

Annual Report
2006 - 2007



Child and Youth
ADVOCATE

Province of Newfoundland and Labrador



March 31, 2008

The Honourable Roger Fitzgerald, M.H.A.
Speaker of the House of Assembly
P. O. Box 8700
St. John's, NL A1B 4J6

Dear Mr. Fitzgerald:

In compliance with the *Child and Youth Advocate Act*, I am pleased to submit to you the fifth Annual Report for the Office of the Child and Youth Advocate, which covers the period from April 1, 2006, to March 31, 2007.

Respectfully submitted,

Darlene Neville
Child and Youth Advocate

OUR MISSION

To protect and advance the rights and interests of children and youth.

You Have Rights!



Office of the Child and Youth Advocate
PROVINCE OF NEWFOUNDLAND AND LABRADOR

Protects and advances
your rights and interests

Helps
voice
your
concerns



Works to make
sure your concerns
are taken seriously

Helps you
access
government
services
and programs



Informs
and advises
government about
gaps in services
and the need for
improvements



Advocates
for your rights
and interests



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Table of Contents

<i>Executive Summary/Overview.....</i>	<i>1</i>
<i>Section 1</i>	
<i>Statistical Summary for Fiscal Year 2006 - 2007.....</i>	<i>7</i>
<i>Individual Advocacy File Statistics for April 1, 2006 - March 31, 2007.....</i>	<i>9</i>
<i>Section 2</i>	
<i>Individual Advocacy.....</i>	<i>17</i>
<i>Section 3</i>	
<i>Systemic Advocacy.....</i>	<i>24</i>
<i>Section 4</i>	
<i>Reviews/Investigations.....</i>	<i>33</i>
<i>Reviews - Section 15. (1) (a) - Child and Youth Advocate Act.....</i>	<i>33</i>
<i>Child Death Review/Investigation.....</i>	<i>34</i>
<i>Section 5</i>	
<i>Advocacy Services in Labrador.....</i>	<i>35</i>
<i>Section 6</i>	
<i>Public Education.....</i>	<i>36</i>
<i>Advocacy Clinics/Regional Visits 2006-2007.....</i>	<i>36</i>
<i>Formal Presentations/Meetings throughout the Province.....</i>	<i>36</i>
<i>Media Interviews.....</i>	<i>36</i>
<i>Child and Youth Advocacy Calendar Project.....</i>	<i>37</i>
<i>"Sharing our Cultures" Multicultural Fair.....</i>	<i>37</i>
<i>Extrajudicial Sanctions Annual General Meeting 2006.....</i>	<i>37</i>
<i>Child and Youth Advocacy Week.....</i>	<i>38</i>
<i>Distribution of Posters, Brochures, Advocacy Calendars and Promotional Items.....</i>	<i>39</i>

Section 7

<i>Other Activities</i>	40
<i>"Beyond the Street: Youth and Communities Taking Action on Homelessness"</i> <i>Conference</i>	40
<i>Canadian Commission for UNESCO - 47th Annual General Meeting</i>	40
<i>Health and Well Being of Children: An Inter-Professional Education Module -</i> <i>Memorial University of Newfoundland and Labrador</i>	40
<i>Provincial Child and Youth Care Conference</i>	41
<i>Newfoundland and Labrador Youth Centre Team Meetings</i>	41
<i>Round Table Discussions on Homelessness and Runaways</i>	41
<i>Child Rights Information Network (CRIN)</i>	41

Section 8

<i>Budget</i>	42
<i>Staff</i>	42
<i>Contact Information</i>	43

Section 9

<i>Appendices</i>	44
<i>Appendix A -</i> <i>Emerging Issues Files - Fiscal Year April 1, 2006 - March 31, 2007</i>	44
<i>Appendix B -</i> <i>Presentations/ Meetings with Youth Groups/Students/Community</i> <i>Groups/Community Members</i>	45
<i>Presentations/ Meetings with Government Departments, Boards</i> <i>and Agencies</i>	49
<i>Media Interviews</i>	52

Executive Summary/Overview

The Fiscal Year April 1, 2006 - March 31, 2007 was an eventful one for the Office of the Child and Youth Advocate. The Child and Youth Advocate released the Turner Child Death Review and Investigation Findings completed by Dr. Peter Markesteyn on October 4, 2006. The Turner Report contained a number of Recommendations with respect to child protection services, as well as Recommendations regarding the *Child and Youth Advocate Act*, the legislation which establishes the Office of the Child and Youth Advocate.



The Office was active throughout this reporting period in attending meetings with officials from the Department of Health and Community Services and also met with the Ministerial Committee established by Premier Danny Williams, Q.C. to review the Recommendations contained in the Turner Report.

The Turner Report was the first Review/Investigation Report released by the Office pursuant to the powers and duties set out in Section 15.(1) of the *Child and Youth Advocate Act*. Prior to the Turner Review and Investigation, most of the work of the Office focused on individual and, to a lesser extent, systemic advocacy, along with public education. However, the mandate of the Office has always included an oversight or investigatory function and the relevant duties are contained in Section 15.(1)(a) and (c) of the Act.

In order to achieve the broad mandate of the Office, "to protect and advance the rights and interests of children and youth", it is necessary to combine both the advocacy and investigative roles as the former serves to advance the rights and interests of children and youth while the latter serves to protect them.

This "dual" mandate requires the Office to work collaboratively with other professionals involved in the delivery of services to children and youth to ensure children and youth have access to the services they require and also requires the Office to perform an oversight role in relation to the delivery of these very services. During this reporting period the Office, in its meetings with Government and Board officials, made concentrated efforts to acknowledge this dual role while at the same time highlight the common goal of protecting and advancing the rights of children and youth shared by all.

The new staffing model established prior to the end of the previous reporting period became fully operational during this reporting period. The Office operated with eight staff, three frontline staff (Advocacy Services Specialists), one Review/Research Assistant and a Director of Advocacy Services. The Manager of Human Resources and Administration position was moved to the House of Assembly and was replaced with an Administrative Officer position. The Administrative Assistant/Receptionist position was replaced with a Clerk Stenographer/Receptionist position. Approval was sought for a Systemic Advocacy and Review/Investigation Consultant and funding was provided in Budget 2007-2008 for this position.

This Annual Report details the activities of the Office for the Fiscal Year 2006-2007 as required by Section 28 of the *Child and Youth Advocate Act* and is the fifth Annual Report for the Office of the Child and Youth Advocate.

Executive Summary/Overview (confd)

Individual Advocacy

During the Fiscal Year, Advocacy staff responded to 732 new individual advocacy files. This was an increase from 467 new individual advocacy files in the previous reporting period. 527 individual advocacy files were closed during this period. Regional Visits and Advocacy Clinics were completed with a significant increase in the number of communities visited since the last Report. The ability to conduct Advocacy Clinics throughout the Province was no doubt enhanced by the new staffing model implemented during this reporting period, which included three frontline Advocacy Services Specialists.

Emerging Issues

Emerging issues files relate to issues identified through advocacy work which appear to impact groups of children and youth but require further research to determine if the systemic advocacy approach is required. At the beginning of this Fiscal Year, 19 emerging issues files were active. Throughout this reporting period, five new emerging issues, which include Child Find, Health Policy - MCP Policy for International Students and their Dependents, Homeless Youth Under the age of Sixteen, Proposed Federal Legislation Regarding Increase in Age of Consent to Sexual Activity, and Federal/Provincial Registry of Child Abusers and Sexual Offenders were identified.

Two emerging issues files were closed. The previously identified Health Services - Natuashish Emerging Issue file was combined in the larger file of Emerging Issues Affecting Innu Children in Natuashish to ensure information related to the health of children in Natuashish was considered in the broader context of all of the issues. The MCP Policy for International Students and their Dependents file was opened and closed during this reporting

period. An international student at Memorial University brought the issue that international students and their dependents were excluded from coverage under the Medical Care Plan (MCP) to the attention of the Office. This matter was successfully resolved with the Province's change in policy which now provides for the inclusion of international students and their dependents within the provincial Health Care Plan.

Appendix A contains a complete list of the active Emerging Issues files during this reporting period.

Systemic Advocacy

The Annual Report updates the progress regarding 11 Systemic Issues which were previously reported. The Office closed one Systemic Issue file - Notification of Parents Following an Interview. This file concerned the policy regarding notification of parents whose children had been interviewed in child protection referrals. The policy has been revised and now stipulates that parents are to be notified the same day the interview occurs.

Reviews/Investigations

The Child and Youth Advocate provided notice to the Deputy Minister of Health and Community Services and the Chief Executive Officer of the Eastern Regional Integrated Health Authority of its intention to conduct a Review of government programs and services provided to an infant who had been malnourished and subsequently admitted to hospital while the family was in receipt of services from the Eastern Regional Integrated Health Authority.

Notice was also provided to the Deputy Minister and to the CEOs of the four Regional Integrated Health Authorities of the intention of the Office to conduct a Review of "The Transitioning of Children and Youth in Care in the Province", which involved a Review of services provided to children who were in the care of the Director in the Region and were subsequently moved to another placement during the time period January 1, 2006 to December 31, 2006.

The two Reviews of government programs and services identified in the previous Annual Report are still ongoing.

The Turner Child Death Review/Investigation Report completed by Dr. Peter Markesteyn was publicly released on October 4, 2006.

Details regarding these Reviews are provided in the Reviews/Investigations Section of this Annual Report.

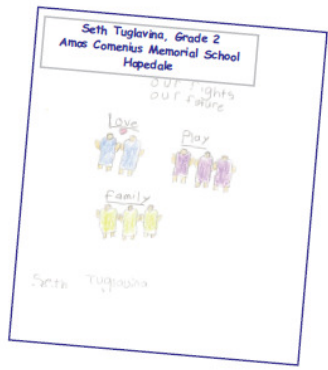
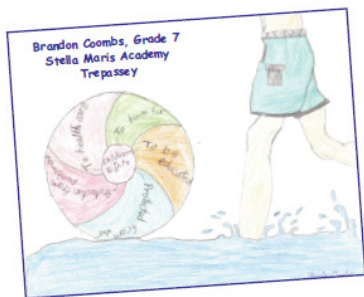
Advocacy Services in Labrador

The Office continued its individual advocacy work on behalf of children and youth in Labrador. In addition, meetings took place with Aboriginal Leaders and various Board and Government officials regarding issues which had been brought to the attention of the Office.

Public Education

The Office continued its mandate with respect to educating the public about the role of the Office and promotion of the awareness of the rights of children and youth. 128 meetings/presentations were held with youth groups, students, community groups and community members - an increase from 82 meetings/presentations last year and 72 meetings were held with Government Departments, Boards and Agencies - an increase from 43 meetings last year. Twenty-one interviews were conducted by the Child and Youth Advocate with the media. Appendix B contains a complete listing of meetings, presentations and media interviews.

Artwork selections from the 2007 Calendar Project





Section I

Statistical Summary for Fiscal Year 2006-2007

Types of Referrals

For the purposes of reporting, the types of referrals recorded include four main categories:

I. Individual Advocacy

Individual Advocacy includes the provision of information, self-advocacy, basic and comprehensive advocacy services. Individual Advocacy differs depending upon the type of intervention provided.

- Information - involves the provision of information and/or referral to another government department, board, or agency.
- Self-Advocacy Assistance - involves the provision of information regarding programs, services, appeal procedures, options, and strategies, and may include coaching.
- Basic Advocacy Intervention - involves the provision of advocacy services requiring consultation and/or referral to other agencies and is usually completed within a short time frame. Advocacy staff engage in problem-solving strategies; make initial calls to service providers; and provide self-advocacy assistance.
- Comprehensive Advocacy Intervention - involves the provision of intensive advocacy intervention when basic advocacy intervention and/or self-advocacy assistance is not sufficient. Comprehensive Advocacy Intervention may involve in-depth self-advocacy coaching; meetings with multiple service providers; meetings with the child/youth and/or his or her natural advocate; attending/arranging case conferences/meetings; and engaging in alternate dispute resolution processes.

