

Community-Based Child Development Services Communications Toolkit

FAQ + Common Questions

Clear, reassuring responses to common questions from families and the broader community
For family-facing and public-facing communication

Frequently Asked Questions

1. What are community-based services?

Community-based child development services are delivered by organizations across British Columbia that support children and youth with developmental and support needs.

These services are provided by teams of qualified professionals and are designed to be accessible, coordinated, and family-centred.

2. What kinds of services are available?

Typical services may include:

- Therapy supports such as speech, occupational, physiotherapy, and behaviour
- Development supports such as infant development, supportive child development, family support, and navigation
- Counselling and mental health supports
- Group programs including universal supports, community programs, and recreation and leisure activities
- Access to equipment lending, resources, toys and social play

Additional services may include:

- Child Care, Nutrition, Psychology, Housing, Respite

Not all services are available in every location, but providers work with families to connect them.

3. Where are services provided?

Services are flexible and can be delivered in a variety of locations, including:

- In centres or through outreach
- In homes

- In schools or child care settings
- In community spaces
- Virtually

4. How do community-based providers support families?

Providers work with families to:

- Understand their needs
- Connect them to appropriate services
- Coordinate supports across systems
- Provide guidance and ongoing support

Families are not expected to navigate services on their own.

5. What about waitlists?

In some areas, demand for services has been higher than available capacity.

Organizations are actively working to expand services and improve access, including:

- Increasing staffing
- Using innovative service models
- Providing support while families are waiting

6. Will services meet my child's specific needs?

Community-based providers have experience supporting a wide range of needs, including complex and specialized situations.

Where needed, providers:

- Adapt services
- Collaborate with other professionals
- Connect families to other services and supports

7. What if services are not available in my community?

Providers work with families to find solutions, including:

- Connecting them to other services and supports
- Offering virtual options
- Coordinating with provincial or specialized services

Common Questions and Clarifications

1. What people may be hearing:

“Community-based services won’t be able to support my child.”

What to know:

Community-based child development services are delivered by experienced, multidisciplinary teams across rural, urban and remote British Columbia. Providers work with families to understand their needs and provide flexible, coordinated support — or connect them to the right services if needed.

2. What people may be hearing:

“Services are only provided in centres.”

What to know:

Services are flexible and delivered in a range of locations — including home, school, community settings, and virtual options — based on what works best for the child, youth, and family.

3. What people may be hearing:

“There aren’t enough professionals to support families.”

What to know:

Organizations are actively expanding staffing and adding to their workforce. Community-based providers also use team-based models and supervised roles to extend services and support more families.

4. What people may be hearing:

“My child’s needs are too specific or complex.”

What to know:

Providers support a wide range of needs and work collaboratively to adapt services. Where needed, they connect families to additional services and support.

5. What people may be hearing:

“Families will be left to figure this out on their own.”

What to know:

A key role of community-based services is helping families navigate services and support. Providers work with families to coordinate care and connect them to the right services.