

**COLLABORATION AGREEMENT FOR THE
CHILDREN'S AID SOCIETIES AND VIOLENCE
AGAINST WOMEN AGENCIES**

for the
Regional Municipality of Waterloo

Updated March 2010

(from the original document dated December, 2003)

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AGREEMENT TO COLLABORATE

Declaration of Commitment

We, the following Children's Aid Societies:
Family and Children's Services of Waterloo Region

And

We, the following Violence Against Women agencies:

Community Justice Initiatives
Family Counselling Centre of Cambridge and North Dumfries
Kitchener-Waterloo Counselling Services
Lutherwood
Mosaic Counselling and Family Services
Victim Services Unit – Waterloo Regional Police
Wilmot Family Resource Centre
YWCA of Kitchener Waterloo
Waterloo Region Sexual Assault Domestic Violence Treatment Centre
Women's Crisis Services of Waterloo Region (Anselma House, Haven House)
Woolwich Community Services

Agree that in order to effectively end violence against women and children, service coordination between VAW and CAS agencies along with a shared understanding of woman abuse and child abuse and neglect is essential.

We have participated in the development of this CAS/VAW Agreement and hereby affirm our commitment to its ongoing implementation.

Our monitoring and accountability process is appended hereto, and we affirm our commitment to adhere to it. All appendices form part of this agreement.

Dated this ____ day of _____, _____

Signature

Signature

Name, Position

Family and Children's Services of Waterloo
Region

Agency Name

Name, Position

Mosaic Counselling and Family Services

Agency Name

Signature

Name, Position

Community Justice Initiatives

Agency Name

Signature

Name, Position

Family Counselling Centre of Cambridge and North Dumfries

Agency Name

Signature

Name, Position

Kitchener-Waterloo Counselling Services

Agency Name

Signature

Name, Position

Lutherwood

Agency Name

Signature

Name, Position

Victim Services Unit-Waterloo Regional Police

Agency Name

Signature

Name, Position

Wilmot Family Resource Centre

Agency Name

Signature

Name, Position

Women's Crisis Services of Waterloo Region
(Anselma House & Haven House)

Agency Name

Signature

Name, Position

Woolwich Community Services

Agency Name

Signature

Name, Position

YWCA of Kitchener-Waterloo

Agency Name

Signature

Name, Position

Waterloo Region Sexual Assault Domestic
Violence Treatment Centre

Agency Name

PART A: INTRODUCTION AND OVERVIEW

Purpose of the F&CS/VAW Collaboration Agreement

This Agreement has been developed to assist us to collaborate more effectively in order to increase the safety of children by:

- Helping women to be safe, and
- Making the best use of the means available to hold the person(s) who perpetrates abuse accountable for the harm.

Mission Statements and Service Descriptions of participating agencies can be found in Appendix A.

[APPENDIX A: AGENCY MISSION, MANDATE and SERVICE DESCRIPTIONS](#)

Values That Will Guide Our Collaboration

- Child abuse and woman abuse are often the result of abuse of power in family relationships. Neither women nor children can be responsible for changing the behavior of person who perpetrates abuse.
- Children experience trauma in families where women are abused.
- Ensuring the safety of children is paramount, as children are most vulnerable and have the least power in our society.

The following values will guide our work together:

Safety

Ensuring the safety of children is paramount and increasing the safety of abused women will increase the safety and well-being of children.

Equality

Everyone has the right to live without abuse. Equality is critical in maintaining non-abusive relationships.

Team Work

Working together increases safety for women and children and decreases chances of re-victimization. Co-ordination, collaboration and open communication between service providers is essential to eliminate abuse.

Respect

Every person has a right to be treated with respect and dignity.

Leadership

F&CS and VAW services can provide a community leadership role to influence system changes.

Intervention

Intervention is essential to ending abuse. Persons who have experienced abuse have a right to a healing process that is sensitive, safe, accessible and empowering.

Strength

Relationships and families have many forms and are optimally a primary source of love, respect, nurturing and learning.

Education & Prevention

Education, awareness and understanding lead to a decrease in abusive behaviour and victimization.

Responsibility

Community members have a personal and collective responsibility to change values and to eliminate abuse.

Accountability

Persons must be held accountable for their behavior (persons who perpetrate abuse, mothers, fathers, children, service providers).

These values are not in order of priority.

Principles of Intervention for CAS and VAW Collaborative Work

Intervening in situations involving woman abuse should be done in a manner that supports women and their children, and uses the means available to the VAW and CAS sectors, within the confines of their mandates, to hold the person who perpetrates abuse accountable for the abuse.

These principles form the philosophical foundation of this collaborative agreement. These statements represent the shared vision of how our response to child protection concerns should be shaped in Waterloo Region. As such, they are not intended to restrict or limit efforts but rather to provide a context from which the best practice standard of each agency can be drawn. We believe that the underlying principles reflect support, respect and assistance and when implemented, serve to empower and prevent re-victimization.

To this end, when intervening in situations where woman abuse is present, we will be guided by the following principles:

- Protecting children is the first priority.
- We acknowledge the unique experience and inherent power imbalance of women who have lived or are living with abuse and recognize that women who come to shelters and counselling agencies will need considerable support and understanding in maintaining a protective stand for their children.
- Each child has a right to live without being physically, sexually, spiritually or emotionally harmed or neglected and each child has a right to reach her/his full potential.
- Early prevention, identification and intervention, coupled with community-wide efforts and co-ordination of services, provide the ultimate hope for ending the cycle of abuse within the family.
- While parents often need assistance in caring for their children, that help should support the autonomy and integrity of the family unit and wherever possible, be provided on the basis of mutual consent.
- Supporting women who have been abused to attain safety empowers them and helps them protect and care for their children.

- Respecting the woman’s right to direct her own life and assisting her in taking personal responsibility for making change in her life is critical.
- In matters concerning child abuse or neglect, the child’s safety and best interests take precedence over the rights of the parent(s).
- Services should be provided in a manner that respects children’s needs for continuity of care and stability.
- Services to children and their families will be provided in a manner that addresses and respects diversity.
- The person(s) who perpetrate abuse are solely responsible for their behaviour and must be held accountable.

These principles are not in order of priority.

Agreement to Understand and Respect Sector Differences

Woman abuse occurs in a context which has personal, institutional and cultural components.

- Woman abuse is the intentional and systematic use of tactics to establish and maintain power and control over a woman’s thoughts, beliefs and conduct through the inducement of fear and/or dependency.
- Violence against women is the consequence of social, economic and political oppression of women within the institutions of society.
- Woman abuse exists and persists in our society because it has been condoned for centuries.

In working together to implement this collaboration agreement, the above definition may provide a useful framework for understanding the personal, institutional and cultural components of woman abuse.

The participating agencies of the VAW and CAS sectors understand and respect their different mandates, philosophies, legislative powers and professional associations and recognize that these are integral to the ability of each sector to deliver their services. It is not necessary for us to overcome all of these differences in order to work together. In many cases, our different capabilities and experiences can act as a resource to each other.

