

# Family Handbook



**CASA**  
Child, Adolescent and Family  
Mental Health

## Why a Family Handbook

The CASA Family Advisory Council worked closely with the staff of CASA to develop this handbook to help families, like yours. The Council is a group of parents who care a lot about children's mental health. This caring comes from personal experience: each parent on the Council has a child with mental health challenges. We have learned a lot about mental health. We want to share what we have learned with you and help make your journey a little easier.

As loving parents we believe that:

- \* All parents want the best for their children.
- \* Families go through a lot when they try to find professional help.
- \* Parents become more confident and capable when their family is supported.

Better support helps families become more resilient: it helps them become better able to cope with difficult situations. This helps us when crisis happens.

The Council made this handbook for parents, caregivers and guardians to:

- \* Learn about mental health and false beliefs people have about mental illness.
- \* Know where to go for help.
- \* Get your child the help they need.
- \* Help you deal with day-to-day parenting.
- \* Understand the programs and services at CASA.
- \* Become involved as an advocate, or voice, for children's mental health.
- \* Know you are not alone; we care about you.

*In the handbook, we use either "he" or "she" for your child/teen.*

# Table of Contents

- How does the journey start? ..... 2
- What do I do if there is a crisis? ..... 3
- Basic facts about mental health ..... 4
- Why is it important for parents to be involved? ..... 4
- How do I get my child into infant and preschool services (IPS) at CASA..... 5
- How do I get my child into school age services (SAS) at CASA?..... 7
- CASA Programs**
  - Adolescent Day Program (ADP) ..... 10
  - Concurrent Addiction and Mental Health Program (CAMP) ..... 11
  - Family Therapy Program ..... 12
  - Psychoeducational Assessment & Consultation (PAC) Program ..... 13
  - CASA Trauma Services ..... 14
  - Fetal Alcohol Spectrum Treatment, Resources and Community  
Supports (FAS TRACS) Program ..... 15
  - CASA House ..... 16
  - Children’s Day Treatment Program or Therapeutic Intervention  
and Educational Support (TIES) Program ..... 17
  - Collaborative Assessment and Treatment for Children’s Health (CATCH)..... 18
  - Adult Mental Health Program..... 18
- What Else Should I know about CASA??? ..... 19
- FAQ’s (Frequently Asked Questions) ..... 22
- What else does CASA do?..... 23
- CASA Locations and Contact Information ..... 24
- Common Mental Health Concerns in Children ..... 25
- Telephone Contacts ..... 29
- Notes..... 32

*CASA is here to help children and families when they are struggling. This handbook will tell you about the programs and services at CASA.*



## How does the journey start?

For most families<sup>1</sup>, the journey starts with a child or teen who has problems. You have come to CASA to help your child. Trust is so important in your journey with your child, but trust can be hard to give when you feel stressed, overwhelmed and worried. CASA will work with you to earn your trust.

Who Needs CASA? Children who have:

- \* Mental health concerns
- \* Anxiety
- \* Stress
- \* Depression
- \* Attention Deficit Hyperactivity Disorder (ADHD)
- \* Trouble with school



**Who needs CASA?** Children who have:

- Experienced trauma, emotional or physical abuse.
- Suffered neglect.
- Suicidal thoughts.
- Faced addiction including computer and video game addiction.

CASA provides assessment and treatment for infants, children, teens, and families within Edmonton and central and northern Alberta. Assessment means we try to find out what is going on. Treatment means the things we do to help your child. CASA provides individual, family, and group therapy.

CASA is here to help children and families when they are struggling. This handbook will tell you about the programs and services at CASA. We hope you will see CASA, its staff and the Family Advisory Council as positive support. We hope to create safer and stronger relationships for you and your family as you journey through mental health services.

### What is CASA Child, Adolescent and Family Mental Health?

**Vision:** CASA delivers innovative mental health services for infants, children, adolescents and their families and is an effective advocate for children's mental health.

**Mission:** To advance the mental health of infants, children and adolescents through family-centered clinical services, education, research, and advocacy.

<sup>1</sup> Throughout the handbook we use "family" to mean parents (biological, foster, adoptive, grandparents), caregivers and guardians.

### STRATEGIES TO HELP COPE:

Take a deep breath. Try your best to remain calm. Unfortunately, appointments can take months to arrange. Emergency rooms can absorb hours of your time. It may feel as though no one will ever help you. Your situation sucks. And as frustrating as this is, try to stay calm. We know you want to protect your child and your family. We know the feelings of isolation. We know that events and information are often repeated over and over again, which can be incredibly frustrating! You are strongly encouraged to seek support from family, friends, and whatever else it takes to get you through. Know that there are others experiencing your worries, exhaustion and hopes for aiding their children. We've experienced what you're going through. You're not alone.



## What do I do if there is a crisis?

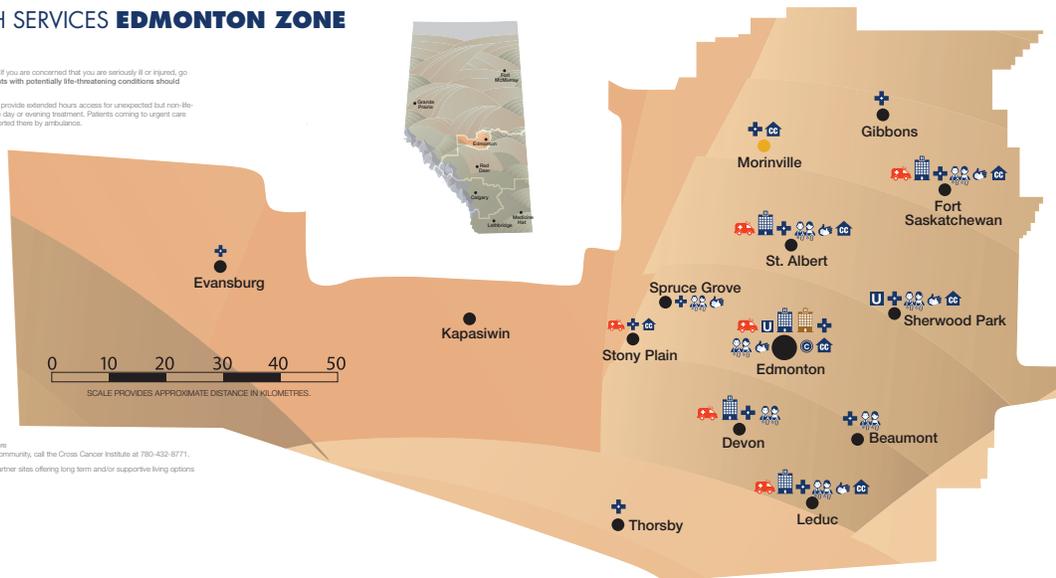
The following road map will help you in a crisis or emergency. You will find a complete list of emergency contact numbers and community supports at the end of the handbook.

