



Annual Report 2013-2014



CHILDREN
& YOUTH
NEWFOUNDLAND & LABRADOR



PUBLICATION INFORMATION

The 2013-2014 Annual Report
was published by The Advocate for Children and Youth
Newfoundland and Labrador
193 LeMarchant Road
St. John's NL, A1C 2H5

Printed by:

The Queen's Printer
Government of Newfoundland and Labrador

Date printed:

May, 2015

Designed by:

Nicole Rogers
Graphic Designer



TABLE OF CONTENTS

About the Advocate	4
Message from the Advocate	5
About the Office	6-7
Individual Advocacy	8-13
Systemic Advocacy	14-19
Reviews & Investigations	20-23
Education	24-27
Statistical Summary	28-31
Connecting	32-37
Canadian Council of Child and Youth Advocates	38-39
Business Highlights	40-43
What's New	44-45
Things to Come	46-47



ABOUT THE ADVOCATE

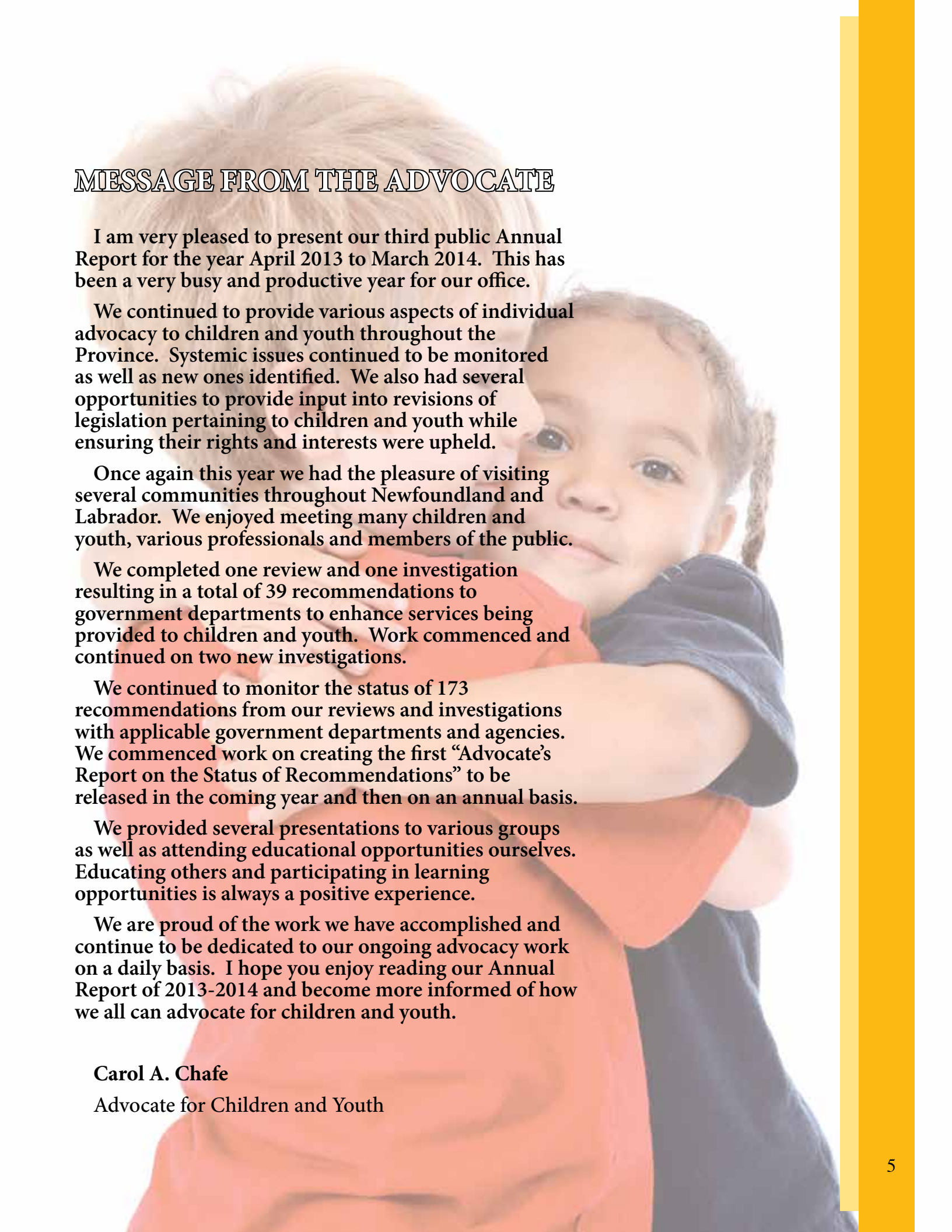
BIOGRAPHY

Carol A. Chafe was appointed Child and Youth Advocate for the province of Newfoundland and Labrador, effective September 27, 2010. Since her appointment, Ms. Chafe has met with various child and youth-serving agencies and has participated in a number of awareness-building activities for the office. She has spoken at several conferences, including the Newfoundland and Labrador Foster Families Association's Annual Symposium, the Child Welfare League of Canada's Atlantic Forum, and the Biennial National Conference of the Canadian Council of Child and Youth Advocates.

Ms. Chafe is a member of the Canadian Council of Child and Youth Advocates, a national alliance of Child and Youth Advocates, each having similar mandates to promote and protect children's rights. Ms. Chafe has held the positions of President and Vice-President of the Council.

Prior to assuming the role of Child and Youth Advocate, Ms. Chafe practiced as a registered nurse for 12 years and then entered into 20 years of progressive management positions, with the last 13 years in senior management roles. Prior to becoming the Advocate she was Regional Director, Children's and Women's Health Program, Eastern Health Authority.

Ms. Chafe holds a Masters of Employment Relations from Memorial University, a Bachelor of Nursing from Memorial University, and a Registered Nurse Diploma from St. Clare's School of Nursing.



MESSAGE FROM THE ADVOCATE

I am very pleased to present our third public Annual Report for the year April 2013 to March 2014. This has been a very busy and productive year for our office.

We continued to provide various aspects of individual advocacy to children and youth throughout the Province. Systemic issues continued to be monitored as well as new ones identified. We also had several opportunities to provide input into revisions of legislation pertaining to children and youth while ensuring their rights and interests were upheld.

Once again this year we had the pleasure of visiting several communities throughout Newfoundland and Labrador. We enjoyed meeting many children and youth, various professionals and members of the public.

We completed one review and one investigation resulting in a total of 39 recommendations to government departments to enhance services being provided to children and youth. Work commenced and continued on two new investigations.

We continued to monitor the status of 173 recommendations from our reviews and investigations with applicable government departments and agencies. We commenced work on creating the first “Advocate’s Report on the Status of Recommendations” to be released in the coming year and then on an annual basis.

We provided several presentations to various groups as well as attending educational opportunities ourselves. Educating others and participating in learning opportunities is always a positive experience.

We are proud of the work we have accomplished and continue to be dedicated to our ongoing advocacy work on a daily basis. I hope you enjoy reading our Annual Report of 2013-2014 and become more informed of how we all can advocate for children and youth.

Carol A. Chafe

Advocate for Children and Youth



ABOUT THE OFFICE

The Advocate for Children and Youth Newfoundland and Labrador

The Office of the Child and Youth Advocate opened on November 18, 2002. The Office was established by statute, *The Child and Youth Advocate Act*, which was proclaimed on May 12th, 2002. The Office has 12 staff including the Advocate.

The Advocate for Children and Youth (ACY) is a Statutory Officer of the House of Assembly. The Advocate reports directly to the Legislature through the Speaker of the House of Assembly on matters relevant to our mandate.

Advocacy services are provided to children and youth through a central office located in St. John's with outreach to all areas of the province. Services can be accessed by contacting the office by telephone, our toll-free number which is available for people living outside the St. John's calling area, TTY phone, office visits, email, fax, website, and by in-person contact during advocacy outreach conducted throughout the province by advocacy staff.

Our vision is that the rights and interests of every child and youth are protected and respected and each child and youth has access to all the government services they require in Newfoundland and Labrador.

Scope of the Office

The office provides services to any child or youth under the age of 19 years who is entitled to receive services from a department, agency or board of government. The age is extended to youth up to their 21st birthday where they have previously been in a care or custody arrangement.

The Advocate engages in both individual and systemic advocacy, public education and reviews and investigations on behalf of children and youth in the province.