This agreement is based on our shared knowledge of each other’s sectors. For instance, the participating agencies understand that woman abuse and child abuse is interconnected. Child abuse is more likely to exist in homes where women are abused. Similarly, where children are experiencing abuse, the potential that their mothers also are being abused is significant. The participating agencies understand and are committed to providing intervention in situations involving domestic violence so that the safety of women and children can be maximized through immediate crisis intervention and ongoing support and education.

Through our joint efforts and team work, we endeavour to bring about change for a better society where all persons live with safety, dignity and respect.

When We Will Collaborate: Points Where Our Work Intersects

These specific intersection points have been identified for the purposes of when we will collaborate. We recognize that they are only steps in an ongoing process of collaboration. We are committed to collaborating from the beginning to the end of our work in serving women and children when:

See Appendix E

[APPENDIX E: CHILD PROTECTION SERVICES CASE FLOW DIAGRAM](#)

- Family and Children's Services (F&CS) has received a referral/report/information that a child may be in need of protection. The F&CS worker suspects or learns that woman abuse may be/is occurring in the home.
- The F&CS worker is assessing the safety and future risk to the child. The F&CS worker suspects or learns that woman abuse may be/is occurring in the home.
- The F&CS worker and the family are developing a Service Plan for a child in care involving woman abuse (where possible).
- The Violence Against Women (VAW) worker is trying to determine whether a situation constitutes reasonable grounds to suspect that a child may be in need of protection.
- A woman and a child are involved with both a VAW agency and F&CS.
- The VAW or F&CS worker is assisting a woman who is trying to negotiate custody and access agreements in order to increase her safety and that of her child(ren).
- The F&CS worker has determined that the immediate safety of a child requires an apprehension order to place the child(ren) into the care of the agency. An apprehension may occur on VAW agency premises and without consent or immediate knowledge of the parent.
- F&CS and VAW agencies continue to work toward a shared vision of eliminating violence against women and children.

Responsibilities of Partnering Agencies

Each partnering agency has a responsibility to ensure mechanisms are in place to address the following:

- Duty to Report
- Worker Safety
- Client Information Disclosure and Documentation
- Consents to Release/Obtain Information
- Consents to Participate in Services
- Collaborations Between Agencies

**PART B: HOW WE WILL COLLABORATE: OUR COLLABORATIVE
ACTIONS FOR EACH INTERSECTION POINT**

Intersection point # 1: Receipt of Information

F&CS receives information that a child(ren) may be in need of protection. The F&CS worker suspects or learns that woman abuse may be/is occurring.

1.1 Outcomes to be achieved

- The F&CS worker considers whether woman abuse is occurring within the family, and what effect this has on the mother and child(ren) at every stage of the assessment/investigation.
- When an assessment/investigation plan is being developed, safety strategies are discussed with the mother for herself and her child(ren) and reflected in the plan.

1.2 Collaborative actions we agree to take

CA#1. The F&CS worker will explore safety concerns with other service providers in an effort to ensure safety of all parties involved.

CA#2. The F&CS worker will routinely use and review community resources with all family members involved and develop an appropriate safety plan.

CA#3. Where F&CS is opening the case, the worker will seek consent(s) for the woman and her child(ren) in order to facilitate a referral to services.

CA#4. Where F&CS is not opening the case, the worker will provide information to the woman regarding available services and resources within the community.

CA#5. F&CS will keep their staff apprised of available VAW services within the Region.

Intersection point # 2: Safety and Risk Assessment

The F&CS worker is assessing the safety and future risk to the child(ren). The F&CS worker suspects or learns that woman abuse may be/is occurring in the home.

2.1 Outcomes to be achieved

- In consultation with the VAW worker and the mother, an assessment is made of the level of risk posed to the safety of the child(ren) and the mother.
- The mother receives information and support to help her protect and care for her child(ren), including legal options available to her.
- F&CS and VAW workers discuss and clarify their respective roles and responsibilities with each other and the family where they both have ongoing involvement.

2.2 Collaborative actions we agree to take

- CA#1. The F&CS worker will consult with the woman in an effort to assess and educate regarding the immediate safety of a child(ren) including a determination of other service providers (specifically VAW) involved with family.
- CA#2. The F&CS worker encourages and supports the mother to access appropriate VAW services and facilitates referrals as needed.
- CA#3. In the event that the family is receiving ongoing services, F&CS will initiate a Family Centred Planning meeting with the mother and, with the mother's consent; invite all involved service providers in order to collaboratively develop a Service Plan outlining strengths, worries/risk and next steps. The plan would also include the steps family members agree to take to increase safety and/or eliminate risk, as well as each agency's role and responsibilities regarding the family.

Intersection point # 3: Developing a Service Plan

The F&CS worker is involved in developing a Service Plan for a Child(ren) in a case involving woman abuse.

3.1 Outcomes to be achieved

- F&CS will initiate a Family Centred Planning meeting with the mother and, with the mother's consent; invite all involved service providers in order to collaboratively develop a Service Plan outlining strengths, worries/risk and next steps.
- A safety plan is developed that addresses the risks and the mother receives information and support to help her protect and care for her child(ren), including legal options available to her.

3.2 Collaborative actions we agree to take

CA#1. VAW, F&CS and clients will partner to find resources and strategies to increase the safety of the woman and child(ren) and/or eliminate risk. The plan will highlight strengths, worries/risk, risk and next steps.

CA#2. The F&CS worker and other service providers will encourage and support the person(s) who perpetrated the abuse to access services that will increase safety and reduce risk of future violence and abuse. F&CS has a responsibility to engage the person(s) who perpetrated the abuse in services and actively involve them in the Service Plan.

See Appendix C

[APPENDIX C: BEST PRACTICE CONSIDERATIONS FOR DOMESTIC VIOLENCE SITUATIONS IN CHILD WELFARE](#)

CA#3. Where appropriate, VAW agencies and F&CS will support the woman through any actions involving institutions and agencies such as the Police, Crown Attorneys, Family Court, Criminal Court, Justices of the Peace, community agencies, F&CS and VAW services.

Intersection point # 4: Determining Whether a Situation Needs to be Reported to F&CS

VAW worker is trying to determine whether a situation constitutes reasonable grounds to suspect that a child(ren) may be in need of protection.

- No report to F&CS is required.
- A report to F&CS is required.

4.1 Outcomes to be achieved

- VAW worker understands and follows the Duty to Report.
- There may be some circumstances where the VAW worker may be unsure about the course of action to take. For example, they may not be sure if the circumstances of the situation warrant a report to F&CS. The Initial Response unit at F&CS will be contacted to provide consultation when there is a lack of clarity about the duty to report in any circumstance. If the Initial Response staff at F&CS determines that a report is required, the employee or volunteer will be asked to provide the name of the child(ren) and parents.
- Where a report is made to F&CS, the VAW agency provides all information available at the time.
- F&CS and VAW agree on their respective roles and responsibilities where they both have involvement with the family.

