



**YOUR CHILD'S  
SITUATION HAS  
BEEN REPORTED  
TO THE DYP**

What do you need to know now?

YOUTH PROTECTION ACT

This brochure is a revised version of the brochure published in 2008 by the Direction des services de protection de la jeunesse et de la justice pénale pour les adolescents of the Ministère de la Santé et des Services sociaux.

The Ministère de la Santé et des Services sociaux (MSSS) would like to thank all those who contributed to the writing of the first version of this document, published in 2008, as well as to the rewriting of the second version.

**The content of this brochure takes into account the amendments to the *Youth Protection Act* that came into force on April 26, 2023.**

## PRODUCED BY

Direction des communications, ministère de la Santé et des Services sociaux

This document is available online and can be ordered at : [msss.gouv.qc.ca](https://msss.gouv.qc.ca) by clicking [Publications](#).

It may also be ordered at [diffusion@msss.gouv.qc.ca](mailto:diffusion@msss.gouv.qc.ca) or by mail from:

Ministère de la Santé et des Services sociaux  
Direction des communications, Diffusion  
1075 chemin Sainte-Foy, 2<sup>nd</sup> Floor  
Québec City, Québec G1S 2M1

Masculine pronouns are used generically in this document.

The photographs in this publication are used only to illustrate the topics discussed herein. The people that appear in them are models.

Legal deposit

Bibliothèque et Archives nationales du Québec, 2024

ISBN 978-2-550-97130-6 (Print version)

ISBN 978-2-550-97131-3 (PDF version)

All rights reserved for all countries. Any reproduction whatsoever, translation, or dissemination, in whole or in part, is prohibited unless authorized by Les Publications du Québec. However, partial or full reproduction for personal and non-commercial use is permitted, only in Québec and provided the source is mentioned.

© Gouvernement du Québec, 2024

You may have questions or concerns regarding the Director of Youth Protection's (DYP) involvement with your family. This is completely normal.

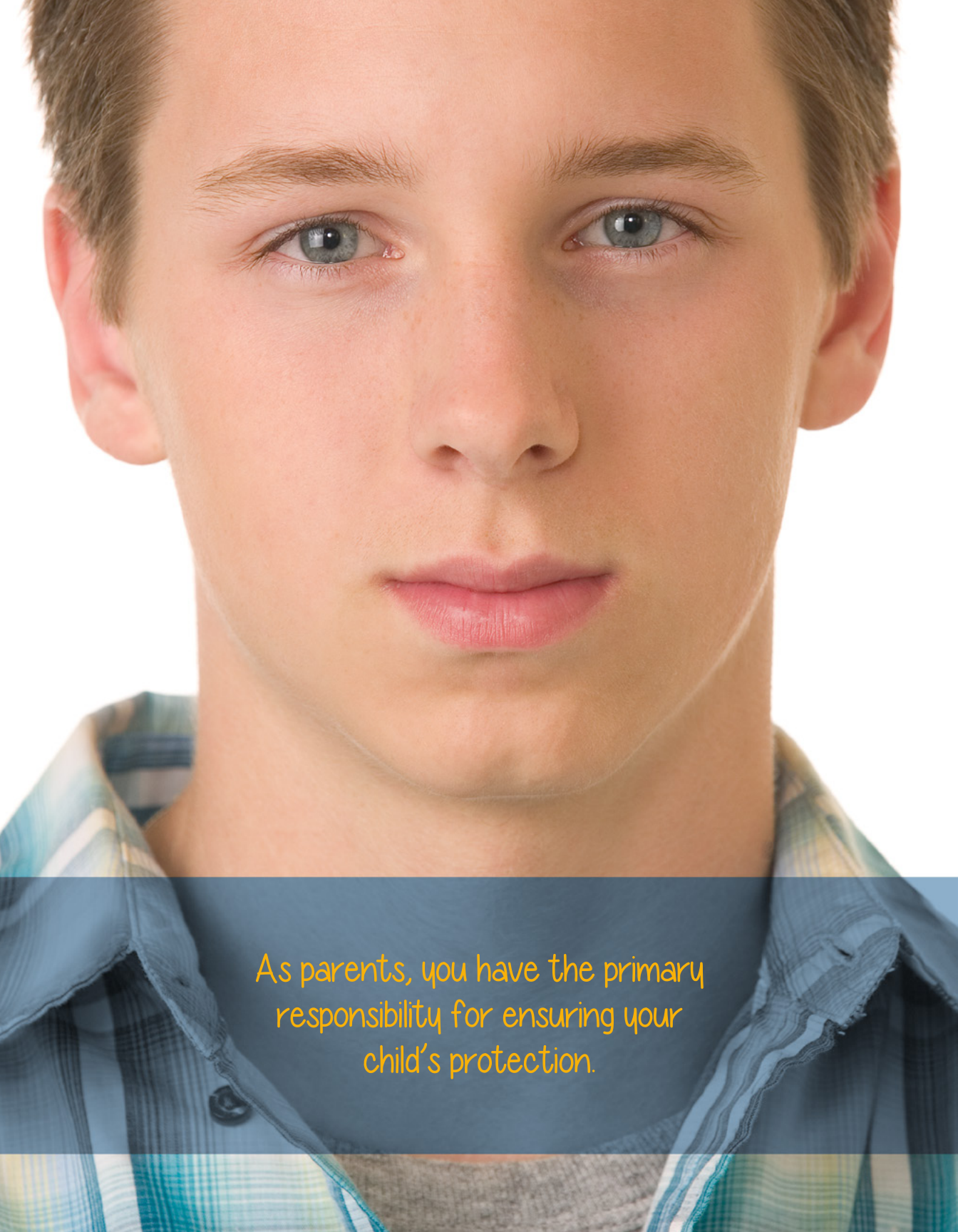
This brochure goes over each step in the DYP intervention process and discusses your rights and those of your child.