The office operates from a rights-based perspective and applies *the United Nations Convention on the Rights of the Child (UNCRC)* as the basis for its advocacy work. Canada has ratified the Convention and as a result, legislation, policies and procedures that govern services and programs for children and youth should be reflective of those rights.

FACT OR FICTION

The Convention defines a 'child' as a person below the age of 18. TRUE

The Advocate for Children and Youth provides advocacy services to children and youth in four main capacities:

Restrictions and limitations of the Office:

Section 15 (2), Sections 18 and 27 of the Act

The Advocate can determine based on the Act not to intervene in the following circumstances:

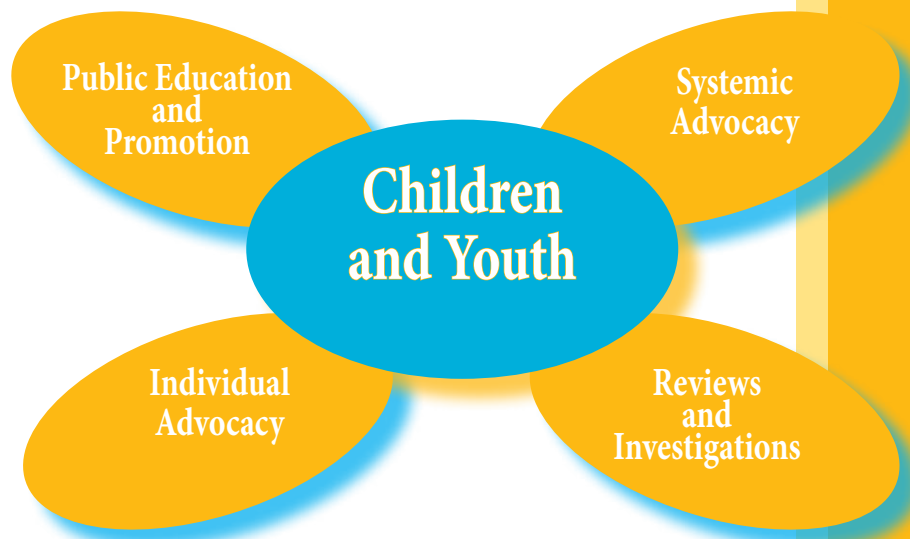
- If the matter does not require investigating.
- A matter of which the complainant has had knowledge for more than one year before coming forth.
- The referral is felt to be frivolous or not made in good faith or concerns a trivial matter.
- If public's interest outweighs the complainant's interest.
- The law, or existing administrative procedure, provides an adequate remedy.

Additionally,

- The advocate cannot act as legal counsel, intervene in or change a decision of a court.
- The advocate or office staff cannot be compelled to give evidence in a court or judicial proceeding in exercising the functions and duties under the Act.
- The Advocate cannot investigate a matter where no government department, agency or board service is being provided.
- The Advocate cannot make or reverse a decision regarding services of government.

Our work is guided by the following principles as reflected in the UNCRC:

- Children and youth are our primary clients.
- Children and youth must be treated with respect and their inherent dignity as human beings recognized.
- The right of privacy of the child, as well as all parties involved, must be respected in the advocacy process.
- Children and youth have a right to speak, to be heard and to participate in decision-making processes.
- Parents, extended family and significant others are natural advocates for children and youth.
- Actions are based on empowerment.
- Interventions are respectful, understanding and compassionate.
- Cultural diversity is recognized and respected.





INDIVIDUAL ADVOCACY

Individual Advocacy- involves the provision of information, self-advocacy assistance, basic advocacy intervention and comprehensive advocacy intervention.

Provision of Information- involves sharing information regarding relevant services and/or making a referral to another government department, board, or agency. These types of calls are usually opened and closed on the same day and involve very little action by the Advocacy Specialist.

Self-Advocacy Assistance- involves providing information regarding complaint processes, appeal procedures, and self-advocacy strategies. This may include assistance and direction from the Individual Advocacy Specialist.

Basic Advocacy Intervention- requires consultation and/or referral to other agencies and is usually completed within a short time frame. Individual Advocacy Specialists engage in problem-solving strategies; make initial calls to service providers; and may provide self-advocacy assistance. These cases usually require phone contact with service providers, referrals to government departments or agencies and are short term in nature.

Comprehensive Advocacy Intervention- involves intensive advocacy intervention when basic advocacy intervention and/or self-advocacy assistance is not sufficient. It may involve self-advocacy assistance; meetings with the child or youth and/or his or her natural advocate; attending/arranging case conferences/meetings; and engaging in alternate dispute resolution processes.

During the 2013-2014 fiscal year, a variety of services were provided on behalf of children and youth who required assistance, ranging from provision of information to comprehensive advocacy intervention.

CASE EXAMPLES

Please Note: References to names, ages, and, in some cases, gender were changed to protect the client's privacy.

Housing • Child Protection

Background

A Mom and her three children had been residing in a Newfoundland and Labrador Housing unit until the children were placed in the temporary care of Child, Youth and Family Services (CYFS). The Mom secured a small apartment while she worked with CYFS to ensure her children would be safe when they returned to live with her. CYFS recognized the strides Mom made and began the process of having the children transitioned back to her care. It was evident that Mom did not have enough room in her apartment to accommodate herself and the three children. An application was submitted to Newfoundland and Labrador Housing; however, a unit had not yet been offered to the family. As CYFS **did not want to keep the family apart when it was no longer necessary**, CYFS successfully secured emergency housing for Mom and the children while her housing application was being assessed. Unfortunately, this was only a short-term solution. CYFS contacted our office requesting advocacy assistance to Newfoundland and Labrador Housing on behalf of Mom and the three children.

Intervention Provided

The Advocate for Children and Youth worked collaboratively with CYFS to assist this family. We contacted Newfoundland and Labrador Housing Corporation to advocate for housing. It was noted that the application was on hold as it was incomplete. The information requested was provided, and a housing unit was approved for Mom and her three children. Thanks to the help of all those involved, this family was able to reunite in their new home.

UNCRC Article 9:

“State Parties shall ensure that a child shall not be separated from his or her parents except when competent state authorities determine that such separation is necessary for the best interests of the child.”



CASE EXAMPLES

Please Note: References to names, ages, and, in some cases, gender were changed to protect the client's privacy.

• Request for Information

Background

Sixteen-year-old Stephen contacted the office requesting assistance as he had been living with his mother but wished to relocate to live with his father. He wanted to know what his rights were in regards to making decisions for himself such as housing options.

Intervention Provided

Young people and adults alike often have questions about the legal age requirement to perform

various actions. In 2012, the Advocate for Children and Youth, in partnership with Public Legal

Information Association of Newfoundland and Labrador (PLIAN), produced a booklet entitled "Milestones: What Young People Need to Know." Stephen, like all children and youth, had a right to **be informed of his rights**. The Milestones booklet was designed to educate children and youth about the age requirements to participate in various activities and make certain decisions. We sent Stephen a copy of the booklet. We also provided him with information as well as the telephone

numbers for PLIAN and the Newfoundland and Labrador Legal Aid Commission.

UNCRC Article 42
"States Parties undertake to make the principles and provisions of the Convention widely known, by appropriate and active means, to adults and children alike."

• Education • Child/Youth in Care

Background

Child, Youth and Family Services (CYFS) contacted the Advocate for Children and Youth requesting assistance. Twelve-year-old Tommy was in continuous custody of CYFS. Due to issues with his behaviours, Tommy's school day had been reduced significantly. Over time there were considerable improvements noted in his behaviour; however, Tommy was still attending school for only one hour a day. The CYFS social worker assigned asked that we advocate that Tommy's school day be increased.

Intervention Provided

The Department of Education has clear expectations around the process to shorten a child's school day. Instituting a shortened day for a brief period of time is intended to provide an opportunity for the planning team to meet and develop a plan to successfully transition the student back to full time. The Advocate for Children and Youth met with school and CYFS personnel to discuss options for Tommy whereby he could increase his daily attendance and interact in positive social ways with his peers. As a result of the meeting, and follow-up discussions regarding Tommy's **right to an education**, it was agreed that Tommy's school day would increase in one hour increments every two weeks. The process was closely monitored by the school team, as well as the Advocate for Children and Youth, to ensure Tommy adjusted to his new schedule.

UNCRC Article 28:
Education is a child's right.



Please Note: References to names, ages, and, in some cases, gender were changed to protect the client's privacy.

