

# North Shore Infant Development Program

## PARENT HANDBOOK



North Shore Infant Development Program,  
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We wish to acknowledge the ancestral, traditional and unceded Aboriginal territories of the Squamish, Musqueam, and Tsleil-Waututh First Nations in Metro Vancouver on whose territory we work, live, and play, and on whose territory we stand.

*Revised June 2018*

# Infant Development Program

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# Infant Development Program

## Section 1: Introduction

Within the continuum of services and supports for young Canadian children and their families, there are specialized programs that focus on infants and children who have a developmental delay or who are at risk for delayed development.

Infant Development Programs in BC provide a range of family-centered prevention and early intervention services and supports for such families and infants. The rationale of the Infant Development Program is based on these underlying assumptions: the family is the most important resource for learning, emotional support and encouragement; interventions may be most effective if begun early in the child's life; and infancy is an important stage of life for learning and promoting positive patterns of interaction between the child, family and community. Recent research provides powerful evidence for the influence of the early years on a child's base for competence and coping skills. Infant Development Programs are effective in promoting positive outcomes for children and families who are nurtured through the children's early years.

### 1. Why Early Intervention?

The early years are important and "earlier is better" is the main focus of the Infant Development Program. Early intervention has a positive impact on the growth and development of an infant with special needs. It promotes healthy parent/infant attachment by helping the family recognize and nurture their infant's unique strengths and abilities. Intervention is based on the idea that the child is a child first and the delay or disability is second.

The Infant Development Program emphasizes the strengths and capabilities of the infant and family. Our program is family centered, and consultants visit families in their homes. The aims of our program are to encourage families to make optimum use of available medical, family support, and therapy services, to enlarge their understanding of factors pertinent to the overall growth and development of their child, and to acquire skills which will enable them to best encourage their child's development.

When parents are aware of and understand the sequence of development, they are better able to focus on their child's abilities rather than developmental delays, and are better able to give their child the best opportunities for optimal growth and development.

As the family is a child's most important resource, intervention is best carried out in the home. Activities should fit into the family's daily routine and should be fun and developmentally appropriate for the infant.

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## 2. Our Philosophy

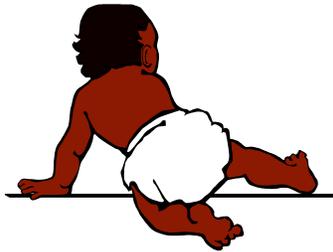
Our philosophy is to provide family-centered services in which priorities and goals are set by the families. During the first three years of a child's life, the important learning takes place during everyday experiences. Parents know their child best!

## 3. Mission Statement

Empowering families by providing home-based, family-centered services and connections to other families and community resources.

## 4. Program Outcomes

- Children attain or make progress toward his/her developmental goals.
- Parents increase their knowledge of child development, community resources, and have opportunities to build advocacy connections.
- Parents are supported in nurturing and enhancing their relationship with their child.



## Section 2: Who is the Program For?

Children aged birth to three years who are experiencing delays in their development or who are at risk for developmental delay are eligible for the Infant Development Program. Participation in the program is voluntary and all services are provided free of charge.

## Section 3: Referral Procedure

The Infant Development Program has an open referral policy. Referrals may come from any source – parents, physicians, community health nurses, social workers, therapists, etc., with the parent's consent, and are directed to the Program Manager by letter, fax or phone call. On receipt and acceptance of referral, a letter from the Program Manager and a Parent Handbook are mailed to the family.

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## Section 4: What We Do

Services provided by Infant Development Programs are tailored to child and family needs and may include:

### 1. Home Visits

Home visits are the most important component of the Infant Development Program: support to the family and programming for the infant are established during the visits. Home visits are scheduled to take place during a convenient time for the family and the baby. The frequency of home visits is discussed with the family and will depend on the needs of the infant and family. Generally, visits are scheduled every three or four weeks and average one or two hours in duration.

Home visits are a time for Infant Development Consultants to learn more about the needs and priorities of the family, including particular concerns about the infant. Home visits will vary depending on the needs of the family, but usually follow a similar format. During each visit, the family and the consultant may review the infant's progress. Successes, problems, or new behaviours encountered since the last visit may be discussed, and activity suggestions and approaches shared with the family. Information on child development and other community resources may be provided; materials and equipment may be provided for the family's use.

