

CRISIS

When immediate safety is a concern and as such, client is unable to wait for the next available appointment time a Program Director is notified to assign the call to a Brief Services worker for immediate intervention.



BRIEF SERVICES

Clinical considerations that would lead to keeping a client in Brief Services rather than do a transfer to Counselling Therapy or Intensive Services:

- Flexibility of appointments better fit client's availability and motivation
- Area of focus requires only a session or two more to reach resolution
- Could be either an individual or family-centered concern
- Little to no case coordination

COUNSELLING SERVICES

- More internalized symptoms
- 1-2 areas of focus
- Home environment should be stable*
- Weekly to bi-weekly contact
- Parental involvement is an expectation, particularly with younger youth (Excluding family participation is discouraged)
- Some case coordination
- Access to TMH and specialized assessments are available

INTENSIVE SERVICES

- More externalized symptoms
- 2+ areas of focus
- Stabilizing home environment often the primary concern*
- Consistent, weekly contact at a minimum
- Contact is available and increased based on need
- Family systems approach, which includes work with the child/youth as deemed appropriate

* Heads ED is a screening tool that will help inform this clinical decision, but does not provide a score on which to make the determination.