• Permanency Planning

Background

A foster parent, who had been providing care to a sibling group for a number of years, contacted the office requesting assistance. Child, Youth and Family Services (CYFS) had determined that reunification for the siblings with the parents was not an option. There was a plan in place for the foster parents to adopt the children. Unfortunately, the continuous custody order had only been transmitted verbally and a written continuous order was required in order to proceed with an adoption. The children had no official order.

Intervention Provided

The Advocate for Children and Youth contacted CYFS on the children's behalf. The social worker involved agreed that a permanent agreement was in the siblings' **best interest**. This matter was discussed with CYFS management and also involved representatives from both the Department of Justice and the Department of CYFS. Through the cooperation of all involved, the continuous order became official and the children were eligible for adoption.

UNCRC Article 21

"States Parties which recognize and/or permit the system of adoption shall ensure that the best interests of the child shall be the paramount consideration."

• Housing • Emergency Assistance

Background

The Advocate for Children and Youth was asked to provide advocacy assistance for a family with three small children. An extended family member had contacted the office concerned that this family was homeless. The house they had been living in was unsafe and they were looking for a place to live but very little was available. This family had been staying with friends. The children needed a stable home.

Intervention Provided

The Advocate for Children and Youth contacted Newfoundland and Labrador Housing Corporation on the family's behalf and the parents were asked to submit an application immediately. This office and CYFS advocated for this application to be expedited. A Newfoundland and Labrador Housing Corporation representative went out to see the condition of the family home and, recognizing the children's **right to safe housing**, agreed to accelerate the application process. The Advocate for Children and Youth then contacted the Department of Advanced Education and Skills and requested emergency housing for this family. The Department of Advanced Education and Skills agreed to fund lodging for this family until their housing unit was available.

UNCRC Article 27:

"Children have the right to a standard of living adequate for their physical, mental, spiritual, moral and social development."

CASE EXAMPLES

Please note: References to names, ages, and, in some cases, gender were changed to protect the client's privacy.



Kinship Agreement • Access to Family

Background

An extended family member contacted the office to discuss 10-year-old Jane. Jane was living with her grandmother in a Kinship Care Agreement under Child, Youth and Family Services (CYFS) Kinship Service Program. The caller and Jane had spent a great deal of time together in the past; however, the mother and grandmother had since discontinued Jane's access to the family member. The caller was certain Jane enjoyed their visits as much as she did and wondered if anyone had spoken to the child to ask how she felt about this situation.

Intervention Provided

The *UN Convention on the Rights of the Child* guarantees that: "State Parties shall assure to the child who is capable of forming his or her own views **the right to express those views freely in all matters affecting the child**, the views of the child being given due weight in accordance with the age and maturity of the child." The Advocate for Children and Youth contacted CYFS to discuss the option of the child being interviewed. CYFS agreed and Jane happily resumed her regular visits with her extended family.



UNCRC Article 12:

A child has the right to express his or her views freely in all matters affecting the child.



Please note: References to names, ages, and, in some cases, gender were changed to protect the client's privacy.

Justice • Secure Custody

Background

Fifteen-year-old John had been remanded to the province's secure custody facility for youth while awaiting trial. He contacted the Advocate for Children and Youth as he was allegedly harassed by other residents and he wished to be moved to another unit of the facility. John said he would only feel safe if he was held separate from these residents.

Intervention Provided

The *UN Convention on the Rights of the Child* states that every child deprived of liberty as a result of coming into conflict with the law should be **treated with humanity and respect** (UNCRC Article 40). The rights under the *UNCRC* apply to all children equally. The Advocate for Children and Youth contacted staff at the secure custody facility to discuss John's concerns regarding his safety and to ensure his request to be moved to another unit received appropriate attention. The staff at the facility had already approved the request prior to our call. Upon follow up, John informed us that he felt much safer than he did on the previous unit.



UNCRC Article 40:
A child has the right to legal help and fair treatment in the justice system that respects his or her rights.





SYSTEMIC ADVOCACY

The Advocate for Children and Youth regularly monitors issues that appear to be impacting a group or groups of children and youth. These issues may require further research to determine if they are of a systemic nature. Often, individual files highlight issues which require systemic advocacy work. At the call of the Advocate for Children and Youth, issues that are presently being assessed as possible systemic matters, may require systemic files to be opened and assigned to a Systemic Advocacy Consultant for more comprehensive involvement.

Systemic files are opened when issues presented to the Advocate for Children and Youth impact a group or groups of children and youth and, therefore, require advocacy from a systemic perspective. Systemic issues occur when policies and practices of government departments and agencies interfere with the delivery of services and programs intended to support the quality of life for children and youth.

A systemic approach is used to influence programs and services, identify gaps, and determine the impact of the delivery of services and programs on children and youth in the province. This is accomplished by providing recommendations to government regarding the challenges and the changes needed to practices, policies and procedures.

During the 2013-2014 fiscal year, the Advocate for Children and Youth conducted systemic advocacy through research, meetings, consultations, and reporting on multiple issues involving government departments affecting children and youth.

FACT OR FICTION

Canada ratified the UNCRC in 1991. TRUE (Canada became a signatory to the Convention on 28 May 1990 and ratified in 1991.)



Systemic Advocacy Highlights

School Board Amalgamation

Department of Education

The 2013 Provincial Budget brought major changes to the administrative structure of K-12 education throughout Newfoundland and Labrador. The Department of Education announced and began the transition of five school boards amalgamating to one English-language board and one French-language board.

As this transition involves a major shift in the administration of K-12 education throughout the entire province, the ACY has been monitoring this file to determine if there is an impact on the education of children and youth.



Bullying

Department of Education

The ACY sometimes receives calls regarding individual cases of bullying occurring among children and youth in the K-12 school system. With the increased use of technology, bullying and cyberbullying have become increasingly complex issues for schools to address.

Since 2010, the Advocate has been following initiatives taken by the Department of Education to address bullying in the K-12 school system, particularly the Safe and Caring Schools Policy. In December 2013, the provincial government made amendments to the *Schools Act*, 1997 to require every school to have a code of conduct, a definition of bullying, a bullying intervention protocol, and that all schools be required to collect data related to inappropriate behaviour.

The ACY continues to address any individual complaints involving bullying among children and youth in the K-12 school system. The ACY will also monitor the impact of the Safe and Caring Schools Policy being implemented into the *Schools Act*.



Child Exploitation

Department of Justice

The ACY opened a systemic file on child exploitation in the 2013-2014 fiscal year following a number of high-profile cases of Internet-facilitated child sexual exploitation in Atlantic Canada, including Newfoundland and Labrador.

In March 2013, the Department of Justice created a Task Force on Child Exploitation and Drugs. The team is a joint effort between the RCMP and the RNC to address child exploitation, illegal drugs and organized crime. In July 2013, the Advocate met with members of the team to discuss the ongoing concerns regarding Child Exploitation.

Continuum of Care Strategy

Department of Child, Youth and Family Services

In June 2012, the Department of Child, Youth and Family Services unveiled a new system of placement options for children and youth: the Continuum of Care Strategy. This Strategy was created to enhance the In Care system, allowing children and youth to be placed in residential settings designed to best meet their needs. The Strategy consists of four levels: kinship homes, foster homes, specialized foster homes, and staffed residential placements. Since the announcement of the Continuum of Care Strategy, the Advocate has been monitoring the impact of the strategy for children and youth who require residential placement.

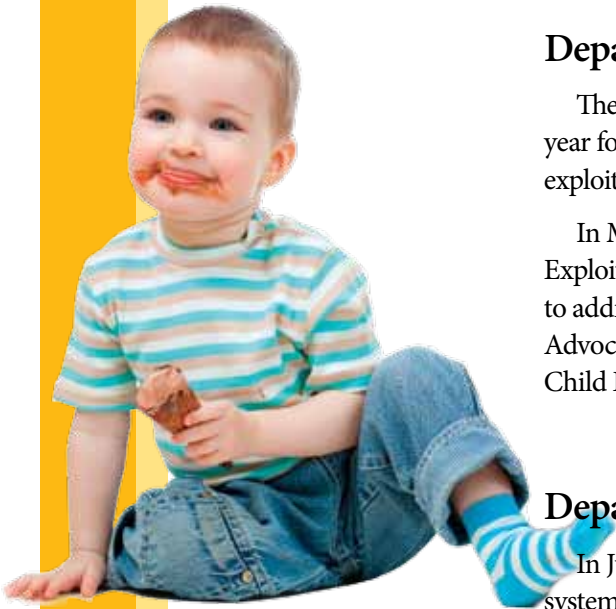
In 2013, a Request for Proposals for staffed residential placements was issued and contracts were negotiated for a total of 101 placements located throughout the island portion of the province through four organizations. In March 2014, the Department announced and began implementation of a new framework for staffed residential care for children. The introduction of this framework brings changes to some of the operators of residential placements. Following the announcement, the ACY began to receive complaints from individuals concerned about the impact of the changes to some residential homes. The ACY is committed to monitoring the impact of any concerns that are brought forth regarding transitions for children and youth resulting from the new framework.

