Family Centred Care in Context 2009 cum Study Visit

Edmonton, 28th August 09





Family Centred Care in Context 2009 cum Study Visit

Organizers: The Central and Northern Network for Child Health and Southern Alberta Child & Youth Health Network

<u>Date:</u> 24 – 28, May 2009

Venue: Edmonton, Alberta, Canada.

Conference Objectives:

- to bring parents, professionals, policy makers, and researchers together to develop a <u>common</u> <u>understanding</u> of <u>Family Centred Care</u> and how it can be adapted within a variety of settings.
- more consistent and collaborative approaches to care, ultimately improving the experience and outcomes for children and youth.
- aligned with interest in <u>health regions</u> to adopt a more family centred approach, as well as with the family centred focus of the new Family Support for Children with Disabilities Act.

Delegates

- Cheung Wing Shan, Teresa
- Lau Kwok Wa, Otto
- Lau Yuk King
- Mui Wai Keung, Moses



Programme

Date	Events	Services
24 – 26 May 2009	Conference Programmes	Panel; Workshop; Visit
25 May 2009	Visit: Strolley Children Hospital	Children Hospital
27 May 2009	Visit: Parent Link Centres, Edmonton	Child care and parent support
27 May 2009	Visit: Braemar School	Special High School; Support service for young dads and moms
27 May 2009	Visit: The Candora Society of Edmonton	Community Services: Support for low-income family
28 May 2009	Visit: Alberta Children and Youth Services (Minister of Children and Youth Services)	Bursary program: community youth engagement
28 May 2009	Visit: Big Brothers, Big Sisters - Edmonton and Area	Mentoring programs for youngster
28 May 2009	Visit: Alberta Health Services	The Alberta Fatherhood Initiative ;The Alberta Network for Safe and Health Children

Care for Children with special needs

- Family Support for Children with Disabilities Act in 2003.
- Family-centered practice should be a build-in element of care service for children with special needs.
- Children' needs are most likely met when the needs of all of the family members are met, parents know their children best and children show improved functional performance when interventions are embedded in everyday

The Family Support for Children with Disabilities (FSCD)

Program (Alberta Government)

- 1. Family Support Services
- 2. Child-Focused Services (CFS)
- 3. Specialized Services
- 4. Out of Home Services

• 5. Parent AdvisoryCommitte (PAC)

Example of family support services

Edmonton Early Intervention Program

- It serves families with a child who is between birth and 3 ½years of age and has delays in 2 or more areas of development or a diagnosed disability.
- Early Intervention Program counselors are developmental specialists from a variety of backgrounds.
- They support families in home and community.

Edmonton Early Intervention Program

- ◆ A coaching model: The helping professions such as occupational therapist and speech therapist focus on using child and family strengths, identifying interests and using those to focus on participation instead of telling parents what to do or focusing on the skills to be developed.
- They set their goals on participation, active engagement and parent confidence and building capacity in the community.

Resource based coaching approach: key strategies

- Natural learning environment
- Everyday activities settings
- Interests are the Keys to Developmental Learning
- Responsive teaching
- Community

Expected outcomes

 Children: increased participation and increased interactive competency

Parent: increased competency and increased confidence.

The Complex Needs Initiative

Aims to develop an easily identifiable integrated response across government ministries, service providers and communities.

The following conditions are met: Multiple impairments (mental health, physical, challenging behaviors), existing resources exhausted, strained resource capacity and there is safety concern.

Structure of the Children and youth with complex needs (CYCN)

- includes a cross-ministerial provincial advisory committee.
- Regional Review Broads of nine regions were integrated and a case management was formed with a Regional Support Coordinator.
- When a referral is made by a local crosssector team, the local cross-sector team selects its integrated case manager.

CYCN

- CYCN is available to systems (agencies) to support children/youth families.
- Identified support needed include nursing or nursing aide support in schools, consistent community training/education of agencies and aides who are involved with individuals who have complex medical or neurological needs and consistent and dependable therapeutic respite support.

Inclusive education

- Inclusive education is an important dimension of the care and support for children with special needs.
- Changes to the curriculum, staffing, instructional and evaluation strategies, materials and resources, facilities or equipment may be required to address the needs of exceptional students.
- The neighborhood school is a guaranteed point of entry for all students, and the regular classroom shall be the first option considered. District centers provide alternate program options.

The Kindergarten Inclusive Developmental Services

- It is developed from need to offer better solutions to transitioning students into their community schools.
- It provides help to potential at-risk learners and ongoing trans-disciplinary support to the teachers, assistants, parents and students with special needs included in their community kindergartens.

The Kindergarten Inclusive Developmental Services

- Every kindergarten has regular access to a trans-disciplinary team which includes: Key contact, speech-language pathologist, occupational therapist, physical therapist, teacher assistant mentor, teacher mentor, school-family liaison and psychologist.
- Family focused activities (Family Nights) are provided to schools to give parents new ideas for home.