The DYP and the DYP caseworkers are there to guide you and answer all your questions.

---

The *Youth Protection Act* includes provisions specifically adapted to the needs of Indigenous children.

---



As parents, you have the primary responsibility for ensuring your child's protection.

# Table of contents

Who is the director of youth protection (DYP)? .....	6
When can the DYP intervene? .....	7
Your responsibilities as a parent .....	8
Your rights as parents and those of your child .....	8
A step-by-step guide to how the DYP intervenes.....	10
<b>1</b> Receiving and processing a report.....	11
→ Report not accepted for evaluation .....	11
→ Report accepted for evaluation .....	11
→ What happens when immediate protective measures are necessary?.....	12
<b>2</b> Evaluating the child's situation .....	13
→ Security or development not compromised .....	14
→ Security or development compromised .....	14
<b>3</b> Choosing protective measures.....	15
→ Agreement on a short-term intervention .....	15
→ Agreement on voluntary measures .....	16
→ Referral to the Youth court .....	17
<b>4</b> Implementing protective measures.....	18
→ Intervention plan.....	18
→ Individualized service plan.....	18
→ Transition to adulthood plan.....	18
What happens when your child is placed in an alternative living environment? .....	19
Maximum placement period .....	20
<b>5</b> Reviewing the situation.....	22
<b>6</b> Ending the intervention .....	22
<b>7</b> Referring to other resources .....	22
Information in the child's record .....	23
Do you have questions? .....	24
Who do you call?.....	25

## Who is the director of youth protection (DYP)?

The Director of Youth Protection, or “DYP,” is responsible for applying the *Youth Protection Act*. There is a DYP in each region of Québec.

The DYP:

- Receives all reports regarding children who may need protection
- Is assisted by a team of workers who help assess the situation of children and help decide on how to ensure their protection
- Makes decisions in the best interest of the child and in accordance with the child's rights
- Works in an integrated centre\* offering youth protection services and rehabilitation services for youth with adjustment difficulties, in collaboration with all the resources in the region

---

\* The term “integrated centres” includes both integrated health and social services centres (CISSS) and integrated university health and social services centres (CIUSSS).

## When can the DYP intervene?

The DYP must intervene in certain situations in order to protect a child, such as when the child's security or development is compromised. These situations are called "compromising situations."

The term "child" designates a person under the age of 18. Teenagers are therefore also covered by the *Youth Protection Act*.

The DYP intervenes mainly in situations where a child:

- Is abandoned
- Is neglected
- Is psychologically abused
- Is exposed to domestic violence
- Is sexually abused, including sexual exploitation
- Is physically abused
- Presents serious behavioral problems
- Runs a serious risk of being neglected or sexually or physically abused

The DYP may also intervene when a child has:

- Run away
- Been abandoned by their parents after being placed in foster family under the *Act respecting health services and social services*

The YPA specifies that no ideological or other consideration, including considerations based on a concept of honour, can justify a situation that compromises or could compromise a child's security or development.

