

	POLICY TITLE	CATEGORY
	Reporting Suspected Abuse and Neglect – Child Care Centres and Before & After School Programs	Programs
	APPROVING BODY OR POSITION	APPROVAL DATE
	Director, Programs	September 2025
	PRIMARY LEGISLATION / REGULATION REFERENCE(S)	
<ul style="list-style-type: none"> • Child Care and Early Years Act, 2014 (CCEYA) • Child, Youth & Family Services Act, 2017 (CYFSA) 		

Policy

Child abuse and neglect is a serious occurrence by definition of the Child Care and Early Years Act. It is the legal responsibility of every person, including staff, students and volunteers, who has contact with the children in the child care centre to report the suspicion of child abuse and neglect to child protection agencies

Family Day is committed to taking a pro-active position regarding the prevention of child abuse and neglect through:

- Ongoing observation of the children in our care
- Professional education with respect to early identification, effective response and adherence to legal obligations, including reporting
- Keeping abreast of developments in legislation and relevant issues
- Communication and support of the child and family
- Working with other community service providers.
- Adherence to Attendance, Head Count & Roll Call Procedures

Purpose

This policy outlines the responsibilities and procedures that are to be followed when there is a suspicion that a child is or may be in need of protection from a children's aid society.

Background

The Child, Youth, and Family Services Act (CYFSA) recognizes that everyone has a responsibility for the welfare of children and shares a responsibility to protect children from harm. This includes situations where children are abused or neglected in their own homes. Ontario's Child, Youth, and Family Services Act (CYFSA) provides for protection for these children.

Section 72 of the Act states that the public, including professionals who work with children, must promptly report any suspicions (duty to report) that a child is or may be in need of protection to a children's aid society (CAS). This includes physical, sexual, and emotional abuse, neglect, and risk of harm.

The Act recognizes that professionals and officials working closely with children have a special awareness of the signs of child abuse and neglect, and a particular responsibility to report their suspicions. Any professional or official who fails to report a suspicion is liable on conviction to a fine of up to \$5,000, if they obtained the information in the course of their professional or official duties. Operators or employees of childcare programs or centres are included.

Scope

This policy applies to all staff, students, and volunteers at Family Day.

Definitions

Section 72 (1) of the Child and Family Services Act

Source: www.children.gov.on.ca/htdocs/English/topics/childremsaid/reportingabuse/abuseandneglect/abuseandneglect.aspx

Despite the provisions of any other Act, if a person, including a person who performs professional or official duties with respect to children, has reasonable grounds to suspect one of the following, the person shall forthwith report the suspicion and the information on which it is based to a society:

1. The child has suffered physical harm, inflicted by the person having charge of the child or caused by or resulting from that person's,
 - i. failure to adequately care for, provide for, supervise or protect the child, or
 - ii. pattern of neglect in caring for, providing for, supervising or protecting the child.
2. There is a risk that the child is likely to suffer physical harm inflicted by the person having charge of the child or caused by or resulting from that person's,
 - i. failure to adequately care for, provide for, supervise or protect the child, or
 - ii. pattern of neglect in caring for, providing for, supervising or protecting the child.
3. The child has been sexually molested or sexually exploited, by the person having charge of the child or by another person where the person having charge of the child knows or should know of the possibility of sexual molestation or sexual exploitation and fails to protect the child.
4. There is a risk that the child is likely to be sexually molested or sexually exploited as described in paragraph 3.
5. The child requires medical treatment to cure, prevent or alleviate physical harm or suffering and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, the treatment.
6. The child has suffered emotional harm, demonstrated by serious:
 - i. anxiety
 - ii. depression
 - iii. withdrawal
 - iv. self-destructive or aggressive behaviour, or
 - v. delayed development,

and there are reasonable grounds to believe that the emotional harm suffered by the child results from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child.

