

Law & Policy: Working with Multi-Challenged Families

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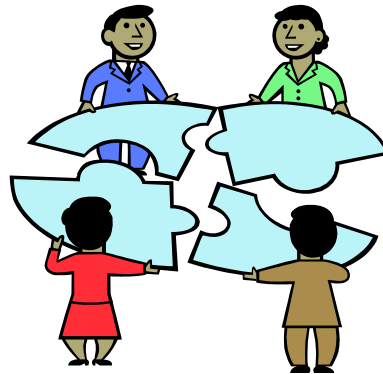




AND NOW LET'S WALK THROUGH SLIDE #67, FIFTY WAYS TO MAKE YOUR PRESENTATION MORE EXCITING. NUMBER ONE...

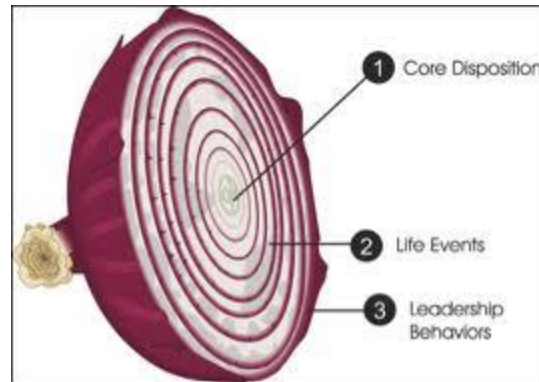
This is an interactive and intercultural workshop which will consider the following:

- ✓ Service delivery that promotes family strengthening utilizing law and policy.
- ✓ Discovering under-utilized & unknown resources available to multi-challenged families.
- ✓ Community outreach & mobilization

