

Title: Change of Case Manager
Issued By: Case Management Services
Applies To: Program Services Department

I. POLICY STATEMENT

Upon assignment to a youth, Case Managers and Clinical Counsellors are responsible for establishing strong and effective working relationships with the youth. On occasion, it may be necessary for youth to be reassigned to a new Case Manager either at the request of the youth or of the Case Manager. The Manager of Case Management Services is responsible for decisions related to requests for reassignment.

II. OVERVIEW

This policy applies to Case Managers. Covenant House Vancouver (CHV) follows the principles of Attachment Theory. Where possible, youth are encouraged to resolve conflict when it occurs. This conflict resolution better equips youth to handle stressful situations by empowering them, ultimately increasing their independent living skills. Attachment Theory advocates that a strong alignment be established between youth and their supports.

III. PURPOSE

- A. To ensure that case plans continue to be relevant and appropriate.
- B. To ensure the success of youth in meeting their service objectives while at CHV.

IV. PROCEDURE

Unless specified otherwise, the assigned Case Manager is responsible for the actions outlined below.

- A. During the first meeting, inform the youth about the policy and procedures for requesting a change of Case Manager.
- B. Inform the youth that requesting to change Case Managers will not have any negative repercussions on them or the services available to them.
- C. Inform the youth about Attachment Theory, and how it affects their working relationship. This discussion includes, but is not limited to –
 - 1. The importance of the relationship between the youth and Case Manager;
 - 2. How conflict is part of attachment and is to be expected;
 - 3. How working through conflict leads to positive outcomes; and
 - 4. How the youth will be expected to try to resolve conflict.

- D. Youth will submit their request to change Case Managers to the Youth Worker or their assigned Case Manager.
- E. Youth Worker or Case Manager will—
 - 1. Ask for the reason(s) behind the request to change Case Managers;
 - 2. Record the details of the request in the youth's residential log;
 - 3. Encourage the youth to address their concerns directly with their assigned Case Manager, if possible;
 - 4. Inform the assigned Case Manager and Team Leader or Shift Supervisor about the youth's request to change Case Managers;
 - 5. Record details of the attempts to resolve the conflict between the youth and assigned Case Manager.
- F. Upon learning about the youth's request for a change of Case Manager, the assigned Case Manager must –
 - 1. Familiarise themselves with nature of request;
 - 2. Consult with the Youth Worker;
 - 3. Meet with the youth and discuss their concerns;
 - 4. Explain the process and provide approximate timelines for changing Case Managers;
 - 5. Inform the Manager of Case Management Services about the request to change Case Managers –
 - a. Submit all relevant documentation; and
 - b. Submit a recommended plan of action.
- G. The Manager of Case Management Services will approve or disapprove the request for a change of Case Manager.
- H. If a youth is not satisfied with the outcome of their request, inform the youth that they can—
 - 1. Make an appointment with the Ombudsperson and discuss their concerns; and/or
 - 2. Follow the Youth Complaint and Grievance Process (*CMS 1.4*)