



RIGHTS, RESPONSIBILITIES AND COMPLAINTS

CHILDREN AND YOUTH IN CARE



The Children's Aid
Society of Ottawa

La Société de l'aide
à l'enfance d'Ottawa

Introduction

As a child or youth in care, you have certain rights that must be given to you. These rights cannot be taken away from you. The *Child, Youth and Family Services Act, 2017 (CYFSA)* outlines these rights.

The Children's Aid Society of Ottawa (CASO) ensures that all staff and foster parents are aware of your rights. Your rights are to be respected. Any reported, observed or suspected violation of your rights will be addressed by CASO.

Definition

A child/youth in care is defined by the CYFSA as a child under the age of 18 who is receiving services from the Society with one of the following legal statuses: Temporary Care, Interim Society Care or Extended Society Care.

Review of Rights

Your worker will advise you of your rights upon admission to care, upon a replacement, 7 days after your placement, 30 days after your placement, three months after your placement, six months after your placement and every six months thereafter.



WHAT ARE YOUR RIGHTS?

As a Child/Youth in Care, you have the Right:

TO EXPRESS your wishes and views freely and safely about matters that affect you (e.g. services, programs, activities, education, etc.);

TO PARTICIPATE in decisions that affect you such as your plan of care (outcome plan) and any changes made to it;

TO IDENTIFY important people (identity support person) you want involved in your planning;

TO HAVE your culture, identity and/or regional distinctions respected and reflected in decisions, services and supports for you and your family (such as your race, ancestry, place of origin, colour, ethnic origin, citizenship, family diversity, disability, creed, sex, sexual orientation, gender identity, gender expression and linguistic heritage);

IF YOU ARE A FIRST NATIONS, INUIT OR MÉTIS CHILD OR YOUTH services should take into account your culture, heritage, traditions, connection to your community and the concept of extended family;

TO RECEIVE an education that corresponds with your aptitudes and abilities;

TO ACCESS technology to assist with your education and employment;

TO HAVE some of your own things with you such as your valuables and clothing;

TO HAVE reasonable privacy in your daily life, such as knocking on the door before entering (unless there is a worry about safety);

TO HAVE clothing that is of good quality and appropriate;

TO RECEIVE well-balanced and good quality meals;

TO TAKE PART in recreational, athletic, and creative activities that are appropriate for your aptitudes and interests;

TO RECEIVE medical and dental care at regular intervals and whenever required;

TO BE INFORMED upon admission to your placement about the fire safety plan, the general rules, the structure and the discipline style of the home you are residing in, which does not include corporal punishment. When placed in a CASO licensed home (foster, parent model, kinship care and formal customary care) the use of physical or mechanical restraints are also prohibited;

TO SPEAK privately with a lawyer, Ombudsman, a member of the Legislative Assembly of Ontario or of the Parliament of Canada;

IF YOU ARE A FIRST NATIONS, INUIT OR MÉTIS CHILD OR YOUTH, to have private access to a representation of your band or community (e.g. Elder);

TO LOOK at your own records (except those parts that have information about someone else or that is likely to be harmful to you);

TO SIGN with your parents, if you are 12 or over, your own Care by Agreement (the form which voluntarily admits you into the care of CASO);

TO CONSENT to your own counseling services;

TO CONSENT, if you are capable, to the collection, use or disclosure of your personal information except in certain specific circumstances prescribed in the law;

TO BE NOTIFIED of and attend court, unless the judge deems it would be harmful for you to do so;

TO HAVE your placement reviewed if you object to it;

TO RECEIVE a copy of a court-ordered assessment, unless the judge deems it would be harmful;



TO WORSHIP and attend faith-based, religious and spiritual events, activities, and practices of your choice;

TO OBSERVE the religious diets and/or fasts of your faith group;

TO PARTICIPATE in activities and communities that support your needs as a 2SLGBTQIA+ child or youth;

TO BE PROVIDED with services in your language and be free of discrimination based on your race, ancestry, place of origin, colour, ethnic origin, citizenship, family diversity, disability, creed, sex, sexual orientation, gender identity, gender expression and culture;

TO REQUEST continued support after the age of 18 years if you were in Extended Society Care.

