

**REPORTING
A SITUATION
TO THE DYP
IS ALREADY
PROTECTING
A CHILD**

When and how to report?

YOUTH PROTECTION ACT

This document is largely inspired by a brochure entitled « *Signaler, c'est déjà protéger* » which was previously published by Commission des droits de la personne et des droits de la jeunesse.

Ministère de la Santé et des Services Sociaux (MSSS) wishes to thank everyone who helped draft the first version of this guide, published in 2008, and to the revision of its content.

This brochure has been revised by the Direction des services de protection de la jeunesse et de la justice pénale pour adolescents of the MSSS.

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Listen to the child and break the silence

Abandoned, neglected or abused children often keep their secrets and suffering buried deep inside and sometimes fear the consequences of telling someone about what they're going through. Some manage to talk to an adult about their situation while others develop attitudes and behaviours that offer clues about their situation. Unfortunately, many are the victims of their own silence or the silence of those around them.

Protecting children is first and foremost the responsibility of their parents, but it must also be seen as a collective responsibility that requires the mobilization and collaboration of their entourage, community members and local resources.

As a member of a child's family or entourage, you have an important role to play and a responsibility to make sure he or she is protected in his or her best interests. If you work in a daycare, school, hospital, integrated centre*, or community organization, or if you are a police officer, you have an important role to play in identifying and helping children in great difficulty.

This guide is for the general public and for people who work with children, in particular. It is designed to be a tool to provide information and raise awareness by answering the most frequently asked questions when someone wants to report the situation of a child to the Director of Youth Protection (DYP).

Reporting a situation to the DYP is the most important step in protecting a child. When you report a situation of a child to the DYP, you're breaking the silence.

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



Reporting a situation to the DYP
is already protecting a child

Table of contents

To whom does the <i>Youth Protection Act</i> apply?	7
Who is in charge of enforcing the YPA?	7
When must the DYP intervene?.....	8
→ Abandonment (s. 38a)	9
→ Neglect (s. 38b).....	9
→ Psychological ill-treatment (s. 38c).....	11
→ Exposure to domestic violence (art. 38 c.1)	12
→ Sexual abuse (s. 38d)	13
→ Physical abuse (s. 38e).....	14
→ Serious behavioural disturbance (s. 38f)	15
→ Runaway (s. 38.1a).....	15
→ Abandonment by parents after a placement by virtue of the act respecting health services and social services (s. 38.1c).....	15
What should you do if a child confides in you?	16
What does reporting a child's situation to the DYP entail?.....	16
→ Am I required to report?	16
→ Is the identity of the person reporting confidential?	17
→ Can I be prosecuted for reporting?.....	17
→ When must I report?.....	17
→ How do I report?.....	18
What happens after reporting to the DYP?.....	18
→ What happens if the report is not accepted?	19
→ What happens if the report is accepted?.....	19
What is the multisectoral agreement?.....	20
What is the role of the service quality and complaints commissioner?	21
What is the role of Commission des droits de la personne et des droits de la jeunesse regarding reports?	21
Who do I call to report?	22
Report Fact Sheet	23



Every child has a right to the protection, security, and attention that his parents or the persons acting in their stead are capable of providing. Every human being whose life is in peril has a right to assistance.

(Charter of Human Rights and Freedoms, sections 39 and 2)

To whom does the *Youth Protection Act* apply?

The *Youth Protection Act* (YPA) applies to children in situations that endanger or may endanger **their security or development**. It applies to children deemed to be in great difficulty and in need of protection.

Under the YPA, a child is defined as a person under the age of 18. Therefore, teenagers are also covered by the act.

Moreover, the YPA supplements the provisions in the *Civil Code* governing the adoption of a child, these provisions are not discussed in the brochure.

Who is in charge of enforcing the YPA?

The Director of Youth Protection (DYP) is responsible for enforcing the YPA. However, the DYP does not act alone but with a team of caseworkers who carry out a number of duties, including receiving reports, determining whether the report should be accepted for assessing the situation, determining and enforcing corrective measures, and reviewing the child's situation.

