



**FILING A REPORT WITH THE DYP
IS ALREADY PROTECTING A CHILD**

When and how to file a report?

THIS GUIDE IS LARGELY INSPIRED BY A BROCHURE ENTITLED *PROTECT OUR CHILDREN* PREVIOUSLY PUBLISHED BY THE COMMISSION DES DROITS DE LA PERSONNE ET DES DROITS DE LA JEUNESSE.

THIS GUIDE WAS CREATED UNDER THE SUPERVISION OF THE YOUTH AND FAMILY DEPARTMENT OF THE MINISTÈRE DE LA SANTÉ ET DES SERVICES SOCIAUX.

THE FOLLOWING PEOPLE HELPED WRITE THIS GUIDE:

ASSOCIATION DES CENTRES JEUNESSE DU QUÉBEC

NANCY HOULE

JUDITH LAURIER

COMMISSION DES DROITS DE LA PERSONNE ET DES DROITS DE LA JEUNESSE

CLAIRE BERNARD

JEAN-SÉBASTIEN VALLÉE

MINISTÈRE DE LA SANTÉ ET DES SERVICES SOCIAUX

MARIE JACOB

STÉPHANIE MORIN

THE CHILDREN APPEARING IN THIS GUIDE ARE ACTORS.

The content of this guide reflects amendments
to the Youth Protection Act
in force as of July 9, 2007.

Produced by:

La Direction des communications du ministère de la Santé et des Services sociaux du Québec

This document is available online and can be ordered at:

www.msss.gouv.qc.ca/jeunes

It may also be ordered by contacting one of the following organizations:

diffusion@msss.gouv.qc.ca

Ministère de la Santé et des Services sociaux
Direction des communications
Diffusion
1075, chemin Sainte-Foy, 16^e étage
Québec (Québec) G1S 2M1

cid@cdpdj.qc.ca

Commission des droits de la personne
et des droits de la jeunesse
Centre de diffusion de la documentation
360, rue Saint-Jacques, 2^e étage
Montréal (Québec) H2Y 1P5
514 873-5146 (Montréal area)
1 800 361-6477 (elsewhere in Québec)

A poster, entitled ***FILING A REPORT WITH THE DYP IS ALREADY PROTECTING A CHILD***, may be requested from the above addresses.

Masculine pronouns are used generically in this document.

Legal deposit

Bibliothèque et Archives nationales du Québec, 2008

National Library of Canada, 2008

ISBN: 978-2-550-53803-5 (print)

ISBN: 978-2-550-53804-2 (PDF)

All rights reserved for all countries. Any reproduction whatsoever, translation or dissemination, in whole or in part, is prohibited unless authorized by Les Publications du Québec. However, reproduction in whole or in part for personal, non-commercial purposes is permitted solely in Québec, provided the source is mentioned.

© Gouvernement du Québec, 2008

LISTEN TO THE CHILD AND BREAK THE SILENCE

BY KEEPING THEIR SECRETS AND SUFFERING BURIED DEEP INSIDE, CHILDREN WHO ARE ABANDONED, NEGLECTED, ABUSED PSYCHOLOGICALLY, SEXUALLY OR PHYSICALLY, OR WHO PRESENT SERIOUS BEHAVIOURAL PROBLEMS ARE SILENT VICTIMS. SOME MANAGE, WITH GREAT DIFFICULTY, TO CONFIDE THEIR TROUBLES TO AN ADULT. OTHERS ADOPT ATTITUDES OR DEVELOP BEHAVIOURS THAT ARE SURE SIGNS OF THEIR PROBLEMS. MANY REMAIN VICTIMS OF THE SILENCE OF THOSE AROUND THEM.