You Can...

- Send and receive mail that is not censored, read or examined unless deemed by CASO that such mail is not in your best interest;
- Have private access to your family, unless deemed by CASO that such access is not in your best interest and is prohibited by the Court.

RESPONSIBILITIES

You have responsibilities as well while in your placement. These include:

- Meeting with and talking to your worker;
- Following the house rules in your placement;
- Taking responsibility for your actions;
- Accepting the consequences when you break the rules;
- Respecting the rights, property, privacy, diversity and special needs of others;
- Attending school and doing your homework;
- Attending your appointments;
- Utilizing technology in a safe and responsible manner;
- Knowing your worker's telephone number.

Who can you talk to about your concerns or issues?



Your worker



Your foster parents



The staff in your placement

Serious Occurrence Investigation Process

If you report abuse while in care, or if allegations of abuse are made against you, these incidents are called "Serious Occurrences."

We investigate these quickly and thoroughly to ensure your safety; we will tell you about the outcome. Your parents, where applicable, will also be advised of the allegations and of CASO's plan to protect you.



Complaint Procedure

You have a right to complain or ask questions about the care and treatment you are receiving. We want to hear from you if things are not going well so we can do our best to resolve it.

Should you have any concerns or questions please feel free to talk to your worker.

If you and your worker cannot sort it out, ask to speak to their supervisor. However, if you and your worker and the supervisor cannot resolve the problem, you can start a formal complaint process.

1 To Start a Formal Complaint Process

By e-mail: Send an e-mail in the language of your choice to yourcasquestion@casott.on.ca including a message explaining your complaint.

By phone: Call 613-747-7800 ext. 0 and ask to speak with your worker's supervisor to explain your complaint.

By mail: Write a letter in the language of your choice to CASO's Complaint Office. The letter can be addressed to 1602 Telesat Court, Ottawa, ON K1B 1B1.

No matter what option you choose, we will document any concerns or complaints and follow up with you within one business day to discuss next steps.

At any time, if you find you are not satisfied, you can request a complaint form for you to fill out and submit.

2 To Request a Placement Review

Should you have an objection to your placement you may request that a Residential Placement Advisory Committee (RPAC) review your objections to your placement. RPAC will review your placement and make recommendations.

TEL: 613-741-2599 or

Toll Free: 1-888-741-2599

rpaceasternontario@rogers.com

Process for Placement Review: If you request a change in placement, your worker should meet with you and your foster parent(s) or caregiver(s) within five days to talk about it.

3**To Speak with the Ontario Ombudsman**

The Ombudsman's office oversees and investigates government agencies; this includes Children's Aid Societies.

If you have a complaint or you need help resolving a problem, you can contact the Ombudsman's office or you can also fill in a complaint form online at: www.ombudsman.on.ca

Ontario Ombudsman

483 Bay Street
10th Floor, South Tower
Toronto, ON M5G 2C9
Toll Free: 1-800-263-2841
cy-ej@ombudsman.on.ca
www.ombudsman.on.ca

Hours of Service
8:30 a.m. to 5:00 p.m. (Weekdays)
CLOSED (Weekends)
Leave a voicemail

4**Child and Family Services Review Board**

The Child and Family Services Review Board (CFSRB) conduct reviews and hearings on a number of legal matters that affect children, youth and families in Ontario. If you have a complaint about services you have received from the Society you may have the right to complain to the CFSRB. You may consult the complaints brochure entitled *Do you have a complaint about services you have sought or received from an Ontario Children's Aid Society?* which outlines the steps for making a complaint.

Pamphlets are available from any child welfare agency. Forms and information about filing a complaint can be found at:
<http://www.sjto.gov.on.ca/cfsrb/forms-filing/>

Child and Family Services Review Board
655 Bay Street, 14th Floor
Toronto, ON M5G 2K4
Hours: 9:00 a.m. - 5:00 p.m.
Toll Free: 1-888-728-8823
cfsrb@ontario.ca

Important Info

My information

My new address: _____

Caregiver(s): _____

Phone Number: _____

Your worker's information

Name: _____

Phone Number: _____

Your supervisor's information

Name: _____

Phone Number: _____

WORDS OF WISDOM

“I would tell the children not to be afraid, to follow their dreams. I would tell them to never give up hope.”

