

Dufferin Child and Family Services (DCAFS)

Service Orientation Handbook

655 Riddell Road, Orangeville, ON, L9W 4Z5

and

224 Centennial Road Unit 10B, Orangeville, ON, L9W 5K2

Phone: (519) 941-1530

Fax: (519) 941-1525

www.dcafs.on.ca

Hours of Operation

Tuesday & Wednesday 8:30 a.m.– 8:30 p.m.

Monday, Thursday, Friday 8:30 a.m.– 5:00 p.m.

(Hours may be subject to change – our website will have current information)

Mission: to be a partner, resource and leader in supporting and building on the strengths of children, adults and families in our community.

Vision: strong and resilient children, adults and families supported within a safe and welcoming community.

Welcome to Dufferin Child and Family Services (DCAFS). The purpose of this handbook is to provide you with important information about DCAFS and how services work. Please feel free to ask your worker any questions or raise any concerns you might have. Whether you are a child, youth, parent/caregiver, or an adult with a Developmental Disability, our commitment is to offer you the most appropriate service(s) that will support you in achieving your goals.

Our Mission

Serving communities within Dufferin County, our purpose is to be a partner, resource, and leader in supporting and building on the strengths of children, adults, and families in our community.

Our Values

In our work with service recipients, our community, and each other, Dufferin Child and Family Services will:

- Be respectful, honest, compassionate, and fair.
- Embrace diversity and support inclusion.
- Collaborate and build partnerships.
- Take responsibility and be accountable.
- Strive for learning, growth, and excellence.
- Lead, serve, and say thank you!

What is Consent?

In order to proceed with service, you will need to sign an “*Agreement to Participate in Service*” form. This agreement is like a contract where you formally agree to work with DCAFS so that our workers can provide you and, where appropriate, your family with services. As part of your orientation to service, your worker can explain further what the form means and how it applies to you and your family.

In some situations, you may want your worker to share reports or gather information from other people. A “*Consent to Release or Obtain Information*” gives DCAFS your permission to obtain information from other professionals such as teachers or doctors, and/or to share

information with others such as schools, doctors, or other services. In terms of signing consents, if a child/youth is:

- under 12 years, the parent/guardian must consent
- 16+, then the youth can consent
- *between 12 - 15 years, both the parent and youth consent, except if the youth wishes to have counselling without involving parents, then they alone can consent.*

In joint custody situations where the child is under 12 years, both parents must sign an *Agreement to Participate in Service*. In some situations, verbal consent can be used, however, your worker will ask you to sign a written consent as soon as possible. From time to time your worker may ask you to sign other consents so that we can record sessions, gather more information, or release reports.

What are the Risks & Benefits of Participating in Treatment and or Services?

It is important that you understand that there are both risks and benefits to participating in any of the services that DCAFS offers.

Some of the Benefits are:

- Relationships with your family may improve
- There may be less tension, stress or worry in your family
- Parents/Caregivers can learn more effective ways of parenting
- You may be more motivated to change and maintain changes
- You may develop more self-control over your behaviour
- You will learn about yourself and your strengths
- You may see your struggles and problems in a new way
- You can develop new skills and learn healthier ways to cope
- You will feel less alone and isolated
- You may experience more hope, optimism, and joy in life
- You can function more effectively at home, school, work, and with friends
- You should feel heard, respected, understood, and supported in your struggles
- Your physical and emotional health may improve

Some of the Risks are:

- Some family members may not participate in treatment
- Some family members may not support you in the changes you are making
- Change may be uncomfortable or even frightening
- Things may actually get worse before they improve
- Other professionals or family members may not see the changes you are making
- Change may not occur even though you are trying hard
- You may learn things about yourself that are hard to hear and to deal with. Past issues may be brought up and discussed
- If you are in a group, you may be impacted by other clients' issues
- You may have to wait to receive formal assessments or to see a doctor
- We are obligated under the *Child, Youth and Family Service Act* to report concerns related to child safety to our Child Protection Service

What are Your Rights?

