



### SERVICES BUILT ON TRUST, DEDICATION, RESPECT AND TRANSPARENCY

The CJL has set itself very high expectations concerning the quality of the care and services it has to offer.

In short, this means that:

- our intervention is based on the skills and resources of both parents and youth and aims at respecting the child's total well-being and development
- our intervention is carried out by helping professionals who provide assistance, counselling and referrals to other resources
- our intervention is closely linked to community resources
- our intervention is diligent, intensive and constant



### Siège social / Head Office

- Direction générale / Executive Director
- Direction du développement organisationnel et de la planification / Organizational Development and Planning Services
- Direction du développement professionnel et de la qualité / Professional Development and Quality Improvement Services
- Direction des Ressources financières, informationnelles et techniques / Financial, Informational and Technical Services
- Direction de la protection de la jeunesse / Director of youth protection
- Direction des services milieu / Placement Services
- Direction des services de réadaptation / Rehabilitation Services
- Service d'adoption québécoise et internationale / Provincial and International Adoption Services
- Service de recherche des antécédents familiaux / Birth-Family Search Services
- Commissaire local à la qualité des services / Local Service Quality and Complaints Commissioner



### Youth: Our Greatest Asset

### Your First Contact with the Centre jeunesse des Laurentides

Information pamphlet for parents and youth who are receiving or who might receive services from the Centre jeunesse des Laurentides

500, boulevard des Laurentides  
Bureau 241  
Saint-Jérôme (Québec)  
J7Z 4M2  
**Telephone : 450 436-7607**  
Fax : 450 436-4811 (Main office)

[www.cjlaurentides.qc.ca](http://www.cjlaurentides.qc.ca)



### Message from the Executive Director

Dear parents, youth and children:

You are receiving or will soon receive services from the Centre jeunesse des Laurentides (CJL). On behalf of all our management and staff, I would like to assure you that we will do our utmost to provide you with quality services personalized to meet your needs as a parent or youth. For us, the child or youth we help is our paramount concern and we believe that parents have the primary responsibility for any action taken in their child's regard. If you are receiving services from the CJL, it means that your personal, family or social situation requires specialized intervention from social services and possibly the rehabilitation services offered by our youth centre. In such case, you will be asked to help develop your intervention plan. As its name implies, this plan will describe specific interventions (actions), goals and means that will require your involvement in order to help resolve your difficulties and make sure that they do not happen again. The role of CJL youth workers is to support you throughout this process by giving you help, counselling and referrals to other resources. As part of the youth

protection system, youth workers must also make sure that your situation improves as it should and must brief the Youth Court if necessary. Each situation is different and yours will receive all the attention it requires. We promise to do so by offering you help built on **trust, dedication, respect and transparency.**

You should also know that the CJL has a users' committee. One of its main roles is to help parents help one another. We keep the members of this committee regularly informed of major national, regional and local issues and they may be asked to take part in different conversations on the organization of our services. Anyone who wishes to be actively involved in this committee is warmly invited to do so. It goes without saying that your participation will be more than welcome. The contact information for the members of this committee is included in this pamphlet.

This pamphlet is meant to give you a basic idea of our mission and services. It also addresses your rights and provides other useful information. Other pamphlets explain the procedure for filing a complaint and the financial contribution required of parents to

support their children placed in care. We hope that these pamphlets will answer your questions. If not, please do not hesitate to talk to your assigned caseworker.

Rest assured that the management and staff at the Centre jeunesse des Laurentides will do everything possible to ensure that our services and actions meet your needs.

**Bernard Fortin, Executive Director**

### Our MISSION

The mission of the Centre jeunesse des Laurentides is driven by the mandates defined in the Health Services and Social Services Act, the Youth Protection Act, the Youth Criminal Justice Act and the Civil Code of Québec.

**The mission of the Centre jeunesse des Laurentides aims to protect and foster the welfare and development of children and youth facing serious personal, social and family problems, and to help young offenders take accountability for their actions and return to live in society.**

Our staff recognizes and uses the strengths of children, youth, their parents and their families in all our assessments, decisions and actions, while respecting each person's rights and responsibilities.

The exceptional nature of CJL interventions guides our youth workers' actions.

The continuity and complementarity (both in house and with our partners) of our interventions with youth and their families are key to the success of such interventions.