The DYP must work with a child and their parents **to end the situation** that is endangering the child's security or development and prevent the situation from **recurring**, while respecting the child's rights. The child's best interests are the primary consideration in any decision made about him or her under the YPA.

There is a DYP in each region of Québec. The DYP works in an integrated centre offering youth protection services and rehabilitation services for youth with adjustment problems.

Under Section 131.20 of the YPA, the government can enter into an agreement with a First nation, a Native community, or a group of communities and create a special youth protection program to better adapt the application of the YPA to the realities of Native life.

Under the terms of an agreement between the Québec government and the Council of the Atikamekw Nation, there is a specific youth protection regime for Atikamekw children in the communities of Manawan and Wemotaci.

The Atikamekw Director of Social Protection performs the role of the DYP. This special youth protection program is called the SIAA (Système d'intervention d'autorité atikamekw).

For more information on the SIAA, visit the Council of the Atikamekw Nation website at www.atikamekwsipi.com/fr/services/service-sociaux-atikamekw-onikam/services/systeme-dintervention-dautorite-atikamekw-siaa.

When must the DYP intervene?

Although parents have the primary responsibility for ensuring their child's protection, they may be dealing with certain difficulties that prevent them from assuming their responsibilities.

The YPA stipulates that the security or development of a child **IS** considered to be in danger in the following situations:

- Abandonment
- Neglect
- Psychological ill-treatment
- Sexual abuse, including sexual exploitation
- Exposure to domestic violence
- Physical abuse
- Serious behavioural problems
- Serious risk of being neglected or sexually or physically abused

Moreover, the YPA stipulates that the security or development of a child **MAY BE** considered to be in danger if the child:

- Runs away
- Has been abandoned by their parents after being placed in foster care by virtue of the Act respecting health services and social services

These two situations are addressed differently because it is not automatically assumed that the child's security or development is in danger or that the child needs protection. However, depending on the circumstances, these situations may require the DYP's intervention.

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.

In the following situations¹, some indicators may help you determine whether you should report the situation of a child. In most cases, a combination of several indicators will lead you to believe that the child's security or development is or may be compromised. However, it is important to stress that the presence of a single indicator is sufficient to justify a report.

1. For each of these situations, the text in italics refers to the text of sections 38 and 38.1 of the *Youth Protection Act*, which define the grounds for endangering situations.

Abandonment (s. 38a)

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

Some indicators:

- Child no longer lives with their parents and has no permanent address
- Child says they were kicked out of the house
- Parents are deceased and no one else has assumed parental responsibilities

Neglect (s. 38b)

1° A situation in which the child's parents or the person having custody of the child do not meet the child's **basic needs**:

- i failing to meet the child's **physical needs** with respect to food, clothing, hygiene or lodging, taking into account their resources;
- ii failing to give the child the care required for the child's physical or mental **health**, or not allowing the child to receive such care;
- iii failing to provide the child with the appropriate supervision or support, or failing to take the necessary steps to ensure that the child receives a proper education and, if applicable, that he attends **school** as required under the Education Act or any other applicable legislation.

2° A situation in which there is a **serious risk** that a child's parents or the person having custody of the child are not providing for the child's **basic needs** in the manner referred to in subparagraph 1 (in terms of physical needs, health, and schooling).

Some indicators:

Neglect in terms of physical needs

- Lack of food or insufficient or inadequate food
- Child seeks out food
- Continual lack of hygiene
- Inappropriate clothing for the season
- Child's living environment is unhealthy
- Child's living conditions are inadequate or pose a risk of injury for the child
- Hazardous substances or objects accessible to the child
- Lack of family home

According to the YPA,
a neglected child is
a child who is deprived
of the things they
absolutely need in order
to develop normally.