As a client with DCAFS, you have the right to:

- Be treated with dignity and respect and without discrimination
- Get help in the language that you speak
- Confidentiality and privacy
- Receive services in a safe and secure environment
- Take part in the planning and review of treatment
- See your records/file and have copies of your reports
- Tell us whom we can give information to by signing the "*Authorization for Release of Information*" form
- Talk with us if you feel that any decision or treatment is not right for you
- To alter, limit, or withdraw your consent
- Express your concerns and/or engage in a formal complaint procedure

We will also:

- Ask you to sign an *Agreement to Participate in Service*
- Ask you about any cultural, spiritual, or diversity aspects of your life that may be important to our work with you
- Develop a plan with you before we start any treatment or supports
- Make sure you understand how treatment or supports can help you and what the risks and benefits are
- Tell you about all the different services or resources that can help you
- Work with other services or agencies if you wish
- Tell you how to get help in an emergency

What are Your Responsibilities?

As a client of DCAFS, you are responsible for:

- Providing us with the information we need to offer you the best service possible
- Participating in the assessment and planning of your services
- Providing us with up-to-date personal information for our file
- Attending and participating in treatment/services to the best of your ability
- Treating staff and others with dignity and respect
- Providing us with feedback so we can improve services
- Calling us at least 24 hours ahead of time to cancel appointments

What is Confidentiality?

Confidentiality means we will protect your information and not share it without your permission. There are two ways that we may share information about you with others

1) The most common situation is when you give us your consent to share information by signing an *“Authorization for Release of Information”*. This allows us to share information verbally with others or provide others with clinical reports. When you sign an “authorization” you have the right to tell us:

- What information we can give out about you
- Whom we can give information to
- How that information can be used

- 2) Under the law, we are obligated to share your information without your consent if we are concerned about the safety of you or others, as follows:
- Your family and other professionals if we believe you will hurt yourself or someone else
 - Child Protection Services if child abuse or neglect is suspected
 - The police, if you plan to harm yourself or others
 - The courts, if they order us to release information
 - Paramedics, in a medical emergency
 - The appropriate regulatory college if it is suspected that there is sexual abuse by a regulated health professional

What about your File and Personal Health Information?

At DCAFS, we are committed to maintaining your confidentiality and privacy with respect to the information contained in your file. More specifically, this refers to what information we collect, how we use, store, and share your information. You should know that we keep information in a file on the work we are doing with you and your family. Our files are digital, meaning they are stored in our secure server.

All information is in electronic format and stored in our Client Information Management System. This file may also include information from other agencies that you have given us permission to contact. We need you to provide us with any changes in your personal information so we can change it in our file.

We protect your file and information by keeping it locked up or by using electronic encrypted security passwords. On occasion reports are sent via email which are also encrypted with secure passwords.

As a service recipient, the information in your file is yours and we are charged to look after this information. We have many policies that guide how this all works. You should know you have the right to:

- Access and review the information that is contained in your file. However, you cannot review information about another person.

- Correct the information that is shown to be wrong or inaccurate.
- Withdraw, amend, or limit consent to share information that is in your file.
- Be notified if your confidentiality is breached or information in your file is lost

DCAFS complies with the *Personal Health Information Privacy Act (PHIPA)*, the *Child, Youth and Family Services Act (CYFSA)*, the *Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA)*, and the *Youth Criminal Justice Act (YCJA)*. If you have any concerns about your information, please ask your worker, the Manager or Lead.

Can we email to Communicate?

In some situations, you and your worker may wish to use email to communicate. There are both benefits and risks when using email, particularly with respect to confidentiality and privacy. If you and your worker choose to use email then this must be done with your informed consent, knowing that:

- We will not send reports to you through email unless the documents are password protected
- We will check email only during working hours
- We do not support email as a guaranteed confidential method of communications and cannot take responsibility for any privacy breaches that derive from email communications
- We will not do counselling or treatment using email and encourage you not to include detailed personal health or diagnostic information via email

Improving the Quality of Our Services

Evaluating Programs and Services

DCAFS is committed to improving the quality of our services. We are very interested in evaluating how our programs are meeting your needs. To accomplish this goal, DCAFS engages in program evaluation which may include using any or all of the data we have gathered from you.

We want you to know that we may use your information in the evaluation process; however, we will never identify any service recipient in our evaluation processes or in the reporting of

results. Information will only be presented in an aggregate format and no individual information, person or organization will be identified. Your confidentiality and privacy will always be protected in any program evaluation efforts. If you have any questions or concerns, please ask your worker.

How you can let us know how we are doing?

At DCAFS, we strive to provide you with quality services and your input is important. During your involvement, you may be asked to fill out a Client Satisfaction Questionnaire or to provide us with feedback about our work. This lets us know how we can make changes in our service to help you better. We like to hear your ideas and thoughts and very much value your feedback at any point during service.