II. Emerging Issues

Emerging issue files relate to issues that appear to be impacting a group(s) of children/youth, but require further research to determine if the issues are systemic. Often, individual files highlight emerging issues which require further advocacy work. If an emerging issue is determined to be systemic, the emerging issues file is closed, and a systemic file is opened.

III. Systemic Advocacy

Systemic issue files are opened when issues presented to the Office of the Child and Youth Advocate impact a group(s) of children/youth and, therefore, require advocacy from a systemic perspective.

IV. Reviews/Investigations

Reviews and investigations are carried out pursuant to Section 15. (1) (a) and (c) of the *Child and Youth Advocate Act*. The Child and Youth Advocate 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.

For the reporting period from April 1, 2006 - March 31, 2007, the Office of the Child and Youth Advocate opened a total of 739 new files. Added to the 129 files carried over from the Fiscal Year April 1, 2005 - March 31, 2006, the Office dealt with a total of 868 files in the Fiscal Year April 1, 2006 - March 31, 2007.

Table 1 details the nature of these files, the number of files opened, closed, and carried over to the Fiscal Year April 1, 2007 - March 31, 2008.

Section I Statistical Summary for Fiscal Year 2006-2007 (cont'd)

Files Carried Over/Opened/Closed for the Year April 1, 2006 - March 31, 2007

Table 1

Files carried over from April 1, 2005 - March 31, 2006	
Individual	96
Emerging issues.....	19
Systemic issues	11
Reviews/Investigations.....	3
Total files carried over.....	129
Add: Files opened from April 1, 2006 - March 31, 2007	
Individual	732
Emerging	5
Systemic	0
Reviews/Investigations	2
Total opened.....	739
Subtotal.....	868
Less: Files closed from April 1, 2006 - March 31, 2007	
Individual	527
Emerging	2
Systemic	1
Reviews/Investigations	0
Total closed.....	530
Files carried over to April 1, 2007	
Individual	301
Emerging	22
Systemic	10
Reviews/Investigations	5
Total carried over to April 1, 2007	338

Files Opened Monthly (includes all files) April 1, 2006 - March 31, 2007

Table 2

	Files Opened
April	45
May	48
June	53
July	42
August	52
September	63
October	88
November	80
December	62
January	72
February	63
March	71
Totals	739

An average of
61.5 files
were opened
per month.

Individual Advocacy File Statistics

April 1, 2006 - March 31, 2007

The statistical information collected from Individual Advocacy files provides a demographic profile of the client group served by the Office of the Child and Youth Advocate, the nature of referrals received, and the outcomes of advocacy interventions. The statistics in this section are provided in terms of percentages of the 732 individual advocacy files opened in Fiscal Year 2006-2007 and provide information pertaining to the following:

- The Region of the Province in which the child/youth is living.
- The relationship of the caller to the child/youth whom the referral concerns.
- The child/youth's living situation, i.e., with whom the child/youth is living.
- The age of the child/youth experiencing the difficulty.
- The Department/Agency which the referral concerns.
- The specific nature of the referral.

As indicated in Table 1, between April 1, 2006 and March 31, 2007, the Office opened a total of 732 individual advocacy files - an average of 61 individual files per month.

Table 3 indicates from which Region of the Province the issues involving individual advocacy originated.

Where in the Province are they Living?

Table 3

St. John's	53.0%
Eastern	18.7%
Central	9.4%
Western	10.3%
Northern	.1%
Labrador	7.9%
Outside Province	.6%

732 Individual issues files were opened by the Office of the Child and Youth Advocate in Fiscal Year 2006 - 2007. 71.7% of these referrals were from the St. John's Metropolitan Area and Eastern Region. The other four Regions are responsible for the remaining 27.7%, while .6% originated from outside the Province.

Section I *Statistical Summary for Fiscal Year 2006-2007 (cont'd)*

The following charts provide information regarding the 732 individual advocacy files which were opened during the reporting year April 1, 2006 - March 31, 2007.

Who Reported the Concern?

Table 4

Child/youth (self)	4.6%
Extended family member	14.2%
Family friend	1.3%
Foster parent (s) caregiver	3.1%
MHA	<1.0%
Parent (s)	63.3%
Professional	8.3%
Other	4.2%

Family members (parents and extended family) were responsible for 77.5% of the referrals.

What are their Living Situations?

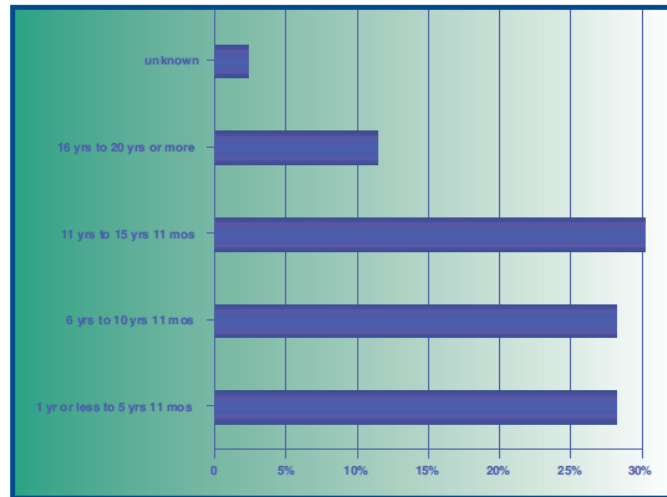
Table 5

Living with extended family	7.3%
Living with family friend	<1%
Living with foster parents/caregivers	17.7%
In own apartment/home	1.5%
Living with parent(s)	66.5%
Living in a residential facility/institution	3.2%
Other	3.1%

73.8% of the referrals concern children/youth who were living with their parent(s) or a family member.

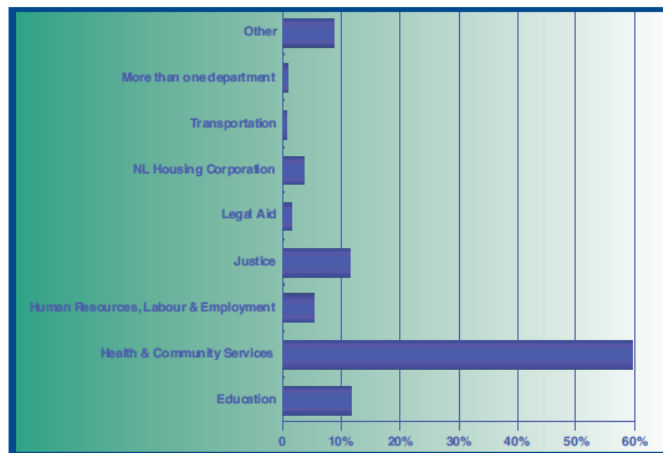
How Old are They?

Table 6



Which Departments/Agencies are the Referrals About?

Table 7



Referrals concerning the Department of Health and Community Services outnumbered those received for all other Departments combined.

Section I *Statistical Summary for Fiscal Year 2006-2007 (cont'd)*

What Issues do the Referrals Concern?

Table 8

Addictions	<.75%
Adoption Services	1.2%
Child Care Services	2.0%
Child Protection Services	32.8%
Child/Youth in Care	13.1%
Community Corrections	<.50%
Community Supports	2.7%
Custody/Access	11.2%
Education - Special Transportation	1.2%
Education - Supports	7.1%
Education - Social	2.7%
Health Services - In-Patient Mental Health	<.75%
Health Services - Other	<.50%
Health Services - Physical	<1.0%
Housing	4.1%
Income Support	3.6%
Legal	3.7%
Mental Health - Community Based	<1.0%
More than one Issue	1.5%
Policing	<.75%
Special Child Welfare Allowance (SCWA)	<.75%
Support Enforcement	<.75%
Youth Corrections	<.25%
Youth Services	1.6%
Other	5.5%

57.1% of the referrals were related to three issues: Child Protection Services (32.8%); Children/Youth in Care (13.1%); and Custody/Access (11.2%).

Outcomes

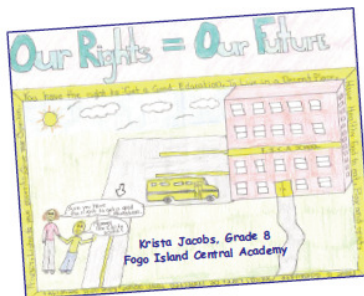
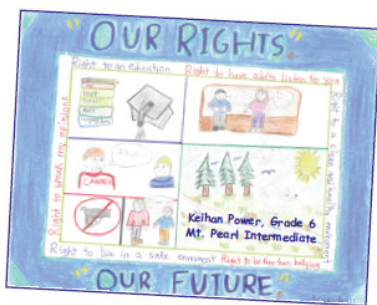
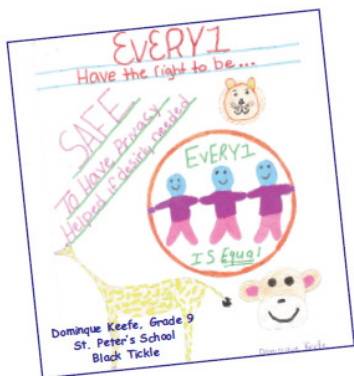
The statistics in this section are expressed in terms of percentages of the 527 Individual Advocacy files closed during the time period April 1, 2006 - March 31, 2007.

The chart below summarizes the types of advocacy interventions clients were provided in this reporting year.

Table 9

Information provided or referral made to other agency	28.3%
Self-advocacy assistance provided	33.8%
Basic advocacy intervention provided - matter resolved	23.0%
Basic advocacy intervention provided - matter unresolved	2.2%
Comprehensive advocacy intervention provided - matter resolved	5.7%
Client withdrew prior to the course of providing intervention	5.3%
Client withdrew during the course of providing intervention	1.5%
File reviewed by advocate - file closed/merged with another file	<.5%
Discretionary refusal/decision not to proceed with intervention	<.5%

Artwork selections from the 2007 Calendar Project



Section 2 Individual Advocacy

Education

Case Example: Provision of School Bussing When Child Resides Less Than 1.6 Kilometres from Neighbourhood School

Background

The Office was contacted by parents who expressed concern and frustration over the unavailability of school bus transportation for their seven-year-old son. The child resided less than 1.6 kilometres from school and was therefore ineligible for school bus transportation under the Department of Education School Bus Transportation Policy. The Policy stipulated that the District will only provide transportation to students who reside a distance of 1.6 kilometres or more from their zoned, neighbourhood school.

In this situation, the child's mother had a disability that prevented her from walking even short distances and the father's work schedule prevented him from taking his child to school. This situation resulted in the mother becoming increasingly overwhelmed and depressed at not being able to meet the education needs of her son. The child had missed several weeks of school as a result of these challenges.

Intervention Provided

Advocacy staff became involved due to concern for the child's right to an education and the parents' inability to provide for their son's education needs. The Office was also concerned regarding the impact that his mother's increased anxiety levels and the inability to attend school were having on the child.

A review of the family's finances by the Office indicated that they could provide the necessary financial support to obtain transportation for their son and that their income would not qualify as an exception to the 1.6 kilometre policy.

At the request of this Office, Child, Youth and Family Services (CYFS) completed a risk assessment and determined that provision of funding for a taxi service was an appropriate response to the family's circumstances. CYFS provided an indefinite commitment to the child which included provision of funding until a more appropriate solution was found. Advocacy staff will continue to provide ongoing support until a permanent solution has been found to ensure that the child attends school.