7. The child has suffered emotional harm of the kind described in subparagraph i, ii, iii, iv or v of paragraph 6 and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, services or treatment to remedy or alleviate the harm. There is a risk that the child is likely to suffer emotional harm of the kind described in subparagraphs i, ii, iii, iv or v of paragraph 6 resulting from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child.
8. There is a risk that the child is likely to suffer emotional harm of the kind described in subparagraph i, ii, iii, iv or v of paragraph 6 and that the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, services or treatment to prevent the emotional harm.
9. The child suffers from a mental, emotional or developmental condition that, if not remedied, could seriously impair the child's development and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, treatment to remedy or alleviate the condition.
10. The child has been abandoned, the child's parent has died or is unavailable to exercise his or her custodial rights over the child and has not made adequate provision for the child's care and custody, or the child is in a residential placement and the parent refuses or is unable or unwilling to resume the child's care and custody.

11. The child is less than 12 years old and has killed or seriously injured another person or caused serious damage to another person's property, services or treatment are necessary to prevent a recurrence and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, those services or treatment.
12. The child is less than 12 years old and has on more than one occasion injured another person or caused loss or damage to another person's property, with the encouragement of the person having charge of the child or because of that person's failure or inability to supervise the child adequately.

Procedure for reporting suspected abuse and neglect

If an individual suspects that a child is being abused, neglected, is at risk, or likely to be abused or neglected, the following steps are to be followed:

1. Inform the Centre Supervisor/ Backup Supervisor/ Home Child Care Coordinator/Program Manager you are going to call a Children's Aid Society (details of the report are confidential). If the Supervisor/ Backup Supervisor / Home Child Care Coordinator/ Program Manager cannot be reached, you must still make a report. It is your legal responsibility.
2. If the situation involves a Family Day Staff, Student or Volunteer, the Centre Supervisor or Program Manager is to be informed immediately. If the situation involves a Family Day Centre Supervisor or Home Child Care Coordinator, the Program Manager is to be informed immediately.

The person suspected of abuse or neglect will not be told by anyone about the suspicion, the intention to report or that a report has been made until after the Supervisor or Coordinator has consulted with a Children's Aid worker for direction.

If an accusation is made against a Family Day Staff, Student or Volunteer, the person will be relieved of their duties immediately. Family Day staff will be put on administrative leave with pay for the duration of the investigation and may be assigned training during this leave. Students or volunteers will have their placement suspended pending investigation.

If CAS does not move forward with an investigation Family Day will conduct their own internal investigation.

Any incident of suspected abuse or neglect while in attendance at a child care centre, home childcare or Early ON program will be reported as a Serious Occurrence to the Ministry of Education and Family Day's Serious Occurrence Policy & Procedures will be followed.

3. Call the appropriate Children's Aid Society. You can call a Children's Aid Society at any time, 7 days a week, 24 hours a day.

If the child	Call
is Catholic and lives in the City of Toronto	Catholic Children's Aid Society of Toronto 416-395-1500
is Jewish and lives in the City of Toronto	Jewish Family & Child Service of Greater Toronto 416-638-7800 Ext. 6234
is a Native Canadian and lives in the City of Toronto	Native Child and Family Services of Toronto 416-969-8510
lives in the City of Toronto and is of another religion or you do not know the child's religion	Children's Aid Society of Toronto 416-924-4646 or 1-866-527-0823
lives in York Region	York Region Children's Aid Society 1-800-718-3850
lives in the Region of Peel	Peel Children's Aid Society Mississauga – 905-363-6131 Brampton – 905-363-6131

If you phone after regular business hours, leave a message stating:

- your name
- the reason for your call
- a phone number where you can be reached

An after-hours protection worker will call you back.

Note: Leaving a message does not mean you have made a report. You must speak to the intake worker or secretary.

4. If you think the child is in immediate danger, you must also call the police.
5. Complete a Family Day "Report of Suspected Child Abuse and Neglect form". The Supervisor/ Home Child Care Coordinator/ Program Manager can provide assistance. Give the following information in a factual way:
 - a clear description of what you saw or heard;
 - any injuries the child has suffered (if applicable);
 - the name of the person you spoke to at the CAS, ensure correct spelling of the name;
 - the phone number and extension of the person you spoke to from CAS;
 - the name of the police officer you spoke to, if you call the police;
 - any instructions that the children's aid worker or police officer gave you;
 - sign and date the report.