***Please Note:*** No smoking is allowed at any worksite by employees or participants. Smoking includes tobacco, cannabis, vaporizers or e-cigarettes. If you smoke in your home, your IDP Consultant may discuss an alternate location to conduct the visit with you.

### 2. Reports

Developmental assessments are offered to all families in our program. Children may be assessed both formally and informally using the Developmental Assessment of Young Children second edition or when more appropriate, other screening tools such as the Ages and Stages Questionnaire. These assessments serve as the basis for developing and evaluating the home-based activities. All written reports are shared with the family, and with their signed consent, are sent to other professionals working with their child.

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## 3. Child and Family Support Plans

Child and Family Support Plans are offered to families when multiple professionals or agencies are providing service to the family. The CFSP includes parents' concerns and priorities for their child. Parents take an active role in the direction of this process, and in planning the services to be delivered.

## 4. Parent and Child Playgroup

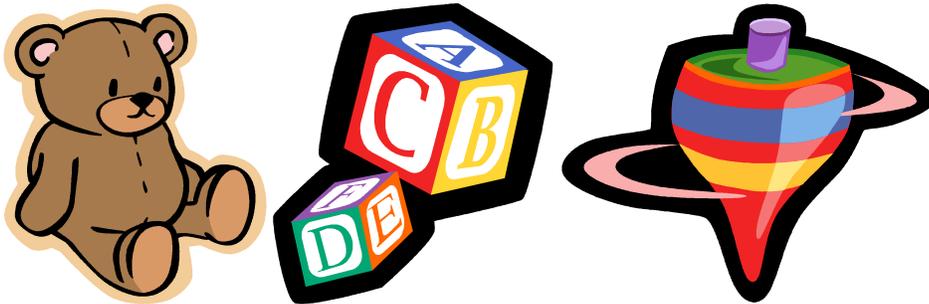
The playgroup provides children with opportunities for social, play, and group activities. In addition, the playgroup offers parents a place to meet other parents and to share common experiences and concerns. Parents, children involved with the Infant Development Program, and other family members are welcome to attend.

Our playgroup meets Wednesday and Friday mornings from 10:00 – 11:30am at 399 Seymour River Place, North Vancouver (Next to Maplewood Farm).

## 5. Books, Equipment and Toys

The Infant Development Program has a selection of books that relate to development in infancy and early childhood, parenting, specific disabilities, play ideas and other areas of interest. These books can be loaned to families involved with the Infant Development Program.

Specialized equipment and toys can be loaned to families on home visits on a rotating basis. When necessary, the Infant Development Program can help a family access the necessary equipment through other agencies and assist families to find funding if equipment needs to be purchased.



## 6. Parent Education and Workshops

Throughout the year, our program will sponsor or co-sponsor workshops with other community organizations for parents and children involved with Infant Development. The topics are varied and are provided in response to requests

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made by families. Examples are infant massage, sign language courses, early language/communication courses, behavior management, first aid, and music groups.

### **7. Family Support**

The Infant Development Program can provide opportunities to meet other families who share common experiences and to obtain information that may be of support.

### **8. Referrals and Additional Services**

Infant Development Consultants can facilitate referrals to additional services such as physiotherapy, speech therapy, occupational therapy, behaviour therapy, respite, the “At Home Program”, and the Supported Child Development Program. Such referrals help in planning for daycare/preschool and future needs and services.

### **9. Information on Community Resources**

The Infant Development Consultant can provide information on community resources.

## Section 5: Staff Training And Expertise

Our Infant Development Consultants are skilled in providing an effective home-based intervention service. They benefit from continuous staff development opportunities locally, regionally, and provincially. A Certificate and Diploma Program in Infant Development are offered through the University of British Columbia (UBC). IDP consultants have a degree and training in one or more of the following disciplines: child development; psychology; social work; physiotherapy; occupational therapy; child and youth care; nursing; early childhood education; developmental services; or other related disciplines.

Infant Development Consultants bring a unique set of skills and abilities to work with high-risk infants and their families. Their expertise covers knowledge of typical and atypical child development; observational skills; their ability to assess child and family strengths and needs; appreciation of issues related to family dynamics and child-rearing; training with respect to supporting those who experience grief and loss; and advocacy skills.

A family-centred service is provided to encourage positive parent-child interactions and to promote the infant's optimal developmental progress. The relationship of secure attachment to developmental accomplishment is promoted

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by the active encouragement of parents to recognize their infant's cues and to respond in ways that foster a sense of security and play.