Here are the steps to take if you have specific concerns:

1) Talk to your Worker(s)

First, try to talk to your Worker(s) to resolve the problem. If you talk to your Worker(s) and you can't resolve the problem, then go to the Manager. If you don't want to tell your Worker(s) how you feel, then you can ask to talk to the Manager.

2) Talk to the Manager. Their name is _____

Tell the Manager that you have some concerns. Let the Manager know:

- What the problem is
- What you have done about it
- What you want to happen now
- You may be asked to put this in writing. We can assist you with this if needed.

The Manager will look into your concerns and work with you to resolve them as best as possible. Please allow 10 working days for this process.

3) Talk to a Director

If steps 1 and 2 did not help you, then you may escalate your concern to a Director of Service. The Director of Service will listen to your concern, hear your suggested resolution to the issue and speak with relevant staff/review relevant documents. They will provide a written response to your concern including outcomes. Please allow 15 working days for this process.

4) Talk to the Chief Executive Officer (CEO)

If the previous steps have not met your needs, you can express a formal complaint to the Chief Executive Officer in writing to the following address:

Confidential Complaint

c/o Executive Assistant

Dufferin Child and Family Services

655 Riddell Road, Orangeville, ON, L9W 4Z5

The Chief Executive Officer will respond in writing to you within 10 working days.

Missed Appointments

It is very important that you attend your scheduled appointments or call to cancel 24 hours in advance. We understand that things come up that may change your ability to attend a scheduled appointment and we also understand that some days are harder than others to fully participate in sessions with us. We just ask that you communicate this with us so we can plan accordingly with you and amend our schedules to accommodate others we are working with.

Who Will Work with You and Your Family?

At DCAFS we have a number of ways clients can access services. Once contact is made, a central intake process works to match you and your family with services and professionals who can best meet your needs.

We have staff trained in a variety of areas such as Social Work, Psychotherapy, Psychology, Psychiatry, Early Childhood Development, Autism Services, Child and Youth Work, Developmental Service Work, Behaviour Therapy and Child Protection. Many of our staff are trained in different specialty areas; anxiety, depression, youth substance misuse, trauma, sexual assault. At times different staff may be involved in helping you either directly or indirectly by providing consultation as needed.

What if there is a Crisis or Emergency?

At DCAFS we provide crisis response services for children and youth up to 18 years of age 24 hours a day, 7 days a week. Our regular office hours are Monday – Friday, 8:30 am – 5:00 pm. We do have evening hours available for scheduled appointments, groups and other activities.

You can access crisis and emergency after hours staff by calling **519-941-1530** and following the prompts. Outside of regular office hours, our emergency after hours staff are responsible for both mental health crisis as well as child protection urgent issues.

In the event of an emergency where there is immediate safety risk– call 911

Services We Offer:

Child and Youth Mental Health

Talk-In Clinic - Gives quick access to a single-session counselling service and provides opportunities for immediate problem-solving and helpful conversations every Wednesday from 12:30 pm - 6:30 pm at our Orangeville office. This is the primary way to connect with Child and Youth Mental Health services. **** Subject to change based on COVID-19**

Guidelines - Visit our website for the most updated information <https://dcafs.on.ca/>.

Crisis Intervention and Support - Support for urgent situations - daytime, evenings, and on weekends when a child/youth is experiencing acute distress including risk of suicide or harm to others.

TAPP-C (The Arson Prevention Program for Children) - Supports when a child/youth has fire setting behaviours and/or concerning thoughts about fire setting. The program teaches about fire safety for the individual, family, and community.

Individual Child and Family Counselling - Brief or extended therapy for children, youth, and families during challenging times due to mental health concerns, personal struggles, relationship conflicts, grief and loss, and getting along with peers and others outside the family.

Family Connection Therapy Services - Addresses significant family attachment, relationship problems and trauma (i.e. developmental/early childhood trauma, high family conflict, etc.). Supports with more serious behavioural, emotional, mental health, and/or addiction problems specific to child/youth and family needs and works with individuals and families in the home, at school, or in the community.