4.2 Collaborative actions we agree to take

- CA#1. Under most circumstances, the VAW worker will engage the woman and involve her in the process of making a referral to F&CS. Having the woman's active participation is empowering for the woman and is linked to a high level of cooperation and protection of the child(ren).
- CA#2. In exceptional circumstances, it may be unwise for the VAW worker to alert the woman to the need for a referral to F&CS if doing so could further threaten the safety of the child(ren) or the effectiveness of the child protection investigation. (Some examples of when these circumstances could arise are when there is a flight risk; when the mother is believed to have abused the child(ren); when there is concern that the mother might coerce the child(ren) into hiding information about abuse and neglect in the home.)
- CA#3. Where the mother is already aware of the referral to F&CS, the VAW worker will share this information with the child protection worker at the time of the referral.
- CA#4. The VAW worker will contact the child protection worker to present information to assist in making the decision about whether an investigation is warranted. Providing identifying information will enable F&CS to track information and check prior records in order to ensure the safety of the child(ren) and provide early, effective intervention.

The VAW worker should be able to give information in the following areas:

- Description of the situation.
- What are your observations?
- What are you worried about?
- What strengths do you observe in the family?
- Who is supporting the family now?
- What would you like to see happen?
- How can you help?
- Where is the child(ren) right now?
- How is the child(ren), do you have any worries/concerns ?
- What language does the family speak and would they need an interpreter?
- How long have you been working with this family?
- Has this family accessed your service before?
- Are you aware of any other service providers involved with this family?
- What prompted you to call today?
- Who is in the family and who is residing in the home?

If no report is required, further collaborative actions will not occur, unless additional information regarding the safety and well-being of the child(ren) becomes available.

If a report is required and an investigation is going to be initiated, ***See Intersection point #1.***

[Intersection point # 1: Receipt of Information](#)

The VAW worker can expect to be contacted by the F&CS worker at the conclusion of the investigation. ***If a file is opened, see Intersection points 1 and 3.***

[Intersection point # 1: Receipt of Information](#)

[Intersection point # 3: Developing a Service Plan](#)

If at any time, the F&CS worker has concerns about the VAW worker's safety; the VAW worker should be notified.

Intersection point # 5: Joint Service Involvement between VAW and F&CS

A woman and her child(ren) are involved with both a VAW agency and F&CS :

- and are known to be involved with F&CS when becoming involved with VAW agency
- or become involved with F&CS while involved with VAW agency

5.1 Outcomes to be achieved

- Where the mother and child(ren) are residents of a VAW shelter, in the context of a Family Centred Planning meeting, the mother, F&CS worker and VAW staff produce a Service Plan that outlines strengths, worries, risks and next steps. The Service Plan will specify roles and responsibilities for the mother, the F&CS worker, VAW staff and any other involved service providers. **See *Intersection Point #3, Developing a Service Plan***

[Intersection point # 3: Developing a Service Plan](#)

5.2 Collaborative actions we agree to take

- CA#1. F&CS will initiate a Family Centred Planning meeting with the mother and, with the mother's consent; invite all involved service providers in order to collaboratively develop a Service Plan outlining strengths, worries, risks and next steps. **See *Intersection Point #3, Developing a Service Plan***

[Intersection point # 3: Developing a Service Plan](#)

Intersection point # 6: Assisting a Woman who is Trying to Obtain Custody/ Access

The VAW or F&CS worker is assisting a woman who is trying to obtain custody and access agreements in order to increase her safety and that of her child(ren).

6.1 Outcomes to be achieved

- The child(ren) has ongoing contact with both parents, whenever possible, in a manner that ensures the safety of both the child(ren) and their mother.
- Where possible and appropriate, F&CS and VAW participate in custody and access proceedings by, for example, providing professional opinion, testifying, etc., in order to ensure that information about the following is brought to the attention of the Court and its officials:
 - The behavior of the person who has perpetrated abuse and the risk of harm that is posed to the child(ren).
 - The effect of woman abuse on the parenting capacity of both parents.

6.2 Collaborative actions we agree to take

- CA#1. In consultation with the VAW worker, collateral service providers (where appropriate) and both parents, the F&CS worker assesses access plans to ensure the safety of the child(ren) and the mother.
- CA#2. Where appropriate, VAW agencies and F &CS will support the woman through any custody and access proceedings in Family Court, which may include referrals to Legal Aid, Victim Witness Assistance Program (VWAP), Victim Services Unit, Victim Services of Waterloo Region, Women's Crisis Services of Waterloo Region Outreach, Criminal Injuries Compensation. In addition, the VAW worker may assist the woman in preparing to present her situation to her legal counsel.
- CA#3. Wherever possible, the F&CS and/or VAW workers will provide court support or seek others to provide this support before, during and immediately following court proceedings to ensure the safety and representation of the woman and her child(ren).
- CA#4. VAW and F&CS agree to ensure there is ongoing communication between the mother, the VAW worker and the F&CS worker throughout the custody and access proceedings, particularly whenever there are any significant changes made to access that may impact the safety of the child(ren).
- CA#5. Recognizing that during a time of separation and court proceedings there can be increased risk, it is essential that there is an ongoing assessment of the safety of the woman and child(ren) throughout the court process.

Intersection point # 7: F&CS Determines Need for an Apprehension Order

The F&CS worker has determined that the immediate safety of a child(ren) requires an apprehension order to place the child(ren) into the care of the agency. An apprehension may occur on VAW agency premises and without consent or immediate knowledge of the parent.

7.1 Outcomes to be achieved

- The F&CS worker has considered all alternatives to an apprehension and has consulted with his/her supervisor.
- Whenever an apprehension occurs on VAW agency premises, the F&CS worker considers the safety of the child(ren), other clients and agency staff and every attempt is made to minimize agency disruption.

7.2 Collaborative actions we agree to take

- CA#1. The F&CS worker will develop a plan with the designated staff of the VAW agency whenever there is a plan to remove a child(ren) from the agency's premises. This plan will outline the expected roles and responsibilities of both F&CS and VAW workers and will occur on a case by case basis.
- CA#2. Whenever an apprehension of a child(ren) occurs and the mother is not present, the F&CS worker will make every effort to inform the mother of the apprehension prior to the mother's arrival at the VAW agency.
- CA#3. Whenever an apprehension occurs where a mother is receiving services from a VAW agency, VAW and F&CS staff will ensure that opportunities to debrief are provided to those involved.
- CA#4. Whenever F&CS is considering apprehending a child(ren), or when an apprehension has taken place, F&CS and VAW staff will discuss with the mother alternatives to the legal process, such as Family Group Decision Making, Child Protection Mediation or an Aboriginal Healing Circle.

Intersection point # 8: Shared Vision for Service

The F&CS and VAW agencies will continue to work toward a shared vision of eliminating violence against women and children.

8.1 Outcomes to be achieved

- Prevention of woman abuse through community change and a shared analysis of the connection between gender and power, involving justice, health, education, social service, business sectors and government.

8.2 Collaborative actions we agree to take

CA#1. F&CS and VAW agencies will take a leadership role in the development of a coordinating committee, the purpose of which will be to implement the Collaboration Agreement and pursue initiatives designed to reduce the incidence of woman and children abuse.

