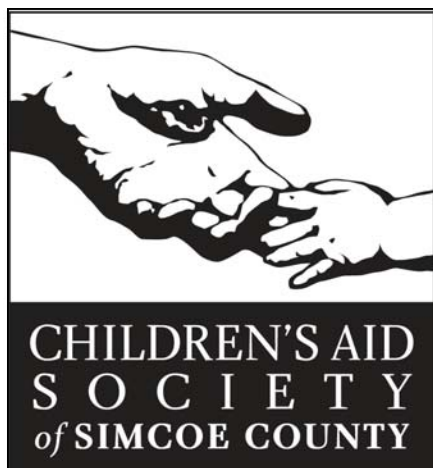


Working Together for Your Child



60 Bell Farm Road, Unit 7
Barrie, ON L4M 5G6

Keeping children safe by supporting healthy families

Raising children is not easy. Even in the best of circumstances, it's a job that takes a lot of time, energy and patience. It's even harder when you also have to cope with serious problems like poverty, unemployment, inadequate housing, ill health, relationship breakdown or children with physical, emotional or developmental difficulties.

Child protection is our ultimate responsibility. Therefore, the CAS must get involved in any situation where a child under 16 has been or is threatened with physical or emotional harm, sexual abuse or neglect.

What is neglect?

Neglect is the failure to meet a child's basic needs for food, clothing, shelter, sleep, medical attention, education and protection from harm.

What are alternatives to physical discipline?

If you're frequently angry or frustrated by your child's behaviour, learning different ways to handle the situation can help you and your child. The CAS and other community agencies can give you information about how to deal with your child's behaviour.

How to reach us

The CAS provides service 24 hours a day, 7 days a week. Offices are located throughout Simcoe County and are normally open Monday to Friday from 8:30 a.m. to 5 p.m.

Emergency service is available at all other times by calling any of our phone numbers. When our offices are closed, you will have the option of being connected to a voice mail box or pressing 0 to speak to our answering service.

During regular business hours, you can reach a staff member by dialing one of our agency phone numbers and then entering an extension when you hear the recorded message.

**If you need immediate help, press 0 and a
receptionist will answer your call.**

Where to find Us:

BARRIE

60 Bell Farm Road, Unit 7 L4M 5G6
(705) 726-6587 or 1-800-461-4236

ALLISTON

46 Wellington Street. W., Unit 4 L9R 2B8
(705) 435-4348 or 1-800-661-5311

BRADFORD

118 Barrie Street, Box 872 L3Z 2B3
(905) 775-4336

MIDLAND

344 King St. L4R 3M8
(705) 526-9341

ORILLIA

94 Colborne St., W. L3V 2Y9
(705) 325-1005 or 1-800-422-9970

COLLINGWOOD

186 Hurontario St., Unit 105 L9Y 4T4
(705) 444-9160



MISSION STATEMENT

Working together with our community to:

- Protect children and youth from maltreatment
- Promote the well-being of children and youth
- Strengthen families
- Provide quality alternative care, when necessary

When does the CAS get involved?

The Simcoe County CAS becomes involved with families when there is a concern about the well-being of a child or children.

Families are often referred to the CAS by a doctor, teacher, other professional or someone living in the community. Some parents ask for our help themselves. The CAS provides services to children under the age of 16 and their families.

What happens first?

If you are referred to the CAS, a caseworker will meet with you to discuss your situation and to determine how we can help make things better for your family.

You will be asked for your opinions and ideas.

Who will be told that you are working with the CAS?

Our involvement with you and your family is your business. The CAS keeps all client information confidential. Your caseworker is part of a team that includes a supervisor, other CAS caseworkers and possibly other community service providers who will be directly involved with your family.

Will I lose my children?

We make every effort to help children remain at home while we work with their families. In fact, more than 90 per cent of our clients' children stay at home while we provide service to them.

However, if the CAS caseworker finds there is immediate danger to a child, the CAS must ensure that the child is protected from harm.

If it is necessary to take a child from his/her home, the CAS must justify its action before a Family Court judge within five working days.

This court appearance ensures that the CAS is held accountable and that such a serious action was needed for the protection of the child. The judge listens to all the facts and then decides what happens next.

What services does the CAS offer?

The Simcoe County CAS is more than a child protection agency.

We offer prevention and support programs including: family counseling, temporary foster care and group home placements, adoption and adoption disclosure services, summer picnic and summer camp for children.

We care about our service

Please contact us if:

- you believe that you have not received the service you wanted
- you believe you were not listened to
- you believe we provided good service
- you feel you were not respected

If you are concerned

The first thing to do if you have concerns about the service you are receiving is to tell your caseworker. If the problem can't be worked out between you and your caseworker, then you can speak with a supervisor. This can be done on the telephone if you wish, but you may be asked to come into the office to meet with your caseworker and supervisor. Feel free to take written notes and to bring a friend or relative for support.

If you still have concerns, contact the agency for the formal complaint procedure. This may include a meeting with a Director of Service, the agency Executive Director or a committee of the Board of Directors.

For more information, please call the Executive Assistant at 1-800-461-4236.

Caseworker: _____
Phone: _____
Supervisor: _____
Phone: _____

For more information, visit our website at www.simcoecas.com