

## **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.

## Duration of Services

Families can continue to access Key Worker services until the child’s 19<sup>th</sup> birthday as long as they remain in the community of Burnaby and there remains a need for support.

## Cost of Program

There are no fees for this program which is funded by Ministry for Children and Family Development.

## How to Apply for Services

Families and community partners can refer directly by completing an online referral form from BC Centre for Ability’s website [www.bc-cfa.org](http://www.bc-cfa.org). Under the *Programs* tab of the homepage, navigate to *Key Worker Program FASD and CDBC Support*. Once the referral form is completed, a Key Worker will be in contact shortly with the family.

## Program Contacts

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