

February 19, 2021

Mike George
Executive Director
311 Jubilee Road
Muncey, Ontario N0L 1Y0

Re: Licence to Provide Parent Model Foster Care – Mnaasged Child and Family Services – Alternative Care – Licence #: 6821

Dear Mr. George:

Enclosed is a licence for your agency to operate the above-named foster care agency, under the *Child, Youth and Family Services Act, 2017* (CYFSA). The licence is issued from February 19, 2021 to August 31, 2021.

Please note that this is a licence to provide foster care. Ontario Regulation 156/18 under the CYFSA provides that “foster care licensee” means a licensee who provides residential care, directly or indirectly, for three or more children not of common parentage in one or more homes in which parent model foster care is provided. “Parent model foster care” is provided if the foster care is provided in a foster home by not more than two adults on a continuous basis.

Paragraph 2 of subsection 248 (1) of the CYFSA requires that you keep a copy of the licence at the business premises of the licensee and ensure that the licence is available for public inspection. It is recommended that the licence be posted in a prominent location.

Subsection 249 (1) of the CYFSA requires that you provide a copy of this licence to the placing agency or person placing the child before the child is placed in a foster home. You are also required to keep a record of compliance with that requirement at your business premises pursuant to subsection 249(2).

As the licensee, it is your responsibility to ensure compliance at all times with the provisions of the CYFSA and its supporting regulations, as well as ministry policies and requirements.

The licensee is also reminded that it is your responsibility to ensure compliance with the provisions listed under Schedule A: Standard Foster Care Conditions. (See attached document)

London
217 York Street, Suite 203,
London ON, N6A 5R1, P.O. Box 5217
Tel: 519-438-5111 | Fax: 519-672-9510
Toll Free: 1-800-265-4197 | TTY: 519-663-5276

217, rue York, bureau 203,
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Hamilton
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119, rue King ouest, 7^e étage
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Windsor
270 Erie Street East
Windsor, ON, N9A 7E3, P.O. Box 1810, Station A
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The **Summary of Licensing - Requirements and Recommendations** document was completed at the time of the licensing review and provided a summary of identified non-compliances, identified steps you have taken as the licensee to meet compliance requirements, any outstanding non-compliances and steps needed to come into compliance. The summary was reviewed with Mike George, Executive Director following the licensing review. It is strongly recommended that you and all staff review this information.

The CYFSA may be accessed through the following: <https://www.ontario.ca/laws/statute/17c14>.

We would ask that you pass along our thanks to all the staff, foster families and children and youth who took part in this year's review. We appreciate their co-operation and assistance.

Please do not hesitate to contact Sandi Sole-Turner, Licensor at (519) 257-8228 should you have any questions regarding the review or licensing requirements.

Sincerely,



Jessica Gross
Director, under Part IX, CYFSA

c. Sandi Sole-Turner, Licensor
Shaun Cassar, Program Supervisor
Gail Devlin, Program Supervisor
File

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**A LICENCE OR RENEWAL OF A LICENCE TO
PROVIDE RESIDENTIAL CARE**

Child, Youth and Family Services Act, 2017

No. 0006821

Date of Issue: 19-Feb-2021

- Licence
 Renewal

Under the authority provided in the *Child, Youth and Family Services Act, 2017* (CYFSA) this licence is granted to:

Mnaasged Child and Family Services

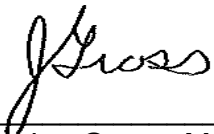
of the City of Muncey of the County of Middlesex to provide parent model foster residential care under the name of:

Mnaasged Child and Family Services - Alternative Care

At 311 Jubilee Road in the Town of Muncey of the County of Middlesex.

1. This licence expires on the 31st of August, 2021.
2. This licence is subject to the following conditions, imposed by the Director pursuant to section 255 of the CYFSA:

(1) Conditions attached as Schedule "A"



Jessica Gross, Manager, Licensing and Compliance
Director, under Part IX, CYFSA

Ministry of Children, Community and Social Services
SCHEDULE A:
STANDARD FOSTER CARE CONDITIONS
2018

CONDITION ONE

The licensee shall:

- a) Have written policies and procedures regarding acceptance or rejection of the proposed foster parent or parents that specifically cover verified and suspected child abuse and neglect. The policies and procedures shall be made available to persons designated by the licensee to conduct the assessment of the foster parent or parents; and
- b) Ensure that the written policies and procedures on methods of discipline and intervention that may be used and may not be used in the home required pursuant to clause 119(2)(e) of Ontario Regulation 156/18 specifies that the following disciplinary practices may not be used in the home:
 - Harsh or degrading measures to humiliate a foster child or undermine a foster child's self-respect;
 - Deprivation of a foster child's basic needs including food, shelter, clothing or bedding; and
 - Threatening removal of the foster child from the foster home for the purposes of behaviour management.