The Kindergarten Inclusive Developmental Services

- Topics such as: Reading with your child, setting routines, nutrition, behavior strategies for parents to use at home, playing games with the children with special needs.
- In addition, children and families who are not in full day kindergartens receive six to ten visits a year. These Family visits are intended to work one-on-one with the family assisting them in developing skills that will help their child.

Special Services (Therapeutic Clowns)





Therapeutic Clowns



- From the Southern Alberta Child and Youth network (SACHYN)
- Through various forms of laughter and child directed play they instill hope, elicit laughter and benefit the mind, body and spirit of the children as well as their families.

Definition of professional therapeutic clown

- is specifically trained to work in the teach care field
- abides by a code of ethics
- is committed to being a regular presence in the health care setting
- collaborates routinely with other members of the health care team
- engages in on-going training and development
- receives appropriate remuneration for the work

Work Nature

Help ventilate children's emotions such as anxiety, fear and grief

Use distraction strategies to distract, children's attention when

doing minor procedure



Work Nature

- Provide support in calming children
- Collaboration with healthcare professionals e.g. Pediatric Team, A & E





Visits

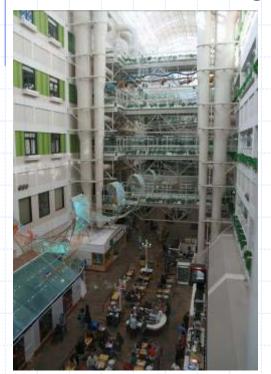
~~	Strolley Children Hospital	Children Hospital
	Parent Link Centres	Child care and parent support
	Braemar School	Special High School; Support service for young dads and moms
	The Candora Society of	Community Services:
	Edmonton	Support for low-income family
	Alberta Children and Youth	Bursary program: community
	Services (Minister	youth engagement
	of Children and Youth	3 3 3
	Services)	
	Big Brothers, Big Sisters -	Mentoring programs for
	Edmonton and Area	youngster
	Visit: Alberta Health	The Alberta Fatherhood
	Services	Initiative
		The Alberta Network for Safe
		and Health Children

A full-service
 pediatric hospital,
 receiving over
 137,000 patient
 visits each year





- Belief: all families want what is best for their child
- Treat family members with respect







- Help parents participate as integral members of the health care team
- Support the strengths, values and choices of families

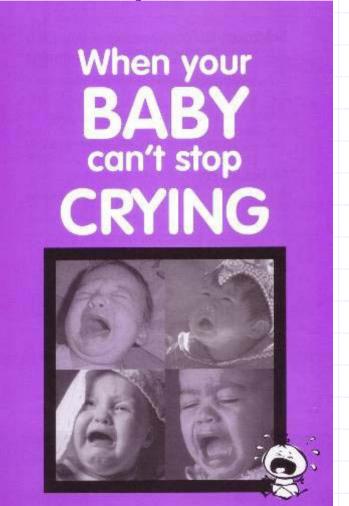




- Parents are welcome to visit the patient 24 hours a day
- one bed provided in the patient's room for one parent to stay in the room with the child overnight
- messaging service for family wanting to send well wishes to children in the hospital

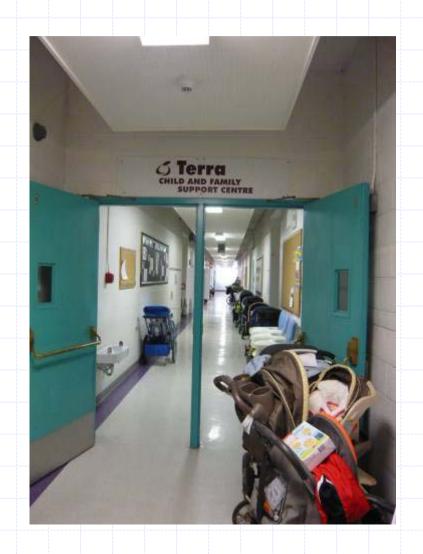






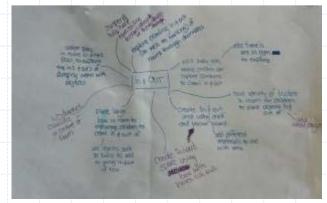
Program for pregnant and parenting teens





- to delivering quality academic programming
- to promote learning is for life; education will improve the life of the mother and the child
- give a caring, nurturing, safe environment promotes learning











Edmonton, here come the Terra ambassadors!

