

The logo is a large, light purple circular emblem. The outer ring contains the text "PACIFIC CHILD AND FAMILY ENRICHMENT SOCIETY" at the top and "VANCOUVER ISLAND" at the bottom, separated by two small white dots. The center of the emblem features a silhouette of three people (two adults and one child) standing on a rocky shore, looking out at a bright sun over a body of water.

PacificCARE

**Serving Central and North Vancouver Island, and
Powell River and District**

Client Handbook

Funded by the Province of British Columbia

Revised 2011

Your role as a Society Member

Society Members- By becoming a member of the Society you will have the opportunity to vote for who will represent you on the Board of Directors at the Annual General Meeting usually held in the fall.

In addition, you may wish to become even more involved and become a Board Member. By becoming a Board Member you will be directly involved in making decisions that affect delivery of services to child care providers and families in our communities.

License not required (LNR) child care providers can be Society Members and may not hold a position on the Board due to a conflict of interest.

Please ask any questions you may have about the documents you have read.

Office Hours:

Head Office: 3156 Barons Road Nanaimo, BC, V9T 4B5	Satellite Office: 237 3 rd Street Courtenay, BC, V9N 1E1
Phone: (250) 756-2022	Phone: (250) 338-4288 ext 236/250
Facsimile: (250) 756-2021	Facsimile: (250) 338-9326
Toll Free: 1-888-480-2273	Toll Free: 1-888-480-2273
Email: mailbox@pacific-care.bc.ca	Email: mailbox@pacific-care.bc.ca
Web: www.pacific-care.bc.ca	Web: www.pacific-care.bc.ca
Monday to Friday 8:30 am – 4:30 pm (Thursday until 6:00)	Monday to Friday 8:30 am – 4:30 pm

Note: Offices are closed on statutory holidays. From time to time we may have other scheduled closures such as staff training days or extreme weather conditions.

Pacific Child and Family Enrichment Society (doing business as PacificCARE) is a non-profit organization dedicated to making a difference in the central and North Vancouver Island region. PacificCARE is committed to empowering individuals, supporting families and promoting community health.

PacificCARE CCRR Program

Our largest program is that of the Child Care Resource and Referral Program. Funding for PacificCARE CCRR is provided through British Columbia's Ministry of Children and Family Development. PacificCARE CCRR has been in operation since 1989 linking parents and child care providers in Central and North Vancouver Island and Powell River.

Programs currently offered by PacificCARE:

- Child Care Resource and Referral (CCRR)
- Child Care Facility Liability Insurance Coverage
- Island Family Information Website
www.islandfamilyinfo.ca



For a list of each program's services: www.pacific-care.bc.ca

Vision and Mission Statement

Vision:

Pacific Child and Family Enrichment Society inspires diverse, intergenerational relationships by engaging communities and creating valued services to enrich the lives of individuals of all cultures.

“Empowering communities to thrive through education, support and collaborative relationships.”

Mission:

The mission of the Pacific Child and Family Enrichment Society is to develop programs and foster community partnerships that provide a range of services to individuals of all cultures.

We are a diverse, community minded organization that provides education, information and support to assist individuals in making wise care choices and in achieving healthy lifestyles.

Accreditation

PacificCARE (Pacific Child and Family Enrichment Society) is an accredited family service agency through the Council on Accreditation (COA).

As part of PacificCARE’s commitment to the standards that need to be met and to our continued improvement, as a registered member and client of PacificCARE you will be asked for your input in a number of ways. We ask that you review the documents on the following pages so that you have an understanding of your rights and responsibilities as a PacificCARE client.

PacificCARE Client Rights and Responsibilities

YOU HAVE THE RIGHT TO:

1. Feel safe in our programs.
2. Progress through our program at your own level of comfort and understanding.
3. Be treated with respect regardless of your race, status, gender, sexual orientation, age, religion, or beliefs.
4. Be informed of right to refuse service both verbally and in writing and informed of the possible outcomes that may result in their decision
5. Be informed of your human, legal, and civil rights and to speak up when you feel they have been violated.
6. Be informed about the policies of this agency that have a direct impact on you.
7. Be informed and included in decisions made about you and your family.
8. Have your personal information kept confidential.
9. Share concerns about the service you are receiving.
10. Be informed about other resources should you decide to leave a program.

Your responsibilities as a client are to:

1. Follow schedules and rules of the program whose services you are using.
2. As a courtesy, please let program staff know if you are unable to keep a scheduled appointment and to take responsibility for rescheduling.
3. Participate in partnership with staff and other clients (where appropriate), taking responsibility for your interactions and reactions.
4. Inform us (through the grievance process) if you feel that any staff member has breached the code of ethics, confidentiality, or have treated you unfairly.
5. Respect the rights, dignity and confidentiality of other people you may come into contact with through your involvement with PacificCARE.
6. Refrain from any behaviour that compromises the safety of other clients or program staff.
7. Failure to meet responsibilities may result in termination of service.

CCRR Client Responsibilities

Use of the services of the PacificCARE Child Care Resource and Referral Program is voluntary. If the client chooses to use any of the services, the client expressly agrees:

- To assume any and all risks involved in the selection of the child care arrangement,
- That the PacificCARE staff, and the Board and members of the Pacific Child and Family Enrichment Society are not responsible for the client's choice of child care, and
- That Staff and the Board of Directors and members of the Society are excluded from any and all liability for negligence arising in connection with the referral services provided, and/or the actions of any child care provider selected by the parent.

