



CBI CONSULTANTS
PARENT HANDBOOK
UNDER 6 AUTISM

Table of Contents

WELCOME	3
INTRODUCTION	3
Our Vision	3
Our Mission	3
Who We Are	3
Our Philosophy	3
OUR PERSON-CENTRED PROCESS	4
The Lifestyle Development Process	4
SERVICE DELIVERY MODEL	4
CBI'S AUTISM EARLY INTERVENTION APPROACH	5
Cornerstones of Early Intervention	5
The Early Start Denver Model	6
The Assessment and the Consultation	7
PHASES OF CONSULTATION	7
ROLES & RESPONSIBILITIES	8
Consultant Role	8
Parent/Guardian Role	9
ADMISSION INTO OUR SERVICES AND SUPPORTS	9
Next Steps	10
CBI COMPLAINT PROCESS	10
Commitment	10
Policy	11
Procedures for Making a Complaint	12
Documentation	12
PRIVACY AND PERSONAL INFORMATION	12
HOW TO REACH US	12
CBI CONSULTANTS COMPLAINT FORM	13

WELCOME

Thank you for considering CBI Consultants as your service provider for the early intervention program for your child. This handbook gives an overview of CBI's Approach and our Service Delivery Model for early intervention for children with autism.

INTRODUCTION

Our Vision

A world that values diversity and inclusion is achieved.

Our Mission

Our mission is to improve the quality of life of people throughout the world. We believe that all citizens have the right to be included in their neighbourhood schools and communities, have rich social lives, live in homes of their choosing and have access to fulfilling work for real pay. To achieve our vision and deliver the highest quality support, we are committed to:

- Evidence based practices;
- Excellence in all aspects of our operations;
- Innovation and constant evaluation and improvement.

CBI is non-exclusionary, taking those cases that challenge the system, including those with the most complex behaviour support needs.

Who We Are

CBI Consultants was established in 1990, in British Columbia, Canada. Our roots are in positive behavioural support (PBS). Since 1990, we have supported more than 10,000 persons with complex developmental, mental health, and behavioural needs. We are a diverse group of professionals with varied backgrounds including early childhood education, education, psychology and rehabilitation. We are committed to current, evidence based practices in inclusion, person centered planning, family-centered practice, collaborative teaming and positive behaviour support. We provide consultation services in several languages (Tagalog, Mandarin, Cantonese). All Behaviour Consultants providing under 6 autism behaviour consultation are on the Registered Autism Service Provider list (RASP list found at <http://www.actcommunity.ca/rasp/search>).

Our Philosophy

We believe in fully inclusive societies. Full inclusion requires universally designed schools, businesses and community resources. We believe that a desirable future involves collaboration, innovation and leveraging community assets to create unified support systems vs. fragmented systems based on labels and intelligence quotients. We believe that unified systems benefit all citizens.



OUR PERSON-CENTRED PROCESS

The Lifestyle Development Process

CBI Consultants assists individuals and their support networks to create a quality life in the community through the application of the **Lifestyle Development Process (LDP)**. The LDP was published in the Journal of the Association for Persons with Severe Handicaps in 1992. The LDP merges person centred planning practices with evidence-based technical supports which address instructional needs, positive behavioural supports for challenging behaviour, augmentative and alternative communication needs and social supports. The LDP is included in the 2004 Pro Ed textbook titled Positive Behavioural Support: Critical Articles on Improving Practice for Individuals with Severe Disabilities.

