

# The Supporting Healthy Transitions Program

## How we work together

### - Outline of Service (with referral information) -

When children move from one home to another, challenges can present themselves that can cause significant emotional stress. Our aim in the Supporting Healthy Transitions Program is to support permanency for children and work in collaboration with families, Nations, social workers and other professionals to ease the potential emotional impact. We work in partnership and offer consultation around creating the transition plan, supporting connections between the families, and working towards meeting the child and family's needs.

This program is offered by The PACE Program and is funded by Ministry of Children and Family Development (MCFD). To learn more, please visit our website: [www.thepaceprogram.ca](http://www.thepaceprogram.ca)

#### **Service is currently offered to:**

- Ayas Men Men Child & Family Services
- Metis Family Services
- Vancouver Aboriginal Child & Family Services Society
- Ministry of Children and Family Development in:
  - Vancouver & Richmond,
  - the North Fraser Region (including the Tri-Cities - Port Moody, Port Coquitlam and Coquitlam – Maple Ridge, Burnaby and New Westminster), and
  - the Coastal North Shore (Squamish, North Shore, Sechelt & Gibsons)

#### **Goals of the program:**

- Wherever possible, to support permanency.
- To offer trauma informed service delivery.
- To support the child to understand why a move or changes are happening.
- To help the child make sense of their life story.
- To support the child's circle of connections, and honour their relationships.
- To bridge connections between homes, where possible.
- To provide support around feelings, mitigate grief and loss, and offer parenting support.
- To collaborate with those involved in transition planning.
- To increase communication and information sharing between all parties surrounding the child.
- To provide support or consultation to social workers and other professionals.
- To support, in collaboration with other services, appropriate resources being in place (e.g., childcare, counselling).

## Referral Requirements for Service:

The referral is made through a Ministry of Children and Family Development (MCFD) social worker.

Please note the following requirements for referrals:

1. There must be an open file with MCFD.
2. The date of transition should be within 3-6 months. We recognize that transition plans change and delays may occur – exceptions to the timeline are reviewed by the Advisory Committee. Where there are repeated delays, service may be put on hold. If the transition is less than 2 months, the service components may not be as extensive.
3. Children should be 12 years and younger (exceptions to be reviewed by Advisory Committee).

## Service Delivery:

- Service provided is client driven and goals for service are based on identified needs. All foster, birth, adoptive parent/s and extended family engaged in the program receive an orientation package to the PACE Program as well as this outline.
- All foster, birth, adoptive parent/s and extended family interested in participating in the *Supporting Healthy Transitions Program* are expected to sign a "Consent for Services".
- At the end of service, foster, birth, adoptive parent/s and extended family, as well as MCFD staff and other professionals, are offered our "Service Feedback" form, which provides an opportunity to give direct feedback / comments / suggestions about their experience with the program.
- Participants are also invited to complete a "Satisfaction Survey" at any point during the service, and at the end of service from PACE. This input can be anonymous. This information helps the PACE Program improve services provided to children, families and the community. Thank you in advance for your feedback and participation.

**LENGTH OF SUPPORT:** This is guided by the identified needs and requests of clients served, as well as PACE resources available. Generally, service utilization ranges from 3 months to 1 year.

**COST:** Service provided is free of charge to clients. It is fully funded by the Ministry of Children and Family Development.

**SERVICE AREA:** Referrals from Coastal North Shore MCFD offices.

## Referral Information / Contacts:

For more information about the referral process, please contact:

- **Lauren Phelan – Family Counsellor** email: [lauren@thepaceprogram.ca](mailto:lauren@thepaceprogram.ca)  
cell phone: (604) 306-6070

**NOTE: All referrals are forwarded to Allison Clarke** email: [allison.clarke@gov.bc.ca](mailto:allison.clarke@gov.bc.ca)

**Please also see PACE website for service outline & referral forms:**

<https://thepaceprogram.ca/programs/supporting-healthy-transitions-program/>



## Questions & Concerns:

The PACE Program is committed to providing a caring and supportive environment for children and families. We respect the right of all children and families to be heard, updated and involved in the planning and decisions affecting them. Parents / guardians are encouraged to raise any questions, concerns or complaints about the services or our procedures. We also support the individual's right to raise concerns about actions or decisions impacting them.



### COMPLAINT PROCEDURES:

- All clients are encouraged to first talk with the PACE staff person directly to try and find solutions. If you prefer, you can put your request for a meeting in writing and note who you would like to attend (including any support person you choose to invite).
- Should speaking to the staff directly not be possible or not be satisfactory, you can also present your concern to the *Program Manager* or to the *Executive Director, Michele Aderem*.
- Please also see "*Agency Overview*", available on PACE website for more details.



## Contacting the PACE Program:

### About the PACE Program's office:

*Hours:* Monday through Friday, 8:00 am – 4:30 pm

*Location:* 1524 West 65<sup>th</sup> Avenue, Vancouver, BC V6P 2R1

*Phone:* (604) 266-3141

*Email:* [admin@thepaceprogram.ca](mailto:admin@thepaceprogram.ca)

*Fax:* (604) 266-3041

*Website:* [www.thepaceprogram.ca](http://www.thepaceprogram.ca)