Section 2 Individual Advocacy (conf'd)

Justice

Case Example: Independent Legal Representation for Children in Custody/Access Cases

Background

The Office was contacted by the mother of two children, ages 11 and 12. The mother expressed concern that her children were not being heard by Child, Youth and Family Services (CYFS). The parents had made Application to the Unified Family Court regarding custody and access of their two children. Part of the current Court Order stipulated that the mother's access was to be supervised by CYFS.

The mother advised the Office that the visits had been ongoing for over a year without incident and that the children no longer wished for the visits to be supervised.

Intervention Provided

Although Family Court matters are outside the mandate of this Office, the Office was successful in advocating for the children to obtain independent legal representation to ensure that their views were made known to the Court.

Health and Community Services

Case Example: Delay in Access to Addictions Services and Methadone Maintenance Program

Background

The Office was contacted by the mother of a sixteen-year-old girl who was attempting to enroll in the Methadone Treatment Program. The program had a long wait list and the youth was number 81 on the list. The program did not have any procedures to accommodate exceptions to the wait list and individuals were enrolled on a first-come, first-served basis. Additionally, no screening or assessment processes were in place. The mother was also attempting to get an appointment for her daughter to see an Addictions Counsellor at the Regional Integrated Health Authority and was advised there was a three-month waiting list. The youth was willing and interested in receiving services which she required on an urgent basis.

Intervention Provided

The Office contacted Addictions Services, Regional Integrated Health Authority, who were



able to assess the youth on Intake regarding admission to the Adolescent Day Program, even though that program was still in the process of being established and was not fully operational. The Addictions Counsellor successfully advocated for the youth to be enrolled in the Methadone Treatment Program.

In addition to responding to individual cases, issues related to addictions services are pursued by the Office from a systemic perspective. The need for improvement in this area has been highlighted by the Office in its Annual Reports which are tabled in the House of Assembly.

Health and Community Services

Case Example: Child Care Support

Background

A 17-year-old pregnant youth contacted the Office with concerns about her capacity to provide for her child. She had been living with her boyfriend's parents due to conflicts experienced while living with her parents, and now both the youth and her boyfriend were attempting to obtain financial assistance and accommodations through the Youth Services Program.



Intervention Provided

Advocacy staff contacted Youth Services in the Region, who informed this Office that they had applied their risk screening tool and that the youth did not qualify as a child in need of protection. Under the Youth Services Program, a youth must demonstrate that he/she does not have the option of returning home and that there is no one who can provide support on behalf of the youth. In this case, the youth's immediate family was accepting of her returning home and could provide the youth with some supportive services. Therefore, under Youth Services, a request for independent accommodations could not be granted.

However, the Office was successful in advocating to Youth Services for a drug card, medical transportation costs, and support to offset the cost of child care to enable the youth to return to school once the baby was born. In addition, advocacy staff contacted several non-profit organizations in the area and were successful in securing a crib and car seat through a regional community organization.

Case Example: Youth requesting to be placed in an Independent Living Arrangement (ILA) in his home community

Background

The Office was contacted by a youth who was residing in an Emergency Placement Unit (EPU) in St. John's. He had learned about the Office from one of the staff at the EPU. The youth was frustrated because he had been moved from his home community and placed in St. John's after his previous placement had broken down. The youth expressed concern as he had not been involved in, or made aware of, any planning regarding his placement following the mandatory discharge after 60 days from the EPU. The youth was frustrated that his desire

to return to an Independent Living Arrangement (ILA) in his home community was not being taken into consideration by Child, Youth and Family Services (CYFS).

Intervention Provided

A letter was sent to CYFS on behalf of the youth outlining his views regarding his long-term placement. Several case conferences, with participation by the youth, were held. An ILA was set up in the youth's home community.

Section 2 Individual Advocacy (cont'd)

Health and Community Services

Case Example: Inter-Provincial Child Protection Referrals

Background

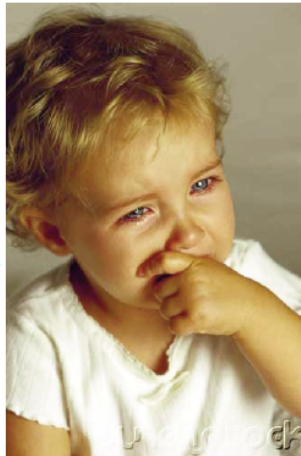
The Office was contacted by a parent who was concerned because his ex-partner had recently fled Newfoundland for the province of Québec, taking their 16-month-old child with her. The father further advised that the child's mother had a history of suicidal tendencies and was suffering from Post-Partum Depression. He also noted that his ex-partner had recently disclosed to him that she had had dreams about killing herself and their child. The father had reported all of this information to Child, Youth and Family Services (CYFS); however, he claimed that CYFS had not made a child protection referral to Centre Jeunesse (Child Protection Services in Québec).

Intervention Provided

The Office provided the father with the contact information for Centre Jeunesse and insisted that he immediately make a referral to that agency. The Office followed up with an independent referral to ensure that the information was received. Upon making the referral, Advocacy staff were referred to the Centre Jeunesse worker who was assigned to the file. The worker explained that she had received the father's referral and commenced a risk assessment. However, she also noted that she had not yet been contacted by CYFS and required information regarding their involvement with this family. Advocacy staff then proceeded to contact CYFS and inquired why they had not yet contacted Centre Jeunesse. CYFS explained that a referral had in fact been made; however,

the referral was made to a senior level of administration at Centre Jeunesse. Advocacy Staff requested that CYFS make direct contact with the Centre Jeunesse worker assigned to this family. Shortly thereafter, the Office was contacted by the Centre Jeunesse worker who confirmed that she had been contacted by CYFS.

Over the course of the 2006-2007 year, the Office received a number of referrals concerning inter-provincial child protection referrals. Advocacy Staff have responded by obtaining from CYFS the Provincial/Territorial Protocol on Children and Families Moving Between Provinces and Territories. This is a federal/provincial/territorial document which provides guidelines for inter-provincial child protection referrals and was drafted collaboratively by the Directors of Child Welfare from each respective province and territory. Advocacy Staff have reviewed this document and will utilize it in ongoing individual advocacy work. The Office recommends that the referring agency follow up to ensure the senior officials in the reciprocating province inform their front-line staff immediately when inter-provincial child protection referrals are made.



Health and Community Services

Case Example: Transitioning of a Youth in Foster Care

Background

Child, Youth and Family Services (CYFS) requested that this Office provide input regarding the transition of a 13-year-old youth with Fetal Alcohol Spectrum Disorder (FASD) and an Anxiety Disorder from his current foster home placement of four years to a new foster home. CYFS informed the Office that they had protection concerns with the current caregivers and had decided that it was in the youth's best interests to be moved to a new foster home.

The Office expressed concern regarding the planned removal of the youth from people he considered family. The Office provided recommendations to CYFS regarding what constituted appropriate transition and post-transition plans for this youth. Although CYFS addressed many of our concerns, they did not ensure the youth's participation in the transition process. We expressed the view that youth have a right to participate in decisions which significantly impact their lives. The non-participation by this youth and the manner in which he was informed he was to be moved (he was informed during a visit with his social worker he was being moved that same day), was extremely disturbing to this Office.

After the transition, we met with the youth and he expressed upset and frustration over his lack of involvement in the decision to remove him from his "family" and the fact that he had not been made aware of the planned move prior to the day he was moved. He



was advised by CYFS that, as a youth under the care of the Director, his consent or contribution to the decision was not required. He requested that the Office help him explore options for returning to his foster home.

Intervention Provided

The Office agreed to pursue advocacy efforts on behalf of the youth. Over a period of several months, a number of professionals and service providers were consulted regarding this process. This Office supported the youth throughout the transition and post-transition period, facilitated contact with previous caregivers, and arranged meetings between the youth and CYFS to discuss future decisions that affected his well being. In addition, the Office advocated for legal representation for the youth and was successful in this effort.

CYFS retained an external consultant to complete a file review of this case and to determine appropriate measures related to the transition process. The report supported the decision of CYFS to move the youth, but acknowledged that the transition process was challenging for all involved. The Office continues to support this youth through the post-transition process.

The Office continues to provide individual advocacy assistance to children and youth in care who are transitioned. A Review of the Transitioning of Children and Youth in Care within the Province for the period January 1, 2006 to December 31, 2006 is currently being completed by the Office.

Section 2 Individual Advocacy (cont'd)

Health and Community Services

Case Example: Dental Health Services for Children of Families in Receipt of Social Assistance

Background

In the Fall of 2006, the Office was contacted by the parents of a 17-year-old youth who was in need of significant dental work. This youth had one tooth that was fractured at the gum line and several large cavities which were seriously infected. The youth's parents were in receipt of social assistance and were not financially able to pay for the necessary dental procedures. The parents requested the assistance of this Office in accessing approval for the required services through the Newfoundland and Labrador Dental Health Plan.

Intervention Provided

Recent changes to the Newfoundland and Labrador Dental Health Plan impacted the eligibility of children to avail of publicly funded dental health services. Specifically, the new plan covers publicly funded dental care for children up to and including age 12, and extends basic services to age 17 in those cases where a child's family is in receipt of social assistance.

At the time of the referral, the recent changes to the Newfoundland and Labrador Dental Health Plan were in the process of being implemented. Advocacy staff contacted the Office of the Director of Dental Services to confirm the youth's eligibility and to clarify the application procedure that the family was required to complete in order to access the required services. The Director's Office confirmed the youth's eligibility (his parents were in receipt of social assistance) and clarified the application process. Advocacy staff assisted the family in completing the required application, and the youth's dental work was completed a short time thereafter.



Section 3 Systemic Advocacy

Systemic Issue	Background	Progress (Previously Reported)
Special Child Welfare Allowance (SCWA)	<p>The Office has provided individual advocacy services to many children and youth attempting to access this Program. The primary issues of concern identified are:</p> <ul style="list-style-type: none"> the Program is income tested and the requirements exclude many families who require support; there is inconsistent application of SCWA policies throughout the Province; in many instances, not providing support has created significant stress for families and, in some cases, parents have indicated they may no longer be able to care for their children. 	<p>Progress in 2003-2004:</p> <ul style="list-style-type: none"> Department established a committee to review existing policies and practices. Office provided written submission to committee. <p>Progress in 2004-2005:</p> <ul style="list-style-type: none"> Department established a review committee to address issues related to the SCWA and to determine the financial impacts of any changes to the eligibility criteria (the committee's report was not available in FY 2004-05). <p>Progress in 2005-2006:</p> <ul style="list-style-type: none"> Budget 2006 removed RRSPs and RESPs from the financial assessment process. SCWA budget increased by \$2.25 million to assist low income families.
Dental Health Services for Children	<p>The Office of the CYA provided individual advocacy services on behalf of several children who required dental health services. More recently, the Office was advised by the NL Dental Health Association that they have concerns about the lack of funding to cover all required services in the Program and the long-term implications to children who are unable to access comprehensive dental health.</p>	<p>Progress in 2003-2004:</p> <ul style="list-style-type: none"> Office brought concerns about children's dental health to the attention of the Minister of H&CS. <p>Progress in 2004-2005:</p> <ul style="list-style-type: none"> Office held meetings with groups of parents regarding barriers in obtaining comprehensive dental care. <p>Progress in 2005-2006:</p> <ul style="list-style-type: none"> Office continued to receive complaints regarding children's inability to access dental care. Advocate met with Executive Director, Newfoundland and Labrador Dental Health Association (NLDA). Advocate provided the Office's perspective to Executives of the Department of H&CS. Budget 2006 provided \$4.1 million for NL dental plan. Agreement between Government and NLDA resulted in elimination of balanced billing and increased MCP dental fees allowing increased access by children who were previously denied access to dental care due to parental inability to pay the balance not covered by MCP. Expansions to the plan to be considered under the Provincial Poverty Reduction Strategy.
Residential Treatment Needs of Children and Youth. Children and Youth in out-of-Province and out-of-Country placements	<p>In 2002, a provincial committee was established by the Department of Health and Community Services to study the Residential Treatment Needs of Children and Youth. There was recognition that many children and youth with complex needs were being sent out of the Province or out of the Country to have their needs met. This has major effects on the children/youth and their families who are estranged from one another during this process.</p>	<p>Progress in 2003-2004:</p> <ul style="list-style-type: none"> Office received a summary document containing the provincial committee's findings and recommendations and provided a written response to the committee. <p>Progress in 2004-2005:</p> <ul style="list-style-type: none"> Office received a copy of the Provincial Committee's final report on the Residential Needs of Children and Youth. <p>Progress in 2005-2006:</p> <ul style="list-style-type: none"> Department of H&CS, Child, Youth and Family Services Division, initiated process to recruit a program consultant to complete policy and program development work.
Mental Health Services	<p>A number of concerns have been brought to the attention of the Office by children/youth and their natural advocates, which include the following:</p> <ul style="list-style-type: none"> existence of waitlists for mental health services, both community and hospital based; the lack of specialized child and adolescent mental health services, particularly in rural areas; 	<p>Progress in 2003-2004:</p> <ul style="list-style-type: none"> Office continued to provide individual advocacy services to children and youth experiencing barriers in having their mental health needs addressed. Meetings were held with key community members. Advocate participated in a "think tank" sponsored by the Department of H&CS specifically related to children and youth. <p>Progress in 2004-2005:</p> <ul style="list-style-type: none"> Department of H&CS released a Strategy for the Development of Mental Health Services in the Province - October, 2005.

