

Child, Youth and Family Services Act

A Guide to Children's and Young Persons' Rights

This guide is an overview of what the Child, Youth and Family Services Act says about the rights of children and young persons. It includes Part X: (Personal Information), which is scheduled to come into effect on January 1, 2020.

It is not intended to be used as legal advice or to replace the legislation or regulations.

To read the complete act and its regulations, please visit:

<https://www.ontario.ca/laws/statute/17c14>

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Introduction

The [Child, Youth and Family Services Act](#) (CYFSA or the act) and its regulations govern services that are funded, licensed or provided under the authority of the act. It supports more accountable, responsive and accessible child, youth and family services.

Most of the act came into force on April 30, 2018. [Part X \(Personal Information\)](#), which details the privacy rights of children, parents and families, is scheduled to come into force on January 1, 2020.

The CYFSA and its regulations outline the rights of children and young persons and what service providers must do to respect those rights. These rights empower children and young persons by giving them a voice. Children and young persons are given the right to express their views and participate when decisions are being made about matters that affect them and the services they are receiving.

This guide is intended to provide a general overview. It explains what children and young persons are entitled to when receiving services and what service providers must do to make sure they are meeting their requirements regarding the rights of children and young persons.

This guide is meant for a general audience, including service providers, ministry staff and the general public. It is not legal advice and does not replace the legislation or regulations. If there is any conflict between the [CYFSA or its regulations](#) and this guide, the law is always the final authority. Anyone needing information about a specific situation should seek legal advice.

Format

The guide is divided into four sections:

Section 1 explains what [Part II of the act](#) says about the rights of children and young persons receiving services under the act, including when and how they must be told about these rights.

Section 2 explains what service providers must do to make sure they are respecting the rights of children and young persons as stated in [Part II of the act](#).

Section 3 explains the privacy rights of children, parents and families as stated in [Part X](#) of the act and what service providers must do to protect personal information.

Section 4 explains what service providers must document to confirm how they are respecting the rights of children and young persons as stated in [Part II of the act](#).

The role of the Ontario Ombudsman

On May 1, 2019, the [Ontario Ombudsman's Office](#) took on responsibility for investigations related to children and youth receiving services from children's aid societies or residential licensees and addresses complaints using the office's early resolution and investigations models.

The [Ombudsman Act](#) has specific requirements for children's aid societies and residential licensees regarding the functions of the Ombudsman.

In this guide, requirements that fall under the Ombudsman Act are highlighted in grey.

The Ombudsman's Children and Youth Unit can be reached:

- By phone at 1-800-263-2841 or 416-325-5669
- By email at cy-ej@ombudsman.on.ca
- Online at www.ombudsman.on.ca/what-we-do/topics/children-youth

Definitions

The definitions below are listed in alphabetical order. You should read each definition to understand the meaning of these terms before you read the guide. You can also refer to them when needed.

“Child” means a person younger than 18.

“Child in care” means a child or young person who is receiving residential care from a service provider and includes:

- A child who is in the care of a children’s residence
- A child who is in the care of a foster parent
- A young person who is:
 - Detained in a place of temporary detention
 - Committed to a place of secure or open custody under the Youth Criminal Justice Act
 - Held in a place of open custody under the Provincial Offences Act.

“Customary care” means the care and supervision of a First Nations, Inuk or Métis child by a person who is not the child’s parent, according to the custom of the child’s band or First Nations, Inuit or Métis community.

“Extended family” means people related to a child, including through a spousal relationship or adoption. In the case of a First Nations, Inuk or Métis child, it also includes any member of a child’s:

- Band, if the child is a member of the band or the child identifies with it
- First Nations, Inuit or Métis community, if the child belongs to the community or identifies with it.

“Extended society care” means that a court has found a child to be in need of protection and has placed the child in the care of a children’s aid society for a period of time that does not specify an end date. “Extended society care” was formerly known as “Crown wardship” under the old Child and Family Services Act.

“First Nations, Inuit or Métis community” means a community listed by the Minister of Children, Community and Social Services in a regulation. The community must first ask to be listed and must meet certain criteria.

“Interim society care” means that a court has found a child to be in need of protection and has placed the child in the care of a children’s aid society for a specific period of time that is not longer than 12 months. “Interim society care” was formerly known as “society wardship” under the old Child and Family Services Act.