PROTECTING CHILDREN IS NOT JUST THE RESPONSIBILITY OF PARENTS, BUT ALSO OF THE COMMUNITY AS A WHOLE. IF YOU WORK IN A DAYCARE, SCHOOL, HOSPITAL, LOCAL HEALTH AND SOCIAL SERVICES CENTRE (CSSS) OR A COMMUNITY ORGANIZATION OR IF YOU ARE A POLICE OFFICER, YOU HAVE AN IMPORTANT ROLE TO PLAY IN IDENTIFYING CHILDREN IN SERIOUS NEED OF HELP. THE SAME GOES FOR THE CHILD'S FAMILY MEMBERS AND THE PEOPLE AROUND HIM.

/ 3

THIS GUIDE IS INTENDED FOR THE GENERAL PUBLIC AND PARTICULARLY FOR PEOPLE WHO WORK WITH CHILDREN. IT IS DESIGNED TO BE A TOOL TO PROVIDE INFORMATION AND RAISE AWARENESS BY ANSWERING THE MOST FREQUENTLY ASKED QUESTIONS ABOUT FILING A REPORT WITH THE DIRECTOR OF YOUTH PROTECTION (DYP).


FILING A REPORT IS A CRITICAL STEP IN BREAKING THE SILENCE OF CHILDREN AND THEIR COMMUNITY BECAUSE...

*Filing a report with the DYP
is already protecting a child.*



Table of Contents

To whom does the Youth Protection Act apply?	7
Who is in charge of enforcing the YPA?	7
When must the DYP intervene?	8
What should you do if a child confides in you?	19
What does filing a report with the DYP entail?	19
Am I required to file a report?	20
Is the identity of the person filing a report confidential? .	21
Can I be prosecuted for filing a report?	21
When must I file a report?	21
How to file a report?	21
What happens after you file a report with the DYP?	22
What happens if the report is not retained?	
What happens if the report is retained?	
What is the Multisectoral Agreement?	23
What is the role of the local service quality and complaints commissioner at youth centres?	24
What is the role of the Commission des droits de la personne et des droits de la jeunesse regarding reports?	24
Who do you call to file a report?	25
Report Fact Sheet	26



Every child has a right to the protection, security and attention that his parents or the persons acting in their stead are capable of providing. Every human being whose life is in peril has a right to assistance. (Charter of Human Rights and Freedoms, sections 39 and 2)

TO WHOM DOES THE YOUTH PROTECTION ACT APPLY?

The Youth Protection Act (YPA) applies to children in situations that endanger or may endanger their **security or development**. It applies to children deemed to be in great difficulty and in need of protection.

In the Youth Protection Act, the term "child" designates a person under age 18. Therefore, teenagers are also covered by the act.

WHO IS IN CHARGE OF ENFORCING THE YPA?

The Director of Youth Protection (DYP) is responsible for enforcing the YPA. However, the DYP does not act alone. He is assisted by a team of caseworkers who carry out a number of duties, including receiving reports, determining whether the report should be retained for evaluation, evaluating the situation, determining and enforcing corrective measures, and reviewing the child's situation.

The DYP must work with a child and his parents to **end the situation** that is endangering the child's security or development and **prevent the situation from recurring**, in the best interest of the child and in accordance with his rights.

/ 7

*There is a DYP in each region of Québec.
He acts within a youth centre.*

WHEN MUST THE DYP INTERVENE?

Although parents have the primary responsibility for ensuring their child's protection, certain situations may arise that prevent them from assuming their responsibilities.

The YPA stipulates that the security or development of a child **IS** considered to be in danger in the following six situations:

- abandonment;
- neglect;
- psychological ill-treatment;
- sexual abuse;
- physical abuse;
- serious behavioural disturbance.

Moreover, the YPA stipulates that the security or development of a child **MAY BE** considered to be in danger if the child:

- runs away;
- is skipping school;
- has been abandoned by his parents after being placed in foster care by virtue of the Act respecting health services and social services.

These three situations are addressed differently because it is not automatically assumed that the child's security or development is in danger or that the child needs protection. However, depending on the circumstances, these situations may require the DYP's intervention.