	Progress in 2006-2007	Next Steps - 2007-2008
	<ul style="list-style-type: none"> ▪ Referrals related to SCWA comprised less than one percent of the total referrals received by the Office for this reporting period. ▪ The Department of H&CS hired a provincial Disabilities Consultant whose responsibilities include implementation of the SCWA Program. ▪ The Department of H&CS began the process of developing a provincial standards and policy manual for the SCWA Program. 	<p>The Office will review the SCWA standards and policy manual when completed and, if necessary, provide recommendations regarding changes required.</p>
	<ul style="list-style-type: none"> ▪ The MCP dental fees were increased and balanced billing was eliminated. ▪ The Department of H&CS reported an increase in the number of children accessing the Provincial Dental Program. ▪ The Program extended basic dental services up to age 18 in cases where the family is in receipt of social assistance. ▪ Referrals related to Dental Health Services comprised less than one percent of the total referrals received by the Office for this reporting period. ▪ The coverage of transportation costs related to dental services was identified as an issue by the Office. 	<ul style="list-style-type: none"> ▪ The Office consulted with Government officials and was advised the Department of H&CS is in the process of reviewing a Consultant's Report which recommended changes to medical/dental transportation. ▪ The OCYA will continue to monitor delivery of dental services to children and youth and, in particular, provision of transportation to enable access to dental services.
	<ul style="list-style-type: none"> ▪ The Department completed the policy manual which has been distributed to all Regions in the Province. ▪ The Department of H&CS hired a Program Consultant who is responsible for In-Care and Residential Services. ▪ There were 45 children and youth residing in residential treatment facilities in out-of-Province placements during this reporting period. These children and youth required a wide range of supports and services that were not available in the Province. ▪ Therapeutic foster care and out-of Province placements are being assessed as alternative placement options by the Department of H&CS. 	<ul style="list-style-type: none"> ▪ The Office will monitor the development of programs and services and the number of children and youth who remain, or are placed in, out-of-Province placements. ▪ The Office will continue to advocate for the development of provincial alternative placements, including a residential treatment program for children and youth.
	<p>During this reporting period (April 1, 2006 to March 31, 2007), 14 adolescents were sent to out-of-Province residential facilities for addictions treatment.</p> <ul style="list-style-type: none"> ▪ A Community Advisory Committee was established to monitor and review the treatment needs of children and youth in the Province. ▪ Effective May, 2007 (outside this reporting period), the age for admission to psychiatry at the Janeway Child Health Centre was increased to age 18. 	

Section 3 Systemic Advocacy (cont'd)

Systemic Issue	Background	Progress (Previously Reported)
Mental Health Services (Cont'd)	<ul style="list-style-type: none"> ■ no in-patient psychiatric programs for 16-18 age group; ■ no in-patient addictions program for youth within the Province; ■ the mental health system is severely challenged in aboriginal communities; ■ individual advocacy efforts indicate the education system is significantly challenged in meeting the educational needs of students with mental health issues, the result being these students are often in school for modified days. 	<ul style="list-style-type: none"> ■ Five policy directions were endorsed: (1) enhancing prevention and early intervention; (2) involving consumers and significant others; (3) building bridges for better access; (4) providing quality mental health and addictions services; and (5) demonstrating accountability. ■ Government committed to having a new Mental Health Act by Spring 2006. ■ In May 2005, the CEO of Eastern Health announced that, effective June 1, 2005, children and youth who have not yet reached their 18th birthday would be included in the Children's Health System and that the Janeway Children's Health and Rehabilitation Center would be renovated to accommodate in-patient psychiatric services for youth ages 16 to 18. <p>Progress in 2005-2006:</p> <ul style="list-style-type: none"> ■ Construction started on in-patient unit at Janeway Child Health Centre. ■ Budget 2006 provided \$240,000 over two years for an aboriginal suicide prevention initiative to be cost shared with the Federal Government. ■ Budget 2006 provided two adolescent addictions counsellors for the Western and rural Eastern Regions.
Sexual Abuse Education in Schools	<p>The Office of the Child and Youth Advocate received a request to review the curriculum within provincial schools and determine if children and youth can access sexual abuse education programs.</p>	<p>Progress in 2003-2004:</p> <ul style="list-style-type: none"> ■ Office conducted review of provincial sexual abuse education curriculum. <p>Progress in 2004-2005:</p> <ul style="list-style-type: none"> ■ Office developed a questionnaire for distribution to all schools in the Province to determine how sexual abuse education is delivered in the classroom. <p>Progress in 2005-2006:</p> <ul style="list-style-type: none"> ■ Questionnaire sent to Principals of 292 schools in the Province responsible for teaching grades K-9 Health curriculum developed by Department of Education. ■ Fifty-five percent response rate (162 completed questionnaires). Sixty-three percent of respondents indicated their belief that curriculum as delivered adequately informs children about what to do if they are victims of sexual abuse. Only 47.5 percent indicated the program adequately addresses abuse by a relative or person known to the child. ■ With the exception of one Principal, none of the respondents had provided feedback to the Department of Education or the School Board regarding the Health curriculum units related to
Education Student Support Services	<p>The Office became aware of issues impacting the delivery of services for children and youth with disabilities.</p> <ul style="list-style-type: none"> ■ time-consuming application and documentation process for services; ■ allocation of student support services; ■ allocation of categorical and non-categorical support; ■ inflexibility in school busing policies; ■ lack of an independent appeal process; and, ■ inconsistency across the Province in how some programs are delivered. 	<p>Progress in 2003-2004:</p> <ul style="list-style-type: none"> ■ Advocate held meetings with Minister of Education and brought the educational issues to the Minister's attention. <p>Progress in 2004-2005:</p> <ul style="list-style-type: none"> ■ Meetings with officials and Minister of Education continued throughout 2004-2005. ■ In Fall 2005, the Assistant Deputy Minister of Education (Primary, Elementary and Post-Secondary) advised the Office that the Department would be reviewing the delivery of special education services in the Province. <p>Progress in 2005-2006:</p> <ul style="list-style-type: none"> ■ Office continued to consult with officials of Department of Education and the School Boards to review ongoing concerns. ■ Government made a commitment to conduct a review of the Teacher Allocation Model and the Individual Services Support Plan (ISSP) Model and to establish two Commissions to review the concerns and challenges affecting these models.

Progress in 2006-2007	Next Steps - 2007-2008
<ul style="list-style-type: none"> ▪ The Rowan Centre, an Adolescent Day Treatment Program, opened in St. John's in September, 2007. The program offers counselling (individual, group and family) to children and youth, ages 12 to 18. ▪ Budget 2007-08 provided funding for a total of five Addictions Counsellors to provide services to children and youth in all Regions of the Province. ▪ Budget 2007-08 also provided funding for five prevention positions to be established through the Department of H&CS to develop and implement prevention and education programs through schools and community programs. 	<ul style="list-style-type: none"> ▪ The Office will continue to advocate for in-patient addictions treatment and improved mental health and addictions services throughout the Province. ▪ The Office will continue to consult with children, youth and their families, Aboriginal leaders, community and government officials regarding addictions and mental health services available to children and youth.
<p>The Office commenced a review of other provincial jurisdictions' curriculum regarding sexual abuse education.</p>	<p>The Office will provide recommendations to the Department of Education with respect to the present curriculum, which will reflect the results of its questionnaire survey previously sent to the Principals in all schools within the Province as well as high-light aspects of curriculum from other provinces which would enhance the Newfoundland and Labrador curriculum.</p>
<ul style="list-style-type: none"> ▪ The Office provided oral and written submissions to the Pathways/Individual Support Services Plan (ISSP) Commission, which included the following eight recommendations: <ul style="list-style-type: none"> ▪ strengthen the application and approval process; ▪ establish a transparent, independent appeal process; ▪ expedite the applications and appeals process; ▪ develop pan-provincial consistency in the ISSP process; ▪ support and implement ISSP Team decisions; ▪ develop a conflict resolution tool for the ISSP Team; ▪ revisit the practice of placing limited lifespan on Pathways Criteria designations and supports; ▪ empower children and parents to participate in the ISSP process. ▪ The Office met with the Student Assistant Supports Commission and highlighted the need for the following changes: <ul style="list-style-type: none"> ▪ transparent approval process which outlines the criteria used to approve applications; ▪ independent appeal process; ▪ timely decisions regarding allocation of supports (prior to the end of the school year); ▪ Departmental support of ISSP Team Recommendations. <p>On June 4, 2007 (outside this reporting period), the Department of Education announced that determination of student assistant hours will occur prior to the end of the school year and responsibility for assigning the hours had been moved from the Department of Education to the Boards.</p>	<p>The Commission released its Report in January, 2008 (outside this reporting period). The Provincial Government adopted 70 out of the 75 Recommendations by the Commission.</p> <p>The Office will monitor implementation of the Recommendations.</p> <p>The Office will continue to advocate for a transparent, independent appeal process and for a conflict resolution tool for the ISSP Team.</p> <p>The Office will continue to monitor the delivery of supports and, in particular, the timeliness of decisions related to the allocation of supports.</p> <p>The Office will continue to advocate for a more transparent application process and an independent appeal process.</p>

Section 3 Systemic Advocacy (cont'd)

