

# The PACE Program

## - Outreach Support Services -

### An Orientation to the Agency



**Working together  
to foster emotional well being  
in our community through  
connection, support and education.**

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# Index

	Page #
1. <b>About the PACE Program</b>	2
a) Summary of Services	3
b) Mission Statement	3
c) Goals, Beliefs & Values	3-4
d) PACE Philosophy	5
e) Staff Credentials & Training	6
f) Code of Ethics	7
2. <b>Accreditation - What is it?</b>	8
3. <b>Your Rights &amp; Responsibilities</b>	8
a) Rights of Persons Served	8
b) Confidentiality of Your Child & Family	9
c) Your Satisfaction & Feedback	10
d) Addressing Questions, Concerns & Complaints	10-11
e) Child Care Facilities Licensing	11
f) Child Protection & the Role of MCFD	12
4. <b>Other Resources</b>	12

## 1. **About the PACE Program:**

The PACE Program is an early intervention and educational centre for children and families, primarily funded by the Ministry for Children and Family Development (MCFD). The PACE Program, operated by the PACE Child & Family Society, has been a resource for children and families since 1984. PACE offers a range of services to support families of young children who struggle with significant emotional and / or behavioural challenges.

The PACE Program's main office is open Monday through Thursday, 8:00 am - 4:00 pm and Fridays, 8:00 am - 1:00 pm.

**Outreach Support Services Staff** - As staff involved in the Outreach Support Services are often working in the community, you can leave a message for them and they will return your call as soon as possible. Staff schedules vary as they work in a variety of programs and centres. Service is provided from 7:30 am to 6:00 pm, depending on the needs of the clients and the availability of PACE staff. You are welcome to leave a message for them at PACE (604) 266-3141.

## a) SUMMARY OF SERVICES OFFERED:

- ✧ **PACE Family Program** - including a preschool component.
- ✧ **Outreach Support Services** - to daycares, preschools & school-aged programs.
- ✧ **Child Therapy - Play & Art Therapy**  
As a sub-contract with Family Services of Greater Vancouver (FSGV) and Vancouver Aboriginal Child & Family Services Society (VACFSS), PACE offers child therapy to children aged 3-10. Referrals are made to FSGV or VACFSS directly.
- ✧ **Supporting Healthy Transitions Program** - Supporting children and families when children move from foster homes to birth, adoptive or other foster homes.
- ✧ **Training to early childhood educators, parents, foster parents and other professionals working with children and families**



All programs are available throughout Vancouver. The Outreach Support is also available to centres in Richmond.

The programs are primarily funded by the Ministry of Children and Family Development and are generally free of charge to families.

## b) MISSION STATEMENT:

The PACE Program provides a range of quality early intervention and prevention services to support and empower young children with emotional and/or behavioural challenges, and their families. We offer systemic, collaborative and innovative programs, working in partnership with parents, caregivers, educators and other professionals, to build capacity and strengthen community. We strive to be a leader in the field by being responsive and continually improving agency.

## c) GOALS, BELIEFS & VALUES:

The goal of the PACE Program is to provide services which promote the emotional health and well being of children and families within their community. PACE models a systemic, caring and flexible service that is strongly committed to helping every child and family to grow and realize their potential.

The PACE Program believes in working in partnership with each family (whether biological parent/s, grandparent/s, foster parent/s, adoptive parent/s or other primary caregivers) to support the family unit. As part of the continuum of supports, PACE also works in partnership with other professionals to support children and families. This includes staff in daycares, preschools and school-aged programs to help maintain children with significant emotional and/or behavioural needs in their neighbourhood centres.