In the following situations¹, some indicators may help you determine whether you should file a report about a child. It is important to stress that the presence of a single indicator is sufficient to justify a report. However, in most cases, it will be a combination of several indicators that lead you to believe that the child's security or development is or may be in danger.

ABANDONMENT (s. 38a)

A situation in which a child's parents are deceased or fail to provide for the child's care, maintenance or education and those responsibilities are **not assumed by another person** in accordance with the child's needs.

Some indicators:

- child no longer lives with his parents and has no permanent address;
- child says he was kicked out of the house;
- parents are deceased and no one else has assumed parental responsibilities.

/ 9

NEGLECT (s. 38b)

^{1°} A situation in which the child's parents or the person having custody of the child do not meet the child's **basic needs**:

- i - failing to meet the child's **physical needs** with respect to food, clothing, hygiene or lodging, taking into account their resources;*
- ii - failing to give the child the care required for the child's physical or mental **health**, or not allowing the child to receive such care;*
- iii - failing to provide the child with the appropriate supervision or support, or failing to take the necessary steps to provide the child with **schooling**;*

^{2°a} a situation in which there is a **serious risk** that a child's parents or the person having custody of the child are not providing for the child's **basic needs** in the manner referred to in subparagraph 1 (in terms of physical needs, health and schooling).

1. For each of these situations, the text in italics refers to the text of sections 38 and 38.1 of the Youth Protection Act, which define the grounds for endangering situations.

According to the YPA, a neglected child is a child who is deprived of the things he **ABSOLUTELY** needs in order to develop normally.

Some indicators:

Neglect in terms of physical needs

- lacking, insufficient or inadequate food;
- child seeks out food;
- continual lack of hygiene;
- inappropriate clothing for the season;
- child's living environment is unhealthy;
- child's living conditions are inadequate or pose a risk of injury for the child;
- hazardous substances or objects accessible to child;
- lack of family home.

Neglect in terms of health

- severe malnutrition that could lead to health problems;
- untreated illnesses or wounds;
- refusal of or neglect by parents or the person with custody of the child to consult a healthcare professional for the child's essential needs (e.g., mental health problems, dental cavities, developmental delays or problems with vision, hearing, motor skills);
- improper use of medicine that could have serious consequences for the child.

Neglect in terms of schooling

- lack of age-appropriate stimulation for the child in terms of language, motor, social or intellectual skills;
- inappropriate choice of caregiver;
- lack of stable routine;
- child's education limited or inhibited by parents or the person with custody of the child;
- lack of support by parents or the person with custody of the child;
- insufficient supervision by parents or the person with custody of the child, based on the child's needs.

*The notion of **SERIOUS RISK** refers to a strong probability that the child is a victim of neglect.*

PSYCHOLOGICAL ILL-TREATMENT (s. 38c)

A situation in which a child is **seriously or repeatedly** subjected to behaviour on the part of the child's parents or another person that could **cause harm** to the child, and the child's parents fail to take the necessary steps to put an end to the situation. Such behaviour includes in particular **indifference, denigration, emotional rejection, isolation, threats, exploitation, particularly if the child is forced to do work disproportionate to the child's capacity, and exposure to conjugal or domestic violence.**

Some indicators:

- child often says he is good for nothing;
- child says he is not allowed to have friends, appears socially isolated;
- child says he feels rejected by parents;
- child often fixates on death (through words or drawings);
- child says he is exhausted and must work at home;
- child is afraid of a parent or someone living with him;
- child is often exposed to conjugal or domestic violence (verbal, physical or psychological violence);
- child regularly witnesses criminal activities at home;
- parents frequently denigrate the child (e.g., belittling comparisons, use of negative nicknames);
- parents constantly threaten to abandon or place the child with others.

In situations where the child is a victim of psychological ill-treatment by someone other than his parents, the DYP only intervenes if parents do not take the necessary measures to put an end to the psychological ill-treatment.

