

# Kinship care in New Brunswick

1st Edition



Information and support  
for people caring for, or  
considering caring for, a  
child or youth they have a  
close relationship with.

# WE WANT TO HEAR FROM YOU!

This guide is designed to support kinship care providers, and your feedback helps us make it better.

Please share your thoughts, suggestions, or questions anytime by visiting [socialsupportsnb.ca/feedback](https://socialsupportsnb.ca/feedback) or scanning the QR code below.



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# Key contacts and resources

*A quick reference to important phone numbers and resources.*

If you have questions, need clarity, or feel like something isn't quite right, your Social Development support team is here to help.

## When should I reach out for help?

**You might want to reach out to someone from your support team if:**

- Things aren't going smoothly (for example, there are delays, miscommunications, etc.).
- You're not receiving the support you thought you would.
- You're unsure who your worker is or you're having trouble reaching them.
- You don't agree with a decision or feel something isn't right.
- You're not getting regular updates or clear information.
- You're unsure what's coming next or what steps to take.
- You're feeling overwhelmed or lost and need help sorting things out.
- You have questions and don't know where to turn for answers.

## Who do I contact if I need help?

If you need guidance, have questions, or are looking for support, reach out to yours or the child or youth's support team.

**Depending on your location or arrangement, this may include the following professionals:**

- **Child and youth protection services social worker(s):** Ensures the safety and well-being of children and youth. They protect against harm, like abuse or neglect, and help families get the support they need. This may include counselling, short-term foster care, or other support services. They also work with teachers, doctors, or police to meet the child or youth's needs.
- **Temporary or permanent in care social worker(s):** Supports children and youth who are in the care of the government (Minister) because they are not able to live with their families, either short or long term. This may be due to safety concerns, neglect, or other circumstances.
- **Social worker who assessed you as the kinship care provider(s):** Evaluates potential kinship caregivers to ensure they are a good fit to care for a child or youth.

- **Social worker technician(s):** Assist social workers in supporting non-clinical activities. They carry out plans, help individuals and families access resources like housing, healthcare, or financial aid, and follow up to make sure everyone's needs are met.
- **Human service counsellor(s):** Assist social workers in supporting non-clinical activities. They carry out plans, help individuals and families access resources like housing, healthcare, or financial aid, and follow up to make sure everyone's needs are met. Unlike social worker technicians, who work directly for the Department of Social Development, human service counsellors are contracted workers providing services on behalf of the department.

## Can I contact my or the child or youth's social worker?

You can contact your, or the child or youth's social worker anytime you need advice, have concerns, or want to share updates about the child or youth.

## For example, you might reach out:

- To share updates on the child or youth's well-being (for example, health, school, or behaviour).
- If you have questions, concerns, or are facing challenges as a caregiver.
- If there are changes in your situation, such as moving or if the child or youth is no longer living with you.
- If there's an urgent situation involving the child or youth, such as safety concerns or unexpected changes.

## *What if I don't know who my, or my child or youth's Social Worker is?*

If you don't know who your or your child or youth's social worker is or don't know their contact information, please call the Department of Social Development at **1-833-733-7835**.

## *Does my, or my child or youth's social worker change?*

It's possible that your social worker may change during the arrangement. If this happens, you will be notified of the change and provided with the new contact information.



## Important contact information

Please use the space below to record important contact information:

### Contact #1

Name: \_\_\_\_\_

Role: \_\_\_\_\_  
(for example, social worker, etc.)

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

### Contact #2

Name: \_\_\_\_\_

Role: \_\_\_\_\_  
(for example, social worker, etc.)

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

### Contact #3

Name: \_\_\_\_\_

Role: \_\_\_\_\_  
(for example, social worker, etc.)

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

## Other important contacts



### Emergency social services

If you have an emergency after hours:

☎ 1-800-442-9799

Examples of emergencies include:

- The child or youth runs away.
- The child or youth refuses to return to the kinship home.
- The parents convince the child or youth to leave the kinship home.
- The child or youth is missing.
- Something serious or harmful happens to the child or youth.



### Mental health and well-being

- **Mental health and addiction support (Helpline):** Help is available 24/7 through this free confidential bilingual helpline.  
☎ 1-866-355-5550  
🌐 [Addiction and mental health resources](#) (or search online for 'Addiction and mental health resources GNB').
- **Kids Help Phone:** Canada's only 24/7 e-mental health service offering free, confidential support to young people in English and French.  
☎ 1-800-668-6868  
🌐 [kidshelpphone.ca](http://kidshelpphone.ca)
- **Accessing Healthcare in NB:** Information on accessing the healthcare services you need.  
🌐 [Accessing Healthcare in NB](#) (or search online for 'Accessing Healthcare in NB').



## Help finding programs and services

- **211 New Brunswick:** Do you need to know what supports exist in your community? 211 can help! The service is free, confidential, and available 24/7 in more than 150+ languages.  
 2-1-1  
[nb.211.ca](http://nb.211.ca)  
[Download the 211 app](#)
- **Social Supports NB:** A user-friendly website that helps New Brunswick seniors, families, and caregivers navigate government programs and community services.  
[socialsupportsnb.ca](http://socialsupportsnb.ca)



## Advocacy and legal help

- **Child and youth advocate:** If you have concerns about how decisions are being made for the child or youth, or if you feel their best interests, rights, or needs aren't being fully considered.  
 506-453-8653  
[defenseur-nb-advocate.ca](http://defenseur-nb-advocate.ca)  
[advocate-defenseur@gnb.ca](mailto:advocate-defenseur@gnb.ca)
- **Public Legal Education and Information Service (PLEIS):** For general legal information and resources.  
 (506) 453-5369  
[legalinfonb.ca](http://legalinfonb.ca)  
[info@legalinfonb.ca](mailto:info@legalinfonb.ca)



## Education and schooling

- **Education and Early Childhood Development school directory:** Contact information for schools in your area can support you in managing educational needs for the child or youth in your care.  
[School directory](#) (or search online for 'Education and Early Childhood Development School Directory NB').



## Local community support organizations

- **The New Brunswick Foster Family Association (NBFFA):** A non-profit community organization focused on supporting foster families. It offers peer support programs, advocacy, scholarships, and annual gatherings. While NBFFA's programs are designed for foster parents, kinship caregivers are welcome to explore available resources and community connections.  
[nbffa.ca](http://nbffa.ca)  
[info.nbffa@gmail.com](mailto:info.nbffa@gmail.com)
- **The New Brunswick Adoption Foundation (NBAF):** A non-profit community organization that offers resources, a peer-to-peer support network, and educational programs for prospective and adoptive families (Kinship care providers and foster parents are also welcomed!).  
[nbadoption.ca](http://nbadoption.ca)  
[info@nbadoption.ca](mailto:info@nbadoption.ca)

