

Children's Aid Society and You



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

Worker's Name:

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

Agency website:
www.casdsm.on.ca



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.casdsm.on.ca/accountability-cpin/

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 documentation (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