

SERVICE DESCRIPTION

FAMILY SUPPORT

DESCRIPTION:

This service provides child, family and parenting supports including counselling and parent education in situations when children are determined to be in an unhealthy or risky living environment. Children may be in need of protective services or to be at risk of removal from the home unless significant intervention and change occurs. The intent of the service is to reduce risks to the children and develop or restore a safe and healthy home.

HISTORY:

This service was developed by the Ministry for Child and Family Development and has been provided to families of the Southern Gulf Islands by Salt Spring Island Community Services since 1990.

POPULATION SERVED:

The service is intended for families residing in Southern Gulf Island communities with children aged 0-18 who have been determined to need an intervention or intensive supports to maintain child health, safety or protection. The Ministry for Child and Family Development determines the eligibility and nature of service for each family through a risk assessment.

GOALS AND EXPECTED OUTCOMES:

1. Decrease risk of children being abused and/or neglected.
2. Improve parenting skills for parents and/or caregivers.
3. Improve relationships for parents with social supports and formal helping resources.
4. Improve self esteem and social functioning for children.
5. Improve school and community functioning for children.
6. Improve opportunities for social, recreational and community activities for families.

SERVICE DELIVERY PHILOSOPHY AND PRINCIPLES:

1. Service delivery will be caring, respectful, safe and open.
2. People will be treated with dignity and respect.
3. Services will be provided in a discreet and confidential manner.
4. Services will be empowering including the provision of advocacy and information.
5. Service delivery will be person-centered including being flexible, individualized and involving the person served in setting the direction of service.
6. Services will be responsive and timely.

SERVICE DELIVERY ACTIVITIES:

1. **Assessment and Goal Planning.** The Counsellor works with the family and MCFD workers to develop plans based on an individual needs assessment and MCFD risk assessment.
2. **Individual Counselling.** The Counsellor provides person-centered and solution-focused short term counselling. Counselling is strength-based and may include social and life skill development.
3. **Family Counselling.** The Counsellor provides family-centered and solution-focused counselling that includes the entire family system.
4. **Crisis Intervention.** Counsellors provide support for family members facing unusually difficult life situations.
5. **Information and Education.** The Counsellor provides education and information to individuals, families and the community related to healthy family life.
6. **Case Management and Coordination.** The Counsellor communicates relevant ideas, goals and information to ensure services are delivered in an effective and holistic way. The Counsellor provides support and feedback to family members, including accompanying to appointments and meetings when necessary.
7. **Referral and Advocacy.** The Counsellor refers families to other services as needed, and acts on their behalf when needed to obtain resources and services.

Location:

Service is provided in the home of the person served and in the community as determined by each individual case plan. Confidential offices and meeting space is located at 120 Park Drive (Family Place).

Hours:

The service is provided on a flexible schedule, primarily from Monday to Saturday. The amount of service hours per family is typically determined collaboratively by MCFD workers and the persons served.

STAFF RESOURCES:

One full-time Counsellor provide services and coordinate the various aspects of the program with additional support from a casual Family Support Worker as needed. Program staff report to the Director of Child, Youth and Community Living Services. Program staff are part of the Child and Youth Services Team, a multi-service team including mental health, alcohol and drug, school-based support workers, and early childhood services.

ACCESS TO SERVICE:

Referrals are made by MCFD Social Workers to the Director of Child, Youth and Community Living Services or Family Support Counsellor (phone 537-9971). Initial family contact may be made by phone or in person, where an MCFD Social Worker and Family Support Worker meet with parents to establish the service plan.

STANDARDS/REFERENCES/BEST PRACTICES:

1. CARF accreditation standards
2. Child and Youth Mental Health Plan, MCFD

FUNDING/SPONSORSHIP:

This service is funded by the Ministry for Child and Family Development.

PARTNERSHIPS/KEY CONNECTIONS:

1. Ministry for Child and Family Development
2. School District #64