

# What happens when I call the CASO?



The Children's Aid Society of Ottawa (CASO) will look into the information you provide and determine if it needs to be investigated. The CASO workers have the responsibility and the legal authority to investigate allegations and to protect children. The workers may, as part of the investigation and plan to protect a child, involve the police and other community agencies.

## **What is confidential?**

All client information is confidential. The CASO can only disclose confidential information with your written consent. If there is information necessary to plan for a child's safety we may obtain a court order to obtain the information. Confidential information is presented to a Family Court Judge in situations that are before the court.

## **What is kept on record?**

The provincial government requires the CASO to keep records of our involvement with children and families. The records include all information related to decisions made and services that are provided to children and families. The records are kept confidential and are only released with permission unless required in a court proceeding.

## **Are the police ever involved in child protection matters?**

All serious cases of physical, sexual or neglect cases are referred to the police. The police may lay charges if, based on the facts, a criminal offence has occurred.

## **Will a child be interviewed?**

When a concern about the safety of a child or youth is brought to the attention of the CASO an interview will occur. In most situations interviews will occur with the consent of the parent. In very serious matters, the CASO may interview without the parents consent or knowledge.

## **When does the medical profession become involved?**

When child abuse or serious neglect causing harm to a child or youth has occurred or is suspected, a medical examination may be necessary. In these situations every effort is made to obtain parental consent to the examination. Occasionally, when a parent is not available to consent, the CASO under the auspices of the Child and Family Services Act will temporarily assume care and custody to proceed with a medical examination. Every effort will be made to continue to locate and involve the parents.