In the event of an after hours crisis and you need to speak to a physician, contact 780-480-5374.

### ALBERTA HEALTH SERVICES EDMONTON ZONE

#### LEGEND OF SERVICES

- Emergency Departments.** 24-hour care - If you are concerned that you are seriously ill or injured, go to the nearest emergency department. Patients with potentially life-threatening conditions should immediately phone 911.
- Urgent Care Centres.** Urgent care centres provide extended hours access for unexpected but non-life-threatening health concerns that require same day or evening treatment. Patients coming to urgent care centres may arrive on their own, or be transported there by ambulance.
- Hospitals.** These are AHS and AHS partner facilities for treating urgent, complex or other health needs on an inpatient basis. Some sites may provide hospital care, continuing care or community health care from one site, called a Health Centre. (Partner facilities are denoted in brown).
- Community and Public Health Services.** These facilities provide a wide range of health services which may include prenatal, postpartum, health promotion/disease and injury prevention, bereavement services, communicable disease and school health, and many other community care, public health and wellness programs.
- Primary Care Networks.** Many family physicians in Alberta are part of a Primary Care Network (PCN) - a group of family doctors working together with a team of other health professionals such as nurses, dietitians and pharmacists to provide care to a defined group of patients.
- Addiction and/or Mental Health Services.** These facilities and programs are for the treatment and care of people with mental health or addiction challenges.
- Cancer Care Centres.** AHS offers a variety of programs, services and facilities that work with those affected by cancer, as well as provide programs to help Albertans reduce their risk of developing cancer. For more information on the services available in your community, call the Cancer Institute at 780-432-8771.
- Continuing Care.** These are AHS or AHS partner sites offering long term and/or supportive living options in the community.



## Basic Facts About Mental Health

- \* Mental illness affects 1 in 5 children in Alberta.
- \* Mental health affects all people equally, regardless of age, income or culture.
- \* Mental health is treatable. Finding out early and finding treatment are important.
- \* Parents have the right to be part of their children's treatment. At CASA it is important for the family to help find things that will work for the child.



## Why is it important for parents to be involved?

### *Because:*

- \* You are the expert on your child. No one loves your child like you. You want to make sure the treatment decisions are right for your child.
- \* Your support will help your child.
- \* You will have a better understanding of what your child faces.
- \* You will have a better understanding of the plan to help your child.
- \* You can ask what to do at home to support your child and the rest of your family.
- \* You need support too!
- \* Your confidence as a parent will grow as you make better decisions.
- \* You hope you feel like a welcome member of the CASA village; a village for our children.

You are the expert on your child. No one loves your child like you. You want to make sure the treatment decisions are right for your child.

## How do I get my child into Infant and Preschool Services (IPS) at CASA?

Each journey with CASA programs and services will be different; it depends on your child's age and the supports she needs. If your child is younger than 5, your journey starts with CASA. Here are the typical first steps in your journey:

### 1. How Do We Get Into IPS?

You connect in one of the following ways:

- \* **If your child is 0 – 12 months**, you use the Infant Intake Form.  
<http://casaservices.org/uploads/files/121C%200415%20Infant%20Intake%20Form.pdf>
  - \* **If your child is 1 to 5 years**, you use the Toddler/Preschool Form.
    - You can download and print the Toddler/Preschool form on our website.  
<http://casaservices.org/uploads/files/078C%200315%20IPS%20Tod%20Presch%20Intake.pdf>
- If you prefer, you can call 780-410-8483 to ask us to send you either above intake forms.
- \* **Fill out the form** and send it by fax to 780-410-8499, or mail to:  
Intake Worker  
CASA Child, Adolescent and Family Mental Health  
2nd Floor-13415A Fort Rd NW  
Edmonton, Alberta T5A 1C6
  - \* **Your doctor refers you.** The doctor can download the form, complete it and return it to the Intake Worker. <http://casaservices.org/uploads/files/110C%200315%20Phys%20Ref%20IPS.pdf>
  - \* **Your Head Start program may recommend you to IPS.** The program can refer you to IPS.
  - \* **Your Home Visitation program may recommend you to IPS.** The program can refer you to IPS.

Once we have your form, we will call you to come to an assessment.

### FYI:

Remember, the CASA team has only just met you and your family. It takes time to form a trusting relationship. It is reasonable that the team may have a different initial perspective regarding the struggles you and your child are facing and why they are occurring. Clear, calm communication is a must throughout this relationship-building phase. As the intervention team is created for your child always take pride in the fact that **YOU ARE AN INTEGRAL PART OF THIS TEAM.**

## 2. What Happens at Assessment?

Your assessment at CASA will be two to three hours. Before you come, we may ask you to fill out questionnaires about your child. This will help with the assessment. During the assessment, your child may be visited by a number of people. These may include:

- \* a mental health therapist,
- \* a nurse,
- \* a social worker,
- \* an occupational therapist,
- \* a psychologist or a psychiatrist.

This may seem a bit scary, but this “comprehensive” service will help us to understand your family’s needs. Ask lots of questions, this is your right!

After this assessment you and your child will leave. After you leave, the team will review your information. They will use this information to make a treatment plan.

## 3. What Happens at Treatment?

We will make an appointment with you to talk about the treatment plan. In this appointment if you consent, we will go over the plan and start treatment. The treatment happens weekly or every two weeks, depending on your child’s needs. Treatment includes your child, you, your family and your therapist (or therapy group).

We have learned that families do not often understand the time and the energy it takes to help things improve. Likewise, you may feel that professionals are not sympathetic about how difficult your journey has been. It’s important to understand the perspectives of the whole team and sometimes group sessions with other parents help to understand what lies ahead. Other parents will understand because they are going through similar challenges.

After four-five weeks of treatment your family will be asked to fill out a form about the changes since treatment started. This helps us decide if treatment needs to change. The therapist may talk to your family about group sessions for parents.

### FYI:

In order to assist your child and family, it will be important to meet with the team at CASA regularly. These appointments are only available on weekdays during the day. In order to prepare for these regular appointments, it would be helpful to consider some of the following.

- What’s your plan?
- What about work?
- Are there other children to parent?
- How do you get to your appointments?