Neglect in terms of health

- Severe malnutrition that could lead to health problems
- Untreated illnesses or wounds
- Refusal of or neglect by parents or the person with custody of the child to consult a healthcare professional for the child's essential needs (e.g., mental health problems, dental cavities, developmental delays, or problems with vision, hearing, or motor skills)
- Improper use of medicine that could have serious consequences for the child

Neglect in terms of upbringing: lack of supervision or support

- Lack of age-appropriate stimulation for the child in terms of language, motor, social, or intellectual skills
- Inappropriate choice of caregiver
- Lack of stable routine
- Lack of support by parents or the person with custody of the child
- Insufficient supervision by parents or the person with custody of the child, based on the child's needs

Neglect in terms of education or compliance with the requirement to attend school²

- The child is school age but doesn't go to school.
- The child is often absent for no reason so they are not learning as much as they should.
- What the child learns at home or elsewhere is not teaching them what they need to know to integrate into society.

The notion of serious risk refers to the strong probability that the child is a victim of neglect.

Under the *Education Act*, all children in Québec must attend school starting at age 6 and until the end of the school year in which they turn 16.*

Parents must take steps to ensure their child meets the requirement to attend school.

Before reporting a child's situation, the school principal must:

- Make every effort to ensure the child attends school or another institution in accordance with the *Education Act*
- Take steps to encourage the child and their parents to correct the situation

Before reporting a child's situation, the school board must:

- Contact the parents to find out about the child's situation and how to remedy it

* Native children may be subject to other laws.

2. The DYP intervenes only when parents do not take steps to ensure their child receives a proper education and meets the requirement to attend school.

Psychological ill-treatment (s. 38c)

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

Some indicators:

- Child has low self-esteem or often says they are good for nothing
- Child says they are not allowed to have friends, appears socially isolated
- Child says they feel rejected by parents
- Child seems sad and cries often
- Child often fixates on death (through words or drawings)
- Child says they are exhausted and must work at home
- Child is constantly worried about how their parents will react or says they are afraid of a parent or someone living with them
- Child is exposed to domestic violence (verbal, physical, or psychological violence)
- Child witnesses criminal activities at home
- A teenage girl cannot take part in any activities outside the house unless she has a chaperone
- Parents frequently denigrate the child (e.g., they constantly blame them for things, always criticize and never give praise, make belittling comparisons, use negative nicknames)
- Parents constantly threaten to abandon or place the child with others

In situations where the child is a victim of psychological ill-treatment by someone other than their parents, the DYP only intervenes if parents do not take the necessary measures to put an end to the psychological ill-treatment.

Exposure to domestic violence (art. 38 c.1)

*Domestic violence occurs when a child is exposed, **directly or indirectly**, to violence between his or her parents or between one of his or her parents and a person with whom he or she has an intimate relationship, **including in a post-separation context**, notably **when the child witnesses it or when he or she evolves in a climate of fear or tension**, and when this exposure is likely to **cause him or her harm**.*

Some clues:

- The child confides in you that he has witnessed violence or control between his parents, or between one of his parents and his spouse
- The child expresses fears for the abused parent, is protective or, on the contrary, denigrates him/her
- The child seems insecure at home
- The child and the abused parent are nervous in the presence of the abuser
- Child shows specific sensitivity when an adult raises his or her voice
- Child tends to isolate himself, refusing to open up about his experiences or to bring friends home (family secrecy)
- Child is regularly absent, with little involvement in extracurricular activities
- Poor performance at school due to attention, concentration and memory problems
- Child displays anxiety, fear, hypervigilance
- Child shows signs of depression, low self-esteem, post-traumatic stress
- Child displays adjustment or behavioral problems (e.g., violent reactions to conflicts with peers, manipulation, tendency to lie or disobey, drug use, bullying or victimization)

Sexual abuse (s. 38d)

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

Some indicators:

- Child says they have been subjected to sexual acts
- Child complains of genital pain
- Child exhibits precocious sexual behaviour
- Child has knowledge of sexual behaviours that is not age-appropriate
- Child suffers from a sexually transmitted infection (STI)
- Child mentions pornographic experiences
- Child is afraid to go home, prefers to stay at school or daycare
- Child says their parents do not respect their privacy
- Child refuses to undergo a medical exam
- Child is afraid of a particular adult
- Child displays abrupt changes in their usual behaviour (e.g., sudden drop in academic performance, loss of appetite)
- Child suffers from incontinence, stomach aches, frequent vomiting, nightmares, insomnia
- Child has in their possession objects or money of unknown origin
- A teenager regularly runs away from home
- An adult exhibits an unusual interest in the child

Discovering one's sexuality is a normal step in a child's development. Sometimes, children engage in exploratory sexual games. This is not necessarily an indicator of sexual abuse.