## CORE BELIEFS:

- ✧ Supporting the inherent ability of the family so as to empower children and families to realize their potential.
- ✧ Believing in families as the most important resource in the child's life.
- ✧ Believing that healthy attachment is the cornerstone of optimal emotional development.
- ✧ Recognizing and honouring each child and family's cultural heritage.
- ✧ Interweaving therapeutic outlets with limits and structure gives children a sense of safety, a vehicle for release of emotions, as well as a safe environment to learn social skills.
- ✧ Providing opportunities for children and families to heal from pain.
- ✧ Assisting families in dealing with the emotional demands of family life and parenting.
- ✧ Stabilizing placements of children in foster homes and community programs.
- ✧ Supporting healthy transitions as children move between homes.
- ✧ Building community capacity through training and hands-on service.

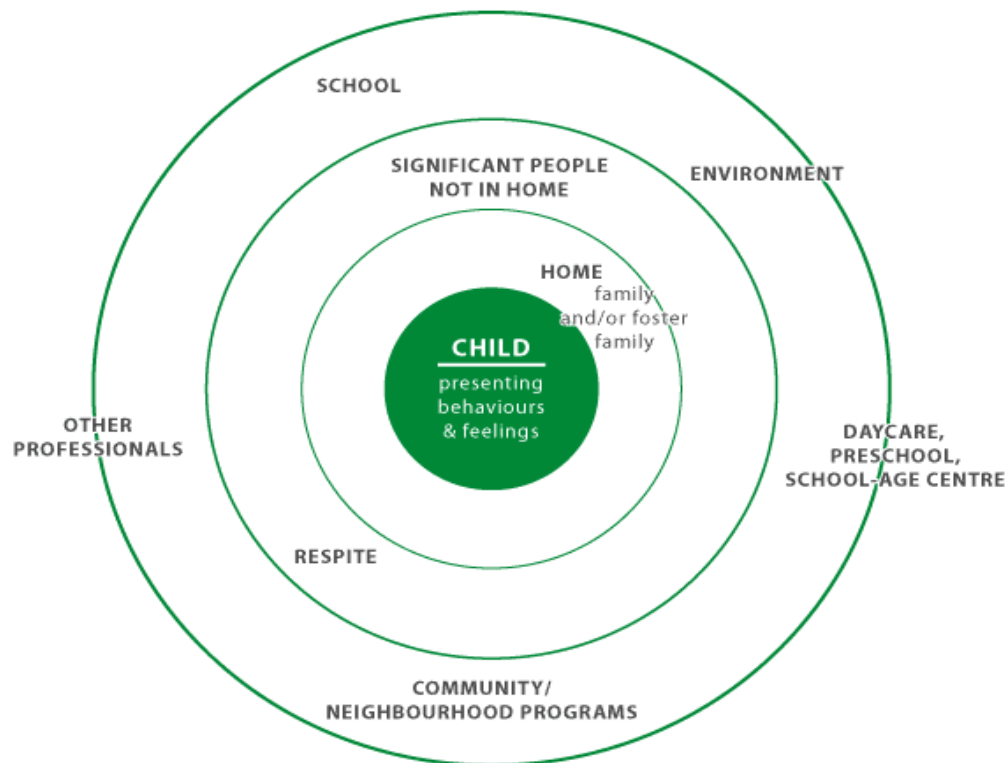


## CORE VALUES OF AGENCY:

INTEGRITY	We demonstrate honesty, respect and caring in our work with the children, families and professional system, as well as with each other. We recognize and honour each child and family's unique personal and cultural heritage.
GROWTH	PACE supports children, families, staff and others in the community to develop belief in their own inherent abilities and to reach their potential.
COLLABORATION	We believe strongly in collaborating with families and professionals as each partner brings strengths, expertise and ideas.
HEALING	PACE provides opportunities to heal past trauma and to foster healthy attachments, the cornerstone of optimal emotional development.
RESPONSIBILITY	We strive to empower children and families to find their voice and be able to play an active part in contributing to their own lives and their community. PACE supports families to connect to those important in their lives and to broaden their natural resources. We believe that the stronger family unit ultimately minimizes the need for professional supports.
COMMUNICATION	We practice and encourage open and clear communication with the children, the families, the professional system and each other.
FLEXIBILITY	We are flexible in service delivery and responsive to client and community needs.

