**Question asked by regions:**

Please provide guidance on whether the CIS definition of "initial contact" can be expanded to allow for email contact with a Family Services Division social worker with regards to Protective Services Child Care.

**CIS Guidance:**

Initial contact is defined by CIS as "two people talking to each other." This definition is not amended for initial contact with Family Services Division social workers with regards to Protective Services Child Care.

CDD regulations, CIS practice guidance, and FSD policy all require an FSD Social Worker to work with a child care specialist to select appropriate child care for a Protected Services (PS) child. Therefore, an initial direct communication ("two people talking to each other").