to two hours in length.



Home visits are a time for Infant Development Consultants to learn more about the needs and priorities of the family, including particular concerns about the infant. During each visit, the family and consultant may review the infant's progress. Successes, challenges, or new behaviours encountered since the last visit may be discussed and activity suggestions and approaches shared with the family. Information on child development and other community resources may be recommended; materials and equipment may be left for the family's use. Home visits usually follow a similar format but they are also set up to meet the specific needs of each family.

Home visits can take place in the home, in the community, at the childcare center or at our office. Home visit notes will be left with the family at each home visit.

### **Parent and Child Drop-in Playgroup and Groups**



This weekly drop-in playgroup is available to all families referred to the Infant Development Program. The playgroup provides children with opportunities for social, play, and group activities. In addition, the playgroup offers parents a place to meet other parents and to share common experiences and concerns. Infant Development Consultants are there each week and available to answer questions about development and guest speakers are invited on occasion. We also offer an array of other groups at multiple partner locations including, but not limited to: Story art, Sensory, Baby Beluga swimming program, Infant Massage, Mother Goose, Music and Movement, Nobody's perfect program.



### **What to expect when attending groups:**

- A chance to meet other parents
- Opportunities for your child to grow, learn, and thrive in social play with other children
- Opportunities to discuss questions, concerns and successes with IDP Consultants
- Support
- Refreshments
- Activities to encourage different areas of development
- New songs & rhymes
- A whole lot of fun!

### **Reports and Assessments**

The most commonly used tool our program offers is the Ages and Stages Questionnaire (ASQ). The ASQ is a screening tool that allows us to get an idea of how your baby is doing in all areas of development – communication, gross motor, fine motor, personal social and adaptive skills.

The DAYC - 2 is the standardized assessment used in all Infant Development Programs in British Columbia. This assessment, done by the Infant Development Consultant, gives a developmental profile of the infant and gives the family and the consultant guidelines for planning learning activities, as well as a record of the infant's development. For some children a DAYC-2 is not appropriate and another assessment may be used. Not all children in the program are best served by having a full developmental assessment.

All information and reports from the Infant Development Program are kept private; the family decides who should get information regularly and a consent form will be signed by the parent.

### **Parent Education and Workshops**

Throughout the year, our program will sponsor or co-sponsor workshops with other community organizations for parents and children involved with Infant

Development. The topics are varied and provided in response to suggestions and requests from families. These will take place in varied settings. One example is **Family Night**, which is held 4 times per year. The evening event from 5-7pm at Christine Sinclair Centre. Dinner is provided and all family members are welcome.

### **Ongoing planning – Continually Updated Service Plans (CUSPs)**

The Continually Updated Service Plans (CUSPs) are completed at every visit in the form of a home visit record. At each visit, you will be asked to identify current family goals. Suggestions made will be directly related to these goals and areas of focus that you as the family prioritize.

### **Family Support**

Infant Development Consultants can provide opportunities to meet and connect with other families who share common experiences and to obtain information that may be of support.

### **Resources, Toys and Equipment**

The Infant Development Program has a selection of resources in a range of topics; infancy and childhood, parenting, specific disabilities, play ideas, and other areas of interest. These resources can be provided to families involved with the Infant Development Program. When needed, the Infant Development Program can help families access equipment from other agencies and find funding if equipment needs to be purchased.

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## **WORKING TOGETHER WITH OTHER SERVICES**

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Families who have a child with additional needs may be involved with many community professionals. Infant Development Consultants are generalists, working with each family to develop a program that fits the needs of their infant, and inform the family of appropriate community resources. Infant Development Consultants work closely with other community professionals and often facilitate referrals to additional services such as physiotherapy, speech therapy, occupational therapy, the At Home Program and the Supported Child Development (SCD) Program, as needed. Since the range of other professionals involved with the family can change over time, the Infant Development Consultant can help the family understand information and coordinate services.

### **Fraser Health Authority: Preventive Health Services and Speech and Hearing**



Hearing assessments and speech/language therapy are provided upon a referral from a community professional. Your IDP Consultant can make a referral for Speech and Audiology if you have not had one before beginning with IDP.

### **Public Health Nurses**

Public Health Nurses provide information in a variety of areas including health care, nutrition, and immunizations.

### **Doctors**

Doctors (paediatricians, family doctors, and specialists, including those at BC Children's Hospital in Vancouver) provide the medical care the infant needs. They also give families and the Infant Development Consultant important information that will help with program planning for the child.

### **Government Ministries**

The Ministry of Children and Family Development and the Ministry of Health provide a variety of services for families with children who have special needs. Families may receive information and assistance from their Infant Development Consultant to obtain additional services such as homemakers, childcare workers or respite care.

### **BC Centre for Ability (CFA)**

CFA provides physiotherapy, occupational therapy and speech therapy to children aged birth to five years in Burnaby. A social worker is available to help parents in to access other services or to discuss other issues that arise.