CA#2. F&CS and VAW agencies will support all collaborative efforts that improve safety for women and children, and hold persons who perpetrate abuse accountable for the abuse. This may include the following:

- F&CS and VAW agencies will continue to have representation on the Domestic Assault Review Team (D.A.R.T.).
- F&CS and VAW agencies will commit to providing and participating in joint training efforts, especially for new staff.
- F&CS and VAW agencies will continue to initiate and participate in media campaigns to increase public awareness of the societal costs of woman abuse and its effects on children.
- F&CS and VAW agencies will continue to advocate with the judiciary to improve awareness of protection issues for women and children when woman abuse exists in their homes.
- F&CS and VAW agencies will support research and programs dealing with the effects of woman abuse on children and on the parenting capacities of persons who experience abuse and/or perpetrate abuse.
- F&CS and VAW agencies will participate in monitoring and evaluating legislation and programs dealing with woman and child abuse.

APPENDIX A: AGENCY MISSION STATEMENTS AND SERVICE DESCRIPTIONS

FAMILY & CHILDREN'S SERVICES OF THE WATERLOO REGION

Mission

Finding the way forward with our community to protect children, to support all children and strengthen families, and to develop a caring environment for children.

Client Services

Assessment and Service Delivery Units (ASD)

Initial Response– Responsible for the initial call/contact with the Agency when a child has been identified to be in need of protection under the Child and Family Services Act. Staff determines immediate risk to the child/youth (ages 0-16) and develop a plan of action. The Agency currently has a Regional Initial Response unit located in the Kitchener office and this unit screens all initial calls. Where further investigation is required cases are assigned to the appropriate Service Delivery Unit, to an intake worker. This worker will complete the investigation, responding in a time frame related to the reported risk. Based on the assessment of risk, the Intake Worker (IW) may determine that the family requires ongoing services with the child(ren) remaining at home; to bring the child(ren) to a place of safety through an apprehension, enter a voluntary agreement for child(ren) to come into care, or where there are no protection concerns to close the file. Plans for ongoing service are then developed with the family. All decisions are made in consultation with a supervisor.

Service Delivery Units

Teams have been organized to address specific clinical needs of clients and have both intake workers and ongoing service workers on the team. The service delivery areas include: Neglect/Caregiver Capacity, Adolescents, Sexual Abuse and Domestic Violence. Expertise and specialized programming is offered in each of the service areas. These teams are responsible for investigation of the reported concern and to provide ongoing service and case management for the family following the initial investigation. Staff is assigned to work with families to address concerns/needs identified at intake; carry out court orders and/or finalize cases before the court. Ongoing supervision of the family is provided, as well as an assessment of the ongoing level of intervention required. This may involve admitting children to care of the Agency following the initial investigation. Workers schedule case conferences to involve the family in the case plan. Staff in these units will work closely with Children's Service Workers when a child is in care to develop plans for the child(ren) return and to provide a permanent plan for the child(ren).

Special Services

Protection Support Workers (PSW) are assigned to provide support functions to ASD units. PSW's provide a range of services including, but not limited to, supervising access visits, in-home parenting supports, parenting groups, children's groups, community workshops and assisting families with linkages to community resources. This unit also offers early childhood educational support to families through assessment of child development and referral to the appropriate ECE program. Many of the programs are co-located and co-run with partners in the community. The Regional Municipality of Waterloo Child Care Division, funds Preschool Support Programs with a focus on children from ages 0 – 6 years of age. Services include developmental screens and assessments for children with special needs (at risk of

developmental delay) or with social needs (concerns around behaviour, neglect/lack of stimulation or family violence) and subsequent referrals to appropriate community supports, if needed. In addition, staff assists families in obtaining childcare fee subsidy, placement in an appropriate licensed child care program (centre-based or home child care) and providing support and resources to both childcare staff and parents. The program also offers a 10-week preschool group, "Play and Learn Parenting Group" for preschoolers aged 3 – 5 yrs and their parents.

Healthy Babies/Healthy Children

Staff is employed by the Regional Municipality of Waterloo, but is on location at Family & Children's Services. The goal is to provide early intervention to children from infancy to age three. Workers provide services such as information on community resources, child development and safety, parenting ideas and child care options. Also, assist pregnant women to access appropriate prenatal care, to encourage breast-feeding and healthy family nutrition.

Children's Services Workers (CSW)

Provide ongoing supervision of children in the Agency's care. Staff liaises with Foster Parents and other residential placements to ensure adequate care is provided and to develop a plan of care addressing emotional, physical, educational, relationship with family and social needs for the child/youth. CSW's supervise access visits, accompany children to visits and appointments and develop a permanency plan in conjunction with the Ongoing Service Worker. Two specialized services within the CSW team are the Youth Services Workers team, for youth in care ages 12- 21 years of age and the workers specializing in services for children requiring disability services. Children in care are assigned a CSW within 7 days of coming into the Agency's care.

Youth Services

Youth Services operates a specialized Children's Services Team out of an office at 11 Roy Street in Kitchener. This central location allows for easier access for youth and community partners. This team provides services to adolescents and youth, ages 12 – 21 years of age. This team works closely with the two Adolescent Teams providing services to the 12 – 15 population. This team continues to work with a large population of older youth age 16 – 21, where workers assist with preparing these youth for an eventual successful transition to independence. Youth can remain in care until age 18 as a Crown Ward and up to age 21 on an Extended Care and Maintenance Agreement.

This team provides various programming which includes;

- Girl Talk – a self esteem, self awareness group for adolescent girls age 12 – 15.
- Learning Phase – a 12 week life skill, independence group for youth age 16 – 17.
- One Ton Club – a community service hour group for court ordered Community Service Hours.
- Choices – a drug awareness group for adolescent/teens.
- Post Secondary Education Group – assists YIC with preparation for post secondary and assists with the transition.
- 11 Roy Street also offers weekly Walk In every Monday from 3 – 4:30pm for YIC to drop in. This service offers youth a chance to use the newspaper or Internet to job or apartment search, check in for some "one to one time" with a worker or just to grab a coffee.

Foster Care/Adoption Recruitment

The Foster Care/Adoption Recruitment team recruits and provides initial training for foster caregivers and adoptive parents for the Agency. The home study process is carried out for families interested in fostering/adopting a child. The team also provides community education

and liaison with community resources to obtain foster caregivers. The goal for children is to achieve permanency planning as soon as possible, following admission to care. A permanent plan includes the continuum of returning home, placement with kin, long term foster care or adoption.

Foster Care Resources

This team is responsible for selecting appropriate placements for children who are admitted to the care of the agency, primarily in foster care placements. Ongoing support is provided to Foster Parents as well as regular training opportunities. Foster parents are considered part of the team in caring for a child and they are invited to case conferences to plan for the child in their care.

Foster Care Support

This program provides support services to Foster Families, including planned support workers to work on goals for the child placed in a foster family, school suspension support, and in-school supports for high needs youth/children. These services are approved through Child & Youth CARE Committee. A tutoring program has also been developed to provide educational support to children in care. The program is based out of McQuarrie School in Kitchener (1122 Queen's Blvd.)

School Programs

The Agency is involved with specialized school programs in conjunction with the Board of Education. Youth in care who may have had academic difficulties or behavioural issues that make it difficult to remain in a regular school program attend these programs. These classes are limited in size and have an Education Treatment Worker in the classroom.

