



# Understanding Care Concerns and Allegations

## In-Service Training

### Course Description

This course provides caregivers with an understanding of the expectations and prohibited practices for caregivers of children and youth in care. It emphasizes the positive impacts of compliance with care standards and explores what happens when expectations are not met. It empowers caregivers to learn how to ensure accordance with the care standards. Caregivers will develop the knowledge and skills needed to adhere to the caregiver expectations and navigate the process if a care concern is brought forward regarding a child or youth in their care.

### Learning Objectives

At the end of this module, participants will be able to

- Describe what is expected from a caregiver
- Explain why and how concerns might be raised about caregivers
- Apply strategies to ensure clear communication and transparency in caregiving
- Describe the steps in the assessment process
- Develop strategies for building resilience as a caregiver

### Key Messages

- Caregiving for Children can be difficult and there can be additional challenges for caring for Children in Care
- Caregivers are an essential part of the team and should know how and why care concerns for Children in Care may come forward
- Knowing the assessment process for provider concerns is important so Caregivers know the process and how to respond
- There are key impacts on caregivers and their family when concerns are brought forward; have a plan to seek out supports
- There are supports available to caregivers who are going through this process

### Guided Discussion Questions

- What are your worries about the possibility of a potential care concern and how it might impact you and your family?
- What would you like to know about resources and supports available to you if a care concern is a part of your caregiver journey?

### Resources

**Resource one:** Alberta Foster and Kinship Association (AFKA)  
303, 9488 – 51 Avenue NW, Edmonton, AB T6E 5A6  
(780) 429-9923  
Toll Free (within Alberta): 800-667-2372

i) Caregiver Allegation Support Team (CAST)

Link: <https://www.afkaonline.ca/programs/caregiver-allegation-support-team-cast/cast-representatives/>  
800-667-2372

ii) AFKA Caregiver Supports Program

Link: <https://afkaonline.ca/programs/caregiver-support-program/>

**Resource two: Counselling**

You may need to do some searching to find a counsellor that meets your needs. Consideration should be given to any resources you may have available to you such as extended health care coverage, employee assistance programs and community resources. Some resources which may be beneficial include:

- Alberta Health Services
  - Health Link- 811
  - Primary Care Networks- <https://albertafindadoctor.ca/pcn> click on 'Find your PCN'
  - Mental Health Services- a list of services by community is available at:  
<https://www.albertahealthservices.ca/amh/page16759.aspx>
  -
- Effective November 30, 2023, foster caregivers (per active foster care license) can access up to five one-hour counselling sessions (\$220 per session) per fiscal year for licensed foster home members in Alberta. This initiative promotes easily accessible and foster caregiver led access to counselling support for agency and ministry foster caregivers. Foster caregivers have the option to access counselling with a professional contracted through CFS or identify their own counselling via a regulated health professional under the Health Professions Act and be reimbursed. Here is the link to the Health Professions Act: <https://open.alberta.ca/publications/health-professions-act-a-new-law-for-regulated-health-care-professionals>

**Resource three: Appeals Secretariat**

- The Appeals Secretariat is a neutral government office that runs separately from Child Intervention.
- Connect with the Appeals Secretariat:
- Hours: 8:15 am to 4:30 pm (open Monday to Friday, closed 12 to 1 pm and statutory holidays)
- Phone: 780-427-2709
- Toll free: 310-0000 before the phone number (in Alberta)
- Fax: 780-422-1088
- Email: [css.appealssec-cyfe-ccl@gov.ab.ca](mailto:css.appealssec-cyfe-ccl@gov.ab.ca)
- Address: 2nd floor, Agronomy Centre 6903 116 Street NW Edmonton, Alberta T6H 5Z2