



children's home + aid

# Foster Care Communication Guide



## When I need help, I should...

1



Call my worker and if he/she is unavailable, leave a message

2



If I do not hear back from my worker\* or I am unsatisfied with the response, then I will call his/her supervisor and if he/she is unavailable, leave a message

3



If I do not hear back from the supervisor\* or I am unsatisfied with the response, then I will contact the director and if he/she is unavailable, leave a message

4



If I do not hear back from the director\* or I am unsatisfied with the response, then I will contact the Vice President and if she is unavailable, leave a message

\*Every effort is made to return your call as quickly as possible. Please give us at least 48 hours to respond.

## If I am still unsatisfied...



I can write a formal complaint\*\* to Children's Home + Aid expressing my concerns. This should be sent to:

Children's Home + Aid  
Quality Improvement Department  
125 S. Wacker Drive, Suite 1400  
Chicago IL, 60606

\*\*Refer to the Foster Parent Grievance Procedure  
[www.childrenshomeandaid.org](http://www.childrenshomeandaid.org) [client resources tab]

## In case of an emergency, please call the after hours number

Chicago Metropolitan Region: [312] 455-5200  
Rockford Area Region: [815] 962-1043  
Bloomington Area Region: [309] 532-1705  
St. Louis Metro East Region: [618] 398-9444