

## COMPLEX CARE

### Skilled Emergency Response

#### Service Intro

Pivot Point's "Skilled Emergency Response" provides staff trained in ABA and Mental Health practices when families need them the most. Our teams of Complex Care Workers, along with a Behavior Consultant and Counsellor, are able to step into family homes... typically within a few short days.

We help to preserve safety and start building stability in homes that are in crisis by working along-side parents, and engaging with children or youth to help lessen the pressure within the home. Most placements are short-term, typically between one month and three months, and start with half-day or full-day sessions while we build a larger team.

We recognize that individuals and families with underlying Complex Health Care and Social Needs are more likely to self-identify to the Ministry through times of crisis. As such, our Skilled Emergency Response services are often the start of a longer working relationship with a family that may also benefit from our "Complex Care Teams" or potentially our "Therapeutic Homes" services.

Our goal is to create a comprehensive plan that can help each family turn the corner and move towards wellness and success again... together.

#### Our Clients Are

Our clients include children and youth diagnosed with ADHD, ODD, Autism (ASD), FASD, Anxiety, OCD, or other developmental conditions, experiencing persistent challenges at home, school, work, or in their relationships. We often support families who have:

- Multiple hospitalizations, child protection involvement, and/or police involvement.
- Children of families who are often in crisis or with a history of aggression and trauma.
- Children in families who often feel overwhelmed and hopeless about their situation.

#### Pivot Point's Approach

Our approach involves forming a partnership with families, meeting them where they are at in their journey and aligning with their meaningful goals. We collaborate with existing support systems, and utilize a highly collaborative approach to Case Management to ensure aligned participation among all stakeholders.

#### Our System of Care

We start with listening to each person's story. By understanding the needs and goals of each person in the family, we can begin to unravel the complexities and work together to define the path towards the outcome that family needs most. Next, Pivot Point draws from our large and diverse team of clinicians and service providers to build a team that the family needs to be able to move forward

#### Requirements

Parents must be willing to commit to and participate in the course of action that they and the team will create. Inactive families may have funding suspended and/or re-allocated to other families in need.



***"It's amazing being able to help a family shift out of crisis, and back to creating a better future for themselves"***

## Key Elements of our Work

- We promote Safety, Stability, and Permanency.
- We follow a holistic family-centred approach.
- We maximize family engagement, optimize parenting styles to meet diverse needs.
- We respond directly to vulnerable families who, with the right support, can safely keep their families together.
- We assist with transitions between placements.
- We take a multi-lens approach, involving Mental Health and Behaviour Consultation to better understand the needs of each individual, to guide our interactions and create resources for families and teams to provide consistent, predictable quality care.
- We provide emergency support services to families, foster parents, and other residential care facilities during times of crisis (extra set of hands to come alongside and help).
- We facilitate recovery from trauma (family and child) through Trauma responsive practices.
- We integrate diverse funding streams to leverage towards one unified outcome.
- We improve quality of life for families and individuals to a point where more common and moderate levels of support are sufficient to maintain wellness.



## Funding Options

To provide services in very short notice, we consider various funding options. Typically, we work closely with the Ministry for Children and Families (CYSN and CP Teams), Indigenous Child and family service agencies, and Community Living British Columbia to help ensure families in crisis can get the emergency supports they need to avoid repeated hospitalizations, or to avert a natural home or placement breakdown.

Some families pay privately, or use Autism Funding, Online Learning School Funding, At-Home Funding or extended health benefits.

## How To Get Started

Visit us at [pivotpoint.ca/our-services/complex-care](https://pivotpoint.ca/our-services/complex-care) to learn more about our Complex Care supports and how we can be of service to you, your child and your whole family.

Then, caregivers may complete our Complex Care [pivotpoint.ca/request-a-meeting](https://pivotpoint.ca/request-a-meeting) form and let us schedule a 2 hour, cost-free exploration meeting to see if we are a good fit. However, it is important to note that this is a “fee-for-service” model, meaning that specialized funding must be established first (either via the family paying or a government ministry or other funder paying) before services can begin.

MCFD, CLBC, or another funding organization can also initiate services for an individual by completing a confidential client referral in our secure online portal. To start, Social Workers can create their user account at [newuser@pivotpoint.ca](mailto:newuser@pivotpoint.ca). Once inside the lobby, select the #6. *Start a new referral* workflow to begin the secure referral process.



Scan to Visit our Website

Complex.Care@PivotPoint.ca  
[www.PivotPoint.ca](http://www.PivotPoint.ca)

Serving Communities Throughout BC

