

What you can expect from us.....

The Child Development Centre is committed to providing quality service using a family centered approach.

1. We will listen and value your opinions, ideas and culture.

- You and your family are the key people in your child's plan and progress.
- You are an expert on your child.
- You are the ultimate decision-maker for your child.
- We will welcome and support you in whatever ways you want to participate.

2. Our services will be of excellent quality

- Our staff is highly qualified to provide early intervention and family centered care.
- We are accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF).

3. We will keep information about your child and family confidential and private.

- We will not give out any information about you or your family without your permission.
- However, confidentiality can be broken if;
 - your child may be in danger of neglect or abuse; or
 - the court subpoenas the information.

4. We will work with you to create a Family Plan within 3—6 months of regular service.

- The Family Plan will come from your family's priorities and needs.
- You know best what kind of involvement or support you and your child need. We will provide our therapeutic opinions and together create a plan that makes sense.

5. We will give you information.

- We will give you information that will help you make decisions about the care that will best meet your child's needs.
- We will let you know the benefits and risks to any intervention that is suggested.
- We will talk with you on a regular basis and try and provide information in a timely manner.
- We will answer any questions you have.

6. You can have access to your child's personal health information.

- We will provide you with copies of your child's written reports and assessments.
- If you would like to look at your child's file, put your request in writing to the executive director and arrangements will be made.

7. We will listen to your concerns.

- If you are not happy with the services you and your child are receiving please tell us.
- We will respond to your concerns in a fair and timely manner.
- Your concerns will never result in a barrier to receiving services.