Youth Services

Department of Child, Youth and Family Services

Issues regarding youth residing independently through the Youth Services Program continue to present themselves to the office through individual cases, media reports and through *Sixteen*, an investigative report released by the Advocate in December 2013. Issues presented with the Youth Services Program in the 2013-2014 fiscal year included: availability of safe and affordable housing, lack of assessment of youth, lack of transition planning, and inadequate services. The Advocate made several recommendations in *Sixteen* to the Department of Child, Youth and Family Services directly relating to the Youth Services Program.

In addition to following up on recommendations made regarding the Youth Services Program, the ACY will monitor the impact of the Supporting Youth with Transitions pilot program. The program, which involves hiring life skills coordinators throughout the province to work with youth directly, was announced in 2013.



Health and Safety of Aboriginal Children and Youth

Department of Child, Youth and Family Services

Since December 2010, the Advocate for Children and Youth has been closely monitoring safety concerns facing children and youth in Natuashish involving solvent abuse. The Advocate has been regularly monitoring actions taken by provincial and federal government departments responsible for providing services to children and youth. The Advocate continues to have communication with government stakeholders and community leaders regarding this critical issue.

Since opening this systemic file, the Advocate has released multiple statements and spoke publicly regarding this issue. She has stressed the importance of the immediate assessment of every child in the community, supporting the adults in the community, and the development of a long-term strategic plan to address the overall health of the community.

In October 2013, the Advocate once again publicly addressed concerns for children and youth in Natuashish. She released a position statement stating, “The public should be informed of the reality of children and youth living in Natuashish; solvent abuse among children continues to progress at a critical rate. It has come to my attention that the age of children engaged in such activities is getting younger and the number of children involved continues to grow in the community.” The Advocate called upon all government departments and community leaders to take immediate action to ensure the safety of children and youth in Natuashish.

The Advocate regularly requests and receives updates of any actions taken by CYFS and current statistical information regarding the children and youth of Natuashish. The Advocate is committed to holding government departments responsible for the health, well-being and safety of Aboriginal children and youth, accountable to their role.

Mental Health and Addictions Treatment Centres

Department of Health and Community Services

In 2009 the Government of Newfoundland and Labrador announced the plan to open two treatment centres for youth with complex mental health needs and addictions. Currently, children and youth who require residential treatment for complex mental health and/or addictions issues are required to travel out of province for residential services. Until the treatment centres are in operation, the gap in residential mental health and addictions services continues to exist and will be monitored by the ACY.





Systemic Research

Systemic Advocacy Consultants are responsible for conducting background research and providing analysis on a variety of systemic issues impacting children and youth. In addition to reviewing local issues, Consultants keep the office up to date on current national and international systemic trends and how they relate to the local context. Creating a knowledge base within the office of best practice and evidence-based services for children and youth enhances the advocacy role of the Advocate for Children and Youth.

Research areas explored in the 2013-2014 fiscal year included:

- Review and Feedback of *Child Care Services Act*
- Review and Feedback of the *Adoption Act*
- Permanency Planning – Legislative Review
- Review of proposed *First Nations Education Act* (Federal)
- Traditional Adoption - Legislative Review
- Shaken Baby Syndrome
- Sexual Exploitation and Human Trafficking
- Review of the *Labour Standards Act*

FACT OR FICTION

The current Advocate for Children and Youth for the province of Newfoundland and Labrador is Carol Chafe.
TRUE



Systemic – On the Radar

The Advocate for Children and Youth is continually identifying, assessing, and monitoring systemic issues impacting children and youth in Newfoundland and Labrador. Key systemic issues that were “On the Radar” for the Advocate for Children and Youth during the 2013-2014 fiscal year are listed below. These issues will continue to be addressed by the office over the next fiscal year.

- Bullying, Department of Education
- School Busing, Department of Education
- School Board Amalgamation, Department of Education
- Proposed First Nations Education Act (Federal)
- Continuum of Care, Department of Child, Youth and Family Services
- Youth Services, Department of Child, Youth and Family Services
- Health and Safety of Aboriginal Children and Youth, Department of Child, Youth and Family Services
- Mental Health Residential Treatment Centre, Department of Health and Community Services
- Addictions Residential Treatment Centre, Department of Health and Community Services
- Temporary Detention of Youth in Adult Holding Facilities, Department of Justice
- Child Exploitation, Department of Justice





REVIEWS & INVESTIGATIONS

Reviews and investigations are carried out pursuant to **Section 15(1) subsection (c)** of the *Child and Youth Advocate Act*. The Advocate for Children and Youth may review or investigate a matter on behalf of a child or youth, or group of them, whether or not a complaint has been made and may conduct an investigation if advocacy, mediation, or another dispute resolution process has not resulted in an outcome satisfactory to the Advocate. The process for reviews and investigations is based on a comprehensive framework that may include review of documents, interviews of individuals, analysis of facts, and release of findings and recommendations to government and agencies and follow up respecting the recommendations. As necessary, the Advocate can subpoena individuals to be interviewed.

An investigation is an independent and formal review of a matter concerning a child, youth or group of children or youth receiving services from any department or agency of government. An investigation can determine if a decision, recommendation, act or omission that is the subject of the investigation appears to have been contrary to law, unreasonable, unjust, oppressive, improperly discriminatory, based in whole or in part on a mistake of law or fact, or wrong. The *Child and Youth Advocate Act SNL 2001* provides the Advocate for Children and Youth with the legislative authority to conduct investigations if she deems it appropriate to do so.

In the 2013-2014 fiscal year, the office completed one case review with nine recommendations to government departments and one investigation with a total of 30 recommendations. Work commenced and continued throughout the 2013-2014 fiscal year on two investigations called by the Advocate in January 2013.

FACT OR FICTION

National Child Day is celebrated in Canada on November 20 in recognition of the UN Declaration on the Rights of the Child and the UN Convention on the Rights of the Child. TRUE

Release of Investigative Report – “Sixteen”

On December 12, 2013, the Advocate released the investigative report, *Sixteen*, which is the story of a young person crying for help. This youth was removed from his mother’s care by the Department of Child, Youth and Family Services several weeks before his sixteenth birthday. At the age of 16, he signed a youth services agreement and moved from a supervised residential setting into a shelter, and then another shelter, until ultimately moving into a bedsitting room where he lived for seven months until the date of the fatal fire that prompted the investigation.

In her press statement, Carol A. Chafe stated: “This story illustrates the need for professionals to be able to balance providing opportunities for youth to participate in decisions about their health, safety and well-being, while at the same time determining whether or not they have the capacity to make life-altering decisions – such as opting out of care and providing informed consent. In addition, it reveals the harsh reality of the inadequate services that are provided to many youth who choose, at just 16 years of age, to live on their own.”

There were 30 recommendations resulting from the completion of this investigation; two of which are the joint responsibility of more than one department and agency:

- Department of Child, Youth and Family Services – 19 Recommendations
- Department of Justice – 5 recommendations, including 1 specific to RNC
- Department of Health and Community Services – 6 recommendations
- Eastern Health – 2 recommendations

For further details on this report, previously released reports, or for copies, please visit our website at www.childandyouthadvocate.nl.ca.

“I hope it isn’t all for nothing... I just hope this doesn’t happen to somebody else really, it sucks.”

– youth ‘John’ regarding the investigation



Photo Credit: Rhonda Hayward/The Telegram





Recommendations

Under **Section 15(g)** of the *Child and Youth Advocate Act, SNL 2001*, the Advocate may: “make recommendations to the government, an agency of the government or communities about legislation, policies and practices respecting services to or the rights of children and youth.”

