

***YOUR efforts are seen.
Even on the days you feel
invisible, remember..
YOU are doing something
powerful simply by not
giving up.***

NOTE:

Our toolkits have been reviewed by volunteer lawyers and co-developed with input from parents who have lived experience with the child intervention system. The contents of this booklet are meant to be informational only and do not contain any legal advice. If you require legal advice, please consult a lawyer.

**Children & Family
Services (CFS)
System Navigation
Toolkit**

**Helpful Tips For
Case Worker
Interactions**

www.familyadvocacysupportcentre.ca

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

Your caseworker has a big impact on the outcome of your file.

- Think before you text, call, or email your caseworker.
- If you are feeling upset, take a pause before responding or sending a message.
- When possible, ask a trusted friend or professional to review your email before you send it.
- Avoid using profanity, calling repeatedly, or sending multiple messages.
- Try to include your concerns in one clear email. If you haven't received a reply, follow up after at least 48 hours.
- Don't attend meetings alone if you can—bring a support person to join you and have them take notes.
- Use grounding strategies, such as deep breathing, to help you stay calm and regulated.
- Lean on friends, family, or supports to vent or share challenges you may be having.

REMEMBER: EVERYTHING YOU SAY OR DO IS BEING ASSESSED AND DOCUMENTED.

We would like to thank **Alberta Law Foundation for providing the funding to make this publication possible.**

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.

- Always confirm upcoming meetings, and if you will be late or need to reschedule, give as much notice as possible.
- Come prepared with an agenda or list of topics you'd like to discuss, and follow up afterward with an email summarizing what was covered.
- Show your worker that you understand and acknowledge any safety concerns raised by CFS.
- Track the programs or courses you participate in, and provide your caseworker with proof of completion and share what you are learning.
- Ask questions if anything about your goals or case plan is unclear—it's okay to ask for clarification.
- You have the right to raise concerns with your caseworker, and if needed, involve their supervisor.

ALWAYS DOCUMENT EVERY INTERACTION WITH YOUR CASEWORKER, INCLUDING TEXTS, PHONE CALLS, EMAILS, AND MEETINGS.

If you need advocacy and system navigation support please email us at info@familyadvocacysupportcentre.ca we will try our best to help you.