### Section 6: The Role Of the Parent

Parents know their child best, and have an important role in directing decisions regarding services or programs for their child. Infant Development Consultants encourage parents' active participation in their child's services at whatever level seems appropriate and to whatever degree the parent wishes to be involved.

Parents also have a role in evaluating the Infant Development Program, by completing satisfaction surveys which are sent to families every year. When an Infant Development position becomes available, parents are actively involved in screening new applicants, as well as taking part in the hiring committee.

Some parents are involved in a variety of other capacities in the administration of the Infant Development Program. At the community level, a parent whose child has been involved with the Infant Development Program may be given the opportunity to participate in the Local Advisory committee, which monitors and directs the program.



### Section 7: Collaboration with Other Services

Families who have a child with special needs can often be involved with a variety of community professionals. Infant Development Consultants are generalists, working with a family to develop an individualized program to promote development in their infant, and informing the family of appropriate community resources. Infant Development Consultants work collaboratively with various other professionals, including community health nurses, physiotherapists and occupational therapists, pediatricians and/or physicians, preschool teachers, vision consultants, speech and language pathologists, social workers, and supported child development program consultants (refer to "Resources" for a detailed list). Infant Development Consultants participate in joint home visits with the above professionals and coordinate and/or attend planning meetings with parents and professionals involved with their child.

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### Section 8: Transitions - Moving Through Life

A transition can be defined as moving from one place or stage of development to another. Parents of children with disabilities may experience greater levels of stress, especially during critical events such as diagnosis of a disability, awaiting developmental milestones such as walking and talking, or moving from one program to another.

When the child reaches the age of three and the Infant Development Program is no longer an appropriate service for him or her, the family may want to look for an early childhood education program. Under the direction of qualified early childhood educators, children have the opportunity to learn language skills, appropriate social skills, cooperation, and self-help skills. There are a variety of choices in early education programs for your child, including neighbourhood preschools and daycare centers. Your Infant Development Consultant will be able to help you learn more about these choices.



Often children with developmental delays and ongoing special needs require assessments, program planning, and continued involvement with professionals. These extra support needs can be met by referring the child, who will be attending a community preschool or daycare, to the North Shore Supported Child Development Program. This program will meet with the family and the daycare/preschool to determine the child's extra support needs.

The Infant Development Program can provide families with information regarding observing and evaluating early childhood education programs and can suggest several appropriate resources. As the child's parents, you are the most knowledgeable about your children and family's needs and strengths. Investigating several programs will help you choose the best resource for your child. If you are comfortable with the early childhood program you have chosen, your child will have an easier time adjusting to, and benefiting from, the experience. Funding or subsidies are available depending on the child's special needs and the program chosen.

An often-overlooked issue when a child moves to another program is that the family, not just the child, is in transition. Families can have common experiences as they adjust to new programs for their child. Infant Development Consultants can assist families by providing appropriate materials and organizing services in ways to reduce pressure on the family.

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## Section 9: Self-Advocacy

You can have a say about your services by:

- Participating in planning the services for your child
- Participating in a Child & Family Support Plan
- Completing an annual Satisfaction Survey
- Completing an Exit Survey
- Having an opportunity to participate in the IDP Advisory Committee

## Section 10: Health And Safety

If you are attending groups at the IDP office, we have procedures written down to help you if there is an emergency.

### ➤ Fire and Earthquake

- We will practice emergency drills on a regular basis

If there is a fire or earthquake we will help you and your child to:

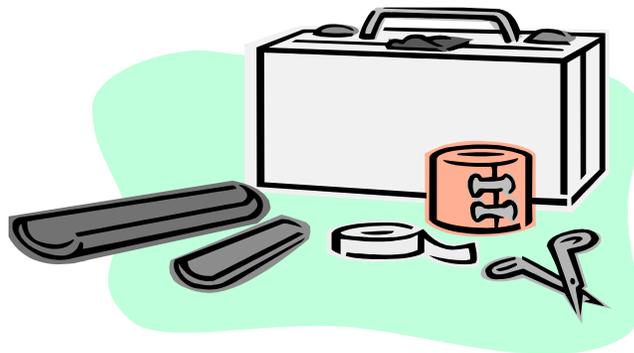
- Leave the building
- Follow a route that is drawn on a map
- Meet in a chosen place outside the building

### ➤ First Aid

- All IDP staff has up-to-date First Aid and CPR training
- There are First Aid kits at every site

### ➤ Universal Precautions

- IDP staff are trained in Universal Health Precautions



## Section 11: Keeping Quality Services

Your suggestions and feedback are the most important ways we can make sure our services are the best. Here are some ways we ask for your opinions:

### 1. Direct Comments

You can talk to your IDP Consultant or Program Manager at any time regarding the services to your family.