— Shannen Koostachin

First Nations youth from Attawapiskat

“What I want CASs to know is that our culture is something that should be preserved even after entering care by having constant interaction with it.”

— African Canadian Youth in Care

One Vision One Voice

SAFE SPACES PROGRAMS FOR YOUTH

The Children's Aid Society of Ottawa's Teens (CAST)

The CAST group participates in weekly meetings that bring youth in care together. Members work collaboratively on significant advocacy projects and participate in an array of activities and outings. Contact youthprograms@casott.on.ca for more information.



Rainbow Youth in Care (RYIC)

This advocacy group, comprised of 2SLGBTQIA+ youth in care, come together to participate in fun queerpositive and identity-affirming activities while working on advocacy and awareness projects. Contact youthprograms@casott.on.ca for more information.



UMOJA Youth Group

The Umoja Youth Group meets monthly to participate in activities and discussions related to preserving the culture and identities of Black, African, and Caribbean youth in care. For more information, contact UmojaYouth@casott.on.ca.



SAFE SPACES

PROGRAMS FOR YOUTH

Assembly of Seven Generations (A7G)

Indigenous owned and youth-led, non-profit organization focused on cultural support and empowerment programs/policies for Indigenous youth while being led by traditional knowledge and Elder guidance.

Website: www.a7g.ca

Kind Space: 2SLGBTQIA+ Peer Support

Offers peer-led drop-in groups (for 2SLGBTQIA+ people, by 2SLGBTQIA+ people) and programs that are hosted online and/or in-person.

Website: www.kindspace.ca

Jaku Konbit

Provides quality, youth and community programs that serve everyone with an African heritage. Services are wholly open to all others in our culturally diverse Ottawa.

Website: www.jakukonbit.com

Around the Rainbow: Ottawa Family Services

Provides education, counselling and support services to 2SLGBTQIA+ families and individuals with the objective of improving 2SLGBTQIA+ inclusion in all environments.

Website: www.familyservicesottawa.org/services/around-the-rainbow/

Please contact your worker for more information about any of the organizations or programs outlined above.

My Identity :

Identity and Culture to Be Preserved at Time of Placement and Beyond.

Child's/Youth's Name

Legal first, middle and last name: _____

Identified name: _____

Gender

Sex assigned at birth: _____
(female, male, intersex)

Gender Identity: _____
(cisgender, transgender, gender diverse, gender fluid, gender creative, non-binary; two-spirit; a-gender)

Identified Pronouns: _____

Sexual Orientation (sometimes referred to as attraction):

(Gay, Lesbian, bi, pan, two-spirit, asexual, queer, heterosexual; other)

Place of birth: _____

Culture/Ethnicity/Faith: _____

Primary Language: _____

Other Languages Spoken: _____

My Identity (...continued):

Identify products/items specific to the child/youth:
(incl. personal care and gender identity needs)

Identify cultural food considerations:
(incl. dietary/cultural restrictions)

Identify spiritual/religious ceremonies/traditions:

Identify cultural identity activities:
(social, recreation, educational)

Additional Considerations:

Declaration:

I hereby acknowledge that my rights and responsibilities in the care of The Children's Aid Society of Ottawa have been reviewed. I have reviewed The Children's Aid Society of Ottawa's complaint procedure and of my right to receive service in a way that respects my culture and identity. I have reviewed the fire safety plan.

Worker (please print):

Caregiver (please print):

Caregiver Signature:

Identity Support Person identified: yes no

Name:

If not indicated, reason name not provided at this time:

Child/Youth's Name (please print):

Child/Youth's Signature:

Date:



Every Child Matters



Black Lives Matter



2SLGBTQIA+ Flag



Diversability

Land Acknowledgement:

The Children's Aid Society of Ottawa acknowledges that our offices, located in Ottawa, are on the unceded, unsundered Territory of the Anishinaabe Algonquin Nation whose presence here reaches back to time immemorial.



Religious Diversity

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