The school programs are located at:

- Courtland School (grades 7 & 8)
- Blairview (2 classes, 1 elementary, 1 high school) at McQuarrie location

These school programs can be accessed through the Care Committee.

Adoption

Following completion of a home study for families interested in adopting a child, staff matches requests for adoptive families. Workers supervise adoptive placements in general for about a six-month period after placement. Pregnancy counselling is offered for women and couples considering adoption for their child. Adoption disclosures for adoptee's over 18 years of age who request general information from their history can be provided as well as support and counselling for adoptee reunions. There is also a support group for families who have adopted a child and require assistance with transitional issues.

MOSAIC COUNSELLING AND FAMILY SERVICES

Mission

Mosaic Counselling and Family Services exists so that people find the strength, skills and confidence to deal with life's challenges and opportunities.

Adult Services

Individual, marital, family, group counselling
Pathways to Education Program
Community based programs for Individuals and Families

Community Action Program for Children (CAPC)
Outreach services
EAP services
Home of the Family Violence Project of Waterloo Region

Groups

Children

- Changing Families - Separation Group
- Adventure Club/Leader in Me - Self Esteem
- Setting Free the Butterflies - Anxiety Group
- Welcome to Canada
- Mad Isn't Bad
- Girl Power

Teens

- G.U.Y.S. - Guys Understanding Yourself
- Best Years of My Life...Whatever - Teen Girls Group

Adults

- Stork Secrets - Post Partum
- Understanding Me - Family Violence Psycho-educational Group
- Moving Toward Health Relationships - Family Violence Therapy Group
- Sexual Assault Therapy Group
- Weaving Our Voices - Childhood Sexual Abuse
- 10 Days to Self Esteem
- Coming Together in Spite of Pain
- Finding the Calm in the Storm - Anxiety Group
- United Families - For New Canadians
- Money Life Workshop

COMMUNITY JUSTICE INITIATIVES

Mission

Community Justice Initiatives strives to build a safer, more connected community through supporting creative, peaceful solutions in situations of conflict or harm. Restorative Justice Principles are at the heart of everything we do.

Core Values and Restorative Justice Principles

The philosophy of Community Justice Initiatives and its programs are based on principles of restorative justice, which includes values such as:

Accountability

Participants take responsibility for the impact of their words and actions and work toward repairing any resulting harm.

Autonomy

Participants determine and control their own affairs and participate voluntarily.

Confidentiality

Participants determine for themselves what personal information may be shared within the limits of the law.

Equality

Participants are treated equally.

Honesty

Participants are truthful and listen and speak from the heart.

Respect

Participants are valued for who they are. Cultural diversity, values and preferences are honoured.

Programs**Resolve**

Mediation and conflict resolution services for persons, families, friends, neighbours, organized sports, schools, groups, organizations, and the justice system.

Revive

Support for women, men, and youth who are healing from sexual trauma; also support for people who have offended sexually to make safe, healthy choices; support for families and groups in which sexual abuse has occurred. Change is a Choice is a separate service of Revive for Probation and Parole referred clients.

Stride

Stride of CJJ assists women serving a federal prison sentence (FSW) to make the difficult, often traumatic transition from prison into the community by engaging and involving community volunteers. Employing principles of restorative justice, the program focuses on building on the strengths of the women and creating safer and supportive communities to receive them in their transition from prison. This process facilitates changes in the women's options and the subsequent choices they make.

Family Group Decision Making

A culturally-sensitive process that gives the extended family and friends of children at-risk an opportunity to collaboratively develop a plan of care focused on the best interest and safety of the children.

FAMILY COUNSELLING CENTRE OF CAMBRIDGE AND NORTH DUMFRIES

Family Counselling Centre is a not-for-profit agency helping persons and families. As a counselling agency, we assist clients from all backgrounds. Our agency takes an active role in issues relating to family violence, poverty, families and children and marriage counselling.

Mission

To provide counselling and outreach services in a safe, caring and respectful environment.

Domestic Violence

Family Counselling Centre plays an active role in the area of domestic violence. We provide programs for men who have behaved abusively, female survivors of domestic violence and for survivors of sexual abuse.

We believe

- Domestic violence is a crime
- Abusive behaviour is learned and is a choice
- Abuse is the sole responsibility of the abuser
- Safety of clients, their partners and children is our main priority
- Perpetrators of domestic violence have the right to be treated with respect

Towards Equality and Non-Violence Groups

Our 16-week men's group and our 10 week women's group offer both psycho-educational and process components. The program content includes:

- Defining abusive and respectful behaviours
- Identifying abuse as learned, purposeful and intentional
- Discussing the effects of abuse on partners, children and self
- Teaching positive parenting skills
- Identifying the personal and societal beliefs and attitudes that contribute to abusive behaviour
- Learning respectful beliefs
- Holding men responsible and accountable for abusive behaviour
- Identifying the role of alcohol and drug abuse in family violence
- Practicing non-controlling, respectful behaviour

KITCHENER-WATERLOO COUNSELLING SERVICES

Mission

Inspired by a deep commitment to social responsibility and our optimism in the power of relationships, K-W Counselling Services reaches out with its community partners to all families, children, individuals and neighbourhoods to discover with them those strengths and possibilities that lead to fulfilled and productive lives.

We believe

- In the uniqueness of each person.
- We share a common humanity.
- In the fundamental goodness of all people.
- In relating to everyone with dignity and respect.

Service Statement Delivery

K-W Counselling Services is a non-profit, community based agency providing a range of counselling and family life education support services to citizens of The Waterloo Region.

Services

Therapeutic Counselling

A results-oriented service for persons, couples and families who ask for assistance with emotional and relationship problems which are interfering with their happiness.

Family and Community Solutions

A dedicated program promoting wellness and person potential through the methods and skills of adult education. It focuses on educational services for parents, personal growth and family enrichment.

Temper Taming & Taming the Dragon

Proven group programs for children and teens who are having difficulty managing their anger or emotions. Participants learn about “triggers”, negotiation skills, relaxation and successful communication.

Family Violence and Sexual Abuse Treatment

A specific program for women who have experienced physical, sexual or emotional abuse. This program includes a specialty to address the unique cultural and linguistic needs of ethno-cultural women and their families.

Bouncing Back

A program for mother and children healing from domestic violence together. This special program assists mothers who have been abused to gain understanding and skills to help their children heal from the experience of witnessing violence in the home either in a group or personally.

Family Service Employee Assistance Program

Focused on providing a broad range of counselling, wellness program, program design and related services to employers, unions, employees and their families.

Community Work

Consists of the Agency’s many involvements in the community through which it participates with others to strive for the betterment and well-being of all people through a just and caring society.

Outreach Worker Project

Funded by the Regional Municipality of Waterloo through the Federal and Provincial National Child Benefit Reinvestment Strategy. Our Outreach workers are located at the Victoria Hills Community Centre, the Mill-Courtland Community Centre, the Breithaupt Centre, the Centreville-Chicopee Community and the Country Hills Community Centre. They are supervised by a counselor with an M.S.W. degree and nursing background from K-W Counselling.

