



What Happens When I Call

YCAO?



Website: www.ycao.ca

Email: info@ycao.ca

Phone: (867) 456-5575

Intake



- 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:
 - 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.

Review



Advocacy



- At YCAO, the child or youth is our client. Our **ARs** strive to meet with every client to get their view, and will meet the child or youth wherever they feel most comfortable.
- If it is not possible to meet the child or youth, YCAO will defer to children's rights under the United Nations Convention on the Rights of the Child.
- From there, the **AR** will connect with the government to make sure that children's rights are being upheld.
- Our office strives to work with families, but occasionally we will need to advocate without parental involvement.