

# Infant and Child Development



**Parent Handbook**

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## Our vision

**Infant & Child  
Development**

**An Early  
Start to a  
Bright  
Future**

## Welcome

Welcome to Infant and Child Development. We understand that you may have concerns about your child's development and are looking for help. We hope that you use this handbook as a guide to our program. You can also speak with your consultant if you have questions.



# About Us

Infant and Child Development (ICD) is a family-centered, early intervention and prevention program for families with infants and young children experiencing or at risk for developmental delays. We are funded by the Ministry of Child and Youth Services and administered by the Regional Municipality of Durham. Participation is voluntary with no cost to families.

## Guiding Principles

### We believe that:

- The early years shape brain development and influence lifelong learning.
- Family relationships are the foundation for growth and learning.
- It is important to be flexible and responsive to unique child and family needs, respecting and honouring diversity.
- Working together with community partners is essential to supporting families.
- We must review information and current research regularly, in order to provide quality (evidence-based) service.



# Who is Eligible

Families must live in the Durham Region.

- Children from birth until school entry experiencing or at risk for developmental delays:
  - who are showing a delay in development
  - who are born prematurely (born before 37 weeks gestation)
  - who have experienced birth trauma or challenges early in life
  - who have a diagnosis such as: Cerebral Palsy, Autism Spectrum Disorder, Down Syndrome or other genetic or neurological conditions



# What We Do

## Prevention and Intervention

- Meet with you to talk about your concerns and observe your child's development (e.g. home visit or clinic appointment).
- Determine the strengths and needs of your child and family.
- Give practical suggestions to enhance developmental skills, which can be part of everyday routines.
- Develop individualized plans for your child to help reach your goals.

## Screening and Assessment

- Gather information about your child's abilities.
- Monitor/assess your child's development using formal and informal measures in the areas of:
  - gross motor
  - fine motor
  - communication
  - cognition
  - social/emotional
  - self-care (e.g., feeding, dressing)
  - academic readiness

## Information and Support

- Provide emotional support during challenging times.
- Assist you to make informed decisions.
- Share educational information and resources.

## Service Coordination

- Give you information about and/or refer to programs and services in your community.
- Help you to access services and supports (e.g., referrals, funding) as needed.
- Work together with other services and professionals involved with your family.

*Family needs may change resulting in different types of service such as, telephone contact, home visit, clinic appointment, group session or assessment.*



# Getting Started

## As Partners, We Will:

- Tell you about our service.
- Obtain your consent to take part in our program.
- Gather medical and developmental information about your child and family to help us understand your child's development.
- Ask for your consent to talk with other services involved with your family to help plan for your child.
- Develop an Individual Family Service Plan (IFSP) based on your goals for your child and family.
- Listen to you and respect the decisions you make for your child and family.
- Keep your information confidential.
- Encourage open and honest communication with you.
- Always behave in a professional manner, be on time for appointments and notify you as soon as possible of any cancellations.
- Respond to your voicemail or email in a timely manner.

## As Partners, We Ask That You:

- Participate actively and ask questions related to your child.
- Give your feedback so we know if our service is meeting your needs.
- Tell us as soon as possible of any cancellations or of any illness in your home.



## How Long Will Service Last?

- Primary service is available to families with children 0-3 years of age.
- Limited service is available to families with children 3-5 years of age.
- The length of service will vary based on your child's/family's needs.
- Discharge could occur when:
  - Goals and objectives for your child have been met
  - Another agency is available to meet your needs
  - Your child starts school
  - You move out of the Durham area



## Your Privacy is Important To Us

### **Families have the right to privacy and all information is held in strict confidence**

- We recognize the importance of privacy and the sensitivity of personal health information. We adhere to the Personal Health Information Protection Act, 2004 (PHIPA).
- To provide your family with services that best meet your needs, we may ask you for personal family information. Telling us information about your family is voluntary. You decide what personal information you wish to share.

- We need your consent before obtaining, releasing, or sharing information whether written, verbal or video/audio taped about your child and/or family. You may withdraw consent in writing at any time. However, by law we must disclose or share your information without consent if we suspect child abuse or neglect or if required by a court order.
- We may share non-identifying information, as legislation permits, for statistical purposes such as number of children served with a particular diagnosis or of a particular age.
- We will review our participation agreement and our consent forms with you and answer every question you may have.

## **Families have the right to access their personal information**

- You have the right to access your personal information contained in our files which you may request at anytime in writing to the manager. Records are kept for 10 years past your child's 18th birthday, then permanently destroyed.

Durham Region Health Department has a privacy policy which explains in detail how we collect, use, share and dispose of personal health information about our clients. Please review this policy on our website at [durham.ca](http://durham.ca) or you can request a hard copy.



# Benefits and Risks

**There are many benefits to services which may include:**

- Parent support.
- Expanding your understanding of your child's development and unique strengths and needs.
- Enhancing your child's development and preventing additional concerns from arising.
- Learning to navigate and access eligible community services and/or funding.
- Increasing coping skills and reducing stress.
- Building advocacy skills.