“Licence” means a licence issued under Part VIII (Adoption and Adoption Licensing) or a licence issued under Part IX (Residential Licensing) of the act.

“Licensee” means a person or a corporation that holds a license.

“Residential care” means boarding, lodging and associated supervised, sheltered or group care that is provided for a child in a setting that is away from their parent’s home.

Residential care does not include boarding, lodging or associated care for a child who has been placed in the lawful care and custody of a relative or a member of the child’s extended family or community.

“Residential placement” means a place where residential care is provided.

“Service” includes:

- A service for a child with special needs, including a developmental or physical disability, or their family
- A community support and prevention service for a child or their family
- A mental health service for a child or their family
- A service related to residential care for a child
- A service for a child who is or may be in need of protection or the child’s family
- A service related to adoption for a child, the child’s family or others
- A counselling service for a child or their family
- A service or program for a young person, for the purposes of the [Youth Criminal Justice Act](#) or [Provincial Offences Act](#).

“Service provider” means:

- The Minister of Children, Community and Social Services
- A licensee (for example, a person who holds a licence to provide residential care)
- A person or organization, including a children’s aid society, that provides a service funded under the CYFSA.

A service provider does not include a foster parent.

“Young person” means someone who is (or appears to be) 12-17 years old, who is charged with or found guilty of an offence under the federal [Youth Criminal Justice Act](#) or Ontario’s [Provincial Offences Act](#).

A “young person” also includes someone who is 18 and over, and who is charged with having committed an offence when they were 12-17 years old or found guilty of an offence under the Youth Criminal Justice Act.

Section 1: Children's and young persons' rights

Rights of all children and young persons receiving services

Every child and young person who is receiving a service governed by the CYFSA has the right to:

- Express their own views freely and safely about matters that affect them
- Participate in honest and respectful discussions about how and why decisions affecting them are made and to have their views seriously considered based on their age and maturity
- Be consulted about the kind of services they are getting or will be getting, participate in decisions about those services and be told about the decisions that are made
- Raise concerns or suggest changes to the services they are getting or will be getting without interference or fear of pressure, discrimination or retaliation and to receive a response
- Be informed of their rights in a way they can understand.

What is not allowed

No service provider or foster parent is allowed to use or permit:

- Physical punishment on a child or young person
- Detention of a child or young person in locked premises, except as allowed by [Part VI \(Youth Justice\)](#) and [Part VII \(Extraordinary Measures\)](#) of the CYFSA
- The use of physical restraint on a child or young person receiving services (except as allowed by [Ontario Regulation 155/18, s. 10-20](#))
- The use of mechanical restraints on a child or young person receiving services, except as allowed by:
 - [Part VI \(Youth Justice\)](#) and [Part VII \(Extraordinary Measures\)](#) of the CYFSA
 - [Ontario Regulation 155/18, s. 21](#) (where there is a plan of treatment or plan for the use of a personal assistance service device)

Rights of a child in care

For a child in care (see the definitions of “child in care” and “young persons” in this guide), the rights outlined in the section above apply to decisions about their:

- Treatment, education or training or work programs
- Creed, community identity and cultural identity
- Placement in or discharge from a residential placement or transfer to another residential placement.

A child or young person’s views about these decisions must be considered in accordance with their age and maturity.

A child in care also has additional rights.

Complaints to the Ombudsman’s Office

A child or young person in care has the right to contact the Ontario Ombudsman's Office privately and without delay to make a complaint about any matter concerning a service provided by:

- The Ministry of Children, Community and Social Services
- A children's aid society
- A residential licensee, including a foster home, group home, secure treatment program or youth justice facility.

The Ombudsman's Children and Youth Unit can be reached:

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- By email at cy-ej@ombudsman.on.ca

Online at www.ombudsman.on.ca/what-we-do/topics/children-youth

What are the additional rights of a child in care?

A right to personal liberties

A child in care has a right to reasonable privacy and to have their own personal property. However, searches for and removal of banned items are allowed in open and secure custody/detention facilities.

They also have the right to learn about and participate in activities of their choice related to their creed, community identity and cultural identity, with parental direction in some instances.

A right to a plan of care

A child in care has a right to a plan of care designed to meet their particular needs.

The plan of care must be prepared within 30 days of the child's or young person's admission to the residential placement.