#### d) **PACE PHILOSOPHY**

PACE is based on a multi-generational systemic model in supporting families with the belief that the child is part of a family system which is in turn, part of a wider system. What happens in one part of a system may effect other parts of it.



#### **PACE USES A SYSTEMIC MODEL FOR UNDERSTANDING THE CHILD.**

In understanding and addressing challenging behaviours, it is useful to consider some of the potential forces that can impact the child/family. These may include:

- a) The Family System
- b) Social / Environmental Factors
- c) Milestones & Their Timing In A Family Life Can Effect Coping
- d) Past Trauma
- e) Attachment Issues
- f) General Overall Development – *This includes physical health, developmental delays, syndromes, being effected by drugs or alcohol.*
- g) Other Systems - *This includes friends, community & significant professionals (e.g. schools, preschools, daycares).*

For most children with extreme emotional and behavioural responses, there can be a sense of insecurity, anxiety, fear, anger and a lack of esteem and power underlying their challenging behaviours. If these feelings are not recognized, negative behaviours will surface and resurface. As such, it is important to deal with both the social and emotional worlds: providing appropriate outlets for feelings while also setting reasonable, consistent limits with clear, logical consequences. The therapeutic outlets for emotions and the learning of social skills are intertwined, each reinforcing the other. The child who can release pent-up feelings is more open to interactions and learning. In turn, the experience of successful interactions boosts esteem and confidence, and empowers the child.



#### e) **Staff Credentials & Training**

- The PACE clinical consulting team have either Doctoral or Master's degrees in counselling, education or social work.
- The PACE therapists all have either Master's level (or equivalent training, or are in process of acquiring it) as well as significant experience in the field.
- The PACE Child & Family Workers have a range of qualifications including Early Childhood Education, Social Work, Child & Youth Care, and Expressive & Fine Arts.
- The PACE team is supported through regular clinical supervision by therapists who are recognized experts in the field.

We offer children and families a dedicated and well trained staff who are caring and nurturing and whose expertise and commitment are valued. The staff have a range of qualifications with a wealth of experience in supporting children with emotional and/or behavioural challenges, and their families. Each person brings a unique composite of skills and are offered professional development opportunities and ongoing training through PACE. First Aid training (Emergency Level, Child Care) as well as a criminal record check are a requirement for all staff.

PACE services are based on the following educational concepts / theory: Early Childhood Education principles, Attachment Theory, Multigenerational Family Systems Theory, Bowenian Therapy, Jungian concepts, and mind-body connection.

f) **Code of Ethics** - All staff at PACE are committed to the following “Code of Ethics”:

- PACE shall promote excellence in the delivery of our services and in our professions.
- PACE shall maintain the best interests of our clients as the primary professional obligation.
- PACE shall put personal safety and freedom from harm first in our decisions regarding what constitute the best interests of our clients.
- PACE shall respect the intrinsic worth of all persons PACE serve in our professional relationships with them.
- PACE shall act in ways that acknowledge and take into account both diversity and environmental challenges.
- PACE shall take action to reduce systemic and institutional barriers to the well being of the people PACE serve.
- PACE shall conduct our professional duties and obligations with integrity.
- PACE shall maintain competence in the provision of services to our clients.
- PACE shall not exploit our relationships with clients for personal benefit, gain, or gratification.
- PACE shall protect the confidentiality of all professionally acquired information. PACE shall disclose such information only when required or allowed by law to do so, or when clients have consented to disclosure.
- PACE shall not allow outside professional and occupational interests or affiliation to affect our relationships with clients, our judgment, or our competence.
- PACE shall not provide service or behave in ways that discredit the Agency or the field of social services, or that diminish the public's trust in us.
- PACE shall promote services, programs and the Agency in ways that are consistent with this Code of Ethics, with Agency policy, and with standards of practice outlined by the various accreditation and registration boards that govern our professions.
- PACE shall advocate for change in the best interests of our clients, and for the overall benefit of society.

