



Frequently Asked Questions on Children's Wellbeing and The Role of Child & Family Services (CFS)

➤ What is CFS? What is the Role of CFS?

A child and family services (CFS) agency is the service delivery part of the CFS system. When children or families need the services of an agency, there is a way to help families decide which Authority might meet their needs best. Once a family makes a choice, the Authority assigns an agency to work with them.

➤ What is Child Abuse?

Child abuse is an act that results in serious harm /risk of harm, including physical or emotional abuse, exploitation or death, inflicted by a parent, caregiver, or other person who has responsibility for the child.

For more information visit <https://www.gov.mb.ca/fs/childfam/index.html>

➤ Types of Abuse?

- ❖ **Physical abuse:** This consists of a non-accidental physical injury from beating, kicking, shaking, throwing, or otherwise harming a child.
- ❖ **Sexual abuse:** This consists of any sexual act on a child by an adult or older child, with or without force or threat of force, such as verbal seduction or abuse, anal or vaginal intercourse, oral sex, or manual stimulation.
- ❖ **Emotional abuse:** This consists of behaviour that impairs a child's emotional development or sense of self-worth, such as constant criticism and threats.
- ❖ **Psychological abuse:** This consists of behaviour that affects a child's sense of worth, such as harsh demands and yelling.

For more information visit <https://www.gov.mb.ca/fs/childfam/index.html>

➤ What is neglect?

When a care provider fails to provide basic needs to a child. This includes:

- ❖ Adequate food
- ❖ Clothing
- ❖ Shelter
- ❖ Education



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- ❖ Supervision
- ❖
- ❖ Medical care
- ❖ Mental/social well-being
- ❖ Safety

For more information visit <https://www.gov.mb.ca/fs/childfam/index.html>

➤ **Some Signs of Child Abuse**

- ❖ Bruises
- ❖ Difficulty Connecting with Others
- ❖ Avoiding a Specific Person or Place
- ❖ Difficulty Walking or Sitting
- ❖ Feeling of Shame or Guilt

For more information visit <https://www.gov.mb.ca/fs/childfam/index.html>

➤ **The Child and Family Services Authorities**

Four Child and Family Services Authorities manage child and family services throughout Manitoba.

- **Metis Child and Family Services Authority** – Generally, the Metis Child and Family Services Authority manages child and family services for Metis and Inuit people.
- **First Nations of Southern Manitoba Child and Family Services Authority (Southern First Nations Network of Care)** – Generally, the Southern First Nations Network of Care manages child and family services for members of, or people who identify with, a southern First Nation.
- **First Nations of Northern Manitoba Child and Family Services Authority** – Generally, the First Nations of Northern Manitoba Child and Family Services Authority manages child and family services for members of, or people who identify with, a northern First Nation.
- **General Child and Family Services Authority** – The General Child and Family Services Authority manages child and family services for everyone who is not covered by another CFS Authority.



➤ **What are some key provincial Acts (statutes) applicable to the delivery of child and family services (including adoption services) in Manitoba?**

- ❖ The Adoption Act.
- ❖ The Child & Family Services Act
- ❖ The Child & Family Services Authorities Act
- ❖ The Family Maintenance Act
- ❖ The Financial Administration Act
- ❖ The Freedom of Information and Protection of Privacy Act
- ❖ The Intercountry Adoption (Hague Convention) Act
- ❖ The Ombudsman Act
- ❖ The Personal Health Information Act
- ❖ The Social Services Administration Act

➤ **What is the Apprehension of Children?**

When an agency believes it is necessary to remove a child from the family home to protect the child, it can act without the agreement of the parents. This removal of the child (apprehension) can be done without a warrant or court order. If, after apprehending the child, the agency decides the child should not be returned to the family home, it must file an application with the court within four working days for a protection hearing to be set.

When an agency believes a child is abused or in danger of being abused, the agency may ask the court for an order to remove the suspected user of violence from the home, or an order preventing the suspected user of violence from having any contact with the child. Such an order may prevent apprehension of the child or could allow the child to be returned home.

