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❖ Saskatchewan Foster Families Association, Inc. Volunteer Program Manual

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Mission Statement

To improve the quality of care for all children and youth in care requiring provincial services in Saskatchewan by encouraging, promoting, and assisting the development of healthy foster homes.

Terms of Reference

The following is a list of abbreviations that will be commonly used throughout this manual:

Saskatchewan Foster Families Association, Inc.	SFFA
Provincial Executive Officer Committee	EOC
Ministry of Social Services	MSS
Annual General Meeting	AGM

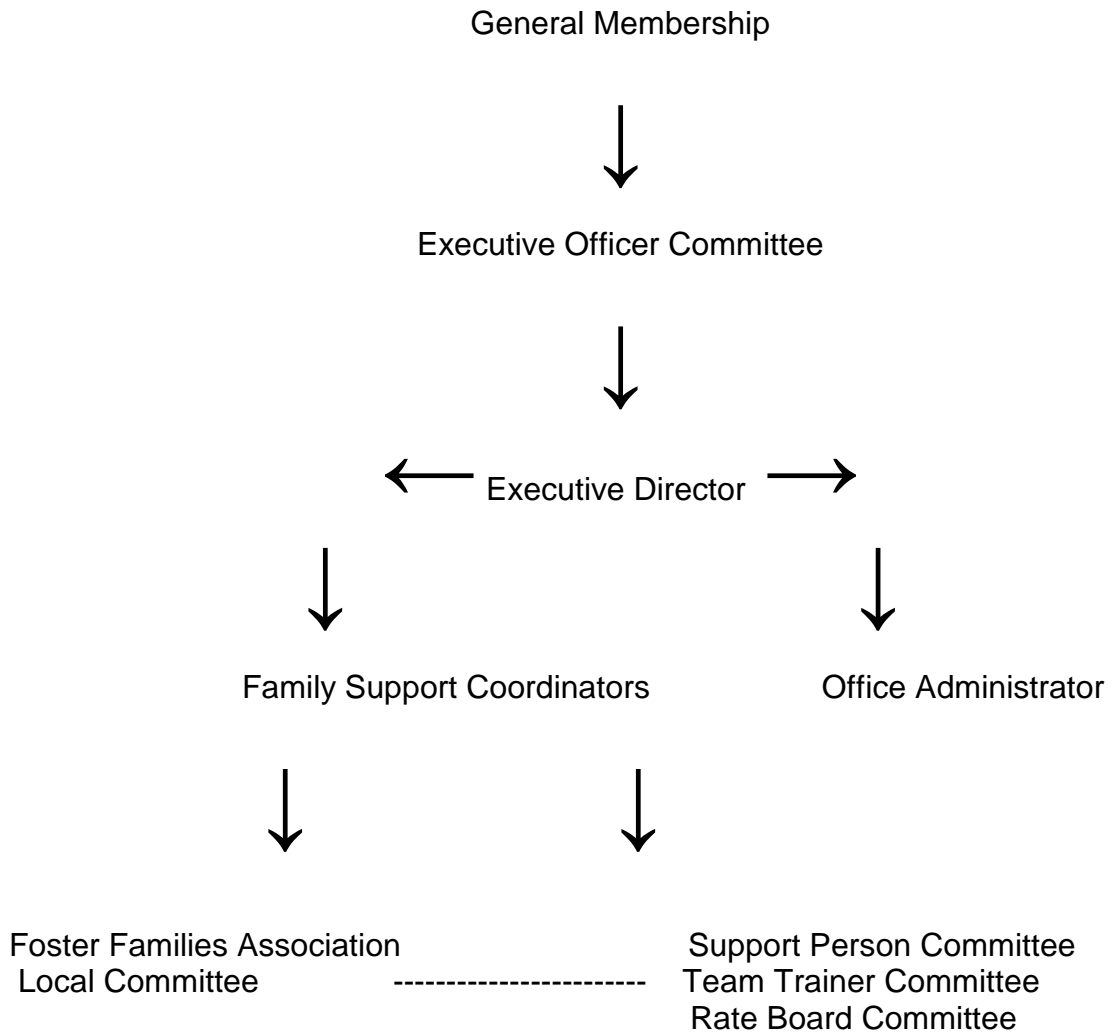
According to the S.F.F.A., the following is a chain of command in regards to Manuals:

