

Mnaasged Child and Family Services



After Hours Policy and Procedure Manual

2020

*Acknowledging the Past
Serving the Present
Creating the Future*

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SECTION 1: INTRODUCTION

PREAMBLE

Mnaasged Child and Family Services' After Hours Policy and Procedure Manual is a resource tool to assist After Hours Helpers and Supervisors in responding to referrals and requests for Child Welfare Services that occur outside of regular office hours. The policies contained in this Manual are grouped into sections. These are followed by procedures that specify how the policies will be administered.

The After Hours Policy and Procedure Manual outlines the nature of After Hours Services and the roles and responsibilities of Mnaasged After Hours Staff. Guidelines for assessing which referrals require an emergency response and which can be deferred for follow up during normal Mnaasged office hours are included. Procedures and protocols for responding to specific types of referrals are also provided in this Manual.

After Hours Services are an essential component of the services provided by Mnaasged to Children/Youth and families experiencing difficulties that may require immediate attention outside of normal office hours. After Hours Services are provided from the time of Mnaasged office closure of the normal workday at 4:30 p.m. until resumption of the normal workday at 8:30 a.m. the following day. After Hours Services are also provided on weekends, holidays, and any other time normal office hours have ceased operating. This will ensure that adequate Staff are available to provide Child Safety Intervention Services 24 hours a day, seven (7) days a week.

It is the responsibility of the After Hours Helper to respond to all calls that are directed by the Telephone Answering Service. If the After Hours Helper cannot be reached, the answering service will redirect calls to the After Hours Supervisor. It is essential that After Hours Staff are always available by telephone (landline or cell phone).

After Hours Services are not intended to replace regular services. These are emergency services intended to provide an immediate safety net for Children/Youth and families who may be experiencing difficulties. The primary objective of the After Hours Services is to ensure that Children/Youth are safe until such time a full-time regular Mnaasged Staff person can be assigned to assess the need for longer term service provision.

It is possible that the After Hours Staff may encounter exceptional situations that are not addressed in this Manual; however, if these occur, consultation with their assigned Supervisor or Senior Management is recommended.

Mnaasged Child and Family Services will work respectfully and collaboratively with the First Nation Band Representatives or their designate.

HOW THE AFTER HOURS SERVICES OPERATE

Mnaasged will respond at any time to referrals for services for new or open cases. The Response System will include at least one designated After Hours Helper and a Child Safety Intervention Supervisor always available through the 24-hour Telephone Answering Service outside of regular office hours.

The System also includes available Mnaasged-approved Foster Homes to accept emergency admissions outside of regular office hours.

The Children's Circle of Care Manager or designate will be responsible for setting and maintaining the After Hours schedule and for distributing it to all Child Safety Intervention Helpers and Supervisors and the Answering Service. It is the responsibility of the scheduled After Hours Helpers and the Supervisors to find adequate coverage if they are unable to work the scheduled shift and to promptly inform the Children's Circle of Care Manager of any such changes. The After Hours Helpers and the Supervisors will operate on a rotational basis.

The After Hours Helpers and the Supervisors must be available promptly at the start of their shift to pick up their on-call Kit at the assigned Mnaasged Regional Office. The After Hours Helpers and the Supervisors must be always reachable during the length of their scheduled shift. The Answering Service will attempt to reach the After Hours Helper by telephone. If the Helper does not respond, the Answering Service will contact the After Hours Supervisor. The After Hours Staff should provide the Answering Service with alternate telephone numbers if they anticipate not being reachable at their regular telephone numbers. For example, if the After Hours Helper plans to spend the day at a relative's home, then provision of the relative's telephone number for the time period anticipated is recommended. The provision of alternate telephone numbers is especially important when After Hours Staff expect to be in an area with poor cell phone service. The After Hours Helpers and the Supervisors are expected to be within their home office community or their home community during their After Hours shift.

AMENDMENTS TO THE MANUAL

This Manual does not constitute a contract between Mnaasged and its Employees. Mnaasged reserves the right, at its sole discretion, to amend, change, modify, or delete any of the policies or procedures in this Manual. Amendments will include Employees input and consultation. Amendments to this Manual will be made by a resolution passed by a majority of Mnaasged's Board Members.

FEDERAL AND PROVINCIAL LEGISLATION COMPATIBILITY

CHILD, YOUTH AND FAMILY SERVICES ACT

Mnaasged Child and Family Services has a legal mandate under the *Child, Youth and Family Services Act* to ensure that Children/Youth are protected. Mnaasged also has the legal responsibility under part IV of this Act to provide services that are consistent with Mnaasged's member First Nations' mandate. The Helper must always consult the First Nation and involve them in decision making regarding Child Safety Intervention matters, especially when it involves the removal of a Child/Youth from their community.

Mnaasged is committed to developing and delivering services to First Nation, Inuit, and Métis Children/Youth and families that are culturally competent and respectful of the inherent rights of the member First Nations. Mnaasged's philosophy of care, intervention, and practice principles are consistent with the purposes of the Act. All Mnaasged Helpers will be mindful of the practice principles when delivering services to Children/Youth and families.

SECTION 2: ORGANIZATIONAL INFORMATION

Department: After Hours	POLICY #: 2010
Section: Organizational Information	
Subject: Annual Review of the Manual	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

ANNUAL REVIEW OF THE MANUAL

POLICY

The After Hours Policy and Procedure Manual will be reviewed on an annual basis to reflect the changing environment, legislative changes, and the needs of Mnaasged Child and Family Services. The Manual will be reviewed both for content and format.

PROCEDURE

1. One year after the Manual has been approved, the Senior Management Team will meet to review the Manual and annually thereafter. The work of the Management Team will be coordinated by the Director of Services.
2. It will be the responsibility of the Quality Assurance Helper to distribute the Manual Review Form annually to the Employees for review upon Board approval of the Manual. Throughout the year, Employees, including Supervisors and Managers, will complete the forms as often as they encounter problems with the content or format of the Manual and then submit these to the Quality Assurance Helper.
3. The Senior Management Team will be responsible for reviewing the Manual on an annual basis. The Manual will be reviewed for any one or more of the following reasons:
 - a) Increase consistency throughout the Manual
 - b) Improve user friendliness
 - c) Revise procedures

- d) Reduce duplication
 - e) Identify and incorporate required policies that are not in place
 - f) Improve clarity of meaning and readability
 - g) Maintain consistency with legislative changes
4. Prior to the Senior Management Team's first meeting, the Quality Assurance Helper and the Director of Services will compile the forms submitted by Employees throughout the year. The Senior Management Team will review the forms and come to a consensus on how to proceed with the comments and recommendations.
 5. The Quality Assurance Supervisor and the Director of Services will be responsible for preparing a comparison of the Senior Management Team's recommended revisions with the previous policies for presentation to the Board of Directors.
 6. The Director of Services will be responsible for presenting the Senior Management Team's recommended revisions to the Services Committee for the Board of Directors approval.
 7. Upon approval from the Board of Directors, Employees and Board Members will be provided with copies of the revised policies and procedures to insert into their Manual Binder and will be directed to discard the previous page(s). The Quality Assurance Helper will be responsible for the distribution of the revised policies and procedures to the Employees and the Board Members within two (2) weeks of the approval.
 8. The Quality Assurance Helper will maintain a binder of the most recent policies and procedures along with a copy of each previous policy and procedure.
 9. The Quality Assurance Helper will maintain an electronic copy of all current and previous policies and procedures on the G:/Drive.

POLICY REFERENCE

Department: Quality Assurance	POLICY #: 2020
Section: Organizational Information	
Subject: Employee Acknowledgement Form	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

EMPLOYEE ACKNOWLEDGEMENT FORM

POLICY

All Employees of Mnaasged Child and Family Services will sign the Employee Acknowledgement Form to indicate they have read and will comply with the policies and procedures in this Manual, including the revisions made to it.

PROCEDURE

1. New Employees are required to review this Manual during orientation and to sign the Employee Acknowledgement Form.
2. Employees are required to contact their immediate Supervisor or Manager if they do not understand a policy or a procedure.
3. The Director of Human Resources will forward the signed Employee Acknowledgement Form to the Human Resources Assistant to be filed in the Employee's Personnel File.

POLICY REFERENCE

SECTION 3: PROCEDURES, PRACTICES, AND STANDARDS OF SERVICE FOR CHILD PROTECTION CASES

Department: After Hours	POLICY #: 3010
Section: Procedures, Practices, and Standards of Service for Child Protection Cases	
Subject: Review of Referrals/Reports Not Eligible for Service	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children’s Aid Societies Accreditation Standard, <i>Child, Youth and Family Services Act</i> , Part IV, V	

REVIEW OF REFERRALS/REPORTS NOT ELIGIBLE FOR SERVICE

POLICY

Mnaasged Child and Family Services will ensure that all referrals and reports received, including After Hours (outside normal weekday office hours of 8:30 a.m. to 4:30 p.m., weekends, statutory holidays, and unplanned office closures), will be reviewed to determine eligibility.

