

## Contact Numbers

### Family Support Worker

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Extension: \_\_\_\_\_

### Family Services Worker

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Extension: \_\_\_\_\_

### Children's Services Worker

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Extension: \_\_\_\_\_

If you are in crisis after hours, call 824-2410 in Guelph.  
If outside Guelph, call 1-800-265-8300.  
Dial 0 to connect to the answering service, who will connect you to the after-hours worker.



- ▶ **The mission of F&CS** is to ensure the safety and well-being of children and to support and strengthen families. Together with the community, we work to develop respectful and caring environments in which all children can grow to their full potential.
- ▶ **We envision** a community where all children are safe and healthy, nurtured in a permanent loving family and provided with opportunities to grow to their full potential.
- ▶ **As an organization we value:** the safety and well-being of all children; the family as a foundation for children; caring communities; care of children in need; human dignity; service excellence; and organizational health.
- ▶ **We are here** to help 24 hours a day, seven days a week with any child welfare concerns you may have. Call us during business hours to learn more about our service programs, adoption and foster care or volunteering.

[www.fcsgw.org](http://www.fcsgw.org)

**519-824-2410** or **1-800-265-8300**



#### FAMILY & CHILDREN'S SERVICES

Welcome to our positive and anti-oppressive space, where every individual, regardless of age, is valued and respected whatever their culture, faith, ethnicity, race, ancestry, class, ability, sexual orientation and gender identity.  
[www.fcsgw.org/positivespace](http://www.fcsgw.org/positivespace)



09-001



# FAMILY SUPPORT PROGRAM

SEVEN IN A SERIES

## Working with

FAMILY & CHILDREN'S SERVICES

# 7

## What is family support?

This is a program offered by Family & Children's Services in which a trained family support worker will meet with you usually in your home to:

- ▶ create a plan with you to work on goals your family decides are important
- ▶ identify and build on family strengths
- ▶ encourage you to learn new skills

The program is designed to meet the unique needs of your family.

The family support worker will meet with you during times that work best for your family. The program is about 10 weeks but can be shorter or longer as your family requires.

In cases where your children are in care a family support worker may provide you with support during visits as well as give you feedback.

## What does family support offer?

The family support worker can help you learn:

- ▶ new ways to manage your child's behaviour
- ▶ ways to build your relationship with your child
- ▶ ways to improve how family members talk and listen to one another
- ▶ how to solve problems
- ▶ how to manage a future crisis
- ▶ how to budget
- ▶ how to cope with stress

The family support worker can tell you about:

- ▶ different stages in your child's life
- ▶ healthy eating
- ▶ community resources and how to access them

The family support worker may also:

- ▶ go with you to meetings about your children at places like school or day care if you wish



- ▶ go with you to medical appointments if you wish
- ▶ make referrals to community agencies and advocate for you
- ▶ help you fill out forms
- ▶ help you find housing, child care or recreation and other resources
- ▶ work with you during access visits to provide hands-on teaching of parenting skills
- ▶ help in a crisis

## You decide

Family Support is a voluntary program. Talk with your family service worker to see if it is a good idea for you. The family service worker will make a referral to the program and set up a meeting to introduce your family to the family support worker.

The family support worker and family service worker will talk with each other often while you are in the program. At the end, the family support worker will write a report on your family's progress.

## Who can benefit from the family support program

Families who can benefit from this program are those who need help, want to do things in a new and different way and are willing to work towards healthy changes.

The program can help families while their children are in foster care. The program is also helpful when a child returns to the family home.

Families need to be ready and willing to work to make changes if they want to get the most from this program.