### 2. Satisfaction Surveys

Every year we will send you a form asking you about the service you receive from the Infant Development Program.

### 3. Advisory Committee

If you wish, you can participate in the IDP Advisory Committee. This committee helps direct the Infant Development Program.

### 4. Focus Groups

Sometimes we have special meetings so we can hear from a large group of people about a certain issue or topic.

### 5. Exit Surveys

We like to hear from people when they leave our program. When your child is discharged from IDP, an exit survey will be sent to you. This information is helpful to us in planning our services.



## Section 12: Rights And Responsibilities

### Parents and Caregivers as Partners

Our goal is to provide you with a quality service. We recognize that parents know their child best and that the family is the greatest resource in providing the best service.

As parents and caregivers of the children we serve, you have rights and responsibilities. We have outlined a few here, and we hope this guide will help you partner with us in providing services to your child.

#### **1. You have the right to information regarding your child and his or her involvement with the North Shore Infant Development Program.**

All records regarding services to your child are confidential and yours to view. Every report written for your child's record will be sent to you and shared only with those you have provided consent for. Consultants will be happy to share program information you request contained in your child's record. You may look at the information in your child's file at any time on home visits or by contacting your IDP Consultant. Often it is necessary for your Consultant to temporarily remove your child's file from the secure site at our office. Having your child's file available for reference on home visits allows you and your Consultant to plan appropriate activities and services. When this happens, your child's file will be on the person of your Consultant until the file is returned and secured in our office in a locked drawer or filing cabinet. Information such as Developmental Assessments are sometimes kept on the computer. Confidentiality is protected as a password is needed to access the file.

You also have the right to request information in a language or communication system that you understand.

The right to information also includes being informed about services offered by our sponsoring agency, the North Shore Disability Resource Centre, and services available to you and your child in the larger community. Your Consultant will provide you with information on community resources, and there is also a section on resources in this package of information.

#### **2. You have the right to service that is supportive of your family routine.**

We are committed to providing service that is minimally disruptive to your child and your family. We make every effort to accommodate individual family needs.

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### **3. You have the right to be included in all planning about your child.**

Infant Development Consultants and parents/caregivers work closely together. You may be asked to participate in a team meeting where all involved with your child have the chance to exchange information. Our goal in working with children and families is to ensure that families remain in control of the decision-making.

### **4. You have the right to advise the Infant Development Program of any concerns you may have regarding services.**

Please feel free to speak to the Consultant involved with your family if you have any concerns regarding services. If however, you do not find this process helpful, please refer to the **Complaints Resolution Process** in Section 13.

### **5. You have the right to be informed about current caseload size, capacity and waitlist issues.**

### **6. You have the responsibility to advise your Consultant if you are cancelling an appointment. Please give your Consultant as much notice as possible.**

### **7. You have the responsibility to inform your IDP Consultant of any health or safety concerns you may have regarding your child.**

## Section 13: Complaints Resolution & Appeal Process

1. Contact your IDP Consultant directly regarding your concerns. The IDP Consultant will notify the Program Manager. If you are not satisfied:
2. Contact the Program Manager, Gaye Jackson, at 604-986-1358. Within 5 business days the Program Manager will discuss the complaint with you in an attempt to find a satisfactory resolution.
3. Written complaints and complaints of an outstanding or serious nature are directed to the Executive Director Liz Barnett, at North Shore Disability Resource Centre, 3158 Mountain Hwy., North Vancouver, B.C. V7K 2H5 604-985-5371.
4. The Executive Director will contact you within 5 business days to acknowledge receipt of your complaint and will record the information surrounding the complaint in as much detail as possible to conduct an investigation.

