

CLIENT RIGHTS / RESPONSIBILITIES

- You have the right to be treated with respect.
- You have the right to tell your story and be listened to without judgement.
- You have the right to be accepted and respected for where you are on your healing journey.
- You have the right to speak with your workers supervisor to state a complaint and or a compliment.
- You have the right to discontinue our service at anytime.
- It is your responsibility to choose to create change within your life.
- It is your responsibility to attend scheduled appointments and to phone if you are unable to attend a session.
- All participation with the Family Services Team is on a voluntary basis.



Logo Created and Donated by
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FAMILY SERVICES



**VICTORIA NATIVE
FRIENDSHIP CENTRE**

*Celebrating 40 years
of dedicated service
to Greater Victoria
Communities*

FAMILY SERVICES AT A GLANCE



The Family Services Team (FST) believes in assisting families through a balanced approach by empowering them on their physical, emotional, mental and spiritual healing journey.

Intake Workers are available to assist you promptly on a drop-in or phone-in basis,

Monday - Friday

9 to 10:45am + 2:30 to 3:45pm.

The FST facilitates the First Nations Women's Circle.

Your confidentiality is a high priority to the Family Services Team.

The FST can assist with making connections with culturally relevant resources, such as Elders and/or Aboriginal programs.

For your convenience the FST is able to come to your place of residence for appointments.

The FST takes a holistic balanced approach that is culturally relevant in providing support to individuals and families.



We strive to improve the well being of Urban Aboriginal people by providing services to strengthen individuals, families and communities.

FAMILY SOCIAL WORKERS

We Can Assist With:

- Developing and implementing a goal plan and a family wellness plan.
- Help problem solve to overcome challenges along the way.
- Provide families and individuals with emotional support on their healing journey.
- Regular checking in to support you in working towards your goals.
- Attending case conferences and MCFD meetings as a support, and/or advocate.
- Provide information on how to deal with government systems.
- Facilitate family or 'circle of support' meetings.
- Creating a network of community support.

MANDATE

To provide support and services to facilitate healthy, strong and connected families. Priority is given to families experiencing Ministry of Children and Family Development (MCFD) involvement.



FAMILY SUPPORT WORKERS

We Can Assist With:

- Providing parents with support and educational programs that are culturally sensitive.
- Provide goal oriented and time limited appointments.
- Developing self-advocacy skills.
- Information regarding available housing resources.
- Provide information regarding budgeting, shopping, household and time management skills.
- Developing new parenting tools to cope with parenting challenges.
- Transportation to and from appointments.
- Providing information of all available community resources that may be of assistance.

MANDATE

Keep families together by helping them develop adequate skills and abilities to cope with daily family living.

