

## **ABOUT KEY WORKER SUPPORT SERVICES...**

### **What is Key Worker Support Services (KWSS)?**

KWSS provides assistance to children/youth (and their families/ caregivers) with Fetal Alcohol Spectrum Disorder and other complex neuro-developmental behavioural conditions (CDBC). CDBC can greatly affect individuals in a variety of areas (e.g. development and learning, mental health, and adaptive and social skills), and often present with behavioural symptoms. These *behaviours* are often mis-judged as being willful on the part of the child/youth and can hinder their participation in everyday life.

### **We believe that...**

...all children/youth want to do well. However, sometimes those with complex behaviours require some extra support to do their best. KWSS strives to educate families, professionals, and other service providers about CDBC, and their behavioural symptoms so that affected children/youth experience less frustration and more success. Our goal is to maintain and enhance the stability of families with children/youth affected by CDBC, and support their inclusion in family and community life.

### **Who We Serve**

Children/youth aged up to 19 (and their families/caregivers) who:

- live in the city of Burnaby; and
- have a confirmed or probable diagnosis of FASD *or* another confirmed or probable diagnosis under the CDBC umbrella; and,
- present with an identified need for support and intervention

Generally, services are provided during weekday hours in locations that are most convenient for the child/youth/family (e.g. family home, school, and community centres). The Program is flexible in accommodating times for family appointments, group sessions, and special events outside of these hours as required.

The level and extent of service is determined in discussion with the family, and recorded in a *Service Plan*.

## **What we offer**

KWSS directly provides the following:

- Intake/Assessment/Planning Meetings with Program Staff
- Relevant resources/materials as required
- "Family-Together Nights"
- Regular Telephone Check-in with Program Staff
- Parent/Caregiver Training/Education/Networking Opportunities
- Therapeutic/Skill-building Groups for children/youth
- Short-term Consultation/Counselling with Key Worker as required
- Education/Training for school personnel and other community partners
- Information and referral to other services and resources, as needed

KWSS does not provide "after hours" crisis intervention. The Program shares contact information on various community service providers who are available to support families in the event of an emergency or crisis any time of the day or night. This information is shared with families at the first meeting. Families are then provided with updated copies of this information on an annual basis.

## **Cost of Program**

KWSS is funded by the Ministry of Children and Family Development. There is no direct cost to families for services.

## **How to apply for services**

Families request services directly by completing a KWSS "Request for Service" form. Families may call the Program and have a "Request" form mailed, e-mailed or faxed to them. This form is also available through the BC Centre for Ability's website [www.bc-cfa.org](http://www.bc-cfa.org). Once the form is completed, it can be mailed or faxed back to us. For confidentiality reasons, we ask that completed forms not be returned via e-mail.

Other service providers may make a referral on behalf of the family. However, a KWSS "Request for Service" form with the parent/guardian signature must always be completed to show that the family is aware of the referral, and wants services from the Program.

## **Program Contacts:**

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