#1 – Receiving a Referral and Determining the Appropriate Response
- collect thorough information from referral source and screen for domestic violence
- advise referral source of ongoing duty to report
- search other sources of information including CAS records, provincial database and Child Abuse Register
- assessment of the information using the Eligibility Spectrum
- choose the appropriate referral disposition
- for investigations, choose the appropriate response time (within 12 hours, 48 hours, or 7 days)
- for investigations, document the referral rating, disposition and response time decision and the supporting reasons within 24 hours
- if a community link or no direct client contact/information only referral disposition is chosen, document the rationale, and any details within 14 days.

#2 Planning and Conducting a Child Protection Investigation
- after a thorough review of child welfare history, develop an investigative plan and choose an appropriate investigative approach: traditional or customized
- conduct required investigative steps and document them in case notes
- review the case with a supervisor at least once during the investigation

#3 Conducting a Safety Assessment and Developing a Safety Plan
- conduct a safety assessment at the first face-to-face contact within the response time
- if safety threats are identified, develop a safety plan
- adequacy of a safety plan is assessed by a supervisor and approved prior to its implementation
- when no safety threats are present, review the safety assessment with a supervisor on next working day
- complete formal documentation of safety assessment and plan within 5 days of the first face-to-face contact
- monitor the safety plan

#4 Conducting a Risk Assessment
- conduct a risk assessment and document it within the timeframe for completing the investigation (e.g. within 45 days or within 60 days in the case of an extension)
- share results of the risk assessment with relevant parties
- risk assessment results inform decision making regarding the need for further service based on the likelihood that maltreatment will reoccur

#5 Concluding a Child Protection Investigation
- make decision to conclude investigation with a supervisor when criteria for concluding are met
- investigation is completed within 45 days (or 60 days if extended) of the receipt of the referral
- make decisions regarding: verification of child protection concerns, determination about whether a child is in need of protection and investigation disposition after thorough review of case history
- provide notification of outcome of investigation to relevant parties
- complete investigation conclusion documentation and submit for supervisor approval within timeframe for concluding the investigation

**Legend**
- Decision
- Assessment
- Other Activities

**Transfer to Ongoing Service (see next page)**
### Standards for All Phases of Child Protection Service Delivery

#### #6 – Transferring a Case within the CAS
- Receiving worker reviews case record (including the history of previous child protection involvement)
- Transfer conference held between workers
- Conduct transfer visit with the family within 10 days of submission of transfer documentation to the supervisor
- Notification to actively involved case collaterals within 7 days of case transfer

#### #7 – Ongoing Service Case Management
- Monitor the safety plan
- Engage the child and family in child protection service
- Assess child and family’s strengths and needs
- Develop a service plan within the context of a family-centered conference (within 30 days of the conclusion of the investigation or the date of case transfer)
- Meet with the family at least once per month. Conduct unannounced visits if required
- Provide service to the family to support the achievement of identified goals and outcomes
- Assess and respond to any planned or unplanned changes or circumstances
- Initiate an ADR process or a court application when required
- Collect information (e.g., from the family, collaterals) regarding the family’s progress
- Adjust the plan to better meet the unique needs of the child and family if appropriate
- For children in out-of-home care, engage in concurrent planning
- Review the case with a supervisor at least once every 6 weeks
- Conduct a formal case review and evaluation every 6 months
- Complete case review or termination documentation and submit for supervisor approval

#### #8 – Closing a Case
- In consultation with a supervisor, decide whether to close case if case closure criteria are met
- Hold termination meeting with family
- Discuss with family a plan for accessing services in the community
- Inform collateral agencies of intended case closure and estimated timeframe for closure
- Complete case termination documentation and submit for supervisory approval

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**Legend**

- **Decision**
- **Assessment**
- **Other Activities**

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**Subsequent Investigation**

If a new referral about protection concerns is received (which does not relate to a known incident or condition for which the family is already receiving ongoing service):
- Standard #1 applies to the assessment of the referral and in determining the referral disposition
- When referral disposition is to investigate, standards #2-4 apply
- Verification decision made in accordance with standard #5
- Service plan is also updated (if required).

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**Close** (if case closure criteria are met as per standard #8)

- Review of service plan with the family
- Continue to provide ongoing service case management