

FRP Standards of Practice: Section B

(Program Planning and Delivery)

Approved by the Bowen Children's Centre Board on May 27, 2015 (to be submitted to FRP-BC for office review)

Flexibility in Programming

B.1

Description

Family Place's programs are designed to be flexible and responsive to the needs of its participants.

Procedures

Programs and services are provided, as funding allows, Monday through Friday (except statutory holidays). Special events offered in partnership with other community organizations may be offered during evenings and/or weekends. Programs and activities are sensitive to, and inclusive of, diverse cultural backgrounds.

Facilitating Engagement

B.2.1 – B.2.2

Description

Family Place staff and volunteers greet all participants as they enter the building and assist them in feeling welcomed, taking into account the varying needs of each family. New families to the program are welcomed and are given a tour and a brief overview of programs and services offered at Family Place. Participants are introduced to each other to encourage engagement and promote interactions among families.

Procedures

1. Welcoming (B.2.1)

Family Place staff or volunteers greet participants and make them feel welcome, taking into account the varying needs of each family.

2. Additional Supports (B.2.2)

Family Place staff ensure that the physical environment, services and programs are developed to encourage and facilitate engagement with participants. The methods used to encourage engagement include but are not limited to:

- Welcoming participants and their children.
- Providing an early childhood focused play space which supports development, choice and interaction.
- Providing an area for adult interaction.
- Providing a quiet space for participants to talk confidentially with staff.
- Offering drop-in programs at Family Place.
- Promoting family involvement.
- Providing parenting education and support programs that are participant driven.

Building Relationships

B.3.1 / B.3.2 / B.3.3

Description

Family Place treats all families with respect and equality. The staff nurture trusting, respectful relationships based on equal and respectful partnerships.

Procedures

1. Relationships (B.3.1)

Staff build positive relationships by:

- Emphasizing the strength of families and recognizing that all families are different.
- Listening and being supportive.
- Maintaining professional boundaries.
- Ensuring confidentiality.
- Using language that emphasizes strengths.
- Stimulating positive interactions among families.

2. Strengthen Relationships (B.3.2)

Family Place programs and services are designed to support and strengthen staff-to-participant relationships and participant-to-participant relationships. The physical environment is designed to support child focused play and adult interaction.

Family Place feels that relationships are strengthened through a sense of belonging. This is facilitated through, but not limited to:

- Providing participants the opportunity to provide input for program planning through the annual survey, Parent Advisory Group, workshop surveys, and informal discussion with staff.
- Having at least one former or active participant at Family Place on the BCC Board of Directors.
- Participants being encouraged and welcomed as volunteers.
- Creating opportunities for children to assist with meaningful tasks (e.g., help set table for snack, clean up sand, tidy up toys, etc.)

3. Group Programs (B.3.3)

Workshops and groups:

Participants are provided with the opportunity to participate in a variety of parenting education and support workshops and programs. Parent education and support programs focus on but are not limited to:

- Child growth and development;
- Child rearing;
- Parenting; and
- Self care and personal growth.

These programs are appropriate for the wide range of families who visit Family Place, and are culturally sensitive and relevant.

Information about these programs is displayed on site, on the website and through the newsletter. Staff promote the programs in the drop-in program and during one-to-one conversations with individual participants. Time is spent exploring which groups are the most appropriate and beneficial to the individual.

Parent education and support workshops and groups emphasize confidentiality and group learning and sharing, especially parent-to-parent modeling. They are scheduled with family time commitments in mind, and respond flexibly to the changing needs of the group participants. They provide participants with opportunities to:

- Contribute by asking questions and sharing their experiences.
- Develop positive relationships with others.
- Have input.
- Recognize different parenting styles and to be respectful and tolerant of these differences.
- Assume responsibilities and develop leadership capabilities.
- Participate in activities that interest them.

Supporting Healthy Child Development

B.4.1 through B.4.10

Description

Family Place plans and delivers services that promote child development and ensures that children, with a variety of abilities, are able to take part in all activities.

