



# Your Family Visit Time



**Worker's Name:**  
\_\_\_\_\_

**Phone:** 905-895-2318 or  
1-800-718-3850 ext. \_\_\_\_\_

**Agency website:**  
[www.yorkcas.org](http://www.yorkcas.org)



We recognize this is a difficult time for your family. Your worker will continue to work with you and develop a plan to address concerns and re-establish a safe home environment for your child. Our goal is to work with you to ensure your child can live safely with your family.

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## Maintaining Family Bonds

It is important to set up family visit times as soon as possible to help maintain emotional bonds when your family is not living in the same home. Spending time together helps you and your children cope and feel connected during this challenging time.

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## Time and Location of Visits

A visit schedule to see your child will be set up as soon as possible to maintain family bonds and work toward your family's goals of reunification. Scheduling dates, times, and lengths of each visit will depend on your child and family's needs and court orders. Family visits will initially take place in one of Children's Aid Society's family visit rooms, and may transition to the community or your family's home as goals that you and your worker set together are met.

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## Supervision of Visits

Your family visits may be supervised by your worker or access coach, and this may change to fit your child's or family's needs.

## Family Visit Time

Our family visit rooms are child and family-friendly with toys, crafts, and games available to use. You can also share a meal together. Plan to make the most of your time together.

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## Role of the Access Coach

During your family visits, your access coach will provide support, observe and document your visit to share with your workers. The goal is to help you more effectively engage and connect with your child and to nurture your parent-child relationship.

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## Cancellations

It is important that your child is not disappointed if they are brought to a scheduled visit and you are not there. Therefore, if a visit needs to be cancelled, it is important to provide a **minimum of three hours** notice before the visit so that your child can be informed and their travel arrangements to the visit can be cancelled.

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## Inclement Weather

Similar to the school boards in York Region, on days that extreme weather warrants the cancellation of school transportation, all York Region Children's Aid Society visits and volunteer drives will also be cancelled.

## Illness

As our visiting rooms are used by multiple children and families, to minimize the spread of contagious illness we ask that if you are ill on the day of a scheduled visit to please reschedule by providing a **minimum of three hours notice** before the visit.

**If you need to cancel a visit, please contact your worker or backup worker as soon as possible:**

**905-895-2318 or 1-800-718-3850**

When calling after regular business hours, please press 1 for After Hours.

## Rescheduling Visits

If your family visit needs to be rescheduled, this may be arranged with your worker depending on space and availability.

## Visits with Family and Friends

Children have many people within their circle of love, and there may be times when it is important for your child to have visits with family and friends. We invite you to speak with your worker in advance to arrange visits with family and friends.

## Your Responsibilities

- Treat workers and staff with respect
- Communicate promptly with workers and staff
- Talk to your worker if you have questions or complaints
- Provide legal identification (e.g. driver's license)

## Your Rights

### You have the right to:

Be treated with respect and in a culturally sensitive manner

Be offered an interpreter during any visits and for all interactions with Children's Aid Society

Be involved in the development of service plans for your family

Be involved in making decisions regarding your family

Expect services in a professional and timely manner

Have your questions answered and phone calls returned promptly

Know about all options and the consequences of any decisions or actions

Understand the legal and court process if applicable to your situation

Be able to provide feedback or express concerns/complaints freely

Have your information kept confidential

Be given access to your information in your record upon your request



## Indigenous Identity and Heritage

If you or your child identify as First Nations, Inuit or Métis, or having Indigenous heritage, we will connect you with **Dnaagdawenmag Binnoojiiyag Child and Family Services**, who are an Indigenous child and family well-being agency providing culturally and spiritually appropriate services to Indigenous communities.

### Contact them at:

 705-295-7135

 [www.binnoojiiyag.ca](http://www.binnoojiiyag.ca)



## How to Make a Complaint

We want to understand your concerns and work with you to reach a resolution. Please talk about your concerns with your worker as soon as possible.

For information on Children's Aid Society's formal complaint procedure, please visit our website: [www.yorkcas.org/client.asp](http://www.yorkcas.org/client.asp)

## Contact Us

### Foster Care

[fostering@yorkcas.org](mailto:fostering@yorkcas.org)

### Adoption

[adoption@yorkcas.org](mailto:adoption@yorkcas.org)

### Volunteer

[volunteering@yorkcas.org](mailto:volunteering@yorkcas.org)

### Presentations

[speakers.bureau@yorkcas.org](mailto:speakers.bureau@yorkcas.org)

### Donate

[www.yorkregionchildrensfund.org](http://www.yorkregionchildrensfund.org)

### Employment

[human.resources@yorkcas.org](mailto:human.resources@yorkcas.org)



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