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cfsge.ca

February 7, 2023

Adam Newton
34 Somerset Drive
Port Dover, ON N0A 1N7

Sent By Email: adam_newton79@yahoo.com

Dear Mr. Newton,

Re: Internal Complaint Review

This will confirm following your written complaint received December 22, 2022, the Society's Internal Complaints Review Panel (ICRP) scheduled a meeting with you on January 24, 2023. The purpose of the meeting was for the Panel to hear your concerns regarding the services you have received from the Society.

In addition to meeting with you, the Panel undertook a review of your written complaint, prepared statements, and internal records related to work with your family.

After our meeting and review of the above noted information, the Panel categorized your concerns into six main themes.

1. Adherence to the Society's internal complaint procedure.
2. Transparency and information sharing with you, including information related to your daughter's counseling.
3. The outcome of the child protection investigation, information utilized to inform the assessment and defining the balance of probability.
4. Acknowledgement of the results of the psychological risk assessment completed.
5. Society support with facilitating supervised visits with your daughter.
6. Location and observations of your daughter while in her mother's care.

Below, please find the Panel's findings and recommendations.

1. Adherence to the Society's internal complaint procedure.

The Panel recommends the Society ensure staff are aware of the complaint procedure and when concerns are being elevated, complainants are aware of their right to meet in person or virtually with a Manager or Director of Service. The Panel recommends in circumstances where the family's involvement may have changed workers, all involved Managers participate in the complaint meeting to ensure consistency of information sharing and recommendations. The Society believes you could have benefitted from meeting with both involved managers after the completion of your investigation to discuss next steps.

2. Transparency and information sharing with you, including information related to your daughter's counseling.

The Panel recommends all families at the first point of contact understand the investigative process and are regularly provided ongoing updates as to the status of the Society's assessment.

Further, the Panel appreciates your concern for your daughter's mental health and recommends all information regarding your daughter's wellbeing, including the status of counseling, is shared with you in accordance with your parental rights.

The Panel recommends a review of both practices related to information sharing occur with the investigative department.

3. The outcome of the child protection investigation, information utilized to inform the assessment and defining the balance of probability.

During the complaint meeting and through your correspondence submitted to the Society, you expressed many concerns about the outcome of the investigation and the information utilized to support this. The Panel heard concerns about the timing of the recording, the validity of the recording, potential coaching and alienation by the mother as well as ongoing defecation/toileting issues by your daughter which had been previously documented and reviewed with your family doctor. The Panel also heard concerns about information sources and the lack of communication with your identified supports.

When completing an assessment, the Ontario Child Protection Standards (Ministry of Children and Youth Service, 2016), indicates the verification decision is determined by “Balance of Probabilities or More Probable Than Not.” The Standards further states, “the verification decision is made on the basis of a balance of probabilities. The child protection worker assesses the evidence to make a decision about whether the original or new child protection concerns are more likely to be true than not true. In assessing the evidence, the worker must consider two issues: 1. Whether the evidence gathered and reviewed by the child protection worker is credible. 2. Whether the evidence gathered and reviewed by the child protection worker is pervasive.”

After a thorough review of all current information, the Panel recommends a change to the verification outcome regarding the eligibility coding of sexual harm – primary caregiver from verified to inconclusive.

The Panel recommends a records correction be made to the verification decision and all parties involved receive correspondence to reflect the revised outcome of the investigation and updated position related to your parenting time.

4. Acknowledgement of the results of the psychological risk assessment completed.

The Panel recommends the outcome of the assessment is documented in a formal supervision note in the case record.

The Panel recommends CFSGE reimburse you for the costs incurred as a result of completing the assessment.

Further following review of the assessment and in accordance with the Panel’s other findings, the Panel recommends the current worker and manager consider removing all barriers imposed by the Society regarding visits between you and your daughter including the requirement for supervision.

5. Society support with facilitating supervised visits with your daughter.

The Panel recommends a plan is implemented as soon as possible to transition to less intrusive visit options including in-home, unsupervised visits as these would be more natural and beneficial to the child. The Panel recommends the current worker provide you with support to facilitate your parenting time until you are able to implement an alternate plan.

6. Location and observations of your daughter while in her mother's care.

The Panel confirms it is an Ontario Child Protection Standard to visit with parents in their home and meet with children privately. There may be circumstances where this is not possible and with supervisory approval, a departure from the standard may be granted.

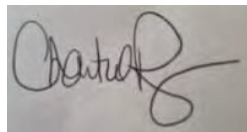
The Panel recommends the current worker and manager ensure the mother's current home has been visited in accordance with Ministry Standards.