For more information visit:
<https://www.gov.mb.ca/familylaw/safety/protection-of-children.html>

➤ **What is the Protection of Children?**

The Child and Family Services Act provides services to protect children and help parents care for their children. These services include counseling, education, financial assistance, homemaker and day care services.

Anyone with reason to believe a child is in need of protection must report the situation to the child's parent or guardian or to a child and family services agency. If a child is in need of protection because of the actions of their parent or guardian, or if the parent or



guardian is unknown, then the report must be made to an agency. Child and Family Services agency offices are listed in the Resources section of this website.

In situations involving suspected physical or sexual abuse, child and family services agencies and the police must share information and work together. The Victim Services Branch provides support to child victims and addresses the special needs of children who must give evidence in court.

Call toll free 1-866-4VICTIM (1-866-484-2846) to be connected to the victim services worker in your area.

For more information visit:
<https://www.gov.mb.ca/familylaw/safety/protection-of-children.html>

➤ **What can parents do to protect their children?**

If one parent believes their spouse or ex-spouse, or partner or ex-partner, is threatening a child's safety, the police or an agency should be contacted immediately. The concerned parent should consider applying for a civil order of protection, a peace bond or other protective measures. If the alleged user of violence has primary parenting time of the child or court ordered parenting time with the child (visitation), the court may consider changing primary parenting time, or changing or eliminating periods of parenting time if the judge believes it is in the best interests of the child. The concerned parent should contact a lawyer for advice and help with parenting time (custody or access) issues.

For more information visit:
<https://www.gov.mb.ca/familylaw/safety/protection-of-children.html>

➤ **How do laws protect children?**

Civil law in Manitoba allows the province to intervene to protect children. The Child and Family Services Act requires child and family services agencies and the police to take action to protect children. A child in need of protection is one whose life, health or emotional well-being is endangered by the actions or omissions of a person.

Children are also protected under criminal law. The Criminal Code of Canada has a number of provisions to protect children and punish offenders. These include criminal negligence, assault and sexual assault, and sexual offences against children.



For more information visit:
<https://www.gov.mb.ca/familylaw/safety/protection-of-children.html>

➤ **What is court like for victims of child abuse?**

In Winnipeg, criminal court cases involving child abuse can be held in a special child-friendly courtroom, designed to make children feel as comfortable as possible. The witness box accommodates the presence of a support person during testimony. In addition to brightly coloured furniture, the courtroom is equipped with a closed-circuit television and other useful aids in helping young, vulnerable witnesses testify. Right beside the courtroom is a child's waiting room with an attached bathroom, games, toys, a television with closed captioning capacity and a TTY deaf-access telephone line.

For more information visit:
<https://www.gov.mb.ca/familylaw/safety/protection-of-children.html>

➤ **How do I report a critical incident involving a child in care?**

Those providing care for a child at a family residence, place of safety and volunteers may report an incident by phone (to the Director at 204-945-5320 if the agency is not known). Report all known information within one hour of the critical incident becoming known.

If the information is received in the evening or on a weekend, the report must be made by 10:00 A.M. the next working day. This agency report may be via fax or e-mail on the Critical Incident Report form for agencies.

For more information visit: <https://gov.mb.ca/fs/cfsmanual/1.7.4.html>

➤ **Who do I contact if I want information about adoptions?**

You can contact a Child & Family Services (CFS) centre agency or a licensed adoption agency in Manitoba. Call 1-888-834-9767 to find more information on CFS agencies, or click on the links below.

<https://www.gov.mb.ca/fs/childfam/cfsagencies.html>

<https://www.gov.mb.ca/fs/childfam/cfsagencies.html#adoption>



➤ **What is the contact information for centralized intake?**

204 944 4200

➤ **How do I get help if I am a grandparent?**

In December 2006, Manitoba's Child and Family Services Act was amended to specifically address grandparents' rights to apply for access. The legislation specifically recognizes that children can benefit from a positive, nurturing relationship with their grandparents. It also outlines possible kinds of access that can be granted and some of the factors the court may consider in deciding whether access is in the child's best interests.

