

# COMPLEX CARE SERVICES

## A Family Introduction

### Service Intro

Your family and your child with complex care and social needs is part of a relatively small, diverse group of individuals and families in British Columbia... but an extremely important one! There is no one type of person or family who has complex care and social needs. However, you are all united in that you are at a point where your needs are particularly high and you require significantly greater levels of support, often from a wide range of professionals all working together to create positive results.

Our single goal is to help you reach a level of stability and relative wellness so that your level of support needs fall back towards more typical levels.

It can be overwhelming coping with a child, teen or adult who has a diverse ability, developmental delay, or other Complex Care or social needs. We'll take the time to learn about your unique family dynamics and experiences. Typically we find that most parents and guardians of children, youth or adults with complex needs benefit from a multi-layered support system that helps restore safety and resiliency to their family. We'll help you to create a comprehensive plan that can help move your family towards wellness and success again.

### Our Clients Are

- Children or adults who struggle with physical, intellectual or developmental, sensory and or behavioural difficulties.
- Children or adults in families who are struggling to maintain the family unit due to significant challenges.
- Families who have multiple hospitalizations, child protection involvement, and/or police involvement.
- Children who have challenges in attending public or private school.
- Children of families who often remain in crisis despite having had other less intensive services.
- Children or adults in families with a history of aggression and trauma.
- Children in families who often feel overwhelmed and hopeless about their situation and future.

### Pivot Point's Approach

Supporting your family through a phase of Complex Care requires a partnership. We believe that we can only be successful by meeting your family where you are in your journey, and learning about the goals that are most meaningful to you. We believe in your capacity to restore a high quality of life for everyone in your family, and we aim to take every step possible, right beside you, as we work together to find our way there.

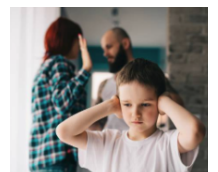
### Our System of Care

Complex Care starts with listening to your stories. By understanding the needs and goals of each person in your family, we can begin to unravel the complexities and work together to define the path towards the outcome your family needs most.

Next, Pivot Point will draw from our large and diverse team of clinicians and service providers to assemble the key people in key roles that your family needs us to add to the larger team.

We aim to integrate our work within your unique home environment while also finding our place within a larger team of Social Workers, Mental Health workers, Behaviour Consultants, school staff, medical and emergency response personnel and extended family members who may be supporting you already.

Our Complex Care teams are trained to support individuals with ASD, FASD, ADHD, ODD, anxiety and other learning and behaviour challenges. We use ABA, Positive Behaviour Supports, and therapeutic case management... all through a comprehensive Mental Health/Trauma responsive lens to build clarity and synergy within the team.



## Commitment is Accountability

As a parent of a child or adult-child with Complex Care needs, you may have felt isolated, alone and often overwhelmed. Chances are, it has been a long road of seeking help and advocating for your child and family.

As supports fall into place, it is important to recognize how vital your role is in aligning with those service providers. **Your commitment to chasing our shared goal is the key!** In fact, the very success of the process relies upon deep levels of commitment from all parties.

The journey may be difficult at times, but in order to achieve the most success, you and your family must make a commitment to collaborate and utilize the services as intensely as possible. Families not committed to upholding their role within the team may be asked to leave the program or see funding diverted to other families in need.

It takes a village to raise a child, and to properly support a family with Complex Care and social needs.

We're all in this together!



## Key Elements of our Work

- We promote safety, stability and permanency.
- We follow a holistic family centred approach.
- We maximize family engagement and optimize parenting styles to meet each child's diverse needs.
- We respond directly to vulnerable families who, with the right support, can safely keep their families together.
- We assist with transitions between placements.
- We provide emergency support services to families, foster parents and other residential care facilities during times of crisis (extra set of hands to come alongside and help).
- We facilitate recovery from trauma (family and child) through Trauma responsive practices.
- We Integrate diverse funding streams to leverage towards one unified outcome.
- We Improve quality of life for families and individuals to a point where more common and moderate levels of support are sufficient to maintain wellness.

## To Learn More

Email us at [Complex.Care@PivotPoint.ca](mailto:Complex.Care@PivotPoint.ca) today to learn more about our Complex Care supports and how we can be of service to you, your child and your whole family.



Scan to Visit our Website

[Complex.Care@PivotPoint.ca](mailto:Complex.Care@PivotPoint.ca)  
[www.PivotPoint.ca](http://www.PivotPoint.ca)

Serving Communities Throughout BC

