

# About Our Services



## FAMILY AND CHILDREN'S SERVICES

of Lanark, Leeds and Grenville

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## LAND ACKNOWLEDGEMENT

Family and Children's Services of Lanark, Leeds and Grenville are located on the customary and traditional lands of the Algonquin, Huron-Wendat, Anishinaabe, Haudenosaunee and St. Lawrence Iroquoian peoples.

## ABOUT FCSLLG

Throughout the province of Ontario, there are non-profit organizations known as Children's Aid Societies, or here in Lanark, Leeds and Grenville, we are known as Family & Children's Services of Lanark, Leeds and Grenville "FCSLLG".

## WHAT TYPE OF SERVICES DO WE OFFER

- Consultation on child protection issues for children and youth under the age of 18
- Investigation and assessment of child protection concerns
- Ongoing child protection service
- Kinship Service
- Foster Care Service
- Adoption Service
- Community Education

- Voluntary services to youth in need of protection ages 16-17
- Voluntary services to young adults leaving care
- Access to Information

The following information is intended to answer any questions you may have, and we encourage you to visit our website at [www.fcsllg.ca](http://www.fcsllg.ca) for further details.

**OUR MISSION** FCSLLG is committed to engaging families and the community in the safety, permanency and well-being of our children and youth.

**OUR VISION** Safe, healthy, resilient kids growing up in their families within their communities...where FCSLLG is part of a social system that promotes equitable outcomes for all children and families.

**WE ARE INCLUSIVE** FCSLLG endeavours to ensure that its services are open, inclusive, safe, affirming and positive for all the 2SLGBTQ+ community members and their allies.

FCSLLG strives for **equity, diversity, and inclusivity** in all services that we provide to families, children and youth. This also includes our commitment to truth and reconciliation as it relates to child welfare practice with Indigenous families we serve.





**ACCESSIBILITY** FCSLLG is committed to providing services to all clients, including persons with a disability, in accordance with the requirements of the *Accessibility for Ontarians with Disabilities Act*. To request a copy of our workplace accessibility policy and procedure or to give feedback on our site accessibility, please send an email to [accessibility@FCSLLG.ca](mailto:accessibility@FCSLLG.ca)

## PROTECTING YOUR PRIVACY

FCSLLG is an agency that protects children so they can grow up safe from abuse and neglect. We carry out our work under the *Child, Youth and Family Services Act (CYFSA) 2017*, which requires us to investigate possible abuse or neglect of children and to take steps to ensure the safety of children who need protection, including providing support to families. In addition, we recruit and provide services to support adoptive parents, foster parents, kinship service providers and volunteers. To do this, we need to collect personal information about you, your child, your family and/or your home.

## YOUR PERSONAL INFORMATION

We make sure that we protect your personal information and keep it PRIVATE. What is your personal information? **Personal information includes name, date of birth, phone number, address, and information we collected when providing a service to you.**

## WHY WE COLLECT, USE OR SHARE YOUR PERSONAL INFORMATION

We will collect, use and share personal information in order:

- To investigate whether a child is in need of protection
- To decide what steps are necessary in order to protect a child from abuse or neglect
- To search for and secure a placement that is in the best interests of a child
- To provide appropriate services and support
- To follow the law

## HOW DO WE PROTECT YOUR PERSONAL INFORMATION?

We will do our best to make sure that any personal information that we collect is not stolen, lost or used without your permission. Anyone who works with us will protect your personal information. All paper records containing personal information are kept in a secure and locked room. All electronic records are protected by passwords, firewalls and encryption technology. We keep all personal information contained in our records permanently.

## HOW WE COLLECT, USE AND SHARE YOUR PERSONAL INFORMATION

We collect, use and share personal information about you and your family in order to investigate possible child abuse or neglect, to protect children, and to support families, adoptive parents, foster parents, kinship service providers and other volunteers.

We may collect information about you or your family directly from you, or from someone else. For example, sometimes we may collect information about you from third parties, such as the police, medical professionals, your child's school, and other people who have information that can help. We will only collect personal information from someone else when you give us permission, or when the law allows us to. **When possible**, we will ask for your consent to speak to third parties to collect information about you, your child and/or your family. However, our top priority is to ensure the protection, well-being and best interests of the child. For that reason, **we may collect information without your consent** in order to investigate whether a child is in a safe environment and whether there is a risk to the child's safety.

