

Child Intervention: Reporting a concern

What is Child Intervention?

Child Intervention is part of the Government of Alberta. We respond to concerns about the safety and well-being of children and youth.

We are sometimes also referred to as “child intervention services”, “child welfare” or “child protective services.” Our top priority is always the safety and well-being of children and families.

Under the *Child, Youth and Family Enhancement Act* (CYFEA), we have the legal authority to deliver services to children and families in certain circumstances. This Act sets out specific reasons for us becoming involved with families. These reasons are based on risks to a child’s safety and well-being.

How do we receive information?

The well-being of children is everybody’s job. Parents and guardians are primarily responsible for the safety and well-being of their children, but everyone has a role to play.

We rely on families, community members and professionals to contact us if a child’s safety or well-being may be at risk.

How can you report a concern?

If you believe that a child’s survival, security or development is at risk, the law requires you to report it.

There are two easy ways to report a concern:

- Call the Child Abuse Hotline, open 24 hours a day, at 1-800-387-5437(KIDS).
- Call the After-hours office at 1-800-638-0715 (Press 1 for Red Deer or south of Red Deer; Press 2 for north of Red Deer).

What happens when you call?

Every call and referral we receive is assessed to determine if a child may be in need of intervention. This happens in two parts.

Part one involves completing an intake.

- This happens within a set timeframe. It is used to decide if the situation meets the legal definitions of a child who may be in need of intervention.
- If so, a caseworker will gather as much information as possible.
- This may include talking with the person who made the report. It can also include talking to teachers, doctors, police officers, neighbours and other professionals or community members.
- This information is used to decide if the intake can be:
 - Closed, as unfounded or addressed through community referrals; or
 - Opened to *assessment*, as the concerns are founded and require further assessment.

Part two includes interviewing the child, siblings and parents, as well as connecting with other professionals.

- This information is used to decide if the assessment can be
 - Closed, because the concerns can be addressed through community referrals and safety plans; or
 - Open to a *legal status*, so we can support the family in addressing substantiated concerns for the child’s safety and well-being.

Are professionals who report a concern contacted afterwards?

Professionals who report concerns may receive a callback once the report has been assessed.

The level of detail provided during these calls will vary depending on what role a professional may play in planning or delivering services to that child or family.

Information can range from confirmation that the matter was assessed, to a professional being actively involved in the planning for a child.

How can you learn more?

Contact your local Children's Services region or Delegated First Nation Agency to learn more about child intervention practice in your area.

To find contact information for your local office, go to www.alberta.ca and search "Children's Services office".

To learn more about child abuse or watch a fun educational video, go to www.alberta.ca and search "child abuse".

Resources

The *Child, Youth and Family Enhancement Act* is available online: www.qp.alberta.ca.