Section 24 *Notice of Proposed Steps* permits the Advocate to request notification of the steps taken by a department or agency to give effect to recommendations:

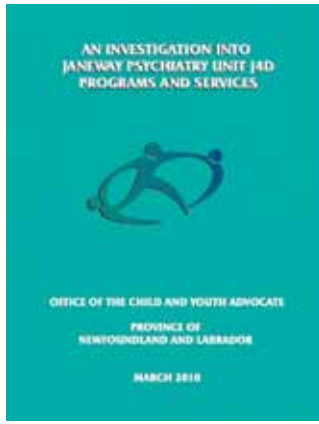
“**24. (1)** *Where, after conducting a review of a department’s or an agency’s services, or an investigation, the advocate makes a recommendation, he or she may request the department or agency of the government to whom the recommendation is made to notify him or her within a specified time of the steps that it has taken or proposes to take to give effect to his or her recommendations.*

(2) Where, within a reasonable time after a request respecting recommendations is made under this section, no action is taken which seems to the advocate to be adequate and appropriate, the advocate, in his or her discretion, after considering the comments made by or on behalf of the department or agency of the government affected, may report the matter, including a copy of the report containing the recommendations, to the Lieutenant-Governor in Council and may mention the report in the advocate’s next annual report to the House of Assembly.

(3) A report made under subsection (2) shall include any comments made by or on behalf of the department or agency of the government upon the opinion or recommendation of the advocate.”

Since 2006, the ACY has released a total of seven investigative reports with an overall total of 155 recommendations. A total of five reviews have been completed resulting in 18 recommendations. Under the current Advocate, it was identified that there is a need for a formal follow-up process to ensure recommendations are actioned and departments and agencies are held accountable to recommendations.

In 2012, the Advocate began requesting updates on recommendations made in previous investigations completed by the office, which included: *the Turner Review and Investigation, Lost in Transition: A Review of the Transitioning of Children and Youth In Care, and An Investigation into Janeway Psychiatry Unit J4D Programs and Services*. For investigations completed under the current Advocate, the follow-up process began shortly after the investigations were completed. These investigations included: *The Child Upstairs... Joey’s Story, Turning a Blind Eye, Out of Focus and Sixteen*.



The Advocate has requested and received responses from government departments and agencies to all recommendations put forth by the ACY. Where the Advocate determines that the action taken is adequate or appropriate, the recommendation is considered complete with no further follow up required. Updates on recommendations that the Advocate determines to be partially complete or incomplete are further requested until the Advocate deems them satisfactorily resolved.

During the 2013-2014 fiscal year, the ACY commenced work on a report on the status of recommendations. This report will be released publicly in the 2014-2015 fiscal year and annually thereafter.

FACT OR FICTION

The ACY can only become involved in cases involving CYFS.” FALSE (The ACY can advocate to any government department or agency including CYFS, Justice, Education, Health etc.)



Out of Focus





EDUCATION

Section 3 of the *Child and Youth Advocate Act* requires the Advocate to **protect and advance the rights of children and youth**. The education and promotion role of the office is inclusive to all regions of the province through Advocacy Outreach.

Advocacy Outreach provides opportunities for in-person contact with individuals, groups and agencies throughout the province as well as the opportunity to promote the office and educate the public about the ACY's role, mandate and children's rights. This is accomplished through Outreach, by developing relationships with service providers and engaging children and youth in their environment. This includes proactively finding opportunities to engage individuals at all levels through community capacity building, regional visits, volunteer initiatives and discussions and consultations regarding issues affecting children and youth in Newfoundland and Labrador.

In 2012-2013 the office implemented its Organizational Liaison program. This is a proactive program whereby an ACY staff member is assigned to a specific youth-serving centre throughout the province. This staff person is dedicated to the facility to ensure consistent communications and advocacy for youth. This program increases the knowledge that staff and youth in these programs have of the office and provides them with a dedicated contact person to connect with if they feel that there is an issue or concern that our office may be able to assist them with.

Educational activities of the office ensure children, youth, their families and service providers know:

- How to access our advocacy services;
- The role and mandate of the office;
- The rights of children and youth and how to advance those rights.

These activities also help to develop an awareness of government services and programs available to meet their needs.



Outreach

The mandate of the ACY includes the legislated responsibility to ensure the rights, interests and viewpoints of children and youth are protected and advanced.

During 2013-2014 the ACY completed several outreach visits under its Provincial Outreach Program. Provincial Outreach consists of quarterly visits by the ACY staff team. ACY staff educate children, youth, service providers and others on the role and mandate of the office and about children's rights and responsibilities. Outreach activities include planned visits, presentations and meetings with provincial government agencies, youth-serving agencies and schools.

The Advocate and her staff met with 41 groups of professionals from multiple provincial government departments and community organizations and conducted education sessions to 495 children and youth. Outreach throughout the province included:

- Stephenville
- Corner Brook
- Gander
- Gambo
- Labrador City
- Wabush

These regional visits provide the Advocate with valuable information regarding challenges experienced by children and youth in accessing government services and programs. They also include the opportunity to educate children, youth, government service providers and organizations about children's rights and the challenges they face.



Gander Boys and Girls Club



Outreach, Central NL



Stephenville Primary School



Outreach, Central NL

Calendar Project

For the tenth year, the office invited schools across the province to participate in the Child and Youth Advocacy Calendar Project by submitting artwork. This year the ACY focused on a variety of rights included in the *UN Convention on the Rights of the Child (UNCRC)*, with each month in the calendar representing a right.

The calendar project was a great success with 114 children submitting their artwork to the ACY. Twelve winners were picked and the resulting calendar was printed and distributed in two different formats, a traditional flip calendar and a large poster format.

2014 Calendar Project Winners

January	Rebecca Comerford	Grade 6	Paradise Elementary	Paradise, NL
February	Sydney Stead-Fantuz	Grade 7	St. Paul's Intermediate	Gander, NL
March	Katurah Osbourne	Grade 3	Copper Ridge Academy	Baie Verte, NL
April	Kisha Rowsell	Grade 7	Lakeside Academy	Buchans, NL
May	Joshua Dillon	Grade 7	St. Paul's Intermediate	Gander, NL
June	Hayley Dalton	Grade 6	Upper Gullies Elementary	Upper Gullies, NL
July	Mikayla Harding	Grade 6	St. Francis of Assisi	Outer Cove, NL
August	Olivia Cole	Grade 7	St. Paul's Intermediate	Gander, NL
September	Logan Andersen	Kindergarten	J.C. Erhardt	Makkovik, NL
October	Shawna Earle	Grade 6	Upper Gullies Elementary	Upper Gullies, NL
November	Thea Rideout	Grade 6	Paradise Elementary	Paradise, NL
December	Emily Jones	Grade 4	Truman Eddison Memorial	St. Lunaire-Griquet, NL