### **Supported Child Development Program (SCD)**

Children with special needs often require additional support in order to fully participate in a preschool or day care program. Supported Child Development Consultants assist families in finding preschool or child care options in their community. They also provide consultative support to inclusive child care settings. Your Infant Development Consultant can assist you in contacting this program.

### **Sunny Hill Health Centre for Children**

Sunny Hill provides specialized consultation in the areas of multiple disabilities, hearing loss, motor coordination, acquired brain injury, prenatal exposure to substances, autism spectrum disorder, feeding and swallowing, augmentative communication, vision, as well as positioning and mobility. These services are provided on referral from a doctor.



### **Spirit of the Children Society**

Spirit of the Children Society is an Aboriginal non-profit society serving families in Burnaby, New Westminister, Coquitlam, Port Coquitlam and Port Moody.

The Aboriginal Infant Development Program (AIDP) offers a variety of supports for Aboriginal Parents and their child who are at risk of, or who may be experiencing developmental delays or looking for cultural information and resources.

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## **COMPLIMENTS AND CONCERNS & IMPACT CONVERSATIONS**

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Throughout your time with our program, we are happy to hear feedback – both positive and negative. We aim to change and continuously evaluate our program based on the feedback we receive. We wish to hear what is working for your family, as well as where the team can improve our practice.

We endeavour to have opportunities for you to provide feedback, in person whenever possible. We provide annual satisfaction surveys in the fall. We also provide opportunities to bring forward ideas at our Family Nights, where both the Manager of the program and the Executive Director are present to bring forward your thoughts.

We have someone on the team also calling and emailing families throughout the year, inviting participation in Impact Evaluation. This is a qualitative information gathering process whereby the team member aims to have a conversation with as many families as possible. These conversations are efforts to understand how families change – grow and learn through their participation in our program. If you would like to volunteer to participate, please email [krista.moldowan@gobaci.com](mailto:krista.moldowan@gobaci.com).

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## **TRANSITIONS-MOVING THROUGH LIFE – AFTER IDP**

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A transition can be defined as moving from one place or stage of development to another. Change, whether good or bad, can involve stress. Parents of children with additional needs may experience greater levels of stress, especially during critical events such as the diagnosis of a disability, awaiting developmental milestones such as walking or talking, or moving from one program to another.

When the child reaches the age of three and the Infant Development Program is no longer an appropriate service for him or her, the family may want to look for an early childhood education program. Under the direction of qualified early childhood educators, children have the opportunity to learn language skills, appropriate social skills, co-operation, and self-help skills. There are a variety of choices in early childhood education programs for your child, including neighbourhood preschools and daycare centers. Your Infant Development Consultant will be able to help you learn more about these choices.

Often children with developmental delays and ongoing additional needs require assessments, program planning and continued involvement with professionals. These extra support needs can be met by referring the child, who will be attending community preschool or daycare to the Burnaby Supported Child Development Program. This program will meet with the family and the daycare/preschool to determine the child's extra support needs. This referral is best to go in early, before these services are needed.

As the child's parents, you are the most knowledgeable about your children and family's strengths and needs. Investigating several programs will help you choose the best resource for your child. If you are comfortable with the preschool or day care you have chosen, your child will have an easier time adjusting to, and benefitting from the experience. Funding or subsidies are available depending on the child's special needs and the program chosen.

An often-overlooked issue when a child moves to another program is that the family, not just the child, is in transition. Families can have common experiences as they adjust to new programs for their child. Infant Development Consultants can assist families by providing appropriate materials and organizing services in ways to reduce pressure on the family.

Some of the things your consultant may assist in when transitioning out of the Infant Development Program (whether aged 3 or younger):

- Daycare or preschool interview preparation and application
- Therapy services

- Community program registration
- Updates to documentation like your child's one page profile
- Exit assessment and/or report
- Advocacy for inclusion in whatever activity your child and family would like to participate in
- Meeting of all professionals involved

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## **RESOURCES**

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### **At Home Program**

The At Home Program provides families with funding for medical costs and the purchase of specialized equipment and supplies. The program may also provide money for respite care. For more information ask your Infant Consultant or public health nurse.

### **Income Tax – Disability Tax Credit**

You may claim a child with a disability on your income tax return. A "T2201" form is available from you district taxation office. Ask your doctor to complete the form and then send it in with your tax return. You may be able to claim as many as three previous years if you have an older child.

### **Homeowners Grant – Property Taxes**

Families who have a member with a disability may be eligible to pay lower property taxes. For more information, ask at City Hall. You may be able to claim as many as three previous years if you have an older child.

### **Registered Disability Savings Plan (RDSP)**

A registered disability savings plan (RDSP) is a savings plan that is intended to help parents and others save for the long term financial security of a person who is eligible for the disability tax credit (DTC).

Contributions to an RDSP are not tax deductible and can be made until the end of the year in which the beneficiary turns 59. Contributions that are withdrawn are not included in income for the beneficiary when they are paid out of an RDSP.

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## **SUPPORT GROUPS AND ORGANIZATIONS**

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The Infant Development Program has information on many topics. For a full list

of helpful links and supports please go to: <http://idp.gobaci.com/resources>. For more information please ask your Infant Development Consultant.

