

## Area Coordinator Support:

For general inquiries, foster parent information and referrals.

There are three Area Coordinators available to assist foster parents in obtaining current and accurate information. They are also available to provide support services to caregivers including training and development, and peer support.

### South Island

Tel: 778-430-5459 / Fax: 778-430-5463  
145-735 Goldstream Ave, Victoria  
Email: [svicoordinator@fpsss.com](mailto:svicoordinator@fpsss.com)

### Central Island

Tel: 250-245-2622 / Fax: 250-245-2655  
Suite 2—6421 Applecross Road, Nanaimo  
Email: [cicoordinator@fpsss.com](mailto:cicoordinator@fpsss.com)

### Upper Island

Tel: 250-286-0555 / Fax: 250-286-0545  
106-301 Dogwood Street, Campbell Rv  
Email: [uicoordinator@shaw.ca](mailto:uicoordinator@shaw.ca)

### Vancouver Island Region

All Offices—Call Toll Free:

**1-888-922-8437**

## Area Coordinator Responsibilities:

- The Area Coordinator is responsible for assisting in the development, maintenance, and improvement of Local Councils and the Support Services Program through contact with foster parents, community liaisons, participation in community partnership, ministry and Council activities related to the Family Home Care system.
- Coordinators are required to adhere to standards of Confidentiality required by the Ministry of Children and Family Development and the FPSS Foster Parent Support Services Society policies with respect to children/youth in care, their families and foster parents.

## EMERGENCY

“After Hours” Duty Worker

Contact Number:

**1-800-663-9122**

Foster Parents are encouraged to call this number in the event of an EMERGENCY or CRISIS concerning a child in their care, occurring after regular office hours.

## FOSTER PARENT SUPPORT LINE

**Call Toll Free: 1-888-495-4440**

Weekdays 4:00 pm to 12:45 am  
Statutory Holidays & Weekends  
8:00 am to 12:45 am

If you have an immediate concern relating to a child in your care—the Support Line is here to help you and will provide:

- Fast response for urgent issues outside regular ministry office hours.
- Professional support, information and consultation.

## PROTOCOL SUPPORT PROGRAM

**1-888-922-8437**

- FPSS Society can arrange for a support person to help you through a Protocol Investigation.
- The support person can answer your questions, attend any interviews with you, and give you information about the investigation.
- Call toll free 1-888-922-8437 for more information.

# Foster Parent Support Services Society



“Serving the Foster Parents of  
Vancouver Island through  
Support, Education, Networking,  
and on-going Training”

### REGIONAL OFFICE

Hours of Operation:

Monday to Friday

9:00 am—4:00 pm

**Call Toll Free:**

**1-888-922-8437**

Fax: 1-778-430-5463

Email: [admin@fpsss.com](mailto:admin@fpsss.com)

Websites:

[www.fpsss.com](http://www.fpsss.com)

& [www.fosterhope.ca](http://www.fosterhope.ca)

Regional Office:

145-735 Goldstream Ave

Victoria, BC V9B 2X4



# FPSS Foster Parent Support Services Society 1-888-922-8437

## About Us ...

### Mission Statement:

*The FPSS Society is a Grass Roots organization committed to providing meaningful and accessible support, education and networking services which will continually enhance the skills and abilities of foster parents to deliver the best care possible to the children in their homes.*

Working cooperatively with the BC Ministry of Children and Family Development and the foster parents of the Vancouver Island, the FPSS Society shares the responsibility for providing meaningful Education, Support and Networking opportunities to caregivers in our fostering community. We work to establish a nurturing environment for caregivers—

### **“A Supportive Culture”**

—that empowers the foster parents of the region to become involved, enriches their understanding of Ministry expectations, and increases their caregiver competency, awareness and accountability.

### Within this context services will reflect:

1. the individualized needs of the caregiver;
2. flexibility to meet a diverse array of needs at any point in time; and
3. understanding of MCFD policy and procedures.

## We have been contracted by MCFD to provide the following services:

### Peer Support Groups:

- Opportunities for foster parents to network through the development, organization and scheduling of Peer Support Groups, which are meaningful and effective, and best meet the needs of foster parents in the VI Region.

### Protocol Support Team:

- Support to caregivers involved in protocol processes, including the organization, training and supervision of volunteer support workers.

### Mentoring Program:

- A Mentor is an experienced foster parent who will act as a trusted advisor, friend or support person and reduce the isolation foster parents may experience.
- The goals of mentoring are to increase the retention rate of foster homes, provide foster parents with a support network and information, and to help prevent placement breakdown.

### Region-wide Communication:

- **The Island Connection**—comprehensive newsletter, published 10 times per year and mailed to all foster parents free of charge. **Website:** <http://fpss.com>.  
**Area Offices:** located in Victoria, Ladysmith and Campbell River. Contact information overleaf.

### Area Coordinators:

- There are three Area Coordinators available to assist foster parents in obtaining current and accurate information; support services to caregivers including training and development, and peer support.

### MCFD Team Building Meetings:

- Identification, presentation and management of common issues for caregivers.

### On-going Training:

- Opportunities for foster parents to further their skills and knowledge development.

## BC Foster Care Education Program:

- The program was designed to provide standardized education to approved foster parents who have a family care home agreement with the BC Ministry of Children and Family Development.
- The program commenced in January 2000.
- The BC Foster Care Education Program consists of 14 modules totalling 53 hours of training. These modules cover a range of foster care topics and are divided into two sections – Series 1 and Series 2.

### Series 1—36 hours

1. Overview of the BC Foster Care Education Program
2. Communication Skills and Self Awareness
3. The Effects of Caregiving
4. The Child's Family
5. Observe, Record and Report
6. Child and Youth Development
7. Attachment, Separation and Loss
8. When Children Experience Abuse and Neglect
9. Guiding Behaviour of Children and Youth

### Series 2—17 hours

1. Cultural Responsiveness
2. Aboriginal Children in Care
3. Substance Misuse
4. FAS/FAE/NAS
5. Suicide Awareness