

What is a crisis?

A crisis is defined as a situation in which a youth's behavior gets to the point that the parent, caregiver, or other community person feels that the youth may require help in ways they aren't able to provide and outside assistance is needed.

When should I call C.A.R.E.S.?

Anytime you are concerned that a youth under 18 yrs. may have a serious enough behavioral or emotional problem that would meet this crisis criteria. If you are not sure, call.

Who can call C.A.R.E.S.?

Any parent, caregiver, youth, service provider or other community person who is concerned about a youth or family in crisis can call **C.A.R.E.S.**

What should I do if it's an emergency situation

(i.e. the youth has tried to harm themselves or others)?

Situations where a youth places himself/herself or others in immediate danger are serious enough that you should call 911.

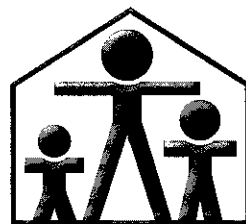
If there is an immediate risk of harm, always call 911 first. Often police will ask **C.A.R.E.S.** to consult in a situation like this.

What are the hours of operation?

C.A.R.E.S. is available 24 hours a day/seven days a week. All **C.A.R.E.S.** calls will be answered by professional staff. Like an Emergency Room, we will serve everyone and triage with you what is the right kind and amount of help in the right time frame. The phone number is **882-4357**.

What happens when C.A.R.E.S. meets with youth and families?

C.A.R.E.S. will interview a caregiver and youth to determine what the problems are and how serious they may be. The goal of the **C.A.R.E.S.** program is to support families in resolving crisis situations in the home or community and to help them prevent future crisis. An effective crisis plan will be developed with the family.



**CONTACT C.A.R.E.S. AT
716-882-4357
(882-HELP)**

What other ideas might C.A.R.E.S. discuss with a family?

There are a number of solutions in the community, including placement with another family member, possible respite beds (this is a "cooling down" place a youth can stay for a night), outpatient therapy, referral for in-home therapy or other intensive services or family therapy. Spectrum **C.A.R.E.S.** Team is part of the Erie County Children's System of Care. **C.A.R.E.S.** will work with the family to identify appropriate services in the community that are available to them if they are not already connected with such services.

The **C.A.R.E.S.** team will work with the family to resolve the crisis as quickly and as effectively as possible. They will work to prevent problems from reaching a need for out-of-home placement, while ensuring the safety of the youth and family. If necessary, **C.A.R.E.S.** will help coordinate a hospital assessment/admission.

**THE WELFARE OF THE
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