### FYI:

You may feel like four-five weeks is not enough time to evaluate changes in your family. Consider that a few small successes are an opportunity to build on and reflect on any setbacks that you can amend going forward. You and your child will have more setbacks before you get through this, but you’ll both need to forgive yourselves and each other to make things better in the long run. You made it this far right? You are on the right track. Clear, calm communication is necessary to further enhance treatment for your child.

## How do I get my child into School Age Services (SAS) at CASA?

If your child is between 5 and 18 years old, your journey will start with the Alberta Health Services Children's Mental Health Intake Office.

Here are the typical first steps in your journey:

### 1. How Do We Get Into SAS?

- \* **Call Children's Mental Health Intake** at 780-342-2701 and ask them to send an intake form to you, or
- \* **Download and print the Intake Form**  
<http://casaservices.org/uploads/files/Intake%20Form%20Fem%2013.pdf>
- \* **Complete the form** and fax it to: 780-413-4728, or mail it to:  
Children's Mental Health Intake  
Northgate Health Centre  
2020-9499 137 Ave. NW  
Edmonton, Alberta T5E 5R8
- \* Children's Mental Health will contact you when they get your form.
- \* The Intake staff will complete a telephone interview questionnaire.

### 2. What Happens at Assessment?

We will phone you to set up your "Front Door" services. This means we will start assessment. The assessment meeting is three hours. There are three parts:

**First:** You start in a group with other families. You don't share any personal information in the group. CASA therapists will share with you what happens in the assessment. We tell you about your importance as a partner in your child's treatment. We also believe that you have the right to leave or refuse treatment. We want you to know you have choices and you can make choices at any time during your journey.

**Second:** After the group, you and your child meet your Intake Therapist. Together, you fill out some questionnaires to get more information about your child. After the team reviews the information provided there will be a same day meeting with the family to discuss the treatment options. The treatment plan is personalized or made especially for your child and situation. It may have one-on-one work or group work (for your child and/or the family).

**Third:** You and your child meet with your Intake Therapist to go over the Treatment Plan. The Intake Therapist can answer any questions you might have about the Plan. There is usually a wait between Front Door services and the start of your treatment. Your Intake Therapist can tell you about groups (either at CASA or community partners) that may be helpful for you before treatment starts. The Intake Therapist is your contact until you meet with your treatment therapist. Your child will be matched to a Treatment Therapist after assessment. If you have questions, after assessment but before treatment starts, you call your Intake Therapist.

### 3. What Can We Expect At Treatment?

We cannot be sure what your treatment will be like. It may have psycho-educational groups. Psycho-education means that we teach you about mental health. There may be individual or family work with a therapist or therapy groups. We may also think your child can take part in groups with some of CASA's community partners. In these groups, your child has a chance to build skills, make friendships and work with other support people.

#### FYI:

You can expect to begin a journey of self-awareness and personal reflection. You may feel afraid to share your feelings about your family, your child or yourself. Every family struggles. You are not abnormal. You are a parent. Hard as it may be, find your courage; share your truths as this WILL benefit your family overall.



#### More about Assessment and Treatment:

Here is some additional information to help you with assessment and treatment. These are things that you may not know but will help make the journey smoother for you.

- \* Bring a list of your child's current medications to your assessment. If it is easier, just bring the bottle(s) with you. Or you can ask your pharmacist to print off a list for you.
- \* We do not have childcare for your child's siblings. For the safety of all children in our wait rooms, we ask you to please try to find someone to look after your other children during your CASA appointment. If this is not possible then bring a suitable form of entertainment to minimize disruptions during the sessions and we'll make the best of it.
- \* You can book an appointment directly with your therapist or at the main desk.
- \* CASA has a "no-show" policy. This means that if you miss three booked appointments your file will be closed. Of course, there can be very good reasons why you cannot come to CASA. However, if you do not show up three times, it is difficult to make progress with your child.
- \* CASA has a lot of resources that may help you. These can be brochures or pamphlets. The information can also be on our website. Please ask your therapist where you can get this information.

CASA has a lot of resources that may help you. These can be brochures or pamphlets. The information can also be on our website.

## CASA Programs

CASA helps more than 4,000 children and their families each year.  
That's over 200 children each day!

This part of the Handbook is about each of the unique programs at CASA. Each of these programs has a focus and meets many different needs. Infant Preschool Services or School Aged Services may refer you to these programs. Or you might start your journey in these programs. We know this can be confusing for parents. So the following program descriptions have:

- \* the purpose of the program,
- \* who the program is for and,
- \* how you get into the program.

More information about specific treatments is available on the CASA website.



## Adolescent Day Program (ADP)

The Adolescent Day Program (ADP) provides treatment and school support to teens who cannot go to a community school because of mental health problems or behaviour problems. The program deals with many different mental health problems, and works on a successful return to school. CASA has a partnership with the Edmonton Public School Board as we have teachers involved in our school programs.

### Who is the ADP For?

The Program works with teens aged 12-18. Most have difficulties at school. Some:

- \* are expelled or removed from school because of challenging behaviour
- \* have problems, like severe anxiety, which stops them from going to a regular school
- \* are participating in home schooling because they cannot work in a regular school program

Teens are referred for other reasons:

- \* low self-esteem
- \* drug and alcohol use
- \* anger management
- \* self-harm (e.g., cutting, suicide attempts and thoughts)
- \* high risk behaviour
- \* aggression
- \* depression
- \* anxiety
- \* trauma

### How do I get my child into the Program?

- \* Only mental health clinicians can refer to the ADP.
- \* Referrals are made to Child & Adolescent Mental Health Intake Services at 780-342-2701.
- \* You can also download <http://casaservices.org/uploads/files/Intake%20Form%20Fem%2013.pdf> the referral form and fax it to the intake office at 780-410-8499.

The Adolescent Day Program (ADP) provides treatment and school support to teens who cannot go to a community school because of mental health problems or behaviour problems.



## Concurrent Addiction and Mental Health Program (CAMP)

CASA's Concurrent Addiction and Mental Health Program (CAMP) provides assessment and treatment for teens who have both an addiction and a mental health concern. CAMP also works with parents/caregivers to make sure they have support.