Mnaasged Child and Family Services will ensure that service delivery is compliant with Child Protection Standards and the Child, Youth and Family Services Act, section 74. These will be achieved while incorporating Mnaasged Child and Family Services’ best practices, including a bicultural service delivery model, Elder knowledge, Indigenous healing, culture, Traditions, ceremonies, Talking Circles, and individual community customs as per the Child, Youth and Family Services Act, part IV.

PROCEDURE

1. Those referrals that are not determined to be eligible for a Protection Response will be viewed as equally important as those that receive a Child Protection Response.
2. Referrals that are determined *ineligible* for service will occur in the following manner:
 - a) The Child Safety Intervention Helper will complete the People Profile and Referral modules in the Mnaasged Information Management System within 24 hours and will immediately forward to a Team Supervisor

- b) The Team Supervisor will, upon review, do one of the following:
 - i. Simply review and approve the code
 - ii. Approve the code with a minor Intervention Plan
 - iii. Change the code to one that is above the Intervention Line that will initiate a community link or Child Protection Response
3. The Team Supervisor will review and approve the People Profiles and Referral modules within 24 hours.
4. Every three (3) months the Quality Assurance Helper will review a random sample (10%) of these referrals determined ineligible for Child Protection Service.

POLICY REFERENCE

Department: After Hours	POLICY #: 3030
Section: Procedures, Practices, and Standards for Child Protection Cases	
Subject: Child Protection Standard #1: Receipt of a Report; Collaborating with the Community	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Child Protection Standard 1, Ontario Association of Children’s Aid Societies Accreditation Standard, <i>Child, Youth and Family Services Act</i>	

CHILD PROTECTION STANDARD #1: RECEIPT OF A REPORT; COLLABORATING WITH THE COMMUNITY

POLICY

It is the policy of Mnaasged to provide child protection services as per the paramount purpose of the Child, Youth and Family Services Act. The Child, Youth and Family Services Act section 1 (1) states “promote the best interests, protection and well-being of children.”

Mnaasged Child and Family Services will maintain a formal system to determine eligibility for Child Protection Services, will ensure Child/Youth safety, will assess risk of future harm, and will develop plans of service to assist families and Children/Youth in need.

On receipt of a report, Mnaasged Child and Family Services will consider all relevant circumstances to determine the best interests of a Child/Youth who is a First Nation, Inuit, or Metis person. Important consideration will be given in recognition of the uniqueness of First Nation, Inuit, and Métis cultures, heritage, and Traditions and of preserving the Child’s/Youth’s cultural identity as per the Child, Youth and Family Services Act, section 74 (3) (b).

When reports are received regarding concerns of a Child/Youth, it is considered a potential referral. Reports received during regular office hours will be received by the Phone Screener or the Child Safety Intervention Helper who will immediately take the referral information and who will determine if the information meets the stated criteria for Mnaasged Child and Family Services to offer Child Protection Services. Decisions of eligibility will be based on the following:

- 1. If the Child/Youth needs protection as defined in the Child, Youth and Family Services Act section 74 (2).*

2. *If the Child/Youth currently resides within Mnaasged Child and Family Services' territorial jurisdiction. (If the Child/Youth does not reside within Mnaasged's territorial jurisdiction, the Phone Screener or the Child Safety Intervention Helper will refer the matter to the appropriate Children's Aid Society.)*
3. *If the Child/Youth is a member of another Indigenous population within Mnaasged's jurisdiction.*
4. *Based on the assessment of the referral information matching one of the situations described in the Eligibility Spectrum, Mnaasged Child and Family Services will determine whether to open the case for a Child Protection Investigation.*
5. *The Phone Screener or the Child Safety Intervention Helper will assume responsibility for the referral until it is approved by the Child Safety Intervention Supervisor or the Team Supervisor and is assigned to a Child Safety Intervention Helper.*

PROCEDURE

1. When criteria are met, the Phone Screener or the Child Safety Intervention Helper will be required to engage the referral source for detailed information on the Child/Youth and family and their support network and to provide information to the referral source, who has the ongoing duty to report.
2. The Child Safety Intervention Helper/Phone Screener will acknowledge the report and referral source and will complete the following:
 - a) Inform the referral source that best efforts will be made to ensure anonymity; however, to protect a Child/Youth or to comply with Court documents, anonymity may not be guaranteed
 - b) Inform the referral source that the referral information will be processed but, due to confidentiality requirements, it is the only information Mnaasged will share
 - c) Inform the referral source to contact Mnaasged anytime if any new information is received
3. The Phone Screener or the Child Safety Intervention Helper will inquire and gather as much information as possible about the Child's/Youth's First Nation or community. The purpose of gathering this information is to engage and to accurately document the appropriate affiliation of the First Nation to inform decisions about a Child Safety Intervention at the time of referral. This is in support of a collaborative, strengths-based approach that will determine the most appropriate response and response time.

4. The Helper will inquire and gather as much information as possible about the Child's/Youth's First Nation or community to determine if another First Nation is affiliated with the family. The Phone Screener or the Child Safety Intervention Helper will notify and engage with both First Nations as required.
5. The Phone Screener or the Child Safety Intervention Helper will be required to rate the referral using the Eligibility Spectrum and will document this with the supporting reasons in the People Profile and Referral modules within the Mnaasged Information Management System.
6. Eligibility refers to the severity of the issue when Child Protection Services are needed to protect a Child/Youth. Situations that are extremely or moderately severe will be classified as being above the "Intervention Line," which means that the Children/Youth need and are eligible for Protection Services. Situations that are minimally or not severe will not likely require a protection intervention by Mnaasged, but these may include a community link with a referral to Prevention or Community Services.
7. The Phone Screener or the Child Safety Intervention Helper will be required to decide on a response time based on the Eligibility Code for a Child Protection Investigation. At times and in exceptional circumstances, departures from the Standards may be acceptable for reasons beyond the control of the Helper. Such departures from Standards must be documented, reviewed, and approved by a Supervisor.
8. The Extremely Severe category considers if Child/Youth safety is of immediate concern or if physical evidence is at risk of being lost due to a delay, then the family must be seen by the Child Safety Intervention Helper within 12 hours.
9. The Moderately Severe category considers if there are no immediate safety threats identified for a Family-Based Investigation, the response time will be within seven (7) days of the referral. If there are no immediate safety threats to the Child in a Community Caregiver Institution, then the response time will be within 48 hours.
10. The Phone Screener or the Child Safety Intervention Helper will be required to screen all referrals for domestic violence.
11. The Phone Screener will be required to complete an internal record check of all family members in the home within 24 hours in Mnaasged's Information Management System and Provincial Fast Track. Information pertaining to the reported Child/Youth will be documented on the People Profile and Referral modules in the Mnaasged Information Management System. If Fast Track indicates there has been previous contact with the family and a Children's Aid Society, the relevant information from the database concerning the contact will be included in the case record. The Child Safety Intervention Helper will obtain relevant and detailed file information from the Children's Aid Society prior to initiating contact with the subject family as soon as possible.

12. When there is an existing open Child Protection File or new information is received, the information must be provided to the assigned Child Safety Intervention Helper and noted in the file the same day or before the next working day. If the information was received after hours by an on-call Helper, a decision will be made by the Phone Screener to constitute a new referral and to begin an investigation.
13. The Phone Screener will be required to open a new file for the family if none exists. The Phone Screener will also complete the People Profile and Referral modules in the Mnaasged Information Management System.
14. If the referral source has alleged that a Child/Youth may have suffered or is suffering from abuse, the Phone Screener will be required to complete a record check on the Ontario Child Abuse Register (CAR) within three (3) days of receiving the referral for service involving a Child/Youth in need of protection.
15. The Phone Screener will be required to document all people profiles and referrals in the Mnaasged Information Management System as soon as possible and within 24 hours of receipt of a referral.
16. The Phone Screener will be required to complete the People Profile and Referral modules in the Mnaasged Information Management System and to send electronically to the Child Safety Intervention Supervisor for review and approval.
17. The Phone Screener or the Child Safety Intervention Helper will be required to document the referral information regarding the Alternative (foster) Care Home or other family-based setting receiving service or support from Mnaasged. The Phone Screener or the Child Safety Intervention Helper will provide the referral information immediately to the Helper responsible for overseeing the Child and the Home. The Child Safety Intervention Helper will immediately consult with the Team Supervisor. Referral information regarding a Child/Youth in other residential settings will be provided immediately to the assigned Child Safety Intervention Helper, the Team Supervisor, the Protection Resource Manager, and in their absence the Director of Services.
18. When there is a Family File open, the Phone Screener or the Child Safety Intervention Helper will be required to cross-reference the Community Caregiver Files of the family of origin with the Protection Files of the Child/Youth being considered an alleged victim.
19. The Phone Screener or the Child Safety Intervention Helper will be required to document referrals concerning allegations about Community Caregivers (family-based or institutional) into the Mnaasged Information Management System.
20. The Phone Screener or the Child Safety Intervention Helper will be required to list all Children/Youth in the Home, including the Community Caregiver's Children.