*This code is adopted from the Code of Ethics for Family Services of Greater Vancouver, with some revisions.*





## 2. Accreditation - what is it?

The PACE Program is an accredited agency through an organization called CARF. CARF sets out a series of standards and requirements to ensure that organizations are providing quality services that are accountable and consistent. The agencies who become accredited have shown that they have met the defined requirements.



As such, each of the PACE services will collect data to ensure we are meeting agency goals, improving quality of services and identifying trends. This includes PACE staff reviewing outcome achievement; looking at the establishment, tracking and identification of goals with persons served on a regular basis.

The Ministry for Children and Family Development (MCFD) is working with many publicly funded agency to become accredited. For more information, please see the MCFD website:

<https://www2.gov.bc.ca/gov/content/family-social-supports/data-monitoring-quality-assurance/information-for-service-providers/accreditation?keyword=MCFD&keyword=accreditation>

or visit CARF Canada's website: <http://www.carfcanada.org>



## 3. Your Rights & Responsibilities

All client(s) and parent(s)/legal guardian(s) served are provided with an orientation to our services that includes information about their rights and responsibilities. We utilize written information, discussion and tours of service areas. Client(s) and parent(s)/legal guardian(s) provide signed acknowledgement that they have been provided with, and understand, information concerning their rights.

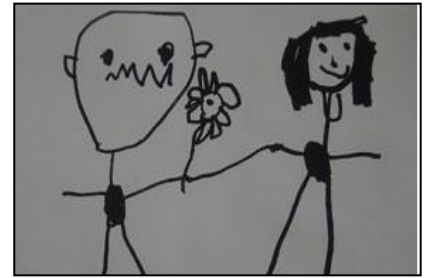
### a) RIGHTS OF PERSON SERVED

1. PACE strictly prohibits the abuse of client(s) and parent(s)/legal guardian(s) and any other individuals that we serve. This includes but is not limited to, emotional, physical, sexual, financial, religious and racial abuse. Rights of persons served include freedom from retaliation and humiliation.
2. PACE respects the rights of all client(s) and parent(s)/legal guardian(s) and treats all persons with dignity and respect. Inherent to our code of ethics is the commitment to respecting unique differences in culture, religion, sexual preference and race.
3. PACE ensures that client(s) and parent(s)/legal guardian(s) we serve understand their rights and responsibilities when participating in our programs. We are committed to confidentiality.
4. PACE believes that all client(s) and parent(s)/legal guardian(s) have a right to appropriate and respectful service, a right to be heard, to participate fully in planning and a right to provide feedback about our services.



5. PACE believes:

- all people have value and must be respected
- all people have the right to a healthy, productive life
- all people have the right to service that is responsive to individual needs
- all people have the right to be key participants in decisions that affect them
- all clients will be informed of any limits or restrictions that may be placed on their rights or privileges, the benefits of such restrictions/limits and the methods to have the right or privilege re-instated. If a right or privilege is limited or restricted it is done so based on a safety need. (i.e. personal harm, threatening to inflict harm on self or others, property damage etc...)



## b) **CONFIDENTIALITY OF YOUR CHILD & FAMILY**

We recognize the importance of confidentiality and have a number of policies and procedures to ensure your personal information is protected and maintained.

The confidentiality of client information, of any kind and in any form, must be ensured. Confidentiality of this information is held in compliance with the provincial government's Personal Information Protection Act (PIPA). The conditions ensuring confidentiality of client information extend beyond the staff's term of employment or involvement with PACE.

Information that is disclosed is restricted to authorized staff, contractors and practicum students. Information that is disclosed externally is restricted to those where consent has been given.