### Who is the CAMP For?

CAMP supports teens (aged 10-18) and families with concerns about addiction. Addiction can be:

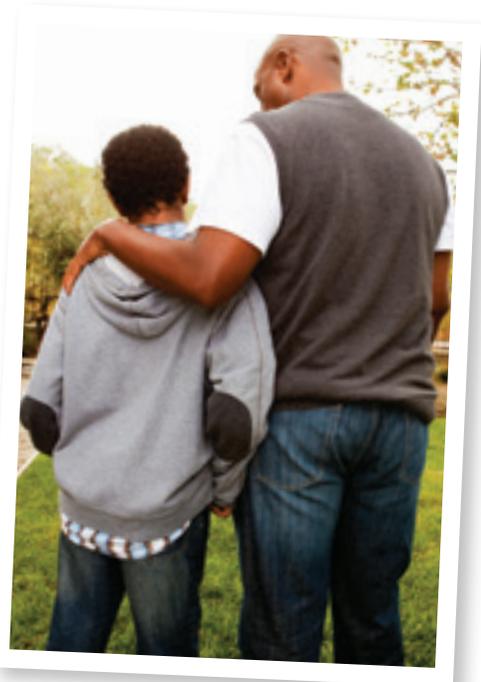
- \* use of alcohol and drugs
- \* "process" addictions like video game, social media, pornography, and compulsive eating

The program has treatment for many mental health concerns including:

- \* ADHD
- \* depression
- \* anxiety
- \* psychosis
- \* trauma, and other issues that often happen with addictions

### How do I get my child into the Program?

- \* Parents, family or teens can self-refer to CAMP. You do not need a diagnosis to get into the program. You can call CASA Intake Services directly at 780-410-8483.
- \* You can call Child & Adolescent Mental Health Intake Services at 780-342-2701.
- \* You can also download <http://casaservices.org/uploads/files/117C%200913%20CAMP%20FASTRACS%20Intake%20feb%202014.pdf> the referral form and fax it to the intake office at 780-410-8499.



## Family Therapy Program

The Family Therapy Program helps individual family members understand each other's needs. It also helps families find healthier ways to meet each other's needs.

The Family Therapy Program has two types of service:

- \* direct service to families and
- \* consultations and/or co-therapy with your child's regular mental health therapist.

### Who is Family Therapy For?

Family Therapy is for families who need to learn healthier ways to connect with one another. Examples include parental anger management, emotional avoidance, depression/withdrawal, trauma and grief. Family Therapy is a short-term program.

Your mental health therapist can refer your family when:

- \* The child cannot get better because of what happens in the family.
- \* You have had a mental health assessment in the last year.
- \* The family wants to take part.
- \* The referring clinician will make a written commitment to provide follow-up care.

### How do we get into Family Therapy?

Any family with at least one child under the age of 18 with a diagnosed mental health concern can get into Family Therapy. Families can be referred by a doctor, psychiatrist, mental health nurse, Primary Care Network (PCN) or CASA staff.

Your health provider can refer you to this program at: 780-400-2271.



Any family with at least one child under the age of 18 with a diagnosed mental health concern can receive Family Therapy.

## Psychoeducational Assessment & Consultation (PAC) Team

Psychoeducation means teaching about mental wellness. Sometimes, problems with learning and mental health happen together. The PAC Team offers formal assessment (testing) and school consultation to help CASA youth complete treatment.

### PAC can help by:

- \* Helping you understand past psychoeducational reports,
- \* Providing full or targeted assessment (testing) such as intelligence, achievement, memory, phonological awareness or executive function,
- \* School consultation like meetings, observation, trouble-shooting, or coaching for advocacy.

### Who is PAC For?

PAC is for teens (12-18 years), who are:

- \* Mainly school-aged children or youth,
- \* Current CASA clients actively engaged in (or who have completed) therapy,
- \* Struggle with mental health, learning or attention difficulties.

### How do I get my child into PAC?

Please ask your youth's school first if they can provide an assessment or classroom support. If they cannot, or waiting poses great hardship, please ask your therapist about a PAC referral.

See our webpage for more information:  
<http://casaservices.org/enhancements-for-learning>



## CASA Trauma Services

CASA's Trauma Services provides assessment, treatment, psycho-education (learning about mental health), and support. This Program helps children and their parents/caregivers. Trauma Services helps children who have:

- \* attachment disorders (problems connecting to an adult caregiver), and/or
- \* complex developmental trauma (trauma that has happened many times for a long time).

The Programs help children heal by supporting families to understand developmental trauma and the importance of attachment between caregiver and child(ren).

Trauma Services has two types of treatment:

- \* **Trauma clinic** where children and their parents/caregivers get one-on-one assessment and treatment.
- \* **Trauma and Attachment Group (TAG)** gives training, support, and treatment for fostered or adopted children (and their guardians). Children take part in group play therapy while their parents/caregivers get psycho-education about trauma and attachment as well as share and discuss their experiences.

TAG1 is a 24-week program with starts in September or January. There are groups of 8-10 children aged 5-11 and their parents/caregivers. TAG2 Group follows after completing TAG1.

A 29-week Teen TAG program begins each September for children aged 12-17 and their parents/caregivers.

CASA's Trauma Services also have two outreach programs:

- \* **TAG Parent Support Group** is for foster and adoptive parents raising children who have taken the TAG program.
- \* **Young Parents TAG** is a treatment group in partnership with the Terra Centre. It supports teen parents to build healthy bonds with their children. Parenting teens also work through their own personal trauma stories.

### Who are Trauma Services for?

Trauma Services are for children 5-18 years, who have gone through trauma. It is recommended that children currently live in a stable home with a parent/caregiver who can take part in the group.

### How do I get my child into Trauma Services?

**For TAG groups:** your child is referred by a therapist or psychiatrist using the TAG referral form. This form is on the CASA website <http://casaservices.org/uploads/files/17C%20TAG%20Referral.pdf>.

**For Trauma Clinic:** your child can come through School Age Services (SAS) or by direct referral. During Front Door, you can specifically ask for a trauma therapist. Or a therapist may refer you to trauma services.

## Fetal Alcohol Spectrum Treatment, Resources and Community Supports (FAS TRACS) Program

CASA's FAS TRACS Program gives support to children with Fetal Alcohol Spectrum Disorder (FASD) who also have co-occurring mental health concerns.

The program helps parents/caregivers and their children. The program builds on the child's strengths. We give children and parents ways to change and how to deal with FASD, along with their mental health concerns. The program supports the child to do the best they can do every day.

### Who is the FAS TRACS Program For?

The FAS TRACS Program is for children aged 3-17 suspected or diagnosed with FASD.

### How do I get my child into the FAS TRACS Program?

Parents, family or teen can self-refer to FAS TRACS. To refer children/teens, please call CASA directly at 780-410-8483.



We give children and parents ways to change and how to deal with FASD, along with their mental health concerns. The program supports the child to do the best they can do every day.