For more information on Manitoba laws on grandparents' access refer to Family Law - Family Access to Children. For further information on the best interests of the child, refer to The Child and Family Services Act.

➤ **How do I get help if I am a parent?**

Links to parenting resources, financial help and a number to call to access CFS services:

❖ **Addictions Foundation of Manitoba**

1031 Portage Avenue
Winnipeg MB R3G 0R8
204-944-6200

Offers various options for education and addiction-related support, including residential treatment for youth.

❖ **ANCR (All Nations Coordinated Response)**

835 Portage Avenue
Winnipeg, MB R3G 0N6
204-944-4200

Services include prevention and programs to ensure that children and families receive the support they need, and children are safe from abuse and neglect. ANCR can assist with accessing a CFS agency for ongoing services and support.

❖ **Andrews Street Family Centre**

220 Andrews Street
Winnipeg, MB R3G 2P1



204-589-1721

Adult and children's programs, including family support, parent mentoring, facilitating access to resources and referral for substance abuse treatment, drop-in and other resources.

❖ **Aurora Family Therapy Centre**

The University of Winnipeg
Sparling Hall 2nd Floor
515 Portage Avenue
Winnipeg, MB R3B 2E9
204-786-9251

Offers therapy to families, children, couples and individuals on an ability-to-pay basis. Project 9000 offers these supports free to families at risk of their children coming into contact with CFS (6-12 sessions). Families for Project 9000 are referred from CFS All Nations Coordinated Response (ANCR) and all Manitoba CFS agencies.

❖ **Manitoba Advocate for Children and Youth**

100-346 Portage Ave
Winnipeg, MB R3C 0C3
204-988-7440

Represent the rights, interests and viewpoints of children and youth who are or who should be receiving services as described under The Child and Family Services Act.

❖ **Employment and Income Assistance**

1-111 Rorie Street
Winnipeg, MB R3B 3N1
204-948-4000

Financial, employment and pre-employment support for Manitobans who are experiencing difficulty supporting themselves or their families.

❖ **Family Dynamics**

401-393 Portage Avenue
Winnipeg, MB R3B 3H6
204-947-1401

Counselling, in-home family support and parent coaches, child care resources, family preservation, anger management and parenting groups, including those for newcomers and refugees. Operates Community Family Resource Centres in partnership with Manitoba Housing Authority.

❖ **Ka Ni Kanichihk Inc.**

455 McDermot Ave
Winnipeg, MB R2A 0B5



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204-953-5820

Aboriginal focused programs, services & resources that focus on wholeness and wellness, and which build on the strengths and resilience of Aboriginal people and families.

❖ **Law Phone-In and Lawyer Referral Program**

Phone Calls Only

Winnipeg, MB

204-943-2305

Provides general legal information via telephone.

Referrals made to appropriate law and lawyer- related agencies.

❖ **Legal Aid Manitoba**

287 Broadway

Winnipeg, MB R3C 0R9

204-985-8500

Offers legal help to low income persons, including divorce, child custody, maintenance enforcement, etc.

❖ **Legal Help Centre**

202-393 Portage Avenue

Winnipeg, MB R3B 3H6

204-258-3096

Legal information and referrals. Drop-in clinics are available to those with family incomes under \$50,000/year.

❖ **The Link (formerly Macdonald Youth Services)**

175 Mayfair Avenue

Winnipeg, MB R3L 0A1

204- 477-1722

Offers residential placement and community support services focused on youth and older adolescents, including the Youth Crisis Stabilization System and the Mobile Crisis Unit.

❖ **Ma Mawi Wi Chi Itata Centre Inc**

445 King Street

Winnipeg, MB R2W 2C5

204-925-0300

Operates 3 Community Care Centres to provide culturally relevant prevention and community-based support programs, intended to strengthen Aboriginal families (personal development, drop-in, crisis intervention, child care, respite, emergency services, family violence etc.).



❖ **Manitoba Housing Authority**

352 Donald Street

Winnipeg, MB R3B 2H8

204-945-4663

Offers affordable and subsidized rental housing options for low to moderate income individuals and families.