Systemic Issue	Background	Progress (Previously Reported)
Child Protection Services	<ul style="list-style-type: none"> ■ inconsistent application of provincial policies and standards across the Province; ■ a lack of early intervention and family support services to meet the identified needs of children and youth at risk; ■ a delay in permanency planning for many children due to delays in courts; ■ an inability of families to contact social workers; ■ higher turnover of social work staff; and ■ risk assessments in cases where custody and/or access issues have also been identified. 	<p>Progress in 2003-2004:</p> <ul style="list-style-type: none"> ■ Informed staff of H&CS and Integrated Health Boards of issues identified by Office through individual advocacy. ■ Follow-up meetings were held with Department of H&CS and Health Board officials to attempt to resolve the current problems. <p>Progress in 2004-2005:</p> <ul style="list-style-type: none"> ■ Office continued to raise the issues regarding delivery of child protection services identified in individual cases. ■ In October 2004, the Deputy Child and Youth Advocate participated in consultations held by the Minister's Advisory Committee on the Implementation of the <i>Child, Youth and Family Services Act</i>. <p>Progress in 2005-2006:</p> <ul style="list-style-type: none"> ■ Budget 2006 provided funding for fifty-five new Child, Youth and Family Services social work positions over three years (\$1.5 million for 2006-2007). ■ Department of H&CS received funding to hire one manager and two new program consultants to focus on training for social workers. The Department also received funding for the development of Alternate Dispute Resolution mechanisms in conjunction with the Family Justice Services Project. ■ Funding also provided to establish Supreme Court circuit courts for coastal communities in Labrador.
Use of Police Dogs During Searches Conducted in Schools	<p>This matter came to the Advocate's attention after the police used their Canine Unit to search a school for drugs while children/youth were present in the classrooms. A parent believed his child's constitutional rights had been violated by her detention in the classroom while the search was being conducted. The parent brought the matter to the Advocate's attention while the parent initiated appropriate administrative and appeal processes in the system.</p>	<p>Progress in 2003-2004:</p> <ul style="list-style-type: none"> ■ The Royal Newfoundland Constabulary (RNC) Police Complaints Commission heard the complaint and found that the young person's constitutional rights were violated and that the problems were structural and systemic in nature. ■ A number of recommendations were made, including: an acknowledgement from the Chief of Police that the child's rights had been violated; the development by the School Board of policies that would exclude police dogs from the classroom while children are present; amendments to the RNC Policy and Procedures Manuals to ensure searches are conducted within the limits of the law and constitution; and that protocols be developed for the use of police dogs for educational and public relations purposes. <p>Progress in 2004-2005:</p> <ul style="list-style-type: none"> ■ The complainant in the matter did not agree with the decision of the Police Complaints Commission, and the matter was sent to an Adjudicator who found that the police officer acted in a proper manner and made the following additional recommendations: <ol style="list-style-type: none"> a) the Department of Justice provide legal advice to the RNC and School Boards to assess the constitutional issues associated with the searching of schools; and b) if, in the opinion of the Department, such searches do not offend the Charter, a policy be developed by the RNC setting out the steps to be taken in conducting these searches. The Office received a copy of the revised RNC policies on November 7, 2005. <p>Progress in 2005 - 2006:</p> <ul style="list-style-type: none"> ■ Eastern School District advised they are developing a policy related to canine searches in schools.

	Progress in 2006-2007	Next Steps - 2007-2008
	<ul style="list-style-type: none"> ▪ The Turner Child Death Review and Investigation completed by Dr. Peter Markesteyn was released on October 4, 2006 by the Child and Youth Advocate. Key Recommendations of the Turner Report included: <ul style="list-style-type: none"> ▪ the need for social worker training in assessment and investigation of protective intervention cases; ▪ the need for clear policy guidelines to be established for managers/supervisors regarding assistance to social workers in identifying tasks to accomplish goals within specific timeframes, along with procedures for review of outcomes; ▪ the need for ongoing in-service training for supervisors and direct service personnel; ▪ the need for improved record keeping and the transfer of all previous child abuse and neglect referrals to CRMS (CYFS computerized file management system). ▪ Premier Danny Williams, Q.C. established a five-member Ministerial Committee to review the Turner Recommendations. ▪ The Office requested that the Department of H&CS retain an External Consultant to conduct an Operational Review and Clinical Review of CYFS. ▪ Deloitte Operational Review released. ▪ Department agreed to complete Clinical Review (not completed during this reporting period). ▪ The Office provided input through meetings with officials within the Department of H&CS and the Ministerial Committee. ▪ Budget 2007 provided \$6.5 million in response to the Turner Review and Investigation and the Deloitte Operational Review. <ul style="list-style-type: none"> ▪ Monies targeted toward orientation, training, hiring of lawyers to assist CYFS, quality assurance initiatives and enhanced evaluation systems. ▪ Funding for 118.5 new positions was provided; 97.5 new positions at the four Regional Integrated Health Authorities - 51 new social workers, 11 clinical supervisors, and 35.5 support positions (clerical, IT, social work assistants, behaviour management specialists and family support workers); 21 new positions in the Department of H&CS, including consultants, managers, analysts, a statistician and administrative support. 	<p>The Office will monitor the implementation of these new initiatives and will continue its efforts in promoting an enhanced level of Child Protection Services throughout the Province.</p>
	<p>The Eastern School District is in the process of finalizing the policy related to the use of the canine unit in searches in schools. The Board provided the Office with a draft policy; however, the policy was silent regarding the issue of children remaining in the classroom while the canine unit is deployed in a search.</p> <p>The Office has asked the Board to address this omission.</p>	<p>The OCYA will review the final policy, once available, and determine if any further action is required.</p>

Section 3 Systemic Advocacy (cont'd)

Systemic Issue	Background	Progress (Previously Reported)
Notification of Parents Following an Interview by Child, Youth and Family Services	<p>The parent of a child interviewed by Child, Youth, and Family Services expressed concern that the child had returned from school and informed the parent that he/she had been interviewed by a social worker with Child, Youth, and Family Services. The parent had not been contacted by the agency at that time, and the child was not able to recall the name of the social worker.</p> <p>In reviewing the legislative and policy requirements, it was indicated that social workers have a responsibility to notify a parent before or after an interview takes place, but there is no indication of the time frames required for this notification. Follow up with the agency revealed that it is the practice to inform the parent immediately following an interview, but this was not contained in the policy.</p>	<p>Progress in 2004-2005:</p> <ul style="list-style-type: none"> ■ Office brought this matter to the attention of the Provincial Director of Child, Youth and Family Services and recommended that the policy be reviewed to provide clear direction to social workers that every effort be made to inform parents of the occurrence of an interview immediately following the interview and that not doing so could place children in a vulnerable position. ■ Provincial Director agreed to review the matter, and the Office was informed that the policy was revised as recommended. <p>Progress in 2005-2006:</p> <ul style="list-style-type: none"> ■ Office previously requested the Provincial Director of Child, Youth and Family Services review policy and provide clarification regarding timeframes for notification of parents. ■ Department of H&CS advised the policy was reviewed; however, further analysis, including legal implications, was required.
School Bussing	<p>The Office has received a number of referrals regarding children who reside within the 1.6 km radius, but do not have a safe or reasonable means of getting to and from school. (For example, children may have to cross one or more dangerous intersections or walk on dangerous streets or highways with little or no shoulder).</p> <p>A small number of alternative schools have been established throughout the Province to accommodate students with significant challenges who require a small group setting and supports to achieve academically. Students attending alternative schools outside their community are unable to access the Special Transportation Program administered through the Department of Education.</p>	<p>Progress in 2004-2005:</p> <ul style="list-style-type: none"> ■ Office's involvement in this matter was primarily on an individual advocacy basis. <p>Progress in 2005-2006:</p> <ul style="list-style-type: none"> ■ Office continued individual advocacy efforts. ■ Departmental policies regarding school bussing for students within the 1.6 km radius and special transportation to alternative schools remained unchanged.
Services to Children and Youth in Care	<p>Issues have been identified through individual advocacy work and concerns have been expressed by children/youth in care, or previously in care, caregivers, and professionals. Issues identified include:</p> <ul style="list-style-type: none"> ■ timely development of the plan of care; ■ need for involvement of all relevant individuals in the decision-making process (e.g. case conferences) related to pre-transition, transition, and post-transition of children/youth in care; ■ need for post-transition follow up; ■ frequent changes in placements; ■ separation of siblings and significant reduction of family supports; ■ lack of supportive services for children/youth in care; ■ delays in permanency planning. 	<p>Progress in 2005-2006:</p> <ul style="list-style-type: none"> ■ Office brought these issues to the attention of the Directors in the Region and to the Provincial Director of Child, Youth and Family Services. ■ Advocacy staff held discussion groups with youth in care and met with caregivers and service providers in the Province.

	Progress in 2006-2007	Next Steps - 2007-2008
	<p>The Department of H&CS completed its analysis and policy revision. The present policy stipulates that parents are to be notified the same day of an interview and prior to the child returning home. Policy requires documentation of the rationale for the decision of when a parent is notified and all efforts to make contact with a family when the family cannot be reached.</p>	<p>No further action will be taken by this Office.</p>
	<ul style="list-style-type: none"> ▪ Advocacy staff have continued individual advocacy efforts; however, referrals related to school bussing comprise only 1.2 percent of the total referrals received by the Office. ▪ Departmental policies regarding school bussing for students within the 1.6 km. radius and special transportation to alternative schools remain unchanged since last reported. ▪ Analysis of Provincial School Bussing Policies across Canada revealed that NL employs one of the shortest distances to qualify for bussing in the Country. ▪ Safety issues related to the condition of the buses and driver certification were identified by the Office. 	<ul style="list-style-type: none"> ▪ The Office will continue to monitor the delivery of school bussing and special transportation services; ▪ Expand the scope of the research and analysis to explore safety issues (age of buses, inspection requirements, driver certification, training, standards, criminal records checks); etc. ▪ Provide recommendations to Government regarding any changes required to existing school bussing policies.
	<ul style="list-style-type: none"> ▪ The Office commenced a Review of the Transitioning of Children and Youth in Care within the Province for the period January 1, 2006 to December 31, 2006, pursuant to Section 15.(1)(a) of the <i>Child and Youth Advocate Act</i>. ▪ The Department of H&CS re-established the provincial Youth in Care Network, which is anticipated to be fully operational by July, 2008. ▪ Budget 2007-08 provided a 5 percent increase to caregivers for foster families, youth services and children living with relatives. ▪ The Department of H&CS initiated a province-wide review of the foster care system in November, 2007 (outside this reporting period). 	<ul style="list-style-type: none"> ▪ The Office will complete its Review of the Transitioning of Children and Youth in Care and publicly release the Review Report containing recommendations for changes to the delivery of services provided to children and youth in care. ▪ The Office will continue to monitor the delivery of services to children and youth in care. ▪ The Office will review the Report of the province's Review of the foster care system and provide recommendations.

Section 4 Reviews/Investigations

Reviews - Section 15. (1) (a) Child and Youth Advocate Act

In the previous Annual Report, it was reported that a Review of government programs and services provided to a family of a woman convicted of charges related to ongoing physical and emotional abuse of children spanning several years would be initiated. Work related to this Review was undertaken during this reporting period, and the Review remains active.

The previous Annual Report also reported that a Review of government services and programs provided to children and youth who were complainants in the Royal Newfoundland Constabulary Police Investigation known as Operation Rescue had been initiated. The Office concluded much of its work related to this Review during this reporting period; however, due to the fact there are criminal proceedings still pending before the Supreme Court Trial Division, the Report cannot be publicly released until all matters before the Court are concluded.

Two new Reviews were initiated by the Office of the Child and Youth Advocate during this reporting period. On August 1, 2006, the Child and Youth Advocate provided notice to the CEO, Eastern Regional Integrated Health Authority, and to the Deputy Minister of Health and Community Services that she intended to

conduct a Review of services provided to an infant child who resided in a community on the Avalon Peninsula. The child had been in receipt of services from the Eastern Regional Integrated Health Authority and had been admitted to hospital suffering from severe malnourishment. Criminal charges were laid against the parents who entered guilty pleas and each received a twelve-month jail sentence. This Review is ongoing and it is anticipated the Report will be publicly released in the Spring, 2008.

The Child and Youth Advocate provided notice of a second Review during this reporting period on November 7, 2006, to the Deputy Minister of Health and Community Services and the four CEOs of the Regional Integrated Health Authorities of her intention to conduct a Review of the Transitioning of Children and Youth in Care within the Province for the period January 1, 2006 to December 31, 2006. The Review will cover the provision of government services and programs, including analysis of the relevant policy and legislation for children who were in care during this particular time and who were transitioned to another placement. This Review is ongoing and it is anticipated that the Report will be released in the Summer, 2008.

