



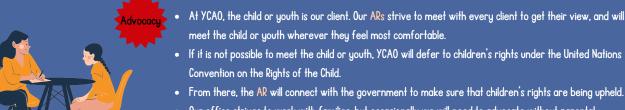
Website: www.ycao.ca

Email: info@ycao.ca

Phone: (867) 456-5575



- When you first contact YCAO you will be greeted by our Client Services Administrator (CSA). The CSA will ask you for the child or youth's basic personal information and an overview of your concerns.
- The CSA will provide you with an overview of the services YCAO can provide and our advocacy processes.
- YCAO is not an emergency service, but in urgent situations we will recommend the appropriate supports and services for you to contact.
- YCAO does not share our referral source with anyone, however referrers can still choose to remain anonymous.
- The CSA will take the information you provide back to our team:
 - to ensure the issue meets YCAO's mandate:
 - to determine the advocacy issue and the government service(s) involved; and,
 - to assign an Advocacy Representative (AR) for the child or youth.
- After the information is reviewed by the YCAO team the CSA will follow up with you to:
 - o confirm that an AR has been assigned and is moving forward with our individual advocacy process; or,
 - if the issue is not within our mandate, the CSA will recommend other resources or supports that YCAO has identified.
- The CSA or AR can let you know what steps have been taken, but cannot share information received in the course of advocating for the child or youth.



- Our office strives to work with families, but occasionally we will need to advocate without parental
- involvement.



