

Support Line Hours

Weekdays
4:00 pm to 12:45 am

Weekends & Stat Holidays
8:00 am to 12:45 am

200—237 East Columbia Street
New Westminster BC V3L 3W4

Phone
1-888-495-4440



**Other Resources
Representative for
Children & Youth**

PO Box 9207 Stn Prov Govt
Victoria, BC V8W 9J1
1-800-476-3933

Office of the Ombudsperson
*(Ensures fairness in service delivery
and decision making)*

PO Box 9039 Stn Prov Govt
Victoria, BC V8W 9A5
1-800-567-3247

Enquiry BC

*(Enquiry BC can connect you toll free
to any government office in BC)*

1-800-663-7867

Helpline for Children

310-1234 Toll Free in BC

Youth in Care Networks

*(Federation of BC for youth by youth,
voice of youth for youth)*

1-800-565-8055

For Staff & Caregiver Use Only



**Provincial
Foster
Parent
Support
Line**

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1-888-495-4440

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Support Line Services for Foster Parents

The Foster Parent Support Line is a toll free provincial phone line available to foster parents, out of care providers and kith & kin homes. We provide support, direction, documentation on request and suggestions for dealing with challenging situations and behaviours. We can provide some assistance in emergencies.

The support line is a program of MCFD and Support Workers have access to computer information regarding children, their families and social workers. If there are visit scheduling difficulties, problems with biological parents, or anything where more information is needed or needs to be passed on to the District Offices the Foster Parent Support Line can help!

Our line is confidential, so we don't need to know name/details unless a caregiver is calling to discuss a "reportable incident". Support line workers have guardianship delegation so can authorize medical treatment and sign some consents.

Would you like a refresher of what you learned in orientation? Need to know MCFD policy? Looking for assistance in understanding protocol procedure? Want to know the Rights of Children in Care? Got an idea on how to deal with an issue and want to run it by someone? All these reasons and many more are great ones to call us.



Support Line Services for Resource & Guardianship Workers

The support line is a valuable pro-active service that can support foster parents & the children and youth placed in their homes.

We welcome *alerts* to SQF to request support calls be placed to foster parents. If a child is placed that you know may pose a challenge, if a foster parent is experiencing personal difficulties or if it's just a new placement, we are happy to place a support call just to see how the caregiver is doing and remind them of our services.

The support line is an excellent resource & retention support tool when used in this way.

Please send all alerts to District Office Code

SQF

After Hours Foster Parent Support Line

**Supporting
Quality
Fostering**

Who are we?

Andrea Gerow

Full Time Support Line Worker

Andrea has a teenaged son.. She and her family have fostered for 14 years. Andrea has a Diploma in Child and Youth Care. She worked for 8 years in an assessment center for children with severe behaviours aged 4 to 13 in Prince George

Bernadette Glynn

Full Time Support Line Worker

Bernadette is married and the mother of two daughters. Her Child Care Worker Diploma enabled her to work for several years both with street youth and at various group homes throughout the Lower Mainland.

Karen Berry

Half Time Support Line Worker

Karen and her husband retired a few years ago after fostering for 20 years. They have two bio-children and one adult son who grew up with them as a foster child. Karen is working on a Social Work degree.

Bernadette Foyle —Auxiliary

Bernie is the mother of two young adults 23 and 20yrs old. She ran a first time in care home for teenagers and was also a restricted foster home for an aboriginal youth. She has worked in the social services field for 30 yrs both in Ireland and Vancouver.

Shareen Muniya —Auxiliary

Shareen has a Bachelor of Social Work degree and has worked with MCFD for many years. She has had the opportunity to work as a social worker on many teams ranging from resources, intake, youth, She has been with AH on/off since 2007.

She recently began working as an auxiliary Foster Parent Support Line Worker. She welcomes this new opportunity to support foster parents in the important work they do.