Section 4 Reviews/Investigations (cont'd)

Child Death Review/Investigation

In 2003, the Child and Youth Advocate, pursuant to Section 15 of the *Child and Youth Advocate Act*, commenced an investigation into the death of a thirteen-month-old infant. The Review was delayed due to the illness and subsequent resignation of the former Child and Youth Advocate on March 31, 2005 and was contracted to Dr. Peter Markesteyn in May, 2005.

The current Child and Youth Advocate publicly released the Findings of Dr. Peter Markesteyn in the Turner Child Death Review and Investigation on October 4, 2006.

Dr. Markesteyn made a number of Recommendations which related to the delivery of child protection services within the Province. Dr. Markesteyn identified a number of areas that warranted improvement and recommended changes to policy and legislation with respect to the delivery of child protection services. Key among these recommendations were:

- the need for social worker training in assessment and investigation of protective intervention cases;
- the need for clear policy guidelines to be established for managers/supervisors regarding assistance to social workers in identifying tasks to accomplish goals within specific timeframes, along with procedures for review of outcomes;

- the need for ongoing in-service training for supervisors and direct service personnel;
- the need for improved record keeping and the transfer of all previous child abuse and neglect referrals to CRMS (CYFS computerized file management system).

The Turner Report also contained a key recommendation with respect to the *Child and Youth Advocate Act*, the legislation which establishes the Office of the Child and Youth Advocate. Dr. Markesteyn recommended that the Child and Youth Advocate be granted subpoena powers in order to effectively carry out the mandate of the Office "to protect and advance the rights and interests of children and youth" within the Province.

Follow up by the Child and Youth Advocate to the Turner Report occurred during this reporting period and has included meetings with officials within the Department of Health and Community Services as well as a meeting with the five-member Ministerial Committee established by Premier Danny Williams, Q.C. to review the Turner Recommendations.

Section 5 Advocacy Services in Labrador

The Office continued throughout this reporting period to provide individual advocacy services to children and youth in Labrador.

The Child and Youth Advocate and the Director of Advocacy Services travelled to Nain for Child and Youth Advocacy Week, November 19 to 25, 2006. Meetings were held with the President and the Deputy Minister, Health and Social Development, Nunatsiavut Government; and with staff at the group home, school and Child, Youth and Family Services.

Meetings were held with youth who were living at the Martin Martin Group Home and with youth attending Jens Haven School.

On February 6, 2007, the Child and Youth Advocate and the Director of Advocacy Services met with Chris Montague, President, and Bert Pomeroy, Executive Assistant, of the Labrador Métis Nation regarding issues affecting Métis children and youth in Labrador.

A week-long advocacy clinic was conducted in Hopedale in March 2007 by the three frontline Advocacy Services Specialists. Meetings were held with youth and staff at the Community Youth Network, as well as with members of the local RCMP detachment and staff of Child, Youth and Family Services and Health and Social Development. Staff also met with members of the Town Council and the Chair of the Hopedale Arena Committee.

The Office plans to increase the number of advocacy clinics in Labrador in the coming year. Further discussions are planned with Aboriginal leaders and regional service providers regarding the gaps in the services available to children and youth in Labrador.

The Office has initiated a Review of the Transitioning of Children and Youth in Care within the Province for the period January 1, 2006 to December 31, 2006. This Review will examine the provision of government services and programs, including analysis of the relevant policy and legislation for children who were in care during this particular time and who were transitioned to another placement. Given the severe shortage of available foster placements in Labrador and the number of children from Aboriginal communities who have been placed outside the Province, it is hoped that this Review will support recommendations regarding the Government action required to address the issue. It is anticipated that the Review Report will be released in the Summer 2008.

The Office looks forward to increasing its presence in Labrador and to continuing to advocate for improved services for the children and youth in Labrador.

Section 6 Public Education

Advocacy Clinics/Regional Visits 2006-2007

During the Fiscal Year April 1, 2006 - March 31, 2007, staff of the Office conducted Advocacy Clinics in various Regions of the Province and met with children and youth, child-and-youth-serving agencies, community groups and government officials.

These Regional visits provided staff with valuable first-hand accounts of challenges being experienced by children and youth in accessing government services and programs.

Areas of the Province visited included:

- . Avondale
- . Baie Verte
- . Bay Bulls
- . Bay Roberts
- . Botwood
- . Burin
- . Clarenville
- . Conne River
- . Corner Brook
- . Dunville
- . Grand Bank
- . Grand Falls-Windsor
- . Harbour Breton
- . Harbour Grace
- . Happy Valley-Goose Bay
- . Holyrood
- . Hopedale
- . La Scie
- . Lewisporte
- . Marystown
- . Placentia
- . Random Island
- . St. Alban's
- . St. Bernard's
- . Springdale
- . Stephenville
- . Summerford
- . Trepassey
- . Twillingate
- . Whitbourne

Formal Presentations and Meetings throughout the Province

In this Fiscal Year, a number of meetings and presentations were held throughout the Province. A total of 200 meetings/presentations were held with youth groups, students, community groups, community members, and government departments, boards and agencies.

Table 10

Youth groups, students, community groups, community members	128
Government departments, boards and agencies	72

Media Interviews

The Child and Youth Advocate conducted a total of 21 interviews with the media, which provided opportunities to highlight the work of the Office, as well as the issues affecting children and youth in the Province.

Child and Youth Advocacy Calendar Project

For the third year, the Office invited schools across the Province to participate in the Child and Youth Advocacy Calendar Project by submitting artwork entries depicting this year's theme "Our Rights = Our Future". The Office received several excellent artwork submissions, from which twelve were chosen for inclusion in the 2007 Child and Youth Advocacy Calendar.

The twelve children whose artwork was included on the calendar received a sports bag with the Office logo and their names printed on it and a copy of the calendar. Other entries were highlighted on the Office website and are displayed in this Report.



"Sharing Our Cultures" Multicultural Fairs

During this past year, Advocacy staff had an opportunity to participate in two "Sharing Our Cultures" Multicultural Fairs. The first Fair took place on May 7 and 8, 2006 in Clarendville and Random Island. It was the first time that the Fair was held outside St. John's. Students from the Region, as well as representatives from youth-serving community agencies and government attended.

The second "Sharing Our Cultures" event took place in St. John's from March 25 to 27, 2007 and was attended by approximately 1500 students as well as representatives from youth-serving agencies and government departments.

The Multicultural Fairs present a unique atmosphere for students and community members to explore the cultures of other parts of the world while also learning about the services and programs that exist within the Province. These events also provide Advocacy staff with opportunities to connect with youth and to share information about the role of the Office.

Extrajudicial Sanctions Annual General Meeting 2006

On October 21, 2006, Alex Chernoff, Advocacy Services Specialist, presented on behalf of the Office of the Child and Youth Advocate at the Extrajudicial Sanctions Annual General Meeting held in Grand Falls-Windsor. The two presentations were attended by over 50 professionals, including social workers, public health nurses, lawyers, police officers, youth correctional officers, and community volunteers.

Section 6 Public Education (confd)

Child and Youth Advocacy Week

Proclamation

On October 31st, 2006, Premier Danny Williams, Q.C., proclaimed the week of November 19th to 25th, 2006 as Child and Youth Advocacy Week in the Province of Newfoundland and Labrador. This week was again chosen to coincide with National Child Day, November 20th.



Premier Danny Williams, Q.C., along with Darlene Neville, Child and Youth Advocate and Randy Doyle, Advocacy Services Specialist, signs a Proclamation declaring November 19th to 25th, 2006 Child and Youth Advocacy Week in Newfoundland and Labrador.

Activities

During Child and Youth Advocacy Week, the Advocate and staff visited Nain, Grand Falls-Windsor, Botwood, Stephenville, Whitbourne and St. John's. There were a number of activities involving children and youth. Some highlights of the week included:

- ◆ Participation in National Child Day Celebrations at the Mew's Centre, St. John's. This event provided an opportunity for staff to speak informally with children and families/caregivers and to share information about the role of the Office.
- ◆ Suppers and Meetings with Youth in Care/Custody - the Advocate and staff hosted suppers and held meetings with youth living in group homes in Nain, Grand Falls-Windsor and Stephenville and with residents at the Newfoundland and Labrador Youth Centre, Whitbourne. Youth were encouraged to discuss any concerns they had regarding access to services. In addition, the Advocate and staff provided information to these youth about their rights and the role and mandate of the Office.
- ◆ Other activities included visits to schools in Nain, Grand Falls-Windsor and Stephenville; visits to Family Resource Centres in Grand Falls-Windsor and Botwood; meeting with the Nunatsiavut Government, Nain; and meeting with staff of Child, Youth and Family Services, Labrador-Grenfell Regional Integrated Health Services, Nain.

Distribution of Posters, Brochures, Advocacy Calendars, and Promotional Items

The Office of the Child and Youth Advocate continued to provide information regarding the rights of children and youth and the role of the Office to children and youth, community child/youth-serving agencies, and government officials through the Office's promotional materials (brochures, advocacy calendars and posters).

During the past year, the Office also developed a new banner which focuses on the rights-based perspective of the Office. This banner will be used by staff as a promotional tool when they represent the Office at events such as multicultural fairs, youth forums, conferences, etc. A bookmark has also been designed which reflects the style and content of the banner. These bookmarks will also be used as promotional aids.

Section 7 Other Activities

"Beyond The Street: Youth and Communities Taking Action on Homelessness" Conference

Advocacy staff participated in the National Conference "Beyond The Street: Youth and Communities Taking Action on Homelessness", which took place in St. John's from September 26 to 29, 2006. The conference was attended by youth who have experienced homelessness as well as representatives from community and youth-serving agencies and highlighted issues and concerns at the national and provincial levels. Participants shared their experiences, initiatives and strategies and developed action plans to take back to their communities. This conference afforded the Office an opportunity to further develop working relationships with other community and youth-serving agencies as well as the opportunity to advance the issues and concerns of children and youth affected by homelessness.

Health and Well Being of Children:

An Inter-Professional Education Module - Memorial University of Newfoundland and Labrador

The Office of the Child and Youth Advocate was invited by the Centre for Collaborative Health Professional Education of Memorial University of Newfoundland and Labrador to participate as a Committee Member of the education module for The Health and Well Being of Children.

The Director of Advocacy Services assisted in the development and delivery of the Health and Well Being of Children education module during the 2007 winter semester at Memorial University. Students from the Schools of Medicine, Nursing, Pharmacy and Social Work participated in a web-based inter-professional education tutorial as well as a face-to-face small group case session, followed by a panel discussion.

The Director of Advocacy Services co-facilitated the web-based tutorials and the panel discussion along with an inter-professional committee comprised of faculty and community members. The education module was evaluated and students reported that the module enhanced their understanding of other professionals' roles and the importance of inter-professional team work.

Canadian Commission for UNESCO - 47th Annual General Meeting

Alex Chernoff, Advocacy Services Specialist, participated in the Canadian Commission for United Nations Educational, Scientific and Cultural Organization's (UNESCO's) Annual General Meeting, Linking Networks, Sharing Ideas, which took place in Ottawa from March 15 to 17, 2007. The role of the Canadian Commission for UNESCO is "to act as a forum for governments and civil society, and to mobilize the participation of Canadian organizations and committed individuals in UNESCO's mandated areas: education, natural and social sciences, culture and communication and information."

As part of his participation in the event, Alex was tasked as the Rapporteur for the workshop: Understanding the Impact of Climate Change on Northern Communities in the Context of the International Polar Year. Several of the workshops, such as the Achieving Education For All Through Partnerships workshop, were very useful in providing knowledge and resources which will assist the Office in its ongoing rights-based education initiatives.

Provincial Child and Youth Care Conference

Advocacy staff attended the Provincial Child and Youth Care Conference in St. John's from June 29 to 30, 2006. The conference was hosted by the Child and Youth Care Association of Newfoundland and Labrador and brought together presenters from a variety of backgrounds in the interest of children, youth, and families.

