

My Child Protection Worker: _____

Telephone Number: _____

My Child Protection Supervisor: _____

Telephone Number: _____

Branch Office: _____

Emergency After Hours: 416-395-1500

Mission

The Catholic Children's Aid Society, on behalf of the Catholic community, is committed to providing social services that protect children and strengthen family life.

We Value:

- Human Dignity
- The Courage and Integrity to Take a Stand
- Partnership and Teamwork
- Cultural, Racial and Individual Differences
- Professional Excellence

Catholic Children's Aid Society of Toronto
Head Office: 26 Maitland Street, Toronto, Ontario M4Y 1C6
Tel: 416-395-1500 (24-hour service, seven days a week)
Fax: 416-395-1581

Child Protection Services - South
Intake Services
900 Dufferin Street, Suite 219
Toronto, Ontario M6H 4B1

Child Protection Services - North West
30 Drewry Avenue
Toronto, Ontario, M2M 4C4

Child Protection Services - East
Resource Services
Child & Youth Services
1880 Birchmount Road
Toronto, Ontario M1P 2J7

Hope for Children Fund
26 Maitland Street
Toronto, Ontario M4Y 1C6

For the Love
of Children



*Working Together
for Your Child*



Working Together for Your Child

The Catholic Children's Aid Society (CCAS) works with Catholic families in Toronto to protect children under 16 years of age from abuse and neglect. We offer services and supports to strengthen families and keep children safe. CCAS operates under the Child and Family Services Act of Ontario. We are one of four child protection agencies in Toronto and one of the largest Children's Aid Societies in Canada.

When Does the Catholic Children's Aid Society Get Involved?

Each child has the right to live in a safe and secure home free of abuse or neglect. Under the law, anyone who believes that a child is in need of protection from abuse or neglect must report it to a Children's Aid Society. CCAS receives referrals from teachers, doctors and other professionals, neighbours, friends, family members, and from parents themselves.

What Happens Next?

If we have concerns about the safety of your child, a CCAS Child Protection Worker will meet with you and your child to find out if your child is safe now, and whether your child will continue to be safe in the future. Information provided to a Children's Aid Society is placed on a provincial database.

How Can CCAS Help?

We'll work together with you on a plan to assist your family. Your Child Protection Worker is part of a team that includes a supervisor, other professionals, and community service providers. In order to provide support and helpful programs, the members of this team may need information about your case. So if you receive services through a community program, staff may need to know that you are also working with CCAS. Outside this team, your involvement with us will be considered confidential.

Working together with CCAS can be hard work and stressful, and may result in you making some difficult choices or changes in your life. It could also be one of the most important things you will ever do for your family. Our Child Protection Workers are specially trained and experienced. They can offer support and advice on how to strengthen your family, make good choices for yourself and your children, and connect you to useful programs and services.

Will My Children Be Taken Away From Me?

In most cases, children are able to stay at home with their parents. Your Child Protection Worker will help you make a plan to keep your child safe while you work on any issues. In cases where a child is not safe at home, the Worker will find a safe, temporary home for your

child, possibly in the care of relatives, friends or community members, or a foster care or group home. While your child is staying in a safe home, your Worker will continue to work with you to prepare for your child's return home.

If CCAS removes a child from its home without parental consent, we must appear before the court within five days. Parents can attend that hearing and arrange for a lawyer to present information. CCAS must make the case that there is a risk that the child will likely undergo or has suffered harm and cannot be adequately protected at home. The judge will listen to all the facts and has the final say.

How Long Can My Children Stay in Temporary Care?

Foster care is meant to be short-term. According to the law, children under six can live in temporary care for up to a maximum of 12 months. Children who are six years and older can live in temporary care for no more than 24 months. If children are not able to return to their families, they can become Crown Wards.

Client Complaints, Concerns, or Compliments

We can work it out together: The Catholic Children's Aid Society of Toronto is committed to offering the best possible services to the children and families we serve. We encourage you to work with your Worker and their Supervisor to settle issues at an early stage before they become more complex. If at any time your concern or complaint is not being resolved to your satisfaction, you may choose to speak to the Branch Manager or put your concerns in writing, which initiates a formal review process.

Formal review process: You can begin a formal review by submitting your complaint or concern in writing for possible review by an Internal Review Panel convened by CCAS or you may apply to the Child and Family Services Review Board (CFSRB), subject to the terms and conditions which are explained in our Client Complaints brochure.

Positive feedback: If you have a compliment about one of our staff or the services you have received, we would love to hear from you! Please contact your local CCAS branch or write or call us using the contact information below.

For more information about the client complaint process please contact:

Catholic Children's Aid Society of Toronto
26 Maitland Street, Toronto, ON, M4Y 1C6
Tel: 416-395-1500, Fax: 416-395-1581

The CFSRB
2 Bloor St. West, 24th floor
Toronto, ON, M4W 3V5