CONDITION TWO

The licensee or a person designated by the licensee shall determine that each foster home complies with:

- a) the laws of the area in which the foster home is located respecting the health of inhabitants in the area;
- b) a rule, regulation or direction or order from the local board of health or any direction or order of the medical officer of health;
- c) any law for the protection of persons from fire hazards including the Fire Code established under Part IV of the *Fire Protection and Prevention Act, 1997* and any by-law of a municipality in which the foster home is located respecting the protection of persons from fire hazards; and,
- d) any applicable requirements of the Building Code made under the *Building Code Act, 1992*

CONDITION THREE

The licensee or a person designated by the licensee shall ensure that any harmful substance or object, including a substance or object that is poisonous or hazardous, shall:

- a) Only be kept in the foster home if it is essential to the operation of the foster home; and
- b) Be kept in a locked container if it is in the foster home.

CONDITION FOUR

In order to provide support and supervision of the foster home, the licensee shall ensure that there is a means of communicating regularly and routinely with foster parents.

CONDITION FIVE

The licensee shall keep an up-to-date list showing the number and location of beds available for emergency placement, and make this list available to persons assigned by the licensee to supervise and support the foster parent or parents.

CONDITION SIX

The licensee shall report to the ministry and to the placing agency all serious occurrences as soon as possible and no later than twenty-four hours after the occurrence, and shall train the foster parent to report serious occurrences immediately to the licensee. Serious occurrences include:

- a) A foster child dies.
- b) A foster child is seriously injured.
- c) The licensee, the foster parent or a person assigned by the licensee to supervise and support the foster parent or parents injure a foster child.
- d) A foster child is abused or mistreated.
- e) The licensee, the foster parent or a person assigned by the licensee to supervise and support the foster parent or parents uses a physical restraint on a foster child.
- f) A complaint is made by or about a foster child that the licensee considers to be of a serious nature.

Ministry of Children, Community and Social Services
SCHEDULE A:
STANDARD FOSTER CARE CONDITIONS
2018

- g) A foster child resides in the foster home and a fire or other disaster occurs in the foster home.
- h) Any other serious occurrence concerning a foster child, other than an occurrence described above.

CONDITION SEVEN

The licensee shall have policies and procedures regarding the arrangement of travel for foster children inside and outside the Province of Ontario and the foster parents shall be advised of these policies and procedures.

CONDITION EIGHT

The licensee shall ensure that persons assigned by the licensee to supervise and support the foster parent or parents are available to respond within 24 hours to emergencies reported by foster parents.

CONDITION NINE

The licensee shall ensure that persons assigned by the licensee to supervise and support the foster parent or parents contacts the foster child's teacher and/or school principal, to assess the child's adjustment and progress in school at least quarterly.

CONDITION TEN

The licensee shall ensure that information held by the licensee on a foster child shall be available to:

- a) the child, based on capacity, or their substitute decision maker;
- b) the person having lawful custody of the child, with appropriate consent;
- c) authorized persons in the employ of the licensee, with appropriate consent;
- d) the child's foster parents where they have signed a statement of confidentiality, with appropriate consent;
- e) other agencies, professionals or hospitals with the written consent of the child, based on capacity, or their substitute decision maker.

This does not prevent the appropriate sharing of information when it is reasonably necessary to assess, reduce or eliminate risk of harm to a child.

Inspection Report

Licensing and Compliance Unit
Foster Care Program

Mnaasged Child and Family Services Alternative Care
February 2021

1. Licensee Information

Service Provider / Agency:	Mnaasged Child and Family Services 311 Jubilee Road
Address:	Muncey, Ontario N0L1Y0
Telephone:	519 289-1117
Executive Director:	Mike George
Contact Person:	Melissa Patriquin
Licence #:	#6890
Type of Incorporation:	Non-Profit
Program Description:	An Indigenous foster care program (Alternative Care Program) for children and youth ages zero (0) to 18 years which is designed to meet the physical, social, emotional, intellectual and spiritual needs of the child/youth while providing a culturally appropriate environment to thrive. Mnaasged, as part of the per diem, will provide care coordination, case management, emergency after hours support, behavioural support, and foster parent support in a culturally appropriate family-based setting. Additionally, indigenous specific services will be offered as part of the foster program and include services such as: access to Elders (1-1 basis); historical indigenous teachings, native language classes, and making connections to the client's home community.
Per Diem:	\$150.59
Status of Previous Licence:	First Issuance
MCCSS Program Supervisors:	Shaun Cassar and Gail Devlin
MCCSS Licensor:	Sandi Sole-Turner

2. Licensing Review Information

A Licensing and Compliance review was conducted by Sandi Sole-Turner, with the Ministry of Children, Community and Social Services. The application package and policies and procedures were reviewed. The licensee designate interview was conducted. A partial foster care licensing checklist was completed.