Group Supports:

- **Circle of Security** - Group and individual support for caregivers to understand and develop attachment parenting skills
- **DBT Family Skills Group** - A 24-week skills group for teens and their caregiver(s) to decrease self-harm, suicidal ideation, and suicide behaviours; reduce impulsive behaviours; improve emotion regulation; and cut down on conflict with family members, peers, and others (**screening needed before entry to group**)
- **GLOW (Junior and Senior)** - Social groups for 2SLGBTQ+ youth to build self-esteem, a sense of connection to community, and pride about diverse sexual and gender identities (**screening needed before entry to group**)
- **Caring Dads** - Run in partnership with *Family Transition Place* (FTP), Caring Dads is a group intervention program for men who have abused, neglected, or exposed their children to domestic violence. Caring Dads exists to change current practice to better include fathers in efforts to enhance the safety and well-being of their children (**referrals are made through Family Transition Place**)

Sexual Abuse Treatment Program - Our program offers a variety of supports and services for children, youth and families (0 - 18 years) who have experienced sexual abuse/assault. These include: assessment and counselling (individual and family work); psychoeducation and case management; crisis and safety planning. Treatment is individualized based on presenting needs and concerns.

We have developed a community of practice that includes *Headwaters Health Care Centre* and *Family Transition Place*, to ensure that help is available for anyone who is in need of counselling and support. Our goal is to improve access and streamline our approach to

service delivery. We work closely together to build capacity in the community and increase collaboration between our partners.

Early Years Programs

Infant and Child Development Program - Our Infant and Child Development Program (ICDP) offers family-centred support and early intervention to infants and children (birth to school entry) who are presenting with, or who are at risk for developmental delays, diagnosis, or disability. This service includes developmental consultation; screening and assessment; caregiver support and community referrals. A variety of developmental screening tools and questionnaires are used to assist with early identification and developmental monitoring. We work together with families and other professionals to identify goals and create an individualized plan. The program also provides transition to school support, and will offer group information and education sessions in community-based settings on specific topics.

iCAN (Inclusion for Children with Additional Needs) - iCAN is the name given to the Special Needs Resourcing program in Dufferin County. Our resource consultants provide support and consultation to licensed child care providers to help meet the additional needs of children up to the age of 12 years (this includes before/after school care). iCAN supports the inclusion of all children with additional needs (physical, social-emotional, developmental, behavioural) to help them learn and grow to their best and fullest potential. We also offer information and resources, and help connect families to other community resources if/when needed.

Summer iNC. - The Summer iNC program supports children (0 – 12 years) with various additional needs so that they can fully participate in camp, and have a fun, safe and successful camp experience. Our inclusion counsellors work with camp staff to adapt the environment, modify programming, and accommodate individual needs. Our goal is to provide a positive camp experience and promote inclusion for campers of all abilities. We believe that everyone benefits from inclusion!. When individual support is determined as necessary, we will develop an individual plan to support the child and camp staff to meet the child's needs. Individual support is limited to available resources; however, families can provide their own individual support person to assist at camp.

Developmental Support Services

Service Coordination Program - Children/Youth (Under 18 Years of Age)

This program provides service coordination and support to any family or individual where the individual has a developmental disability and/or autism. This service connects families with funding opportunities and community programs based on the needs of the child/youth. This service also supports families in on-going planning.

Service Coordination Program - Adults (18 Years of Age or older)

This program provides service coordination and support for Service for Adults with developmental disabilities who meet the criteria of and are referred to us by **Developmental Services Ontario (DSO)**. This service connects Adults and their support people/family with funding opportunities and community programs based on the needs of the Adult. This service also supports Adults and their support people/family in on-going planning.

Coordinated Service Planning (CSP) - Coordinated Service Planning supports families living in Dufferin and Wellington Counties who have children and youth (birth to 18 years and 18 to 21 years of age who remain in school) with multiple and/or complex special needs. A Service Planning Coordinator will bring together all service providers working with your child/youth to develop and implement a concise Coordinated Service Plan based on family and child/youth's goals, strengths and needs.

Fetal Alcohol Spectrum Disorder (FASD) Consultation - Coordinators with expertise in the area of Fetal Alcohol Spectrum Disorder provide education, awareness, group support, and consultation to those suspected or confirmed to have FASD in Dufferin and Wellington Counties and the City of Guelph.

Respiteservices.com - Respiteservices.com is a Provincial website our team supports that helps families easily access respite workers and services within their local community. Families of individuals with developmental disabilities can register online and gain information about respite services offered in their community. It coordinates a network of agencies and organizations providing respite service to individuals. For more information visit **Support Your Way** at www.respiteservices.com.