21. The Phone Screener or the Child Safety Intervention Helper will be required to open a referral when Protection Concerns exist with family-based settings using the same method to process other Family Protection Files.
22. The Phone Screener or the Child Safety Intervention Helper will be required to document the person alleged to have caused the reason for a Protection Referral as the primary Caregiver within an institutional setting.
23. The Phone Screener or the Child Safety Intervention Helper will be required to document the facility or institution as the secondary Caregiver on the People Profiles module when a Protection Referral is required.

POLICY REFERENCE

Department: After Hours	POLICY #: 3040
Section: Procedures, Practices, and Standards of Service for Child Protection Cases	
Subject: Child Protection Standard #1: Disposition of the Referral; Determining the Most Appropriate Response Time	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Child Protection Standard 1, Ontario Association of Children’s Aid Societies Accreditation Standard and <i>Child, Youth and Family Services Act</i>	

**CHILD PROTECTION STANDARD #1: DISPOSITION OF THE REFERRAL;
DETERMINING THE MOST APPROPRIATE RESPONSE TIME**

POLICY

Mnaasged Child and Family Services will ensure that the Ontario Child Safety Intervention Eligibility Spectrum screening tool is used at the time of the referral to make a consistent and accurate decision on the eligibility for service and to determine an appropriate response time.

The Child Safety Intervention Supervisor, in consultation with the First Nation Band Representative, will consider all known relevant information available—such as the Child’s/Youth’s vulnerability, the family’s strengths and needs, the information pertaining to the Child’s/Youth’s First Nation or community, and other family issues that could mitigate risk—in determining the disposition of the referral and in making decisions to respond appropriately.

Dispositions can include one or more of the following:

- a) Open for Child Protection or other Child Welfare Services (including Non-Protection Services outlined in sections 6 to 10 of the Eligibility Spectrum)*
- b) Community Link Service is chosen for all cases rated as minimally severe and unopened to investigate Children younger than five (5) years of age*
- c) Rated as moderately severe and not opened for investigation*
- d) Family cases where the alleged perpetrator is a Community Caregiver*
- e) There is no indication that a Parent failed to protect the Child/Youth and there are no Child Protection Concerns*

- f) *Case types identified by Mnaasged Child and Family Services through caseload analysis*
- g) *Cases identified by the Safety Intervention Helper through individual clinical analysis and judgment*
- h) *Non-Protection Report for concerns about Community Caregivers of Children/Youth in Mnaasged Child and Family Services Care placed in Out-of-Home settings*
- i) *No direct Client contact*

PROCEDURE

1. The Phone Screener or the Child Safety Intervention Helper will consult every case with the Supervisor. The Supervisor will decide which disposition will be chosen.
2. When a Child Protection Investigation will be the most appropriate response, the Child Safety Intervention Supervisor will consult with the appropriate First Nation Band Representative and will share the referral via email. Together, they will make the decision as to when the investigation will be initiated based on the referral information provided. The response time is determined by the assessed level of urgency and present or imminent threat to the safety of the Child/Youth.
3. Investigation response times will occur as follows:
 - a) When suspected or risk of harm is *Extremely Severe* and a Child/Youth is in *urgent* need of Child Protection Services, the Child/Youth will be seen by a Child Safety Intervention Helper for referrals to families in the community *as soon as possible or within 12 hours* of being reported. This response time also pertains to family-based and institutional Community Caregiver Investigations and if there is imminent threat to the safety of a Child/Youth or when physical evidence is at risk of being lost due to a delay
 - b) *Within seven (7) days* for Family-Based Investigations if no immediate safety threats are identified
 - c) *Within 48 hours* for Community Caregiver Institutional Investigations with no immediate safety threats identified
4. The Child Safety Intervention Supervisor and the First Nation Band Representative Supervisor will code it according to the Eligibility Spectrum, and they will each determine the Staff person who will handle the file. The Child Safety Intervention Supervisor will assign the file in the Mnaasged Information Management System to the appropriate Child Safety Intervention Helper.

5. The Phone Screener or the Child Safety Intervention Helper will be required to document the referral information on the Referral Form in the Mnaasged Information Management System within 24 hours of receipt.
6. Referrals that do not require a Protection Investigation include the following:
 - a) Reports of minor injury resulting from a physical restraint in an institutional setting, unless there are surrounding circumstances that would indicate abusive or neglectful behaviour by the Care Provider
 - b) Referrals regarding a Child/Youth fatality because of suspected abuse or neglect and if there are no surviving siblings or other Children/Youth cared for in the Home
 - c) Referrals in which the only allegation is exposure to domestic violence and if the violence has not resulted in the following:
 - i. Abuse or risk of abuse as defined in the *Child, Youth and Family Services Act*, section 74 (2)
 - ii. Risk of such abuse or neglect
7. A “Non-Protection Report” about the care of a Child/Youth in Mnaasged’s Out-of-Home Care is not subject to Child Protection Standards. For these cases, Mnaasged has policies and procedures that include the following:
 - a) Designation of the person responsible for the assessment
 - b) Establishment of a response time
 - c) Process and practice expectations
 - d) Completion time
 - e) Documentation requirements
8. If the Phone Screener or the Child Safety Intervention Helper receives information after the response decision has been made but prior to the first face-to-face contact with the Child/Youth, and the information indicates that there is no longer any reasonable or probable ground to suspect that the Child/Youth may need protection, the response decision may be changed and the investigation discontinued. The decision not to proceed with the investigation requires documentation in the case file and approval by the Supervisor. Approval should also be obtained from the First Nation Band Representative Supervisor prior to closing any file for whatever reason.
9. For cases requiring the Community Link Service, the Phone Screener or the Child Safety Intervention Helper will complete the disposition on the Referral Form within 24 hours of

receiving the referral. The Helper will then contact the family by telephone within five (5) days of the referral and provide information about early intervention, prevention, or treatment services. Other methods of contact are used if the family does not have a telephone. If the Community Link is on an open Family Service File, the information will be assigned to the Child Safety Intervention Helper who will assist the family in accessing the appropriate community resources. The Phone Screener or the Child Safety Intervention Helper will be required to consult with the Supervisor and to document approvals relating to deviations from the Child Protection Standards.

POLICY REFERENCE

Department: After Hours	POLICY #: 3050
Section: Procedures, Practices, and Standards of Service for Child Protection Cases	
Subject: Child Protection Standard #2: Developing the Investigation Plan	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Child Protection Standard 2, Ontario Association of Children’s Aid Societies Accreditation Standards, <i>Child, Youth and Family Services Act</i> , section 74	

CHILD PROTECTION STANDARD #2: DEVELOPING THE INVESTIGATION PLAN

POLICY

Mnaasged Child and Family Services will ensure that an Investigation Plan is completed for a referral that requires a Child Protection Investigation by using the most appropriate investigative approach. The flexible Customized Approach will be used whenever possible. The more structured Traditional Approach will be used if the information received indicates that a criminal offence has been perpetrated against a Child/Youth or when the Helper has been unable to engage the family at a level of cooperation that would allow the Helper to determine what, if any, Protection Concerns exist.

PROCEDURE

TRADITIONAL AND CUSTOMIZED INVESTIGATIVE APPROACHES

1. The Child Safety Intervention Helper, along with the First Nation Band Representative, will determine how the Investigation Plan will be carried out using the Traditional or Customized Approach as identified within the Ontario Child Protection Standards.
2. Both investigative approaches will utilize a child-focused, strengths-based, and family-centred orientation.
3. The Child Safety Intervention Helper will obtain prior approval to commence an investigation from the immediate Supervisor and will collaborate with the Supervisor to develop and document the Investigation Plan.
4. Family members will be interviewed individually.

5. Forensic interviewing techniques will be used in interviews when discussing the alleged Child Protection Concerns.
6. The Child Safety Intervention Helper will ensure that the Investigation Plan addresses safety concerns prior to face-to-face contact with the family.
7. The Child Safety Intervention Helper will keep the First Nation Band Representative notified at every level of the investigation. Notification will be according to the community protocols for each First Nation.
8. The Child Safety Intervention Helper will include the option for the family to proceed with culturally appropriate services, which may include smudging, Talking Circles, ceremonies, and participation of Elders or Traditional Practitioners as a step within the Investigation Plan.

PROCEDURE FOR THE TRADITIONAL APPROACH

1. The Child Safety Intervention Helper will ensure that the Traditional Approach is used and will contact and work collaboratively with Police Services as per protocol for all referrals involving allegations of a criminal offense that may have occurred against a Child/Youth. The management of Child Safety Intervention cases involving Policing Agencies and protocols with various Police Services that must be observed are accessible to all Staff.
2. The Child Safety Intervention Helper will focus on ascertaining facts and collecting evidence in a legally defensible manner when the Traditional Approach to investigation is used.
3. The Child Safety Intervention Helper will move to a more customized, family-centred approach as soon as evidence has been gathered.