**For more information on resources in Burnaby, ask your Infant Development Consultant.**

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## **RIGHTS AND RESPONSIBILITIES**

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### **Parents and Caregivers as Partners**

Our goal is to provide a range of services for children with special needs and their families. As we are involved with each child, we aim to include his or her family as our most important partner. We understand that each child's family is the greatest resource in providing the best service possible.

As parents and caregivers of the children we serve, you have rights and responsibilities that belong to you. We have taken the time to outline a few and hope this guide will help you partner with us in providing services to your child.

### **Rights and Responsibilities**

1. You have the right to information about your child and his and her involvement with the Burnaby Infant Development Program.

You have the right to:

- See all Infant Development Program records about your child
  - Receive all reports written about your child
  - Be informed about other services available to you and your child in the community
2. You have the right to service that fits into your family routine.
    - We are committed to provide service that fits your child and family. We make every effort to work with individual family needs.
  3. You have the right to be included in all planning for your child.
    - Infant Development Consultants and parents/caregivers work closely together. At times it may be helpful to have a team meeting where all the professionals who work with your child can share information. As a valued member of the team your input is very important. Our goal is to

- ensure that families remain in control of the decision-making.
- You have the right to tell your Infant Development Consultant of any concerns you may have about our services.
  - Please feel free to speak with your consultant if you have any concerns regarding services. If you do not find this helpful we have included information about the complaints resolution process for the Burnaby Association for Community Inclusion.
4. You have the right to be informed about current caseload size and capacity and waitlist issues.
  5. You have the responsibility to inform the Consultant if you are cancelling an appointment.
    - Please inform your Consultant if you are cancelling an appointment, and please give as much notice as possible.
  6. You have the responsibility to inform us (through the grievance process) if you feel that any staff member has breached the code of ethics, confidentiality or has treated you unfairly.
    - Please inform your Consultant if you have any complaints or concerns about the service that we are providing. If this is not possible please follow the steps outlined in the Complaints Resolution Process.
  7. You have the responsibility to respect the rights, dignity and confidentiality of other people you come into contact with through your involvement with the Infant Development Program.
  8. You have the responsibility to refrain from any behaviour that compromises the safety of other children, parents or program staff.

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## **CONFLICT RESOLUTION**

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The Burnaby Infant Development Program and our staff within the Burnaby Association for Community Inclusion are committed to working cooperatively with families. It is important to note that at any point should a family raise a complaint, a concern or a conflict, they will never be penalized or experience any retribution for bringing up any of their concerns. Families are encouraged to



discuss any questions or concerns they have regarding the Program with their consultant.

If a concern arises between an individual consultant and a family, it is hoped that the family can discuss the issue openly and attempt to reach a mutually acceptable resolution. If the issue is not resolved to the satisfaction of the family, the Manager of the program should be consulted.

If mutual resolution is not achieved at this level, the Executive Director of BACI should be contacted. Where the issue remains outstanding at this level, families should follow the Complaints Resolution Process for the Ministry of Children and Family Development.

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## **ADVOCACY**

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The word "advocate" comes from the Latin word for "voice." Being your child's advocate means you are his/her voice when not able to speak up for him- or herself. All parents advocate for their children, but because some children may have special needs and require special services, their parents may need to advocate for them in additional ways.

Being an effective advocate doesn't require specialized skills or extraordinary capabilities, it simply means making the case, in a focused and informed way, that something is important and needs to be done for your child.

As a parent, you are the best person to advocate for your child; you know his/her strengths and needs, likes and dislikes. You know your child best. Unconditional love is a powerful motivator.

### **10-Steps to Advocacy – How to become an Advocate**

1. **Volunteer.** You can participate in groups, sit on boards, do public education investigate ways to volunteer and learn in your community
2. **Get an Education.** Today there are an almost infinite number of ways to learn; formal courses forums, public meetings, the internet, and community groups
3. **Find people who inspire you.** Ask questions, watch how they work and learn from their experience.
4. **Become knowledgeable on a given subject.** You can't be an expert on everything. At most find one thing that you are passionate about and become an expert.

5. **Be a problem solver.** Look at your issue from all angles. Ask lots of questions; know how to find resources and information.
6. **Be Positive.** You are advocating because something is “wrong,” But it’s important to stay positive both for you and the people you encounter. Communicate in ways that make you and other feel change is possible and creates a “win-win” situation.
7. **Listen.** Cultivate the ability to genuinely listen to other’ point of view and to be impartial.
8. **Be Patient.** Change is often slow. Work hard, enjoy the journey and be patient.
9. **Don’t Quit.**
10. **Take care of yourself.** Burnout is all too common. Take care of your health and have lots of support. You can’t do it alone

"10-Step Advocacy Primer: How to Become an Advocate" Transition: Passing the Torch Spring/Summer 2007:16.

Source: Transition Magazine Spring/Summer 2007  
BC Coalition for People with Disabilities

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