A Special Thank You to all who participated



January



February



March



April



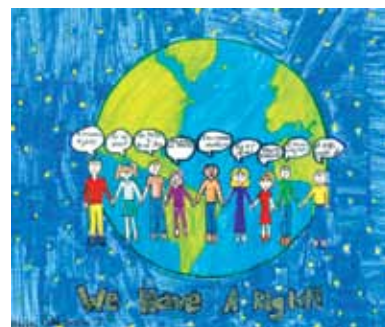
May



June



July



August



September



October



November



December

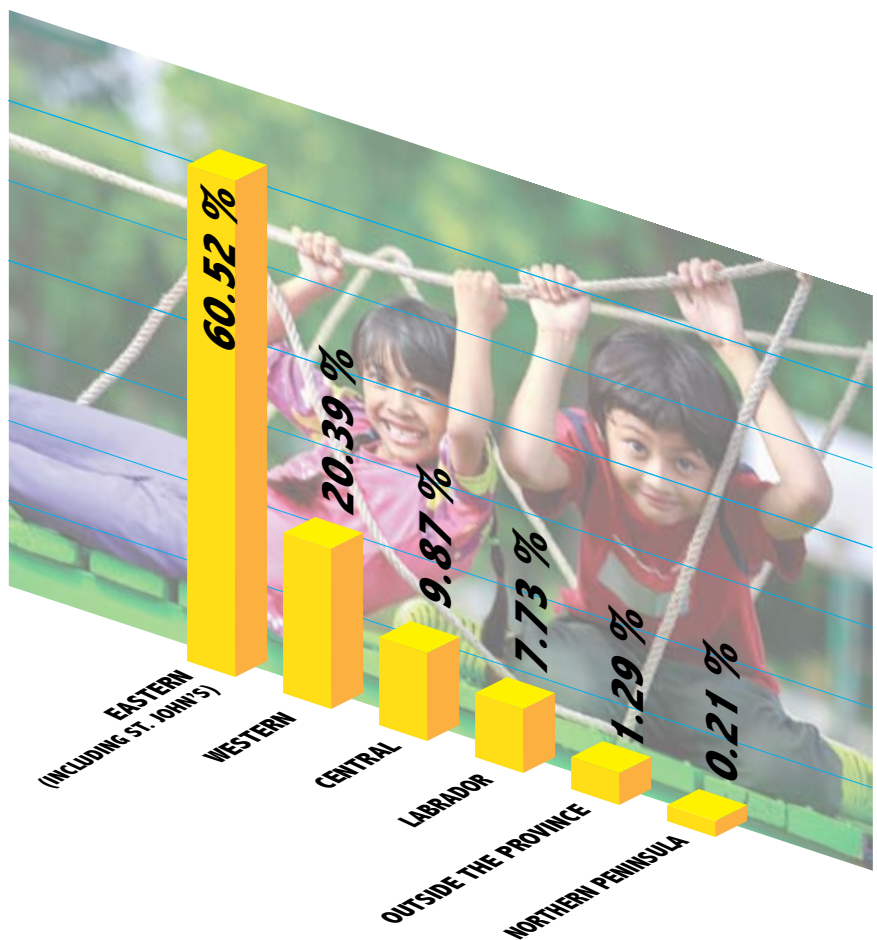


STATISTICAL SUMMARY

For the Fiscal Year April 1, 2013 – March 31, 2014, the Advocate for Children and Youth received a total of 466 requests for advocacy assistance for children and youth in receipt of, or entitled to, government services in Newfoundland and Labrador.

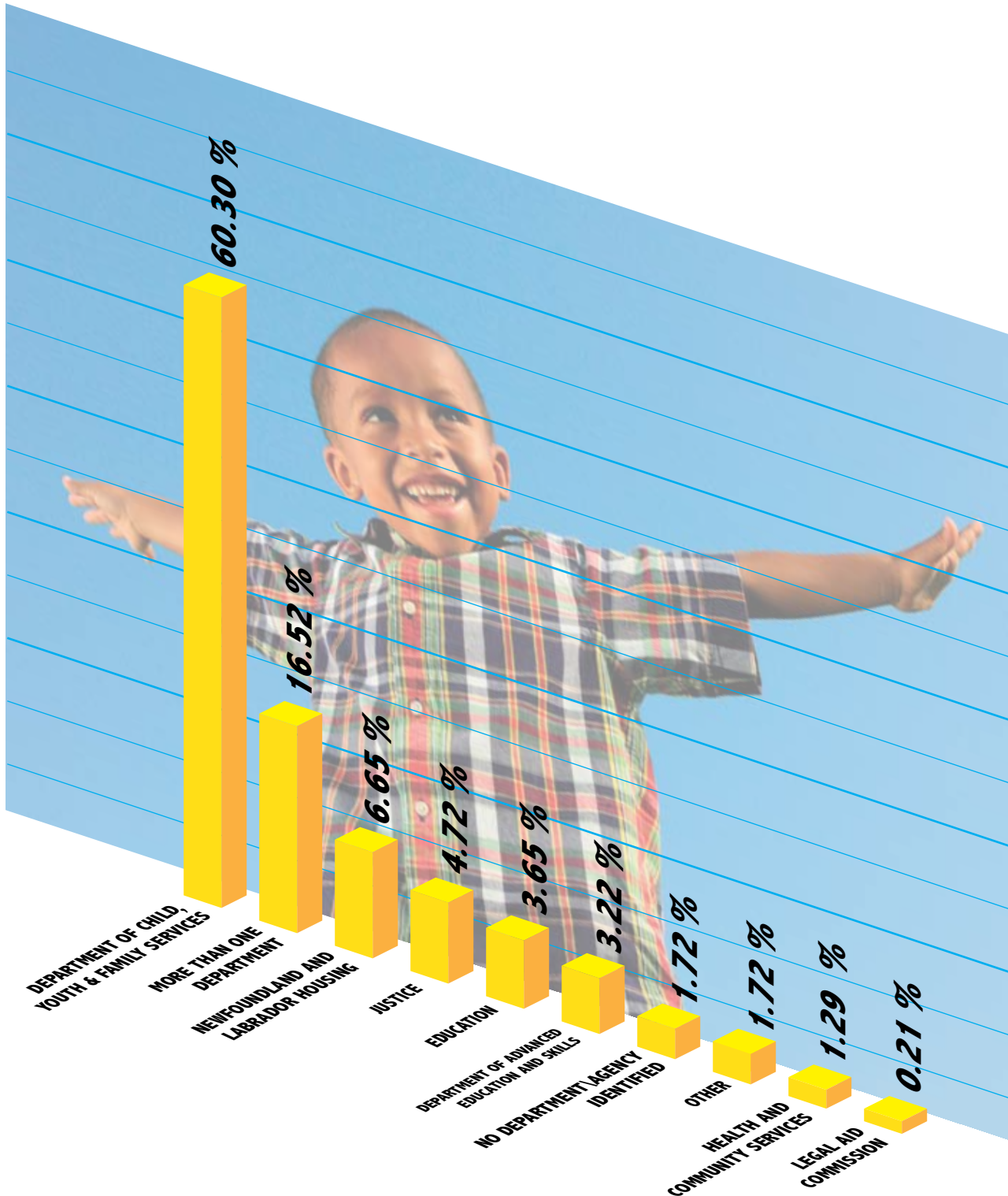
REGION IN WHICH CHILD RESIDES

Of the advocacy requests received, 60.52% concerned children/youth residing in the Eastern Region of the province.



DEPARTMENT OR AGENCY CONCERNED

The majority of the requests for advocacy assistance received were in relation to services being provided by the Department of Child, Youth and Family Services at 60.30%.



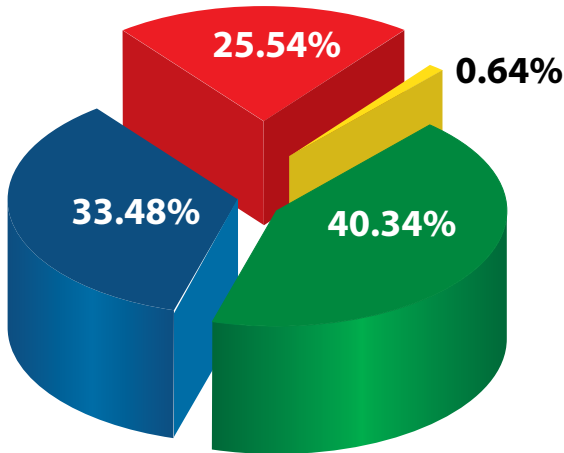
NATURE OF ADVOCACY REQUEST

The most frequent advocacy request was related to Child Protection Services at 35.84%.



AGE OF CLIENT

Of the advocacy work completed by the office 73.82% was for children under the age of 12.

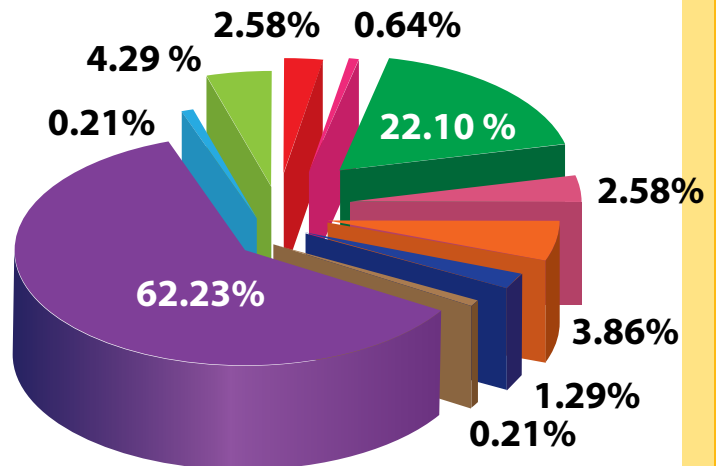


- 0-5 Years, 11 Months
- 6 Years-11 Years, 11 Months
- 12 Years-17 Years, 11 Months
- 18 Years-21 Years, 11 Months



INDIVIDUAL REQUESTING ADVOCACY

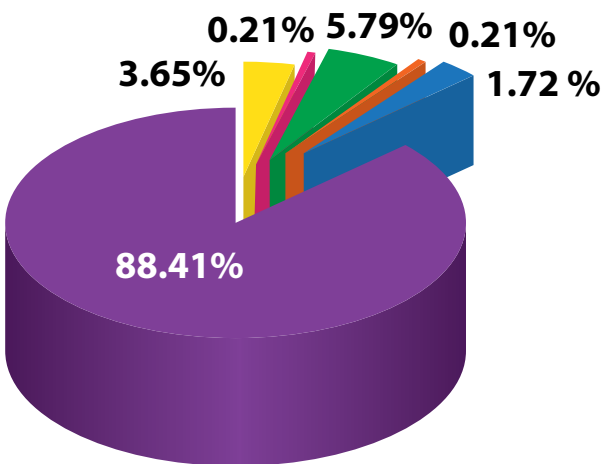
The most frequent individual requesting advocacy was the parent of the child/youth at 62.23% and the child/youth's extended family at 22.10%.



