

# The PACE Program – Outreach Support Services

## Outline of Service



The PACE Program is an early intervention and educational centre for young children with emotional and/or behavioural challenges, and their families. The goal of each of the PACE Services is to promote the emotional health and well being of children and families within their community. We offer systemic, collaborative and innovative programs, working in partnership with parents, caregivers, educators and other professionals, to build capacity and strengthen community.

### ABOUT THE OUTREACH SUPPORT SERVICES

#### GOALS OF THE OUTREACH SUPPORT SERVICES:

- To provide support and consultation to daycare, preschool and school-aged programs where children aged 18 months to 12 years are demonstrating emotional and/or behavioural challenges.
- To support children whose placement may be at risk, due to behaviours exhibited, and help them continue to participate actively in natural settings within their community.
- To work together with centre staff to increase our understanding of the program and/or a particular child/ren in order to develop strategies which foster the strength and capacity of the program as well as enhancing the child/ren's overall growth and emotional health.
- To work in partnership with the Vancouver Aboriginal Child Development Program, as well as the Vancouver and Richmond Supported Child Development Programs.
- To work together with parent/s and guardian/s and centre staff where child specific support is requested, making the intervention service more systemic and change for the child more sustainable.

#### TYPES OF SUPPORT PROVIDED:

- **SHORT TERM CONSULTATION** provides one to three sessions of support either in a general way to the centre as a whole, or to a child specifically. This support can also occur while a centre is on the waitlist for more intensive support.
- **CHILD SPECIFIC CONTRACT** offers specific support to a child in the centre, including contact and follow up with parents and centre/staff.
- **GENERAL CONTRACT** offers support to staff in working with challenging behaviours in their centre, including looking at the program's structure and environment.
  - **CHILD SPECIFIC CONSULTATION** is available when there is GENERAL CONTRACT signed. This allows PACE staff to discuss specific strategies and ideas for particular child/ren while support is being provided in a general way to the centre/staff.

## APPLYING FOR SERVICE:

- Parent/s, guardian/s and child care staff can request service by completing an application available from PACE or from our website – [www.thepaceprogram.ca](http://www.thepaceprogram.ca).
- If a request for child specific support is being completed, parent / guardian consent is required.
- For all applications to be considered, consent from the centre’s management or board is also necessary.
- **Completed application for service can be sent via fax: (604) 266-3041 or email: [thepace@telus.net](mailto:thepace@telus.net)**
- **Once applications are received**, they are reviewed to assess service requested and determine when PACE staff can be available, based on requested times / days for service from the centre. At times, other support services in the community may be consulted regarding appropriate support.
- The centre / parent will be phoned by PACE intake staff to discuss the reason for the application, clarify the needs and goals, and let them know when service from PACE will be available.
- **If there is a waitlist**, centres will be updated regarding status as well as receiving a check-in regarding need. Short term consultation may be offered to support the child/program, while waiting for more intensive support from PACE. Where possible, recommendations for alternative supports will be made to centres not accepted for service at this time.
- **Once service start time is near**, PACE staff providing support will contact the centre / parent to set up an initial meeting to discuss services and sign “*Contract for Services*” form and start defining goals of services on “*Reporting on PACE Services*” form (which is completed at the beginning and end of child specific and general contracts).

**LENGTH OF SUPPORT:** Support can be provided on a one time or short term basis (consultation) or initially for a 4-8 week period, where “hands-on” support is provided. Time in centre is also dependent on need and PACE staff availability at that point in time.

**TIME OF SUPPORT:** This service will offer each centre a defined number of hours of support based on the agreed upon frequency and length of time.

**COST:** The service is provided free of charge to centres and families. It is fully funded by the Ministry of Children and Family Development.

**SERVICE AREA:** Support is provided within Vancouver and Richmond.



## PHILOSOPHY OF PACE OUTREACH SUPPORT SERVICES:

- PACE staff will work alongside centre staff to develop both an understanding of the child's issues, as well as strategies for dealing with difficult behaviours. They will also work with staff to together look at areas for development within their program / environment.
- With all PACE Outreach Support, PACE staff do not work as the primary worker with any particular child, but rather in a support capacity to regular centre staff.
- The PACE staff's role is in no way seen to be that of evaluating the centre or staff but rather to be viewed as part of the team in the centre whose members are each bringing their strengths, experience and knowledge to facilitate the best program possible.
- Services also include consultation and in-centre meetings. These meetings will serve to "debrief" incidents which may have arisen; to consider issues which impact on the child such as room set-up and group composition as well as to develop hypotheses and strategies. These meetings will draw on the centre staff's knowledge of the children and their program and on the PACE staff's theoretical knowledge and experience.
- PACE believes in working in partnership with parents/guardians, other professionals and agencies, as appropriate. This provides us with the opportunity of working together to best meet the needs of a child/family or program.
- At the conclusion of the contract with PACE, a meeting will be held to review progress, need and recommendations. At this time it will also be reviewed whether further support by PACE or another community agency may be helpful or necessary.
- PACE Outreach Support Services does not provide follow up planning beyond the final meeting where progress and recommendations are discussed.