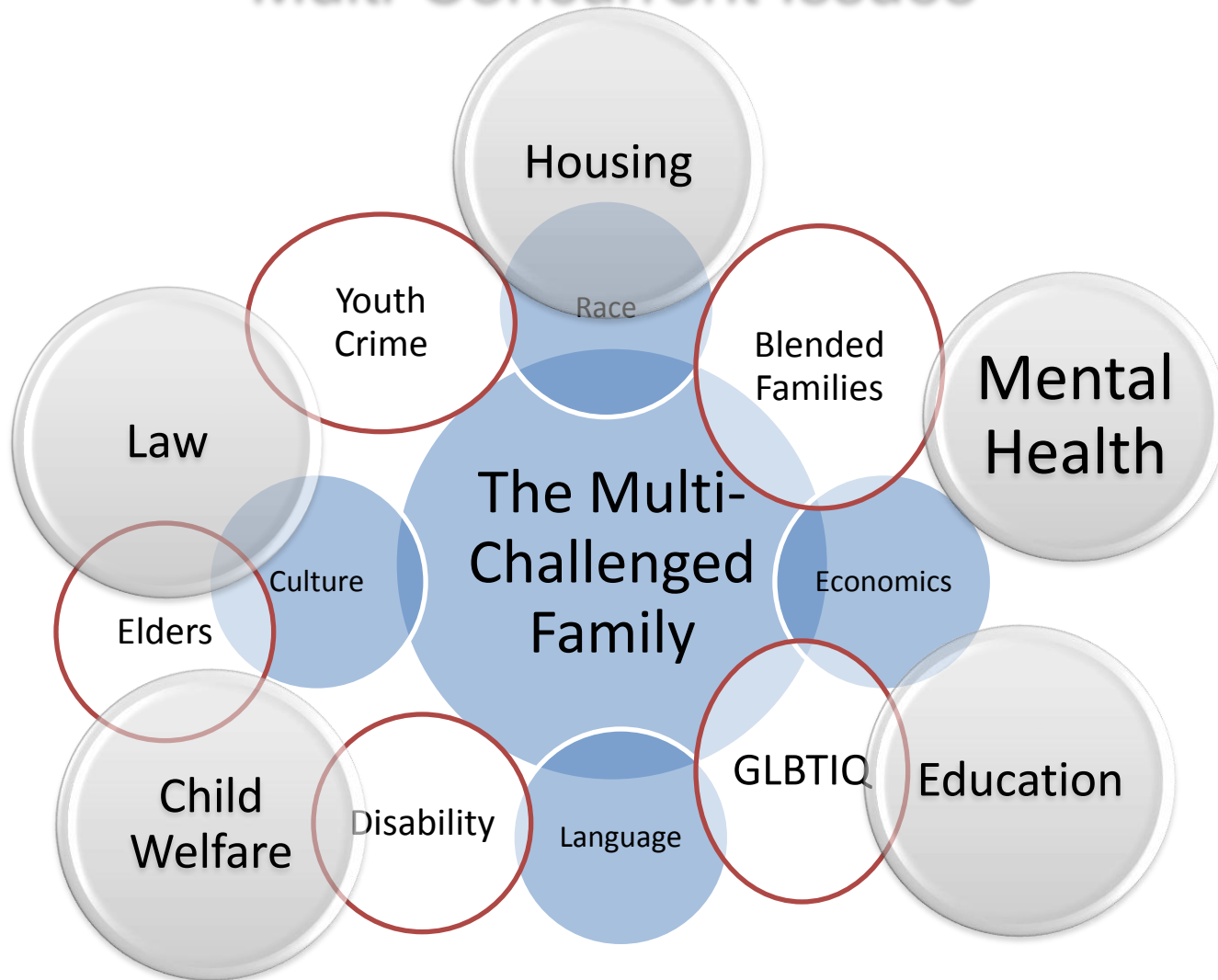




Discovery: The layers of the Multi-Challenged Family



Multi-Concurrent Issues



Conflicting standards (child welfare), ethical rules, court decisions.

The Starting Point in Working with Multi-Challenged Families (with Multi-Concurrent Issues)

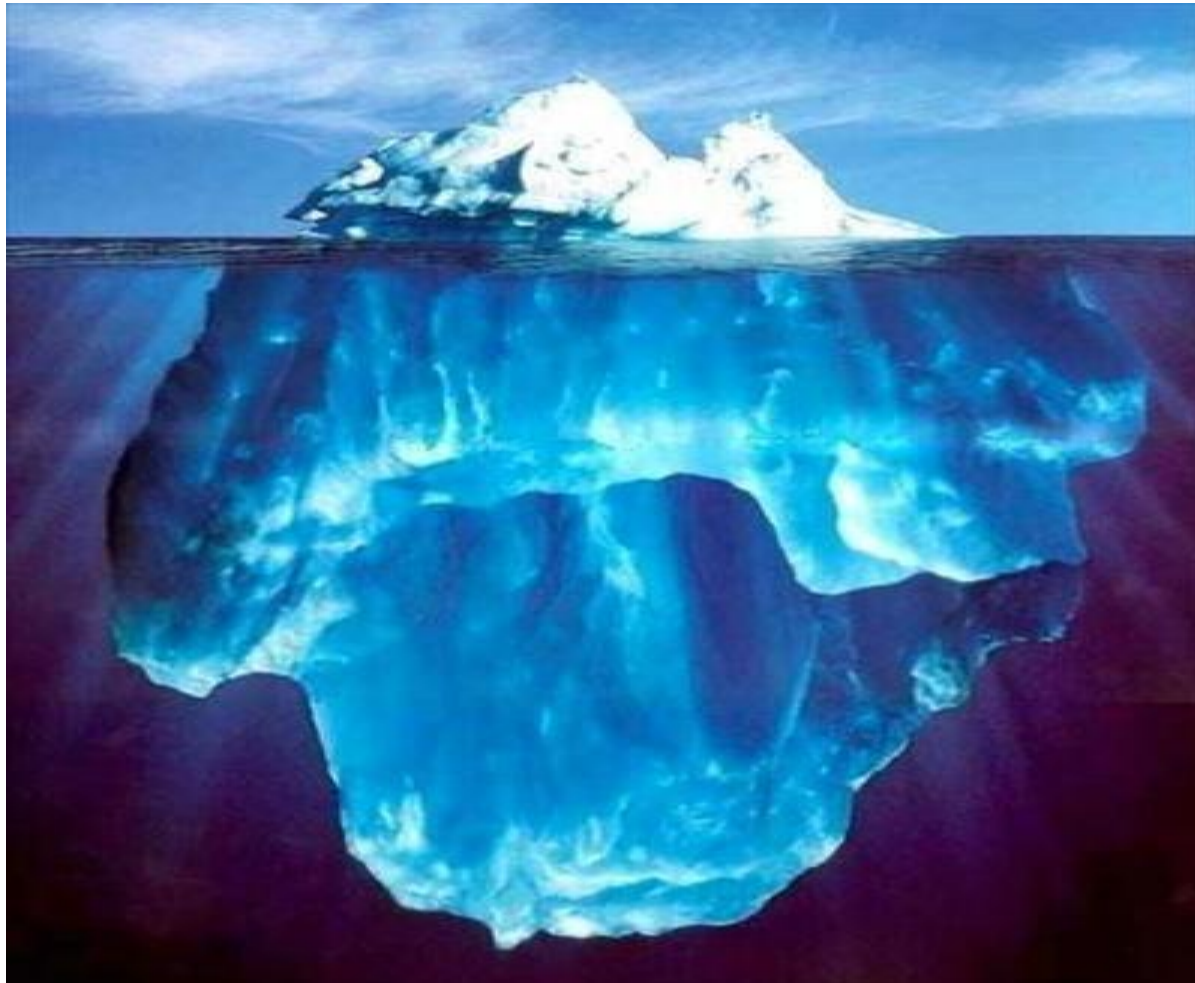
Within the context of Cultural Competency

We Should :

- Examine Our Values, Beliefs and Assumptions.
- Learn to Engage Clients to Share their Reality so you are able to build a trust and establish a rapport which then opens the door to a successful working relationship.
- Familiarize yourself with Core Cultural Elements of Communities you serve and the people who live there.
- What are their Challenges and Barriers?