The child's best interests are the primary consideration in all decisions made under the *Youth Protection Act*.



## Your responsibilities as a parent

- Duty of care, supervision and education
- Duty to feed and maintain your child
- Duty, as far as possible, to participate actively in the application of measures to put an end to the situation that compromises your child's safety or development, and to prevent its recurrence

## Your rights as parents and those of your child

Throughout the DYP's intervention, you and your child have rights if it is in the child's best interest. Here are the main ones:

### → Right to be consulted

You and your child have the right to be consulted at each step of the process and give your opinion on potential solutions.

### → Right to be informed in appropriate terms

You and your child have the right to be informed by the DYP and by all persons entrusted with responsibilities by law of each step in the process and the protective measures chosen to remedy the situation.

### → Right to be heard

You and your child have the right to present your points of view and to express your concerns to the DYP and to the Youth Court, and to actively participate in decisions concerning your situation.

### → Right of refusal

You and your child (if aged 14 or over) have the right to refuse to abide by certain DPJ decisions if you do not agree with them. In this case, the situation will be referred to the Youth court.

### → Right to the services of a lawyer

You and your child each have the right to consult a lawyer and be assisted and represented by them.

### → Right to adequate services

You and your child have the right to adequate health and social services, in a personalized manner and with the required intensity. Your child also has the right to adequate educational services.

### → Right to be accompanied and assisted

You and your child have the right to be accompanied and assisted by a person of your choice when you wish to obtain information or when meeting the DYP.

### → Right to privacy

You and your child have the right to have your information treated confidentially and disclosed only in accordance with the law.

### → Right of access to the child's record

You and your child (if they are 14 or over) may consult your child's record, except in specific cases.



## **For more information on your rights and to obtain advice**

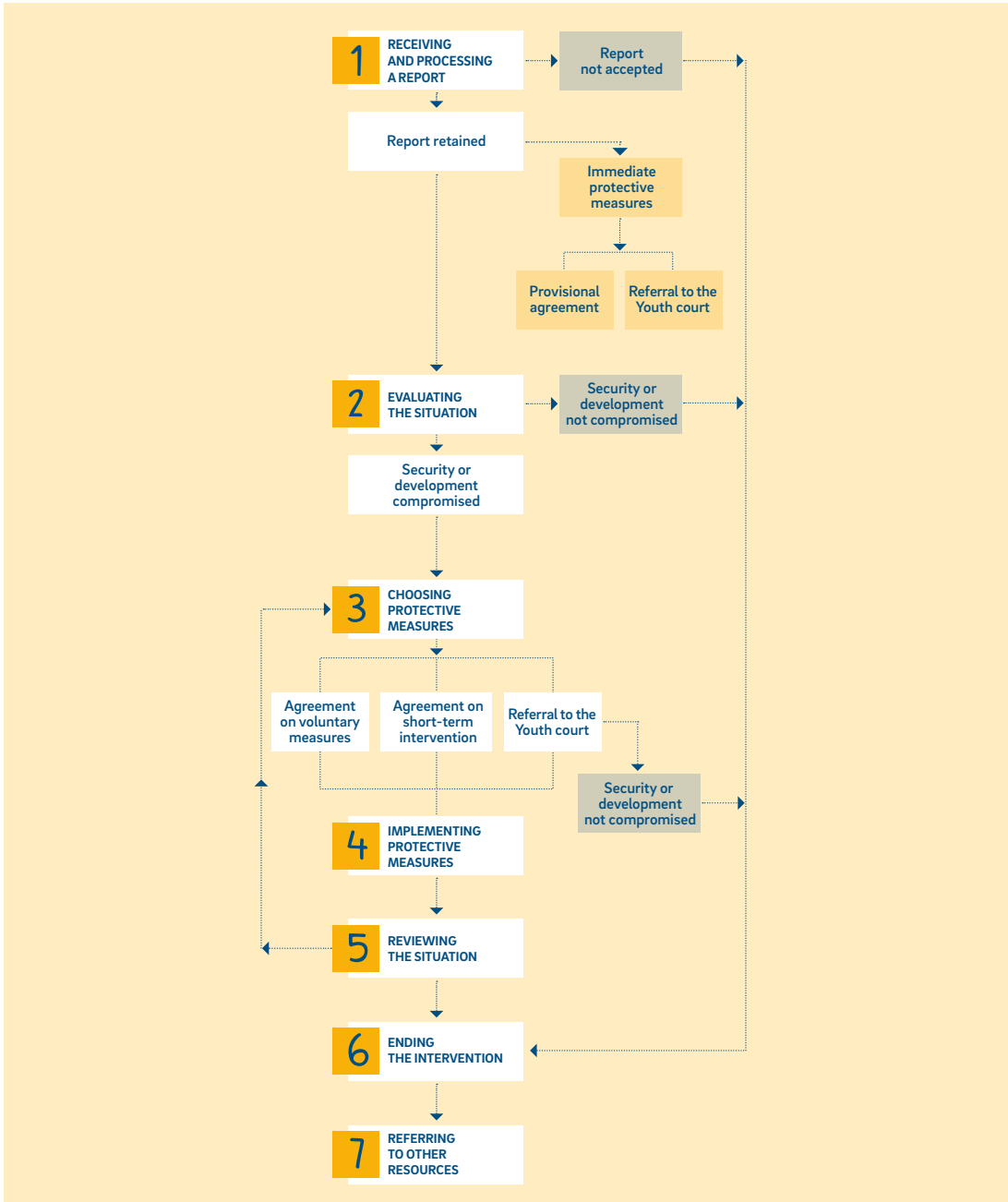
You can contact the users' committee of your integrated centre at any time. Made up of young people and parents who receive services from the integrated centre offering protection services and rehabilitation services for youth with adjustment problems, this committee seeks to defend, protect, and ensure compliance with user rights.