Family Place's staff design enriched, creative, developmentally appropriate, inclusive, free-choice (child-initiated) and structured early literacy, learning, and play activities to meet the children's needs in the areas of cognitive, social, emotional, gross and fine motor development.

Data, information and research from the City of Vancouver's Social Planning Department, the Human Early Learning Partnership Early Developmental Index, Early Childhood Educators of BC, Canadian Child Care Federation, BC Association of Family Resource Programs (*Working to Make a Difference*), BC Council for Families, and the Canadian Association of Family Resource Programs help to identify needs, issues, concerns and areas to ensure that our programming best meets the needs of the children and families we serve.

Procedures

1. Creative and Imaginative Play (B.4.1)

- Family Place provides a wide variety of activity choices that are developmentally appropriate for the children attending the program.
- Family Place provides an appropriate range and number of toys, supplies and resources that are rotated periodically.
- Family Place's set-up includes "learning centres" that allow for choice and support the needs of a variety of ability and age groups.
- Activity areas will include opportunities for creative, imaginative and dramatic play, small group participation activities, and unstructured independent activity areas.

2. Children's Play and Learning (B.4.2)

Family Place staff help parents recognize and understand the relationship between children's play and learning.

3. Developmentally Appropriate Activities (B.4.3)

Policy:

Family Place provides a wide variety of developmentally appropriate activities as well as developmentally appropriate toys and equipment.

Procedure:

Family Place provides an early learning environment that includes the following:

- Exploration-based programming
- A variety of manipulative tools and materials that involve fine motor skills (e.g., scissors, glue, crayons, markers, puzzles and playdough) and gross motor skills (painting on wall easels) to promote physical development
- Art materials and projects that encourage choice and creativity
- Open-ended toys suited to group and imaginative play (e.g., puppets, fabric and natural materials) that encourage sharing and turn taking and that support the development of social skills
- Books and materials that encourage recognition of numbers, alphabet, colors, animals, shapes, etc.
- Group activities that include opportunities for families to participate together to learn new songs and games [this is done by Mother Goose and Goose on the Loose]
- Activities that promote early literacy (e.g., a reading area that includes story books that are developmentally appropriate for children from birth to age six).

4. Cognitive and Creative Development (B.4.4)

Family Place promotes child cognitive and creative development.

5. Development of Fine and Gross Motor Control (B.4.5)

Family Place offers activities and materials for children that involve the development of fine and gross motor control and promote physical development. To the extent that Family Place's activities to promote gross motor control are limited by Family Place's space constraints, Family Place actively encourages its community partners (such as Bowen Island Community Recreation Centre) to provide other opportunities for young children to develop gross motor skills in both indoor and

outdoor settings. Family Place also encourages its participants to organize informal playdates at Bowen Island's treasure of public beaches and parks.

6. Social, Emotional, Cognitive and Physical Growth (B.4.6)

Family Place provides activities for children that allow choice and promote social, emotional, cognitive and physical growth.

7. Structured, Predictable Routines (B.4.7)

Family Place designs its programs to provide structured, predictable routines that support a child's ability to focus on activities and anticipate transitions. Each session has free play time, clean up time, and snack time. There is a gentle signalling system (often a song) to prepare children and their parents / caregivers for transitions.

8. High Quality, Toys, Supplies and Resources (B.4.8)

Family Place provides Canadian Standards Association (CSA) approved, developmentally appropriate, high quality, toys, supplies and resources for children and parents/caregivers. Program materials and resources are chosen to best facilitate learning and growth, and are kept in good condition.

9. Appropriate Range and Number of Toys, Supplies and Resources (B.4.9)

Family Place provides an appropriate range and number of toys, supplies and resources. The staff are responsible for rotating toys, supplies and resources as appropriate.

10. Inclusion of Children with all Abilities (B.4.10)

Family Place staff and volunteers promote and provide opportunities for the inclusion of children with all abilities to take part in all activities. These activities include but are not limited to:

- Activities that promote interactions;
- Activities that are open-ended and promote success; and
- A room arrangement that promotes flow and access to play areas.