1. S.F.F.A. Constitution Manual
2. S.F.F.A. Policy Manual

The following is a list of S.F.F.A. approved manuals:

- F.F.A. Local Committee Policy Manual
- S.F.F.A. Volunteer Program Manual
- S.F.F.A. Honouring & Caring Manual
- S.F.F.A. Media Manual
- S.F.F.A. Promotional Items Manual

Organizational Chart



Description of Programs

Peer Support Program

A Saskatchewan Foster Families Association, Inc. Peer Support Person is responsible for facilitating and maintaining an effective communication system between the Foster Families, Social Workers and the Ministry of Social Services. In order to provide effective services for Foster Families, any information a volunteer may receive, as a result of being a Saskatchewan Foster Families Association, Inc. Peer Support Person is highly confidential.

Team Trainer Program

Team Trainers are responsible in conjunction with the Ministry of Social Services, to provide training to Foster Families. Training is provided to new Foster Families and may be ongoing.

Rate Board Program

The purpose of the Rate Board volunteer is to work in conjunction with the Ministry of Social Services on a Rate Board panel. The panel determines compensation for the extra services provided by Foster Families to the Foster Children in their care. The panel consists of a Saskatchewan Foster Families Association, Inc. Rate Board volunteer and a representative from the Ministry of Social Services.

Overview of Volunteer Program Duties

- Attend the SFFA Volunteer orientation sessions
- Attend ongoing training workshops that relate to the performance of your role
- Volunteers report directly to the Volunteer Coordinator of the SFFA
- Maintain confidentiality
- To provide various services to foster families that is outlined in the Volunteer Programs description
- To work cooperatively with the Ministry of Social Services in delivering services
- Support the philosophy of the SFFA
- Be knowledgeable of the MSS and SFFA policies and procedures
- Attend the FFA Local Committee Annual General Meeting and give a summary report / answer questions regarding your position with the SFFA Volunteer Program
- All volunteers must sign an Oath of Confidentiality
- Commit to a minimum one (1) year term

Requirements

- All volunteers must have completed PRIDE Pre-Service training and have two (2) years fostering experience
- Excellent communication skills
- Have credibility with both Foster Families and the MSS
- Committed to the philosophy of the SFFA
- It is the responsibility of the applicant to ensure that all forms are completed

Application Process

Potential volunteers are approved foster parents who are recommended to the program by other foster parents, their Local Foster Families Association and / or the Ministry of Social Services.

The SFFA Volunteer Coordinator will send an application and information sheet about the Volunteer Programs to each potential volunteer. Once the application is returned, the SFFA Provincial Office will process the application.

Once approved, a screening interview is completed with the applicant. Applicants are then invited to attend orientation training. Orientation will provide information about the programs including policy and procedures, reporting expectations and documentation.

Overview of Process

- It is the responsibility of the applicant to ensure that all forms are completed
- The documentation that is required:
 - ✓ Approval Form
 - ✓ Application Form
- The forms should be then sent to the SFFA Provincial Office
- The Volunteer Coordinator will review the approval and application forms
- After reviewing the application the SFFA Volunteer Coordinator will notify the foster parent of the decision that was made regarding their application
- The SFFA Provincial Office will notify the Foster Families Association Local Committee and the Ministry of Social Services of all Volunteer Program approvals.