PROCEDURE FOR THE CUSTOMIZED APPROACH

1. The Child Safety Intervention Helper will use the Customized Approach whenever possible for less severe cases to facilitate Client engagement and a Helper–Client relationship that will result in improved Child/Youth safety.
2. The Child Safety Intervention Helper will ensure that the Customized Investigative Plan emphasizes a more flexible and individualized approach that involves decision making pertaining to issues such as the sequence of interviews, whether interviews should be scheduled or unannounced, and the location of the interviews. Parent/Caregiver interviews will usually be scheduled first, and visits will usually be announced with the Customized Approach.
3. The Child Safety Intervention Helper will immediately revert to the Traditional Approach anytime during a Customized Investigation if new information is received that a criminal offence has been perpetrated against a Child/Youth or if the Helper has been unable to

engage the family at a level of cooperation that would determine if any Protection Concerns exist.

POLICY REFERENCE

Department: After Hours	POLICY #: 3060
Section: Procedures, Practices, and Standards of Service for Child Protection Cases	
Subject: Helper Safety	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Child Protection Standard 2, Ontario Association of Children’s Aid Societies Accreditation Standards, <i>Child, Youth and Family Services Act</i> , Human Resources Policy	

HELPER SAFETY

POLICY

Mnaasged Child and Family Services will ensure that Helper Safety will be addressed in the Investigative Plan and will be a priority when providing Child Protection Services.

PROCEDURE

1. The Child Safety Intervention Helper will review all referral/file documentation to identify known and suspected safety issues within the Investigative Plan.
2. The Child Safety Intervention Helper will obtain prior approval from the immediate Supervisor to commence an investigation and will collaborate with the Supervisor to develop and document the Investigation Plan that includes best practices to minimize risk to the Helpers.
3. The Child Safety Intervention Helper will ensure that the Investigation Plan addresses safety concerns prior to a face-to-face contact with the family.
4. The following precautions will be reviewed for every new referral throughout the investigation and on an ongoing basis for all open files. Consideration for the following will be determined on a case-by-case basis at the discretion of the Child Safety Intervention Helper in consultation with the Supervisor:
 - a) Police will be contacted to accompany the Child Safety Intervention Helper when the safety of the Helper may be at risk for reasons including, but not limited to, the following:
 - i. Child/Youth being brought to a Place of Safety is imminent or necessary

- ii. Known perpetrator may be in the Home
 - iii. Residents have a history of domestic violence or other criminal activity
 - iv. It is known or suspected that the Home may contain dangerous weapons
 - v. Referral information is sparse
 - vi. Safety Intervention Helper is required to attend a location where there are persons consuming or is under the influence of alcohol/drugs or trafficking/manufacturing of drugs is known or suspected
 - vii. Hazardous weather or driving conditions exist or are pending
 - viii. Attendance of the Child Safety Intervention Helper is required in remote, isolated locations that may not provide cellular service
 - ix. Child Safety Intervention Helper is required to attend a location where many persons are present or a party is in progress
- b) Child Safety Intervention Helper(s) attending a home visit or investigation outside of regular working hours will notify the Supervisor prior to and immediately after the visit
 - c) Child Safety Intervention Helpers will use electronic calendars and sign-out boards to document their location when out of the office
 - d) Child Safety Intervention Helpers will always carry a functioning cell phone throughout the Child Safety Intervention service delivery when out of the office
 - e) Consideration for two (2) or more Child Safety Intervention Helpers to attend an investigation or home visit will be determined on a case-by-case basis at the discretion of the Child Safety Intervention Helper in consultation with the Supervisor
 - f) Child Safety Intervention Helpers will remove themselves immediately from any location or situation if they suspect their safety is or may become at risk (e.g., aggressive pets or wild animals)
 - g) Child Safety Intervention Helpers will notify the Supervisor at anytime if they suspect their safety may be at risk, which may include, but not limited to, threats of harm, intimidation, inappropriate gestures, verbal or physical assaults, or environmental harm. Police will be contacted as applicable on a case-by-case basis

POLICY REFERENCE

Department: After Hours	Policy #: 3070
Section: Procedures, Practices, and Standards of Service for Child Protection Cases	
Subject: Child Protection Standard #2: Conducting a Child Protection Investigation; Family Based	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Child Protection Standard 2, Ontario Association of Children’s Aid Societies Accreditation Standard, <i>Child, Youth and Family Services Act</i> , section 74	

CHILD PROTECTION STANDARD #2: CONDUCTING A CHILD PROTECTION INVESTIGATION; FAMILY BASED

POLICY

Mnaasged Child and Family Services will ensure that the Ontario Child Protection Standards related to the completion of Family-Based Child Protection Investigations will be followed.

Mnaasged Child and Family Services will also ensure that families will be provided access to culturally appropriate services, such as Talking Circles, smudging, ceremonies, and participation with Elders or Traditional Practitioners.

PROCEDURES

*THE FIRST SIX STEPS IN FAMILY-BASED INVESTIGATIONS ARE ALWAYS COMPLETED

1. *The Child Safety Intervention Helper will interview and observe the Child/Youth in the Home using communication methods coinciding with the Child’s/Youth’s developmental stage.
2. *The Child Safety Intervention Helper will make referrals for the family to access culturally appropriate services throughout the investigation and as requested by the family.
3. *The Child Safety Intervention Helper will observe the Child’s/Youth’s living situation to monitor potential hazards that may indicate neglect.
4. *The Helper will observe the entire Home, in particular the Child’s sleeping area, to determine any risk, safety hazards, or signs of neglect.

5. *The Child Safety Intervention Helper will interview the non-abusing Caregiver.
6. *The Child Safety Intervention Helper will interview the alleged perpetrator (with Police if warranted as per protocol).
7. The Child Safety Intervention Helper will observe direct interaction between the Child/Youth and the Caregiver(s) as part of the assessment process.
8. The Child Safety Intervention Helper will interview witnesses involved.
9. Throughout the investigation, the Child Safety Intervention Helper will make every effort to ensure all Children/Youth, Caregivers, family members, and other adults residing in the Home are interviewed individually and privately.
10. The Child Safety Intervention Helper will use the Eligibility Spectrum to assist in determining if others are at risk and if prior interviews indicate that there may be potential victims of maltreatment, such as siblings or Children/Youth of other families.
11. The Child Safety Intervention Helper will obtain Consent for the Release of Information Forms from Caregivers to assist with the gathering of evidence from other professionals involved with the Child/Youth and the family (e.g., medical, education, and law enforcement).
12. The Child Safety Intervention Helper, in consultation with the Supervisor, will consider the need to seek a warrant for case information if required.
13. The Child Safety Intervention Helper will report information to the Police immediately when the information obtained during an investigation on a domestic violence perpetrator places someone in danger.
14. The Child Safety Intervention Helper will be required to document all interviews that are completed on case notes in the Mnaasged Information Management System.
15. The Child Safety Intervention Helper will be encouraged to regularly consult with the Supervisor when required.
16. Decisions on how the investigation will be conducted will also take into consideration the following:
 - a) Whether to contact the Caregiver prior to interviewing the Child/Youth if there is no reason to believe that the Caregiver failed to protect the Child/Youth or that contacting the Caregiver may compromise the integrity of the evidence
 - b) The severity of the reported Child Protection Concern

- c) The Helper's ability to protect the Child/Youth and to gather information in sufficient detail
 - d) The likelihood of the family fleeing from the current address or jurisdiction
17. Parents will be informed when their Child/Youth will be interviewed except in the following situations:
- a) Where the Parent is the alleged abuser
 - b) There is reason to believe that the Caregiver failed to protect the Child/Youth
 - c) There is reason to believe that contacting the Caregiver may compromise the integrity of the evidence
18. In respect to the Traditional or Customized Approach to investigations, the protection of the Child/Youth will be ensured through ongoing risk and safety assessments. The preferred method of interviewing a Child/Youth will be in the Home with the consent of the Caregiver if safety is not compromised because of the interview. In many cases, the first contact will be with the Caregiver and the Child/Youth together before the Child/Youth is interviewed separately and in private.
19. The choice of an interview location will be based on a consideration of the following:
- a) The Child Safety Intervention Helper's ability to protect the Child/Youth
 - b) The Child Safety Intervention Helper's ability to gather information in sufficient detail
 - c) The availability of interviewing space for private interviews of Children/Youth
 - d) The availability of interviewing space that is helpful to the Child's/Youth's comfort and need for safety
 - e) The safety for the Child Safety Intervention Helper
20. The decision regarding announced or unannounced interviews will be based on a consideration of the following:
- a) The severity of the reported Child Protection Concern
 - b) The Child Safety Intervention Helper's ability to protect the Child/Youth
 - c) The Child Safety Intervention Helper's ability to gather information in sufficient detail
 - d) The likelihood that the family will flee from the current address or jurisdiction
21. Unannounced visits may be necessary under the following circumstances:

- a) The Child Safety Intervention Helper will need to determine whether the perpetrator is in the Home
- b) There is fear that a family may flee
- c) It is not possible to contact the family to arrange an appointment
- d) It is necessary to interview the Child/Youth immediately
- e) It is necessary to assess the Child's/Youth's living conditions without the family having the opportunity to modify any of its usual conditions

POLICY REFERENCE

Department: After Hours	POLICY #: 3080
Section: Procedures, Practices, and Standards of Service for Child Protection Cases	
Subject: Child Protection Standard #2: Conducting a Child Protection Investigation; Institutional	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Child Protection Standard 2, Ontario Association of Children’s Aid Societies Accreditation Standard, <i>Child, Youth and Family Services Act</i> , section 74	

CHILD PROTECTION STANDARD #2: CONDUCTING A CHILD PROTECTION INVESTIGATION; INSTITUTIONAL

POLICY

Mnaasged Child and Family Services will ensure that the Ontario Child Protection Standards related to the completion of Institutional Child Protection Investigations will be followed.

