

The Children and Youth Unit at the Ontario Ombudsman's Office takes complaints from children, youth and adults. Anyone experiencing a problem with a children's aid society, residential licensee (foster home, group home), youth justice facility or secure mental health treatment centre should contact the Ombudsman's Children and Youth Unit for assistance.

## Did you know?

Under the law, service providers have a number of obligations to uphold young people's rights in care. Your obligations can be found in the *Child, Youth and Family Services Act, 2017*, the *Ombudsman Act*, and regulations to both acts.

**ALL service providers** funded under the *Child, Youth and Family Services Act, 2017*, must:

- Assist a young person to exercise or receive the benefit of their rights and document the support that was provided – or not provided – and the reasons for doing so.<sup>1</sup>

If you are a **children's aid society** or a **residential licensee** (foster home, group home, youth justice facility or secure mental health treatment facility), you must:

- Inform young people about the existence and role of the Ombudsman's Office and how to contact the Ombudsman;<sup>2</sup>
- Provide a young person in your care who wishes to contact the Ombudsman with the means to do so privately and without delay;<sup>3</sup>
- Prominently display notices and distribute materials about the Ombudsman's Office so young people will see them;<sup>4</sup>
- Allow young people to speak in private with, visit and receive visits from staff from the Ombudsman's Office;<sup>5</sup>
- Ensure written communications to or from the Ombudsman to a child in care are not examined or read by the service provider or service provider's staff;<sup>6</sup>
- Inform the Ombudsman's Office – in writing and without unreasonable delay – if you learn of the death or an incident of serious bodily harm to a young person who has sought or received service within 12 months of the day the incident occurred.<sup>7</sup> The notification form can be found on the Ombudsman's website here: <https://www.ombudsman.on.ca/what-we-do/topics/children-youth>

**If you have any questions about these obligations or young people's rights,  
please contact us at 1-800-263-2841 or 416-325-5669, or email us at  
[cy-ej@ombudsman.on.ca](mailto:cy-ej@ombudsman.on.ca).**

<sup>1</sup> O Reg 155/18 s 6.

<sup>2</sup> *Ombudsman Act*, RSO 1990 c. O.6, s 14.0.1 (1)

<sup>3</sup> *Ombudsman Act*, RSO 1990 c. O.6, s 14.0.1 (2)

<sup>4</sup> *Ombudsman Act*, RSO 1990 c. O.6, s 14.0.1 (4)(a)

<sup>5</sup> *Child, Youth and Family Services Act, 2017*, SO 2017, c. 14, Schedule 1, s 10 (1)(b)(iii)

<sup>6</sup> *Child, Youth and Family Services Act, 2017*, SO 2017, c. 14, Schedule 1, s 10 (3), (4)

<sup>7</sup> O Reg 80/19