Tetra laurcheif is new youth leadership progress. this hill which is goining recommons. This program is an apportunity for lean parents to develop the shifts trausined as archaeosolous to tepresent and edvocate for Torre, tace parachs and their community. The ambassacion' goels are to develop leadership and activizing skills, recrease carbiness and sacial wearvess, trailing patential and be active communty members.

mly Support Services (FCSS), the youth leaders to program has 20 ambiassators atoming the city with ancheroni and courage. In two months, ambassadone have 216 volumes hours and participated in 36. Due to get book on free fact, in many value. Tens SERVICE STREETS OFFICE

Why all the explanent and rejurger hours? Tarrisarriameters attend weekly program meetings, froming events and participate in various agency events. to empower them to make a difference in their lives and community. Antiquadon shared their stories isspect of the United Way perspects, multiwith MLAsto discuss social riseses, worke at Torric tours and theritish donors for their contributions and involveners. Though the process they gain confidence. retarck and review their poleries.

The weekly meetings help the ambassadors remainconvected to the program and build a relationship. with Term and the youth leadership facilitate. There's year to Westly Doughts, is fishalous solution who provided coacting in communication and oublic speaking for the antomisedors.

The REALTORSH Consumity Foundation supports the south leadership program. "Term is a sespected and recognized shartly storag recoilent work in Extraorism with pregnant and parenting fewrie and we are arrived to be associated with such a charity." says JH Didow, Executive Director of the REAL-TDRS9 Community Foundation.

We also had the privilege of meeting an ambassagor and the welly brought it from for us, the plight of these gate. We obtained an apportunity to sent the apertment you have and police what or imperied noed form serves in our community."

Bintre Engineering Inc. is profer supporter of the youth loadership program and consted proceeds from a summer gulf tournament to Torra. "The insurarea Alifeduatry golf trummont birrigs together insurance professionals and ventors to the insurance community to enjoy a day of golf and raise meney for a local charley supporting children and youth in our Therito to the City of Estimators Family and Commo-Nec. "Industrios existo as a saloty net when unexpacted events happen that affect possle's lives. If allows them not to be deleated by the einsurrestance provides a similar safety not to topo paronts. The resurance All-industry galf townsment is oldered to support the youth leadership program at Terra."



Plets Effic records a record to anticopies Surein Dictional for the south leadership program



Patrick Corbons, Massaco Wassaco Patrickenson accepts a chappe for Terry from the Mostorell





Regan Ketatum is an Inspiration! She is a dedicated and anaging soung mother with great artifice for the NAVA Regan was awarded the Kiwante Award for Azademic Econlence in her 2007-2008 year at Browner School. She is comtonly attenting the University of Alberta, in her first year with the Faculty of Nursing. See the opposite page for questions and answers with Rogan.

History of Origin

- Carl Rogers, "client-centered"
- giving control to the client, rather than the service provider.
- 1960s, the Association for the Care of Children in Hospital "family-centred care".

Definition of FCS

Family-centred service is made up of a set of values, attitudes, and approaches to services for children with special needs and their families. (CanChild's definition)

3 Basic Assumptions

- Parents know their children best and want the best for their children.
- Families are different and unique.
- Optimal child functioning occurs within a supportive family and community context



The Guiding Principles

- Each family and family member should be treated with respect (as individuals).
- The involvement of all family members should be supported and encouraged.
- Each family should have the opportunity to decide the level of involvement they wish in decision making for their child.



Some Key Elements

Expectations and Rights of Families	Service Provider Behaviours
Be the ultimate decision makers.	Encourage parent decision-making in partnership with other team members.
Maintain their dignity and integrity throughout the care-giving process	Be knowledgeable about and accept diversity among families (racial, ethnic, cultural and socioeconomic).
Feel welcome and supported in the level of participation they choose.	Provide an environment that encourages the participation of all family members.

** Premise (basic assumption)	PREMISES, PRINCIPLES, AND ELEMENTS OF FAMILY-CENTRED SERVICE (Annex 1)						
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Conclusion

- Canadian Experience
 - Family Centred Practice across different sectors
 - across different services
 - child-care
 - parent support
 - community development
 - youth engagement & mentoring
 - child protection
 - men's work.



Conclusion – one stop service

- One stop service = > person-centred approach
- Various kinds of services ared provided
- Family Centred Practice provide all services under the same roof
- Case management approach

Conclusion- Family Friendly Policy

- Family-friendly policy
 - variety of working practices = > work-life balance
 - flexible working practices
 - providing childcare, eldercare facilities, or paid time off for participation in community activities as part of a community involvement program.
- Corporate's role
- Government's role
 - enacting equal opportunities legislation and employee legislation (e.g. parental leave)

Way Forward

- "Family-centred" is still quite a vague concept for practice.
- Common understanding of what Family Centred Practice is within the sector.
- Not solely the issue of family service, but also the issue across services.
- Value of family should be reflected in the service provision, but not just a intervention approach or technique.

Thank you..!!!