Rights to care

A child in care has a right to:

- Participate in developing their plan of care and making any changes to it
- Have access to food that is of good quality and appropriate for them, including well-balanced meals
- Be provided with good-quality clothing that is appropriate for them, based on their size, activities and weather conditions
- Receive regular medical and dental care (with parental consent, if required) at regular intervals and whenever needed, in a community setting whenever possible
- Receive an education that matches their skills and abilities, in a community setting whenever possible
- Participate in recreational, athletic and creative activities that are appropriate to their skills and interests, in a community setting whenever possible.

Communication rights

A child in care has a right to:

- Regularly speak in private with members of their family or extended family
- Regularly visit and receive visits from members of their family or extended family
- Without unreasonable delay, speak in private with and receive visits from:
 - Their lawyer
 - Another person who is representing them
 - The Ombudsman and their staff
 - A member of the Legislative Assembly of Ontario (also known as an MPP) or the Parliament of Canada (also known as an MP)
- Send and receive written communications that are not read, examined or censored by another person, except in certain cases (see “[Opening written communications](#)” on page 10).

It is important to note that a child’s or young person’s right to contact with family or extended family members may be limited by court orders that restrict access to those family members.

A child in extended society care may not be entitled to speak or visit with family or extended family unless certain conditions apply (see “[When a child is in extended society care](#)”).

What do written communications include?

Written communications include mail and any type of electronic communication, like email and texts.

When a child is in extended society care

Some of the rights to communication do not apply to a child who is in extended society care.

A child in extended society care does not always have a right to speak with, visit or receive visits from a family or extended family member. A child in extended society care only has this right if it is set out in an access order, openness order, or openness agreement. It’s important to note that even if no access order or openness order or agreement is in place, a society may permit contact or communication between a person and a child in extended society care, if the society believes it is in the child’s best interests.

A society must also make all reasonable efforts to help a child in extended society care develop a positive, secure and lasting relationship with a family through adoption, a custody order or, in the case of a First Nations, Inuit or Métis child, a plan for customary care.

Opening, reading, examining, censoring and withholding written communication

There are different rules for written communication depending on:

- Whether or not the child in care is a young person
- Who the child or young person is communicating with
- Whether the communication is sent to or from the child or young person.

Children in care

Written communication addressed to a child in care

A service provider is never allowed to examine or read, censor or withhold a written communication written to a child from:

- Their lawyer
- Another person who is representing them
- The Ombudsman and their staff
- A member of the Legislative Assembly of Ontario (also known as an MPP) or the Parliament of Canada (also known as an MP).

However, the service provider can:

- Open and inspect written communications from these people for any items that are not permitted by the service provider in the presence of the child or young person
- Remove and withhold any items not permitted by the service provider.

When the written communication is from anyone else, the service provider is not allowed to censor or withhold the communication from the child, but they can:

- Open and inspect written communications for any items that are not permitted by the service provider in the presence of the child or young person
- Remove and withhold any items that are not permitted
- Examine or read the written communication in the child or young person's presence if they believe on reasonable grounds that the contents may cause the child or young person physical or emotional harm.

Written communication from a child in care

A service provider is never allowed to open, examine, read, censor or withhold a written communication from a child in care to anyone.

Young persons in temporary detention or open/secure custody facilities

Written communication between a young person and their lawyer

A service provider is never allowed to read or examine written communication if it is to or from a young person's lawyer, but the service provider can:

- Open and inspect the written communication for any items that are not permitted by the service provider
- Remove and withhold any items that are not permitted.

Written communications between a young person and other officials

A service provider is not allowed to open, inspect, examine or read a written communication that is to or from:

- Another person who is representing the young person
- The Ombudsman and their staff
- A member of the Legislative Assembly of Ontario (also known as an MPP) or the Parliament of Canada (also known as an MP).

Written communication between a young person and anyone else

A service provider is allowed to:

- Open and inspect the written communication for any items that are not permitted by the service provider
- Remove and withhold any items that are not permitted
- Examine or read the written communication and withhold it in whole or in part when they reasonably believe that the contents:
 - May cause the young person physical or emotional harm
 - May be harmful to the young person's best interests, the public safety, or the safety or security of the facility
 - May contain communications that are prohibited under the Youth Criminal Justice Act or by court order.