Special Services at Home (SSAH) & PassportOne Transfer Payment Agency - The *Ministry of Children, Community and Social Services* (MCCSS) has two funding programs to support children and adults with developmental disabilities. Families who are caring for their child up to 18 with a developmental disability are able to purchase the supports (such as respite, camps) they need through **Special Services at Home (SSAH)** funding program. Adults 18 and over with a qualifying developmental disability as approved by DSO, can purchase supports (such as one-to-one workers) using **PassportOne** funding. As a Transfer Payment Agency (TPA) authorized by MCCSS, DCAFS administers Special Services at Home (SSAH) and Passport funding dollars for those families who choose not to self-administer. In Dufferin County, respite providers are hired directly by families. Special Services at Home and/or PassportOne respite providers are not considered employees of Dufferin Child and Family Services.

Ontario Autism Program

Caregiver Mediated Early Years - This program is available to all children ages 12 - 48 months who are registered with OAP. Dufferin Child and Family Services provides the ESI-SERTS model which is available to child up to 36 months of age. Please check the OAP website for details on this program and the services that are available in all the regions of Ontario. <https://www.ontario.ca/page/ontario-autism-program-caregiver-mediated-early-years-programs>

Foundational Family Services - This program is available to all families registered on the OAP waitlist and is part of the needs-based funding being offered by the OAP program. For more details on this program go to: <https://www.ontario.ca/page/ontario-autism-program-foundational-family-services>.

Additionally, please see Dufferin Child and Family Services website for programs and workshop available in Dufferin area. <https://dcafs.on.ca/developmental-support-services/foundational-family-services>

OAP Entry to School Program (ETS) - This program is part of the new early years' service pathway in the needs-based *Ontario Autism Program*. ETS is a group-based program that supports successful transition into schools for children aged 3 - 6 years of age registered with the OAP and entering school for the first time. Please note that children who are eligible to enroll in the OAP ETS Program will receive an invitation letter sent by the *Ministry of Children, Community & Social Services*.

The DCAFS Entry to School Program uses ABA practices to implement natural environment teaching. Our play-based learning environment mirrors the way a typical classroom might look and is inspired by the *Early Start Denver Model & How Does Learning Happen*. The focus of the ETS program is to support building skills in six key areas: communication, social interaction, functional routines, behavioural self-management and pre-academics, as well as learning and attention. The program will provide up to 6 months of service offered on half days (3 hours a day), 5 days a week, with the flexibility for the number of days or hours a child attends depending on their needs.

OAP Urgent Response Services (URS) - The Urgent Response Service provides time-limited supports and services (up to 12 weeks), intended to provide a rapid response to a specific, identified need to prevent further escalation or harm to child or youth, other people, or property.

To be eligible for the OAP urgent response services, child/youth must be:

- 1) Registered in the OAP
- 2) Experiencing one or more key high-risk factors that:
 - Have started or worsened in the last 14 days
 - Can be supported by OAP urgent response services (confirmed through standard intake process).

To make a referral contact DCAFS Central Intake (519-941-1530). Once a referral is made, URS Coordinator will complete assessment to determine service eligibility.

Autism Behaviour Solutions Fee for Service - Autism services in Ontario is now a Needs-Based program available to all families on the OAP waitlist. When families receive their funds following their needs assessment they can purchase Core-Services which include:

- Applied Behavior Analysis
- Speech Language Pathology
- Occupational Therapy
- Mental Health Services

For more details on these services, please go to: <https://www.ontario.ca/page/ontario-autism-program-core-clinical-services>

At DCAFS the following services are available for purchase and are implemented under the direction of a Board Certified Behavioural Analyst and behaviour therapists with a broad range of expertise. **These services are also available for any family with a child with Autism who has not received funding from OAP but would wish to purchase services while waiting.**

Applied Behavioural Analysis (ABA) Services both Individual or Group-based

We provide Individualized service at various levels of intensity to assist with numerous areas of development in critical foundational skills, such as; communication, eating, sleeping, toileting, safety, peer relationships and behavioral challenges. Services are available Monday to Friday across a variety of times and intensity in order to meet your child's and family's needs. Our services are customized to meet the needs of your child, these services could include but are not limited to the following.