The Child and Youth Advocate gave a presentation at the opening night of the Conference regarding the role and mandate of the Office.

The conference provided an opportunity for child and youth care practitioners and other professionals who work with children, youth and families to come together in an effort to network and share their experiences. The Office of the Child and Youth Advocate was pleased to have the opportunity to participate in such a worthwhile and educational event.

Round Table Discussion on Homelessness and Runaways

As a result of concerns identified through individual advocacy work, on November 27, 2006 the Office hosted a Round Table Discussion on the issues of homelessness and runaways.

Discussion at the Round Table, which was attended by a number of youth-serving agencies, centred on the fact that these issues are affecting children under the age of 16 in the St. John's area and while some services are available, these services and the current responses of service providers are not meeting the needs of youth in this area.

The Office agreed to take the lead on these issues, and a second Round Table Discussion was held on January 31, 2007. At that time, strategies and proactive alternatives were discussed and sub-groups were formed to develop protocols for use by service providers.

Newfoundland and Labrador Youth Centre Team Meetings

During this past year, the Office of the Child and Youth Advocate was invited to participate in the Newfoundland and Labrador Youth Centre Team Meetings, which are organized periodically to discuss emerging issues, review current practices and ongoing initiatives at the Centre. In addition to the staff of the Centre, a number of community professionals affiliated with the Centre attend these meetings, including psychiatrists, clinical psychologists, public health nurses, guidance counsellors, and social workers.

Two Advocacy staff attended the Team Meeting that was held in South Dildo on September 16, 2006 and presented on the role of the Office.

The Office will continue to provide input and advocate for improved services for youth serving secure custody sentences and, in particular, access to services and programs by youth at the Centre, including community reintegration supports.

Child Rights Information Network (CRIN)

In January, 2007 the Office became a member of the Child Rights Information Network (CRIN). CRIN is an organization which operates a global network that disseminates information about children's rights among non-government organizations, United Nations' Agencies, International Government Organizations, Children's Commissioners Offices, Educational Institutions, and other child rights experts worldwide, in order to promote the implementation of the *United Nations Convention on the Rights of the Child* world wide. CRIN has a membership of over 1,700 organizations in over 140 countries.

Membership in this Network enables the Office to liaise with other child rights professionals, to access information on children's rights, and to share information with other member organizations.

Section 8 Budget

The approved budget for the Office of the Child and Youth Advocate was \$823,900 for the Fiscal Year 2006-2007. The details are noted below:

Table 11	Salaries	\$543,600
	Employee Benefits	2,000
	Transportation and Communications	100,000
	Supplies	10,000
	Professional Services	30,000
	Purchased Services	133,300
	Property, Furnishings and Equipment	5,000
	TOTAL	\$823,900

Staff (April 1, 2006 - March 31, 2007)

Sandra Mitchell Cooney, Manager - Human Resources and Administration
Colleen Meaney, Executive Secretary
Lorraine Holden, Administrative Assistant/Receptionist
Roxanne Pottle, Director - Advocacy Services
Randy Doyle, Advocacy Services Specialist
Alex Chernoff, Advocacy Services Specialist
Debbie Gillard, Advocacy Services Specialist
Shirley Prior, Review/Research Assistant

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Section 9 Appendices

Appendix A

Emerging Issues Files Fiscal Year April 1, 2006 - March 31, 2007

- Autism Services
- Body Piercing - Newfoundland and Labrador - Need for Regulations
- Child Find
- Children with Downs Syndrome - Access to Services
- Children's Right to be Heard - Custody and Access/Children's Law Act
- Court Delays - Child, Youth and Family Services
- Education - Access to Internet Pornography in Schools
- Emerging Issues Affecting Innu Children in Natuashish
- Emerging Issues Affecting Innu Children in Sheshatshui
- Emerging Issues Affecting Inuit Children in Coastal Labrador
- Fetal Alcohol Spectrum Disorder (FASD) in Newfoundland and Labrador
- Health - Audiology Services - Labrador West
- Health Policy - MCP Policy for International Students and their Dependents
- Health Services - Natuashish
- Homeless Youth Under the Age of Sixteen
- Human Resources, Labour and Employment (HRLE)/Newfoundland and Labrador Housing Corporation (NLHC) Policies Regarding Joint Custody
- Monitoring Implementation of Individual Support Services Plan (ISSP) - Model for Coordination of Services
- Proposed Federal Legislation Regarding Increase in Age of Consent to Sexual Activity
- Provincial/Federal Registry of Child Abusers and Sexual Offenders
- School Bullying
- Speech Language Therapy
- Temporary Detention of Youth in Adult Holding Facilities
- Whitbourne Youth Centre Escort Policies
- Youth Services - Discrepancies in Financial Supports Provided by Health Boards

Appendix B

Presentations/Meetings with Youth Groups/Students/ Community Groups/Community Members

- Amalgamated Academy School, Bay Roberts - Staff
- Amalgamated Academy School, Bay Roberts - Students and Staff (Peaceful Schools International Recognition Ceremony)
- Amalgamated Academy School, Bay Roberts - Students (presentations to three Grade 9 classes)
- Atlantic Health Research Program (AHRP) & NL Centre for Applied Health Research, Memorial University - Conference on Community Health Research in Labrador: "Listening, Learning and Working Together", held in Happy Valley-Goose Bay
- Baie Verte Academy - Grade 4 Students and Staff
- Baie Verte Academy - Grade 5 & 6 Students and Staff
- Baie Verte Collegiate - Students
- Baie Verte Peninsula Health Care Centre - Staff
- Brighter Futures, Marystown - Staff
- "Building Relationships with Involuntary Clients: Challenges, Principles and Practice Considerations" - Workshop
- Canadian Commission for UNESCO - 47th Annual General Meeting "Linking Networks, Sharing Ideas", Ottawa, Ontario
- Canadian Council of Provincial Child and Youth Advocates - Executive Meeting (April), Toronto
- Canadian Council of Provincial Child and Youth Advocates - Executive Meeting (October), Toronto
- Canadian Evaluation Society Workshop on privacy legislation and implications for research and legal perspective
- Canadian Evaluation Society, NL Chapter - 2006 Evaluation and Review Showcase: "Networking for Results"
- Canadian Evaluation Society - NL Chapter Workshops: 1) Using Indicators to Support Evaluation and Monitoring and 2) Focus Groups and Interviewing.
- Canadian Mental Health Association Staff Meeting (staff and board members in attendance) - the Child and Youth Advocate was Guest Speaker
- Canadian Pediatric Society - Annual Conference
- Canadian Pediatric Society - Executive Director
- Canadian Pediatric Society - teleconference regarding development of a Children's Health Charter and discussion of promotion of the establishment of a Children's Commissioner for Canada
- Canadian Study of Parliament Group Conference: "Whom Do You Trust? The Growing Relationship Between Legislative Assembly Officers and Citizens", Winnipeg, Manitoba
- Cape John Collegiate, La Scie - Students
- Child & Youth Care Association of NL - Annual General Meeting
- Child & Youth Care Association of NL - the Child and Youth Advocate brought greetings and provided an overview of Office to 1st Provincial Conference of the Child & Youth Care Association of NL
- Child/Youth Network Centre, Harbour Breton - youth, staff and volunteers
- Choices for Youth - Annual General Meeting
- Choices for Youth - Homeless Youth Workshop

Appendix B (cont'd)

Presentations/Meetings with Youth Groups/Students/ Community Groups/Community Members

- Choices for Youth - first Round Table Discussion on Homelessness
- Choices for Youth - second Round Table Discussion on Homelessness
- Choices for Youth/Community Youth Network - tour of facility and meeting with staff
- Choices for Youth - Community Youth Networking Session with community organizations
- Choices for Youth - "Lunch & Learn" - presentation on Fetal Alcohol Spectrum Disorder
- City of St. John's, Recreation Department - youth round table discussion to facilitate cooperation among youth-serving agencies
- Community Action Program for Gander Bay Children - Staff
- Community Capacity Building Project - presentation to OCYA Staff
- Community Mediation Services - Community Justice Breakfast: "How Can We Build Safer Communities?" St. John's
- Community Mediation Services, St. John's - Mediation Training
- Community Youth Network - 4th Annual Professional Development Training Session "Let's Talk About Youth"
- Community Youth Network - Annual General Meeting
- Community Youth Network, Goose Bay - Director and Staff
- Community Youth Network, Harbour Breton
- Community Youth Network, Harbour Grace - Coordinator
- Community Youth Network, Hopedale, Labrador
- Community Youth Network - "Lunch and Learn" (presentation by Child Find)
- Community Youth Network - networking session attended by FINALLY, Bridges to Hope, John Howard Society and Department of Education
- Community Youth Network, Virginia Park Community Centre - Networking Session
- Community Youth Network and Training Wheels Family Resource Centre, Springdale - Staff
- Conne River Band
- Easter Seals Newfoundland and Labrador - Advocate attended launch of 2007 Easter Seals Campaign, Government House
- Family Resource Centre, Botwood
- Family Resource Centre, Bay Bulls
- Fogo Island Central Academy - Students
- Fortune Bay Academy, St. Bernard's-Jacques Fontaine - Students and Staff
- Foster Families Association - Child and Youth Advocate brought greetings and provided an overview of the mandate of the Office of the Child and Youth Advocate
- Foster Families Association - Executive Director (July, 2006)
- Foster Families Association - Executive Director (February, 2007)
- Hillside Elementary, La Scie - Grade 4 Students and Staff
- Hillside Elementary, La Scie - Grade 5 Students and Staff
- Hillside Elementary, La Scie - Grade 6 Students and Staff
- Holy Cross Elementary, Holyrood - Staff
- Holy Cross School, St. Alban's - Students
- Holy Heart High School, St. John's - Students
- Holyrood Youth Council
- "Homeless Groups in NL and Canada" Conference, St. John's
- Hopedale Arena Committee, Hopedale
- Hopedale Town Council, Hopedale
- Indian River High School, Springdale - Students and Staff

Appendix B (cont'd)

Presentations/Meetings with Youth Groups/Students/ Community Groups/Community Members

- James Igloliorte - presentation on challenges facing Aboriginal people in Labrador
- Jens Haven School, Nain - Vice-Principal
- J. M. Olds Collegiate, Twillingate - Students
- John Burke School, Grand Bank - Student Council
- John Burke School, Grand Bank - Students
- Labrador Métis Nation - President and Executive Assistant
- Laval High School, Placentia - Level III Students and Staff
- Laval High School, Placentia - Level II Students and Staff
- Learning Disabilities Association of NL - Annual General Meeting
- Learning Disabilities Association of NL - President
- Loretta Bartlett Home for Youth, Corner Brook - Staff and Youth
- "Lost in Traffic" - a play presented by Holy Heart High School, St. John's dealing with issue of human trafficking
- Martin, Martin Group Home, Nain - Youth and Staff
- Marystown Central High School - Career Development Students
- Marystown Central High School - Human Dynamics Students
- Memorial University of Newfoundland - Coordination of Education Module (MUN School of Medicine, Social Work and Nursing)
- Memorial University of Newfoundland (School of Social Work, School of Pharmacy, School of Nursing, School of Medicine) to finalize the Office's role in Education Module
- Memorial University of Newfoundland regarding proposed changes to School of Social Work - Bachelor of Social Work Program and Master of Social Work Program
- Memorial University of Newfoundland (Dr. David Philpott) regarding Educational supports and challenges
- Millcrest Academy, Grand Falls-Windsor - Students
- Miss Teen NL-Globe (Maggie Hynes) - meeting with Child and Youth Advocate to discuss issues affecting youth
- Multicultural Fair "Sharing our Cultures" Event Planning Meeting, February
- Multicultural Fair "Sharing our Cultures" Event Planning Meeting, March
- Multicultural Fair "Sharing our Cultures", St. John's
- National Child and Youth in Care Network Conference, Montreal
- National Child Day Event, City of St. John's
- New World Island Education Advisory Committee; Exploits Valley YMCA; Health Promotion Consultant, Central Health; Principal, Vice-Principal and Partnership Coordinator, New World Island Academy
- NL Association of Social Workers - Panel Discussion "Left Out From Life Chances"
- "NL Coalition of Youth Justice Committees Conference" - Grand Falls-Windsor
- "NL Coalition of Youth Justice Committees Conference" - presentation by Advocacy Staff to conference attendees
- Notre Dame Memorial Hospital, Twillingate - Social Work Staff
- O'Donel High School, Mount Pearl - Advocate participated in "Careers Coming for Lunch"
- P4 Centre, Dunville - Youth and Staff
- Pine Heights Group Home, Grand Falls-Windsor - Youth and Staff
- Provincial Advisory Council on the Status of Women (PACSW) - reception hosted by PACSW to recognize the completion of the cross-country bike tour by Sheila Swasson, Chi Metallic-Larocque and Donna Metallic to raise awareness of family violence in Aboriginal Communities and violence against Aboriginal Women

