

## Session 5: Reflections on Receiving Services or Being in Care

Mélanie Fournier

This session was a panel discussion. The three panelists were Hope, Anthony and Angie.

**While receiving services, who was the one person who left a significant impact? Specifically, what did they do or not do that made all the difference?**

Hope:

- Negative Impact
  - Worker did not listen
  - Sibling was separated
  - No information given on mother
  - Did not follow through on requests
- Turned the negative into positive
  - Supportive

Anthony:

- Social worker was “magical”
- Connected him with family in Jamaica
- Being “human”
- Respectful

Angie

- Jonathan @ Tobin House
- Jennifer Beewerton – Homeward Bound
- Karen Chawton – S/W
- Treated like they matter
- Supportive staff of family and youth

**At the time you were receiving services, what could have been done differently to help you achieve your goals?**

Hope:

- Not have so many social workers
- Better consistency of services
- Better transition

Anthony:

- Able to have only two workers (positive)
- More services to support after leaving care

Angie:

- Ability to keep file open; Therefore, receiving services when asked
- Psychological services for the family
- Connect with services prior to closing files.

**How were you made aware of your rights as a user and did you know how to exercise them?**

Hope:

- Did not know rights
- Knew about lawyer

Anthony:

- Did not know he had rights

Angie:

- Aware of rights for voluntary measures vs. Court Orders

**Do you have any special messages to new workers who are starting in the field of Child and Youth Care?**

Hope:

- Outward behavior isn't true of reflections of the youth
- Be empathetic
- Make a connection
- Be mindful of all the different transfers (homes and schools). Ex: Different rules and expectations

Anthony:

- Be empathetic to individual situations (do not attack)

- Don't be "too serious"

Angie:

- Don't judge
- Listen
- Put yourself in client shoes
- Kids are "tiny adults" that don't understand. Need to explain
- Discover child's interests as well as parents
- Use more than your books
- Use "power and tools" to access services