A foster care licensing checklist under the *Child, Youth and Family Services Act (CYFSA)* was completed. Please review the enclosed “Summary of Licensing – Requirements and Recommendations” for areas of non-compliance or recommendations for best practice.

3. Pre-Site Documentation

- Licensing Application Form (Form 29)
- Licensing Fee (\$100.00)
- Program Description/Proposal
- Criminal Reference/Vulnerable Section Screening
- Verification of Education and Experience (Policy 2008-4 Guidelines for Assessing Competency and Past Conduct of New Applicants)

The agency is to register, and upload required residential licensing information into the Serious Occurrence Reporting-Residential Licensing (SOR-RL) system at the earliest opportunity. Prior to the next inspection in August 2021, the licensee will be asked to submit into SOR-RL a listing of the homes, with foster parents’ names, addresses, and telephone numbers as well as the name, age, status and date of placement of each child in the foster home(s).

4. Updates

i) New information

Mnaasged Child and Family Services will provide family model foster homes (alternative care resource program) tailoring to the First Nations, Metis and Inuit children and youth from 0 to 18 years of age in the West region. Several placing agencies support the efforts of Mnaasged Child and Family Services to obtain a Foster Care licence to identify the best home and make the best possible arrangements for indigenous children and youth. It is identified by placing agencies that there is a significant lack of placement options available for indigenous children and youth in this area.

Mnaasged has a signed protocol for investigation and reporting allegations of abuse in foster homes with the Children’s Aid Society of London and Middlesex and a protocol agreement with London Family Court Clinic to provide service including multidisciplinary clinical supports, specialized assessments and interventions, and training and consultation.

Mnaasged is currently in the process of pursuing designation as an Indigenous Child Well Being Society in order that it may provide child welfare/prevention services for First Nations families, both on and off reserve.

ii) Complaints received by Ministry

Not applicable – New Program

iii) Use of Physical Restraints

This agency supports the use of hands-off discipline for behaviour management and will not utilize physical restraints or holds as part of the regular programming; however, all foster parents will receive Prevention and Management of Aggressive Behaviour (PMAB) certification in the theory component of the content, specifically de-escalation techniques and the cycle of aggression.

iv) Serious Occurrence – History, Trends, Analysis

Not applicable – New Program

5. Policies and Procedures

A full Policy and Procedure review was finalized in 2021. The next full review will be required in 2025. The agency is also developing a pandemic policy and advises are following ministry guidelines regarding COVID-19.

Any new or amended policies and procedures must be forwarded to the ministry for assessment of compliance with the CYFSA and MCCSS policies prior to the agency implementing the policies and procedures.

6. Licensee Interview

A licensee interview was completed with Mike George, Executive Director and Melissa Patriquin, Director of Services. The Director of Service will have responsibility for the overall operation of the foster care (alternative care) program and is aware of legislative requirements and licensing standards as they relate to recruitment, screening, and training of foster parents and the expectations regarding ongoing operation of a foster care program.

The intent is to have a staffing complement of two alternative care workers who will initially support both the child and the alternative care family.

The agency is providing HEART and SPIRIT training to Mnaasged staff and the agency has five ‘train the trainer’ staff. All alternative care providers will receive HEART and SPIRIT training for the assessment and pre-service training and preparation of Indigenous and non-Indigenous caregivers of Indigenous children and youth.

7. Foster Care Workers Interviews

Not applicable – New program

8. Foster Parent Interviews

Not applicable – New program

9. Child/Youth Interviews

Not applicable – New program

10. Foster Parents File Review

Not applicable – New program

11. Foster Child File Review

Not applicable – New program

12. Licensing Conclusions and Recommendations

Since this is a new program, it is not possible to complete a full licensing inspection. As per usual ministry process, a short-term licence will be approved for the program to commence operation. At the conclusion of the initial licensing period, a comprehensive review will be completed and will encompass reviews of both foster family files and children's case records along with interviews with foster workers, foster parents and foster children.

Based on the findings, it is recommended that a short-term licence be issued to Mnaasged Child and Family Services to operate a Foster Care program from February 19, 2021 to August 31, 2021 with Standard Conditions A (attached).