SEXUAL ABUSE (s. 38d)

1°A situation in which the child is subjected to gestures of a sexual nature by the child's parents or another person, **with or without physical contact**, and the child's parents fail to take the necessary steps to put an end to the situation;

2°a situation in which the child runs a **serious risk** of being subjected to gestures of a sexual nature by the child's parents or another person, with or without physical contact, and the child's parents fail to take the necessary steps to put an end to the situation.

Some indicators:

- child says he has been subjected to sexual acts;
- child complains of genital pain;
- child exhibits precocious sexual behaviour;
- child has knowledge of sexual behaviours that is not age-appropriate;
- child suffers from a sexually transmitted infection (STI) at a young age;
- child mentions pornographic experiences;
- child is afraid to go home, prefers to stay at school or daycare;
- child says his parents do not respect his privacy;
- child refuses to undergo a medical exam;
- child is afraid of a particular adult;
- child displays abrupt changes in his usual behaviour (e.g., sudden drop in academic performance, loss of appetite);
- child suffers from incontinence, stomach aches, frequent vomiting, nightmares, insomnia;
- child has in his possession objects or money of unknown origin;
- an adult exhibits an unusual interest in the child.

/ 13

The notion of **SERIOUS RISK** refers to a strong probability that the child is a victim of sexual abuse.

Discovering one's sexuality is a normal step in a child's development. Sometimes, children engage in exploratory sexual games. This is not necessarily an indicator of sexual abuse.

The sexual abuse does not have to have occurred recently to be reported to the DYP who will evaluate if consequences are contemporary and endanger the child's security or development.

All cases of sexual or physical abuse must be reported to the DYP regardless of the perpetrator of the abuse and the steps taken by the parents.

PHYSICAL ABUSE (s. 38e)

1°A situation in which the child is the victim of **bodily injury or is subjected to unreasonable methods of upbringing** by his parents or another person, and the child's parents fail to take the necessary steps to put an end to the situation;

2°a situation in which the child runs a **serious risk** of becoming the victim of bodily injury or being subjected to unreasonable methods of upbringing by his parents or another person, and the child's parents fail to take the necessary steps to put an end to the situation.

Some indicators:

- child presents signs of having been struck, bodily injuries or unexplained bruises;
- child has unexplained fractures or repeated injuries;
- child says parents hit him for not listening to them;
- child says parents hurt another child in the family;
- child cries inexplicably;
- child is afraid to go home, prefers to stay at school or daycare;
- child cringes when approached quickly, as if expecting to be hit;
- child is aggressive towards adults or peers;
- child refuses to undergo a medical exam;
- child displays abrupt changes in his usual behaviour (e.g., sudden drop in academic performance, loss of appetite);
- parents use unreasonable methods to bring up or discipline their child (e.g., use of objects such as a belt or stick, isolation in a closed space for long periods of time);
- parents give evasive or contradictory explanations about the child's injuries or behaviours;
- parents try to hide child's injuries.

/ 15

The notion of **SERIOUS RISK** refers to a strong probability that the child is a victim of physical abuse.

SERIOUS BEHAVIOURAL DISTURBANCE

(s. 38f)

*A situation in which a child behaves in such a way as to **repeatedly or seriously undermine the child's or others' physical or psychological integrity**, and the **child's parents fail to take the necessary steps** to put an end to the situation or, if the child is **14 or over, the child objects to such steps**.*

Some indicators:

- child constantly isolates himself (e.g., passiveness, lack of friends, withdrawal);
- child displays frequent and uncontrollable aggression and violence;
- child abuses drugs or alcohol or has compulsive gambling problems;
- child engages in self-harm;
- child demonstrates suicidal behaviour;
- child develops eating disorder (e.g., anorexia or bulimia);
- child exhibits inappropriate or risky sexual behaviours;
- child runs away repeatedly;
- child engages in bullying or persistent intimidation;
- child associates with people who have a bad influence and who accentuate his behavioural problems;
- parents exhibit personal limitations (e.g., too permissive, inconsistent or strict);
- parents deny or trivialize the situation;
- parents give up on their child's behaviour.