- Comprehensive assessments at the start and every 6 month period
- Group instruction throughout the day
- Academic instruction using Direct Instruction methodology.
- Parent coaching to enhance generalization and development of skills using evidence-based parent coaching model.

Please contact Dufferin Child and Family Services to have a customized service package developed for your child.

Child Protection Services (Local Children's Aid Society)

The services provided by this team are guided by all applicable legislation, standards and regulations as directed by the *Government of Ontario*.

Intake & Investigation - The primary function of this service is to investigate, gather information, and make an assessment in order to determine whether a child, under the age of 18, may be at risk of harm and how we can leverage strengths in a family. The goal is to ensure the safety of children and youth while supporting the family and whenever possible, keeping children/youth and families together.

Ongoing Family Service - Family Service Workers provide a broad spectrum of services to families where there are concerns for safety and/well-being. This happens through developing a plan together that identifies what is working well, what the worries are and what needs to happen to reduce those worries.

Family Support/Supervised Access - Family Support workers provide in-home support for families and children/youth under the age of 18 years or one-to-one support for Children in Care who are currently receiving child protection service and are facing challenges or are in crisis. Family Support strives towards: enhancing family functioning, reducing risk to children in their home environment, reducing risk of placement, assisting in the re-integration of a child back into the family home, and enhancing parenting skills through an approach that is positive and strengths based. Child Protection and Family Support Workers are responsible for developing and managing plans for regular access between children/youth and their parents whenever they are unable to reside together.

Children's Services - This team is responsible for developing and ensuring follow through on individualized plans for each child/youth based within Ministry Standards. They work closely with children/youth to ensure their needs are being met and ensure they are afforded opportunities to meet their goals.

Kinship Service and Care - At times it is not possible for a parent to care for their child for a period of time. When this happens we work with families to identify close family members or friends who may provide interim care for the child.

Customary Care - When a child with Indigenous heritage cannot be cared for by a parent, we work with the family and Band (if applicable) to arrange for Customary Care. Indigenous families have a rich history of caring for one another in times of need, in a way that is culturally appropriate – Customary Care is a formalized approach to this.

Resources/Foster Care - The Resource team is responsible for the recruitment, screening, training, placement, monitoring, and support to foster and kinship care homes. Foster and kinship care families are approved by the Agency following a thorough home-study process completed by trained staff. Prospective foster and kinship care families must complete nine weeks of mandatory training before being approved to foster. We believe that every child deserves a safe and supportive home. Please open your heart and home to our children.

If interested in information, please call our Recruitment Worker at 519-941-1530.

Adoption - The Adoption team is responsible for recruitment, screening, training, placement, monitoring, and support services to adoptive families. Children and youth who are legally free for adoption are supported by adoption workers to prepare for placement into their forever family. Various support services are also provided to those whose lives have been touched by adoption.

Emergency After-Hours Service - are provided to the community to ensure that child protection services are available 24 hours each day. Emergency services are utilized after regular office hours. Emergency after hours workers are responsible for both mental health crisis and child protection emergencies.

Headwaters Family Visit Centre - In a safe and supportive setting, staff supervise visits and/or facilitates exchanges between children and their non-custodial parents in situations where there is a reason this cannot occur without a third party.

A Note About Our Collective Duty To Report - We all share a responsibility to protect children from harm. Section 125 of *Ontario's Child, Youth and Family Services Act* (CYFSA) states that anyone who has reasonable grounds to suspect that a child is or may be in need of protection must promptly and directly report the suspicion and the information upon which it is based to a Children's Aid Society. You may not rely on another person to make the report on your behalf. You do not have to be certain that the child is or may be in need of protection to make a report to Child Protection. (*"Reasonable grounds" refers to the information that an average person, exercising normal and honest judgment, would need in order to make a decision to report*). [CYFSA s.125(1)(6)]

Once a report is made to the Agency, a determination will be made as to whether a protection investigation will be commenced.

The person making the initial report should bear in mind that the duty to report is an ongoing obligation. As such, if you have made a previous report and have additional reasonable grounds to suspect that a child is or may be in need of protection, there continues to be responsibility to make a further report. [CYFSA s.125(2)]

Additional Information

We request that you cancel appointments if anyone receiving service is feeling unwell. If service is provided in your home, please cancel should anyone in your home feel unwell.

Dufferin Child and Family Services

For more information, please visit our website at: dcafs.on.ca

You can also find us on Facebook and Twitter.