Visits to young persons in places of temporary detention or open/secure custody

Visitors – conditions and limits

A service provider may place any necessary conditions and limitations on anyone visiting a young person in a detention/custody facility to ensure the safety of staff and young persons in the facility.

If a visitor has a complaint about the conditions and limits, they can follow the service provider's complaints process.

Suspending visits

A service provider may suspend visits if it has reasonable grounds to believe staff or young persons in the facility could be at risk because of emergency circumstances:

- In the facility
- Within the community.

The service provider may suspend visits until there are reasonable grounds to believe that the emergency has been resolved and there is no longer a risk to staff or young persons in the facility.

Which visitors cannot be suspended

A service provider may not suspend visits from:

- The Ombudsman and their staff
- A member of the Legislative Assembly of Ontario (also known as an MPP) or the Parliament of Canada (also known as an MP).

A service provider can only suspend visits from these visitors if the provincial director determines that visits need to be suspended to ensure:

- Public safety
- The safety of staff or young persons in the facility.

Informing children and young persons of their rights under Part II of the CYFSA

Who must tell children and young persons about their rights

At different times, a child or young person may sometimes receive:

- Services from more than one service provider
- Several different services from one service provider.

Each service provider must tell the child or young person about their rights under Part II of the CYFSA in relation to each service the child is receiving from that service provider.

What children or young persons receiving services must be told about their rights

Service providers must tell every child and young person about:

- Their rights under Part II of the CYFSA
- The service provider's complaints processes

Rights of a child in care (in relation to their residential placement)

In addition to the above, a child in care has a right to be told in a way they can understand about:

- Their rights under Part II of the CYFSA
- How they can make a complaint if they feel their rights are being violated
- Their right to contact the Ontario Ombudsman's Office to make a complaint if they are experiencing an issue or concern
- How they can ask for a further review of their complaint if they are not satisfied with the results of the first review
- The processes available to have their residential placement reviewed by
 - A residential placement advisory committee, if applicable, or
 - [The Child and Family Services Review Board](#), or
 - [The Custody Review Board](#).

- Their responsibilities while they are in a residential placement
- The day-to-day rules of the residential care, including how discipline is given.

Additional rights for young persons in temporary detention or secure/open custody

In addition to the rights of children in care set out above, a young person in temporary detention or secure/open custody also has a right to be told:

- How they can make a complaint about conditions or restrictions placed on visitors
- How they can make a complaint about suspensions of visits.

When a child or young person must be told about their rights

All children and young persons receiving services

Service providers must tell children and young persons to whom they provide services about their rights under Part II of the CYFSA and the service provider's complaints procedure:

- As part of the process to begin a service for the child or young person
- At any other time the service provider considers it necessary to make sure the child or young person understands the information
- As soon as possible if the service provider learns that the child or young person's rights under the CYFSA may have been violated by another service provider.

When a child or young person is placed in residential care

When a child or young person is placed in residential care, service providers must tell them about their rights:

- Upon admission to a residential placement
- 30 days after placement in residential care
- 3 months after placement in residential care
- 6 months after placement in residential care and every 6 months after that.

How children and young persons must be told about their rights

Service providers must tell every child and young person about their rights:

- Both verbally and in writing
- In language suitable to their understanding
- In a format that is accessible for the child or young person.

When providing the information to a child or young person, service providers must:

- Consider what they know about the child or young person to identify any supports they may need to help them understand the information
- Ask the child or young person if they need any supports to help them understand the information and what type of supports they need
- Make reasonable efforts to provide the supports.

Service providers must make reasonable efforts to confirm that:

- The child or young person understands the information
- The child or young person understands how to exercise and benefit from their rights in connection with the service being provided.

Informing parents of their child's rights under Part II of the CYFSA

Service providers must inform the child's parent(s) of the child's rights if:

- The child is not in the care of a society
- The child is in the care of the society (interim society care), but not in extended society care
- The child is in customary care.

And, the service provider:

- Knows that the parent is aware that the child is receiving the service, and
- Is able to contact the parent using reasonable efforts.

This obligation to inform a child's parent does not apply to service providers when they are providing residential services to a child and are informing a child about their rights as they relate to their residential placement.

When a parent must be informed

Service providers must inform a parent:

- In the same circumstances they are required to tell the child about their rights
- During the process to begin a service for the child
- At any other time the service provider considers it necessary to make sure the child understands the information
- As soon as possible if the service provider learns that the child's rights under the CYFSA may have been violated by another service provider.

