

ONTARIO REGIONAL OFFICE

80 Commerce Valley Drive East, Markham, ON L3T 0B2
Tel.: (905) 739-3999 Fax: (905) 739-4001 / cupe.ca / scfp.ca

December 17, 2025

VIA EMAIL

Lisa Tomlinson, CEO
Children's Aid Society of Toronto

Dear Ms. Lisa Tomlinson:

RE: Impact of Current Working Conditions on Service Delivery and Child Safety

I am writing to formally advise you about the current working conditions facing CUPE Local 2316 members at the Children's Aid Society of Toronto that are severely compromising workers' ability to meet the standards set out in the *Child, Youth and Family Services Act*. More importantly, these conditions are undermining the delivery of services mandated to protect the safety of children and youth and to support families in staying together.

Ongoing understaffing of frontline and support roles, combined with job eliminations, service cuts, and the expansion of management positions, has resulted in unsustainable workloads and burnout across the workforce. Increased expectations beyond Ministry standards, legislative changes such as Bill 188, growing case complexity, and excessive time spent travelling during the workday further exacerbate these pressures.

Cuts to internal and preventive programs, including Health Services, Residential Services, and Journey to Zero, alongside limited availability of community-based supports such as mental health, developmental and intimate partner violence services are leading to unnecessary or prolonged child welfare involvement. Workers are increasingly unable to spend meaningful time with families due to staffing shortages, duty coverage demands, adjourned court dates caused by lawyer shortages, and a compliance-focused culture that prioritizes process over service.

Additionally, the consolidation to a single downtown office and lack of appropriate meeting space have created barriers for families and compromised privacy, dignity, and safety, contrary to the Act.

These cumulative cuts and staffing shortages are creating critical gaps in service delivery, placing children, youth, and families at risk.

Recently during bargaining negotiations, members shared their stories of the heavy workloads and challenges that they are facing as a result of these issues.

In raising these concerns proactively, CUPE Local 2316 is working to prevent serious harm and, ultimately, the loss of a child's life.

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We hope that you take these concerns as seriously as we do, and that we can work together to address these serious issues which require immediate action and attention.

Sincerely,

Aubrey Gonsalves
President, CUPE Local 2316

cc: Salim Zulfikar Somani, Board Chair, Children's Aid Society of Toronto
Hon. Michael Parsa, Minister of Children, Community and Social Services

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