OK2BME

Programs and groups for children and teens who identify as lesbian, gay, bisexual, transgender, questioning (LGBTQ) and their families. Groups also available to parents of LGBTQ youth.

Money and Making It on Your Own

Eight week workshops offered at a variety of community locations designed to assist women who are considering leaving situations of abuse in acquiring the financial skills to live independently.

Anger Management

A group for adults looking to gain insight into anger and to acquire skills to express anger appropriately at work, school etc. Anger issues related to intimate partners are not accepted, but rather referred to the PAR program.

Stress Management

A group for adults looking to gain skills in managing life stress.

Multicultural Outreach

A variety of outreach activities including providing training and therapeutic groups for the diverse population in Waterloo Region.

Therapeutic Counselling for Newcomers

Culturally sensitive counselling to assist newcomers with issues associated with starting life in a different culture.

Mediation

To assist couples who are separating/separated with Separation Plans and Parenting Plans.

LUTHERWOOD**Mission**

Building on our Christian Heritage, Lutherwood reaches out and supports people of all backgrounds and beliefs with care and compassion to build and sustain better and more hopeful futures.

We Believe

- Our clients deserve access to excellent services and a voice in defining how our services are delivered.
- Better futures are created by helping people achieve their potential and becoming self-sufficient.
- Respect, fairness and compassion are essential as we interact with one another and our clients.
- By encouraging innovation and risk taking, we better serve our clients.
- Partnerships enhance our ability to change lives and maximize resources.
- Our quest for financial strength is subject to our primary mission of serving people in need.

Values

In pursuing service excellence, social service leadership and innovative solutions, the Board of Governors, Management and Staff of Lutherwood will be guided by our commitment to:

People

We extend respect, fairness, reason, justice, care and compassion to all people in everything we do:

- Our Clients - We support people as they discover and exercise their potential to become self-sufficient and build better futures for themselves.
- Our Staff and Volunteers - We depend on, invest in, equip and recognize those who use their skills and experience to meet the needs of those we serve.
- Our Donors and Supporters - We earn the trust and confidence of those who support us financially and in other ways through our stewardship commitment.

- Our Partners - We share our experience and resources with complementary organizations to better serve our community.

Service Excellence

- We provide mental health, employment and seniors' services at the highest possible standards.
- We listen to our clients and community in defining how our services are delivered.
- We pursue innovation and new directions to anticipate and meet the changing needs of our clients.

Stewardship

- We earn the trust and confidence of our donors, supporters and those we serve through deliberate and prudent management.
- We strive for financial independence to ensure excellence and sustainability of service.

Mental Health Services

- Individual & Family Counselling
- School Based Counselling
- Centralized Intake
- Day Assessment & Treatment
- Home & Community Based Services
- Residential Assessment & Treatment
- Child & Parent Place, Supervised Access
- Community Based Youth Justice Services
- Youth Justice Assessment & Treatment
- Mobile Crisis Response
- Contracted Services
- Social Skills Groups
- Youth Shelter

Employment Development Services

Senior Services

VICTIM SERVICES UNIT – WATERLOO REGIONAL POLICE

Mission

Since its inception in 1982, the Victim Services Unit's principal goal has been and continues to be to assist people in dealing with the consequences of victimization and/or tragic circumstances such as homicides, domestic assaults, sexual assaults, criminal harassment, threats, and sudden deaths. As civilian counselors with the Waterloo Regional Police Service, we are in a unique position to be able to reach out to people who may otherwise be overlooked.

Services

- Emotional support (crisis and ongoing)
- Safety planning
- Information regarding police procedures
- Criminal court information/bail notification

- Criminal court accompaniment (trials)
- Referrals to community services
- Acting as a liaison between the client and police, court and other agencies
- Endeavouring to help improve victim co-operation with police and courts

WATERLOO REGION SEXUAL ASSAULT/DOMESTIC VIOLENCE TREATMENT CENTRE

(WRSA/DVTC) is funded by the Ministry of Health & Long Term Care, and administered by St. Mary's General Hospital, Kitchener.

Mission

The Centre is committed to the provision of excellent, unique and personalized service to children, women and men who have been recently sexually assaulted/abused and to women [16 years and older] who have experienced violence or abuse by a partner, ex-partner, dating, ex-dating partner. Utilizing a multidisciplinary approach, we recognize and respond to physical, emotional, social and medico-legal needs of the person. Scope of service includes: acute and follow up care, as well as education/awareness in the community.

Philosophy

We understand that sexual and domestic assault/abuse is an unwanted act of violence. We treat all survivors with dignity and compassion. Our response to survivors is aimed at the emotional, social and moral trauma, as well as the physical impact they have suffered. We accept their perception of the events of the assault/abuse. Our program recognizes the importance of involving the survivors as well as any family or support systems, with the consent of the survivor. We understand that it is through education and support that the survivors are capable of making their own decisions.

Description of Service

The team of the WRSA/DVTC consists of nurses, social workers, and physicians who work together to provide assistance 24 hours 7 days/week, for children, women and men experiencing violence. The acute service is available through the Emergency Department at St. Mary's General Hospital for North Waterloo, and Cambridge Memorial Hospital for South Waterloo. Services include: physical examination, collection of evidence, management of sexually transmitted infections, HIV PEP, pregnancy prevention, crisis counselling and referrals to other services. Follow up counselling is provided for those who accessed the team via the Emergency Department visit, and for those persons who phone for counselling. The Centre also provides learning opportunities and presentations to agencies, services and groups in the community. Administrative phone hours are Monday to Friday from 8:30 am to 4:30 p.m.

WILMOT FAMILY RESOURCE CENTRE

Mission

To promote the enrichment and well being of all families and persons by promoting affordable social, educational, and recreational programs.

Services

Family Violence Prevention Program

Person and group support, safety planning , education , advocacy, information, referrals and resources.

Child and Youth Programs

Parent and Child Drop-In, Toy and Resource Lending Library , Breastfeeding Support, Preschool Program, Caregiver Referral and Network.

Child and Youth Programs

Skateboard Park and Youth Drop In, After School Program.

Emergency Food bank

Emergency food hampers, Christmas Hamper Program.

Summer Programs

Day camp programs, Youth Drop In and skateboard park, summer camp subsidies.

Outreach Programs

Clothing, recreation, transportation, housing , employment and counselling support for low income families.

Community Nutrition Worker

Community Kitchens, workshops on nutrition.

Outreach Services

Community Development Program, parenting workshops and support, budgeting help, Suicide Prevention Awareness, community family events.

Volunteer Placement and Recruitment Program

Volunteers are accepted from many different places, including community and high school placement hours.

Healthy Start Program

A healthy relationship skills program, programs for preschool, kindergarten, grade one, grade two, grade three, and a parents program.

Referral Services

Senior's Bus Trip

Peer Health Program

Groups on parenting and health topics, education information, materials and links to family health partners within the community.

Employment Services

Job board, assistance with resume writing, job interview preparation, information on job skills upgrading and retraining, computer available.