/ 16

The DYP intervenes **only** in situations where there are indicators of serious behavioural disturbance

AND

if parents **do not take steps** to protect their child

OR

if the child is **aged 14 or older and objects to the proposed support services**.

The DYP **may** also intervene in the following situations:

RUNAWAY (s. 38.1a)

If the child leaves his own home, a foster family, a facility maintained by an institution operating a rehabilitation centre or a hospital centre without authorization while his situation is not under the responsibility of the director of youth protection.

TRUANCY (s. 38.1b)

If the child is of school age and does not attend school, or is frequently absent without reason.

- According to the Education Act, all Quebec children, from age 6 until the end of the school year during which they attain 16 years of age, are required to attend school.
- Parents must take the necessary steps to make sure that their children are provided with schooling.
- Before filing a report, the school principal must:
 - ensure that the child is provided with schooling either at school or in another environment, according to the Education Act;
 - take steps to encourage the child and his parents to correct the situation.

/ 17

ABANDONMENT BY PARENTS AFTER A PLACEMENT BY VIRTUE OF THE ACT RESPECTING HEALTH SERVICES AND SOCIAL SERVICES (s. 38.1c)

If the child's parents do not carry out their obligations to provide the child with care, maintenance and education or do not exercise stable supervision over him, while he has been entrusted to the care of an institution or foster family for one year.

The DYP can intervene to ensure
a child's protection *ONLY*
if he is notified of the situation.

WHAT SHOULD YOU DO IF A CHILD CONFIDES IN YOU?

- Stay calm in front of the child.
- Listen openly without judging the child.
- Be reassuring.
- Tell the child that he made the right decision by telling you about his problems.
- Assure the child that you believe him.
- **Do not promise that you will keep the secret.**
- **Do not interrogate the child unduly. Let the child speak freely, particularly in cases of sexual and physical abuse, because leading questions could influence the child and thus undermine the DYP's ability to intervene.**
- Write down the child's words as soon as possible.

WHAT DOES FILING A REPORT WITH THE DYP ENTAIL?

Filing a report entails contacting the DYP to notify him of a situation you deem troubling based on things the child has told you or attitudes and behaviours exhibited by the child or his parents that lead you to believe the child is in danger or his development is endangered.

You may have concerns about a child but are uncertain whether or not you should file a report. In such cases, you can contact the DYP, who will be able to answer your questions and guide you through the necessary steps.

AM I REQUIRED TO FILE A REPORT?

The decision to report a child's situation may stir up a slew of emotions. If you have reason to believe that the security or development of a child is or may be in danger due to one or more of the situations described above, it is important that you contact the DYP.

However, the obligation to file a report differs depending on the role of the person filing the report and the situation in question. The YPA (s. 39 and 39.1) stipulates the following:

- **Professionals who work with children, employees of institutions in the health and social services network, teachers, people working in a daycare and police officers:**

- **must** bring to the attention of the DYP any situations covered by the YPA that they encounter while performing their duties;
- **must** report any situation of sexual and physical abuse encountered outside of their duties, even if they deem that the parents are taking steps to put an end to the situation. It is up to the DYP to assess whether these steps are sufficient;
- **may** report, when not performing their duties, other situations that may endanger the security or development of a child.

- **Other people:**

- **must** report any situation of sexual and physical abuse even if they deem that the parents are taking steps to put an end to the situation. It is up to the DYP to assess whether these steps are sufficient;
- **may** report other situations that may endanger the security or development of a child.

The obligation to file a report applies even to people **bound by professional secrecy** (except lawyers) who, in the practice of their profession, receive information concerning a situation that could endanger the security or development of a child.