If you have already called Children's Aid about another incident of abuse or neglect towards the same child, you still need to follow the above steps and complete another report.

6. You must inform the Parent/Guardian of the report to CAS if it was made against a Staff, Student Volunteer or member of the public as anything pertaining to the health, safety or well-being of the child needs to be reported to the parent. Do not disclose who the allegation was made towards.
7. Cooperating with an Investigation - Child care centre staff/students/volunteers must cooperate with police and the children's aid worker when they come to the child care centre.
8. Staff must inform the Centre Supervisor or Program Manager as soon as they know that the police or a children's aid worker is coming to the centre.
9. Staff must ask the officer or children's aid worker for identification, including a business card that they can keep.
10. The Children's Aid worker or police officer may want to speak to the staff member who called the CAS. They may also want to speak to the child who has been abused. This may be part of their investigation, or they may be trying to decide if it is safe for the child to go home. They may want to talk to the child before they talk to the parents. Child care centre staff must respect this decision. The police officer or children's aid worker will decide if it is all right for staff to be in the room when the child is being interviewed. If you agree to be in the room during the interview, you might be required to testify in court about what you heard.
11. The staff member must write down the following information for their supervisor to keep:
 - a) name of the children's aid worker or police officer
 - b) the date and the time that the police officer or children's aid worker came
 - c) how long they stayed
 - d) what happened during their visit.

What to do if the Children's Aid or police call you

A children's aid worker or police officer could call you to gather information related to the protection of a child. If this happens, follow the steps below:

1. Ask for the person's full name, telephone number, and name of the agency they represent.
2. To make sure that the person calling is from the police or children's aid office, tell them you will call them right back.
3. Call the police officer or children's aid worker back. You can now answer any questions or provide any information that they require. The information must be related only to the suspicion of child abuse and the protection of the child.
4. Inform your supervisor right away.
5. Write down the following information about the telephone call and give it to your supervisor:
 - a) the date and time of the call;
 - b) how long you were on the phone;
 - c) the name of the children's aid worker or police officer.

Written Reports

All written reports are to be placed in an envelope that is labeled with the children's name and date and then sealed and filed in a confidential area.

Responsibility of the Supervisor

A supervisor will ensure that staff/students/volunteers comply with the reporting procedures outlined in this policy.

A supervisor will co-operate with the investigating officers and assist staff/students/ volunteers with following up on any recommendations that are relevant to Family Day programs.

Policy Review and Sign-off

Staff, students and volunteers will review and sign off on this policy at the time of hiring and thereafter on an annual basis (on the Orientation and Annual Policy Sign-off forms).



Report of Suspected Child Abuse/Neglect Form – Child Care Centres

This form is to be completed for all incidents of reported and/or suspected incidents of child abuse/neglect.

Completed by: _____ Date of Report: _____

Child's Name: _____ Child's Date of Birth: _____

Child's Address: _____

Reported to Family Day by (name): _____

Date Reported: _____ Time Reported: _____

Date and time that indicators were noticed: _____

Nature and extent of injury or description of possible neglect. (location, colour, how it was noticed, size, shape. Indicate on diagram – see over):

Other information which might be helpful to establish the cause/circumstance of injuries or condition:

Child's explanation (what child said and to whom): _____

Description of noticeable negative changes in the child's behaviour, appearance or health:

Parent's explanation (what parent said and to whom): _____

Additional Comments: _____

Disposition of parent and/or child: _____

If you contacted CAS / CCAS:

Name of Worker: _____ Phone #: _____

Name of Police Officer: _____ Phone #: _____

Action Taken: _____

Follow Up: _____

**Draw the child's injury
in the appropriate area:**

