

Tell me about the Quality Assurance for Family Resource Programs

Family Resource Programs (FRPs) provide quality, comprehensive, accessible, community-based programs that deliver direct services. The province-wide Standards of Practice respond to the changing needs of families with young children and provide a framework for FRPs.

Standards of Practice support program design and implementation to ensure:

- participants/clients are engaged with a trauma informed approach that includes cultural safety
- programs are planned and delivered according to province-wide promising practice standards
- physical environments are effectively planned and maintained; and
- organizations are collaborative and governed and administrated responsibly.

Tell me about the focus of the FRP-BC Provincial Standards of Practice

The Standards of Practice look at these five areas of operations:

1) Family-Centred Practices

- Family-Centred Approaches
- Family Support and Strengthening
- Encourage Family Development
- Value in Diversity
- Ethical Conduct

2) Program Planning and Delivery

- Flexibility in Programming
- Programming for Adults
- Early Learning Programming
- Program Evaluation and Quality Improvement
- Design and Function of Physical Environments
- Safety and Hygiene

3) Community Partnership and Collaboration

- Engagement in Community-based Planning and Leadership
- Partnerships and Collaboration
- Engagement with the Broader Community
- Connections for Families to Community Resources

4) Governance and Administration

- Governance
- Planning and Administration
- Finance
- Human Resources
- Information Management

5) Cultural Competency and Cultural Safety

- Cultural Awareness
- Participant Family Values
- Cultural Inclusion
- Cultural Oppression
- Honoring Indigenous Protocol





Tell me what the FRP-BC Standards of Practice are based on

The FRP philosophy, principles and quality practices of direct services inform the Standards of Practice. They were also gathered from the:

FRP-BC Five Core Service Areas

- 1) Family Support
- 2) Play-based Learning
- 3) Early Learning and Literacy
- 4) Parent Education and Learning
- 5) Information and Referrals



The Five Core Service Areas are the “What” in the FRP direct services. FRPs provide comprehensive wrap around support for families with young children by delivering all five core services.

FRP-BC Six Promising Practices

- 1) Physical Space and Design
- 2) Promote Engagement
- 3) Promote and Build Relationships
- 4) Promote Family Development
- 5) Strengthen Communities
- 6) Governance and Administration



The Six Promising Practices are the “How” that FRPs achieve success. The cornerstone principle of inter-relationships inform and guide the six Promising Practices.

Tell me more about the FRP-BC Standards of Practice

The implementation of the Standards of Practice flows from the good work already in place at FRPs. Defining and promoting quality practice and establishing a common language unites the direct services of FRPs in BC. The Standards of Practice can:

- provide a framework of promising practices for new programs
- provide an assessment tool for established programs to demonstrate or enhance their quality of services
- show stakeholders and funders the quality of work that programs engage families with
- support staff to reflect on and enhance their work with families
- work alongside the Family Resource Practitioner Advanced Certificate
- provide a provincial-wide tool to measure and ensure quality program assurance
- establish criteria for funders or policy makers to use in decision-making and program monitoring
- provide a channel for families to partner with programs by providing feedback and direction
- recognize the value of the family-centred family support field in healthy human development
- document the wisdom and accumulated learning from FRPs