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5. The Executive Director or their designate will conduct an investigation within 5 business days of the circumstances surrounding the complaint and may request involvement from the Ministry of Children and Family Development or other external authorities.
6. Following the investigation, if it is determined that a complaint has merit, an apology will immediately be offered, along with an explanation stating that steps have been taken to prevent a recurrence.
7. If the complaint remains unresolved, the Executive Director and a body that has provided funding (if they have been involved) will meet with you within 5 business days, to discuss and attempt to resolve the dispute. Every reasonable effort is made to resolve the complaint at this level.
8. The Executive Director will send a full response to you as soon as findings and actions are complete.

### **APPEAL PROCESS:**

1. If you are not satisfied with the response that was received:  
The decision may be appealed to the NSDRC Board of Directors  
  
or  
  
a formal review may be requested through the Ministry's or funding body's complaint process.
2. The Board of Directors reviews all documentation associated with the complaint, speaks with relevant parties and takes any steps necessary to respond to the complaint.
3. If you are still not satisfied, you may contact other regulatory and/or advisory bodies, as appropriate.
4. The foregoing procedures do not preclude the right of a person we support to be involved at any or all of the steps listed.

# Infant Development Program

## Section 14: History

The North Shore Infant Development Program has been in operation since 1975. Since 1990 our sponsoring agency has been the North Shore Disability Resource Centre, an agency which provides programs and services for children and adults with disabilities.

The first home-based Infant Development Program in B.C. was started in Vancouver in 1972 by a committee of parents with infants with developmental delays, and professionals involved with providing services to these children. These parents and professionals were aware of research demonstrating that support and assistance with developmental programming is beneficial to families of young, delayed or handicapped infants. With support and funding from the Ministry of Children and Family Development, similar programs were developed elsewhere in British Columbia.

In British Columbia:

- Each Infant Development Program is sponsored by a local community non-profit agency.
- Dana Brynelsen was the Provincial Advisor, and coordinated the program provincially with the support of the Provincial Steering Committee. The Office of the Provincial Advisor set program standards, planned provincial in-services, conducted Summer Institutes at UBC, provided IDP programs with current research findings, assisted local communities to implement and operate Infant Development Programs, advised and supported IDP staff, promoted public relations for IDP, etc. .The Ministry of Children and Family Development closed the Office of the IDP Provincial Advisor in October 2009.
- The Provincial Advisor sat on the Provincial Steering Committee which looked at provincial and local issues and trends within IDP, and made policy recommendations to the Ministry of Children and Family Development. The Provincial Steering Committee was a committee of the Deputy Minister for Children and Family Development. It was comprised of parents of young children who had been in an Infant Development Program, professionals representing various government ministries and universities, and the medical community. The Provincial Steering Committee was disbanded after the closure of the Office of the IDP Provincial Advisor.
- Many IDP have an Advisory Committee of parents and professionals who meet and decide what they need and want in the community and to advise on the program.
- There were five regional advisors in BC before the closure of the Provincial IDP Advisor's Office. That number has been reduced, and they now report

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directly to the Child and Youth with Special Needs social workers with the Ministry of Children and Family Development.

- There are Infant Development Programs and Aboriginal Infant Development Programs throughout B.C.
- The Provincial Steering Committee has developed a provincial policy and procedures manual to ensure that all IDP programs in the province are similar in terms of programs and services, although community resources differ for various areas of the province.

## Section 15: How to Contact Us

**Phone:** 604-986-1358      **Fax:** 604-986-1369

**Visit/Write:** North Shore Infant Development Program,  
3158 Mountain Highway  
North Vancouver, BC, V7K 2H5

**Website:** [www.coastfraseridpscd.ca](http://www.coastfraseridpscd.ca)

The staff at the North Shore Infant Development Program are:

<b>Gaye Jackson</b>	Program Manager and Consultant <a href="mailto:g.jackson@nsdrc.org">g.jackson@nsdrc.org</a>	604-986-1358
<b>Rosalie Fedoryshyn</b>	Consultant <a href="mailto:r.fedoryshyn@nsdrc.org">r.fedoryshyn@nsdrc.org</a>	604-986-1358
<b>Helene Grouazel</b>	Consultant <a href="mailto:h.grouazel@nsdrc.org">h.grouazel@nsdrc.org</a>	604-986-1358
<b>Simone Miles</b>	Consultant <a href="mailto:s.miles@nsdrc.org">s.miles@nsdrc.org</a>	604-986-1358
<b>Tessa Sutherland</b>	Consultant <a href="mailto:t.sutherland@nsdrc.org">t.sutherland@nsdrc.org</a>	604-986-1358