Mnaasged Child and Family Services will ensure that Child Safety Intervention Staff who complete Institutional Investigations will be provided with the knowledge, skills, and special training to conduct investigations within an institutional setting. Mnaasged Child and Family Services will also ensure that Community Caregiver Investigations will be managed and completed with the appropriate Policing Service based on the protocols of the Child Safety Intervention Service.

Mnaasged Child and Family Services will ensure that families will be provided access to culturally appropriate services, such as Talking Circles, smudging, ceremonies, and participation with Elders or Traditional Practitioners.

PROCEDURE

***THE FIRST TWO STEPS IN INSTITUTIONAL INVESTIGATIONS ARE ALWAYS COMPLETED**

1. *As part of the Investigation Plan and depending on the referral concerns, the Child Safety Intervention Helper will complete interviews with the alleged victim, the alleged perpetrator, the Staff witnesses (current and former), the Facility Administrator, and the Supervisors of the alleged perpetrator.

2. *The Child Safety Intervention Helper will complete an examination of the physical layout of the setting.
3. The Child Safety Intervention Helper may consider using a community resource when completing investigations. Community resource professionals may include Elders, Traditional Practitioners, extended family members, education authorities, physicians and nurses, mental health and addictions Helpers, and so on.
4. Depending on the referral concerns, the Child Safety Intervention Helper will consider an examination of facility files and will document the following:
 - a) Daily log of Children's/Youths' activities
 - b) Medication administered and logged
 - c) Restraints and Serious Occurrences
 - d) Individual files on each Child/Youth
 - e) Facility policies and procedures, staffing levels, shift patterns, staff training and qualifications, daily routines, and programming
5. The Child Safety Intervention Helper will conduct an examination of records to determine if there exists any activity related to historical allegations of abuse.
6. An examination of facility files and information about the alleged victims will assist the Child Safety Intervention Helper with determining background information on Children/Youth and Staff at the facility. This may include the following:
 - a) Characteristics of the victims, including their primary language and problems that might affect their ability to be interviewed (e.g., deafness or speech difficulties)
 - b) Length of stay in the current setting
 - c) Prior allegations of abuse in any setting
 - d) Prior allegations of abuse related to the current incident, perpetrator, or setting
 - e) Prior abuse or exposure to abuse in another setting
 - f) Child's/Youth's relationship and feelings toward the alleged perpetrator
 - g) Any other information relevant to the investigation
7. If information obtained during an investigation indicates that a domestic violence perpetrator may place someone in danger, the Child Safety Intervention Helper will alert the person at risk and will contact the Police immediately.

8. The Child Safety Intervention Helper will complete as many steps within the Investigation Process as required until one of the following is determined:
 - a) The allegations of Child/Youth abuse or neglect can be clearly verified or ruled out without recourse to one or more of these additional steps
 - b) The absence of immediate safety threats and long-term risk factors can be clearly established
 - c) All reasonable efforts have been made to collect evidence and continuing the investigation would yield no new information
9. The Child Safety Intervention Helper will complete case notes in the Mnaasged Information Management System on the interviews related to the investigation and assessment process.
10. Community Caregiver Investigations are conducted by Child Safety Intervention Helpers who have special training, knowledge, and skills related to these types of investigations.
11. All cases are reviewed with a Supervisor at least once during an investigation. Cases with a higher degree of risk or complexity are reviewed more frequently.

POLICY REFERENCE

Department: After Hours	POLICY #: 3090
Section: Procedures, Practices, and Standards of Service for Child Protection Cases	
Subject: Child Protection Standard #3: Conducting the Safety Assessment and Developing the Safety Plan – Collaborating with the Family	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Child Protection Standard 3, Ontario Association of Children’s Aid Societies Accreditation Standard, <i>Child, Youth and Family Services Act</i> , section 74	

CHILD PROTECTION STANDARD #3: CONDUCTING THE SAFETY ASSESSMENT AND DEVELOPING THE SAFETY PLAN – COLLABORATING WITH THE FAMILY

POLICY

When Mnaasged Child and Family Services receives a referral that results from a rating above the Intervention Line based on the Eligibility Spectrum, a Child Protection Investigation will be required.

Mnaasged Child and Family Services will ensure that a Safety Assessment will be completed for all investigations at the first face-to-face contact within the response time for new referrals or for ongoing cases that are assigned for investigation.

PROCEDURE

1. The Child Safety Intervention Helper will ensure that the Safety Assessment Form is completed within 24 hours of the initial visit or by the next working day, regardless of holidays or after hours. The Supervisor will ensure that the Supervision Note is uploaded within the same time frame and that all documentation is approved in the Mnaasged Information Management System within five (5) days.
 - a) A Safety Assessment (Ontario Child Protection Tools Manual) will be conducted in collaboration with the family and the First Nation Band Representative to determine if any safety threats exist during Family-Based Investigations, including ones in Out-of-Home Care by the relatives’ community members, an Alternative Care Home, or a formal Customary Care Home.
 - b) A Safety Assessment tool is not available for assessments of safety threats in Institutional Investigations. The investigation requires an assessment of immediate safety threats, with the outcome recorded as a narrative in the case record.

2. The Child Safety Intervention Helper will ensure that the Child's/Youth's family, the extended family, the First Nation Band Representative, and other community resources are utilized in assessing the safety for Children/Youth and families when developing a Safety Plan.
3. If the Child Safety Intervention Helper determines after the first face-to-face contact that the referral information was visibly wrong, the investigation could be withdrawn on the approval from the Supervisor and the First Nation Band Representative. This determination must be captured in the Safety Assessment document as per Standard 3.
4. The Child Safety Intervention Helper will complete the following:
 - a) Privately interview Children/Youth subject to the referral (or observe the Children/Youth if non-verbal)
 - b) Interview the primary Parent or Caregiver
 - c) Interview or observe other Children/Youth cared for in the Home if the initial interviews revealed the presence of threats to their safety
 - d) Other Children/Youth cared for in the Home who are not in immediate threat can be interviewed at a later time after the first face-to-face contact but before the completion of the investigation
5. The Child Safety Intervention Helper will ensure that interviews for Children/Youth, Parents, and Caregivers are completed within the required response time as determined by the Eligibility Spectrum.
6. Vulnerable Infants and Infants under one (1) year of age will be seen weekly by the Helper and will be referred to the local First Nation Nurse for a "well baby" visit. Additional case management measures will be used for all cases involving Vulnerable Infants. Helpers will review safe sleeping practices.
7. A Safety Plan is mandatory each time a safety threat is identified. The Child Safety Intervention Helper will develop the Safety Plan with the family and the First Nation Band Representative immediately following the assessment of safety threats. The Safety Plan will be developed with the family to address risks and will include specific directions, such as who will take what action, when to act, and how the Plan will be monitored.
8. The Child Safety Intervention Helper will ensure that the Safety Plan addresses the safety of the referred Child/Youth and all other Children/Youth in the Home.
9. If injuries are identified or medical care is required during the Safety Assessment, a medical examination must be arranged immediately by the Child Safety Intervention Helper. Whenever possible, the Child Safety Intervention Helper will accompany the Child's/Youth's Parent(s) or Guardian(s) to the medical exam or will seek written consent from the Parent(s)

or Guardian(s) to have the examination completed in their absence. If the Parent(s) or Guardian(s) is unable to accompany the Child/Youth or provide consent, the Child/Youth will be apprehended to ensure that the medical exam and treatment will be completed. Results of the examination will be documented in the case record.

