

# EMERGENCY CONTACTS

*Information  
Booklet for  
Foster Parents*



**Foster  
Parent  
Support  
Services  
Society**

*foster parents foster hope*



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This booklet will provide you with important contact information for emergencies and recommended action in the event of an emergency.

### EMERGENCY CONTACTS

Poison Control Centre:  
1-800-567-8911 anywhere in B.C.

Local Police: \_\_\_\_\_

Local Fire Department: \_\_\_\_\_

Local Hospital Emergency: \_\_\_\_\_

Local Crisis Emergency Line: \_\_\_\_\_

After Hours (Ministry):  
1-800-663-9122

Foster Parents Support Line:  
1-800-495-4440

Protocol Support Team Line:  
1-888-922-8437

Regional Protocol Support Team Leader:  
1-888-922-8437

FPSS Society – Area Coordinator:  
1-888-922-8437

*Record Other Important Numbers on Back Pages.*

# Dealing with Emergencies

## *You Are Not Alone...*

Foster parents are on call 24 hours a day, seven days a week. Asking for help is not a sign of weakness and is not a poor reflection on your skills as a caregiver. Not only is it important to ask the relevant questions in developing and implementing the Plan of Care, concerns can be classified as “I’m worried” or “Help” calls.

**“I’m worried”** are concerns about your foster child that seem that it might develop into trouble. It is better to make early calls than wait until you are worn out from struggling with a problem or waiting until it reaches a point of no return. These calls should normally be directed to the child’s social worker or your resource worker.

**“Help” calls or emergency/crisis calls** can be directed in a number of ways. An emergency is any situation that occurs outside the normal responsibilities of a foster parent. An emergency demands immediate advice or assistance. Some examples might be:

- A medical emergency
- The child runs away
- You have an acute problem with the child (eg. Serious acting out in school, home or the community)
- The child or youth has been arrested or is involved in criminal activity
- The child is abducted
- The child/youth attempts suicide

## IMPORTANT CONTACTS

This list by no means covers all situations. There may be other times when you need immediate help. When you need immediate help, there are several options available to you:

### MONDAY TO FRIDAY 8:30AM TO 4:30PM

If an emergency happens during regular office hours (Monday to Friday, 8:30 to 4:30), call your child's social worker or team leader. **If you must leave a message, stress that it is URGENT with the receptionist.** You might also call your resource worker for advice.

### AFTER HOURS

Since many emergencies occur outside normal business hours, the Ministry maintains a **"After Hours" duty worker line, contact number is 1-800-663-9122.** Foster parents are encouraged to call this number concerning any crisis or emergency.

### FOSTER PARENT SUPPORT LINE

In addition, the **Foster Parents Support Line is available at 1-888-495-9122 for any immediate concern related to a child in care.** This number will provide you with a fast response for urgent issues including professional support, information and consultation on managing a child in care.

### MINISTRY HELPLINE FOR CHILDREN

If you are reporting abuse or neglect of a child after hours, you would dial the operator and ask for the **Ministry Helpline for Children or dial 310-1234.**

### **PROTOCOL SUPPORT WORKER**

If you have received information that there will be a Protocol Investigation of your home, it is recommended that you contact the **Regional Protocol Support Team Leader at 1-888-922-8437**. You will be assigned a support person in your Area who will guide you through the process, answer your questions and provide support as needed.

### **FPSS SOCIETY AREA COORDINATOR**

Your Foster Parent Area Coordinator is also available for support, consultation or referral – **Toll Free at 1-888-922-8437 from anywhere in the Region**. Please feel free to call this individual anytime; they are available to help you find a solution to your concern. They can be reached during office hours or you can leave a voice message and they will return your call as soon as possible.

Compiled by  
FPSS Foster Parent Support Services Society

## OTHER IMPORTANT CONTACTS

### Child's Social Worker

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

email: \_\_\_\_\_

### Child's Social Worker

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

email: \_\_\_\_\_

### Child's Social Worker

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

email: \_\_\_\_\_

### Resource Social Worker



Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

email: \_\_\_\_\_

### Doctor

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

email: \_\_\_\_\_

### Dentist

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

email: \_\_\_\_\_

**OTHER IMPORTANT CONTACTS**

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

email: \_\_\_\_\_

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

email: \_\_\_\_\_

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

email: \_\_\_\_\_



Published by  
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*“Serving the Foster Parents of the Vancouver Island Region  
through Support, Networking, Education and on-going Training”*

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