

WE ARE HAPPY YOU CAME

Welcome to Strathcona County Family and Community Services (FCS) Social Supports ('Social Supports') service. Social Supports consists of several distinct programs that, when combined, offer a comprehensive and wholistic service. The goal of integrating these program areas is to provide a coordinated, seamless approach to assist you in responding to your situation. Social Supports offers opportunities to provide

- clarity and information,
- build upon your existing strengths to help resolve presenting concerns,
- work toward solutions that may include development of action plans to take away at the end of the session, and
- provide referrals to specialized services, if needed.

Social Support team members use a team approach to address your concerns in an effort to provide the best possible service, and as such, may share your information with other team members as needed. Team members may include staff, supervisors, students, volunteers and management who combine skills and expertise to respond to your situation.

Information may be shared with appropriate authorities with your consent, or without your consent under exceptional circumstances based on professional judgement. While these situations are infrequent, staff will be acting legally, and/or for the sake of those at risk. This includes, but is not limited to:

- Situations where there is a child/minor (under the age of 18) at risk of harm
- Any significant risk of harm to yourself or another person
- If the court orders the County to produce my information

Family and Community Services is a learning environment. At times, team members may watch your in-person session live streamed to a monitor in a secure, designated, confidential room accessible by team members for the purposes of contributing to a team approach for effective social support services, learning, supervision and security. In situations where there is a

safety concern for yourself or someone else in the room staff may also be observing via the live stream camera.

For virtual sessions, your session will occur via an approved and confidential web platform, Microsoft Teams or via phone. No recordings, audio or video, will be made or kept from your virtual session and you will not be permitted to record, audio or video, the session.

Staff are professionally and ethically responsible to maintain a high degree of confidentiality. Your personal information remains confidential, and records maintained on a data system are accessible by staff, supervisors and managers only on a need to know basis. The collection and use of your personal information is in compliance with the Freedom of Information and Protection of Privacy Act and respective regulatory bodies governing individual staff members, where applicable.

If you have any questions or comments about Social Support Services, please ask to speak to the program supervisor or email:

familyandcommunity@strathcona.ca.