



FPSS FOSTER PARENT SUPPORT SERVICES SOCIETY  
"Serving the Foster Parents of the Vancouver Island Region through Support, Networking, Education and on-going Training"  
Regional Office: 145-735 Goldstream Ave., Victoria V9B 2X4 / toll free: 1-888-922-8437 fax: 778-430-5463  
websites: [www.fpsss.com](http://www.fpsss.com) / [www.fosterhope.ca](http://www.fosterhope.ca)

## FACT SHEET PROTOCOL SUPPORT PROGRAM

### **What is the Purpose of the Protocol Support Program?**

The purpose of the FPSS Society Protocol Support Program is to provide support to foster parents on Vancouver Island who are going through the Protocol Process or engaged in a serious disagreement with Ministry staff.

### **Who are Protocol Support Workers?**

Protocol Support Workers are ministry-approved, experienced foster parents who have special training and knowledge about the process foster parents become involved with when an allegation is made against them or they are in a dispute with the Ministry.

Protocol support workers can provide information or answer questions, attend interviews, take notes, and ensure that the foster parent requesting their assistance does not go through the process alone.

### **Protocol Support Workers:**

Listen to your concerns and provide you with information and or suggestions • Understand foster care policies, Standards, types of investigations, and the procedures used • Help you work with Ministry by providing support, clarifying issues, and ensuring that you get the information you need within the timeframes • Are recognized as credible liaisons between foster parents and social workers • Have signed a confidentiality agreement and will keep your information private.

### **What types of issues can Protocol Support Workers help with?**

Protocol Support Workers may be able to assist you in three areas:

- When an **ALLEGATION** is made that a child in your care may be abused or neglected.
- When there is a concern about the **QUALITY OF CARE** a child in your care may be receiving.
- When you are having a **DISAGREEMENT** with Ministry staff and need support in resolving it.

### **What else can Protocol Support Workers do?**

- Help you understand the process
- Help ensure the investigation or review is fair and conducted with as little disruption to your family as possible
- Help you present the facts and your situation in an investigation
- Provide you and your family with non-judgemental support
- Help keep lines of communication open between you, social workers, investigators, and other parties involved
- Tell you about options, help, and rights available to you (including the right to appeal)
- Work through the process with you to help ensure that foster children continue to be placed in your home if the allegation is unfounded or overturned on appeal.

### **Important!**

*Protocol support is available free-of-charge to foster parents on Vancouver Island upon request. Protocol support workers are not automatically assigned. Foster parents undergoing a protocol or disagreement must call their local coordinator or the Regional Office to access this support. The ministry or other investigating agency will not inform FPSS Society that you are being investigated and may need this service.*

Questions? Comments? Concerns? Contact the FPSS Regional Office at

**(Toll free) 1-888-922-8437 or [admin@fpsss.com](mailto:admin@fpsss.com)**

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