The LDP was recognized as one of the first research papers and approaches to merge person centred planning with functional assessment of behaviour and multi-element positive behavioural support plans. Our planning process is based on the strengths and capacities of the individual, with family friends and neighbours as key partners in the process. The ultimate goal of the LDP is to enhance the quality of life of the focus person. The outcomes of the LDP include:

- Emotional Well Being
- Interpersonal Relationships
- Personal Development
- Material Well Being
- Physical Well Being
- Self-Determination
- Social Inclusion
- Rights

SERVICE DELIVERY MODEL

CBI Consultants provides technical support in the areas of communication, behaviour, and instruction. CBI supports individuals across the age and ability range. CBI's services are delivered through our comprehensive training and consultation model under individual contracts with families who have Under Six or Over Six Autism Funding or who contract privately. CBI provides service throughout the Lower Mainland and the Province of British Columbia. CBI's service delivery model uses the following practices to achieve a good quality of life for the family and child:

- Child/family centred approach – we consider the strengths and gifts of the child and family and view families as the key decision makers
- Recognition that children with disabilities are unique, valued and can learn
- A community based consulting model
- Collaborative team approach
- Individualization of supports to reflect person and family need – *we use preferences of the family and child as a basis for designing intervention*
- Enlisting natural supports in the community (paid and non-paid supports)
- Planning, early intervention teaching strategies and supports are current evidence based practices
- Quality of life for the child and family are important outcomes and ones which we evaluate
- Increase adaptive skills of the child to reduce challenging/problem behaviour - *challenging behaviours are addressed proactively following positive behaviour support practices*

- Behavioural Plan of Intervention is clearly written and specific goals are outlined
- Capacity of the team is built by providing families & team members with knowledge, demonstration and video of practical, useful strategies
- A comprehensive system of accountability is used, reviewing and updating goals

CBI'S AUTISM EARLY INTERVENTION APPROACH

Cornerstones of Early Intervention

CBI's approach combines the best from research and programs throughout North America that have been shown to be the most effective in teaching children with Autism Spectrum Disorder (ASD). We use an Activity Based Intervention approach where skills are taught in the environments where they will be used by the child.

Below are the common elements identified as best practices by the National Research Council, 2001 and the National Autism Center in their publication The National Standards Report, 2009.

1. Supports and services for the child and family are individualized.

- Work in partnership with the family, friends, peers, and professionals to develop an individualized Plan of Intervention
- Build the capacity of family and team members so eventually families can design, implement, and sustain the curriculum for the child
- Address key goals in natural settings and activities

2. Curriculum for the child is specialized with key goals areas that address ASD

- Help the family to develop a strong, specialized curriculum that includes goals which address those skill areas that are most important for children with autism to learn and in the domain areas used by the Early Start Denver Model:
 - ◇ Communication - *receptive and expressive language*
 - ◇ Social skills
 - ◇ Joint attention
 - ◇ Imitation
 - ◇ Cognitive
 - ◇ Play
 - ◇ Positive Behaviour Support
 - ◇ Fine and Gross Motor
 - ◇ Personal independence
- Implement intervention strategies that are considered "established treatments" for children with autism (National Standards Report, 2009)
- Adhere to the general consensus in literature on the intensity of effective early intervention, and recommend a minimum of 20 hours of intervention (i.e., direct teaching time by parents, teachers, SLP, etc.) focused on key goal areas

3. **Provision of systematic instruction**

- Implement instructional procedures that have proven to be effective in teaching children with autism, such as:
 - ◇ Ecological inventories which target appropriate skills to teach,
 - ◇ Discrete trial training,
 - ◇ Incidental teaching,
 - ◇ Pivotal response training,
 - ◇ Peer mediated learning, and
 - ◇ Video self-modeling.

4. **Creation of highly supportive and/or structured teaching environments**

- Help the team create, modify or arrange the physical space, materials, equipment and activities so that the environment supports the focus child's learning
- Plan opportunities for the child to generalize or transfer skills learned to other situations and to use skills with other people
- Implement strategies to facilitate transitions, address child's need for predictability and routine, increase the child's flexibility, independence and ability to cope with change

5. **Functional approach to problem behaviours**

- Strategies implemented focus on proactive/preventative supports and replacing the problem behaviour with an appropriate alternative or replacement behaviour
- Regard challenging behaviours as communication
- Place emphasis on addressing child's level of emotional regulation

6. **Family involvement**

- Provide instruction to parents so they are able to teach their child and improve their interactions
- Promote Team collaboration – involve parents, extended family and friends, other professionals, preschool, etc all working together on common goals to ensure consistency across environments

