

Loving Guidance I hope family centre

Participating in play with your child provides a great opportunity to enhance your relationship.

- ♥ **Hear your child and follow their lead**
Listen to their request and whenever possible, accept the invitation.
- ♥ **Show respect for your child and others**
Model courtesy to teach your child to be respectful.
- ♥ **Acknowledge your child's feelings**
Demonstrate that you understand that your child's feelings are real and important.
- ♥ **Offer choices that meet the needs of your child**
Provide appropriate choices and include your child in decisions to enhance their sense of independence.
- ♥ **Give calm, kind and firm directions**
Remaining calm while providing clear directions will let your child know that you trust their ability.
- ♥ **Create opportunities to overcome obstacles and develop coping skills**
Demonstrate you believe in your child's ability.
- ♥ **Prepare your child for what will happen next**
Include your child and tell them what they can expect to happen next.
- ♥ **Let your child know that challenges have solutions**
Encourage your child to keep trying and honour their emotions.
- ♥ **Emphasize the process not the outcome**
Teach your child that their sense of self is not tied to the end result, but rather to the effort they have used along the way.
- ♥ **Model a positive attitude**
Communicate positively to let your child know that you enjoy being with them.

We Accept Donations

For most programs there is no fee, thanks to our generous sponsors and donors. Financial donations are very much appreciated and help us keep our doors open.

Family Services of the North Shore Acknowledges Financial Assistance

Government of Canada, United Way of the Lower Mainland, Province of British Columbia, City of North Vancouver, District of North Vancouver and the District of West Vancouver and in-kind space donation from the Lonsdale Quay

Community Diversity

Families come in many different forms and from many different backgrounds. At FSNS we believe that diversity enriches child development, families and community.

Locations

Maplewood

399 Seymour River Place
(adjacent to Maplewood Farm)
North Vancouver, BC

Lonsdale Quay Market

2nd Floor, Lonsdale Quay, North Vancouver
(located next to Cheshire Cheese Restaurant)

Phone: 604-986-9311

Email: family@familyservices.bc.ca

Website: www.familyservices.bc.ca

 [Ihopefamilycentre](https://www.facebook.com/Ihopefamilycentre)

 [FSNorthShore](https://twitter.com/FSNorthShore)

For current schedules: Check our website under quick links on the homepage, or follow us on Facebook



I hope family centre

Play, learn and grow



Caring for our Community



Welcome

Play, learn and grow

We offer programs for parents, caregivers, grandparents and children birth to six years old.

A Place Where:

- You and your child can play together and meet other families.
- You can participate in activities that will help you grow and develop together.
- You can grow as a parent and access resources on parenting and child development.

Staff and Resources

I hope family centre staff

- Early Childhood Educators
- Certified Family Resource Support Workers
- Certified Parent Educators
- Family Support Counsellors
- Certified Lactation Consultant

And Resource People

- Infant Development Consultant
- Speech Language Pathologist
- Nutritionist
- Community Health Nurse
- Dental Hygienist
- North Van City & District Librarians

Programs

Learning Together Through Play (LTTP)

Offers family learning through child-led play, art, song and story and provides an opportunity to connect with other families and support people.

Takaya First Nations Family Program

Combines family time with adult activity time (while children are engaged in LTTP). Family time includes a shared lunch, circle, and playtime. Adult activities include life skills, crafting and discussions.

Parent Child Mother Goose

A group experience for parents and their young children. Focus is on sharing rhymes, songs and stories. Registration available three times per year.

Parent Education

Facilitated by certified parent educators, early childhood educators and registered clinical counsellors.

Family Support Counselling

Clinical counsellors and certified parent educators offer support to parents who are looking for guidance and practical assistance.

Breastfeeding Postpartum Support

Facilitated by a board certified lactation consultant, this group provides social connection, information, consultation and support for women in an empowering atmosphere.

Maplewood Clothing and Toy Exchange

We accept donations of clean toys and clothing for children birth to age six, as well as maternity clothes. Families are welcome to take what they can use.

Participant Rights and Responsibilities

You have the right to:

- be treated fairly, honestly and respectfully by all staff without regard to race, culture, gender, age, disability, sexual orientation, spiritual beliefs or socio-economic status
- be considered an expert in your own life experience
- inquire about the qualifications, training, and experience of our staff
- privacy and confidentiality. Exceptions to confidentiality include suspected or confirmed child abuse or neglect, danger to self or others. In the case of supervision, consultation, quality improvement or accreditation processes at Family Services of the North Shore confidentiality may also be exempted. However, all personnel involved are bound to maintain strict confidentiality, except when you have given informed consent
- make a suggestion or complaint regarding our services. If you are not comfortable speaking to program staff directly, you may speak to the Program Manager, the Clinical Director or the Executive Director. If your complaint is not resolved you may make a written complaint. A full copy of the complaint process is available, posted and on the website

You have the responsibility to:

- supervise your children at all times and be actively involved
- bring only healthy children to the centre (please do not attend if your child has a fever, has been vomiting in the last 24 hours, or has a communicable illness)
- inform staff of any allergy, medical condition, disability, or cultural need that requires our awareness or sensitivity in providing services
- complete a registration form and advise staff of ongoing changes
- treat others with fairness, honesty, and respect, including maintaining the privacy of other clients. If you pose a risk to other participants you will be asked to leave
- put away your cell phone, camera and personal devices during program