



Family Advocacy  
Support Centre

**CFS**  
**System Navigation Toolkit**  
Helpful Tips For Case  
Worker Interactions

**You may not like your caseworker, and interactions with them may be triggering BUT...**

**your caseworker has the most influence on you successfully getting your file closed, or your children being returned to your care.**

**Here are some suggestions:**

- Think before you call, email, or text your caseworker
- If something has upset you, take a pause before responding and sending a message.
- If possible, have a friend or professional support review emails before sending them
- Ensure you have friends or supports you can vent to or share challenges you may be having.
- Avoid using profanities (swearing).
- Avoid sending multiple emails or calling repeatedly.
- Try and include your concerns in one email, follow-up at least after 48 hours if you haven't received a response.
- Ask for clarification if you are unclear about your goals and case plan.

**Remember, everything you say or do will be used to assess you, and can be used against you.**

**We know it can be hard to stay calm while worrying about the possibility of losing your child (ren) forever... BUT**

**It's important to TRY your best to have a good working relationship with your caseworker. Here are some suggestions:**

- Always confirm upcoming appointments and meetings.
- If you can't attend a meeting or appointment, try and give as much notice as possible.
- Come prepared for meetings with an agenda of things to review, and send a follow-up email with a summary of what was discussed
- Try and always attend meetings with your support network, and have someone taking notes for follow-up.
- Ensure that your worker knows that you understand and acknowledge CS safety concerns.
- Ensure you are sharing what you are learning in treatment, counselling, parenting programs etc.

**Don't forget to document ALL interactions \*in person, phone, or virtual\***

**In case no one has  
told you lately, we  
are here to remind  
you that you are an  
amazing parent and  
you are doing the  
best you can. Never  
forget that YOU  
MATTER!**





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[www.familyadvocacysupportcentre.ca](http://www.familyadvocacysupportcentre.ca)