Family Place provides a learning environment that includes the following:

- Informal individual and small group parenting support and education in the drop-in.
- Discussions and modelling of appropriate play, interaction and child-focused caring and guiding practices.
- Dissemination of current child growth and development practices, parenting information, health, and self-help resources through regular visits from health professionals such as community health nurses and nutritionists. Additional resources are also provided through newsletters, bulletin boards, resource files and an up-to-date parenting library.
- Referral to community-based and professional resources as appropriate. Staff pay special attention to promoting and supporting early detection and intervention of children with developmental delays.

Staff design activities to initiate and enhance parent-to-parent support as well as provide support to informal and formal parenting networks.

Encouraging Family Development

B. 5.1 / B.5.2 / B.5.3

Description

Family Place staff model effective ways to engage with children.

Family Place provides programs that promote healthy family development.

Procedures

1. Family Development and Interaction (B.5.1)

Policy:

Family Place provides programs that promote healthy family development.

Procedures:

Family Place staff create environments and design programs that promote positive family development and encourage healthy family interaction.

Parent education and parenting support groups offered at Family Place or its umbrella organization, BCC, are designed to encourage positive, effective and hopeful parenting within the framework of, and being respectful of, the individuality of each family.

Family Place offers participants and their children the opportunity to participate together in activities.

2. Engaging with Children (B.5.2)

Policy:

Family Place staff model effective ways to engage with children.

Procedures:

Staff and volunteers interact with children at their level, thus modeling effective and appropriate ways to engage, play, communicate and set appropriate limits with children.

3. Activities for Both Children and Parents/Caregivers (B.5.3)

Family Place offers participants and their children the opportunity to participate together in activities. Numerous opportunities are presented throughout programs, including free choice art activities, imaginative play, fine and gross motor play from puzzles to digging in the sand, music and movement and early literacy (for example, the French music circle time provided by a longtime Family Place volunteer).

Supporting Families

B.6

B.6.1 through B.6.7

Description

Family Place supports families in addressing their needs. Family Place provides programs and services that promote and assist in the development of life-skills, the organization promotes self-sufficiency and self-efficacy by building on family strengths and addressing topics appropriate to the needs of participants.

Procedures

1. **Self Sufficiency and Self Efficacy (B.6.1)**

Family Place staff promote self-sufficiency and self-efficacy by building on family strengths. This is accomplished through informal discussions, parenting workshops and groups and resource information and referral. Programs stress child growth and development, early learning, communication skills, self-care, and strategies for meeting the joys and challenges of parenting young children. Family Place adapts its programming to best meet the needs and interests of the parents.

2. **Development of Life Skills (B.6.2)**

Programs and services promote and assist in the development of life skills.

3. **Access to Food (B.6.3)**

Family Place staff provide information about and access to affordable healthy food. Information is provided by staff, Vancouver Coastal Health staff and volunteers. Nutritious snacks are available for all families during all programs.

4. **Resource Library (B.6.4)**

Family Place maintains an accessible, easy-to-use family support and parenting resource book library.

5. **Information Networks (B.6.5)**

Family Place staff strive to help participants identify, develop and expand their informal networks to include connections within their families, with friends, neighbourhoods, and community members. This is facilitated through:

- Drop-ins are offered at a minimum of four mornings per week, with a special drop-in program on Friday mornings for new parents/caregivers and their babies (up to age one).
- Staff engage in positive interaction on an individual level, recognizing the unique strengths and needs of each family, along with their personal readiness for growth and interaction.
- Social connections are promoted amongst participants.
- A comfortable area is available with coffee/tea/water. This helps facilitate interaction among parents / caregivers.

Staff connect with and offer more support to families identified as in need or vulnerable. If a private conversation is needed to offer additional one-on-one support, a small office room is available. If needed, parents are referred to other agencies or services in the community that may be helpful to the family.

6. **Community Services and Supports (B.6.6)**

Family Place assists participants to access community services and supports that meet child and family basic needs as appropriate. These services may include but are not limited to:

- Health services.
- Mental health services.
- Child care resource and referral.