The Centre jeunesse provides specialized services promoting the best interests of the child and youth, including psychosocial intervention and follow-up, social rehabilitation, out-of-home placement and adoption.

# Services built on trust, dedication, respect and transparency

## YOUTH AND PARENTS YOU HAVE RIGHTS....

As youths and parents receiving services from the Centre jeunesse des Laurentides, you have rights. These are:

- the right to receive information about your situation, available services, how to access them, the options open to you and their consequences, the way foster homes operate and the rules governing residential treatment
- the right to receive services adapted to your family situation
- the right to receive support through the development and regular follow-up of your intervention plan
- the right to accept or refuse the services proposed and to be informed of the consequences of that choice
- the right to take part in the decisions that concern you
- the right to receive services in English by an English-speaking person
- the right to be accompanied and assisted when you need a service or information
- the right to file a complaint about the services that you have received or believe that you are entitled to receive
- the right to access your record.

## AND OBLIGATIONS...

### As a parent

Parent's primary obligations are set out in the Civil Code of Québec: to provide their children with care, maintenance, education, etc.

The parents of children receiving help from the CJL have other obligations:

- to continue to play an active role as a parent, even though their child has been placed in a substitute environment
- to be involved in their child's life
- to take an active part in the measures selected to achieve specific outcomes

### As a youth

Youth being helped by the CJL also have obligations, including:

- the obligation to take an active part in the measures that concern them
- the obligation to take the necessary means to develop and grow as a person

## YOUTH PROTECTION

Most of the youth in the care of the CJL have been referred under the Youth Protection Act. It would be useful, therefore, to provide a general idea of what this law implies for youth and their parents.

The Centre jeunesse des Laurentides is home to the Director of Youth Protection, commonly known as the DYP (or DPJ, Direction de la protection de la jeunesse).

Under the Youth Protection Act, the DYP must intervene in situations that threaten a child's security and/or development:

- If the child's parents are deceased or no longer assume the child's care, support or education.
- If the child's mental or emotional development is threatened because the parents fail to provide the child with appropriate care, keeps the child in isolation or subjects the child to serious and constant emotional rejection or deprivation.
- If the child's physical health is threatened by the lack of appropriate care.
- If the child is deprived of living conditions appropriate to the child's needs and the parents' resources.
- If the child is cared for by a person whose behaviour or lifestyle endangers the child morally or physically.
- If the child is forced or encouraged to beg, to do work far beyond the child's abilities or to perform in shows that are unacceptable for someone of that age.
- If the child is subjected to maltreatment due to excess or negligence or if the child is sexually abused.
- If the child has serious behaviour problems and the parents do not do, or are unable to do, what is necessary to put an end to the situation.
- If the child runs away from home, a foster family or a facility maintained by an institution operating a rehabilitation centre or a hospital centre, while the child's situation is not under the responsibility of the director of youth protection.

Anyone who knows of such a situation may report it to the DYP. However, cases of physical or sexual abuse must be reported. Professionals, for their part, are obliged to report all cases.

The identity of the person reporting the case is kept strictly confidential and never revealed, without permission, to those whose situation has been reported. In the Laurentides region, the toll-free number to report the situation of a child is:

**1 800 361-8665**

## ADOPTION AND POST-ADOPTION

Attached to the DPY, the adoption and post-adoption division assesses people applying to adopt in Québec or internationally and pairs them up with children who are orphans, who have been abandoned or whose parents have voluntarily given up their parental rights. This division also performs

## POINTS OF SERVICE

Non-residential psychosocial services and rehabilitation services are offered throughout the region by six points of service: Sainte-Thérèse, Deux-Montagnes, Lachute, Saint-Jérôme, Sainte-Agathe and Mont-Laurier.

