

Resolving Your Concerns

We can work it out together.

The Catholic Children's Aid Society of Toronto is committed to offering the best possible services to children, young persons, and families we serve. We encourage you to work with your Child Protection Worker and their Supervisor to address issues at an early stage before they become more complex. If at any time your concern or complaint is not being resolved to your satisfaction, there are multiple ways to resolve your concerns, either internally or externally and they are outlined in the accompanying brochure, called "Resolving Your Concerns".

Your Feedback Counts

We are always wanting to improve the services we deliver, so we welcome your feedback anytime during our involvement. Scan the QR code below to provide your feedback.



Our services are also available in French. Please let us know if this is what you prefer. Nos services sont également disponibles en français. Merci de nous faire savoir si c'est ce que vous préférez.



2206 Eglinton Ave E
Toronto, Ontario
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How Can We Help?



What Does CCAS Do?

The Catholic Children's Aid Society of Toronto (CCAS) works with Catholic families to provide a variety of services to children and young people up to the age of 18 who may be at risk of harm. We offer services and supports in both official languages to strengthen families and enhance children and young people's well-being and safety. CCAS operates under the Child, Youth and Family Services Act of Ontario, and we are one of four child protection agencies in Toronto.

When Does CCAS Get Involved?

Each child and young person has the right to live in a safe environment free of harm. Anyone who believes that a child or young person may be at risk of harm should call a Children's Aid Society. Professionals have an enhanced duty to report under the legislation. CCAS receives referrals from professionals, and from young people and caregivers themselves.

What Happens Next?

If we receive concerns about the well-being or safety of a child or young person, a representative from CCAS will speak with the caregiver, and the child or young person. Information provided to a Children's Aid Society is documented on a provincial database, that is accessible by all child welfare agencies.

How Can CCAS Help?

We will work together with you to plan, assist, and support your family. With your permission, we may work in collaboration with community services and professionals that your family may already be involved with. CCAS provides a wide variety of support services, facilitated conferencing, family finding, health specialists, immigration program services, and Violence Against Women support.

Working together with CCAS may provide a variety of options to address concerns or issues, however this will be done in collaboration with the family and social network. Our Child Protection Workers are trained and experienced and offer support, advocacy, and advice on how to strengthen your family and, when needed, connect you to useful programs and services in the community.

Our aim is to provide equitable service that is respectful of your family's unique culture and identities to achieve better outcomes.

Contact Us
24 hours per day
7 days per week
416-395-1500

www.torontoccas.org