This obligation does not apply to situations where a child is told about their rights as they relate to their residential placement.

What the parent must be told

The service provider must tell the parent about:

- The child's rights under Part II of the CYFSA
- The service provider's complaints processes.

How the parent must be told

The information must be provided both verbally and in writing or in a format that is accessible for the parent.

When providing the information to the parent, the service provider must:

- Ask them what, if any, supports may help them or the child understand the information
- Make reasonable efforts to provide the supports.

The service provider must make reasonable efforts to confirm that the parent understands the information.

If in doubt about who qualifies as a parent of the child for these purposes, the service provider should consult their lawyer.

Section 2: What service providers must do to respect the rights of children and young persons under Part II of the CYFSA

By law, all service providers must respect the rights of children and young persons as set out in the Child, Youth and Family Services Act.

They must meet the following requirements:

Help a child or young person exercise or benefit from their rights

Service providers must make reasonable efforts to help a child or young person exercise or benefit from their rights under Part II of the CYFSA, including:

- Considering what they know about the child or young person to identify any supports they might need to help them exercise or benefit from their rights
- Where applicable, asking them to identify any supports that can help them exercise or benefit from their rights
- Making reasonable efforts to ask the parent what supports, if any, the child or young person may need to exercise or benefit from their rights (only in the circumstances described in the section above: [When a parent must be informed](#))
- Considering any of these identified supports and making reasonable efforts to provide necessary supports.

Make sure children, young persons and their parents are heard and represented

Service providers must make sure that children, young persons and their parents have an opportunity to be:

- Heard and represented when decisions affecting their interests are made
- Heard when they have concerns about the services they are receiving.

This applies in all situations, unless there is a good reason for not giving the child, young person or parent an opportunity to be heard or represented.

Make sure decisions are made according to criteria and processes

Service providers must make sure that decisions affecting the interests and rights of children, young persons and their parents:

- Are made according to clear, consistent criteria
- Are made following procedures that protect fairness.

Make French language services available

Service providers must make services to children, young persons and their families available in French, where appropriate.

Requirements under the Ombudsman Act

Children's aid societies and residential licensees (foster homes, group homes, youth justice facilities or secure treatment programs) must:

- Inform young people about the existence and role of the Ombudsman's Office and how to contact the Ombudsman
- Provide a young person in their care who wishes to contact the Ombudsman with the means to do so privately and without delay
- Prominently display notices and distribute materials about the Ombudsman's Office so young people will see them
- Allow young people to speak in private with, visit and receive visits from staff from the Ombudsman's Office
- Inform the Ombudsman's Office – in writing and without unreasonable delay – if they 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. The notification form can be found on the Ombudsman's website:
www.ombudsman.on.ca/what-we-do/topics/children-youth

Section 3: Privacy rights of children, parents and families

Scheduled to come into force on January 1, 2020, [Part X of the CYFSA](#) provides children, parents and families with new rights related to the collection, use and sharing of their personal information.

The Youth Criminal Justice Act or another Canadian law may not allow for some personal information to be shared. Nothing in Part X permits or requires this information to be shared.

Part X of the CYFSA does not apply to personal information covered by other privacy laws.

The new rights for children, parents and families include:

The right to request access

Children and parents will have the right to request access to their record of personal information held by a service provider.

What service providers must do

When a child or parent requests access to their record of personal information, the service provider must:

- Help them make an access request if their request does not have enough detail for the service provider to identify and locate the record
- Respond to a request within 30 days, with a possible extension of no more than 90 days
- Provide the record of personal information at no cost.

When a record may not be provided

There may be times when access to a record is not provided. For example, if the record is expected to cause serious harm to the person or another person, the record will not be released. In these cases, the service provider must:

- Explain why the record will not be provided
- Let the person know that they have a right to complain to the [Information and Privacy Commissioner](#).

The right to request a correction

Children and parents will have the right to request a correction to their record of personal information held by a service provider. The person requesting the correction must:

- Show that the record is inaccurate or incomplete
- Provide the necessary information for the correction.

What service providers must do

When a child or parent requests a correction, the service provider has a duty to correct the record. However, there are certain exceptions. For example, if the information is a professional opinion that was made in good faith, the record does not need to be corrected.