Appendix B (conf'd)

Presentations/Meetings with Youth Groups/Students/ Community Groups/Community Members

- Psychiatric/Mental Health Nurses Special Interest Group of NL (PSIGNAL) - Workshop on the Challenging Client: "Working with clients who have a history of childhood trauma and self-harming behaviour"
- Public Legal Information Association of NL - Acting Executive Director
- Public Legal Information Association of NL - the Advocate gave a presentation to children attending the Justice Rocks summer camp
- Public Legal Information Association of NL - Staff
- "Pump Up The Volume - Amplify The Voice of Children and Youth" Conference, Toronto.
- Rennie's River Elementary School, St. John's - Staff
- Roncalli Central High School, Avondale - Staff
- Roots of Empathy Workshop "Celebrating the Roots of Empathy"
- Sharing Our Cultures - Canadian Heritage Education Fair, Clarenville
- Sharing Our Cultures - Canadian Heritage Education Fair, Random Island
- Sharing Our Cultures - Canadian Heritage Education Fair, St. John's
- St. Anne's School, Conne River - Students
- St. Edward's School, Placentia - Students
- St. Joseph's Elementary School, Harbour Breton - Students
- Stella Maris Academy, Trepassey - Students and Staff
- Stephenville Pathways/Alternative School - Students and Staff
- Stepping Stones Family Resource Centre, Placentia - Program Coordinator
- T. J. McDonald's Group Home, Burin - Staff
- Town of Paradise - presentation to Grade 12 and university students hired through Town's recreation program
- Turnings - Executive Director and Assistant to Executive Director
- Twillingate Island Elementary - Students
- United Nations' Association of Canada's "Sense of Belonging Project"
- Virtues Project Training Session
- Youth Diversion, Conne River
- Youth Forum, St. John's
- Youth in Care, Grand Falls-Windsor - Supper

Appendix B (cont'd)

Presentations/Meetings with Government Departments, Boards and Agencies

- Bay Roberts Regional Health Centre - Social Workers, Community Health Nurse, Addictions Coordinator, Manager of Community Supports
- Child, Youth and Family Services, Burin - Staff and Public Health Nurse
- Child, Youth and Family Services, Conne River - Social Worker
- Child, Youth and Family Services, Harbour Breton
- Child, Youth and Family Services, Hopedale - Social Workers
- Child, Youth and Family Services, Sheshatshiu - teleconference
- Child, Youth and Family Services, St. John's - presentation to Social Workers
- Central Health, Lewisporte - Staff
- Deloitte (Paula Gallagher) regarding operational and organizational review of Health & Community Services
- Department of Labrador and Aboriginal Affairs - Assistant Deputy Minister and Director of Policy and Planning
- Department of Education - Assistant Deputy Minister and Parliamentary Secretary to the Minister regarding Individual Services Support Plan (ISSP)/Pathways Review being conducted by that Department
- Department of Education (David Martin, Consultant) - presentation to staff regarding Fetal Alcohol Spectrum Disorder (FASD)
- Department of Education - ISSP/Pathways Commission
- Department of Education - Program Consultants for Grades K-12 and Assistant Directors in the Eastern Region
- Department of Health and Community Services - Assistant Deputy Minister and senior Staff, Eastern Regional Integrated Health Authority - Chief Executive Officer and Chief Operating Officer regarding Dr. Markesteyn's Findings re: Turner Child Death Review
- Department of Health and Community Services - Consultation Session on the Province's Oral Health Plan
- Department of Health and Community Services - Health Information Act Consultation Session, St. John's
- Department of Health and Community Services - Minister regarding follow up to release of Findings re: Turner Child Death Review
- Department of Health and Community Services - Minister, Assistant Deputy Minister, Communications Director and Executive Assistant - update on operational and organizational review of H&CS following the release of the Turner Report
- Department of Health and Community Services - presentation by Deloitte (Paula Gallagher) to Assistant Deputy Minister; Provincial Director, Child, Youth and Family Services and Child and Youth Advocate re: operational and organizational review
- Department of Health and Community Services - Minister and Assistant Deputy Minister
- Department of Health and Community Services - Assistant Deputy Minister (development of Request for Proposals for Clinical Review, Child, Youth and Family Services)
- Department of Health and Community Services - Pharmaceutical Services - Staff
- Department of Health and Community Services - Provincial Director, Child, Youth and Family Services and staff involved in Policy and Planning, Child Protection Services, Aboriginal Suicide and Mental Health and Addictions regarding systemic issues highlighted in Annual Report

Appendix B (cont'd)

Presentations/Meetings with Government Departments, Boards and Agencies

- Department of Health and Community Services - meeting with new Minister, Assistant Deputy Minister and Communications Director
- Department of Health and Community Services, Ferryland - meeting with H&CS, CYFS and Public Health
- Department of Justice - Executive and senior Staff, Chief of Police, Chief Medical Examiner, Supreme Court Registrar and Cabinet Secretariat staff regarding Dr. Markesteyn's Findings re: Turner Child Death Review
- Department of Justice - Minister, Assistant Deputy Minister, Assistant Commissioner - RCMP, and Coordinator, Restorative Justice - Postville, Labrador
- Department of Justice - presentation to OCYA staff regarding privacy issues
- Department of Labrador and Aboriginal Affairs - Assistant Deputy Minister
- Eastern Regional Integrated Health Authority - Regional Director (A), Child, Youth and Family Services (CY&FS) and Client Inquiries Manager, CY&FS
- Eastern Health Regional Office, Holyrood - Staff
- Eastern Health, Harbour Grace - Staff
- Eastern Health, Placentia - Staff
- Eastern Regional Integrated Health Authority - Chief Executive Officer and Chief Operating Officer (Community Health and Children, Mental Health/Addictions), - discussions regarding Office of the Child and Youth Advocate's role and working relationships between the Offices
- Executive Council - Senior Policy and Program Development Specialist re *Transparency & Accountability Act* (March 1, 2007)
- Executive Council - Senior Policy and Program Development Specialist re *Transparency & Accountability Act* (March 8, 2007)
- Executive Council - Senior Policy and Program Development Specialist re *Transparency & Accountability Act* (March 9, 2007)
- Executive Council - Senior Policy and Program Development Specialist re *Transparency & Accountability Act* (March 13, 2007)
- Fogo Island Health Centre - Staff
- Green Bay Health Centre - Child, Youth and Family Services Staff
- Governor General, Michaëlle Jean - reception for the Governor General hosted by Premier Danny Williams, Q.C.
- Health and Community Services, Nain - Manager and Staff
- Health and Social Development, Nunatsiavut Government, Nain
- Health Clinic, Conne River
- House of Assembly (Speaker, Clerk, Chief Financial Officer) - meeting with OCYA Staff to introduce new Clerk and Chief Financial Officer
- House of Assembly (Clerk and Chief Financial Officer)
- House of Assembly (Speaker and Clerk) - presentation of 2007-2008 Budget Proposal
- Inuit Community Government, Hopedale
- Labrador School District - Teleconference re Absenteeism
- Ministerial Committee regarding Review of Operations and Procedures of Child, Youth and Family Services
- Newfoundland and Labrador Youth Centre, Whitbourne - presentation to Staff
- Newfoundland and Labrador Youth Centre, Whitbourne - presentation to Staff and Residents
- Newfoundland and Labrador Youth Centre, Whitbourne - Staff and Residents
- Nunatsiavut Government, Hopedale
- Nunatsiavut Government, Nain - President and Staff
- RCMP Detachment, Conne River

Appendix B (cont'd)

Presentations/Meetings with Government Departments, Boards and Agencies

- RCMP Detachment, Fogo
- RCMP Detachment, Harbour Breton
- RCMP Detachment, Holyrood
- RCMP Detachment, Hopedale
- RCMP Detachment, Marystown
- RCMP Detachment, Placentia
- RCMP Detachment, Springdale
- RCMP Detachment, St. Alban's
- RCMP Detachment, Trepassey
- RCMP Detachment, Twillingate
- Regional Health Authority, St. Alban's
- Royal Newfoundland Constabulary, St. John's - New Recruits (October, 2006)
- Speaker of the House of Assembly regarding release of Dr. Peter Markesteyn's Findings re: the Turner Child Death Review
- Supreme Court of Newfoundland & Labrador (Mr. Justice Richard LeBlanc); Unified Family Court (Berkley Reynolds, former Administrator); Family Justice Services - Western (Jill Brown, Provincial Co-ordinator) - presentation regarding proposed expansion of Unified Family Court
- Youth Assessment Centre, Stephenville - Staff and Youth

Appendix B (conf'd)

Media Interviews

- CBC Radio, Goose Bay (Paul Pigott) regarding issues affecting children of separated parents
- CBC TV (Debbie Cooper) - Here and Now, regarding release of Dr. Markesteyn's Findings re: Turner Child Death Review
- CBC TV (Chris O'Neill-Yates) - Here and Now, regarding response to Dr. Markesteyn's Findings re: Turner Child Death Review
- CBC TV (Chris O'Neill-Yates) - Here and Now, regarding transitioning of children and youth in care
- Interviews regarding Office's intentions with respect to child of woman murdered in Airport Heights on January 21, 2007:
 - CBC Radio Morning Show, St. John's (Cecil Haire)
 - NTV News (Darrin Bent)
 - The Telegram (Rosie Gillingham)
 - CBC TV "Here and Now" (Deanne Fleet)
- NTV News (Darrin Bent) regarding Child Neglect Case
- NTV News (Darrin Bent) regarding Turner Investigation
- NTV News (Darrin Bent) re: follow up on Turner Report
- "Out of the Fog", Rogers Television
- Press Conference held by the Advocate to release Dr. Peter Markesteyn's Findings regarding the Turner Child Death Review (attended by local media, including CBC TV and Radio, NTV, VOXM, and the Telegram; as well as national media - CBC News World and CTV)
- The Georgian (Paul Carlucci) - telephone interview regarding issues raised in the 2005-2006 Annual Report
- The Independent (Ivan Morgan) - telephone interview - update on Office's involvement regarding the child of a woman murdered in Airport Heights for the February 16th edition of The Independent
- The Independent (Nadia Bell) - telephone interview regarding Dental Health Services for Children Program for the Sunday, July 9, 2006 edition of The Independent
- The Telegram (Danette Dooley) regarding the issue of transition of children and youth in care
- VOXM (Terry Hart) regarding Child and Youth Advocacy Week and National Child Day
- VOXM News (Jennifer Tulk) regarding work of the Office and plans for the coming year
- VOXM News (Jennifer Tulk) regarding release of 2005-2006 Annual Report
- VOXM News (Jennifer Tulk) regarding issues highlighted in 2005-2006 Annual Report



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