The Early Start Denver Model

The Early Start Denver Model is one of the evidence-based curriculums that CBI has adopted for early intervention. The Early Start Denver Model (ESDM) is a developmentally referenced curriculum designed specifically for intensive delivery of early intervention for children with autism. Rigorous empirical data support its effectiveness in increasing social communication, symbolic play, adaptive skills, generalization, and general reduction in diagnostic symptom severity. Core features of the ESDM are:

- Language development is done in social contexts
- Build up complex behaviours
- Interdisciplinary approach
- Systematic individualization



THE ASSESSMENT AND THE CONSULTATION

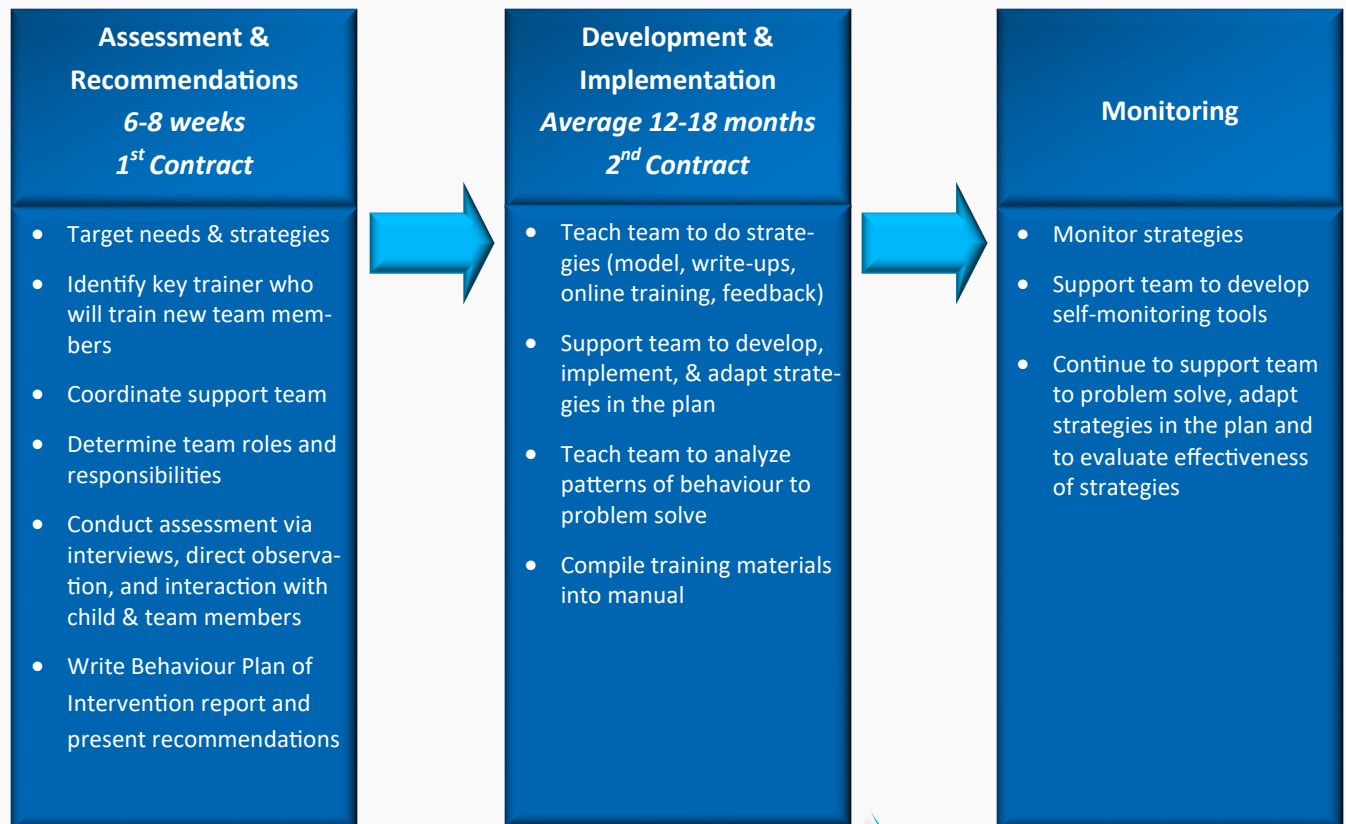
Assessment

CBI starts with an initial assessment, where intervention goals are identified. Goals are updated every 12 weeks. During Assessment, a Behaviour Consultant from CBI reviews all relevant records and files; interviews the family and other team members; conducts a play based assessment with the focus child; observes (via video or in person) and interacts with the child in various environments. The Behaviour Consultant completes a Behavioural Plan of Intervention outlining specific recommendations and interventions for your child. The assessment is 35 hours.

Consultation

Each recommendation in the Behavioural Plan of Intervention (BPI) includes an estimate of the number of consultation hours required to develop and implement the interventions. During development and implementation the CBI Behaviour Consultant provides consultation using a combination of hands on support and modeling, video modeling, and on-line training to assist the family and team to develop and implement the recommendations in the BPI. As recommended by the Early Start Denver Model, progress on goals is monitored by collecting and reviewing teaching session data regularly. Teaching sessions can be carried out by behaviour interventionists, parents or other team members. Parents are highly encouraged to participate in training and implement goals during natural routines. Our goal is to see positive results not only for the child with autism, but for the family and the team.

PHASES OF CONSULTATION



ROLES & RESPONSIBILITIES

Consultant Role

- To provide family centred support. We provide support and consultation in your home, and in natural environments where your child spends time in (e.g., preschool, daycare, school, etc.), we do not have a centre-based program.