Sexual abuse does not have to be occurring now or have occurred recently to be reported to the DYP. It can be reported even if it happened some time ago. The DYP will decide whether the current consequences of the abuse compromise the security or development of the child and put them at risk of further sexual abuse. In certain cases, the DYP will assess the risk of another child also being sexually abused.

The notion of serious risk refers to the strong probability that the child is a victim of sexual abuse, including sexual exploitation.

All situations believed to involve sexual or physical abuse of a child must be reported to the DYP, regardless of the perpetrator and the steps taken by the child's parents.

Physical abuse (s. 38e)

1° A situation in which the child is the victim of **bodily injury or is subjected to unreasonable methods of upbringing** by his parents or another person, and the child's parents fail to take the necessary steps to put an end to the situation;

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

Some indicators:

- Child presents signs of having been struck, bodily injuries, or unexplained bruises
- Child has one or more unexplained fractures or repeated injuries
- Child says parents hit them for not listening and when things are not going well at school
- Child says parents hurt another child in the family
- Child cries inexplicably
- Child is afraid to go home, prefers to stay at school or daycare
- Child cringes when approached quickly, as if expecting to be hit
- Child is aggressive towards adults or peers
- Child refuses to undergo a medical exam
- Child displays abrupt changes in their usual behaviour (e.g., sudden drop in academic performance, loss of appetite)
- Parents use unreasonable methods to bring up or discipline their child (e.g., use of objects such as a belt or stick, isolation in a closed space for long periods of time)
- Parents give evasive or contradictory explanations about the child's injuries or behaviours
- Parents try to hide child's injuries

In situations where the child is being sexually abused by someone other than their parents, the DYP intervenes only when the parents don't take steps to end the situation.

The notion of serious risk refers to the strong probability that the child is a victim of physical abuse.

Serious behavioural disturbance (s. 38f)

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

Some indicators:

- Child constantly isolates themselves (e.g., passiveness, lack of friends, withdrawal)
- Child displays frequent and uncontrollable aggression and violence
- Child abuses drugs or alcohol or has compulsive gambling problems
- Child engages in self-harm
- Child has suicidal thoughts or demonstrates suicidal behaviour
- Child develops an eating disorder (e.g., anorexia or bulimia)
- Child exhibits inappropriate or risky sexual behaviours
- Child runs away repeatedly
- Child engages in bullying or other forms of intimidation
- Child associates with people who have a bad influence and who accentuate their behavioural problems
- Parents exhibit personal limitations (e.g., too permissive, inconsistent, or strict)
- Parents deny or trivialize the situation
- Parents give up on their child's behaviour

The DYP intervenes **only** in situations where there are indicators of serious behavioural disturbance

and if parents **do not take steps** to end the situation and protect their child

or if the child is aged **14 or older and objects to the proposed support services.**

The DYP **may** also intervene in the following situations:

Runaway (s. 38.1a)

If the child leaves his own home, a foster family, a facility maintained by an institution operating a rehabilitation centre or a hospital centre without authorization while his situation is not under the responsibility of the director of youth protection.

Abandonment by parents after a placement by virtue of the act respecting health services and social services (s. 38.1c)

His parents do not carry out their obligations to provide him with care, sustenance and education or do not exercise stable supervision over him, while he has been entrusted to the care of an institution or foster family for one year.

What should you do if a child confides in you?

- Stay calm in front of the child.
- Listen openly without judging the child.
- Be reassuring.
- Tell the child that they made the right decision by telling you about their problems.
- Assure the child that you believe them or that you take what they are saying very seriously.
- **Do not promise that you will keep the secret.**
- **Do not interrogate the child unduly.** Let the child speak freely, **particularly in cases of sexual and physical abuse, because leading questions could influence the child or create confusion and thus undermine the DYP's ability to intervene.**
- Write down the child's words as soon as possible.

What does reporting a child's situation to the DYP entail?