## CASA House

CASA House is a voluntary 20-bed residential treatment facility where teens stay for four months. CASA House provides treatment for teens with severe mental health diagnoses who cannot be treated in their community.

CASA House uses a family-centered approach where parents and caregivers are leaders and take part in their teen's treatment. Treatment at CASA House is all about helping teens and their families cope with their problems. They learn, or re-learn, how to take part in a healthy way in family, school and community life. We help teens and their families replace unhealthy coping skills such as drugs, aggression and self-harm with healthy selfcare. We help the parent and teen improve their relationship and we give parents and caregivers the tools they need to help their teen.

The teen's stay at CASA House gives the family time to get away from the stresses and work on rebuilding their relationships.

### Who is CASA House For?

CASA House is for teens 12 to 18 years who need intensive or special mental health treatment. Their mental wellness and behaviours make it hard for them to have a normal life.

### How do I get my child into CASA House?

Referrals to CASA House come from Child and Adolescent Mental Health Intake Services (780-342-2701). All referrals come with the following information:

- \* Demographic information: name, date of birth, Alberta Health Care number, address, parent/guardian information, phone numbers.
- \* A current (within the last year) full mental health assessment.
- \* A psychiatric assessment.
- \* Current medications and medication history.
- \* Any other mental health treatment.
- \* Discharge or end of program summaries from hospitals and other programs.
- \* Psychoeducational assessments.

Once the referral is screened, the family is then invited to orientation where information about the program is provided. The CASA House team gives the family a program overview and a tour of the facility. Parents are expected to be a partner in their teen's treatment and to attend the Parent Support Group. After orientation, the family tells the CASA House team if they want to be on the waitlist. CASA House phones families on the waitlist once a month to see if they still need to be on the wait list.

### FYI:

Advocate extensively for your child, complete the forms, if on a waiting list call CASA House bi-weekly to monthly to inquire about wait list status; be prepared for things to move extremely quickly once your child is accepted into CASA House.

## Children's Day Treatment Program or Therapeutic Intervention and Educational Support (TIES) Program

The TIES program is a day treatment program for elementary school children with severe mental health issues and difficult behaviour. The program has individual, group, and family therapy along with school program in a multidisciplinary setting. The program improves:

- \* communication skills;
- \* problem-solving;
- \* family function;
- \* child self-regulation, or ability to control emotions; and
- \* clarity of diagnostic questions.

The school program is delivered by Edmonton Public school teachers. They help the children have success in the classroom through tailored school programming.

### Who is the TIES Program For?

TIES is for children in grades 1 through 6 (ages 6 to 12) who have a diagnosed mental health issue. The children also get special education funding. The TIES team encourages the parent/caregiver to take part in the child's treatment.

### How do I get my child into the TIES Program?

Mental health clinicians, along with specialized teaching staff, can make referrals to the TIES program. Referrals are made to Child & Adolescent Mental Health Intake Services at 780-342-2701. You can also download <http://casaservices.org/uploads/files/Intake%20Form%20Fem%2013.pdf> the referral form and fax it to the intake office at 780-410-8499.



## Collaborative Assessment and Treatment for Children's Health (CATCH)

The Collaborative Assessment and Treatment for Children's Health (CATCH) is a clinic that provides infant/preschool assessment and treatment. The clinic works with infants and young children with complex issues, who get help from Child and Family Services (CFS). The assessment and treatment can be short or long term. The CATCH team makes sure the family's needs are met, with safety in the home being the most important. This team works collaboratively with other community partners.

### Who is the CATCH Program for?

The CATCH program is for families who are involved with Child and Family Services (CFS) for their children between the ages of 0 to 5 years.

### How do we get into the CATCH Program?

Referrals to the CATCH Program are made through the Mental Wellness Screening Initiative with Child and Family Services or from the following CFS offices:  
<http://humanservices.alberta.ca/services-near-you/edmonton-and-area-child-and-family-services-contact-us.html>

## Adult Mental Health Program

CASA's Adult Mental Health Program provides assessment and treatment for parents and caregivers with a child at CASA. The program helps parents and caregivers deal with personal mental health problems through individual or group therapy. These problems may affect how they parent their child.

### Who is the Adult Mental Health Program For?

Parents and caregivers with mental health concerns whose child is at CASA can get treatment.

### How do I get into the Adult Mental Health Program?

Parents/caregivers can ask their child's therapist to make a recommendation. Your family doctor has to agree.

## What Else Should I know about CASA???

### 1. Wait List Frustrations - What can I do when I am on a wait list?

It can be frustrating and scary to wait for help. CASA can give you some resources that will be helpful while you wait. The resources can be many different things:

- \* Web links
- \* Books
- \* Pamphlets and brochures
- \* Groups

Please call us to ask for help while you are waiting.

**CASA Downtown**  
Phone 780-400-2270

**CASA Weber Centre**  
Phone 780-400-2271

**CASA Fort Road**  
Phone 780-410-8180

**CASA House**  
Phone 780-410-8181

**CASA Day Programs**  
Eastwood School  
Phone 780-400-2271

### 2. Who are the professionals at CASA?

At CASA, we use a “multi-disciplinary” team; this means many different professionals who will help you. They are:

- \* Social workers
- \* Psychiatrists
- \* Nurses
- \* Psychologists
- \* Family Physicians
- \* Pediatricians
- \* Occupational therapists
- \* Clinical supports
- \* Aboriginal consultant(s)

You, as the parent, are the most important part of this team!

### 3. What is in a treatment plan?

A treatment plan is like a roadmap made especially for you and your child. The CASA team makes the plan based on your child’s needs. CASA uses “evidence informed” treatments; this means that research shows the treatments work. The written plan will:

- \* List the things that need to change.
- \* List your goals as parent and child.

- \* List the strategies or treatments that we will use. These may be:
  - The type of therapy (individual, group, family or a combination)
  - Medication
- \* How long the treatment will last. How many times you have to come for treatment.
- \* A plan for Discharge (when the treatment is finished).

#### 4. What types of therapy does CASA use?

It depends on your child's needs. Here are some common therapies:

- \* **Individual therapy:** one-on-one.
- \* **Family therapy:** helps the whole family. Family therapy can help make family relationships better. The whole family may take part.
- \* **Group therapy:** Children or teens dealing with similar problems come together.