WOMEN'S CRISIS SERVICES OF WATERLOO REGION

Women's Crisis Services operates two emergency shelters for abused women and their children: Anselma House in Kitchener and Haven House in Cambridge plus a regional Outreach Program.

Mission

To demonstrate excellence in the provision of shelter, education and outreach services to abused women and their children; of every race, ethnicity, sexual orientation, age, ability, religion and/or cultural belief. In collaboration with our community we will empower women to move beyond violence.

Admission Criteria – Residential

- Women who are experiencing any form of abuse in an intimate or familial relationship as assessed using the admission screening section on the crisis call sheet, and who have no other alternate safe place.
- Women age 16 plus with or without children.

The crisis lines at Women's Crisis Services are available 24/7 to discuss abuse concerns with women as well as to provide support and guidance in how to leave abusive relationships. Workers facilitate the admission for those women seeking safe shelter. Once at the shelter, the support is ongoing and advocacy continues around legal needs, housing, parenting and transitioning toward independence for themselves and their children. Workers also assist women with safety planning and referrals to community resources if deemed appropriate. For immigrant women whose first language is not English, Women's Crisis Services offers interpreters and has a language line available for immediate responses.

Admission Criteria – Outreach

- Women 16 plus with or without their children who are experiencing or who have experienced any form of abuse in an intimate or familial relationship will be accepted into the program.

The Outreach Program is a free, confidential service available to abused women and children who have either resided at the shelter and are transitioning to independence or to women still in abusive situations who are seeking assistance.

WOOLWICH COMMUNITY SERVICES

Mission

To help people find solutions to social, legal, health, governmental and environmental problems by either providing information or by referring inquiries to the appropriate community service.

Services

- Community Information Centre – Information source for persons seeking assistance
- Growing Together – Activities for personal enhancement including volunteerism, community gardens, good food boxes, and new project development
- Food Baskets – Emergency food hampers
- Kids & I Resource Centre – Parent/child drop in program and toy lending library (2 locations)
- Family Violence Prevention Program – Person and group support to victims of violence; education on healthy relationships, conflict resolution to local schools and community groups

- Employment Services – Job board, internet access, fax and photo copying service; job counselling from Lutherwood CODA and The Working Centre
- Red Cross Loan Cupboard – Loaning of wheelchairs, crutches, canes and walkers for short term needs
- Care-Ring – Volunteer drivers allowing those persons without transportation to get to medical appointments
- Youth Drop In Centre – Afternoon/evening program of recreation activities for youth ages 11 to 18 years
- Christmas Goodwill – Toys, food, and gift hamper for persons/families living in poverty
- St. Jacobs Family Support Centre – Family support to members of the local Low German community; ESL and literacy classes, preschool program for children birth to school aged
- Thrift Shop – Used clothing store with articles for sale or donation

YWCA OF KITCHENER & WATERLOO

Mission

YWCA Kitchener-Waterloo works to improve the lives of women and children at critical turning points, as part of a world-wide women's movement for social justice.

- It will respond to the needs of women at all life stages, offering support at turning points in their lives.
- It will respond to the needs of women of diverse cultures and ethnic backgrounds.
- It will support women in their pursuit of economic and physical security.
- It will provide opportunities for women to develop service and leadership skills.
- It will stand on a strong financial base.
- It will be a responsible and ethical employer.
- It will partner with others in the local and global communities for mutual benefit.

Guiding Principles

- We respect the dignity and worth of persons.
- We value diversity among people.
- We acknowledge the holistic nature of human needs—physical, emotional, mental, spiritual, and social.
- We respect the fundamental right to self-determination.
- We act to have women's values respected, their voices heard, and their experiences recognized.
- We offer programs and services that focus clearly, but not exclusively, on women and children.
- We celebrate the contribution of all members of the community.
- We dedicate ourselves to provide leadership in the community, to speak out on issues affecting women and children, and to promote and respond to social change.
- We commit ourselves to act with integrity and to be accountable to our community.

Women's Services Department

Mary's Place

A 60 bed accessible shelter and its services include crisis intervention, case management, advocacy and referrals, on-site Nurse Practitioner, Children's Program, Circle of Friends and a Chaplain. It also provides outreach services to women and families who cannot access or who have left the shelter.

Lincoln Road

A 45 unit apartment building offering permanent, supportive housing to women and children who are homeless or "hard to house". Its services include crisis intervention, supportive counselling, life skills training, Children's Program, advocacy and referrals.

Benton Street

A 5 unit apartment building offering permanent , supportive housing to women with mental illness and is provided in partnership with Waterloo Regional Homes for Mental Health.

Next Door

Provides 6 units of supportive housing to women fleeing violence, in partnership with Women's Crisis Services of Waterloo Region.

Survivors of Sexual Abuse and Trauma

A program that serves federally sentenced women inmates who have been victims of sexual abuse. It provides psychosocial education and counselling to women at Grand Valley Institution for Women.

Children's Services Department**Downtown Daycare**

Licensed for 101 infants, toddlers, preschoolers, junior kindergarten and nursery school students.

City Kids Daycare

Licensed for 41 infants, toddlers and preschoolers.

Bridgeport Childcare Centre

Licensed for 56 preschoolers, junior and senior kindergarten and nursery school students.

Laurel School-age Program

Licensed for 45 after-kindergarten and after-school children.

Empire After-school Program

Licensed for 30 school-age children and offers a full day summer program.

Southridge After-school Program

Licensed for 30 school-age children.

Elizabeth Zeigler Homework Club

Serves 25 children.

Sheppard Homework Club

Serves 30 children.

N.A. McEachern Homework Club

Serves 25 children.

LINC Kids

A regulated program providing culturally appropriate care and supervision to infants, toddlers and pre-school age children of parents attending Language Instruction for Newcomers classes.

GirlSpace

Serves girls ages 10 through 15 and uses a drop-in centre model of programming, emphasizing recreational and leisure activities to address five target areas: physical well-being, social well-being, educational and skills development, violence prevention and volunteerism/leadership.

Camp Clover

A fully accredited, subsidized day camp for children aged 5 to 16 years, focusing on outbound experiences and camping skills.

APPENDIX B: CFSA/DUTY TO REPORT

Definition of a Child in Need of Protection

Section 37 (2) sets out the legal definition of a child in need of protection, as follows:

- a) the child has suffered physical harm, inflicted by the person having charge of the child or caused by or resulting from that person's,
 - i) failure to adequately care for, supervise or protect the child, or
 - ii) pattern of neglect in caring for, providing for, supervising or protecting the child;
- b) there is risk that the child is likely to suffer physical harm inflicted by the person having charge of the child or caused by or resulting from that person's,
 - i) failure to adequately care for, provide for, supervise or protect the child, or
 - ii) pattern of neglect in caring for, providing for, supervising or protecting the child;
- c) the child has been sexually molested or sexually exploited by the person having charge of the child or by another person where the person having charge of the child knows or should know of the possibility of sexual molestation or sexual exploitation and fails to protect the child;
- d) there is a risk that the child is likely to be sexually molested or sexually exploited as described in clause(c);
- e) the child requires medical treatment to cure, prevent or alleviate physical harm or suffering and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, the treatment;
- f) the child has suffered emotional harm, demonstrated by serious,
 - i) anxiety,
 - ii) depression,
 - iii) withdrawal,
 - iv) self-destructive or aggressive behaviour, or
 - v) delayed development,and there are reasonable grounds to believe that the emotional harm suffered by the child results from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child;
- g) the child has suffered emotional harm of the kind described in sub clause (f) (i), (ii), (iii),(iv), or (v) resulting from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child;
- h) there is a risk that the child is likely to suffer emotional harm of the kind described in sub clause (f) (i), (ii), (iii), (iv) or (v) resulting from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child;
- i) there is a risk that the child is likely to suffer emotional harm of the kind described in sub clause (f) (i), (ii), (iii), (iv) or (v) and that the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, services or treatment to prevent the harm;
- j) the child suffers from a mental, emotional or developmental condition that, if not remedied, could seriously impair the child's development and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, treatment to remedy or alleviate the condition;