- Child/Youth (Self)
- Extended Family
- Family Friend
- Foster Parents/Caregiver
- Professional
- Citizen
- Other
- Paraprofessional
- Parent
- Unknown

TYPE OF INITIAL CONTACT

The most common type of initial contact was by telephone at 88.41%.



- E-Mail
- In Person
- Letter
- Telephone
- Fax
- Initiated by the Advocate for Children and Youth



CONNECTING

Presentations to Children and Youth and Child and Youth Serving Agencies:

- Pegasus Group Home – in April 2013, two of our staff gave a presentation about our office to the Coordinator and staff of this group home. Our staff also provided details about our Organizational Liaison Program.
- Shalom Group Home – in April 2013, two of our staff presented to the Coordinator and staff of this group home. During the presentation, details were also provided about the Organizational Liaison Program.
- On June 5, 2013, nine students and their teacher from Holy Cross Elementary visited our office. They met the Advocate and two of our staff, who talked to the students about the role of the Advocate for Children and Youth and also discussed the *UN Convention on the Rights of the Child (UNCRC)*. They also had a discussion about the difference between wants, needs and rights.
- On June 5, 2013, two of our staff visited the Boys' and Girls' Club, Buckmaster's Circle and held a session with approximately 50 children ranging in age from 5 to 12, as well as ten staff members/youth mentors. The discussion focused on the role and mandate of our office, how the Advocate for Children and Youth can help, and who can be an advocate. The group also talked about the *UN Convention on the Rights of the Child*.
- Waypoints (Live-in Model) – in July 2013, one of our staff met with the residents and Coordinator of this home. The youth were informed about our office and were provided with examples of situations in which we may be able to assist them.



ACY hosted a class of students from Holy Cross Elementary

- Youth Justice Day Camp – PLIAN (Public Legal Information Association of NL) – August 2013. Five children participated in this day camp, which was held at Chalker Place Community Centre. The children learned about our office and the role of the Advocate and also discussed the *UN Convention on the Rights of the Child (UNCRC)*. They also had a discussion about the difference between wants, needs and rights.
- Newfoundland and Labrador Youth Centre – in September 2013, one of our staff visited the Youth Centre and presented to residents and staff. The role and mandate of our office was explained and examples provided of how our office may be able to assist them.
- Shalom Group Home – in November 2013, one of our staff met with the residents and Coordinator of this group home. The youth were informed about the role, mandate and work of our office and were provided with information about how to contact our office.

Awareness Building:

- The office set up an information booth at the Avalon Mall on November 20, 2013 to celebrate National Child Day and to raise awareness of children’s rights and the work of the office.
- On December 18, 2013, the Advocate, the Director of Strategic Development and Planning and a Systemic Advocacy Consultant attended the Christmas Concert and Dinner at the Newfoundland and Labrador Youth Centre (NLYC).



ACY staff member at our information booth at Avalon Mall celebrating National Child Day

- On March 25, 2014, the office participated in the “Sharing our Cultures” event with an information booth staffed by Individual Advocacy Specialists and Systemic Advocacy Consultants. The event provided an excellent opportunity to interact with children, provide them with information on our office and the *UNCRC*, and talk to them about the role of our office and our focus on rights.



FACT OR FICTION

All countries in the world have ratified the UNCRC. – FALSE (The Convention on the Rights of the Child is the most widely and rapidly ratified human rights treaty in history. Only two countries, Somalia and the United States, have not ratified this celebrated agreement. Somalia is currently unable to proceed to ratification as it has no recognized government. By signing the Convention, the United States has signaled its intention to ratify—but has yet to do so – UNICEF).



- On March 27 and 28, 2014, the Advocate and a Systemic Advocacy Consultant presented to two groups of fourth-year social work students at MUN enrolled in the course “Ethical and Legal Issues in Social Work Practice”. The presentation focused on the role of the office and the professional/ethical issues in social work practice. Feedback from the students was very positive.

Networking & Educational Opportunities:

- In January 2014, staff were provided with an in-house education session facilitated by the ATIPP Coordinator and Privacy Analyst with the House of Assembly. It was a great opportunity for us to be reminded of the importance of privacy rights and legislation.
- On February 18, 2014, two Individual Advocacy Specialists and one Systemic Advocacy Consultant attended Thrive’s Professional Development Day. All three staff found the sessions very beneficial and informative. The day included presentations by professionals on a variety of topics, including Trauma-Informed Care, Cyberbullying and Sexting, Debriefing Crisis, and Workplace Personal Safety, as well as a panel discussion: “YouthSpeak: Celebrating Success”.
- On March 12 and 13, 2014, all 12 of our staff participated in two staff development days. Staff had an opportunity to hear from professionals who work with youth, as well as from youth themselves. Presenters included: Choices for Youth Leadership Council; Angela Crockwell, Thrive; Paula Soper, Moving Forward; and Zach Marshall, Diversity Consultant.



Angela Crockwell, Thrive



Zach Marshall, Diversity Consultant

Summer Course:

In July 2013, a Systemic Advocacy Consultant attended the second annual International Summer Course on the Rights of the Child in Moncton, New Brunswick. The course, which took place from July 12th to 19th, was a partnership between l'Université de Moncton and New Brunswick's Child and Youth Advocate.

The theme for the summer course is based on an Article from the *United Nations Convention on the Rights of the Child (UNCRC)*. The theme for this year's course was **Article 19: The Right to Protection**.

Participants attended from Child and Youth Advocate Offices across the country, government agencies and advocacy groups from Canada and other parts of the world.

The course covered a variety of topics including Children in Armed Conflict, Physical Punishment, the Neurology of Violence and Victimization/Abuse of Children and Effective Treatment. The Systemic Advocacy Consultant in attendance from our office commented that the most powerful presentation came from youth who had grown up In Care and who shared their stories of what it was like to "be In Care", noting that the presentation was eye opening and that it was amazing to see the youth's courage and resiliency which allowed them to overcome challenges in their lives.

The course also offered opportunities for participants to network and attend social events such as a cultural day trip, a children's concert and the closing ceremony.

Conferences/Workshops:

"Champions for Children and Youth 2013 B.C. Summit: A National Conference on Keeping Kids Safe and Connected", Vancouver, April 24 and 25, 2013

- The Advocate and a Systemic Advocacy Consultant attended this two-day national conference, which was hosted by the BC Representative for Children and Youth in partnership with the Child Welfare League of



ACY staff member attended an International Summer Course On The Rights Of The Child, Moncton, NB, July 2013

Canada and the Canadian Red Cross. The overall focus was children's right to be safe and included in their communities.

“Child and Youth Care World Conference”, St. John's, June 26 and 27, 2013

- The Director of Individual and Systemic Advocacy and two Individual Advocacy Specialists attended this international conference which took place in St. John's and was hosted by the Child and Youth Care Association. They reported that the conference was a great way to learn how things are done in other countries and also to gain knowledge about innovative ways to engage youth. The conference also provided good networking opportunities with other people in the province.

“Canadian Council of Child and Youth Advocates' Biennial Conference”, Victoria, BC, September 26 and 27, 2013



ACY staff members at The Canadian Council Of Child and Youth Advocate's Biennial Conference, Victoria, BC

- The two-day conference was attended by the Advocate, the Director of Strategic Development and Planning and two staff. Child and youth advocacy offices from across Canada were represented at the conference. There were large group sessions, workshops, as well as individual sessions designed to facilitate the learning needs of three groups of professionals – investigators, individual advocacy staff and communications/media professionals. The conference provided an excellent opportunity for our staff to network with their colleagues across Canada.

Media:

- June 2013 - Interview with NTV News regarding “Operation Snapshot II”.
- On October 2, 2013, the Advocate issued a Position Statement outlining her concerns about the Health and Safety Needs of Children and Youth in Natuashish and did several media interviews regarding this issue.
- On December 3, 2013, the Advocate held a Press Conference to announce the release of the investigative report “Sixteen”, which resulted in extensive media coverage both locally and nationally.

