



Your Family Visit Time

Worker's Name:

Phone: 705-566-3113 or
1-877-272-4334, ext. _____

Agency website:
www.casdsm.on.ca



The Children's Aid Society
La Société d'aide à l'enfance
Sudbury & Manitoulin



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.

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.

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.

Supervision of Visits

Your family visits may be supervised by your Family Support Worker, 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.

Role of the Family Support Worker

During your family visits, your Family Support Worker 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.

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.

Inclement Weather

Similar to the school boards in the Sudbury and Manitoulin districts, on days that extreme weather warrants the cancellation of school transportation, all Sudbury and Manitoulin district 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 notice as soon as possible before the visit.

If you need to cancel a visit, please contact your worker as soon as possible: 705-566-3113 or 1-877-272-4334.

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





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:

<https://casdsm.on.ca/complaints-compliments-feedback>

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, or as having Indigenous heritage, we will connect you with Nogdawindamin Family and Community Services, Kina Gbezhgomi Child and Family Services, Kunuwanimano Child and Family Service, or Niijaansinaanik Child and Family Services, who are Indigenous child and family well-being agencies, providing culturally and spiritually appropriate services to Indigenous communities.

Contact them at:

Nogdawindamin Family and Community Services:

Toll Free: 1-800-465-0999

Kina Gbezhgomi Child and Family Services:

Toll Free: 1-800-268-1899

Kunuwanimano Child and Family Services:

Toll Free: 1-800-461-1293

Niijaansinaanik Child and Family Services:

Toll Free: 1-855-223-5558

Contact Us

Foster Care

fostering@casdsm.on.ca

Adoption

adoption@casdsm.on.ca

Volunteer

volunteerapplication@casdsm.on.ca

Presentations

speakersbureau@casdsm.on.ca

Donate

general.sudbury@casdsm.on.ca

Employment

hr.recruitment@casdsm.on.ca