



Provincial Services for the Deaf and Hard of Hearing



Mission

Provincial Services for the Deaf and Hard of Hearing is a provincial government organization dedicated to supporting the diverse and multicultural goals of Deaf, Hard of Hearing and Deafblind individuals and their families within an ASL and English environment.

Vision

PSDHH will create opportunities for:

- Deaf, Hard of Hearing and Deafblind individuals to explore and achieve their personal goals;
- Families to connect with resources that sustain strong and caring relationships;
- Communities and professionals to work in partnership in meeting the principles of human rights, equality and life-long learning; and
- Full access for all British Columbians.

For More Information

www.mcf.gov.bc.ca/psdhh/programs.htm

Email: psdhh@gov.bc.ca

Languages available in ASL, Punjabi and Chinese

TTY: 604 660-1807

Voice: 604 660-1800

Fax: 604 660-1859

Office Hours: 8:00 am – 4:30 pm

ASL interpreters are available
1:30 pm to 3:30 pm
Monday – Thursday

4334 Victory Street
Burnaby, BC
V5J 1R2



Client's Rights and Responsibilities

Clients enter a partnership with PSDHH when they access our services. All of our clients are voluntary recipients of our services. In order to have an equal partnership with clients we endeavour to inform them of their rights and responsibilities.

Your rights...

- To be treated with respect.
- To be involved in all decisions regarding your services.
- To have your information kept confidential.
- To expect services in a professional and timely manner.
- To clearly understand the conditions under which services will be provided.
- To freely provide feedback or express concerns.
- To have clear and accessible communication.

Your responsibilities...

- To communicate with PSDHH staff in a timely manner (i.e. regarding changes and/or cancellations).
- To be respectful of other clients.
- To provide us with constructive feedback so we can improve.

Consultative Services

The Child, Family and Community Consultant (CFCC) is the clinical liaison for the Provincial Services for Deaf and Hard of Hearing and Ministry for Children and Family Development staff. The consultant provides:

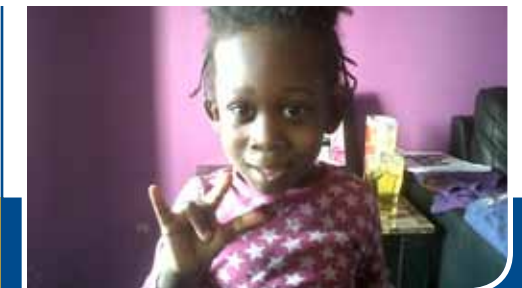
- Consultation to MCFD staff and community partners regarding accessibility and meeting the needs of families with Deaf, Deafblind and Hard of Hearing members;
- Consultation to MCFD staff, supervisors and managers in dealing with child protection cases involving families and members who are Deaf, Deafblind and Hard of Hearing;
- Clinical consultation to PSDHH programs;
- Coordinates the PSDHH Deaf Access Office;
- Provides integrated case management meetings by request; and
- Supervises parent coaching services for families.

For more information or consultation, please contact:

TTY: 604 660-1913

Voice: 604 660-1800

Fax: 604 660-1859



Deaf Access Office

The Deaf Access Office (DAO) promotes accessibility to government and non-government services for Deaf, Deafblind and Hard of Hearing individuals and their families. DAO is a referral centre to appropriate resources and services. DAO also serves as an information resource for professionals working with clients who are Deaf, Deafblind and Hard of Hearing. DAO provides clients with information for self-advocacy and access.

For more information or consultation, please contact:

TTY: 604 660-0508 or 1 800 667-4770
Voice: 604 775-1364
Fax: 604 660-1859



Services for Family and Community Development

Services for Family and Community Development is a bilingual* provincial resource program for families with children age 5 – 19 who require language rich environments in the home and community.

**ASL and English*



Families are children's first and most important teachers.

We recognize that families have the most important role in the lives of children. We support families with strategies to enhance children's language and literacy development at home and in the community.

The most important thing? Have fun!

Learning in a safe environment, sharing positive experiences, creating meaningful connections, and having fun at the most important things of all.

For more information or consultation, please contact:

TTY: 604 660-1807
Voice: 604 775-1800
Fax: 604 660-1859

Victory Hill Residential Program

The VHRP is a Deaf-friendly residence for Deaf children who live outside the Lower Mainland and attend the British Columbia School for the Deaf (BCSD). The Victory Hill Residential Program is committed to working closely with the residents and their parents to ensure that the resident's cultural, physical, social, emotional and educational needs are met in a positive and supportive way; the program encourages residents to maximize their abilities, to improve their communication skills and to learn about Deaf history and culture. The VHRP provides programs such as Individual Care Plans, in collaboration with the child, parents and VHRP staff, to determine the goals for the residents, the Elementary Program in promoting early developmental skills in a rich language environment, in areas such as communication, relationship building, self development and opportunities for incidental learning, and the Secondary Program focusing on adolescent developmental issues such as identity, independent living skills and understanding of the world around us.

For more information or consultation, please contact:

TTY: 604 660-1807
Voice: 604 660-1800
Fax: 604 660-1859

Youth Transition Program

Youth Transition Program (YTP) is a resource program for Deaf, Hard of Hearing, and Deafblind youth (ages 17 - 23).

Together with families, communities and service providers, YTP supports youth in planning for their futures.

For more information or consultation, please contact:

TTY: 604 660-5111 or 604 660-5116
Voice: 604 660-1800
Fax: 604 660-1859

Performance Quality Improvement

Have feedback?

Feedback forms can be found at the front reception. The Quality Improvement Team meets every 3rd month to review and address concerns and/or feedback from stakeholders, clients, staff at all levels, collateral service providers, and members of the Deaf community.

PSDHH also reviews the annual survey to evaluate and improve the quality of services and the work environment of PSDHH.

Have a complaint?

Please let us know! Also, you can check out the MCFD complaint process at <http://www.mcf.gov.bc.ca/complaints>