The Panel would like to thank you for sharing your concerns. We hope that this has offered you an opportunity to have a voice in the process and to be heard.

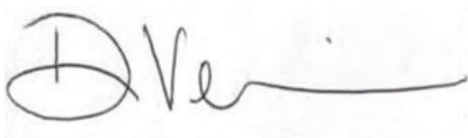
Sincerely,



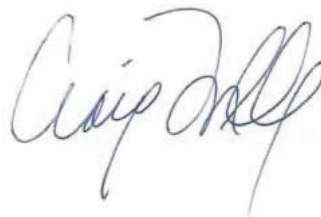
Leslie Thomas,
Director of Service
Panel Chairperson



Chantal Pepper,
Service Manager
Panel Member



Dawn Veino
Service Manager
Panel Member



Craig Mannell,
Board of Director, Vice President
Panel Member

This is Exhibit “M” referred to in the
Affidavit of Edwin Adam Lawrence Newton

sworn before me

This 4th day of April, 2023

A handwritten signature in black ink, appearing to read 'Mehwish Rasheed', is written above a horizontal line.

A Commissioner For Take Affidavits

Mehwish Rasheed



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February 16, 2023

Adam Newton

Port Dover, ON N0A 1N7

Sent By Email:

Dear Mr. Newton,

This letter is in follow up to the Internal Complaints Review initiated by you in December 2022. Every Children's Aid Society has an Internal Complaints Review Panel process, in accordance with s.119 of the Child, Youth and Family Services Act, to address the written complaints of people receiving service.

As a part of an Internal Complaints Review process, a Panel is appointed by the Society's Executive Director and includes a Director of Service, other staff as required, and a person who is external to the Society; the external member may be a member of the Society's Board of Directors. The Panel is comprised of members who have not had any direct involvement with the complaint being reviewed. The panel included: Leslie Thomas, Director of Service and Chair of the Panel, Chantal Pepper, Manager, Dawn Veino, Protection Manager, and Craig Mannell, CFSGE Board Director.

During this process, the Panel completed a review of the complaint and facilitated a meeting with the individual initiating the complaint. The Panel met with you on January 24th, 2023. The Panel reviewed all internal documentation regarding your complaint as well as the information utilized to support the verification outcome. The Panel considered the timing and content of the recording, the validity of the recording, the child's description of the alleged abuse during the initial interviews with the Society and police, and her ongoing defecation/toileting issues. The Panel noted the custody conflict between the parents and the potential for coaching after the alleged incident.

*As a result of the review, the Panel **determined** that the outcome of the child protection investigation has been revised from verified to inconclusive.* The Panel also recommended a review of the access plan. The access arrangements are outlined in the CLRA proceedings and CFSGE will support the review of the access plan in conjunction with the CLRA order.

Should you have additional questions about the process please follow up with your assigned worker who will be able to redirect you as needed.

Sincerely,

Leslie Thomas
Director of Service, ICRP Chair



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February 16, 2023

Melanie Grillo
32 Oaktree Dr, Caledonia, Ontario,
N3W 0E6

SENT BY EMAIL: mel_grillo@hotmail.com

Dear Ms. Melanie Grillo,

Mr. Newton initiated an Internal Complaints Review in December 2022. Every Children's Aid Society has an Internal Complaints Review Panel process, in accordance with s.119 of the Child, Youth and Family Services Act, to address the written complaints of people receiving service.

As a part of an Internal Complaints Review process, a Panel is appointed by the Society's Executive Director and includes a Director of Service, other staff as required, and a person who is external to the Society; the external member may be a member of the Society's Board of Directors. The Panel is comprised of members who have not had any direct involvement with the complaint being reviewed. The panel included: Leslie Thomas, Director of Service and Chair of the Panel, Chantal Pepper, Manager, Dawn Veino, Protection Manager, and Craig Mannell, CFSGE Board Director.

During this process, the Panel completed a review of the complaint and facilitated a meeting with the individual initiating the complaint. The Panel met with Mr. Newton on January 24th, 2023. The Panel reviewed all internal documentation regarding Mr. Newton's complaint as well as the information utilized to support the verification outcome.

*As a result of the review, the Panel **recommended** that the outcome of the child protection investigation has been revised from verified to inconclusive. The Panel also recommended a review of the access plan. The access arrangements are outlined in the CLRA proceedings and CFSGE will support the review of the access plan in conjunction with the CLRA order.*

Should you have additional questions about the process please follow up with your assigned worker who will be able to redirect you as needed.

Sincerely,

Leslie Thomas
Director of Service, ICRP Chair