❖ **Native Women's Transition Centre Inc.**

105 Aikins Street

Winnipeg, MB R2W 4E6

204-989-8240

Aboriginal program that helps women and their children achieve stability and healing from domestic violence.

❖ **New Directions for Children, Youth, Adults and Families**

500 - 717 Portage Avenue

Winnipeg, MB R3G 0M8

204-786-7051

Services include individual, couple & family counselling, education, training, advocacy and parenting support and residential care resources.

❖ **Pregnancy and Family Support Services**

555 Spence Street

Winnipeg, MB R3B 2R9

204-772-9091

Provides programs for families at risk such as pre-natal enrichment, parenting classes and adult drop-in services.

❖ **Rehabilitation Centre for Children**

633 Wellington Crescent

Winnipeg, MB R3M 0A8

204-452-4311

Stepping Out Saturdays (SOS) offers Saturday day camps in Winnipeg, Brandon, Little Grand Rapids and Thompson, to provide social support and respite for children, youth and their families affected by Fetal Alcohol Spectrum Disorder (FASD).

❖ **Villa Rosa**

784 Wolseley Avenue

Winnipeg, MB R3G 1C6

204-786-5741



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Peri and post-natal resources and services to mothers and their infants, as well as assisting new mothers to acquire parenting skills, learn life skills and providing community support.

- Manitoba Friendship Centres - your local Friendship Centre might also offer programs and services to support children, youth and families:

- ❖ **Brandon Friendship Centre**

836 Lorne Avenue
Brandon, MB R7A 0T8
Phone: 204-727-1407

- ❖ **Dauphin Friendship Centre**

210 1st Avenue NE
Dauphin, MB R7N 1A7
Phone: 204-638-5707

- ❖ **Elbert Chartrand Friendship Centre**

1413 Main Street
Swan River, MB R0L 1Z0
Phone: 204-734-9301

- ❖ **Flin Flon Aboriginal Friendship Centre**

57 Church Street
Flin Flon, MB R8A 1K8
Phone: 204-687-3900

- ❖ **Lynn Lake Friendship Centre**

625 Gordon Avenue
Lynn Lake, MB R0B 0W0
Phone: 204-356-2407

- ❖ **Ma-Mow-We-Tak Friendship Centre**

4 Nelson Road
Thompson, MB
Phone: 204-677-0960

- ❖ **Portage La Prairie Friendship Centre**

20 - 3 Street NE
Portage la Prairie, MB
Phone: 204-239-6333

- ❖ **Riverton And District Friendship Centre**



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Head off: 117A St. Anne's Rd, Winnipeg, MB R2M 2Z1
53 Laura Avenue
Riverton, MB R0C 2R0
Phone: 204-378-2800

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❖ **Selkirk Friendship Centre Inc**

425 Eveline Street
Selkirk, MB R1A 2J5
Phone: 204-482-8656

❖ **The Pas Friendship Centre**

103 Edwards Avenue
The Pas, MB R9A 1K7
Phone: 204-627-7500

❖ **Indian & Metis Friendship Centre of Winnipeg**

Address: 45 Robinson Street
Winnipeg, MB R2W 5H5
Phone: 204-582-1296

➤ **Who do I contact if I have a question or complaint about child and family services?**

The Authority oversees all the work and services done by its agencies and has the job of making sure services work for children and families. In this role, each agency and its oversight Authority has an inquiry, complaint and resolution process.

When you have a question or concern about the services that a child and family service agency is providing, the best way to start is by talking with the CFS worker assigned to you. If you still have concerns or a complaint after talking to your worker, talk to your worker's supervisor or the director of the CFS agency. If none of these give you the help you were looking for, then you can also call the CFS Authority.

If none of these are helpful to you, then you still have more ways available to help with your question or concern. These are the Child and Family Services Branch, the Manitoba Advocate for Children and Youth, the Manitoba Ombudsman, and the Minister of Families. Each of these has a duty to listen to you and help you to work out your concern or complaint.