

FAQ

Frequently Asked Questions about Support Workers



What is the Support Worker Program?

- the natural helping network of experienced Foster Parents, trained and volunteering to assist foster parent when there is an allegation of abuse or neglect. Your OFPA Coordinator is also a support worker.
- Assistance for Foster Parents in resolving issues with MCFD or CYSN staff

What are the two Protocols for MCFD Foster Homes?

- Protocol for Investigating Reports of Abuse or Neglect in Foster Homes
- Protocol for Resolving Issues between Foster Parents and Interior Regional Staff

A copy of the Protocols is available at the OFPA Website: www.okfosterparents.ca

Who can be there with you for support?

- trained OFPA support worker
- family member or friend
- a representative from the BCFFPA (BC Federation of Foster Parents) or the FAFP (Federation of Aboriginal Foster Parents)
- another person you have chosen
- your Resources Social Worker (MCFD) will also give you support and information and keep you informed throughout the process.

What does a Support Worker do?

Protocol assistance

- takes an oath of confidentiality
- attends meetings at the Foster Parent's request; ensuring the Foster Parent has an opportunity to voice their concerns and perspectives, have their views considered and takes notes for you so you can listen carefully
- assists the Foster Parent who decides to seek a review of the decision or outcome, or who wishes to take their case to the Director

What does a Support Worker do?

Support Role

- helps find simple resolution to a situation before it requires a more formal approach
- supports Foster Parents through Protocol Investigations and conflict resolution
- listens, provides emotional support
- assists the Foster Parent to identify options and weigh alternatives
- locates and provides information about MCFD/CYSN policy and procedures
- is non-judgmental; provides support regardless of the outcomes
- adopts a style that supports bringing issues to a resolution through collaborative problem solving

What are the limits to the Support Worker role?

- is not a professional
- assists the Foster Parent prepare and to speak for themselves
- does not make decisions for the Foster Parent or give legal advice
- has an obligation to report suspicions of abuse and/or neglect. If a situation arises, the Support Worker may be called to testify in court. (Only the lawyer-client relationship is protected with the respect to maintaining confidentiality in court.)
- has no role in determining the validity of a Foster Parent's claims; and no decision-making authority with respect to outcome

How do I contact a Support Worker?

Ask your Foster Parent Coordinator, or your Resources Social Worker, for a list of trained Support Workers in your community.