FACT OR FICTION

Approximately 153 million children between the ages 5 and 14 are engaged in child labor, many in circumstances which jeopardize their safety, security and dignity. **TRUE**





Canadian Council of Child and Youth Advocates

The Canadian Council of Child and Youth Advocates (CCCYA) is a national alliance of Child and Youth Advocates. Each Advocate is appointed by their own province or territory with similar mandates to promote and protect children's rights.

The Council meets three to four times a year. During this Fiscal Year, the Advocate attended Council meetings in May, September and December 2013. In addition to the three regular Council meetings, a special meeting on Investigations was held in Toronto on February 25th and 26th, 2014. The purpose of this meeting was to bring together investigative staff and Child and Youth Advocates from each office to discuss/compare the processes followed when conducting investigations. The Advocate, the Director of Strategic Development and Planning and a Systemic Advocacy Consultant attended this meeting and they reported that it was very productive with good discussion and an excellent opportunity to learn from other offices.

CCCYA Strategic Planning Process

The Council initiated a Strategic Planning Process in September 2013. This process will also involve review and revision of the vision, mandate, and policies and procedures of the CCCYA.

The Council has agreed that the next biennial CCCYA Conference will be held in Newfoundland and Labrador in September 2015.

FACT OR FICTION

The Advocate's office can only receive requests from St. John's Avalon area. FALSE



BUSINESS HIGHLIGHTS



Budget:

The House of Assembly Management Commission approved a budget of \$1,188,400 for the Advocate for Children and Youth for the fiscal year 2013-2014. The details are noted below:

Main Object	Original Budget
Salaries	\$919,000
Employee Benefits	\$3,500
Transportation and Communications	\$65,000
Supplies	\$6,000
Professional Services	\$25,000
Purchased Services	\$165,900
Property, Furnishings and Equipment	\$4,000
TOTAL	\$1,188,400

*Please note: for detailed expenditure and revenue figures, please refer to The Advocate for Children and Youth's 2013-2014 Annual Performance Report available on our website at: <http://www.childandyouthadvocate.nf.ca/annualperformancereports.htm>



Status of Goals and Objectives 2013-2014

BUSINESS GOAL	OBJECTIVE	RESULT
<p>1 By March 31, 2014 the Advocate for Children and Youth will have implemented a new organizational structure to support services.</p>	<p>By March 31, 2014 the Advocate for Children and Youth will have established a process to develop and implement an advocacy protocols and procedures manual.</p>	<p>The Advocacy Policy and Procedure manual was developed for the Individual and Systemic advocacy work of the office to ensure consistent and effective processes. This manual was completed in March 2012. Since then policies have been reviewed and amended. New policies have been created as necessary.</p>
<p>2 By March 31, 2014 the Advocate for Children and Youth will have enhanced investigation/review protocol and processes.</p>	<p>By March 31, 2014 the Advocate for Children and Youth will have established a formal follow-up process of recommendations of reports.</p>	<p>A total of 173 recommendations have been provided to government departments and agencies since the first investigation was released in 2006. A significant goal of the office is to report on the status of all recommendations. The process to formally close an investigation once the report has been provided to the applicable government departments and follow up on recommendations was established in February 2014. In addition to the follow-up process established, a template for reporting the status of recommendations is currently being developed.</p>

Status of Goals and Objectives 2013-2014

BUSINESS GOAL	OBJECTIVE	RESULT
<p>3 By March 31, 2014 the Advocate for Children and Youth will have further enhanced overall systemic advocacy.</p>	<p>By March 31, 2014 the Advocate for Children and Youth will have produced position statements/ report(s) on proactive systemic issues as necessary.</p>	<p>The office is currently monitoring seventeen (17) systemic files which vary from school bus transportation safety to family court delays. Topics for position papers stemming from systemic files have been identified and research is ongoing. A position statement on “The Health and Safety Needs of Children and Youth in Natuashish” was published on October 2, 2013. Media statements on ongoing issues related to children and youth have been released throughout the past three (3) years.</p>
<p>4 By March 31, 2014 the Advocate for Children and Youth will have expanded public education and promotion and enhanced communication.</p>	<p>By March 31, 2014 the Advocate for Children and Youth will have established a process to evaluate the public education and communication initiatives.</p>	<p>An evaluation of the organizational liaison program has been completed, evaluation of all outreach and education sessions are completed after each session. Work continues on identifying and developing additional tools and initiatives to evaluate other areas of advocacy.</p>

*Please note: for detailed information regarding achievement of goals and objectives for 2013-2014, please refer to the Advocate for Children and Youth’s 2013-2014 Annual Performance Report available on our website at: <http://www.childandyouthadvocate.nf.ca/annualperformancereports.htm>





WHAT'S NEW?

Organizational Liaison Program – Program Satisfaction Audit

In 2012-2013 the office implemented an Organizational Liaison program. This is a proactive program whereby both Individual Advocacy Specialists and Systemic Advocacy Consultants are assigned as liaison to a specific youth-serving centre throughout the province. This staff person is dedicated to the facility to ensure consistent communications and advocacy for youth. The goal of the program is to increase the knowledge staff and youth in these homes have of the office and to provide them with a dedicated contact person to connect with if they feel that there is an issue or concern that our office may be able to assist them in addressing. The program currently includes a total of seventeen group homes, two open custody facilities and one closed custody facility.

In January 2014, group home/facility coordinators were contacted to obtain their feedback on how the program is working. The response was very positive. Three main themes emerged:

1. The relationship-building aspect of the program is important. Over time most coordinators felt they built a trusting and supportive relationship with their liaison.
2. Many coordinators felt the program is a strong support to their youth.
3. Awareness – many felt the program promotes awareness for staff and for youth and that is essential to their work with youth. Monthly contacts keep the ACY office “on their radar” as a service they can avail of when challenges with services arise.



Researching Evaluation Tools

While an initial evaluation of the Organizational Liaison Program has been completed and evaluation of all outreach and education sessions are completed after each session, work continues on identifying and developing additional tools and initiatives to evaluate other areas of advocacy. In February 2014 the office contacted other Advocate's offices across Canada to research and survey how evaluations on advocacy are conducted nationally. Initiatives and tools identified will be reviewed for potential development. Key areas to evaluate have been identified, including Individual Advocacy, Outreach and the Organizational Liaison Program. The office will continue to evaluate its various public education and promotion initiatives as well as identifying opportunities to further engage youth.

FACT OR FICTION

The United States of America ratified the UN Convention on the Rights of the Child. **FALSE**





THINGS TO COME

Biennial Conference of Provincial Child and Youth Advocates – 2015

The Advocate for Children and Youth will host the 2015 conference in St. John's, Newfoundland and Labrador. Discussions and planning have commenced and we look forward to working on this initiative and welcoming our colleagues to the province.

Quarterly Newsletter

Stay tuned for our Quarterly Newsletters throughout the year for regular updates regarding our office. If you would like to receive a copy or to be added to our mailing list, please contact us by phone at (709) 753-3888 or email us at office@ocya.nl.ca

Public Report on Status of Recommendations

A total of 173 recommendations have been provided to government departments and agencies since the first investigation completed by the office was released in 2006. A significant goal of the office is to report on the status of all recommendations. The process to formally close an investigation or review once the report has been provided to the applicable government departments/agencies and when follow up on recommendations is completed was established in February 2014. A template for publicly reporting the status of recommendations is currently being developed. The resulting report on the status of recommendations will provide the public with a list of all recommendations from completed investigations as well as the current status of those recommendations and will be released on an annual basis.



Provincial Outreach

Our staff will be travelling across Newfoundland and Labrador throughout the coming year to meet with individuals, groups and agencies to promote the office and educate the public about the ACY's role and mandate and about children's rights.

Plans are underway for visits to Conne River, Harbour Breton, St. Alban's, Springdale and the South Coast of Labrador. Keep an eye out for our team!

FACT OR FICTION

November 2014 is the 25th
Anniversary of the UNCRC.
TRUE





**Contact the Advocate
for Children & Youth
if you or someone you know
is in need of help:**

Phone: (709) 753-3888

Toll Free: 1-877-753-3888

TTY: (709) 753-4366

Fax: (709) 753-3988

Email: office@ocya.nl.ca

Website: www.childandyouthadvocate.nl.ca

**Or drop by and speak with
someone in our office:**

193 LeMarchant Road

St. John's, NL A1C 2H5

MONDAY- FRIDAY 8:30 am - 4:30 pm