The recommendation has been considered and approved by Jessica Gross, Director for the purposes under the ***Child, Youth and Family Service Act (CYFSA)***

Licence Fee Due Date: February 29, 2024

Reported completed by: Sandi Sole-Turner, Licensor, MCCSS

c. Shaun Cassar, Program Supervisor, MCCSS

c. Gail Devlin, Program Supervisor, MCCSS

The CYFSA establishes the licensing and inspection requirements for all children's residences operating in Ontario.

Summary of Licensing – Requirements and Recommendations

Agency - Mnaasged

Date of Onsite Review: New program

Legislation Section	Observed Non-Compliance	Compliance Requirements	Date to be Completed (yyyy-mm-dd)	Requirement Met	Follow-up Comments
Policies and Procedures {Minister's Reg s.125(1)Paragraph 1&2 s.125(2)(a)(b)}	<p>Mnaasged policy 0401 indicates there may be exceptional circumstances where the Agency may be required to place more than four (4) children in one alternative care home, and provides examples where a sibling of one child is staying temporarily in the home for access; where a child's replacement to another home or residence is delayed; during after hours, where a child requires immediate placement and all their resources have been exhausted, and; where a child has been re-admitted into care and it is deemed in the child's best interests to return to the specific alternative care placement.</p> <p>Legislation indicates no more than four foster children in the foster home at one time and no more than two foster children who are younger than 2 receiving foster care in the foster home at one time unless: (a) all of the foster children have one common parent or are related to a foster parent; and (b) the placement is approved in writing by a Ministry Director. Policy 0401 – there are no other exemptions</p>	<p>Placement of foster children: The licensee shall have a policy in place ensuring that it places no more than four foster children in the foster home at one time and no more than two foster children who are younger than 2 receiving foster care in the foster home at one time unless: (a) all of the foster children have one common parent or are related to a foster parent; and (b) the placement is approved in writing by a Director.</p>	2020-03-18	Y	Agency provided amendments Mar 13/2020 which have been filed in the shared licensing drive dated Mar 17/2020
{Minister's Reg s. 125 (5)}	To be added to policy	Placement of foster children-Director Approval: The licensee shall ensure that any written approval of a placement by a Director is available for inspection by an inspector at the business premises of the licensee.	2020-03-18	Y	Agency provided amendments Mar 13/2020 which have been filed in the shared licensing drive dated Mar 17/2020

Minister's Reg s. 118 (1)}	Only indicates that will have an annual plan for recruitment. Please expand on methods of recruitment	4.2 Foster home administration: The Licensee shall develop and maintain, (a) procedures for the recruitment, screening and selection of foster parents;	2019-08-30	Y	Agency provided amendments Mar 13/2020 which have been filed in the shared licensing drive dated Mar 17/2020
{LGIC Reg s.9 paragraphs 1-3}	Rights need to reflect under Part II, not just section 3 of the Act including such as no corporal punishment and no locked premises (sections 4 & 5, 12 – 14). Also, under policy 0102 under "Rights of Communication" – (c) to send and receive written communications that are not read, examined or censored by another person, subject to subsections (3) and (4). Policy does not indicate what (3) and (4) are – these should be included to provide an explanation of what these provisions are. Also, please add RPAC review, their responsibilities including disciplinary procedures. Would you please provide with an updated copy of Mnaasged's booklet or information that will be reviewed with children and youth?	Children's Rights in Care and Complaints Procedure: Upon admission to a residential placement, and at regular intervals as prescribed (noted below) a child in care has a right to be informed, in language suitable to their understanding of: (a) Their rights under Part II of the CYFSA (b) The complaints procedures established under subsection 18 (1) and the further review available under section 19; (c) the review procedures available for children under sections 64, 65 and 66; (d) the review procedures available under section 152, in the case of a young person described in clause (b) of the definition of "child in care" in subsection 2 (1); (e) their responsibilities while in the placement; and (f) the rules governing day-to-day operation of the residential care, including disciplinary procedures [CYFSA S.9] The following intervals are prescribed for the purposes of section 9 of the Act: 1. 30 days after the child in care's placement in residential care. 2. Three months after the child in care's placement in residential care. 3. Six months after the child in care's placement in residential care and every six months after that.	2020-03-18	Y	Agency provided amendments Mar 13/2020 which have been filed in the shared licensing drive dated Mar 17/2020
{LGIC s.10 -20 (except 16 for children's residence)}	Policy to include full requirements outlined in regulations.	Service Provider that permits the use of Physical Restraints: Where the licensee permits the use of physical restraints, the licensee must have policies and procedures that meet the full requirements outlined under the regulations including that physical restraint is only to be used in situations where: There is imminent risk that, i. the child or young person will physically injure or further physically injure themselves or others. A physical restraint can only be administered by persons who are trained in the use of physical restraints, including training in a particular holding technique that may be used and on the use of less intrusive intervention measures. All	2020-03-31	Y	Agency provided updated policy Mar 24/2020 which has been filed in the shared licensing drive dated Mar 25/2020