Program Objectives

Peer Support Program

- Explain your role to both the Foster Family and the Social Worker.
- To provide a confidential, empathetic and non-judgmental service to support foster parents to talk about issues related to foster care.
- To be of assistance to foster families in resolving matters of dispute between themselves and the Ministry of Social Services.
- To provide consultation and current information to foster parents regarding policies and procedures with respect to government.
- To provide information regarding resources for children and foster families.
- To support foster families in complying with legislation, regulations and Provincial standards concerning foster care and children in care.
- To promote and encourage practices and procedure which support foster families and fostering in Saskatchewan.
- In meetings, the Peer Support Volunteer will ensure that a summary of the meeting will be provided to the foster family and MSS staff involved in the meeting
- It is encouraged the both the department and the SFFA volunteer provide a written summaries of the meeting to all participants.
- If the issue has not been resolved you must contact the SFFA Volunteer Coordinator to discuss the next steps
- If the SFFA Peer Support volunteer feels that they are unable to support and/or a conflict of interest with a Foster Family that they are supporting they should immediately contact the SFFA Volunteer Coordinator, who in consultation with the SFFA Executive Director will make other arrangements.
- All investigations must include the Family Support Advocate.

Team Trainer Program

- As a Team Trainer, you will be paired with a Ministry of Social Services Resources Trainer
- Together you will jointly facilitate PRIDE Pre-Service training as required
- To provide consultation and current information to foster parents regarding policies and procedures with respect to government
- To provide information regarding resources for children and foster families
- To promote and encourage practices and procedure which support foster families and fostering in Saskatchewan

Rate Board Program

- Participate on the Rate Board panel as required
- Confidentiality must be maintained within the panel
- SFFA Rate Board volunteer will not review Fee Calculation Guides that pertain to children that reside in the volunteers foster home
- To provide consultation and current information to foster parents regarding policies and procedures with respect to government
- To provide information regarding resources for children and foster families
- To promote and encourage practices and procedure which support foster families and fostering in Saskatchewan

Expenses

- The Ministry of Social Services will reimburse the volunteer for all expenses incurred while carrying out the duties of the program
- Expenses include baby-sitting, mileage, meals and accommodations with prior approval by the Ministry of Social Services
- Long distance costs related to the support of foster families will be paid by the SFFA Provincial Office. Bills are to be submitted monthly (see expense form on Page 13 of this manual)
- An honorarium of \$45.00 per **session** will be paid by the Ministry of Social Services to the SFFA Team Trainer

Evaluation

- The SFFA Volunteer Coordinator will evaluate all volunteers on an annual basis
- A copy of the evaluation will be reviewed jointly by the SFFA Volunteer and the SFFA Volunteer Coordinator. A copy of the evaluation will be provided to the volunteer

Appeal Process

In the event of a disagreement about a situation or a decision, the Program Volunteers will have the opportunity to address their concern(s) through the following procedure.

- Step 1: The complainant will first attempt to resolve the issue in question with the SFFA Volunteer Coordinator
- Step 2: If the complainant is still dissatisfied with the decision, they may request a meeting with the SFFA Executive Director. Both parties will be given the opportunity to present information during the meeting
- Step 3: Upon hearing all information, the Executive Director will provide a copy of their written decision to all parties.
- Step 4: If the complainant is still dissatisfied with the outcome the process would then proceed to the Provincial Executive Officer Committee Board Member assigned to the Volunteer Program

Volunteer Program member's responsibility if Under Investigation

- The volunteer shall immediately notify the Executive Director. Confidentiality is ensured
- When a volunteer is under investigation they must temporarily step out from their position until the conclusion of the investigation
- Please reference Policy 1.43 of the S.F.F.A. Policy Manual

Reporting Expectations

- All documentation pertaining to your role as a SFFA Volunteer is to be kept in a secure area. It is important that records are kept private and safe from being lost or destroyed. This process also respects the confidentiality of such documents.
- At the end of a Volunteer term, it is the responsibility of the volunteer to give all records to the Saskatchewan Foster Families Association.
- All documents pertaining to a volunteers position is the property of the Saskatchewan Foster Families Association.
- Confidentiality is crucial and extends beyond the conclusion of your term as an SFFA Volunteer.

Peer Support Program:

Contact notes are to be kept on each call that you as a volunteer have received. It is crucial that these records are submitted to the Volunteer Coordinator on a monthly basis. Please see attached form on page 10.