#### 5. Questions you should ask your child's therapist.

- \* What kind of help will my child get from you? What do you do to help my child?
- \* What usually happens to help a child like mine?
- \* Does my child have to take medication? Will she have to take medication for a long time?
- \* How long will my child need help from you?
- \* What happens if my child doesn't get better?
- \* Who do I call if there is a crisis?
- \* What can I do to help my child at home?
- \* How do I take part? Where do I fit in?
- \* How will I know if I need to see a doctor?
- \* Do parents/caregivers have to come to treatment?
- \* How will I know if something is working? How will I know if it is not working?
- \* How do I give feedback, or tell you how things are going?
- \* What are the limits to confidentiality? Or: do you share our information with anyone?
- \* What goes in my child's file and who can look at his file?
- \* Does my child's school take part?
- \* What other things can help and support my child?
- \* What help can I get as a parent? What about other people in my family?
- \* What happens to my child's future if she has a mental health diagnosis?
- \* What happens if my child turns 19 and still needs help?



## 6. How long will my child need treatment?

Change can take time. It can be hard to know how long treatment will take. Some people only need a visit or two. Others need more time.

The short answer is: it depends on many things.

- \* Your child's needs,
- \* Your child's diagnosis,
- \* How often you come to treatment,
- \* How much you help your child, in therapy, at home and at school.

You will work together with your child and their therapist to make short-term goals. These will help you decide if your child needs more treatment.

## 7. How do we come to CASA again if we need the help after treatment is over?

Your child's file is "open" for three months after you finish treatment. You can call us any time during the three months to make an appointment.

If it is longer than three months, you have to get a new referral.

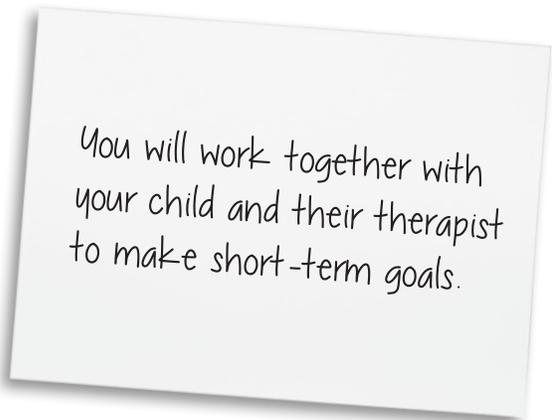
## 8. What do I do if I have a problem with CASA?

We try really hard to give you the best help possible. But sometimes problems still happen. Please know that we care about you and we will listen to you and follow-up. You can talk to your child's therapist or treatment team. If you need some help, please bring someone with you to this meeting.

You can also talk to a Program Manager at CASA anytime.

## 9. How can I advocate for, or make others understand, children's mental health?

It is important to talk about children's mental health. You can do this at CASA, with your child's treatment team. You can talk to the CASA Family Advisory Council. You can also talk to others outside of CASA.



You will work together with your child and their therapist to make short-term goals.

## FAQ's (Frequently Asked Questions):

### 1. Can you treat my child without my consent?

No. At your first appointment, your child's therapist will talk about "informed consent". You will also talk about the safety of your child's information. We need:

- \* Signed consent from the guardian(s) before we can start treatment.
- \* Any legal paper you have about the custody of your child.

### 2. My spouse and I are separated/divorced. Do we both have to consent?

Only one parent's consent is needed. CASA tries to get both parents' consent.

### 3. Who can look at my child's information?

CASA follows the Health Information Act (HIA) and Freedom of Information Protection (FOIP) of Privacy Act. All information is secure. Only CASA staff, doctors, practicum students and interns can look at the information. By law, we have to share information when:

- \* The child is in danger (abuse or neglect).
- \* You or your family is in danger.

### 4. How can I find out how my child is doing?

You can make an appointment to meet with your child's therapist. You can bring your child to this meeting, if you want.

### 5. How do I talk to my family and friends about my child?

This can be really hard. If you talk with friends and family they can help you feel less alone. They may be able to help you more if you talk to them.

### 6. Where can I find qualified respite care?

With the challenges you and your child are facing, using a typical teenage babysitter is likely not an option. If you do not have friends or family nearby then you may need help from a qualified person to help. You can start by applying to Family Support for Children with Disabilities (FSCD). [www.humanservices.alberta.ca/disability-services/15663.html](http://www.humanservices.alberta.ca/disability-services/15663.html)

Local FSCD offices are listed here: [www.humanservices.alberta.ca/disability-services/fscd-offices-lookup.html](http://www.humanservices.alberta.ca/disability-services/fscd-offices-lookup.html)

### 7. How can I get financial help for my child's needs?

The Government of Alberta Human Services provides assistance to qualifying persons with special needs. <http://www.humanservices.alberta.ca/disability-services/15663.html>

## What else does CASA do?

### Education

CASA understands the important role of education to support children, families, and the therapists who work with them. Our treatment teams study new things all the time, so they can give the best care to you and your child.

CASA is a partner with many groups: government, universities, and other community organizations. We have many students and interns (students in medicine and psychology studies) who come to CASA.

### Community Geographic Teams (CGT)

The Community Geographic Team (CGT) enhances the capacities of communities in Northern and Central Eastern Alberta to support children and families experiencing mental illness and co-occurring conditions by providing consultation, education, training and mentoring on mental health topics to services providers in those regions.

### Fetal Alcohol Spectrum Disorder (FASD) Learning Sessions

CASA is a partner with the Government of Alberta in delivering the FASD Learning Series. There are more than 75 videos you can watch to learn more ([www.fasd.alberta.ca/](http://www.fasd.alberta.ca/)). We also have the FASD Tool Kit that provides practical strategies for caregivers, staff orientation and individuals living with FASD.

### Student Learning and Internships

**Practicum Placements:** Students work at least two days a week at CASA. There may be a student who works with your child. Students help the treatment team with assessment and treatment.

Students are usually studying:

- \* Psychology
- \* Counseling
- \* Clinical social work
- \* Occupational therapy
- \* Nursing
- \* Child and youth care

If you want more information on practicum placements, please check out our website: [www.casaservices.org/](http://www.casaservices.org/)

**Internships:** There may be an intern working with your child. Usually interns are provisional psychologists (they are working on their license).

### Evaluation & Research

The Evaluation & Research team helps CASA in many ways. They let the treatment teams know if they are achieving the outcomes for the children and families served. They also keep treatment information current. For example, they find out what is the current best therapy and then let the treatment teams know. They also ensure that teams across CASA are using the same information. The Evaluation & Research team is a partner with the University of Alberta and the University of Calgary in conducting original research about children's mental health.