**At times, there may also be possible risks associated with any service:**

- Although our goal is to help the children and families whom we serve, some will not experience beneficial changes. If we are not able to assist you, we will do our best to refer you to other agencies that can.
- We may ask a question or discuss an issue that might be sensitive and raise uncomfortable feelings for you, your child or family.

# Client Safety

We take your safety and well-being seriously. In order to protect your safety and well-being, we comply with the following processes:

- 1) We always perform hand-hygiene before and after any interaction with your child or family.
- 2) Any toys or equipment lent to your family follows a strict policy of sanitation/sterilization prior to use in your home.
- 3) We will notify you of any illness that may impact the health of your child and family before a scheduled home visit.

## Your Feedback is Helpful:

- Please share your feedback with us. We value your opinion and it helps us to improve our service for your family and others.
- We may ask you to comment on your experience in-person or through a survey.
- If you have general feedback or comments about the program, you can leave a voicemail message at 1-800-841-2729 ext. 2971 or email [icd@durham.ca](mailto:icd@durham.ca)

If an issue or concern arises during service:

- a) Please speak with your consultant as soon as possible so that it may be resolved.
- b) If the concern is not resolved to your satisfaction, please contact the Program Manager at 1-800-841-2729 ext. 2971 who will work with you toward a solution.

# Frequently Used Terms

## **Academic Readiness:**

Skills and knowledge that are necessary for school success (e.g., reading, math & printing readiness, and executive function skills).

## **Assessment:**

A more formal in-depth process using standardized measures for diagnosis, identification of goals and interventions, and to monitor change.

## **Attachment:**

The deep and lasting connection that children form with their main caregiver, usually their parent. Attachment relationships influence development, learning, feelings and close relationships throughout life.

## **Cognitive:**

The child's ability to understand the world. It involves the thinking and organizing part of the brain including: reasoning, problem-solving, memory and information processing.

## **Communication/Language:**

Considers both receptive (what the child understands) and expressive (what the child says or communicates) abilities. Included are gestures and other forms of non-verbal communication.

## **Family-Centred Service:**

An approach to intervention that aims to meet each child and family's unique needs. The family plays the most important role in their child's development and are the key decision makers for service planning.

## **Fine Motor:**

What the child can do with their arms and hands including: grasping, holding, banging, self-feeding, drawing, and cutting.

**Gross Motor:**

What the child can do with large muscle groups, such as; rolling, sitting, walking, running, climbing, throwing, and catching.

**Individual Family Service Plans (IFSP):**

An IFSP is a written plan developed collaboratively with families outlining goals and strategies for providing service. IFSP's are reviewed regularly and focus on the family's choices, needs and priorities.

**Problem-solving:**

The child's ability to explore solutions to challenges they may face.

**Screening:**

Checklists, questionnaires and other measures used to determine the child's strengths, service needs and the need for further testing.

**Self-Help:**

The child's ability to participate in daily activities such as: feeding, dressing, and toileting.

**Self-Regulation:**

The child's ability to manage his/her emotions, behaviours, and attention in socially acceptable ways.

**Sensory Processing:**

The brain's ability to organize and make sense of information in areas such as: sight, hearing, touch, smell, taste, and movement.

**Social:**

How the child relates to and/or interacts with the people in his/her world.

# Screens and Checklists Commonly Used

- a) **Ages and Stages Questionnaire – Third Edition (ASQ-3):** Questionnaires that examine 5 areas of development from 2 to 60 months of age. These areas include: communication, gross motor, fine motor, problem solving and personal-social.
- b) **Alberta Infant Motor Scale (AIMS):** A gross motor observational assessment used to measure the gross-motor skills of infants from birth to eighteen months of age.
- c) **Hawaii Early Learning Profile (HELP):** A checklist that is used to monitor a child’s development in the following six domains: cognitive, language, fine-motor, gross-motor, social and self-help.
- d) **Receptive-Expressive Emergent Language Test–Third edition (REEL-3):** A parent interview measure used to assess the language behaviours, both receptive and expressive of infants and toddlers birth to 3 years of age.



# How to Contact Us

You may contact us directly with questions, concerns or to make a referral.

**Office hours: Monday to Friday**  
**8:30 a.m. – 4:30 p.m.**

**Phone: 905 668-2020 or**  
**1-800-841-2729 ext. 3203 or 3247**

**Fax: 905 666-6232**

**Mail: Durham Region**  
**Health Department,**  
**Infant and Child Development**  
**605 Rossland Road East,**  
**P.O. Box 730,**  
**Whitby, ON L1N 0B2**

**Website: [durham.ca/infantdevelopment](http://durham.ca/infantdevelopment)**



HEALTH  
DEPARTMENT

Durham Health Connection Line  
905 668-2020 or 1-800-841-2729

**[durham.ca/health](http://durham.ca/health)**

If you require this information in an accessible format,  
contact 905-668-2020 or 1-800-841-2729



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July 2022