When a correction is requested, the service provider must:

- Respond to the request within 30 days, with a possible extension of no more than 90 days
- Make the correction at no cost, if the request for a correction is granted.

If a record is not corrected

If the record is not corrected, the service provider must:

- Provide the reasons for refusing the correction
- Let the person know that they have a right to complain to the [Information and Privacy Commissioner](#).

The person who requested the correction has a right to prepare a statement of disagreement to be attached to their record and, upon their request, the service provider must:

- Attach the statement when disclosing the related personal information, and
- If possible, share the statement with anyone who was given the related information, unless the correction cannot reasonably be expected to affect the services that are continuing to be provided.

The right to consent

A child will have the right to consent to the collection, use and sharing of their personal information with certain exceptions. This ability is based on capacity as opposed to age.

Determining capacity

A child is presumed capable unless a service provider has reasonable grounds to believe otherwise. Capacity is based on whether the child has the ability to:

1. Understand the relevant information to make a decision about the collection, use or sharing of their personal information
2. Appreciate what could happen if they give, withhold or withdraw their consent to share their personal information.

A child who is found to be incapable has the right to challenge the decision by applying to the [Consent and Capacity Board](#).

What service providers must do

In some cases, before collecting, using or sharing personal information, a service provider must ask for consent from:

- The child, or
- A substitute decision-maker, such as a parent, if the child is found to be incapable.

Consent may be implied if the personal information is collected directly from the person it relates to and it's collected for the purpose of providing a service.

However, there are certain exceptions. For example, a service provider may use the information without consent in cases where there is a risk of serious harm to the child.

If consent is required, it must be knowledgeable. That means that the person must know:

- Why the information is being collected, used and shared
- That their consent may be given, withheld or withdrawn.

The right to be informed of privacy breaches

Children, parents and families will have the right to know if a privacy breach happens with their personal information.

What service providers must do

If a privacy breach occurs with someone's personal information, the service provider must:

- Inform the affected individual(s) about the breach as soon as reasonably possible
- Let them know what the service provider has done or is doing about it
- Provide them with contact information of an employee of the service provider in case they want more information
- Let them know about their right to complain to the [Information and Privacy Commissioner](#).

Statement of information practices

Scheduled to come into force on January 1, 2020, Part X of the CYFSA will require all service providers to publicly post a statement of their information practices in plain language that:

- Provides a general description of their personal information privacy practices
- Describes how to contact the service provider
- Describes the process for accessing and correcting personal information
- Describes the process for making a privacy complaint to the service provider or the Information Privacy Commissioner of Ontario.

Section 4: Documentation

What must be recorded in the child's or young person's file

Service providers must record the following information in the file of the child or young person:

How they told a child or young person about their rights under Part II of the CYFSA

- A description of how they met the requirements for providing the information
- Any supports that were identified to help with understanding the information
- The reasons for not providing an identified support, if it wasn't provided
- How they informed the child or young person about the existence and role of the Ontario Ombudsman's Office.

How they helped the child or young person exercise or benefit from their rights under Part II of the CYFSA

- A description of how they helped a child exercise or benefit from their rights
- Any supports they provided to the child or young person to help them exercise or benefit from their rights
- The reasons for not providing an identified support, if one wasn't provided.

How a child or young person participated in decision-making

- How and when the child or young person was given an opportunity to participate in decision-making about:
 - The services provided to them
 - The services to be provided to them
 - Decisions affecting them
 - Whether the child or young person participated in the decision
 - If they did participate in the decision, a description of how they participated and any views they expressed.

Scheduled to come into force on January 1, 2020:

How consent was obtained for the collection, use and disclosure of a child's or young person's personal information

- If consent was provided in writing, it should be included in the child or young person's file.
- If clear consent was provided verbally, it must be documented and include:
 - The name of the person who gave the consent
 - The information it relates to
 - How the service provider notified the person of the purposes for the collection, use or disclosure of the personal information.

What must be included in policies and procedures

Licensees operating children's residences

Licensees must maintain and keep up-to-date written policies and procedures for the residence. These must include how staff and residents are told about the rights of children under the CYFSA.

Foster care licensees

Foster care licensees must maintain written policies and procedures for the foster homes they use to provide residential care. These must include how the rights of children under Part II of the CYFSA will be communicated to:

- Foster parents
- Anyone employed by the licensee
- Children placed in the foster home.