

The FSS team

Toll-Free Number: 1 833 898 6200

Email: fss@fraserhealth.ca

- Wendy Clark, Community Engagement Specialist/Family Peer
- Polly Guetta, Community Engagement Specialist
- Nicole Reston, FSS Clinical Counsellor (Fraser East)
- Priyanka Patel, FSS Clinical Counsellor (Fraser North)
- Semone Trautman, FSS Clinical Counsellor (Fraser South)
- Jane Gladman, Peer Family Support Worker
- Rajpal Singh, FSS Clinical Counsellor (Casual, South Asian Specialist)
- Andrea Haworth, FSS Clinical Coordinator

FSS Vision

Family members, friends, and natural supports are never alone in their role as a support person. They are essential partners on the healthcare team.

FSS Services for FH staff and contracted partners

- We are available to **consult with staff**. Any staff can contact the team directly with questions, concerns, or suggestions regarding how to include/support FANS.
- We provide a **90-minute training** on two of the policies that support Family Inclusion and the Sharing of Information in MHSU. Staff can register on the Learning Hub. Course #20099
- We are available to do **presentations** about FSS services and family inclusion. If FSS has not done a presentation for your team or centre recently, please invite us!

FSS Services for FANS

Services include:

- Coaching with clinical counsellor or family peer (up to 8 sessions)
- Art Therapy with a Certified Art Therapist (up to 8 sessions)
- Skills and information groups
- Support groups
- System navigation and referrals
- Wellness planning and funding
- MindWell online education platform
- QPR Suicide Prevention Education

Services do not include:

- Family counselling/Marriage counselling
- Bereavement counselling

Who is eligible for FSS?

- Anyone over the age of 19 providing unpaid support to an **adult** who is living with MHSU concerns
- Either the FANSs and/or the person they support must live in the Fraser Health area, which is from Burnaby to Boston Bar...We have provided service to FANS living in other countries because their loved one lives in the FH region.
- The person who is being supported does **not** have to be accessing any MHSU service

How do FANS access the FSS services?

- FSS services are available by self-referral
- FANS can connect directly using the toll free number:

1-833-898-6200

or the email

fss@fraserhealth.ca

- Note that staff should document when they have given FSS information to a client or FANS

FSS Individual Services for FANS

- 2. FANS may meet with a member of the FSS team to create a personal Wellness Plan and apply for up to \$500**
 - Up to eight sessions to explore potential ways to develop and include sustainable self-care practices
 - FANS can apply to the **Wellness Fund** for a maximum of \$500 to put toward their wellness plan. A peer committee anonymously reviews the plans and determines approval for the request.

FSS Group Services for FANS

1. Virtual Support Groups

- **Substance Affected FANS Support Group:** First Wednesday of each month 6:00 pm to 7:30 pm
- **General Support group** (serving FANS supporting those with either or both mental health and substance use concerns):
Second Wednesday of the month 6:00 pm to 7:30 pm

FANS can call our toll-free line, and we will do an intake before sending out the invitation. FANS can join anytime and attend for as long as they need as support groups are not time-limited.

FSS Group Services for FANS

2. Skill Groups and Education Events

- Throughout the year, the FSS team offers education events and skill development groups on topics that are relevant to FANS.
- Events are open to the public and require registration.
- Skill Groups are closed groups that run for 2 to 6 sessions
- We encourage FANS to sign up for our **Family Huddle newsletter** so that they will always be aware of events and groups that are available.

FSS Partnerships

1. QPR Suicide Prevention Education

The FSS team and other MHSU staff are now offering QPR education (Question, Persuade, Refer) to the public. QPR is a 90-minute virtual education session about suicide prevention. Any member of the public supporting a child, youth, or adult can register for a session by going to the FH Events page on the FH external website.

QPR education is also available to MHSU staff and contracted partners who are not responsible for treatment and assessment of suicide. Staff who would like to register for this education need Manager approval and should register on the Learning Hub. Course number is 32436

FSS Partnerships

2. Mindwell

In partnership with MindWell U, FSS offers a virtual education platform that provides people with tools and activities to reduce their stress levels.

MHSU youth, young adult and adult clients/patients and their support person/FANS can sign up for a free [Mindwell](#) account and receive access to live virtual classes and a library of 200+ on-demand resources.



FSS Partnerships

3. Family Connections

In partnership with the Sashbear Foundation, FSS offers a free family-peer-led skills-development course. The Family Connections 12 week course offers a lifeline for families and friends of loved ones facing emotional challenges.

FANS learn and practice skills based on Dialectical Behavioral Therapy.

Sashbear also offers an expert presentation series.



Sashbear.org
Expert Education Series

Wed., Feb. 21, 2024 7pmET

Hard Conversations:
how to talk with a loved one about self-injury

Guest Speaker:
Michael Hollander

Guest Speaker:
Janina Hobbs

Janina Hobbs and Dr. Michael Hollander Presenters will provide some guidelines for ways to approach this difficult subject, giving you the best chance for being effective. They will touch on typical situations and give suggestions for what might be helpful. If there is time, they will answer questions from the audience.

FREE REGISTRATION • ALL ARE WELCOME