



SERVICES BUILT ON TRUST, DEDICATION, RESPECT AND TRANSPARENCY

The CJL has set itself very high expectations concerning the quality of the care and services it has to offer.

In short, this means that:

- our intervention is based on the skills and resources of both parents and youth and aims at respecting the child's total well-being and development
- our intervention is carried out by helping professionals who provide assistance, counselling and referrals to other resources
- our intervention is closely linked to community resources
- our intervention is diligent, intensive and constant

Siège social / Head Office

- Direction générale / Executive Director
- Communications / Communications
- Contentieux / Legal Services
- Comité des usagers / Users' Committee
- Commissaire local à la qualité des services / Local Service Quality and Complaints Commissioner
- Direction des Services milieu / Placement Services
- Direction des Services de réadaptation / Rehabilitation Services
- Direction des Services professionnels / Professional Services
- Direction des Ressources financières et techniques / Financial and Technical Services
- Direction des Ressources humaines et informatiques / Human and Computer Resources
- Service d'adoption québécoise et internationale / Provincial and International Adoption Services
- Service de recherche des antécédents familiaux / Birth-Family Search Services

500, boulevard des Laurentides, bureau 241
 Saint-Jérôme (Québec) J7Z 4M2
Telephone: 450 436-7607
 Fax : 450 436-4811 (Main office)

Your First Contact with the Centre jeunesse des Laurentides



Information pamphlet for parents and youth who are receiving or who might receive services from the Centre jeunesse des Laurentides

Message from the Executive Director

Dear parents, youth and children:

You are receiving or will soon receive services from the Centre jeunesse des Laurentides (CJL). On behalf of all our management and staff, I would like to assure you that we will do our utmost to provide you with quality services personalized to meet your needs as a parent or youth. For us, the child or youth we help is our paramount concern and we believe that parents have the primary responsibility for any action taken in their child's regard. If you are receiving services from the CJL, it means that your personal, family or social situation requires specialized intervention from social services and possibly the rehabilitation services offered by our youth centre. In such case, you will be asked to help develop your intervention plan. As its name implies, this plan will describe specific interventions (actions), goals and means that will require your involvement in order to help resolve your difficulties and make sure that they do not happen again. The role of CJL youth workers is to support you throughout this process by giving you help, counselling and referrals to other resources. As part of

the youth protection system, youth workers must also make sure that your situation improves as it should and must brief the Youth Court if necessary. Each situation is different and yours will receive all the attention it requires. We promise to do so by offering you help built on **trust, dedication, respect and transparency.**

You should also know that the CJL has a users' committee. One of its main roles is to help parents help one another. We keep the members of this committee regularly informed of major national, regional and local issues and they may be asked to take part in different conversations on the organization of our services. Anyone who wishes to be actively involved in this committee is warmly invited to do so. It goes without saying that your participation will be more than welcome. The contact information for the members of this committee is included in this pamphlet.

This pamphlet is meant to give you a basic idea of our mission and services. It also addresses your rights and provides other useful information. Other pamphlets explain the procedure for

filing a complaint and the financial contribution required of parents to support their children placed in care. We hope that these pamphlets will answer your questions. If not, please do not hesitate to talk to your assigned caseworker.

Rest assured that the management and staff at the Centre jeunesse des Laurentides will do everything possible to ensure that our services and actions meet your needs.

Bernard Fortin, Executive Director

Our MISSION

The mission of the Centre jeunesse des Laurentides is driven by the mandates defined in the Health Services and Social Services Act, the Youth Protection Act, the Youth Criminal Justice Act and the Civil Code of Québec.

Consequently:

Our action aims to protect and foster the welfare and development of children and youth facing serious personal, social and family problems, and to help young offenders take accountability for their actions and return to live in society. In pursuing our actions, we work very closely with the resources in their communities.

In that sense, we provide specialized services promoting the best interests of the child and youth, including psychosocial intervention and follow-up, social rehabilitation, out-of-home placement and adoption.

We recognize and make use of the strengths of children, youth, parents and their families in all our assessments, decisions and actions, while respecting the rights and responsibilities of each.

Our intervention lasts as long as it takes to put an end to the harmful situation and to prevent it from happening again.

We therefore offer specialized youth protection services, whether the harmful situation involves the youths themselves, the people around them or their parents. These services are provided in the family environment or in substitute environments (family-based care, intermediate-care facilities, youth rehabilitation centres). The assistance given to youth and their parents comes in many forms and is based on their individual situations and needs.

We offer a wide range of services including:

- reception and intake services, social emergency services, assessment and orientation services; services involving the application of youth protection, probation and remediation measures, depending on the situation
- rehabilitation, integration and support services for children and youth who live at home and are experiencing behaviour, psychosocial or family problems
- placement services
- counselling, guidance and support services for parents and families
- expert services offered to the Superior Court of Québec in child-custody matters
- adoption services and birth-parent search services

Services built on trust, dedication, respect and transparency

YOUTH AND PARENTS YOU HAVE RIGHTS...