For more information, please see our website: <http://casaservices.org/>

## CASA Locations and Contact Information

### CASA Downtown

406-Peace Hills Trust Tower  
10011109 St NW  
Edmonton, AB T5J 3S8  
Phone 780-400-2270  
Fax 780-415-6050

### CASA Weber Centre

1560-5555 Calgary Trail NW  
Edmonton, AB T6H 5P9  
Phone 780-400-2271  
Fax 780-437-6133

### CASA Fort Road

13415A Fort Rd NW  
Edmonton, AB T5A 1C6  
Phone 780-410-8180  
FAX 780-410-8499

### CASA House

100, 9000 Emerald Drive  
Sherwood Park, AB T8H 0J3  
Phone 780-410-8181  
Fax 780-416-4588

### CASA Day Programs

Eastwood School  
2nd Floor-12023 81 St NW  
Edmonton, AB T5A 1C6  
Phone 780-400-2271  
Fax 780-410-8499



## Common Mental Health Concerns in Children.<sup>2</sup>

Here is some information about common things we see at CASA. Please go to our website for more information: [www.casaservices.org/resources-for-specific-mental-health-topics](http://www.casaservices.org/resources-for-specific-mental-health-topics)

### Agoraphobia

Agoraphobia is a fear of having a lot of people around you, like a crowd. If you have agoraphobia, you may be scared to go out of your house. Going to school can be impossible.

### Anxiety Disorders

We all feel nervous or worried at times. This can be helpful because it warns us of danger. If your child has an anxiety disorder it is hard to do everyday things. An anxiety disorder can be made better with treatment. Different types:

- \* **Anxiety disorder (social)** - If you have a social anxiety disorder, you are afraid of other people making fun of you. You can also be afraid that others won't like you. You may not want to be with other people. You may have trouble making friends. School is very difficult for a child with social anxiety disorder.
- \* **Anxiety disorder (generalized)** - Generalized anxiety disorder means you worry too much. You worry so much you may have trouble sleeping. You may also have trouble doing everyday things. Your stomach may hurt. Your muscles may hurt too.

### Bipolar Disorder

If you have Bipolar Disorder, you can feel really sad sometimes. Other times you feel really happy and optimistic. These moods of sadness and happiness take over your life. You find it hard to do everyday things. You may also have trouble controlling your thoughts.

### Depression

Depression is more than just feeling sad. As parents, it is important to understand that children and teens can be depressed. Depression can be very serious in children and teens. Parents need to look for changes in behaviour. These changes happen for two weeks or more. Here are the things to watch for:

- \* Sad. Your child is "down" most of the time.
- \* Hopeless. Your child feels like life has no meaning.
- \* Your child does not like things he liked before.
- \* Your child gets angry really fast. Your child gets angry a lot.
- \* Your child is worried all the time.
- \* Your child does not talk to or play with friends.

---

<sup>2</sup> Content from the Canadian Mental Health Association of Canada at: <http://www.cmha.ca/mental-health/understanding-mental-illness/>

- \* Headaches.
- \* Stomach aches.
- \* Body pain.
- \* Tired. Your child has trouble sleeping.
- \* Weight. Your child may gain weight, or lose weight.
- \* Negative thoughts. Your child may not like himself. He may say negative things about himself; "I am ugly. I am stupid."
- \* School problems. Your child has trouble staying on task.
- \* Crying.

### Eating Disorders

A child with an eating disorder struggles with eating properly and with self-image. This means that the child sees herself in a negative way. She may have an eating disorder because she cannot deal with everyday life. Boys can have eating disorders, too. Girls are diagnosed more often than boys. Eating disorders can be very serious. They can be dangerous to health and well-being.

The three main types:

#### **Anorexia nervosa**

A child or teen with Anorexia Nervosa:

- \* Eats very little.
- \* May exercise a lot.
- \* Thinks she is fat even when she is not.
- \* Thinks her weight is what other people value most about her. Her weight is who she is.

#### **Bulimia nervosa**

A child or teen with Bulimia Nervosa:

- \* Eats lots at one time.
- \* Makes herself throw the food up.
- \* May use laxatives (medicine that makes you poop) to get rid of the food.
- \* Thinks she is fat.
- \* Like anorexia, she thinks other people judge her by her weight.

#### **Binge-eating disorder**

A child or teen who binge eats:

- \* Eats a lot of food.
- \* Thinks she cannot control how much she eats.
- \* Is often depressed about her eating.
- \* Sometimes binge eating is like a secret. No one must know!

### **Obsessive-Compulsive disorder (OCD)**

If you have Obsessive-Compulsive Disorder you have trouble controlling your thoughts. These thoughts make you very anxious, so anxious you cannot live everyday life. Or you may do things over and over and not be able to stop, like washing your hands.

### **Panic Disorder**

A panic attack is a strong, sudden fear that does not last very long. It feels really scary: your heart beats fast, you have trouble breathing and you may feel sick to your stomach. The panic attacks happen a lot and make it hard to live your life.

### **Phobias**

A phobia is a very strong fear. It can be about a thing, an animal, or a place. This fear makes it hard to live every day.

### **Post-Traumatic Stress Disorder (PTSD)**

You get Post-Traumatic Stress Disorder after you experience a very scary or traumatic event. This can be a car accident, abuse, or a natural disaster, like an earthquake. If you have PTSD, you may think about the scary thing over and over, even when you do not want to. You may not feel safe. You may feel scared all the time.

### **Schizophrenia**

Children and teens with schizophrenia need treatment. They also usually need medication. Schizophrenia makes it very difficult for a youth to manage day by day. The good news is schizophrenia can be treated.

A child or teen with schizophrenia may:

- \* have trouble talking
- \* have trouble thinking
- \* have psychosis. This means that the child does not see or hear the world the way others do. He may see things that others do not see. He may hear things that no one else can hear. He may think he has "super powers"
- \* not want to be around other people.

### **Teens and Self-Injury (also called self-harm)**

Self-injury means that a teen hurts himself on purpose. He does not want to end his life. Teen self-injury is:

- \* cutting skin
- \* burning skin
- \* hitting to make a bruise or to break the skin
- \* not letting injuries heal or get better.

### Why do teens self-injure?

- \* To feel better about negative things that have happened. Losing a friend, getting into a fight, being in an accident.
- \* To make anxiety or depression feel better.
- \* To feel pain. Sometimes pain can make the teen feel real.

Self-injury is like a secret. The teen will hide his injury. Things a parent can watch for:

- \* Cuts or burns. These happen a lot.
- \* Scars (a healed cut or burn).
- \* Long sleeved shirts. Clothing that covers the body, even when it's hot outside.
- \* Negative or bad feelings about self.
- \* Problems with friends and family.

