

Lisa

INTAKE SCREENER

I'm the first point of contact for people who call the Children's Aid Society because they are worried about a child's safety or well-being. Callers are often hesitant and anxious, fearful that, because of their call, a child will automatically be taken from the family home. My job is to reassure the caller that they have done the right thing and to dispel the myth that children are automatically removed from their home. I let them know our goal is to keep families together, to help families understand

and solve their problems, and to provide support. We may meet with the family to see how we may help, or we may have a telephone conversation with a family member to connect them with another support service within the community.

Either way, it feels really good to help a child and their family get the care and support they need.

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