## **To file a complaint**

If you are not satisfied with the services provided, you can contact the local service quality and complaints commissioner of the integrated centre that is handling your situation.

You can contact Commission des droits de la personne et des droits de la jeunesse if you feel your rights or those of your child have not been respected.

# A step-by-step guide to how the DYP intervenes



# 1

## Receiving and processing a report

Your child's situation was reported to the DYP by a person who has reason to believe your child's security or development is compromised. Most of the time, the DYP receives reports by telephone. Without a report, the DYP cannot conduct an investigation.

As soon as the DYP receives a report, a brief assessment of the situation is made. If necessary, the DYP can conduct additional checks, for example, by contacting your child's school or daycare. In certain circumstances the DYP might meet with you or your child. Based on the information available at that time, the DYP decides whether to accept or reject the report.

### Report not accepted for evaluation

The intervention of the DYP in a family's life is exceptional and only occurs when the information received allows us to believe that your child's security or development could be compromised for one or other of the reasons presented above. When the DYP considers, from the outset, that there is no reason to retain the report, as is the case, for example, when the facts reported do not justify its intervention, it is nevertheless possible that you or your child may still need help. In such a case, the DYP can inform you of the services available and, if you and your child aged 14 or over so wish, provide you with personalized advice and referrals.

### Report accepted for evaluation

If the report is accepted, the DYP conducts a more in-depth evaluation of your child's situation. Sometimes, immediate protective measures are necessary, in which case the DYP takes immediate action.

Need help? See section 7. Linking up with support resources on page 22 to find out what the DYP can do for you.

The identity of the person who reported a child's situation to the DYP is confidential and may not be disclosed.

## What happens when immediate protective measures are necessary?

Your child may need urgent protection. If this is the case, the DYP must take immediate protective measures for a **maximum period of 48 hours**. Whenever possible, you and your child will be consulted on which measures will be taken.

Depending on the situation, the DYP may decide, for example:

- To remove your child from their family environment
- To place your child with a member of your family, a foster family, or a rehabilitation centre
- To limit your child's contact with you or others

If immediate protective measures are still necessary at the end of the 48-hour period, the DYP may suggest extending them and work with you to reach a provisional agreement covering 30 days. If the situation warrants and with your consent, the agreement can be extended for a further 30 days without referring the matter to the Youth court.

When you or your child (if they are 14 or over) do not agree with the proposed provisional agreement, the DYP must submit the matter to the Youth Court. The Youth Court will then decide if it is necessary to extend the immediate protective measures.

If necessary, immediate protective measures may be applied at any time during the DYP's intervention.

