



## **New support line for grandparents raising grandchildren**

**Parent Support Services Society of B.C.** launches the new Grandparents Raising Grandchildren Support Line and email support.

Skilled and experienced advocates will staff the phone line and provide email support to help people understand their rights, obligations and options prior to and after assuming responsibility for raising a family member's child. Staff will also ensure that callers are aware of all benefits, supports and resources available to them – and how to access them.

### **Quick Facts:**

- **To call the Grandparents Raising Grandchildren Support Line, please dial 604 558-4740 (Lower Mainland) or 1 855 474-9777 (toll free from anywhere in B.C.)**
- **Email the Grandparents Raising Grandchildren Support Service at: [GRGline@parentsupportbc.ca](mailto:GRGline@parentsupportbc.ca)**
- The new help line will operate province wide, Monday-Friday, for five hours a day. The hours will vary, however, if a client calls when the line is not open, they will receive a voicemail where they can leave a message for a call back.
- If a child's needs are best met by living outside the parental home, and the parents agree, financial and other supports may be provided to the caregiver through the ministry's Extended Family Program.  
Through the Extended Family Program, caregivers may receive monthly benefit payments of up to \$554 per child under 12 years old and \$625 per child over 12. Additional benefits are available based on the child's assessed needs.
- In May 2011, the B.C. government announced amendments to the Child, Family and Community Service Act to allow for the transfer of permanent legal custody of a vulnerable child living with extended family to those family members without having to remove the child into government care first. The amendments mean that extended family members will be able to provide children with permanent homes more quickly and with less disruption to the child.

### **Learn More:**

- For more information on the Parent Support Services Society of BC, go to: [www.parentsupportbc.ca](http://www.parentsupportbc.ca)
- For more information on the Extended Family Program, go to: [www.mcf.gov.bc.ca/alternativestofostercare/extended\\_family.htm](http://www.mcf.gov.bc.ca/alternativestofostercare/extended_family.htm)