



Commission Scolaire Eastern Shores
Eastern Shores School Board

ESSB would like to provide your child with the necessary strategies to cope with a sudden onset of anxiety, elevated worry, or other behaviors you are witnessing and for which you have concerns.

Our top 3 objectives:

- *Provide you with coping strategies.*
- *Provide you with someone with whom your concerns can be shared.*
- *Provide you with general support due to social isolation or any other situation you are facing.*

Our two trained professionals, Marilie Cayouette and Karine Vallières-Martin, will follow their usual protocols and procedures and assist you through the best means possible given certain limitations with technology. It may be through an online platform, phone or email depending on your individual circumstances and preferences. Our social services are available in both English and French.

All requests must be sent to socialservices@essb.qc.ca or by texting to (418) 752-8919

This confidential email or text will serve as an initial triage process whereby your request will be reviewed and taken on by one of our two professionals. This service will be available from Monday to Friday. You will receive a reply with details regarding an appointment time within 24 hours of your request. Should you have a need that requires a more immediate response, we remind you that calling 811 will provide you with social or medical next steps (Info-social/Info-santé).

We have created different profiles to guide you.

Your age or situation	What you can do	Next Steps:
Less than 14 years old	A child who hasn't reached 14 years old can speak with a parent/legal guardian and have them determine and consent to further assistance.	The parent can email or text their request to: socialservices@essb.qc.ca or 418-752-8919
14 years old and over	An adolescent over the age of 14 years old is allowed to receive services without consent of his/her parents. (Age will be verified)	The youth can make the initial contact through: socialservices@essb.qc.ca or 418-752-8919
Parent	A parent can request assistance by contacting the professionals directly and providing details about the situation or concerns he or she has for his child.	The parent can email or text their request to: socialservices@essb.qc.ca or 418-752-8919

Prepared by: Marilie Cayouette and Karine Vallières-Martin

ESSB will revise this document as needed.

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