It is important to stress that all adults are bound to PROVIDE THE NECESSARY ASSISTANCE TO CHILDREN who wish to report a situation that endangers their security or development, that of their brothers and sisters, or that of any other child (s. 42 YPA).

IS THE IDENTITY OF THE PERSON FILING A REPORT CONFIDENTIAL?

The YPA protects the act of filing a report. No person shall disclose or be compelled to disclose the identity of a person who has filed a report (s. 44 YPA). Individuals who elect to identify themselves can rest assured that their identity will not be disclosed without their consent.

CAN I BE PROSECUTED FOR FILING A REPORT?

The YPA stipulates that no person may be prosecuted for providing information in good faith when filing a report (s. 43 YPA).

WHEN MUST I FILE A REPORT?

In order to file a report with the DYP, **it is not necessary to be absolutely certain** that a child needs protection. When your own observations or the words or secrets expressed by a child give you **reasonable grounds** to believe that his security or development is or may be in danger, you must **immediately** report the situation to the DYP in accordance with the obligations stipulated in the YPA (see page 20).

HOW TO FILE A REPORT?

You can file a report with the DYP **24 hours a day, 7 days a week** by telephone or in writing. Information on how to reach the DYP in your area is given at the end of this guide.

When filing a report, you will be asked to provide certain information. Your cooperation is very important. To this effect, we have provided a fact sheet on page 26 that sets out the information the DYP will need.

- The DYP will ask for your name and contact information as the person filing the report. This information will remain confidential and cannot be disclosed. Although reports may be anonymous, knowing the identity of the person filing the report makes it easier for the DYP to assess the situation and obtain additional information on the child's situation.
- The DYP will ask you to provide any information you have to help identify the child.
- The DYP will ask you to provide any information you have about the child's situation that leads you to believe that his security or development is or may be in danger.

WHAT HAPPENS AFTER YOU FILE A REPORT WITH THE DYP?

You may wonder what happens once you have filed a report. The following explanations are intended to shed light on the steps taken once you have contacted the DYP.

Before coming to a decision, the DYP must analyze the information provided, notably by taking into consideration the following factors (s. 38.2 YPA):

- the nature, gravity, persistence and frequency of the facts reported;
- the child's age and personal characteristics;
- the capacity and the will of the parents to put an end to the situation in which the security or development of the child is in danger;
- the community resources available to help the child and the child's parents.

The DYP receives the report, conducts a summary analysis, decides whether it should be retained for evaluation and determines the degree of urgency of the intervention.

This analysis can yield two possible decisions:

- the report is not retained;
- the report is retained for evaluation.

/ 22

WHAT HAPPENS IF THE REPORT IS NOT RETAINED?

This means that, based on the above-mentioned factors, the situation reported does not require DYP intervention. In this case, the DYP's intervention ends. He must notify you of his decision not to retain the report. The information you provided is important and will be kept for a period of 2 years or until the child has reached 18 years of age, whichever comes first.

WHAT HAPPENS IF THE REPORT IS RETAINED?

The DYP must evaluate the child's situation and living conditions and decide whether his security or development is in danger.

This evaluation can yield two possible decisions:

- the security or development of the child is not in danger;
- the security or development of the child is in danger.

When the security or development of the child is not in danger, the DYP's intervention ends. The DYP must notify you, the child and his parents of his decision. The information gathered will be kept for a period of 5 years or until the child has reached 18 years of age, whichever comes first.

When the security or development of the child is in danger, the DYP takes charge of the child's situation and must determine the measures to implement to ensure the child's protection and help the parents to correct the situation.

If you filed the report as a professional who works with children, an employee of an institution in the health and social services network, a teacher, a person working in a daycare or a police officer, the DYP must inform you that the child's situation is being addressed.