Team Trainer Program:

A summary of your participation in training is to be submitted to the Volunteer Coordinator on a monthly basis. Please see attached form on page 11.

Rate Board Program:

A summary of your panel meetings is to be submitted to your assigned Volunteer Coordinator on a monthly basis. Please see attached form on page 12.

Trainer's Name: _____ Phone Number: _____

MSS Region: _____

Report Start Date: _____ Report End Date: _____

Date of Training	Location of Training	Number of Participants

OVERALL EVALUATION OF SESSIONS

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CONCERNS:

Signature: _____ Date: _____

Name of Peer Support: _____ Signature: _____

Rate Board Volunteer's	
Name: _____	Phone Number: _____
MSS Region: _____	
Report Start Date: _____	Report End Date: _____

Date of Review Meeting		Number of Fee for Service Reviewed

OVERALL EVALUATION:	

CONCERNS:	
Signature: _____	Date: _____

Contact Information

SFFA Provincial Office

233 4th Ave South

Saskatoon, SK

Phone: (306) 975-1580

Toll Free: 1-888-276-2880

Fax: (306) 975-1581

Website: www.sffa.sk.ca

SFFA Staff Information

Deb Davies

Executive Director

E-mail: debd.sffa@sasktel.net

Paul Bunz

Recruitment Coordinator

E-mail: paulb.sffa@sasktel.net

Wayne Roman

Foster Family Advocate

Assigned Regions: All

E-mail: wayner.sffa@sasktel.net

Tracey Arnold

Intake and Volunteer Coordinator

Assigned Regions: All

E-mail: traceya.sffa@sasktel.net

Please forward to SFFA Provincial Office – 233 4th Ave South Saskatoon, SK S7K 1N1
Or Fax: (306) 975-1581



SFFA Volunteer Program Approval Form

_____ of the _____ Foster Families Association Local
Name of Foster Parent

Committee is asking to be considered for a position with the Saskatchewan Foster Families
Association, Inc. Local _____ Volunteer Program.

Name of Foster Parent (Please Print)

Signature of Foster Parent

Date

Name of F.F.A. Local Committee (Please Print)

The Ministry of Social Services endorses the above person for the Foster Families Association,
Inc. _____ Volunteer Program.

Name of MSS Supervisor, Resource Unit (Please Print)

Signature of MSS Supervisor, Resource Unit

Date

The Volunteer Coordinator endorses the above person for the Saskatchewan Foster Families
Association, Inc. _____ Volunteer Program.

SFFA Volunteer Program Coordinator (Please Print)

Signature of the SFFA Volunteer Program Coordinator

Date

Name of the SFFA Executive Director (Please Print)

Signature of the SFFA Executive Director

Date



Program Volunteer Application

Name: _____

Address: _____

City/Town: _____

Phone Number: _____

FFA Local Committee: _____

Number of years fostering: _____

1. Describe your reason for wanting to volunteer with the SFFA.

2. Please describe your involvement with other volunteer or non-profit organizations.

3. What three (3) words best describe yourself? _____

4. Do you have access to a computer? Yes___ No___

5. Is there any additional information that you would like to provide us, that would assist us in best determining the extent of your involvement as a volunteer?

6. Could you please provide us with two (2) references related to previous volunteer activities, work experience, or personal relationships? (family excluded)

Name: _____ Phone: _____

Name: _____ Phone: _____

The personal information you provide will be used only for the purposes of managing and administering Saskatchewan Foster Families Association's volunteer programs. It will not be used or disclosed by the organization for any other purpose. It is protected by the privacy provisions of the Freedom of Information and Protection of Privacy Act.

FOR OFFICE USE ONLY:

Date Received: _____

Name of F.F.A. Local Committee: _____

Date of Approval: _____

SFFA Intake/ Volunteer Coordinator: _____

Date of Approval: _____

SFFA Executive Director: _____

Date Last Reviewed: _____
