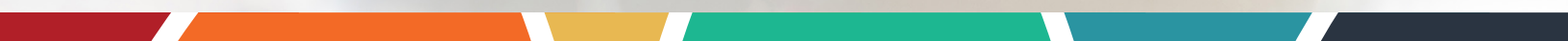




CHILD  
ADVOCACY  
CENTRE  
of Kelowna

# EMERGENCY SERVICES RESPONSE PROGRAM



## PURPOSE

Every child and family that comes to the Child Advocacy Centre is unique, there is no way to pre-determine what the specific needs of each child will be as they work towards healing. What we do know is that all the children and caregivers we see have faced significant trauma, the impacts of which can last far beyond their time at the CAC. In addition to the work of our collaborative onsite team who work to connect victims and family members to existing community programs, services and supports, the Emergency Services Response Program provides our Centre with critical resources to quickly respond to the unique, unanticipated needs of the children that walk through our doors. This program empowers our onsite multi-disciplinary team to build truly customized response plans to support children with trauma whose families do not have the financial resources to provide ongoing support.

The Emergency Services Response Program fills a demonstrated need for families who access the Child Advocacy Centre of Kelowna. Children, youth, their families and caregivers who have been impacted by abuse often have additional concerns or needs that are a result, or cause of the abuse, or are an ongoing matter in their life that contributes to their current circumstances. This program is meant to assist in situations where all other resources have been exhausted. Needs must be exceptional in circumstances. The program could cover a one time need, or an ongoing issue over a specific period, but is not meant to provide long term support.

## BARRIERS OR GAPS

There are many services available for children and families, however barriers and limitations can prevent families from accessing resources in a timely manner. Currently not all categories of child abuse are supported through existing community programs and time constraints can create limitations and challenges for some families. Applicants can be denied or eliminated from accessing services or supports because of these limitations. Ultimately, the timeliness of a need being filled for a family is of utmost importance. There is a lack of immediacy for many services, as most programs require processing time, which could take anywhere from a few days, to over a year in some cases.

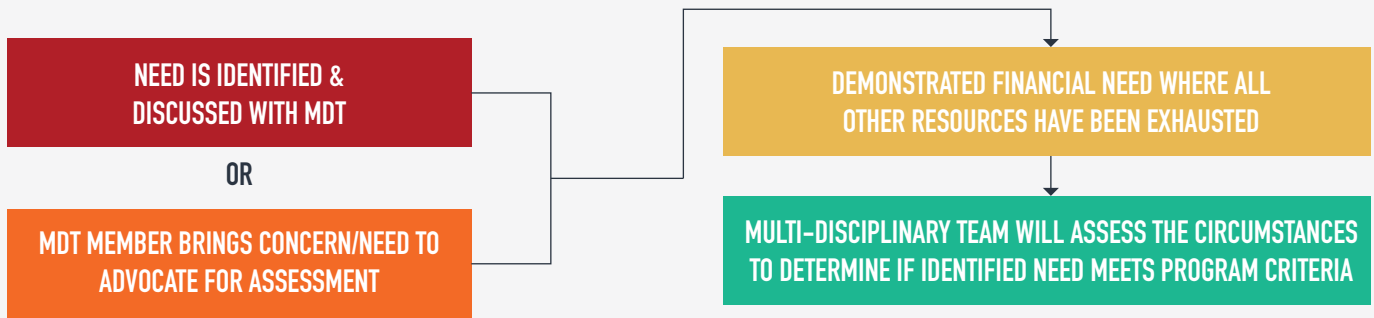
## APPROVED SERVICE

A family's involvement in a child abuse investigation by very nature can provide the multi-disciplinary team members the opportunity to identify any presenting needs and assistance that may be required for the health and well-being of the family. Team members talk at length with children, siblings and caregivers to learn pertinent information about their lives. By virtue, the team members have the ability to identify any gaps and/or areas where support may be needed.

When a child experiences abuse the effects do not only impact that child directly, but those who are most closely connected to them. The need for wrap around support for the entire family is not always attainable however it is often necessary. Although there are services and supports available, delays due to processing time and waitlists create further challenges for children and families experiencing trauma.

The ability for immediate support can reduce the many long-term consequences of fear, anxiety, uncertainty and the seeming upheaval of one's life during this time.





## OPERATING EXPECTATIONS AND CRITERIA

The Emergency Services Response Program will be available to active clientele of the Child Advocacy Centre. Members of the multi-disciplinary team identify a critical concern or need and advise a Child and Family Advocate. The Advocate will assess the circumstance and evaluate the situation based on the following criteria:

- Family demonstrates a financial need where all other resources have been exhausted
- Immediate safety concerns
- The issue is disrupting the child, youth, caregiver or family’s ability to maintain their regular daily activities or functioning
- Mental, physical, emotional or spiritual health has been significantly impacted and would continue to deteriorate if need is not filled
- Child is not able to attend school or caregiver unable to work

## MONITORING AND EVALUATION

Success in our work with children is often challenging to measure as some of the results are very long-term in nature. The Emergency Services Response Program focuses on addressing the underlying barriers to children and families accessing necessities in a timely fashion.

Outcomes will be monitored on a case-by-case basis. The results will be incorporated into the CAC operational model to increase efficiency and effectiveness for the families that the CAC serves.