- If the CBI consultant recommends that you hire a behaviour interventionist (identified in your child's behavioural plan of intervention) the consultant may be able to give information to you help you find potential behaviour interventionists. CBI Consultants does not provide behaviour interventionist services.
- To work collaboratively with other team members involved with your child. While we do not have Speech Language Pathologists, Occupational Therapist, or Physiotherapists on staff, we do work with many such professionals in the community and our goal is to work as a dynamic team to support your child. When appropriate, CBI may be able to recommend such individuals to join your team.

The CBI Consultant working with your child will:

- Provide a combination of online training, direct modeling, coaching and feedback to you and relevant team members to support you and your child's team to implement the plan of intervention as specified in the assessment report.
- Ask your permission to video strategy implementation with your child as a teaching tool and to monitor your child's progress in the goals outlined in the plan of intervention. This video will only be shared with you and relevant personnel working on your child's team for intervention purposes.
- Develop a written and DVD training manual clearly outlining the effective strategies used to work with your child that is highly individualized for your child and family. This manual can be used to train new individuals entering your child's team, given to future teachers and future staff working with your child, and can be read by family members and friends wanting to know how to effectively support your child.
- Write ongoing interim reports detailing the work that CBI has done with your child and your child's team at regular 6, 9, or 12 month intervals.
- Regularly (e.g., bi-monthly or monthly) assess your child's progress and re-evaluate the goals outlined in the assessment report.

Note: All children change and grow over time. It is possible that goals outlined in the original assessment report may change over time due to developmental progress or new challenges that occur for your child. Your team and CBI will assess these changes and new goals may be developed at this time. Changes to the plan of intervention may occur, this is something that CBI and your team can discuss on an ongoing basis.