Reporting a child's situation entails contacting the DYP about a situation you deem troubling based on things the child has told you or attitudes and behaviours exhibited by the child or their parents that lead you to believe the child is in danger or their development is endangered.

You may have concerns about a child but are uncertain whether or not you should report their situation. In such cases, you can contact the DYP, who will be able to answer your questions and guide you through the necessary steps.

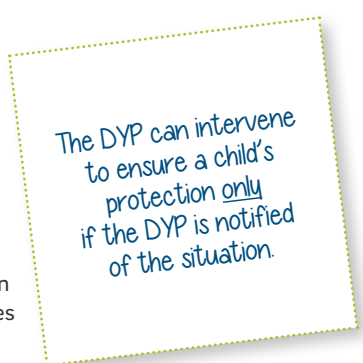
Am I required to report?

The decision to report a child's situation may stir up a slew of emotions. If you have reason to believe that the security or development of a child is or may be in danger due to one or more of the situations described above, it is important that you contact the DYP.

However, the obligation to report differs depending on the role of the person reporting the situation and the situation in itself. The YPA (s. 39 and 39.1) stipulates the following:

Professionals who work with children, employees of institutions in the health and social services network, teachers, people working in a daycare, and police officers:

- **Must** bring to the attention of the DYP any situations covered by the YPA that they encounter while performing their duties
- **Must** report any situation of sexual and physical abuse encountered outside of their duties, even if they deem that the parents are taking steps to put an end to the situation. It is up to the DYP to assess whether these steps are sufficient
- **May** report, when not performing their duties, other situations that may endanger the security or development of a child



The DYP can intervene to ensure a child's protection only if the DYP is notified of the situation.

Other people:

- **Must** report any situation of sexual and physical abuse even if they deem that the parents are taking steps to put an end to the situation. It is up to the DYP to assess whether these steps are sufficient
- **May** report other situations that may endanger the security or development of a child

The obligation to report applies even to people **bound by professional secrecy**, except lawyers and notaries who, in the practice of their profession, receive information concerning a situation that could endanger the security or development of a child.

The person who filed the report may communicate relevant information concerning the child's situation to the DYP, even after the latter has decided to retain the report. The same applies to the person's colleagues who, in the exercise of their profession or duties, were involved in the report (art. 40 LPJ).

It is important to stress that all adults are bound to provide the necessary assistance to children who wish to report a situation that endangers their security or development, that of their brothers and sisters, or that of any other child (s. 42 YPA).

Is the identity of the person reporting confidential?

The YPA protects the act of reporting. No person shall disclose or be compelled to disclose the identity of a person who has reported (s. 44 YPA). Individuals who elect to identify themselves can rest assured that their identity will not be disclosed without their consent.

Can I be prosecuted for reporting?

The YPA stipulates that no person may be prosecuted for providing information in good faith when reporting (s. 43 YPA).

When must I report?

In order to report to the DYP, **it is not necessary to be certain** that a child needs protection. When your own observations or the words or secrets expressed by a child give you **reasonable grounds** to believe that their security or development is or may be in danger, you must **immediately** report the situation to the DYP in accordance with the obligations stipulated in the YPA ([see page 16](#)).

How do I report?

You can report to the DYP **24 hours a day, 7 days a week** by telephone or in writing. Information on how to reach the DYP in your area is given at the end of this brochure.

When reporting the situation of a child, you will be asked to provide certain information. Your cooperation is very important. To this effect, we have provided a [fact sheet on page 23](#) that sets out the information the DYP will need.

- The DYP will ask for your name and contact information as the person report. This information will remain confidential and cannot be disclosed. Although reports may be anonymous, knowing the identity of the person report makes it easier for the DYP to assess the situation and obtain additional information on the child's situation.
- The DYP will ask you to provide any information you have to help identify the child.
- The DYP will ask you to provide any information you have about the child's situation that leads you to believe that their security or development is or may be in danger.

What happens after reporting to the DYP?

You may wonder what happens once you have reported a child's situation. The following explanations are intended to shed light on the steps taken once you have contacted the DYP.