There is a "*Contract for Service*" to be signed by the centre supervisor, with consent from board/management, as well as for the parent/guardian (as appropriate) prior PACE Outreach Support Service beginning. If the contract is signed to a support a child specifically, a "*Consent Form*" may also be required. This consent will allow PACE staff to share information with key individuals supporting the child/family so we can work together to provide the best service possible to them.

Please note:

- This consent form ("*Contract for Service*") is time limited. It is valid until the service ends or as specified.
- Parent/guardian and/or centre may also withdraw their consent at any time.

## **DEBRIEFING RECORD AT THE CENTRE**

The PACE Child & Family Worker completes a "*Debriefing Record*" for the centre staff and parent/s, as appropriate. This is a confidential record that is securely stored at the centre. Only the child's initials will be used. The PACE staff person and the centre staff will commit to ensure the safe storage and review disposal protocol of this record at the end of service) by signing to this on the "*Contract for Service*" form.

If you'd like more information or have any questions, please talk directly to the PACE staff working in your centre or call PACE. You can also request to see the agency's "Confidentiality Policy" for more details.

## RECORDS AT PACE

Your private information is protected in a number of ways. The agency follows the requirements to keep personal information confidential as outlined in the *Personal Information Protection and Electronic Documents Act* - [PIPEDA](https://www.priv.gc.ca/index_e.asp) - [https://www.priv.gc.ca/index\\_e.asp](https://www.priv.gc.ca/index_e.asp)

All copies of our written records are kept secure (except the centre/parent copy of the "Debriefing Record" – please see above). There is no confidential information stored on our computers. You may ask to see your file by completing a written request. You will have access to your records in sufficient time to facilitate decision making.

### c) YOUR SATISFACTION & FEEDBACK

Centre staff as well as parents/guardians of children receiving child specific support will be asked to answer a few short questions in our "Satisfaction Survey" regarding our services at the end of the service period. This information will be used to help us improve the services we offer you. You are not required to answer the questions if you don't want to. We greatly appreciate your insight and feedback so we can better meet the needs of children and families.

### d) ADDRESSING YOUR QUESTIONS, CONCERNS & COMPLAINTS

The PACE Program is committed to providing a caring and supportive environment for children and families. We respect the right of all children and families to be heard, updated and involved in the planning and decisions affecting them.

Parents / guardians are encouraged to discuss any question, concerns or complaints about the program or our procedures. We also support individual's right to complain about actions or decisions impacting them.



#### **IF YOU FEEL THAT YOU OR YOUR FAMILY:**

- ❖ *Were treated unfairly,*
- ❖ *Were not asked for your point of view or input,*
- ❖ *Have concerns about staff actions or about PACE services,*
- ❖ *Didn't get your needs met.*
- ❖ *Had your rights ignored (also see Ministry's booklet "Know Your Rights" for details – available from MCFD or your social worker).*

**THEN YOU MAY WANT TO MAKE A COMPLAINT.**

## COMPLAINT PROCEDURES

- Clients with any questions, concerns and/or complaints will not result in retaliation or barrier to service; clients can direct them to any PACE staff or contractor. If the response or action taken is not satisfactory, clients can verbally or in writing forward questions, concerns or complaints to the respective program Team Leader.
  - Team Leaders as well as all levels of authority in PACE will respond to all written questions, concerns and/or complaints within 5 working days.
  - If clients are not satisfied with the response or action taken by the Team Leader then questions, concerns and/or complaints can be forwarded to the Program Director, Executive Director or Board of Directors in concession.
  - Clients have the right to directly forward questions, concerns and/or complaints directly to any level of authority within PACE, it is preferred that clients initiate questions, concerns and/or complaints directly with those staff or contractors involved first to support a due diligence process.
  - If at every other level of intervention, the response or action taken is not satisfactory, a final resolution will rest with the Board of Directors.
  - Clients are invited to have any advocacy available to be included in all efforts to find a satisfactory response or action taken to questions, concerns and/or complaints identified.
  - PACE is committed to ensuring all questions, concerns and/or complaints identified by clients are managed in a manner that is sensitive to the needs of clients and is respectful to the services we provide.
  - You can also contact the following agencies, as appropriate\*:
    - ✓ *Ministry of Children and Family Development (MCFD)*
    - ✓ *Representative for Children & Youth” or*
    - ✓ *“Office of the Ombudsman”*
- \* Please also see last section for contact information



Your participation in the complaint process will not impact services offered to you and your family.  
We strive to help people feel heard and work to find solutions together.