In most cases, we will not share your child's information with anyone without your and/or your child's consent. But if we have concerns about an immediate risk to a child's safety, or if we are permitted or required by the law to share your or your child's personal information with others, such as the police, lawyers or the court, we will ask for your consent before sharing your or your child's personal information.

## CAN YOU SEE YOUR PERSONAL INFORMATION?

You can ask us to see what information we have about you and your child. If your child is able to understand the meaning of consent, you cannot see their information without their consent. There are limits to what information you can see and sometimes we will not be able to show you all of the information. If you think that the personal information we have about you is wrong, please contact us at [fcsllgprivacylead@fcsllg.ca](mailto:fcsllgprivacylead@fcsllg.ca)



## ACCESS TO INFORMATION

### Personal Information:

If you are a former or current service recipient, you have the right to request a record of your personal information as it relates to the provision of service to you by Family and Children's Services of Lanark Leeds and Grenville.

This includes:

- Former or current service recipients
- Former or current children in care
- Adoption records

### Disclosure:

If you are an individual seeking information about another individual who has received services from the Society, you can request a disclosure of records. In order to provide information, the Society must have the consent of the individual(s) whom the record is about, or a court order for the release of information and records.

## Records Checks:

The Society provides child welfare records checks for individuals applying for jobs with Children's Aid Societies, outside placement resources (OPRs) and other employment or volunteer related positions.

## Corrections and Privacy:

You have the right to:

- Ask for corrections to wrong or missing information in your file
- Know if your personal information is lost, shared, stolen, or viewed when it shouldn't be

Refer to FCSLLG's website under "Information Practices" for more information. On the website you will find applicable forms, and information on how to submit a request. You can also speak with your worker for more information.

The Information and Privacy Commissioner of Ontario ensures that Children's Aid Societies, group homes, and other service providers follow the rules to protect and provide access to personal information under Ontario's child and family services law. Visit their website for further information [www.ipc.on.ca](http://www.ipc.on.ca).

## WORKING TOGETHER

### Verification of Identification

Your worker will ask to confirm your identity as well as the identity of children, youth or other individuals that reside in your home. Workers are required to confirm identities, the correct spelling of names, dates of birth, addresses, etc.

### IDbD – Identity Based Data Collection

Your worker will ask **you** to complete an IDbD form in relation to your child/youth. What is this?

This is a brief questionnaire used to better understand who is receiving child protection services and to better support planning across the provincial child welfare system, and locally at the level of individual societies, including work to address ongoing disproportionalities, disparities and inequities experienced by children, youth and families from equity-deserving communities. It is a voluntary process and is self-reported by children and youth, or their parent.

## Consent Forms

Your worker may ask you to sign a consent form to allow them to collect, use and/or share information with your supports and those involved with your child and family, i.e., family doctor, daycare provider, school, family members, and/or other community supports you may be involved with.

## FCSLLG'S PRACTICE APPROACH



**Signs of Safety** is a strengths-based, safety-organized approach to working with families. This approach is grounded in partnership and collaboration to identify strengths that

can be built upon to stabilize and strengthen a child and family's safety.

FCSLLG's goal is to hold safety network meetings to assess risk, look at worries and strengths, and make decisions about a child's safety. Anyone who cares about a child and their family, and the child themselves, can attend the meetings, as well as service providers. The outcome of the safety network meetings is the development of a safety plan. A safety plan will outline a plan and who is responsible, so we all feel confident that a child is safe.

**Safety Plans** must be supported by the people involved, including FCSLLG as the child welfare authority. A safety plan may change over time as families change.

### Questions We Ask

Four key questions are asked of everyone:

1. What are we worried about in relation to your child and family?
2. What is working well in your family?
3. What needs to happen to make sure the child is safe in the future?
4. How safe is the child, from zero (very worried about the child) to ten (the child is safe)?

A copy of the Signs of Safety mapping document will be given to everyone who attends the meeting.



**Talking with Children:** It is important that children have an opportunity to talk about what they are worried about, what makes them happy, and what they would like to see happen in their family and community to keep them safe. The Signs of Safety approach uses a number of tools to talk to children and ask them their views, including what is called The Three Houses interview.