# Infant Development Program

## Section 16: Resources

<b>Physiotherapy:</b>	Vancouver Coastal Health	604-904-6200 X 4165
	B.C. Centre for Ability	604-451-5511
<b>Occupational Therapy:</b>	B.C. Centre for Ability	604-451-5511
<b>Speech Therapy:</b>	Vancouver Coastal Health	604-983-6700
	B.C. Centre for Ability	604-451-5511
<b>Behaviour Support: MCFD Child &amp; Youth Mental Health</b>		604-904-4336
<b>ACT Autism Community Training</b>		<a href="http://www.actcommunity.ca">www.actcommunity.ca</a>
<b>Allergy Nutrition Clinic:(requires doctor's referral)</b>		604-875-2118
<b>Audiology Services:</b>	Vancouver Coastal Health North Shore	604-983-6704
<b>BC Health Line</b>	<a href="http://www.healthlinkbc.ca">www.healthlinkbc.ca</a>	8.1.1
<b>CNIB</b>		604-431-2121
<b>Connect for kids</b>		<a href="http://www.connectforkids.ca">www.connectforkids.ca</a>
<b>B.C. Early Hearing Program</b>		604-875-2345 X 4848
<b>Down Syndrome Research Foundation:</b>		604-444-3773
<b>Family Services of the North Shore:</b>		604-988-5281
<b>Family Support Institute:</b>	1-800-441-5403	604-540-8374 X523
<b>MCFD Child and Youth with Special Needs</b>		1- 604-904-4300
<b>North Shore Community Resources Society</b>		604-985-7138
<b>North Shore Disability Resource Centre:</b>		604-985-5371
<b>Vancouver Coastal Health:</b>		
BC Health Service		8-1-1
Nurse on call		604-983-6754
Pediatric Resource Team – Wendy Eves		604-904-6200 X 4126
– Laura Hunter		604-904-6200 X 4161

## Infant Development Program

<b>Pediatricians:</b> North Shore	Dr. D. Critchley	604-924-3133
	Dr. A. Ladki	604-924-3133
	Dr. Regan Ebbeson	604-984-8880
	Dr. Glenn Robertson	604-924-3133
	West Vancouver	Dr. R. Bucke
<b>Sunny Hill Health Centre for Children:</b>		604-453-8300
<b>Provincial Autism Resource Centre</b>	SunnyHill Health Centre for Children	604-453-8300
	Child Care Subsidy	1-888-338-6622
<b>Supported Child Development Program:</b>		604-998-0131
<b>Visual Impairment Program:</b>	SunnyHill Health Centre for Children	604-453-8300
<b>Pediatric Dentist:</b>	Dr. G. Pochynok North Vancouver	604-983-2253

# Infant Development Program

## Section 17: North Shore Disability Resource Centre

Sponsoring Agency of the North Shore Infant Development Program

### 1. NSDRC Executive Director

➤ Liz Barnett

Direct Line: 604-904-4086

### 2. North Shore Disability Resource Centre History

The North Shore Disability Resource Centre (NSDRC) was established in 1975 by a group of concerned parents, professionals, and advocates who wanted to create services for people with disabilities so they could live in their community. Formerly it was called the North Shore Association for the Physically Handicapped.

### 3. NSDRC Mission and Values

Our Mission is *“Working for a community for all.”*

We believe that:

- People with disabilities have the same rights and responsibilities as any other community member.
- We must all participate in decisions that affect us.
- The role of family and friends must be valued and respected.
- Volunteers are a valuable resource.

### 4. NSDRC Description of Services

➤ Information and Advocacy Services Program

➤ Infant Development Program (IDP)

➤ Community Based Services Programs

*Summer Bursary Program (3-18years)*

*Special Services to Children Program (5-18 years)*

*Teen & Pre-Teen Social Programs (9-18 years)*

*Adult Life Skills Program (19 years and above)*

*S.T.A.G.E Program (19 years and above)*

➤ Residential Services

*Supported Living Program*

*Independent Living Program*

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**For more information please feel free to contact the office directly at:**

North Shore Disability Resource Centre

Phone: 604-985-5371

Fax: 604-985-7594

E-Mail: [nsdrc@nsdrc.org](mailto:nsdrc@nsdrc.org)

Website: [www.nsdrc.org](http://www.nsdrc.org)

3158 Mountain Highway

North Vancouver, BC V7K 2H5