If the report is not retained or if the security or development of the child is not in danger, it is possible that the child or his parents may still need help. In this case, the DYP must provide the child and his parents with information on the resources available in their region (CSSS, community organizations, etc.) and how to access them.

In addition, with the parents' and child's consent, the DYP must make a personalized referral to these resources.

WHAT IS THE MULTISECTORAL AGREEMENT?²

The Multisectoral Agreement involves a commitment to take concerted action in certain situations that may require not only DYP intervention, but also that of the police, the legal community or other partners such as the child's school or daycare. This is the case when there are reasonable grounds to believe that the security or development of the child is in danger and that a **criminal offence** has been committed against the child. The following situations fall under this category:

- children who are victims of **sexual abuse** committed by their parents or by adults or minors, regardless of whether or not they are in a position of authority over the children;
- children who are victims of **physical abuse** committed by their parents or adults, regardless of whether or not they are in a position of authority over the children;
- children whose physical health is threatened due to **lack of care** by their parents or adults in a position of authority over the children.

In these situations, the Multisectoral Agreement applies. This agreement requires cooperation and collaboration between the DYP and all other concerned parties in order to make sure the children's needs for support and protection are adequately met on a continuous basis.

2. Entente multisectorielle relative aux enfants victimes d'abus sexuels, de mauvais traitements physiques ou d'une absence de soins menaçant leur santé physique, MSSS, 2001.

WHAT IS THE ROLE OF THE LOCAL SERVICE QUALITY AND COMPLAINTS COMMISSIONER AT YOUTH CENTRES?

You can contact the local service quality and complaints commissioner at your local youth centre if you are not satisfied with the services provided by the youth centre.

The commissioner is responsible for receiving and handling complaints about the services provided by the youth centre. Complaints can concern issues such as:

- access to services;
- quality of the services provided;
- relations with youth centre workers;
- respect for user's rights.

The commissioner cannot intervene in the DYP's decisions to retain or not a report or to declare that the security or development of a child is in danger. However, the commissioner can make sure the procedures leading up to the decision are compliant. The commissioner has the power to recommend any measures to improve the quality of the services provided to a specific user or to all users as a whole.

For information on how to reach your local service quality and complaints commissioner, contact the youth centre that treats the report.

WHAT IS THE ROLE OF THE COMMISSION DES DROITS DE LA PERSONNE ET DES DROITS DE LA JEUNESSE REGARDING REPORTS?

The Commission des droits de la personne et des droits de la jeunesse (CDPDJ) is responsible for upholding the rights that are recognized to children by the YPA and the Charter of Human Rights and Freedoms.

It intervenes when it has reason to believe that a child's rights have been wronged, including in the context of a report to the DYP.

It may recommend any measure to rectify the situation.

It may also file a claim with a tribunal if the recommendations are not followed within the established time limit or if the child's rights have been wronged by persons, bodies or institutions.

If you have any questions about children's rights or wish to request an intervention, you can contact the CDPDJ by phone at **514-873-5146** (Montréal area), **1-800-361-6477** (elsewhere in Québec) or visit its website at **www.cdpedj.qc.ca**

WHO DO YOU CALL TO FILE A REPORT?

Bas-Saint-Laurent	418-723-1255	1-800-463-9009
Saguenay—Lac-Saint-Jean	418-549-4853	1-800-463-9188
Capitale-Nationale	418-661-6951	1-800-463-4834
Mauricie—Centre-du-Québec	819-378-5481	1-800-567-8520
Estrie	819-566-4121	1-800-463-1029
Montréal English-speaking (Batshaw)	514-896-3100 514-935-6196	
Outaouais	819-771-6631	1-800-567-6810
Abitibi-Témiscamingue	819-825-0002	1-800-567-6405
Côte-Nord	418-589-9927	1-800-463-8547
Nord-du-Québec	See area of Abitibi-Témiscamingue or of Saguenay—Lac-Saint-Jean	
Gaspésie—Îles-de-la-Madeleine	418-368-1803	1-800-463-4225 (day) 1-800-463-0629 (night)
Chaudière-Appalaches	418-837-9331	1-800-461-9331
Laval	450-975-4000	1-888-975-4884
Lanaudière	450-756-4555	1-800-665-1414
Laurentides	450-431-6885	1-800-361-8665
Montérégie	450-679-0140	1-800-361-5310
Nunavik		
Ungava		1-866-737-6360
Baie d'Hudson	819-988-2191 (day)	819-988-2957 (night)
Terres-Cries-de-la-Baie-James		
Chisasibi	819-855-2844 (day)	1-800-409-6884 (night)
Waswanipi	819-753-2324 (day)	1-800-409-6884 (night)