Statement of Responsibility

Individuals and facilities receiving referrals through PacificCARE CCRR must understand that:

- PacificCARE CCRR and the Community Care Facilities Licensing section of the Vancouver Island Health Authority may share information about quality of care or non-compliance issues.
- Names of registered child care service providers will be given to parents seeking child care services. Further understand that PacificCARE CCRR (Pacific Child and Family Enrichment Society) will take no responsibility for any action or interaction occurring between child care service providers and the individuals that may have been referred to them.
- Individuals or facilities seeking child care substitute services are responsible for conducting interviews and reference checks prior to employing a substitute care provider.
- Failure to operate within provincial licensing regulations (Community Care Facilities Act and Child Care Regulations) and/or PacificCARE policy, and/or failure to maintain program registration standards will result in the suspension of all PacificCARE's services until such requirements have been met.

Five-Step Client Complaint

Procedure

Step 1

If you have a complaint about PacificCARE's services, please tell the immediate staff member about it as soon as possible. If you and the staff member cannot resolve the matter or you are not comfortable talking to the member of staff go to Step 2.

Step 2

Contact the Program Coordinator about your complaint. (See contact information below.) The Program Coordinator will endeavour to get back to you within seven (7) working days. If the issue is not resolved to your satisfaction, go to Step 3

Step 3

Contact the Executive Director about your complaint. The Executive Director will endeavour to contact you and provide a written plan of action within ten (10) working days. If the written plan does not resolve the issue for you, go to Step 4.

Step 4

Contact the Executive Director stating that you wish to write to the Chair of the Board of Directors for Pacific Child and Family Enrichment Society. The Executive Director will notify the Chair of the Board to expect your communication. (The letter is to be addressed to the Chairperson of the Society and mailed or faxed to the Nanaimo office.)

Step 5

The Chair of the Board will ensure that the item is added to the next Board Meeting agenda. (Board meetings are usually held monthly.) Once reviewed and a decision is made, the decision will be forwarded to you within three (3) working days of the Board meeting. The decision of the Board is normally final; however, if you are accessing service under a program sponsored by the Ministry of Children and Family Development, and you are not satisfied with the findings of the Board, you may contact the Ministry and ask to speak to someone in its Internal Complaint Department.

Confidentiality

Client information is confidential. Your personal information is used strictly for providing service to you and for assessing the quality of our service to you through the Performance Quality Improvement (PQI) process and accreditation. File reviewers for accreditation are required to sign an oath of confidentiality.

Your written consent will be requested if information from your file is to be sent to someone outside PacificCARE or if you or your family is to be observed, audio taped or videotaped. You may request copies of written material be sent to others. You may request an appointment to see your file.

PLEASE NOTE

Exceptions to Confidentiality

- If there is a reason to believe that anyone under the age of 18 years needs protection from abuse (physical, sexual or emotional) or neglect, that information must be disclosed to the Ministry of Children and Family Development.
- If a client expresses an intention to harm him/herself or someone else, we must disclose that information as necessary to prevent the harm from occurring.
- If someone on the premises appears unfit to operate a motor vehicle and we have reason to believe that he/she intends to do so upon leaving the premises, we must notify the police.
- If a statute or a regulation requires us to disclose information, we must comply.
- If we are served with a valid subpoena, court order or search warrant, we must comply.
- If a client provides us with a valid consent to the release of information, we must comply with his/her instructions.

Privacy Protection Statement for Clients

PacificCARE respects and upholds an individual's right to privacy and to protection of his or her personal information. PacificCARE is committed to collecting, using and disclosing personal information in a manner which complies with applicable privacy legislations. PacificCARE policy for privacy protection sets out the principles which will be observed by PacificCARE with respect to the collection, use and disclosure of information about any identifiable individual who is a client of PacificCARE. If personal information is made anonymous by removing details so that an individual is not identifiable, it is not governed by this policy but will be treated with appropriate safeguards. Definition of "Client": a person who uses, or applies to use, PacificCARE services. PacificCARE is responsible for all personal information under its control. Its Privacy Officer is accountable for PacificCARE compliance with the principles described in PacificCARE policy and code for the protection of personal information.

The Privacy Officer may be contacted at:

Attention: Privacy Officer
PacificCARE
3156 Barons Road
Nanaimo, BC V9T 4B5

Telephone: (250) 756-2022
Facsimile: (250) 756-2021

Upon request, PacificCARE will disclose the name of the current Privacy Officer.

PacificCARE is responsible not only for personal information in its physical possession or custody, but also for personal information that is transferred by PacificCARE to a third party for processing. PacificCARE will use contracts with such third parties to require them to give an appropriate level of protection to the personal information while it is being processed.

Pacific Child and Family Enrichment Society Society



Individual Membership \$15
Family \$20
Organization \$25

Name: _____

Organization Name: _____

Address: _____

_____ Postal Code _____

Enclose payment \$ _____

Cheques made payable to Pacific Child and Family Enrichment Society

We accept: Visa MC AMEX

Card No. _____

Name _____ Exp. Date _____

Please do not send cash in the mail.

Society Members- By becoming a member of the Society you will have the opportunity to vote for who will represent you on the Board of Directors at the Annual General Meeting usually held in the fall.

In addition, you may wish to become even more involved and become a Board Member. By becoming a Board member you will be directly involved in making decisions that affect delivery of services to child care providers and families in our communities.

Thank you for your support!

For more information please check out our website at
www.pacific-care.bc.ca