

HOLLYBURN FAMILY SERVICES

Family Support Program

Family support is a flexible program that helps parents, children, and blended families improve communication, manage conflict, and cope with stress. Family Support Workers meet with families with children under 19 years of age for 8 to 12 weeks and offer a range of services that can be offered in the family home or in the community.

These services include individual and group support, parenting education and help accessing services for mental health and drug and alcohol issues. Families, who can self-refer or be referred by other professionals, will be connected to a Family Support Worker as soon as possible (usually within 2-4 weeks).

INTAKE PROCESS: Parents may self-refer for this service by phoning the Hollyburn Family Services/ Family Services of the North Shore, under contract with MCFD, Centralized Intake Line: 604-987-1411. An intake worker will usually return the call within three business days. Alternatively, families may phone Hollyburn Family Services at 604-987-8211 to request direct support through Hollyburn Family Services.

Parent-Teen Mediation Services

Parent-Teen Mediation (PTM) is a short-term Family Support Service intended for families in which a breakdown in relationship/communication has led the youth to leave the home.

This service is intended to:

- Mediate: support teens and parent(s) who find themselves in conflict with one another.
- Create safety: facilitate an environment where each individual may safely exercise their voice.
- Educate: recognize the limits to the capacity of an adolescent to put words to feelings, and accurately integrate new information from the systems (e.g. family, school, mental health system, etc.) they engage with.
- Reframe expectations: curiously engage with the parent(s) to review expectations of the adolescent, in the context of environmental, social, psychological, and biological factors (i.e. those outlined in parenting teen's program – "A Parent's Influence").
- Support emotional regulation (responsibility): recognize the need to promote and support emotional regulation with both parties – parent(s) and teen – as well as to inform both parties about impacts on the ability to self-regulate when under stress, and/or recovering from impacts of trauma, loss, major life changes.

INTAKE PROCESS: Parents may self-refer for this service by phoning the Hollyburn Family Services, under contract with MCFD, Centralized Intake Line: 604-987-1411, ensuring to request parent-teen mediation services. **NOTE:** PTM is only available to families in which the youth is currently not residing in the family home. An intake worker will usually return the call within three business days.

Parent Education

As part of the Family Support Program, Hollyburn offers the following Parent Education courses:

1. The Incredible Years – for families with children under 8
2. A Parent's Influence – for families with children up to 12
3. Parenting Teens – for families with teens and pre-teens

1. THE INCREDIBLE YEARS

The Incredible Years is a closed 12 week parenting program for parents with children between three and eight years of age. The goal is to support the development of a healthy and strong parent-child bond while also encouraging and promoting positive child behaviour. Each session will include a maximum of 15 parents with each parent working towards developing their own individualized goals for skill development.

The Incredible Years is considered a best practice program, which means that it has over 25 years of research proving its effectiveness in supporting positive child behaviour, especially with children diagnosed with behaviour disorders.

For more information on the Incredible Years and the research that supports it, visit www.incredibleyears.com or sign up for the next available course by emailing Kim Ansell. (kansell@hollyburn.ca)

2. A PARENT'S INFLUENCE

A Parent's Influence is a basic, four-session parent education program that helps parents understand how they can influence and affect their child's behaviour.

Topics include:

- Helping parents understand how a child's environment influences his/her behavioural choices and learning and what parents can do to affect this.
- How to support healthy self-esteem and how relationships influence the messages we give our children.
- The basics of discipline, including setting effective limits and choosing meaningful consequences.
- Understanding family dynamics and how they impact your child's behaviour.
- Effective strategies for dealing with developmental, cognitive and temperamental issues.

3. PARENTING TEENS

Our Parenting Teens program is a four-session parent education program based on our “A Parent’s Influence” parenting education program. Using a similar format, Parenting Teens explores how parents can positively influence their teen’s behaviour. This includes providing examples and discussion topics that recognize the unique issues and challenges of parenting teens.

Topics include:

- Power struggles and independence issues
- Creating a sense of individuation
- Coping with serious behaviours
- Communication strategies