- k) the child has been abandoned, the child's parent has died or is unavailable to exercise his or her custodial rights over the child and has not made adequate provision for the child's care and custody, or the child is in a residential placement and the parent refuses or is unable or unwilling to resume the child's care and custody;
- l) the child is less than twelve years of age and has on more than one occasion injured another person or caused loss or damage to another person's property, with the encouragement of the person having charge of the child or because of that person's failure or inability to supervise the child adequately; or
- m) the child's parent is unable to care for the child and the child is brought before the court with the parent's consent and, where the child is twelve years of age or older, the child's consent, to be dealt with under this part.

Legal Duty to Report a Child in Need of Protection

Subsections 72.1 (1) Despite the provisions of any other Act, if a person, including a person who performs professional or official duties with respect to children, has reasonable grounds to suspect ... that a child is or may be in need of protection according to Section 37.2 (a-k).. the person shall forthwith report the suspicion and the information on which it is based to a society.

a) Ongoing Duty to Report

72 (2) A person who has additional reasonable grounds to suspect one of the matters set out in subsection (1) shall make a further report under subsection (1) even if he or she has made previous reports with respect to the same child.

b) Person Must Report Directly

72 (3) A person who has a duty to report a matter under subsection (1) or (2) shall make the report directly to the society and shall not rely on any other person to report on his or her behalf.

c) Offense

- a. Subsection 72 (4) A person, referred to in subsection (5), is guilty of an offence if:
- (i) he or she contravenes subsection (1) or (2) by not reporting a suspicion; and
 - (ii) the information on which it was based was obtained in the course of his or her professional or official duties.

- b. Subsection 72 (5) Subsection (4) applies to every person who performs professional or official duties with respect to a child including:

- (i) a health care professional, including a physician, nurse, dentist, pharmacist and psychologist;
- (ii) a teacher, school principal, social worker, family counselor, priest, rabbi, member of the clergy, operator or employee of a day nursery, and youth and recreation worker... does not include a volunteer;
- (iii) a peace officer and a coroner;
- (iv) a solicitor; and
- (v) a service provider and an employee of a service provider
- (vi) any other person who performs professional or official duties with respect to a child.

- c. Subsection 72 (6.1) A director, officer, or employee of a corporation who authorizes, permits or concurs in a contravention of an offence under subsection (4) by an employee of the corporation is guilty of an offence.

- d. Subsection 72 (6.2) A person convicted of an offence under subsection (4) or (6.1) is liable to a fine of not more than \$1,000.
- e. Subsection 72 (7) This section applies although the information reported may be confidential or privileged, and no action for making a report shall be instituted against a person who acts in accordance with this section unless the person acts maliciously or without reasonable grounds for the suspicion.

APPENDIX C: BEST PRACTICE CONSIDERATIONS FOR DOMESTIC VIOLENCE SITUATIONS IN CHILD WELFARE

The *ONTARIO CHILD PROTECTION STANDARDS* provide some provincial definitions of Domestic Violence and some considerations for Family Centred Planning. A few of the key points are highlighted here.

Definition of Domestic Violence

For the purposes of these standards, domestic violence is defined as: Conflict characterized by violent or abusive behaviours, which occurs within the child's home environment. Domestic violence includes but is not limited to partner violence. The violence occurs between the child's parent/primary caregiver and any other adult who resides in or frequents the home. This may include the mother's partner, adult relative, boarder, or anyone else who has a relationship with the family. The frequency and severity (intensity) of violence can range from homicide or a single very serious incident resulting in injuries that require hospitalization, to a pattern of less serious physical violence (e.g., slapping, pushing) and/or a pattern of verbal abuse, threats of harm or criminal harassment.

Standard #3 Developing the Investigative Plan

Case-Specific Considerations

The worker explains that information shared by the adult victim will not be shared with the domestic violence perpetrator without his or her consent, or unless a court requires disclosure. The victim and the perpetrator of domestic violence are interviewed separately. The worker does not discuss with the domestic violence perpetrator the information provided by the victim without his or her consent, but can use information obtained from police reports, other agency reports and referral sources (without identifying them).

Service Planning Wording from the Standards

Domestic violence

Family-centred conferences should be used with great caution in domestic violence cases. The primary concern in these cases is safety. Lucy Salcido Carter in *Family Team Conferences in Domestic Violence Cases – Guidelines for Practice* outlines the potential risks of participation by the abuser. These include:

- The survivor may feel limited in what she can safely say.
- The survivor may give up trying to get what she wants and needs.
- The survivor may agree to plans that she knows will put her or her children danger.
- The abuser may try to manipulate the proceedings.
- The abuser may retaliate after the family-centred conference.

If the domestic violence survivor does not want the Service Plan to be developed within the context of a family-centred conference, then the Children's Aid Society should not insist.

Family-centred conferences conducted with the abuser present are for cases involving low to moderate risk of re-assault and occur at the request of the adult survivor to accomplish her goals for herself and her child(ren).

If either the facilitator or the adult survivor believes that it is too dangerous to conduct a family-centred conference with the abuser present, it should not be done. There are options available for abusers to participate in a family-centred conference without actually being present. These include:

- Two separate conferences may be conducted, one with the adult survivor, her child(ren) and their support system if appropriate, and another with the abuser.
- A service provider who has worked with the abuser may attend the conference as his representative and with his permission.
- The abuser may write a letter responding to the questions being asked in the conference, to be read by his representative.
- The abuser may videotape his response to the questions being asked in the conference, and inform the participants of his wishes.
- The child protection worker involves the domestic violence perpetrator in Service Planning in a manner that ensures the safety of the adult victim and their child(ren).

APPENDIX D: MONITORING AND ACCOUNTABILITY OF THE THE F&CS/VAW COLLABORATION AGREEMENT

- This committee is a standing sub-committee of the Domestic Violence Review Team (D.A.R.T.).
- The membership (signatories of this agreement) of this sub-committee will consist of the Executive Director or their designate for each of the member agencies.
- This sub-committee will be co-chaired by Family and Children's Services of the Waterloo Region and Women's Crisis Services of the Waterloo Region.
- Meetings will be held at least annually and will be initiated by the co-chairs.

APPENDIX E: CHILD PROTECTION SERVICES CASE FLOW DIAGRAM