Professionals provide services in the following areas:

- **Assessment and orientation (youth protection)**
- **Psychosocial services linked to the application of measures (placement services)**
- **Non-residential rehabilitation services (placement services)**
- **Family-based services (placement services)**
- **Intermediate-care resources (rehabilitation services)**
- **Psychology services (professional services)**

## NON-RESIDENTIAL SOCIAL REHABILITATION AND TREATMENT SERVICES (CERIS)

Attached to the Saint-Jérôme, Sainte-Thérèse and Deux-Montagnes points of service are day centres providing specialized rehabilitation and treatment services to youth who live in their natural homes. These services are offered in separate facilities in each of these towns. Attendance in these highly intensive education programs is aimed at allowing youth to live at home, whenever possible, instead of being placed in a residential treatment facility. Certain conditions

## RESIDENTIAL REHABILITATION AND TREATMENT SERVICES

The CJL has several residential treatment facilities for youth whose situations have deteriorated to the point that they must receive rehabilitation services in a facility entirely dedicated to helping them recover from these situations. These facilities differ according to the program they administer: mental health, substance abuse, intensive support and supervision, or assessment/orientation. All of them offer intensive and highly specialized rehabilitation programs.

birth-family searches for children who were adopted as infants or for parents who gave up their children for adoption. Moreover, it provides support to people wishing to undertake the process of family reunification when all those involved consent to it.

Contact information for the points of service:

**Sainte-Thérèse**  
6, rue de l'Église  
Sainte-Thérèse (Québec) J7E 3L1  
Telephone : 450 430-6900  
Fax : 450 430-6979

**Sainte-Thérèse (Équipe Adolescents - LSJPA)**  
300 rue Sicard, bureau 255  
Sainte-Thérèse (Québec) J7E 3X5  
Telephone : 450 971-1718  
Fax : 450 971-1217

**Deux-Montagnes**  
333, rue Antonin-Campeau, bureau 101  
Deux-Montagnes, (Québec) J7R 0A2  
Telephone : 450 472-2107  
Fax : 450 491-5659

**Lachute**  
143, avenue de la Providence  
Lachute (Québec) J8H 4E9  
Telephone : 450 562-8538  
Fax : 450 562-1819

apply to be eligible for these services. Ask your caseworker whether you and your child are eligible for this type of resource.

Contact information:

**CERIS Saint-Jérôme**  
348, rue Bocage  
Saint-Jérôme (Québec) J7Y 2Y5  
Telephone : 450 438-3575  
Fax : 450 438-6838

These rehabilitation services, which report to one director, are offered in twelve residential facilities on four campuses:

**Campus Huberdeau**  
104, rue Vert-Pré  
Huberdeau (Québec) J0T 1G0  
Telephone : 819 687-3103  
Fax : 819 687-1032

**Campus Saint-Jérôme**  
148, rue Castonguay  
Saint-Jérôme (Québec) J7Y 2J2  
Telephone : 450 565-1773  
Fax : 450 565-1096

**Service adoption et post-adoption**  
500, boul. des Laurentides, bureau 241  
Saint-Jérôme (Québec) J7Z 4M2  
Telephone : 450 436-7607  
Fax : 450 436-3328

**Saint-Jérôme**  
358, rue Laviolette  
Saint-Jérôme (Québec) J7Y 2T1  
Telephone : 450 432-9300  
Fax : 450 432-9869

**Sainte-Agathe**  
125A, Tour de Lac  
Sainte-Agathe (Québec) J8C 3A1  
Telephone : 819 326-6221  
Fax : 819 324-0559

**Mont-Laurier**  
419, de la Madone  
Mont-Laurier (Québec) J9L 1S1  
Telephone : 819 623-3884  
Fax : 819 623-5032

**Oka**  
118, rue Notre-Dame  
Oka (Québec) J0N 1E0  
Telephone : 450 479-8309  
Fax : 450 479-6497

**CERIS Sainte-Thérèse**  
300, rue Sicard, bureau 255  
Sainte-Thérèse (Québec) J7E 3X5  
Telephone : 450 971-6116  
Fax : 450 971-1217

**CERIS Deux-Montagnes**  
333, rue Antonin-Campeau, bureau 101  
Deux-Montagnes, (Québec) J7R 0A2  
Telephone : 450 472-2107  
Fax : 450 491-5659

**Campus Sainte-Agathe**  
125A, Tour du Lac  
Sainte-Agathe (Québec) J8C 3A1  
Telephone : 819 326-6221  
Fax : 819 324-0559

**Campus Sainte-Sophie**  
225, Chemin Lac Bertrand  
Sainte-Sophie (Québec) J5J 2M1  
Telephone : 450 432-5970  
Fax : 450 432-7680