## 2

## Evaluating the child's situation

The DYP's evaluation takes into account:

- The nature, gravity, persistence, and frequency of the reported events
- The age and personal characteristics of your child
- Your ability and will to remedy the situation
- The resources in your community that can help you

If the DYP assesses your child's situation because he or she may have been exposed to domestic violence, the DYP will also consider the following factors:

- The consequences of exposure to such violence on your child
- The acknowledgment of the consequences for your child by the perpetrator of the violence and the means taken by the perpetrator to prevent other situations of exposure to violence, if applicable
- The measures taken by the parent who is not the perpetrator of the violence to protect your child from exposure to such violence and the obstacles to such measures caused by the perpetrator of the violence, if applicable
- The local resources' ability to support you in carrying out your responsibilities as parents
- The order, condition or measure, whether civil or criminal in nature, concerning the security or development of your child

If the DYP evaluates your child's situation because he or she may have been a victim of neglect in connection with the instruction he or she is receiving or in connection with his or her obligation to attend school, the DYP will also take into account the following elements:

- The consequences for your child of not attending school or of being absent from school
- Your child's level of development in relation to his or her age and personal characteristics
- The measures you are taking to ensure that your child receives proper schooling, including the academic supervision your child receives and cooperation with local resources, including school resources
- The local resources' ability to support you and to help your child make progress in his or her learning

After examining these elements, the DYP determines whether or not your child's security or development is compromised.

## **Security or development not compromised**

The DYP may decide that your child's security or development is not compromised. In this case, the intervention ends. However, you or your child may still need help.

Need help? See section 7. Linking up with support resources on page 22 to find out what the DYP can do for you.

## **Security or development compromised**

The DYP may decide that your child's security or development is compromised. The DYP must then intervene to ensure your child's protection.

# 3

## Choosing protective measures

When the DYP decides that your child's security or development is compromised, the DYP must determine the measures to be taken to protect your child, help you remedy the situation, and make sure it doesn't happen again. You and your child (if they are 14 or over) will be encouraged to take part in decisions that affect you.

At this step, there are three possible options: an agreement on short-term intervention, an agreement on voluntary measures, or referral to the court. The DYP will tell you what your rights and obligations are for each scenario.

### Agreement on short-term intervention

The DYP can give you the help you need to protect your child without referring the matter to the court if you and your child (if they are 14 or over) consent to a short-term intervention agreement. For this to be an option, the DYP must believe that with the appropriate help, you will be able to put an end to the compromising situation within 60 days.

You can make such an agreement if you and your child (if they are 14 or over) agree with:

- The DYP's decision that your child's security or development is in danger
- The DYP's proposed measures to remedy the situation

The agreement includes:

- A written commitment by the parents, the DYP caseworker, and the child (if they are 14 or over)
- A description of the situation
- A commitment to work together
- The measures to be taken to correct the situation within no more than 60 days. However, your child cannot be placed in an alternative living environment

You can receive assistance from the integrated centre or other organization.



Once the short-term intervention agreement has been signed, you will meet regularly with your caseworker. They will help you with what you need to do to correct the situation within the 60-day deadline. The agreement cannot be renewed.

If your child's security or development is deemed to be no longer at risk when the agreement expires, the DYP's involvement ends.

If your child's security or development is still at risk when the agreement expires, the DYP must continue to be involved. At that time the DYP will suggest you and your child (if they are 14 or over) make an agreement on voluntary measures or refer the matter to the court.

Before withdrawing from the case or deciding on a different direction, the DYP will meet with you and your child again.

## **Agreement on voluntary measures**

The DYP can suggest an agreement on voluntary measures to give you the help you need to protect your child without referring the matter to the Youth court. You can make such an agreement if you and your child (age 14 or over) agree with:

- The DYP's decision that your child's security or development is compromised
- The DYP's proposed measures to remedy the situation

The agreement includes:

- A written commitment by the parents, the DYP caseworker, and the child (if they are 14 or over)
- A description of the situation
- A commitment to work together
- The measures to be taken to correct the situation

The agreement on voluntary measures can last up to 12 months. At the end of the agreement, the DYP reviews the situation. In certain cases, the agreement may be renewed or amended.

If the parents, the DYP, and the child respect the agreement, the Youth Court's involvement is not necessary.

## Referral to the Youth court

Your child's situation must be submitted to the Youth Court:

- If the DYP concludes that an agreement on voluntary measures or a short-term intervention agreement is not appropriate
- If you or your child (if they are 14 or over) do not agree with the DYP's decision

For example:

- You believe that neither the security nor the development of your child is in danger
- You do not agree on the proposed measures to remedy the situation

In these cases, the Youth Court decides whether or not your child's security or development is compromised after hearing all concerned parties.

