

What Can I do if I Have a Complaint?

The Children's Aid Society of Toronto (CAST) must address complaints brought forward by youth, including situations where it is ceasing financial supports, or changing the level of financial or non-financial supports provided. When you first sign an RSG agreement, renew an agreement, and if you are not happy with the service you are receiving, your Worker must provide you with written information on CAST's complaints process and inform you of the Ontario Ombudsman's complaints process.

Should you have a complaint, the following Dispute Resolution Process applies:

Step One

When you make a complaint to your Worker by phone, text, letter, email or verbally, your Worker will try to resolve the matter with you. You may bring a support person to any meeting or have a support person report your concerns on your behalf. You will not incur negative consequences for making a complaint. RSG supports will continue during the complaint process. If an agreeable solution is not reached, then your Worker will inform their Supervisor of the complaint. You can also bring your concerns directly to the Supervisor.

Step Two

When a Supervisor is advised of your complaint, they will discuss the concern with you by phone or in person with the intent of reaching an agreement. The Supervisor will provide you with a written summary of the discussion/resolution.

Step Three

Should you not agree with the resolution, please inform the Worker and Supervisor and arrangements will be made for a review of the decision. A meeting will be set with the Director or Assistant Director to discuss your concerns with the goal of reaching a solution. The Director or Assistant Director will provide their decision in writing following the meeting.

Contact the Manager of Client Services at 416-924-4646 ext. 2103 or managerclientservices@torontocas.ca if these steps have not been helpful and/or to discuss other available complaint options.

You can also contact the Ontario Ombudsman office at any time:

Website: Ombudsman.on.ca Telephone: 416-325-5669 or TTY 416-325-2648

Email: cy-ej@ombudsman.on.ca



Ready Set Go

Program information
for youth ages 18-22

As of August 2023



torontocas.ca



416.924.4646

Am I Eligible for the Ready, Set, Go (RSG) Program?

You are eligible if you were:

- In Extended Society Care on your 18th birthday
- In a formal Customary Care Agreement or Voluntary Youth Services Agreement (VYSA) immediately prior to your 18th birthday
- In Extended Society Care then placed in the legal custody of a caregiver through a court order until your 18th birthday
- Married before the age of 18 and in Extended Society Care or placed in the legal custody of a caregiver, immediately before your marriage

AND you agree to sign an RSG Agreement and Youth Plan.

Important Features of the RSG Program:

- Eligible youth can receive support and services from the age of 18 to their 23rd birthday
- Provides services and support to youth to prepare them for transitioning to adulthood, with the youth's views and perspective being central
- Services offered will be based on the youth's needs, identity, culture, and/or traditions
- Connections to community and extended family are considered and supported
- Financial support is provided based on the youth's age, income, school enrollment and other factors
- An individualized Youth Plan with goals that may include health/well-being, self-advocacy, housing, and education/training/employment
- Supports will be provided even if the youth does not meet the goals identified in their Youth Plan

Worker Name: _____

Phone number: _____

Email address: _____

In what situations am I not eligible for financial supports under the RSG Program?

You are not eligible for financial supports if you are:

- Receiving financial assistance under the Ontario Works Act, 1997
- Receiving income support under the Ontario Disability Support Program, 1997
- Living with a caregiver who is receiving financial assistance under the Stay Home for School Policy
- Living with a caregiver who is receiving a targeted subsidy from a society
- Receiving employment income that is above the threshold established by the Ministry of Children, Community and Social Services

Even if you are not eligible for financial supports, you are still eligible for other supports under the RSG Program.

Can my RSG Agreement be terminated?

The agreement can be terminated if you no longer want RSG support. A request to terminate an RSG agreement must be provided in writing, with three months' notice to either party. During these three months, the supports in the agreement will continue to be provided.

Please note, if you choose to not have contact with your Worker for a period of three months, this may impact your financial supports.

Supervisor Name: _____

Phone number: _____

Email address: _____