

## **4.2(d) Highland Shores Children’s Aid Child**

Highland Shores Children’s Aid is mandated to provide professional child protection services which safeguard children, support nurturing environments and strengthen families as legislated by and in accordance with the Child and Family Services Act (CFSA). The purpose of the CFSA is to promote the best interests, protection and well being of children.

More specific functions of Highland Shores Children’s Aid are to:

- Investigate allegations or evidence that children under the age of sixteen (16) years may be in need of protection and when necessary intervenes to protect those children.
- Provides guidance, counselling and other services to families designed to ensure the protection of children and/or prevent circumstances resulting in the need to protect children.
- Provides care for children assigned or admitted to its care under the CFSA
- supervises children assigned to Society supervision under the CFSA
- Plan permanencies for children by having them safely remain in their home. Where permanency in their home is not possible, the Society will explore permanency with kin or through a custody order or adoption.

Various formal orders and standards guide and inform the development and delivery of these services, including the Ontario Child Protection Standards, Child Welfare Court Orders and Family Law Court Orders.

Feedback Process:

Highland Shores Children’s Aid will respond to complaints and concerns people have about our services. This is in accordance with our complaint procedure which outlines the steps taken to make a complaint known. This information is referenced in a pamphlet titled “Resolving Issues – Working Together” This procedure is designed to help the Society resolve any differences of opinion or conflicts with people as early and as quickly as possible.

Highland Shores Children’s Aid is committed to working collaboratively with families and community partners.

Main office:  
363 Dundas Street West  
Belleville Ontario  
K8P 1B3

Telephone: 613-962-9291  
Fax: 613-966-3868  
TTY: 613-962-1019  
Toll Free: 1-800-267-0570

Quinte West office:  
469 Dundas Street West  
Trenton Ontario  
K8V 3S4

Telephone: 613-965-6261  
Fax: 613-965-0930  
Toll Free: 1-877-965-6261

North Hastings office:  
16 Billa Street  
Bancroft Ontario  
K0L 1C0

Telephone: 613-332-2425  
Fax: 613-332-2269  
Toll Free: 1-866-532-2269

Cobourg Office (separate Domestic Violence Protocol in Northumberland County)

1005 Burnham Street  
Cobourg Ontario  
K9A 5J6

Telephone: 905-372-1821  
Fax: 905-372-5284  
Toll Free: 1-800-267-0570

Prince Edward County office:  
16 MacSteven Drive  
Picton Ontario  
K0K 2T0

Telephone: 613-476-7957  
Fax: 613-476-2316  
After hours: 613-967-3161  
Toll Free: 1-877-476-7957

Hours of operation:

24 hours per day, 7 days per week, for emergency services

Business hours: 8:30 a.m. - 4:30 p.m. Monday to Friday

Website: [Highlandshorescas.com](http://Highlandshorescas.com)