If your child is placed with someone else or a foster family, the DYP must tell them about any court hearings on your child's situation and invite them to attend and testify or share their observations with the court.

If the Youth Court believes that the security or development of your child is compromised, it must also:

- Decide which measures are needed to remedy your child's situation and make sure it doesn't happen again
- Determine the duration of these measures

This decision is called a "court order."

# 4

## Implementing protective measures

Once the voluntary measures agreement has been reached, or following the court order, you and your child will meet regularly with a caseworker. He or she will help you put the necessary protective measures in place to correct the situation.

### Intervention plan

To implement the protective measures, your caseworker will develop an intervention plan (IP) with you and your child.

This plan sets out:

- Your needs and those of your child
- The objectives to be attained
- The methods to be used
- The duration of services that the integrated centre offering protection and rehabilitation services must provide

### Individualized service plan

In addition to the IP, an individualized service plan (ISP) may also be drawn up if the collaboration of other resources is needed.

In preparing the ISP, the necessary resources will work with you and your child to identify the objectives and services required.

### Transition to adulthood plan

If your child is 16 or over, the DYP will need to agree with him or her on a plan to prepare for the transition to adulthood.

As parents:

- You have the primary responsibility for your child, even if their situation is being monitored by the DYP
- Your opinion is important in determining the measures needed to correct the situation.
- You have responsibilities and must, whenever possible, actively participate in the application of measures to put an end to the situation that compromises your child's safety or development, and to prevent it from recurring.

You must be given a copy of the IP and the ISP, if there is an ISP.

## What happens when your child is placed in an alternative living environment?

An alternative living environment is somewhere other than the home of either of the child's parents and where the child is placed in accordance with the YPA.

### Options for an alternative living environment

When the DYP or the court decides on protective measures, the priority is to keep your child in his or her family environment, if this is in his or her best interests.

Otherwise, the DYP or court may decide that it is necessary for your child to live temporarily in another environment.

In this case, the DYP or court examines the feasibility of placing your child with people who are significant in their life such as grandparents or other family members. The willingness and ability of these people to care for your child will be taken into account.

If it is impossible or inappropriate to place your child with a significant person, another placement is chosen based on your child's needs. The DYP will encourage your child and his or her siblings to remain in an alternative living environment if this is in his or her best interests.

You and your child (if they are 14 or over) will be consulted on the choice of alternative living environment.

## Maximum placement period

When your child is placed in an alternative living environment, **the decision of whether or not to return your child to their family environment must be made within a certain time limit.**

This period is set in order to meet your child's need for stability and differs according to age:

Child's age	Under 2 years	2 to 5 years	6 years or over
Maximum placement period	12 months	18 months	24 months

During your child's placement, you must receive the help you need and take appropriate means to remedy the situation within the maximum placement period.

If, when the maximum placement period has expired, your child's security or development is still compromised, the Youth Court must consider your child's situation and collect input from everyone involved before deciding on measures to ensure your child's long-term stability. The Youth Court may then decide that your child will not return to their family environment.

If it's in your child's best interest, the court may extend the maximum time your child is placed in a substitute living environment for the following reasons:

- The return of your child to his or her family environment is envisaged in the short term;
- Serious reasons are invoked, such as the fact that services provided for in an agreement or a court order have not been provided.

In certain cases, before the end of the maximum placement period, the Youth Court may decide it is not possible to return your child to their family environment.



When your child is entrusted to a substitute living environment, a return to the family environment is preferred when it is in the child's best interest.

## 5

### Reviewing the situation

Whether or not your child is placed in an alternative living environment, the DYP must periodically review your child's situation. Depending on the findings, the DYP may decide to:

- End its intervention if your child's security or development is no longer compromised
- Propose a new agreement on voluntary measures or submit the matter to the Youth Court
- Reconsider the protective measures chosen

## 6

### Ending the intervention

The DYP's intervention ends when:

- The report is not accepted for evaluation
- Your child's security or development is deemed not compromised or no longer compromised
- Your child turns 18

## 7

### Referring to other resources

When the DYP ends its intervention, you or your child may still need help.