Parent/Guardian Role

- To be responsible for ensuring that there are sufficient funds in their autism funding account to cover the contract they enter into with CBI.
- To let other team members working with your child know that CBI Consultants will be working with them and your child. To let the other team members know that they are expected to work as a team to support your child so that goals devised by CBI and other professionals can be worked on in all environments.
- To complete online training sessions before meeting with your consultant to individualize support strategies and begin implementation.
- To implement your child's plan of intervention strategies within natural routines throughout the day.
- To meet with your consultant on a regular basis to monitor progress.
- To participate in regular team meetings (depending on your child's plan of intervention and needs, these meetings may occur, monthly, every few months, or annually). These meetings may occur at CBI's main office (in Burnaby BC) or in a location that is more appropriate for your team.
- Additionally, you are expected to inform CBI of new challenges that you want CBI to assist you with so that CBI and other members of your team can address difficulties in a timely manner.
- You may be asked to complete data to ensure we have ongoing information to monitor your child's progress. It is important to complete data correctly (as explained by your consultant). Without required data, your child's plan of intervention may not adequately address all of your child's needs.
- You may be asked to complete videotaping of priority routines as determined by yourself and CBI Consultants.

Note: CBI is able to provide supports for other goal areas that were not a priority during the assessment (so are not outlined in the plan of intervention), which become issues of concern (e.g., challenging behaviour). If CBI is not able to help you with a goal area you need support with, CBI will direct you to an appropriate professional who can.

ADMISSION INTO OUR SERVICES AND SUPPORTS

CBI's under 6 autism behavior consultation services can be accessed a number of ways. Families with children who are eligible for services may contact their local Ministry of Children and Family Development, Children and Youth with Special Needs (CYSN) to set up their Autism Funding. Service may also be provided through private payment.

Individual contracts are based on the availability of our personnel and goodness of fit between the approach used by CBI and family desires. At times we do have a waitlist. The waitlist is managed by CBI on a first come first served basis. Once funding is in place, a written contract is received and a consultant is available, CBI will begin.

CBI strongly believes in family choice and has created a service delivery model that is highly individualized, flexible, and sensitive to the needs of families, agencies and the communities in which they live. We recommend that you gather information and interview other service providers before making your final decision.



Next Steps

1. Contact CBI Consultants and arrange for an interview to discuss your needs and find out what CBI offers. Current fees are available from the office.
2. If CBI is a good fit then complete and send in the application form (obtained from CBI) and request to be put on the waitlist.
3. Complete an assessment contract with CBI and send in request to pay service provider to MCFD Autism Funding Unit.
4. Fill out Personal Profile online, and submit to your consultant.
5. Once Autism Funding Unit provides CBI with an invoice number, your consultant will contact you and make appointments.
6. Assessment usually takes 4-6 weeks. It involves family and team interviews, observations in natural settings, and direct play-based assessment sessions.
7. When assessment is completed, you receive a Behaviour Plan of Intervention (BPI) to be submitted to the Ministry of Children and Family Development (by parents) to support continued funding. The BPI details the early intervention goals and number of consultation hours proposed for your child's program.
8. At this point, a second contract with CBI is signed for the implementation phase of intervention. During implementation, your consultant will generally be involved in supporting your team to set up necessary supports, provide training (via regular coaching sessions and written materials), actively monitor the program and make updates or changes as needed.
9. At the conclusion of the implementation period (usually 12-18 months), you may choose to extend the contract with CBI. Many families choose to retain our services on a monitoring basis, to allow for ongoing monitoring and involve us when planning and working with schools.

CBI COMPLAINT PROCESS

Commitment

CBI Consultants has a commitment to resolve issues with families and service providers in a timely fashion and to make decisions that meet the needs of individuals, children/youth, their families and friends and community service providers.

CBI Consultants takes every complaint very seriously. If an individual, child/youth, family member or other person is dissatisfied with a service provided by CBI, or believe they have not been treated fairly or respectfully, CBI will address the issue immediately. We encourage the people we serve to voice concerns; CBI assures that no negative consequences will result to them or their services as a result of making a complaint. By encouraging feedback and acknowledging complaints, CBI Consultants continue to grow and provide better quality services to those we serve.



Policy

The complaints process at CBI Consultants is aimed at resolving issues at the level they arise, beginning with the individual consultant. When a CBI consultant receives a complaint, they must listen to the person making the complaint and wherever possible determine a resolution that is acceptable for the individual and CBI Consultants. The consultant must also advise their supervisor immediately of any complaints received.