As youths and parents receiving services from the Centre jeunesse des Laurentides, you have rights. These are:

- the right to receive information about your situation, available services, how to access them, the options open to you and their consequences, the way foster homes operate and the rules governing residential treatment
- the right to receive services adapted to your family situation
- the right to receive support through the development and regular follow-up of your intervention plan
- the right to accept or refuse the services proposed and to be informed of the consequences of that choice
- the right to take part in the decisions that concern you
- the right to receive services in English by an English-speaking person
- the right to be accompanied and assisted when you need a service or information
- the right to file a complaint about the services that you have received or believe that you are entitled to receive
- the right to access your record

AND OBLIGATIONS...

As a parent

Parent's primary obligations are set out in the Civil Code of Québec: to provide their children with care, maintenance, education, etc.

The parents of children receiving help from the CJL have other obligations:

- to continue to play an active role as a parent, even though their child has been placed in a substitute environment
- to be involved in their child's life
- to take an active part in the measures selected to achieve specific outcomes

As a youth

Youth being helped by the CJL also have obligations, including:

- the obligation to take an active part in the measures that concern them
- the obligation to take the necessary means to develop and grow as a person

YOUTH PROTECTION

Most of the youth in the care of the CJL have been referred under the Youth Protection Act. It would be useful, therefore, to provide a general idea of what this law implies for youth and their parents.

The Centre jeunesse des Laurentides is home to the Director of Youth Protection, commonly known as the DYP (or DPJ, Direction de la protection de la jeunesse).

Under the Youth Protection Act, the DYP must intervene in situations that threaten a child's security and/or development, such as:

Abandonment

Abandonment refers to a situation in which a child's parents are deceased or fail to provide for the child's care, maintenance or education and those responsibilities are not assumed by another person in accordance with the child's needs;

Neglect

Neglect refers to

- (1) a situation in which the child's parents or the person having custody of the child do not meet the child's basic needs,
 - (i) failing to meet the child's basic physical needs with respect to food, clothing, hygiene or lodging, taking into account their resources;
 - (ii) failing to give the child the care required for the child's physical or mental health, or not allowing the child to receive such care; or
 - (iii) failing to provide the child with the appropriate supervision or support, or failing to take the necessary steps to provide the child with schooling; or
- (2) a situation in which there is a serious risk that a child's parents or the person having custody of the child are not providing for the child's basic needs in the manner referred to in subparagraph 1;

Psychological ill-treatment

Psychological ill-treatment refers to a situation in which a child is seriously or repeatedly subjected to behaviour on the part of the child's parents or another person that could cause harm to the child, and the child's parents fail to take the necessary steps to put an end to the situation. Such behaviour includes in particular indifference, denigration, emotional rejection, isolation, threats, exploitation, particularly if the child is forced to do work disproportionate to the child's capacity, and exposure to conjugal or domestic violence;

Sexual abuse

Sexual abuse refers to

- (1) a situation in which the child is subjected to gestures of a sexual nature by the child's parents or another person, with or without physical contact, and the child's parents fail to take the necessary steps to put an end to the situation; or
- (2) a situation in which the child runs a serious risk of being subjected to gestures of a sexual nature by the child's parents or another person, with or without physical contact, and the child's parents fail to take the necessary steps to put an end to the situation;

Physical abuse

Physical abuse refers to

- (1) a situation in which the child is the victim of bodily injury or is subjected to unreasonable methods of upbringing by his parents or another person, and the child's parents fail to take the necessary steps to put an end to the situation; or
- (2) a situation in which the child runs a serious risk of becoming the victim of bodily injury or being subjected to unreasonable methods of upbringing by his parents or another person, and the child's parents fail to take the necessary steps to put an end to the situation;

Serious behavioural disturbance

Serious behavioural disturbance refers to a situation in which a child behaves in such a way as to repeatedly or seriously undermine the child's or others' physical or psychological integrity, and the child's parents fail to take the necessary steps to put an end to the situation or, if the child is 14 or over, the child objects to such steps.

1977, c. 20, s. 38; 1981, c. 2, s. 8; 1984, c. 4, s. 18; 1994, c. 35, s. 23; 2006, c. 34, s. 14.

Anyone who knows of such a situation may report it to the DYP. However, cases of physical or sexual abuse must be reported. Professionals, for their part, are obliged to report all cases.