When you need help, the DYP must:

- Provide information on resources available in your region (these may include a CLSC, a community organization, or any other service provider)
- With your consent, advise you and personally direct you to resources by making initial contact and arranging the terms of access with the service provider, including delay to access to the service
- With your consent, transmit relevant information on the situation to the resource to which you are being referred

When your child needs help:

- If your child is under 14, the DYP will inform you of the resources available to help him or her;
- If your child is 14 or over, the DYP will inform you of the resources available to help him or her. If your child agrees, the DYP will inform you of the services and resources available. If your child does not consent to being informed, the DYP will refer your child to the resources and accompany him or her to a meeting with the person who will provide the help he or she needs.



## Information in the child's record

### → If the report was not accepted:

The DYP keeps the information in the child's file for two years or until the child turns 18, whichever comes first

### → If the report was accepted and the DYP's involvement ends after the evaluation:

The DYP keeps the information about the child's situation for five years or until the child turns 18, whichever comes first

### → When the court decides that neither the security nor the development of the child is at risk after the DYP's evaluation:

The DYP keeps the information in the child's file for five years after the decision or until the child turns 18, whichever comes first

### → When the DYP or the court decide that the child's safety or development is at risk:

The DYP keeps the information in the child's file while intervention is ongoing and until the child turns 43

### → When the DYP or the court decide that the child's safety or development is no longer at risk:

The DYP keeps the information in the child's file for five years or until they turn 43

Children aged 14 and over who wish to consult their file will be offered psychosocial support services. From the time a child turns 18, only he or she can have access to the information contained in his or her file. They may also request that their file be destroyed when they reach 25, except in certain exceptional situations ordered by the court.

## Do you have questions?

Feel free to contact the caseworkers at the integrated centre offering protection services that is handling your child's situation for additional information.

Name of caseworker conducting the evaluation: \_\_\_\_\_

Telephone: \_\_\_\_\_

Name of caseworker responsible for applying protective measures regarding your child: \_\_\_\_\_

Telephone: \_\_\_\_\_

Other caseworkers: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Users' committee: \_\_\_\_\_

Telephone: \_\_\_\_\_

Service quality and complaints commissioner: \_\_\_\_\_

Telephone: \_\_\_\_\_

Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

You and your child  
have the right to  
express your opinion  
and take an active  
role in decisions  
that concern you.

# Who do you call?

## Protection services

---

### Bas-Saint-Laurent

1 800 463-9009  
418 723-1255

---

### Saguenay– Lac-Saint-Jean

1 800 463-9188  
418 543-3006

---

### Capitale-Nationale

1 800 463-4834  
418 661-3700

---

### Mauricie– Centre-du-Québec

1 800 567-8520  
819 378-5481

---

### Estrie

1 800 463-1029  
819 566-4121

---

### Montréal

**French-speaking**  
514 896-3100

**English-speaking (Batshaw)**  
514 935-6196  
514 989-1885

---

### Outaouais

1 800 567-6810  
819 771-6631

---

---

### Abitibi-Témiscamingue

1 800 567-6405  
819 825-0002

---

### Côte-Nord

1 800 463-8547  
418 589-9927

---

### Nord-du-Québec

**Eastern portion, Chapais  
and Chibougameau**  
See Saguenay–Lac-Saint-Jean

**Western portion**  
See Abitibi-Témiscamingue

---

### Gaspésie– Îles-de-la-Madeleine

1 800 463-0629  
418 368-1803

---

### Chaudière-Appalaches

1 800 461-9331

---

### Laval

1 888 975-4884  
450 975-4150  
450 975-4000

---

### Lanaudière

1 800 665-1414  
450 756-4555

---

---

### Laurentides

1 800 361-8665  
450 431-6885

---

### Montérégie

1 800 361-5310  
514 721-1811

---

### Nunavik

**Baie d'Ungava**  
1 883 964 2905 ext 874  
819 964-2905 ext 874 (day)  
819 272-5597 (night  
and weekend)

**Baie d'Hudson**  
1 877 535-2345  
819 988-2191 (day)  
819 988-2957 (night)

---

### Terres-Cries- de-la-Baie-James

**Chisasibi**  
1 800 409-6884  
819 855-2844 (day)

**Waswanipi**  
1 800 409-6884  
819 753-2324 (day)

**Conseil de la Nation  
Atikamekw (Communities  
of Manawan and Wemotaci)**  
1 866 477-3933

# NOTES

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---



For more information:  
[Quebec.ca](http://Quebec.ca)