

FACS Facts

Every day, people call us because they're worried about a child's safety. We want to show what happens after those calls and what our numbers tell us.

By sharing this information, we hope to build trust and support informed talks. We also want to reduce fear or confusion about child welfare. Our data shows that most families stay together, and child removal is rare. It also helps us see how we respond, who is calling, and where we can do better. Being transparent is one of our core values. We believe our community should know what we do, how we do it, and what the results are. By sharing this month's data, we can work together to better support children, youth, and families in Waterloo Region

What We Do When Someone's Worried About a Child's Safety



People in our community call us every day because they are worried about a child's safety. We listen and decide what to do next. According to our data:

- In 42% of cases, we offer help without starting a full investigation.
- In 58% of cases, we begin an investigation to learn more.
- In 6% of cases, the family receives ongoing support from our team.
- In only 1.4% of cases, a child must live somewhere else to stay safe.

Who Calls Us About Child Safety Concerns?

Calls to us come from many people who are concerned about a child's safety. These are the top sources:

- *Police* – 47%
- *Schools and Daycares* – 16%
- *Parents, Caregivers, or Family Members* – 10%
- *Physical or Mental Health Care* – 8.4%

Here's what we saw 12 months after calls made between April 2023 and March 2024:



Understanding the Child Protection Process