### e) CHILD CARE FACILITIES LICENSING

Any concerns or contraventions regarding the operation and safe maintenance of the centre will be discussed with the centre supervisor, or the licensing officer for the centre, as appropriate. If you, as a parent or guardian, have concerns, you are welcome to contact Vancouver Coastal Health, Community Care Facilities Licensing (CCFL), Child Care Licensing to find the licensing officer for your child's centre.

**Phone:** 604.675.3800      **Email:** [communitycare.licensing@vch.ca](mailto:communitycare.licensing@vch.ca)

## f) CHILD PROTECTION CONCERNS & THE ROLE OF THE MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT (MCFD)

“The Child, Family and Community Services Act” states that all children in the Province of BC “are entitled to be protected from abuse, neglect, harm or threat of harm”. The Act also states that any person who has reason to believe that a child needs protection must promptly report the matter to the MCFD. PACE staff are committed to ensure the rights and safety of all children, and will contact MCFD when appropriate. A copy of the act available at:

[http://www.bclaws.ca/civix/document/id/complete/statreg/96046\\_01](http://www.bclaws.ca/civix/document/id/complete/statreg/96046_01)

### 4. OTHER RESOURCES:

- ✓ **Ministry of Children and Family Development (MCFD)** [www.gov.bc.ca/mcf](http://www.gov.bc.ca/mcf)

*For Child Protection Emergencies:*

- Anywhere in BC - **310-1234** (no area code needed)
- 24 hour # - **1-800-663-9122**



- ✓ **Vancouver Aboriginal Child & Family Services Society (VACFSS)** [www.vacfss.ca](http://www.vacfss.ca)
  - Phone: **778-331-4500** (after 4:30 pm & weekends, call MCFD after hours 604-660-4927)
  - Main office # 604-872-6723 Fax # 604-872-5274

- ✓ **Vancouver Aboriginal Supported Child Development Program** (604) 254-1001  
<http://www.vnhs.net/programs-services/vascdp>

- ✓ **Vancouver Supported Child Development Program - Center for Ability** (604) 451-5511  
[www.centreforability.bc.ca](http://www.centreforability.bc.ca)

- ✓ **Richmond Supported Child Development Program** – Richmond Society for Community Living  
(604) 279-7040 [www.rscl.org/supported-child-development/](http://www.rscl.org/supported-child-development/)

- ✓ **BC Government** (search box at top of web page) [www.gov.bc.ca](http://www.gov.bc.ca)

➤ *Safe kids in BC* [www.safekidsbc.ca/](http://www.safekidsbc.ca/)

➤ *Enquiry BC* - In Vancouver (604) 660-2421, elsewhere in BC 1-800-663-7867

- ✓ **Office of Ombudsman in BC:** 1-800-567-3247 [www.ombudsman.bc.ca](http://www.ombudsman.bc.ca)

- ✓ **Representative for Children & Youth, BC:** 1-800-476-3933 [www.rcybc.ca](http://www.rcybc.ca)

- ✓ **Vancouver Coastal Health, Mental Health -**

- Aboriginal Health Services, Aboriginal Wellness Program, 2nd Floor - 255 East 12<sup>th</sup> Avenue, Vancouver - (604) 875-6601
- Mental Health Services (604) 675-3895 <http://www.vch.ca/your-care/mental-health-substance-use/children-youth-mental-health-services>
- Mental Health Emergency Services – (604)-874-7307 or **911**

