

Rights and Responsibilities of Parents / Guardians

Parents have the Right to:

- ✓ Obtain BV CDC (Bulkley Valley Child Development) services, which are meant to help children do the best they can.
- ✓ A neighborhood type of services, where the people who help try to come to you.
- ✓ Choose to receive or decline services.
- ✓ Be treated with respect, trust, honesty, acceptance, fairness, and dignity.
- ✓ Freedom from abuse, financial or other exploitation, retaliation, humiliation and neglect.
- ✓ Be given useful contacts.
- ✓ Talk to the service providers from the BV CDC.
- ✓ Have services regardless of, sex, race, religion, appearance, sexual orientation, disabilities or marital status.
- ✓ Ask what to do when you have a problem with anyone from the BV CDC.
- ✓ Right to complain about services.

Parents are Responsible for:

- ✓ Authorizing their child getting services.
- ✓ Respecting the BV CDC decision-making to see families with greater concerns first.
- ✓ Treating BV CDC people with respect.
- ✓ Helping the people who talk to you about your child, talk to each other and work together.
- ✓ Tell someone at the BV CDC if you are unhappy with something and if they cannot help, tell someone else until you are happy with the BV CDC.
- ✓ Talking to us about your child. Telling us what you need. Asking us what is available.
- ✓ Parents are asked to be involved. Meetings and files are to keep track of decisions.

BV CDC Employees will:

- ✓ Value your human rights.
- ✓ Tell you their name/position, explaining why they are involved with your child.
- ✓ Provide explanations about your child's development and the results of assessments or tests so that you understand.
- ✓ Provide excellent services. Be up to date in their knowledge.
- ✓ Assist you in finding information and or people that can help you with your child's emotional, physical, social, intellectual and spiritual growth.
- ✓ All files will be kept in a locked location. If you ask you can look at your file.
- ✓ Obtain your consent before sharing information or obtaining information for other service providers working with the family.

BV CDC Team is familiar with:

- ✓ The family being the centre of a child's life.
- ✓ Each family being one of a kind. People who help and how they help are personalized to individual families.