In case of emergency, dial 911

YOU CAN CONSULT THIS GUIDE AT THE FOLLOWING WEBSITES:

- Ministère de la Santé et des Services sociaux: www.msss.gouv.qc.ca/jeunes
- Association des centres jeunesse du Québec: www.acjq.qc.ca
- Commission des droits de la personne et des droits de la jeunesse: www.cdpedj.qc.ca

Report Fact Sheet

This fact sheet is a tool to help guide you through the process of filing a report. It will help you gather as much useful information as possible to submit to the DYP when you file your report.

You are not required to be able to answer all of the questions below to file a report. They are provided **for information purposes only**.

WHAT IS THE CHILD'S IDENTIFYING INFORMATION?

What is the child's name?

What is the child's date of birth or age?

What is the child's address?

What is the child's telephone number?

What is the name of the child's mother?

What is the name of the child's father?

Who does the child live with?

What school or daycare does the child attend?

Are there other children concerned by this situation?

If so, what are their first and last names and dates of birth or age?

WHAT ARE THE FACTS THAT HAVE RAISED CONCERNS?

Statements or secrets confided by the child

Actions or attitudes of the child or parents

Injuries or bruises observed on the child

WHAT IS THE NATURE OF THESE FACTS?

Do these facts occur frequently?

Are these facts past or current?

Have the facts you are reporting been happening for a long time?

Do you believe the child is in any danger?

Have you witnessed these facts personally?

WHAT ARE THE CHILD'S VULNERABILITY FACTORS?

- What impact do you believe the events you reported have on the child?
- Does the child have a physical or mental disability?
- How has the child reacted to the situation?
- Does the child have personal characteristics (strengths or weaknesses) you feel the DYP should know about?

HOW ABLE AND WILLING ARE THE PARENTS TO ADDRESS THE SITUATION?

- Are the parents aware of the problematic situation?
- Do the parents have personal characteristics (strengths or weaknesses) or problems you feel the DYP should know about (e.g., alcoholism, drug addiction, compulsive gambling, mental health problems)?
- Have the parents tried to seek help to correct the situation?

DO YOU KNOW IF THE CHILD OR PARENTS HAVE ALREADY RECEIVED HELP FROM COMMUNITY RESOURCES?

- Is there someone around the child that can help the child or his parents (extended family, spouse, neighbour, friend, etc.)?
- Are there resources that have already intervened with the child or his parents (CSSS, daycare, school, community organizations, etc.)?

FOR SITUATIONS OF SEXUAL OR PHYSICAL ABUSE ONLY

- Do you know who the suspected perpetrator of the abuse is (father, mother, brother, sister, spouse, extended family member, another adult, another minor)?
- What is the name and age of the suspected perpetrator?
- Is the child still in contact with this person?
- Have the police been notified?

IT COULD BE USEFUL TO NOTE DOWN THE NAME OF THE DYP CASEWORKER WITH WHOM YOU COMMUNICATED.

Filing a report with the DYP is already protecting a child.

www.msss.gouv.qc.ca/jeunes



Association des
centres jeunesse
du Québec



Commission
des droits de la personne
et des droits de la jeunesse

Québec

Santé
et Services sociaux

Québec

