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.¹

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;²
- Provide a young person in your care who wishes to contact the Ombudsman with the means to do so privately and without delay;³
- Prominently display notices and distribute materials about the Ombudsman’s Office so young people will see them;⁴
- Allow young people to speak in private with, visit and receive visits from staff from the Ombudsman’s Office;⁵
- 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;⁶
- 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.⁷ The notification form can be found on the Ombudsman’s website here: [https://www.ombudsman.on.ca/what-we-do/topics/children-youth](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.

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¹ O Reg 155/18 s 6.
² *Ombudsman Act*, RSO 1990 c. O.6, s 14.0.1 (1)
³ *Ombudsman Act*, RSO 1990 c. O.6, s 14.0.1 (2)
⁴ *Ombudsman Act*, RSO 1990 c. O.6, s 14.0.1 (4)(a)
⁵ *Child, Youth and Family Services Act, 2017*, SO 2017, c. 14, Schedule 1, s 10 (1)(b)(iii)
⁶ *Child, Youth and Family Services Act, 2017*, SO 2017, c. 14, Schedule 1, s 10 (3), (4)
⁷ O Reg 80/19