Before coming to a decision, the DYP must analyze the information provided, notably by taking into consideration the following factors (s. 38.2 YPA):

- The nature, gravity, persistence, and frequency of the facts reported
- The child's age and personal characteristics
- The capacity and will of the parents to put an end to the situation in which the security or development of the child is in danger
- The community resources available to help the child and the child's parents

When assessing reports for educational neglect in connection with the schooling a child receives or with the child's obligation to attend school, the DYP will also take the following into account (s. 38.2.1 YPA):

- The consequences for the child of skipping school or absenteeism
- The child's level of development in relation to their age and personal characteristics
- What the parents are doing to make sure their child receives a proper education, in particular, supervising their school work and partnering with local resources, including school resources
- The ability of local resources to support the parents in carrying out their responsibilities and to help the child succeed at school

In the case of a report of exposure to domestic violence, the DYP will also consider the following factors (art.38.2.2 YPA):

- The consequences of exposure to this violence for the child
- the perpetrator's recognition of these consequences for the child, and the steps taken by the perpetrator to prevent further exposure to violence, if any
- The actions taken by the parent who is not the perpetrator of the violence to protect the child from exposure to this violence, and the obstacles to these actions posed by the perpetrator of the violence, if any
- The ability of community resources to support parents in the exercise of their responsibilities
- Any civil or criminal order, condition or measure concerning the child's safety or development

The DYP receives the report, conducts a summary analysis, decides whether it should be accepted for evaluation, and determines the degree of urgency of the intervention.

This analysis can yield two possible decisions:

- The report is not accepted;
- The report is accepted for evaluation.

The DYP must inform the person who filed the report of his decision to retain or not the report for evaluation.

What happens if the report is not accepted?

The DYP's intervention in a family's life is exceptional and only occurs when the information received allows him or her to believe that the child's security or development could be compromised for any of the reasons presented above. If the report is not retained, this may mean that the DYP is already intervening in the situation for the same reasons, but cannot reveal this, or that the situation reported does not require the DYP's intervention. In such a case, the DYP ends his intervention. The information provided by the person who filed the report is important and will be kept for two years or until the child reaches the age of 18, whichever comes first.

However, if new information leads you to fear for the child's safety or development, you can file another report with the DYP at any time.

What happens if the report is accepted?

The DYP must evaluate the child's situation and living conditions and decide whether their security or development is in danger.

This evaluation can yield two possible decisions:

- The security or development of the child is not in danger.
- The security or development of the child is in danger.

When the security or development of the child is not in danger, the DYP's intervention ends. The DYP must notify you, the child, and their parents of the decision. The information gathered will be kept for a period of five years or until the child has reached 18 years of age, whichever comes first.

When the security or development of the child is in danger, the DYP takes charge of the child's situation and must determine the measures to implement to ensure the child's protection and help the parents to correct the situation.

If you reported a child's situation as a professional who works with children, an employee of an institution in the health and social services network, a teacher, a person working in a daycare, or a police officer, the DYP must inform you that the child's situation is being addressed.

If the report is not accepted or if the security or development of the child is not in danger, it is possible that the child or their parents may still need help. In this case, the DYP must provide the child and their parents with information on the resources available in their region (local community service centre [CLSC], community organizations, etc.) and how to access them. In addition, with the parents' and child's consent, the DYP must make a personalized referral to these resources.

What is the multisectoral agreement³?

The Multisectoral Agreement is an agreement between the DYP, the police and the judiciary to coordinate their actions in certain situations, for example when there is reasonable cause to believe that the security or development of a child is compromised and that a criminal act has been committed against him or her. These situations include:

- Children who are victims of **sexual abuse, including sexual exploitation**
- Children who are victims of **physical abuse**
- Children who are victims of **severe neglect**

The school and daycare environments are also involved in intervention and cooperation when such a situation arises in one of these environments or involves a member of their staff.

The aim of the Multisectoral Agreement is to guarantee better protection for children, provide them with all the help they need, and make sure that all partners work together effectively, while respecting each other's roles and missions.

3. Entente multisectorielle relative aux enfants victimes d'abus sexuels, d'abus physiques ou de négligence grave, MSSS, 2022.

