



Children's
Aid Society
and You



Worker's Name:

Phone: 905-895-2318 or
1-800-718-3850 ext. _____

Agency website:
www.yorkcas.org



The Role of a Children's Aid Society

Most families become involved with a Children's Aid Society because of a reported concern of suspected abuse or neglect. When this happens, the law says that a Children's Aid Society must assess the information and, where necessary, investigate. Children's Aid Societies work with families to create and support safe and healthy environments for children and youth.

Meeting Your Family

A Children's Aid Society worker will meet with your family to discuss the reported concerns. We respect the experience of parents and caregivers, and work to provide services that are culturally sensitive. If you need a translator, one will be provided. The worker may also speak to other people living in your home, and others such as doctors and teachers, to get an understanding of your family's strengths and needs. The worker will assess the situation to see if your child has been harmed or is at risk of being harmed.

Asking About You

Children's Aid Society will ask for information including, but not limited to, race, ethnicity, religion, sexual orientation, and gender identity. Your consent to ask and collect this information will be sought. This information gives children and youth a voice in how they choose to identify themselves. Collecting this information is also part of how Children's Aid Societies make plans to support children and youth. This information is stored in the Child Protection Information Network (CPIN), a provincial system used by Children's Aid Societies to share information needed to deliver child protection services. For more information about CPIN, please visit: www.yorkcas.org/CPIN.asp

What Happens Next

If the worker finds any concerns that need to be addressed, they will connect you to community services to support the safety of your child and wellbeing of your family. They may also continue working with your family on an ongoing basis. Where an immediate risk to your child's safety is identified, whether physically, emotionally, or from neglect, the worker will work with you to find an alternative place of safety for your child.

If your child cannot live at home, the goal is to have them live with people they have established relationships with, such as extended family or friends, so they live with people they know and love. This is known as a kinship arrangement. If a kin option is not available, your child will come into the temporary care of Children's Aid Society and live with a foster family. During this time, Children's Aid Society will continue to work with you to re-establish a safe home environment. Our goal is to work with you to ensure your kids can live safely with your family.



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





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

You also have the right to complain to any of the following agencies:

Child and Family Services Review Board, who reviews complaints about Children's Aid Societies:

www.sjto.gov.on.ca/cfsrb

Ontario Ombudsman, who is responsible for overseeing the administration of government services: www.ombudsman.on.ca


Office of the French Language Services Commissioner, if you needed French Language Services and did not receive them:

www.csfontario.ca/fr

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

Contact Us

Foster Care

fostering@yorkcas.org

Adoption

adoption@yorkcas.org

Volunteer

volunteering@yorkcas.org

Presentations

speakers.bureau@yorkcas.org

Donate

www.yorkregionchildrensfund.org

Employment

human.resources@yorkcas.org



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