The Iceberg Concept of Culture



The Iceberg Concept of Culture

Like an iceberg,
nine-tenths of culture is below the surface.

Surface Culture
Most easily seen
Emotional level - low

Food, dress,
music, visual arts,
drama, crafts,
dance, literature,
language, celebrations, games



Shallow Culture
Unspoken Rules
Emotional level - high

courtesy, contextual conversational patterns, concept of time, personal space, rules of conduct, facial expressions, nonverbal communication, body language, touching, eye contact, patterns of handling emotions, notions of modesty, concept of beauty, courtship practices, relationships to animals, notions of leadership, tempo of work, concepts of food, ideals of child rearing, theory of disease, social interaction rate, nature of friendships, tone of voice, attitudes toward elders, concept of cleanliness, notions of adolescence, patterns of group decision-making, definition of insanity, preferences for competition or cooperation, tolerance of physical pain, concept of "self", concept of past and future, definition of obscenity, attitudes toward dependents, problem solving roles in relation to age, sex, class, occupation, kinship, and ...

Deep Culture
Unconscious Rules
Emotional level - intense

We don't see the world as it is.

We see the world as we are.

Anais Nin

Law and Policy: How Does it frame our work with Multi-Challenged Families?



What Do the Numbers Reveal

**2011 census: Nearly one in five Canadians are visible minorities,
StatsCan reports**



Law , Policy & Systems

The Shifts



Child Welfare

Criminal Law (adult and YCJA)

Education

Income Assistance Policy

IPTA

Adult Protection

Mental Health

Public Housing Policy

Standards hard to meet

Bill c-10

O Tolerance Policy & MOU

Man in the House Rule

Decision makers contradicts customs

What are the standards in light of risk

The shifts..anger now mental health

Safe Communities Act & Head Counts

Impact on the Multi-Challenged Family is significant

Conflicting Standards

Ethical Rules

Restricting court decisions (mobility issues)

Law and policy can also work to our benefit

How to Utilize Law and Policy to Enhance the Well-being of Multi-challenged Families

Strategies to Consider:

Determine if your agency or organization has policies or guidelines in place that allow or support flexibility or collaboration in their service delivery.

- Soft Entry Points
- Warm Referrals
- No Wrong Door Policies

Tailor services to meet the needs of the families and the individuals within the family.

Determine what are the accessibility issues..Affordability..can fees be waived, Physical accessibility, Flexible hours.

The use of technology especially for the multi-challenged family in rural and remote areas.

Under- Utilized Law and Policy to Enhance the Well-being of Multi-Challenged Families

In some cases the law will guide our work in assisting multi-challenged families

Child Welfare: *Children and Family Services Act.*

Temporary Care Agreements

Consideration of Race, language & Kinship placements

Mediation Services. S. 20

Youth Criminal Law: *Youth Criminal Justice Act.*

Conferencing services. S19

Psychological , psycho-educational Assessments. S. 34

Education Act, Human Rights Legislation, Income Assistance Appeals, Landlord Tenant, IPTA, Adult Protection, Public Housing.

There are many laws and policies that can be utilized to the benefit of your clients. As an advocate, service provider, clinician, helper you need to be aware. **Your awareness improves service delivery to this challenged population.**

Developing and Supporting Collaboration within and among agencies, other professionals and the community.

Consider:

Diversity v. Cultural Competence

Physical Environment, Materials & Resources

Communication Styles(written, oral)

Progress in Reduction of Barriers

Organizational Policies & Practices

Leadership w/i the Agency, Office, Profession

Community Outreach & Mobilization

CLIENT RELATIONS with Multi-Challenged Family

- Preparation for initial contact with client.
- Establishment of working relationship with client from intake interview.
- Obtaining reliable and relevant information from client.
- Identification of client's needs (consider a holistic approach).
- Maintenance of trust and confidence of client (contact and advocacy if appropriate. Consideration given to “close communities” and confidentiality.
- Explanation of client's position and presentation of available options (consider what laws might be applicable CFSA, YCJA, Public housing etc.)
- Counseling of client to arrive at informed decisions.
- Maintaining regular contact with client and communicating with client in appropriate terms.



**UNTIL WE UNDERSTAND THE
ASSUMPTIONS IN WHICH WE
ARE DRENCHED, WE CANNOT
KNOW OURSELVES.**

ADRIENNE RICH



To Know Ourselves is to
to know how we can be
of Service to Others

S.Y. Hoyte

 *Merci*

 Ευχαριστώ

 Gracias

 *Köszönettel*

 THANK
YOU

 شكراً

 תודה

Obrigado!

 Teşekkürler

 Grazie

 *Vielen*
Dank