

Provincial Centralized Screening Phone Tree Information Sheet

Provincial Centralized Screening (PCS) provides 24/7 child protection services, the Helpline for Children, and after-hours family and caregiver support services for all British Columbians.

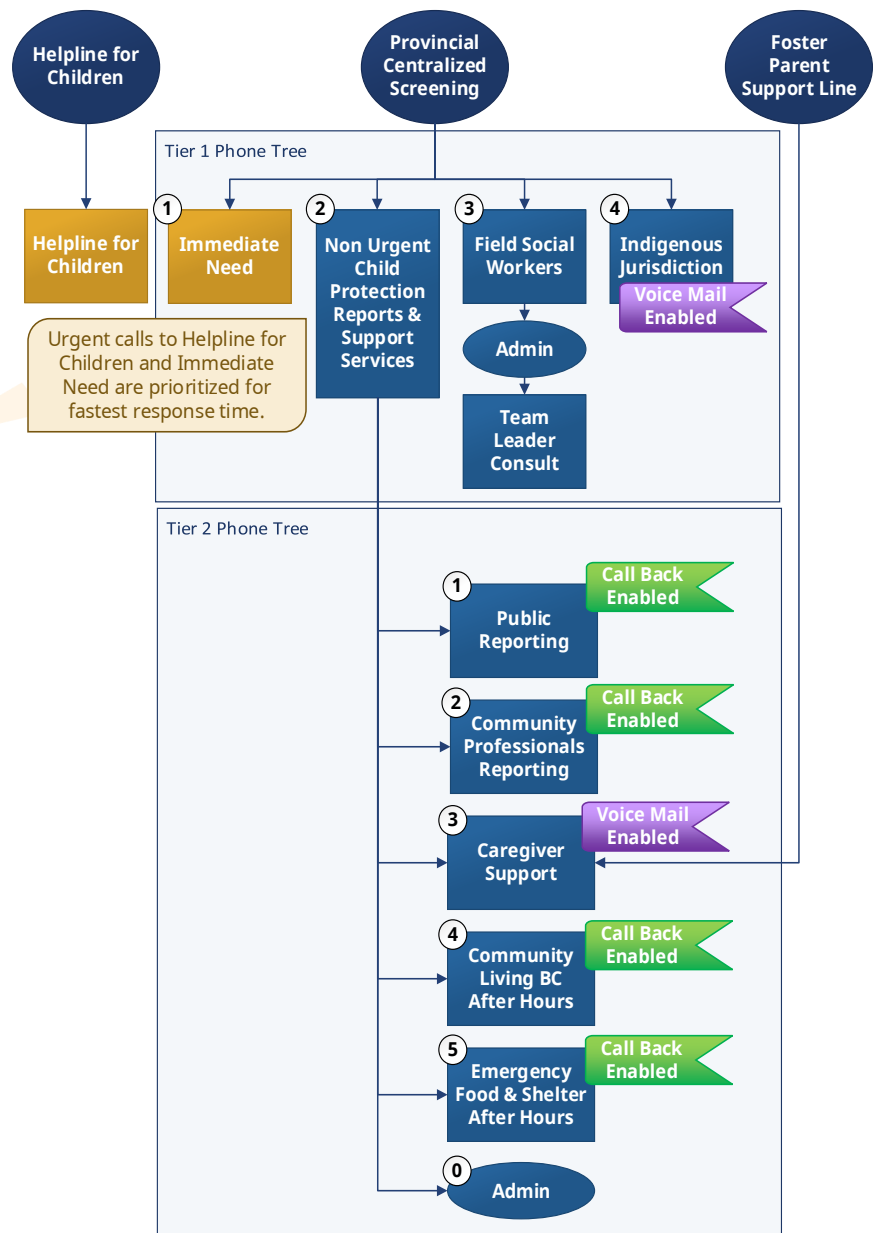
PCS facilitates the Ministry of Children and Family Development's response to provincial emergencies, as well as provides after-hour support to the Ministry of Social Development and Community Living BC for emergency food and shelter requests. On average, PCS handles 200,000 calls per year.

PCS Phone Tree

PCS uses a two-tier system for call answering.

Callers with a concern about a child or youth in immediate danger, or who is missing can use the immediate queue. Children and youth can use the "Helpline for Children".

Average wait under 5 min.



Callers with non-urgent child protection reports or support services requests utilize our non-urgent queues. Wait times for these queues depend on:

- Time of day and week
- Seasonality/school breaks
- Statutory holidays
- Staffing

In case of emergency call:
911

= Keypad selection option

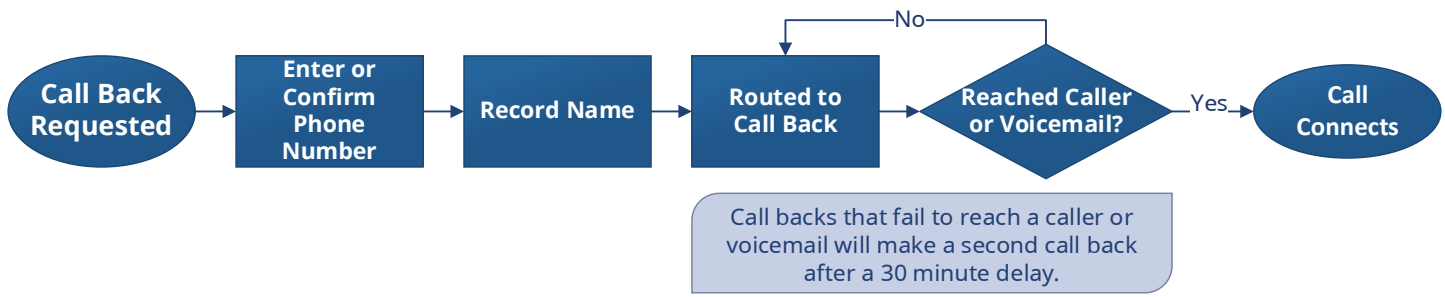
Call Back Process

Callers are informed if their wait time is expected to be longer than 10, 25, or 45 minutes. Callers can request a call back rather than waiting on hold for most queues. They will be prompted to confirm their call back number and record their name.

Callers using a call back option will keep their place in line. If the call back attempt reaches a busy signal or does not connect with the caller or voicemail, a second attempt is made after 30 minutes.

DID YOU KNOW?

The call back option is used by more than **60%** of callers. Most people receive a call back in **less than 1 hour**.



Caregiver Support

The Caregiver Support Queue is available to caregivers with non-urgent after hour requests. The “Absent From Home Youth Queue” is available to caregivers to report when a young person in their care is absent from home as well as when the young person has safely returned home.

Indigenous Jurisdiction Queue

PCS launched its new Indigenous Jurisdiction Queue on May 1, 2024. This queue handles calls from nations with jurisdiction, from MCFD and ICFSA staff requiring support with jurisdiction, and calls about a family whose nation has jurisdiction.

When reporting an absent or missing youth, please:

- Slowly spell their full name
- Provide their birth date
- Provide the name and contact information of their caregiver

If a child or youth is in immediate danger:

Press 1, followed by 1 to reach the **Immediate Need Queue** or dial **911**

Contact Us

Provincial Centralized Screening

1-800-663-9122

Helpline for Children

310-1234 or

1-877-631-8282

Foster Parent Support Line

1-888-495-4440