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Chapter 1: Case Management	
Introduction to Chapter 1	

Approved: 2005/01/01  
 Last Revised: 2008/07/02

- discussion with or approval by a supervisor
- documentation

### ***Levels of Risk to Children***

Child and family services agency workers and supervisors are expected to assess the level of risk to children throughout the case management process to determine the priority that should be given a case. This begins with the Safety Assessment at intake when presenting issues indicate that a child is at risk of suffering harm or injury and may be in immediate need of protection.

Response-time and client-contact standards are based on levels of risk to children as follows:

**High Risk** – A child is likely to be seriously harmed or injured, subjected to immediate and ongoing sexual abuse, or permanently disabled or dies if left in his or her present circumstances without protective intervention.

**Medium Risk** – A child is likely to suffer some degree of harm if he or she remains in the home. Intervention is warranted. However, there is no evidence that the child is at risk of imminent serious injury or death.

**Low Risk** – The home is safe for children. However, there are concerns about the potential for a child to be at risk if services are not provided to prevent the need for protective intervention.

**No Risk** – The home is safe for children and there are no indications of potential risk to a child.

### ***Contact with Children***

The nature and frequency of contact with children are governed by the potential risk to a child (see Levels of Risk above) and the service provided.

Intake workers and case managers must *see* a child, that is, have direct face-to-face contact, to ensure the child is safe and receives appropriate services in relation to the following case management and service activities:

- Conducting a safety assessment to determine if a child is or might be in need of protection (see Intake Module and Standard 11 in Section 1.1.1, Intake).
- Apprehending a child in need of protection (see Standard 17 in Section 1.1.1, Intake).