

When does the CASO become involved?



The CASO has a legal mandate to intervene where necessary to protect children from abuse and neglect. We accept reports of children and youth in need of protection 24 hours a day, seven days a week at (613-747-7800).

We become involved with a family when a concern about a child or youth has been brought to our attention. These concerns can be about a child who has been harmed or about the possibility a child might be at risk of harm and early intervention services are necessary to protect the child.

When a call is received, a protection worker and supervisor will assess the risk based on the information and will decide how urgent our response must be. An investigation into the concerns will help decide how to best protect the child and provide supportive services to the family.

If the report suggests the risk of harm is immediate or there is an injury, CASO protection workers will respond within 12 hours. In all other situations a worker will visit the home within seven days.

Once involved we work in collaboration with the family and community service partners to assist in resolving any concerns or problems the family is experiencing. When needed, we provide on-going services; in most cases on a voluntary basis. In serious situations, services may be provided with a court order.

A parent or a child may contact us directly. A relative, friend, teacher, nurse, doctor or other professional must make a report when they are concerned for the safety and well-being of a child or youth.