## SERVICE DELIVERY

- All centres and parent/s or guardian/s of children receiving child specific support will receive an orientation package to the PACE Program as well as this outline. The orientation material is available for all parents to review at their child's centre or on the PACE website. The staff at the centre will provide all parents with information about the PACE service, including a letter generally outlining the support service from the PACE staff who will be in the centre.
- Those parents wanting specific consultation for their child while PACE support is being provided will be required to complete "*Consent Form – Child Specific Consultation*". This will need to be signed prior to any specific consultation by PACE staff.
- At the end of the service, staff and parents of children receiving child specific support are invited to complete a "*Satisfaction Survey*". Your input helps PACE improve the services provided to children, families and child care professionals. Thank you in advance for your feedback and participation.



## TYPES OF SUPPORT:

### a) Short Term Consultation – up to 3 sessions:

- This may be offered to support a child and/or centre while on the waitlist for more intensive support service from PACE.
- Contact will be made with the centre and parents/guardians (where applicable) in advance of consultation service starting.
- Centres requesting consultation will complete a “*Contract for Service*” form and “*Consent Form*” (required if PACE will also be sharing information with others than those defined on the contract).
- A synopsis of service will be provided to parents/guardians (if applicable), and to the centre (if applicable and with parent/guardian consent).



### b) Child Specific and General Contracts:

- An initial meeting is held with centre liaison / staff, parent/s (if applicable) to:
  - Sign the “*Contract for Service*” form and “*Consent Form*” (required if PACE will also be sharing information with others than those defined in the contract).
  - Discuss the application for service and define goals of PACE support, using “*Reporting on PACE Services*” form. This provides a tool for mapping our work together, establishing priorities and goals of support from PACE.
- The service will include direct work with the children and teachers. PACE staff will discuss / “debrief” with a staff person at the end of each session or at an agreed upon time. Centre staff will be provided with a summary of each session, the “*Debriefing Record*”.
- A “*Debriefing Record*” is a confidential record that is securely stored at the centre. If a child specific contract is signed, parents/guardians give consent to the use of a “*Debriefing Record*” on the “*Contract for Services*” form. If any child is referred to on this record, the child’s name will not be used to ensure confidentiality.
- Centre staff will commit to a defined number of staff meetings with the PACE staff for the duration of the service.
- At the end of the contracted services, a summary of the service will be documented, again using “*Reporting on PACE Services*” form. This provides an opportunity to review progress made.

## QUESTIONS & CONCERNS

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 planning and decisions affecting them. Parents / guardians are encouraged to raise any questions, concerns or complaints about the services or our procedures. We also support individual's right to raise concerns about actions or decisions impacting them.



### COMPLAINT PROCEDURES

- Parents/guardians and centre staff are encouraged to first talk with the PACE staff person directly to try and find solutions. If you prefer, you can put your request for a meeting in writing and note who you would like to attend (including any support person you choose to invite).
- Should speaking to the staff directly not be possible or not be satisfactory, the *Team Leader of the Outreach Support Services – Paul Gordon*, can be involved to help resolve any issue. If this is not satisfactory, you can also present your concern to the *Program Director, Barbara McEachern* or to the *Executive Director, Michele Aderem*.
- Please also see page 10 of “*Orientation to the PACE Program for those participating in Outreach Support Services*” for more details. Your child's centre has a copy of this document.

## THE PACE PROGRAM & OUTREACH SUPPORT SERVICES STAFF

### About the PACE Program's main office:

*Hours:* Monday through Thursday, 8:00 am - 4:00 pm and Fridays, 8:00 am - 1:00 pm

*Location:* 1524 West 65<sup>th</sup> Avenue, Vancouver, BC V6P 2R1

*Phone:* (604) 266-3141

*Fax:* (604) 266-3041

*Email:* [admin@thepaceprogram.ca](mailto:admin@thepaceprogram.ca)

*Website:* [thepaceprogram.ca](http://thepaceprogram.ca)



### About 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. PACE staff currently working in the Outreach Support Services are: ***Deborah Mollica, Odilia Dys, Eileen Muzzin and Chrissy Bailey.***

Each of the Outreach Support Services Staff brings well over 10 years of experience, training and community support/participation.

**YOU ARE INVITED TO CONTACT PACE WITH ANY QUESTIONS, CONCERNS OR FEEDBACK.  
THANK YOU!**