10. The Child Safety Intervention Helper will consult with the Supervisor prior to the implementation and completion of the Safety Plan and Safety Assessment. The Child Safety Intervention Helper will complete the Safety Assessment in the Mnaasged Information Management System. The Supervisor will be required to review and approve the Safety Plan and Safety Assessment. Formal documentation of the Safety Assessment will be completed within five (5) days of the first face-to-face contact. The Safety Assessment must be submitted for approval to the Supervisor within the response period specified in the referral.
11. The Child Safety Intervention Helper will be required to review the Safety Plan with the family and in consultation with the First Nation Band Representative to assess changes to the identified safety threats or the ability to assure safety.
12. A Safety Plan will be regularly and consistently monitored throughout the Child Protection Investigation.
13. The Child Safety Intervention Helper will discontinue the Safety Plan only when safety threats are eliminated, the Caregiver's(s') ability to protect has improved, or the Safety Plan has become long term and actions to secure the Child's/Youth safety is integrated with the next regular Service Plan.
14. The Child Safety Intervention Helper may complete a Safety Assessment to reassess a family receiving ongoing services when there has been a change in circumstances that may cause stress to the family unit.
15. The Safety Intervention Helper will recommend immediate file closure to the Supervisor after completing the Safety Assessment if the initial interviews yield information that maltreatment has clearly not occurred and indicates the following:
 - a) No safety threats to the Child/Youth
 - b) Family shows significant strengths for individual and family functioning
 - c) Absence of conditions indicating risks of maltreatment
 - d) No probable or reasonable grounds to believe that a Child/Youth needs protection
16. Under these circumstances an investigation will be concluded if the entire required core steps have been completed and the criteria for concluding a Child Protection Investigation have been met.

17. This option is not available for new investigations of cases already receiving Child Protection Services.

POLICY REFERENCE

Department: After Hours	POLICY #: 3100
Section: Procedures, Practices, and Standards of Service for Child Protection Cases	
Subject: Child Protection Standard #7: Supervision	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Child Protection Standard 7, Ontario Association of Children’s Aid Societies Accreditation Standards, <i>Child, Youth and Family Services Act</i>	

CHILD PROTECTION STANDARD #7: SUPERVISION

POLICY

Mnaasged Child and Family Services will provide Supervision for all Employees. All Employees will be expected to participate constructively in the Supervision process. Supervision is the process of giving direction, guidance, and support to Mnaasged Child and Family Services Helpers and ensuring that Helper activity is consistent with the Policies and Procedures of Mnaasged Child and Family Services.

The following procedures articulate the requirements with respect to Supervisory review and approval of casework decisions. The Child Safety Intervention Helper will be the Case Manager and will have the most direct knowledge of the family. It will not be expected that every casework decision is made with a Supervisor.

This policy is not intended to replace the informal Supervision process that occurs daily.

PROCEDURE

1. When decisions affect the safety or permanency of a Child/Youth, the Child Safety Intervention Helper will review and consult with the immediate Supervisor. Case decisions will require Supervisor approval prior to implementation.
2. The Child Safety Intervention Helper will document in case notes all case-specific content discussed with a Supervisor (including reviews, approvals or decisions, and rationale for them).
3. All files will be reviewed with a Supervisor on an ongoing basis within the context of a regularly scheduled Supervision session:
 - a) At least once a month during an investigation

- b) Minimally once every six (6) weeks while the case is receiving ongoing Child Protection Services
 - c) Prior to case closure or investigation discontinuation
 - d) Cases with a higher degree of risk or complexity will be reviewed more often
 - e) Regularly scheduled Supervision sessions will be documented by the Supervisor
4. The Child Safety Intervention Helper will obtain approval from the immediate Supervisor if the following decisions will be required:
- a) Review of the disposition of a referral and response time decisions at the discretion of the Helper or the Supervisor, including the risk and complexity of the referral
 - b) Review of the Investigation Plan by a Supervisor
 - c) Helper Safety Plan (when required) prior to commencing the investigation
 - d) Adequacy of every new or revised Family Safety Plan is assessed and approved prior to its implementation
 - e) No safety factors or concerns are present and the Safety Assessment is reviewed the next working day
 - f) Verification decision on a Child/Youth in need of protection, case disposition, and “services completed” are reviewed within the context of a regularly scheduled supervision session prior to the completion of the investigation. This process consists of a comprehensive case review and analysis, including the following:
 - i. Referral information
 - ii. Steps taken during the investigation
 - iii. All relevant information obtained during the investigation
 - iv. Results of the Ontario Safety Assessment and Safety Plan and the Ontario Family Risk Assessment
5. The Child Safety Intervention Helper will obtain Supervisor approval for the following:
- a) Deviations from Child Protection Standards, Mnaasged policies and procedures, and protocols including extensions of time frames
 - b) Overrides on the Risk Assessment

- c) Placement of a Child/Youth in Out-of-Home Care with extended family or community members (in and out of care) or in a Mnaasged placement
6. The Supervisor will provide ad hoc consultation and direction to the Child Safety Intervention Helper if decisions need to be made quickly to ensure the immediate safety of a Child/Youth.
 7. The Supervisor will ensure that signatures on case documentation submitted by the Child Safety Intervention Helper at the conclusion of an investigation, a Formal Case Review, Case Transfer, or Case Termination indicates approval of the following:
 - a) Thoroughness, accuracy, and quality of the investigation and effectiveness of ongoing services (including compliance with relevant Standards, protocols, and policies and procedures)
 - b) Accuracy of the Helper's assessment of safety and risk and the appropriateness of associated decisions and plans
 - c) Casework decision making (effective, timely, and appropriate)
 - d) Quality of written documents
 8. Supervisor consultation will be required for the following:
 - a) Report to the Child Abuse Register
 - b) Request for Expungement from the Child Abuse Register
 - c) Criminal charges laid against a Client by Staff
 - d) Concerns about the actions of another Mnaasged Helper
 - e) Family referral recommendations for a Parenting Capacity Assessment
 - f) Critical incidents in the case (threats by the Client to the Helper, death of a family member, threats of suicide, new partner moving in, birth of a baby, or new addition to members in the household)

POLICY REFERENCE

Department: After Hours	POLICY #: 3110
Section: Procedures, Practices, and Standards of Service for Child Protection Cases	
Subject: Departures from Child Protection Standard	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Child Protection Standards in Ontario, Ontario Association of Children's Aid Societies Accreditation Standards, <i>Child, Youth and Family Services Act</i>	

DEPARTURES FROM CHILD PROTECTION STANDARD

POLICY

The Ministry of Children, Community and Social Services established Standards that are assigned to all Child Protection Interventions, Child Protection Investigations, and service delivery. Mnaasged Child and Family Services is committed to ensuring compliance with all Standards of service delivery. Any non-compliance due to extenuating circumstances will be fully documented and explained in the file. The primary focus of Child Protection Services will always be the safety and well-being of the Child/Youth, and the Standards will always be applied in a manner that protects each Child/Youth receiving services from Mnaasged Child and Family Services, even if a departure is required to achieve that outcome.

PROCEDURE

1. All Child Safety Intervention Helpers and Supervisors will receive adequate training to ensure that they have sound knowledge of Mnaasged's Policies and Procedures and of Ministry Standards.
2. The Child Safety Intervention Helper will immediately advise the Supervisor responsible if the Helper is unable to comply with a Ministry Standard.
3. Departures from Ministry Standards that are beyond the control of the Child Safety Intervention Helper (e.g., family unavailable for interviews) are acceptable with Supervisor approval. Departures due to workload issues are not acceptable.
4. The efforts made to meet the Standard and prior Supervisor approval for the departure will be documented in the Departure Section of the relevant Recording module. If there is no appropriate section, the departure will be documented in case note format and in a Supervisory Case Note in the Mnaasged Information Management System.

5. The Supervisor in charge will review and approve the Recording module.
6. Every effort will be made to ensure that a departure from a Ministry Standard does not leave a Child/Youth at imminent risk of harm.

POLICY REFERENCE

SECTION 4: PROTOCOLS

Department: After Hours	POLICY #: 4010
Section: Protocols	
Subject: Protocols	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children's Aid Societies Accreditation Standard, Mnaasged Child and Family Services Internal	

PROTOCOLS

POLICY

Mnaasged Child and Family Services will develop and revise Child Safety Intervention service protocols on an annual basis to ensure effective service coordination, planning, and service delivery for the management of Child Protection Investigations with external services.

The main Child Safety Intervention service protocols will be reviewed and completed with the following Agencies:

- a) Mnaasged Child and Family Services' six (6) member First Nations*
- b) Children's Aid Society of London Middlesex*
- c) Family and Children's Services of St. Thomas and Elgin*
- d) Chatham-Kent Children's Services*
- e) Windsor-Essex Children's Aid Society*
- f) Sarnia-Lambton Children's Aid Society*
- g) Police Services*
- h) Hospitals*
- i) Healthy Babies and Healthy Children*
- j) Violence Against Women*

k) Education

Mnaasged Child and Family Services will implement the Inter-Mnaasged Protocol to facilitate a smooth transition of services for families who relocate from one jurisdiction to another within the Province of Ontario, for an investigation that requires the joint efforts of two Agencies, and for reimbursement for services to Children/Youth from other jurisdictions.