		<p>refresher courses, if any, that are required by the training referred to in paragraph 1 and training on the use of less intrusive intervention measures. {LGIC Regulation s.10-15, 17}</p> <p>**Note – The service provider made a decision that they would not be proceeding with permitting physical restraints; however all foster parents will receive Prevention and Management of Aggressive Behaviour (PMAB) certification in the theory component of the content, specifically de-escalation techniques and the cycle of aggression.</p>	2021-01-26	Y	Agency provided updated policy Jan.26/2021 which has been filed in the shared licensing drive dated Jan. 26/2021.
Minister's Reg s.135(a)(b)}	Policy indicates stored securely - needs to be locked and only persons authorized to have access to medications (policy 0202)	Storage of Medication: The Licensee shall maintain written policies and procedures outlining ensure that in any foster home used by the licensee to provide residential care, (a) medication is kept in locked containers; and (b) only persons authorized by the licensee have access to medications.	2019-08-30	Y	Agency provided amendments Mar 13/2020 which have been filed in the shared licensing drive dated Mar 17/2020
{Minister's Reg s.134}	Please add that children are instructed on procedures to be followed when a fire alarm is activated or when a fire is discovered UPON THEIR PLACEMENT; Also (g) any flammable liquids, including paint supplies, that are kept in the foster home are stored in lockable containers and not stored near any appliance was not addressed (policy 0202)	<p>Fire Safety Requirements: The Licensee shall have policies and procedures with respect to each foster home used by the licensee to provide residential care, to ensure that,</p> <p>(a) a smoke alarm that meets the requirements of the fire code respecting standards for smoke alarms is located on each storey of the foster home and additional smoke alarms that meet those requirements are located in each bedroom and sleeping area in the home;</p> <p>(b) the foster parent or parents are instructed on the procedures to be followed when a fire alarm is activated or a fire is discovered, including their roles and responsibilities;</p> <p>(c) all children placed in the foster home are instructed upon their placement in the foster home, in a manner suitable to their age and maturity, on the procedures to be followed when a fire alarm is activated or a fire is discovered, including their roles and responsibilities;</p> <p>(d) the procedures referred to in clauses (b) and (c) are:</p> <p>(i) posted in conspicuous places in the foster home, and</p> <p>(ii) practiced at least once every six months in the foster home</p>	2019-08-30	Y	Agency provided amendments Mar 13/2020 which have been filed in the shared licensing drive dated Mar 17/2020

		(e) a record is kept of each practice under sub clause (d) (ii); (f) the fire alarm is used to initiate fire drills; and (g) any flammable liquids, including paint supplies, that are kept in the foster home are stored in lockable containers and not stored near any appliance.			

Recommendations:

Remove reference to the Ontario Child Advocate in children’s right section (Policy 0102 & 0404) and replace with Ontario Ombudsman **Complete**

Page 16 – Extended Care and Maintenance has been replaced by Continued Care and Support for Youth (CCSY) **Complete**

Policy 0206 indicates “If the Home Assessment has been stopped, the ACH will discuss with the applicant face-to-face the reason. The ACH will follow-up with a letter to the applicant notifying of the termination within 7 days of the decision”. Should it be 5 days to be consistent with policy 0208 Declining of Alternative Care? Or is to be assumed there is no avenue for appeal with the CAS record check – is that the difference? **Complete**

Policy 0209 – it is mandatory that service agreement is signed by both foster parents – Regulation 156/18 sec. 124 (3) **Complete**

Policy 0403 – recommend that information that is required for the preliminary assessment (if it can be determined, whether the child is likely to be returned home, child’s legal status) be added to what is already listed in policy. **Complete**

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Children's Residential Licensing and Compliance Checklist

The Child, Youth and Family Services Act & MCYS Policies and Manuals
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Recommendation

The ministry staff has discussed the contents of this checklist with me	
Sandi Sole-Turner <hr style="border-top: 3px double #000;"/> Licensors (name)	Mike George <hr style="border-top: 3px double #000;"/> Contact (name)
<hr style="border-top: 3px double #000;"/> Licensors (signature)	<hr style="border-top: 3px double #000;"/> Executive Director Contact (Title)
2021-02-12 <hr style="border-top: 3px double #000;"/> Date Inspection Completed (yyyy-MM-dd)	<hr style="border-top: 3px double #000;"/> Contact Signature (optional)