Families, who have needs beyond the mandate of Family Place, are referred to appropriate services or supports in the community and are encouraged to participate in the referral process.

7. Child Development and Behaviour Issues (B.6.7)

Family Place staff respectfully and tactfully help parents recognize child development or behaviour issues that may require additional services. Referral choices are offered to families depending on specific concerns, and families are encouraged to participate in the referral process.

Educational Programming

B.7.1 – B.7.5

Description

Family Place offers high quality educational programs aimed at supporting children and parents /caregivers.

Procedures

1. Parenting Education (B.7.1)

Family Place programming is focused on:

- Child growth and development (i.e.: developmental stages, realistic expectations);
- Parenting skills (i.e. age-appropriate expectations, meeting emotional needs);
- A variety of topics related to child rearing (i.e. temperament, attachment, health care, nutrition); and
- Self care and mental health.

Programming is innovative, flexible and developed to meet the needs and choices of participants.

2. Culturally Relevant Programming (B.7.2)

Family Place provides educational programs that are culturally relevant and appropriate for a wide range of participants. All educational programs have guidelines to ensure inclusion, respect, and tolerance are demonstrated during the program. All participants are welcomed to attend the programs. All participants identify with and share the commonality of parenting /child rearing.

3. Child and Family Characteristics (B.7.3)

Family Place considers child and family characteristics when choosing or designing educational

intervention, materials and curricula. This may include:

- Ages and developmental levels of children in the program.
- Culture.
- Language.

Family Place promotes attendance at its educational programs through provision of additional concrete resources, which include childminding and nutritious snacks, **and a subsidy if needed.**

4. **Concrete Resources (B.7.4)**

As Family Place is culturally diverse, all programs are delivered in English, which is the language our participants have in common. Some materials are available in other languages online and can be printed as needed.

5. **Group Setting (B.7.5)**

When parent education is provided in a group setting, services:

- Emphasize group learning and sharing, especially parent-to-parent modeling;
- Respond flexibly to changing needs of group participation; and
- Are scheduled with family time commitments in mind.

Family Place promotes informal, small group or one-on-one, ongoing parenting education during the drop in program sessions, with the focus on the following:

- Child growth and development, including physical, cognitive, emotional and social development;
- Parenting skills; and
- A variety of other topics related to child rearing.

Family Place or its umbrella organization, BCC, also provides a variety of parenting workshops when required. The workshops are facilitated by guest speakers and include topics such as children's development, positive behavior management, developing resilience in children, toilet training, relationship struggles and solutions, financial planning etc.

Program Evaluation and Quality Improvement

B.8.1– B.8.5

Description

Family Place regularly gathers appropriate and relevant evaluations and information and uses this information to assess and improve its programs. Family Place is committed to providing quality programming for families with young children.

Procedures

1. **Evaluating Program Effectiveness (B.8.1)**

Family Place regularly evaluates program effectiveness which includes assessing outcomes for participants. Evaluation occurs at the conclusion of each workshop/group or annually for ongoing programs.

2. **Use Collected Evaluation Data (B.8.2)**

Family Place uses collected evaluation data to inform the planning of program improvements.

3. **Collect Data (B.8.3)**

Family Place collects data to inform the planning and reporting. This data includes but is not limited to:

- Attendance statistics.
- Demographic data.
- Participant outcomes.
- Participant satisfaction data.

Family Place collects data with respect to the needs of all stakeholders and the organization. This data includes but is not limited to:

- Attendance statistics.
- Demographic data.
- Participant outcomes.
- Participant satisfaction data.
- Community outcome data.
- Summarized complaints.
- Summarized incident / accident reports.

4. **Use Data (B.8.4)**

Family Place uses the information and data it collects to improve the quality of its programs, to ensure accountability, and to facilitate organizational decision making and strategic planning.

5. **Share Improvement Efforts with all Stakeholders (B.8.5)**

Family Place shares its improvement efforts that flow from the evaluation findings with all stakeholders. Methods for sharing this information include but are not limited to:

- Reports and / or meetings with funders;
- Newsletters; and
- Website.

