

Child & Family Services Review Board (CFSRB)

If you are a client of our child protection service, you have the right to make a complaint to the Child and Family Services Review Board (under Section 119 of the Child Youth and Family Services Act (CYFSA)). This complaint can be made at any stage of the formal complaint process with JF&CS.

A complaint directly to the CFSRB can be made under the following circumstances:

- The children's aid society did not give you a chance to be heard when you raised your concerns
- The children's aid society did not give you a chance to be heard when decisions that affected your interests were made
- The children's aid society did not give you reasons for its decisions that affect your interests
- The children's aid society refused to proceed with your complaint
- The children's aid society did not follow its complaint review process or timelines

In addition to the above, the CFSRB can also review:

- A children's aid society's decision to remove a child in expended society care from a foster home where the child has lived continuously for two or more years (section 109)
- Residential placements of children in care (section 66)
- Emergency admission of a child to a secure treatment program (section 171)
- Decisions to refuse an adoption of a particular child, to impose a term or condition on an adoption, or to remove a child from an adoption placement (section 192)

The Child and Family Services Review Board can be reached at **1-888-728-8823** or www.cfsrb.ca

Jewish Family and Child Service

CENTRAL OFFICE AND INTAKE

4600 Bathurst Street | 1st Floor
Toronto, Ontario M2R 3V3
T: 416 638 7800 F: 416 638 7943

GORDON S. WOLFE BRANCH

365 Bloor Street E, Suite #1904
Toronto, Ontario M4W 3L4
T: 416 961 9344 F: 416 961 9351

YORK REGION BRANCH 1 OPEN DOOR

9600 Bathurst Street | Suite 242
Vaughan, Ontario L6A 3Z8
T: 905 303 5838 F: 905 303 5892

JEROME D. DIAMOND ADOLESCENT CENTRE

196 Keewatin Avenue
Toronto, Ontario M4P 1Z8
T: 416 482 3023 F: 416 482 3014

JF&CS strives for inclusivity in all its programs, serving community members of any income, family structure, ability, sexual orientation, gender identity, religious affiliation, level of observance, race, ethnicity, cultural identity and place of origin.



Ontario



United Way
Greater Toronto



UJA FEDERATION
of Greater Toronto



ועידת התביעות
Claims Conference
The Conference on Jewish Material
Claims Against Germany
www.daimson.org

JF&CS

JEWISH FAMILY AND CHILD SERVICE OF GREATER TORONTO

RESOLVING CLIENT COMPLAINTS

Jewish Family and Child Service (JF&CS) is committed to offering the best service possible to individuals, families and children. We recognize the importance of an effective process for the resolution of service complaints.

We encourage our clients and staff to work together to resolve concerns. If you are not satisfied with the service you are receiving, we are interested in hearing your comments. (A client is anyone who seeks or receives service from the Agency).

JF&CS is a Health Information Custodian (HIC) under the Personal Health Information Protection Act, 2004 (PHIPA) for many of its programs, and is governed by that legislation. It is also bound by information protection laws (Part X) under the Child, Youth and Family Services Act, 2017 (CYFSA) in its role as a children's aid society. JF&CS is committed to protecting individual privacy, and to maintaining the confidentiality of all personal health information (PHI), as well as personal information (PI), that it holds.

We have a separate internal process for privacy-related issues. For information related to this, you can contact our Privacy Officer. After speaking to our Privacy Officer, if you feel that your concerns have not been addressed to your satisfaction or you believe that JF&CS has not complied with Ontario's health privacy law, you have the right at any time to contact or make a complaint to the Information and Privacy Commissioner of Ontario. The Commissioner can be reached at:

Information and Privacy Commissioner of Ontario
2 Bloor Street East, Suite 1400
Toronto, Ontario M4W 1A8
1-800-387-0073
1-416-325-9195 (fax)
or visit the IPC website at www.ipc.on.ca

Addressing issues before they become problems:

If any issues arise with respect to the service you receive at JF&CS, we encourage you to collaborate with the service team on an informal basis, in order to resolve issues before they become larger problems.

We request that you discuss your concern with the staff member who is responsible for providing services to you.

If your concerns are not resolved in the discussion with the staff member, we request that you then contact the manager who supervises that staff member to request a meeting.

If you are not satisfied with the outcome of your meeting with the manager, you may request a meeting with a director.

Formal Service Complaint Process:

Where efforts to resolve issues with the service team or director are not successful, JF&CS has a formal complaint review mechanism. This consists of a meeting with the Agency's Internal Complaints Review Panel (ICRP). The ICRP is made up of a JF&CS senior director who has not been directly involved in your situation, other staff as required and a person who does not work at JF&CS (usually a member of the JF&CS Board of Directors). The ICRP's role is to understand and attempt to resolve your concerns, and identify next steps.

Your complaint should be put in writing so that it will be clearly understood. It may be sent to JF&CS by mail, by fax, by email, or may be delivered by hand. The form can be found at the JF&CS website at: www.jfandcs.com/client-concerns

You will be notified within seven days of JF&CS receiving the complaint, as to whether the complaint is eligible for review by the ICRP. If your complaint is eligible for review, you will receive a written response indicating:

- The date, time and location of the meeting with the ICRP. The meeting date must be within 14 days of the date on the letter sent to you. If the meeting time or date is not convenient, you can request that the meeting be rescheduled.
- The name of a contact person at JF&CS who would be available to answer any questions about the process.

Within 14 days after the meeting with the ICRP, you will be provided with a written summary of the results of the meeting, along with any agreed upon next steps. We are committed to resolving the complaint with you quickly.

Matters we can review:

- Concerns about services you have sought or received from JF&CS.
- Concerns about the accuracy of your JF&CS record.
- Allegations that children and their parents have not been given the opportunity to be heard when decisions affecting their interests are made by JF&CS.
- Allegations that JF&CS failed to provide reasons for a decision affecting your interests.

Matters we cannot review:

- Concerns about services provided to someone other than yourself/your family.
- Concerns about services you have sought or received from other agencies.
- Issues that are before the court or have been decided by the court.
- Issues that are subject to another decision-making process under the Child Youth and Family Services Act, the Children's Law Reform.

Ombudsman Ontario

The Ombudsman's Children and Youth Unit can hear complaints from any young person or adult about child protection services, such as children's aid societies, foster homes and group homes, secure treatment programs and youth custody facilities.

They will listen, answer questions and find out what happened and try to fix the problem.

They can provide information about your rights, investigate problems, connect you with others who can help, and more.

They also take complaints about many other public bodies that affect young people, such as school boards, colleges and universities, and developmental services.

The Ombudsman Ontario can be reached at **1-800-263-1830** or **www.ombudsman.on.ca**