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**Discuss the problem with your case worker.** Sometimes people disagree because of a misunderstanding. Discussing the problem so that both people understand what is being said can often solve it.

2

**Contact your case worker's supervisor.** If your problem was not solved by talking with your case worker, you may contact their supervisor who will try to help you and the case worker reach an agreement.

3

**Appeal to the Regional Program Manager, Service Centre Manager, or the Regional Director.** If you are still not satisfied after speaking with the supervisor, you may go one step further by contacting one of the above individuals.

4

**Contact the Minister of Social Services.** If you still cannot come to an acceptable solution to the problem, you may contact the Ministry of Social Services. You can write to the Minister at:

Minister of Social Services  
Room 346  
Legislative Building  
Regina, SK S4S 0B3

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**Contact the Children's Advocate.** The job of the Children's Advocate is to look into concerns brought to his or her attention by children and young people who are receiving services from the provincial government. Anyone, including children, may contact the Children's Advocate at:

315 25th Street East  
Saskatoon, SK S7K 2H6  
Tel: 306-933-6700  
Toll free: 1-800-322-7221

## Contacts

The names and telephone numbers for people that you may need to call are:

### Case Worker

Name: \_\_\_\_\_

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

### Unit Supervisor

Name: \_\_\_\_\_

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

### Program Manager/Service Centre Manager

Name: \_\_\_\_\_

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

### Regional Director

Name: \_\_\_\_\_

Address: \_\_\_\_\_

### Others: (Legal Aid, Foster Parents)

Name/Organization: \_\_\_\_\_

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

Name/Organization: \_\_\_\_\_

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

**Children's Advocate: 1-800-322-7221**



Saskatchewan  
Ministry of  
Social  
Services

# Your Right to Appeal



Visit us on our web site and follow the links:  
[www.socialservices.gov.sk.ca](http://www.socialservices.gov.sk.ca)

FAM-5 Updated 02/10

*We, at the Ministry of Social Services, want to do what is best for your family. Sometimes you may not agree with what we do or say. This pamphlet will give you information about what you can do if you do not agree.*

One of the main goals of Social Services is to ensure the safety and well-being of Saskatchewan children, youth and families. To reach this goal, the ministry, through its Child and Family Services Division, offers a range of programs and services, including:

» **Child Protection Services**

The law requires that anyone who believes a child may be neglected or abused must report their concerns to Social Services, First Nations' Child and Family Services Agency or police.

When a report is received, ministry staff must investigate if there is reason to believe the child is in need of protection. If the investigation shows that parents are not properly protecting, caring for or supervising their children, the ministry will work with the family to try to solve the problems.

» **Alternate & Foster Care Services**

Although it is our goal to work with children and families while the children remain in the home, it is not always possible. In these situations, it is best for everyone if the child and the family live apart for awhile. Usually, this is temporary, and ministry staff work to return the child to the family home.

Sometimes, however, a long-term placement outside the home is necessary.

» **Adoption Services**

The ministry will place children for adoption at the request of a birth parent(s), or when a young child is made a permanent ward of the Minister of Social Services.

» **Services to 16 and 17 Year Olds**

Sometimes parents of 16 or 17 year olds refuse to take responsibility for them any longer and/or they will not allow the youth to live at home. The ministry will work to keep the family together. If that is not possible, the ministry and the youth may sign a voluntary agreement to have the ministry provide the necessary care and supervision.

**Services to Special Needs Children and Youth**

Through its Community Living Division, the ministry provides support services to families who need assistance because their child has a developmental disability. These services are provided when parents ask for them.

**How We Provide Services**

Because we understand the importance of family, we use a "family centered" approach to providing services. This means that, if it is possible and safe to do so, our staff want to work with children and youth and while they remain with their families.

Having someone come into your home to talk to your family is not easy. You may feel angry, uncomfortable or embarrassed. Ministry staff will try to avoid disrupting the family.

Together with your child (if he or she is old enough) and the ministry case worker, you may help to set out a plan for your child and your family. Your family situation, culture, relationships with friends and relatives and your community will also be considered.

The plan, which everyone must agree upon, will include:

- » goals for your child and family;
- » what each family member will do to reach the goals;
- » what the case worker will do to help you reach the goals; and
- » a date for achieving the goals.
- » The case worker will explain your rights and responsibilities to you.

**When You Disagree**

If you do not agree with the way you and/or your family were treated, the decisions that were made, or the services offered to you or members of your family by Social Services, you can take the following steps to try to have the conflict settled.