If the complaint is not resolved at the consultant level, a CBI supervisor will be involved. Complaints resolution will follow these guiding principles (adopted from CLBC):

- **Person-Centred:** The concerns and interests of an individual or child/youth or family will guide the complaints resolution process, regardless of who is making the complaint.
- **Right to Be Heard:** Children and youth with special needs will be supported to participate fully in the complaints process. Children and youth will be given every opportunity to have their independent views heard, respected and considered.
- **Culturally Responsive and Inclusive:** CBI Consultants' staff members are expected to be responsive and sensitive to the culture, language and heritage of individuals, children and youth and families who are participating in a process to resolve a complaint.
- **Administrative Fairness:** Every individual, child/youth or family has a right to understand why and how a decision was made and will be provided with and given the opportunity to respond to the reasons for a decision the information relied upon to reach that decision. Individuals will be given information about the next stage in the process if they are not satisfied with the outcome discussions with the consultant.
- **Right to Advocacy and Support:** Individuals, children/youth and their families have the right to involve an advocate, relative, or friend to support them through the complaints process.
- **Timeliness:** All concerns expressed about CBI Consultants' service delivery will be reviewed as quickly as possible. Phone messages, email or written complaints will be responded to within two business days. The total length of time from receipt of a complaint to its resolution will be no longer than 30 days.
- **Policy Compliance:** All decision making with respect to complaints must comply with provisions of the Child, Family and Community Services Act and MCFD policy as well as the policies and standards expected by CBI Consultants.

CBI Consultants will keep records of the types of complaints received, and use the information collected to inform a program of continuous quality improvement. This may include revisions to policies and procedures, responding to individuals and families, changes to practice or in-depth review of potentially systemic issues.



Procedures for Making a Complaint

Complaints can be made directly to the consultant, in person, on-line or in writing; to the consultant's supervisor or to the Executive Director or Clinical Director.

CBI consultants will respond to phone messages, email or written complaints within two business days. Individuals can also request that the consultant forward the complaint to a supervisor on their behalf. We have provided a copy of our Complaint Form for your convenience. Simply fill out and return to our office located at:

Address: Suite 204 - 3970 Hastings Street, Burnaby, B.C., V5C 6C1

Phone: (604) 320-1960

Fax: (604) 320-1961

Or email directly to: mike@cbiconsultants.com

If parents/guardians don't feel that their concern has been resolved they can contact ACT (Autism Community Training) at 604-205-5467 or 1-866-939-5188.

Documentation

The consultant receiving a complaint will document it in the case management system Penelope by entering Notes to the individual case and scanning and attaching related documents to the case file. All actions taken by the Manager/Coordinator and/or the Director to address a written complaint must be documented on Section 2 and 3 of the "Complaint Management" form at the time the action occurs. If appropriate the resulting recommendations.

PRIVACY AND PERSONAL INFORMATION

CBI does not share information about families or children (whether written or given verbally) without specific written consent, unless required by law. CBI does not share or sell contact information. All employees sign a confidentiality agreement and abide by a code of ethics. For information on PIPA (Personal Information Privacy Act) please refer to: www.qp.gov.bc.ca/statreg/stat/P/03063_01.htm.

HOW TO REACH US

Office: Suite 204 - 3970 Hastings Street, Burnaby, B.C., V5C 6C1

Phone: (604) 320-1960 Fax: (604) 320-1961

Website: www.cbiconsultants.com

Executive Director

Mike Bote: mike@cbiconsultants.com

President & Clinical Director

Dr. Paul Malette: paul@cbiconsultants.com

CBI CONSULTANTS COMPLAINT FORM

Date Complaint Received: _____

Complaint Received By: _____

Complaint Made By: _____

Phone Number of Complainant: _____

Concern and Action Taken

Complaint / Concern:

Immediate Action Taken:

Follow-up Action

Further Action Required:

Supervisor's Follow-up:

Director Action Required: () Yes
 () No

Supervisor's Signature: _____

Executive Director Follow-up if Required

Executive Director Follow-up (if applicable):

Executive Director's Signature: _____