### What is an Outcome Plan/Risk Assessment Map?

If your case remains open for service following the investigation, this is called ongoing service. Your worker will have developed a risk assessment map in collaboration with you and your network supports. You will be asked to sign a copy and a copy will be provided to you.

When your case is open for ongoing service, a worker will plan to meet with you at minimum once per month. They will be required to seek an update on progress, interview children, see the home, etc. Sometimes the worker may attend on an unplanned basis.

In the event an alternative plan needs to be made for your child, to ensure safety, our first hope is that we can develop a plan together so that the child can remain with family in the community.

## COMPLAINT PROCESS

### Informal Process:

**Step 1:** Speak with your worker about the concerns you have.

**Step 2:** If your concerns are not addressed in Step 1, ask to speak with your worker's manager.

**Step 3:** If you are not satisfied with the response in Step 2, ask to speak with the Director of Service. This is the final step in this process.

### Formal Legislated Process:

This process provides two options to hear a complaint. You have the choice to speak with the Agency about your concerns and/or can file a complaint directly with the Child and Family Services Review Board. A complaint under this process begins when your concerns are received in writing.



### Option One: Internal Complaint Review Panel

- When a written complaint is received, the Agency must respond within seven days, informing you if your complaint is eligible for review by a panel.
- If eligible for review, the internal panel which includes a senior manager from the society and one community professional external to the agency will hear your concerns within fourteen days.
- Within fourteen days of meeting with the panel you will receive a written summary including agreed-upon next steps. This is the final step in this process.

## Option Two: Child and Family Services Review Board

- A written complaint can be filed directly with the Child and Family Services Review Board. This Review Board is independent of all Children's Aid Societies in the province.
- When you file a complaint, the Child and Family Services Review Board will provide a response within seven days informing you if your complaint can be heard. You will receive further information from the Review Board regarding your rights and responsibilities in this process as well as timelines. Information is also available from the Ministry of Children and Youth Services at [www.children.gov.on.ca](http://www.children.gov.on.ca)

Child and Family Services Review Board  
15 Grosvenor Street, Ground Floor  
Toronto, On  
M7A 2G6  
Toll Free: 1-888-777-3616  
Fax: 416-327-0558  
Email: [cfsrb@ontario.ca](mailto:cfsrb@ontario.ca)

Ask your worker for more information about your options to express your concerns.

**Have you already tried to resolve your concerns with FCSLLG's complaint process?** If you are unsure what options are available, and feel you're not being heard, you can contact the Ombudsman Ontario at 1-800-263-2841.

The Ombudsman resolves and investigates complaints about any matter concerning children and youth receiving services from **Ontario Children's Aid Societies**.

<https://www.ombudsman.on.ca>

## GENERAL INFORMATION

### Worker Availability

- Our office hours are 8:30am – 4:30pm Monday – Friday and office locations are closed for STATUTORY holidays.
- We provide an after-hours service in the event you are experiencing an urgent matter outside of our regular business hours.
- Your assigned worker may be able to meet with you at a time after hours that is more convenient for you.
- During daytime hours, your worker may be working in the community and therefore unavailable to speak with you immediately. Please be sure to leave a message for them and you can expect a call back within 24-48 hours.
- If your call is urgent, you can ask to speak with a member of our First Contact Team.

Please speak with your worker or visit our website at [www.fcsllg.ca](http://www.fcsllg.ca) for more information.





# FAMILY AND CHILDREN'S SERVICES

of Lanark, Leeds and Grenville

## CORPORATE OFFICE/ Mailing Address:

■ 438 Laurier Blvd., BROCKVILLE, Ontario K6V 6C5

## OTHER LOCATIONS

- 385 County Road 29, SMITHS FALLS
- 8 Herriott Street, Suite 102, PERTH
- 123 Patterson Crescent, CARLETON PLACE  
(located at Arklan Public School)

**Our regular business hours are:  
Monday–Friday, 8:30 am – 4:30 pm**



[www.fcsllg.ca](http://www.fcsllg.ca)

We are available 24 hours a day, seven days a week  
to families in Lanark, Leeds and Grenville.

**After hours please call 1-855-667-2726**