### Suicide

Suicide means ending your life. Suicide is sometimes seen to be a way to deal with lots of pain.

A child or teen thinking about suicide:

- \* Feels alone.
- \* Is hopeless.
- \* Feels lots of pain.
- \* Does not like herself.

If you think someone is suicidal, you can help. You can call 911 or your local hospital or police. Stay with the person until help comes.

If you feel suicidal, please call your local crisis line. Please see the numbers at the end of this book.



## Telephone Contacts

### Crisis services

Adult Crisis Response Team – 780-342-7777

Children's Mental Health Crisis Line and Response Team – 780-427-4491

Support Network Distress Line – 780-482-4357 — 211

Family Justice Services – 780-427-8343

Mental Health Help Line – 1-877-303-2642

### Referral and Treatment Services

Children's Mental Health Regional Intake – 780-342-2701

Adult Addiction & Mental Health Clinic – 780-342-7700

University of Alberta Psychiatric Treatment Clinic – 780-407-6501

### Information & Support

Health Link Alberta – 780-408-5465

Canadian Mental Health Association (CMHA) Edmonton Region – 780-414-6300

Mental Health Patient Advocate – 780-422-1812

Catholic Social Services – 780-432-1137

Schizophrenia Society of Alberta—Edmonton Chapter – 780-452-4661

Family Center – 780-424-5580

Aboriginal Consulting Services Association – 780-448-0378

Mennonite Center for Newcomers – 780-424-7709

Multicultural Health Brokers Co-Op – 780-423-1973

### Alcohol & Other Drug Treatment Resources Addiction Services

Adult Outpatient – 780-427-2736

Adult Detoxification Center – 780-427-4291

Youth Community Service Outpatient – 780-422-7383

Youth Detox & Residential – 780-644-1535

Opioid Dependency Clinic – 780-422-1302

Alcoholics Anonymous Central Office – 780-424-5900

Al-Anon Alateen Information for Families & Friends – 780-433-1818

Poundmakers Lodge – 780-458-1884

### **Shelters**

YMCA – 780-421-9622

Hope Mission/ Herb Jamison Center – 780-429-3470

Women's Emergency Accommodation Centre (WEAC) – 780-423-5302

George Spady Center – 780-424-8335

Edmonton YWCA – 780-423-9922

Youth Empowerment & Support Services (YESS) – 780-468-7070

### **Day Treatment Programs**

Canadian Mental Health Association Edmonton Region – 780-414-6300

Community Geriatric Program at Hys Centre – 780-424-4660

Eating Disorder Program at University of Alberta Hospital – 780-407-6114

Excel Society – 780-455-2601

### **Caregiver Support**

Bipolar Education Group Intake – 780-342-7691

Anxiety & Depression Group – 780-342-7691

The Support Network – 780-482-0198

Family Support Program – 780-414-6311

### **Recreation & Social Programs**

Canadian Mental Health Association CMHA

Programs for Adults – 780-414-6300

Challenged By Choice – 780-342-7936

### **East Edmonton Health Centre**

Addictions & Mental Health Services – 780-342-4908

### **Northgate Clinic Addictions & Mental Health Services**

780-342-2700

### **Northeast Clinic Addictions & Mental Health Services**

780-342-4027

### **Fort Saskatchewan**

Mental Health Services Addiction & Mental Health – 780-342-2388

Fort Saskatchewan Health Center – 780-998-2256

Addiction Services – 780-922-6267

RCMP – 780-992-6100

Child and Family Services – 780-992-6700

### **Leduc**

Mental Health Services – 780-986-2661  
Leduc Community Hospital – 780-986-7711  
Addiction Services – 780-980-7580  
RCMP – 780-980-7267  
Child and Family Services – 780-986-7869

### **Morinville**

Mental Health Services – 780-342-2600  
Addiction Services – 780-460-4971  
RCMP – 780-939-4520  
Child and Family Services – 780-460-4970

### **Strathcona Healthcare Sherwood Park**

Mental Health Services Addictions and Mental Health – 780-342-4675  
Addiction Services – 780-449-3468  
RCMP – 780-467-7741  
Child and Family Services – 780-342-4600

### **St. Albert**

Mental Health Services – 780-342-1410  
Sturgeon Community Hospital – 780-418-8200  
Addiction Services – 780-460-4971  
RCMP – 780-458-7700  
Child and Family Services – 780-460-4970

### **Stony Plain and Spruce Grove**

Adult Mental Health Clinic Stony Plain – 780-963-6151  
Children Mental Health Clinic – 780-342-1370  
Westview Health Center – 780-968-3600  
Addiction Services – 780-963-8098  
Stony Plain RCMP – 780-963-7200  
Stony Plain Child and Family Services – 780-963-9424  
Spruce Grove RCMP – 780-962-2222  
Spruce Grove Child and Family Services – 780-962-7635



Sincere thanks to the CASA Family Advisory Committee for their hard work and dedication in creating this first edition of the CASA Family Guidebook!



## **CASA Family Advisory Council**

*Your opinion is valued!*

- \*Be an advocate for families navigating the mental health system to get the best care for their child
- \*Share your insights and knowledge with other families
- \*Make relationships that will impact on children's care

*Join us!*

Please contact Denise Milne:  
780-400-4500  
[dmilne@casaservices.org](mailto:dmilne@casaservices.org)

Children are one third of our population and ALL of our future.

### About the Foundation

The CASA Foundation was formed as a long term investment in the future mental health needs of our children, adolescents and their families in our community. The Foundation supports the ongoing development and delivery of programs and services provided by CASA as well as raises awareness of children's mental health issues.

### CASA Centre Capital Campaign

CASA received funding from the Alberta Government to rebuild a new CASA Centre on the same site (the former building was 63 years old and no longer appropriate or repairable). The new 40,000-square-foot CASA Centre will be purpose-built for children's mental health services and will enable CASA to expand its services while providing a more welcoming environment specifically designed for the needs of CASA kids. The building will be constructed on two floors, and will maximize natural light and the space available for programs.

Please call Nadine Samycia, Executive Director, at 780-400-4539 or [nsamycia@casaservices.org](mailto:nsamycia@casaservices.org) for more information or to discuss how you can help support children's mental health.

The Future of Mental Health is you. Join us in making this vision a reality. We invite you to be part of the CASA vision — and the CASA family.



**CASA**

Child, Adolescent and Family  
Mental Health