The identity of the person reporting the case is kept strictly confidential and never revealed, without permission, to those whose situation has been reported. In the Laurentides region, the toll-free number to report the situation of a child is:

1 800 361-8665

ADOPTION AND POST-ADOPTION

Attached to the DPY, the adoption and post-adoption division assesses people applying to adopt in Québec or internationally and pairs them up with children who are orphans, who have been abandoned or whose parents have voluntarily given up their parental rights. This division also performs birth-family searches for children

POINTS OF SERVICE

Non-residential psychosocial services and rehabilitation services are offered throughout the region by six points of service: Sainte-Thérèse, Deux-Montagnes, Lachute, Saint-Jérôme, Sainte-Agathe and Mont-Laurier.

Professionals provide services in the following areas:

- **Assessment and orientation (youth protection)**
- **Psychosocial services linked to the application of measures (placement services)**
- **Non-residential rehabilitation services (placement services)**
- **Family-based services (placement services)**
- **Intermediate-care resources (rehabilitation services)**
- **Psychology services (professional services)**

who were adopted as infants or for parents who gave up their children for adoption. Moreover, it provides support to people wishing to undertake the process of family reunification when all those involved consent to it.

Contact information for the points of service:

Sainte-Thérèse

6, rue de l'Église
Sainte-Thérèse (Québec) J7E 3L1
Telephone: 450 430-6900
Fax: 450 430-6979

Sainte-Thérèse ("Équipe Adolescents")

120, boulevard du Séminaire
Sainte-Thérèse (Québec) J7E 1Z2
Telephone: 450 971-1718
Fax: 450 971-0704

Deux-Montagnes

15, Grande Côte, bureau 200
Saint-Eustache (Québec) J7P 5L3
Telephone: 450 491-5656
Fax : 450 491-5659

Lachute

143, avenue de la Providence
Lachute (Québec) J8H 4E9
Telephone :450 562-8538
Fax: 450 562-1819

NON-RESIDENTIAL SOCIAL REHABILITATION AND TREATMENT SERVICES (CERIS)

Attached to the Saint-Jérôme, Sainte-Thérèse and Deux-Montagnes points of service are day centres providing specialized rehabilitation and treatment services to youth who live in their natural homes. These services are offered in separate facilities in each of these towns. Attendance in these highly intensive education programs is aimed at allowing youth to live at home, whenever possible, instead of being placed in a residential treatment facility. Certain conditions apply to be eligible

for these services. Ask your caseworker whether you and your child are eligible for this type of resource.

Contact information:

CERIS Saint-Jérôme

348, rue Bocage
Saint-Jérôme (Québec) J7Y 2Y5
Telephone: 450 438-3575
Fax: 450 438-6838

RESIDENTIAL REHABILITATION AND TREATMENT SERVICES

The CJL has several residential treatment facilities for youth whose situations have deteriorated to the point that they must receive rehabilitation services in a facility entirely dedicated to helping them recover from these situations. These facilities differ according to the program they administer: mental health, substance abuse, intensive support and supervision, or assessment/orientation. All of them offer intensive and highly specialized rehabilitation programs.

These rehabilitation services, which report to one director, are offered in twelve residential facilities on four campuses:

Campus Huberdeau

104, rue Vert-Pré
Huberdeau (Québec) J0T 1G0
Telephone: 819 687-3103
Fax: 819 687-1032

Campus Saint-Jérôme

148, rue Castonguay
Saint-Jérôme (Québec) J7Y 2J2
Telephone: 450 565-1773
Fax: 450 565-1096

Service adoption et post-adoption

500, boulevard des Laurentides, Bureau 241
Saint-Jérôme (Québec) J7Z 4M2
Telephone: 450 436-7607
Fax: 450 436-3328

Saint-Jérôme

358, rue Lavolette
Saint-Jérôme (Québec) J7Y 2T1
Telephone: 450 432-9300
Fax: 450 432-9869

Sainte-Agathe

125A, Tour du Lac
Sainte-Agathe (Québec) J8C 3A1
Telephone: 819 326-6221
Fax: 819 324-0559

Mont-Laurier

419, de la Madone
Mont-Laurier (Québec) J9L 1S1
Telephone: 819 623-3884
Fax: 819 623-5032

Bureau de Oka

425, rue Saint-Michel
Oka (Québec) J0N 1E0
Telephone: 450 479-8309
Fax: 450 479-6497

CERIS Sainte-Thérèse

120, boulevard Du Séminaire
Sainte-Thérèse (Québec) J7E 1Z2
Telephone: 450 971-6116
Fax: 450 971-1217

CERIS Saint-Eustache

136C, rue Saint-Laurent
Saint-Eustache (Québec) J7P 5G1
Telephone: 450 473-6610
Fax: 450 473-0773

Campus Sainte-Agathe

125A, Tour du Lac
Sainte-Agathe (Québec) J8C 3A1
Telephone: 819 326-6221
Fax: 819 324-0559

Campus Sainte-Sophie

225, chemin du Lac Bertrand
Sainte-Sophie (Québec) J5J 2M1
Telephone: 450 432-5970
Fax: 450 432-7680