Mnaasged Child and Family Services will implement the Interprovincial/Territorial Protocol for Child Protection Services to facilitate a smooth transition of services for Children/Youth and families moving from one province to another and to repatriate Children/Youth who may have fled or been abducted to another province.

PROCEDURE

1. The Quality Assurance **Helper** will maintain the protocols in the Mnaasged Information Management System. The Director of Services or designate and the Quality Assurance Supervisor will develop and review formal and informal protocols with First Nations, other Children's Aid Societies, as well as other Community Agencies and Service Providers.
2. The Quality Assurance Supervisor will initiate annual reviews of protocols with assigned Mnaasged Personnel and will compile a report to identify recommendations for amendments.
3. The Director of Services will review the report and will work in collaboration with the Quality Assurance Supervisor to prepare a plan to address the recommendations that have been identified. The plan will be shared with the Children's Circle of Care Manager for further review and planning with external Service Providers if revisions are needed. The Protection Resource Manager and the Team Supervisor will be responsible to advise the Child Safety Intervention Supervisor of any change to existing protocols.
4. The Quality Assurance Supervisor will advise the Director of Human Resources of any changes made to Mnaasged protocols. The Director of Human Resources and the Staff Trainer will ensure that protocols are a part of the Foundations of Child Safety Intervention Practice series training for new hires.
5. The Quality Assurance Helper will ensure that copies of all protocols can be accessed through the assigned Community-Based Team Administrative Support Clerks.

POLICY REFERENCE

Department: Investigation and Assessment, Family Services	POLICY #: 4020
Section: Protocols	
Subject: Informing First Nation Communities	
Date Approved:	Date Revised:
Source Reference: Ontario Association of Children’s Aid Societies Accreditation Standards, <i>Child, Youth and Family Services Act</i> , section IV	

INFORMING FIRST NATION COMMUNITIES

POLICY

When Mnaasged Child and Family Services receives a referral the Child Safety Intervention Helper must notify the Child’s/Youth’s and the family’s First Nation Band Representative as soon as possible, verbally or in writing. The Helper will ensure that Mnaasged Child and Family Services notifies and consults with the First Nation Band Representative(s) according to the protocol with the First Nation.

PROCEDURE

1. On receipt of a referral, the Helper will take measures to identify the Child’s/Youth’s and the family’s First Nation.
2. The Child Safety Intervention Helper will immediately relay the information to the Supervisor, who will then contact for consultation with the First Nation Band Representative from the appropriate First Nation.
3. The Child Safety Intervention Helper must also notify the First Nation Band Representative of the following, but not limited to, actions:
 - a) Bring a Child/Youth to a Place of Safety
 - b) Placement of Children/Youth
 - c) Change of placement
 - d) Cultural Plan (Plan of Care) meeting
 - e) Family Talking Circles/Family Case Conferences

- f) Status review under Part III (Child Protection)
 - g) Temporary Care Agreements
 - h) Voluntary Service Agreements
 - i) Adoption placements
 - j) Safe home declarations
 - k) Birth alerts
 - l) Serious Occurrences within Alternative Care Homes
4. The Child Safety Intervention Helper will inform other First Nation affiliations through the First Nation Band Representative or designate immediately on receiving knowledge of the Child's/Youth's and the family's First Nation. The Child Safety Intervention Helpers will use email and telephone to ensure ongoing Communication with the First Nation Band Representatives continues throughout the process.
 5. The First Nation Band Representative or designate will be kept informed of all pertinent information regarding the situation.
 6. The Child Safety Intervention Helper will provide the First Nation Band Representative with the following, but not limited to, documentation:
 - a) Cultural Plan (Plan of Care)
 - b) Wellness Plans
 - c) Court applications, current and updated
 - d) Adoption requests
 - e) Education
 - f) Religious upbringing
 - g) Permission for the Youth to marry
 7. All contact with the First Nation Band Representative will be case noted in the appropriate Child's/Youth's and Family's Files.

POLICY REFERENCE

SECTION 5: RESPONDING TO REFERRALS AFTER HOURS

Department: After Hours	POLICY #: 5010
Section: Responding to Referrals After Hours	
Subject: Placement Priorities	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

PLACEMENT PRIORITIES

POLICY

The priority of Mnaasged Child and Family Services is to always place a Child/Youth within the Child's/Youth's family or in a First Nation home. When no home is available the following placement priorities will be followed:

- a) Extended family in the Child's/Youth's home community*
- b) Extended family in another community*
- c) Another First Nation, Inuit, or Métis family within the Child's/Youth's home community*
- d) First Nation, Inuit, or Métis family outside the Child's/Youth's home community*

When such a placement is not available or appropriate to meet the Child's/Youth's needs, one of the following Alternative Care placements may be considered:

- a) Non-First Nation, Inuit, or Métis family in the Child's/Youth's home community*
- b) Non-First Nation, Inuit, or Métis family outside the Child's/Youth's home community*

When a suitable Caregiver Home cannot be found, placement may be considered with one of the following:

- a) Outside Paid Resource-Operated Home*

- b) Another First Nation-, Inuit-, or Métis-operated group home or treatment centre that meets the Child's/Youth's needs, supervision, and support*
- c) Non-First Nation, Inuit, or Métis group home or treatment centre that meets the Child's/Youth's needs, supervision, and support*

Placement within the jurisdiction of Mnaasged Child and Family Services is to be considered before exploring external resources.

In cases where it is not possible to place a Child/Youth in a First Nation home, connections will be maintained with the Child's/Youth's local First Nation, Inuit, or Métis organizations and services that will support the Child's/Youth's continued awareness and connection to culture and heritage.

PROCEDURE

1. The Child Safety Intervention Helper will consult with the family and the First Nation Band Representative to determine a suitable placement based on the above criteria for placement.
2. The Child Safety Intervention Helper will ensure that the following criteria will be used when determining a placement for a Child/Youth:
 - a) Cultural, racial, linguistic, and socio-economic background
 - b) Age and gender
 - c) Wishes
 - d) Religious background
 - e) Interests, abilities, strengths, and problems (including any available psychiatric or psychological information), therapeutic needs, and accessibility to treatment facilities
 - f) Any medical or disabling condition
 - g) School placement, current academic needs, and accessibility of appropriate schools
 - h) Developmental, emotional, behavioural, and social needs (including peer relationships, ability to function in the community, reaction to authority figures, and availability of recreation)
 - i) Expected length of stay
 - j) Need for access to special services

- k) Family constellation, feelings about family relationships, and geographical closeness to family
 - l) Family's wishes
 - m) Plans for parental contact
 - n) Least restrictive but appropriate alternative
 - o) Feasibility of placement with a member of the Child's/Youth's extended family or community
 - p) Previous placement history (where applicable)
3. The above information will be recorded by the Child Safety Intervention Helper on the Placement Request Form prior to the Child/Youth being placed in an Alternative Care Home.
4. The Child Safety Intervention Helper selecting the home will ensure the following when considering a suitable placement:
- a) How the personalities of the Alternative Care Family and their Children will affect the Child's/Youth's adjustment to the Home
 - b) Employment situation of the Alternative Care Parent(s)
 - c) Availability to the Child/Youth
 - d) Attitude toward child-rearing and behaviour management of the Alternative Care Parent(s)
 - e) Copy of this information will be kept in the Child's/Youth's and the Alternative Caregiver's(s') Files in the Mnaasged Information Management System

POLICY REFERENCE

Department: After Hours	POLICY #: 5020
Section: Responding to Referrals After Hours	
Subject: Bringing a Child to a Place of Safety	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children’s Aid Societies Accreditation Standards, <i>Child, Youth and Family Services Act</i>	

BRINGING A CHILD TO A PLACE OF SAFETY

POLICY

Mnaasged Child and Family Services will ensure that all Least Intrusive Measures have been explored and exhausted to protect the Child/Youth before Admission into Care in accordance with the Philosophies and the Vision of Mnaasged Child and Family Services in supporting healthy families.

PROCEDURE

1. Prior to bringing a Child/Youth to a Place of Safety, the Child Safety Intervention Helper will consult and obtain approval from the immediate Team Supervisor if the Helper’s immediate Team Supervisor is not available. The situation must be discussed with another Supervisor, the Protection Resource Manager, or the Director of Services. Outside of normal office hours, the After Hours Supervisor will be available for consultation and approval. The Supervisor will be required to consult with the First Nation Band Representative Supervisor prior to a decision.
2. When the Child Safety Intervention Helper determines that a Child/Youth is at imminent risk of harm, the Helper will immediately intervene to ensure the Child’s/Youth’s safety without the need to consult with a Team Supervisor.
3. The Helper will ensure that the Supervisor is informed at the earliest opportunity that a Child/Youth has been brought to a Place of Safety.
4. All Interventions and Service Plans that have been developed by Mnaasged based on assessments must be reviewed regularly by the Child Safety Intervention Helper and the Team Supervisor. The Child Safety Intervention Helper will determine if Out-of-Home Care is the best choice for the Child/Youth.

