



October 23, 2008

Colleagues ~

We are sending this note to remind you of the valuable services offered to caregivers by the Foster Parent Support Line. We are a provincial line and accept calls from foster parents and kith & kin providers.

The support line is an excellent resource support and retention tool, and can assist in placement support from a guardianship perspective. Our line is staffed from 4 pm till 12:45 am during the week and from 8 am till 12:45 am weekends and holidays. Support workers are all experienced either as foster parents, group home workers, and childcare workers

Our program provides support, assistance, documentation, information, direction and suggestions when dealing with challenging situations, behaviours.

We have access to the After Hours system so can document incidents and forward information to social workers/resource workers. We also have access to the GAIN/MIS system so can help with contacting individuals when there are problems with visits/scheduling difficulties. Biological parents can be directed to call this number for assistance in contacting foster families where the numbers are held private. (Useful for weekend/evening/holiday visits). We can record AWOL's and forward documentation to the offices involved.

We have staff contact numbers if there is something that *must* have a social workers decision/involvement, we have access to that. We also do our best to consult with team leaders and use the information on hand so as not to contact SW's unless essential.

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.

We welcome alerts to SQF to request support calls be placed. If you place a child that you know will be a challenge, if a foster parent is experiencing personal difficulties (e.g. death in the family, etc) or if it's a new placement, we are happy to place a support call just to see how the caregiver is doing and to remind them of our service.

Please feel free to contact us at 1-888-495-4440 if you have any questions.

Thank you

Karen Berry  
Foster Parent Line

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**Ministry of  
Children and Family  
Development**

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Foster Parent Support Line

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