What is the role of the service quality and complaints commissioner?

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

The commissioner is responsible for receiving and handling complaints about the services provided. Complaints can concern issues such as:

- Access to services
- Quality of the services provided
- Relations with youth centre workers
- Respect for users' rights

The commissioner cannot intervene in the DYP's decisions whether or not to retain or not a report or to declare that the security or development of a child is in danger. However, the commissioner can make sure the procedures leading up to the decision are compliant. The commissioner has the power to recommend any measures to improve the quality of the services provided to a specific user or to all users as a whole.

For information on how to reach your service quality and complaints commissioner, contact the integrated centre that is handling your situation.

What is the role of Commission des droits de la personne et des droits de la jeunesse regarding reports?

Commission des droits de la personne et des droits de la jeunesse (CDPDJ) is responsible for upholding the rights of children, as recognized by the YPA and the *Charter of Human Rights and Freedoms*.

It intervenes when it has reason to believe that a child's rights have been violated, including in the context of a report to the DYP.

It may recommend any measure to rectify the situation.

It may also file a claim with a tribunal if the recommendations are not followed within the established time limit or if the child's rights have been violated by persons, bodies, or institutions.

If you have any questions about children's rights or wish to request an intervention, you can contact CDPDJ by phone at **1 800 361-6477** or visit its website at cdpdj.qc.ca.

Who do I call to report?

Youth 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

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)**
1 877 477-3933

**In case of emergency,
dial 911.**

Report Fact Sheet

This fact sheet is a tool to help guide you through the process of reporting a child's situation. It will help you gather as much useful information as possible to submit to the DYP when you report.

You are not required to be able to answer all of the questions below to report a child's situation. They are provided for information purposes only.

What is the child's identifying information?

- What is the child's name? _____
- What is the child's date of birth or age? _____
- What is the child's address? _____
- What is the child's telephone number? _____
- What is the name of the child's mother? _____
- What is the name of the child's father? _____
- Who does the child live with? _____
- What school or daycare does the child attend? _____
- Are there other children concerned by this situation? _____
- If so, what are their first and last names and dates of birth or age? _____

What are the facts that have raised concerns?

- Statements or secrets confided by the child _____
- Actions or attitudes of the child or parents _____
- Injuries or bruises observed on the child _____

What is the nature of these facts?

- Do these facts occur frequently? _____
- Are these facts past or current? _____
- Have the facts you are reporting been happening for a long time? _____
- Do you believe the child is in any danger? _____
- Have you witnessed these facts personally? _____

What are the child's vulnerability factors?

- What impact do you believe the events you reported have on the child? _____
- Does the child have a physical or mental disability? _____
- How has the child reacted to the situation? _____
- Does the child have personal characteristics (strengths or weaknesses) you feel the DYP should know about? _____

How able and willing are the parents to address the situation?

- Are the parents aware of the problematic situation? _____
- Do the parents have personal characteristics (strengths or weaknesses) or problems you feel the DYP should know about (e.g., alcoholism, drug addiction, compulsive gambling, mental health problems, violent behaviour)? _____
- Have the parents tried to seek help to correct the situation?

Do you know if the child or parents have already received help from community resources?

- Is there someone around the child that can help the child or their parents (extended family, spouse, neighbour, friend, etc.)? _____
- Are there resources that have already intervened with the child or their parents (CLSC, daycare, school, community organizations, etc.)? _____

For situations of sexual or physical abuse only

- Do you know who the suspected perpetrator of the abuse is (father, mother, brother, sister, spouse, extended family member, another adult, another minor)? _____
- What is the name and age of the suspected perpetrator? _____
- Is the child still in contact with this person? _____
- Have the police been notified? _____

It could be useful to note down the **name of the DYP caseworker** with whom you communicated.

You can consult this brochure at the following websites:

Ministère de la Santé et des Services sociaux: msss.gouv.qc.ca,
by clicking [Publications](#)

Commission des droits de la personne et des droits de la jeunesse:
cdpdj.qc.ca

Reporting a child's
situation to the DYP
is already protecting
a child.

NOTES

For more information:
Quebec.ca