5. In making this determination the following criteria will be observed:
 - a) Whether the immediate physical well-being of the Child/Youth is in question
 - b) Whether there is likelihood of immediate harm through injury or abuse
 - c) Whether the Child's/Youth's circumstances can be modified to eliminate or reduce risk
 - d) If the emotional well-being of the Child/Youth is at risk
 - e) If the Child/Youth exhibits an attachment or identifies with the biological Parent(s)
 - f) If the Child/Youth shows severe mood swings, severe anxiety, continuous unstable behaviour, withdrawal, or no response
 - g) Ability of the Parent(s) to care for the Child/Youth in meeting basic needs (to provide food and shelter for the Child/Youth)
 - h) Child/Youth is refusing to return to the care of the Child's/Youth's biological Parent(s)
 - i) Child–/Youth–Caregiver relationship is conflictual to the point that the Caregiver is unable to provide adequate care
6. In addition, the Child Safety Intervention Helper will place the Child/Youth in Care according to the guidelines and criteria outlined in the *Child, Youth and Family Services Act* section 74.
7. As per the *Child, Youth and Family Services Act*, section 74 (2), harm to the Child/Youth that requires Child Protection Intervention includes the following:
 - a) Physical, sexual, or emotional abuse or the risk of abuse
 - b) Lack of supervision or neglect of the Child's/Youth's basic needs
 - c) Family violence or the Parent's(s') serious abuse of alcohol or other substances
 - d) Child's/Youth's serious mental health, behavioural or emotional problems, including solvent abuse or risk of suicide
 - e) Family is unable to cope with a Child's/Youth's serious developmental delays
8. In situations where the Parent(s) refuses to cooperate or consent to place the Child(ren)/Youth in Mnaasged's Care, Mnaasged will consider seeking a warrant to apprehend the Child(ren)/Youth, which is outlined in the *Child, Youth and Family Services Act*, section 81. The Child Safety Intervention Helper will attempt to obtain a warrant from a Justice of the Peace to apprehend a Child/Youth unless there would be substantial risk to the Child's/Youth's health and safety during the time necessary to obtain the warrant.

9. Once it is determined that a Child's/Youth's need for protection cannot be met in the Child's/Youth's home, Admission to Care may occur with or without the agreement of the family. Whenever a Child/Youth is to be admitted into Mnaasged Care, Customary Care is the preferred option.
10. At the time a Child/Youth is brought to a Place of Safety, or as soon as possible thereafter, the Child Safety Intervention Helper will explain to the biological Parents the reasons (Child Protection Concerns) the Child/Youth is being taken into the Care of Mnaasged. The Helper will ensure that the First Nation Band Representative is notified of the Child/Youth being brought to a Place of Safety.
11. At the time the Child/Youth is brought to a Place of Safety, the Child Safety Intervention Helper will make every effort to obtain as much of the following information as possible about the Child/Youth:
 - a) Identification (Status card, health card, and birth certificate)
 - b) If currently on any medication
 - c) If there are any medical conditions
 - d) If there are any special needs, including allergies and so on
 - e) If there are any fears, habits, or conditions that the Caregiver(s) should be made aware
12. If it is not possible to gather this information at the time the Child/Youth is brought to a Place of Safety, the Helper will make every effort to gather this information later but as soon as possible.
13. The Helper will also obtain any favourite toys, clothes, or belongings of the Child's/Youth's that the Child/Youth may need or want.
14. At the time the Child/Youth is brought to a Place of Safety, the Child Safety Intervention Helper will ask that the Parent(s) and the First Nation Band Representative identify immediate or extended family that might be a viable option for placement and care. If the family is identified, the Helper will obtain consent for the purpose of planning and exploring the placement.
15. The Child Safety Intervention Helper will provide information to the Parent(s) or Caregiver(s) about Client's rights and Mnaasged's Complaint Procedures.
16. If an Intervention Plan or an Alternative Plan for Care with a family cannot be identified, the Child Safety Intervention Helper will place the Child(ren)/Youth in a Mnaasged Alternative Care Home and advise the Legal Services Department to obtain court time and to file a Protection Application within five (5) days of the Child(ren)/Youth sent to a Place of Safety.

17. If the matter proceeds to Court, the Child Safety Intervention Helper will ensure that the Parent(s)/Caregiver(s) and the First Nation Band Representative are notified of the court date and are served the court documents before the initial court date. (Refer to Legal Services Policy and Procedure Manual.)
18. When a Child/Youth has been removed from the home and admitted into Mnaasged Care in an emergency, the Child Safety Intervention Helper will discuss with the family and the First Nation Band Representative of any available options that would address the risk issues before the Child/Youth can be returned home and protected within the family. Mnaasged will explore all options for the possibility of returning the Child/Youth prior to the initial court appearance required within five (5) days of the Child/Youth being brought to a Place of Safety. The First Nation may be able to locate a family to provide care temporarily in a private arrangement. Documentation of the immediate and thorough search for extended family/community placements must be included as part of the Family's File and the Child's/Youth's File.
19. The Children's Circle of Care Helper will be responsible for the placement of the Child/Youth and for completing the Child Admission Form. If the form is not totally complete at the time of placement, the Alternative Care Helper assigned to the Home will ensure that the form is completed, signed, and delivered to the Alternative Care Parent(s) the next day. The Administrative Support Clerk will ensure that the required documentation is filed according to Licensing Standards.
20. When immediate medical attention is required, the Child Safety Intervention Helper will coordinate the examination with the Alternative Care Parent(s). If several Children/Youth require attention, the Child Safety Intervention Helper and the Team Supervisor will collaborate to provide assistance from the After Hours Department.
21. All necessary medical, dental, and collateral appointments are the responsibility of the Child in Care Helper (refer to Children in Care Policy and Procedure Manual). If the Child in Care Helper makes a medical, dental, or collateral appointment and if the Alternative Care Parent(s) is unable to attend, the Child in Care Helper will be required to attend.
22. In some instances, Mnaasged will be unable to secure an appropriate local placement at the time the Child/Youth is brought to a Place of Safety. In these instances, an Outside Paid Resource (OPR) will be required. If this is the initial placement, it will be the responsibility of the Child in Care Helper known to the Child/Youth to participate in the placement.
23. In some situations, obvious safety concerns will exist when considering the transportation of Children/Youth to placements outside the community. The Child in Care Helper will obtain approval from the immediate Supervisor to arrange for transportation by open and secure Custody Staff or off-duty Police Officers on a fee-for-services basis.

POLICY REFERENCE

Department: After Hours	POLICY #: 5030
Section: Responding to Referrals After Hours	
Subject: Place of Safety	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children’s Aid Societies Accreditation Standards	

PLACE OF SAFETY

POLICY

Mnaasged Child and Family Services will ensure that the Executive Director or designate will consider a home as a Place of Safety for the placement of Children/Youth that require care if all legislative requirements and Child Protection Standards are met.

Mnaasged Child and Family Services will exercise caution when placing any Child/Youth in a home that has not received a Formal Home Assessment. Greater caution will be exercised when placing younger or more vulnerable Children. The Child’s/Youth’s relationship to the proposed Caregiver(s) will be a significant factor in the decision to designate a home as a Place of Safety. Mnaasged Child and Family Services will determine whether a Place of Safety meets Foster Care Licensing Standards and is approved as an Alternative Care Home within 60 days of the placement.

When a Child/Youth is placed in an approved Place of Safety, Mnaasged Child and Family Services may provide financial assistance to the Kinship Provider until the Child/Youth returns to the biological Caregiver(s) or until Protection Concerns have been addressed or a Permanency Plan has been implemented. Support payments to the Place of Safety Caregiver(s) must not exceed the regular Alternative Care rate.

PROCEDURE

1. When there is a need for a Designated Place of Safety, the Helper will consult and identify placement options with the family and the First Nation Band Representative and will explain the placement process if required.
2. Before attending the potential Designated Place of Safety, the Helper will consult with the Supervisor and the First Nation Band Representative to discuss the potential placement option and to provide updates. The Team Supervisor will document this as a Supervision Note.

3. The Helper will attend the Designated Place of Safety residence for the initial meeting to complete the following:
 - a) Interview and explain information and documentation requirements and timelines for designation and completion of the Home Study to the potential Resource
 - b) Obtain consents from the Resource and any person 18 years of age or older residing at the residence to complete the following:
 - i. Internal Record Checks at the time of placement consideration
 - ii. Fast Track Checks immediately
 - iii. External and Police Criminal Record Checks promptly with documentation completed within 48 hours
 - c) Conduct a private interview and review the Rights in Care with the Child/Youth
 - d) Complete the Home Safety Checklist and Designated Place of Safety/Kinship “In Care” Form in conjunction with the case note of assessment
 - e) View the Child’s/Youth’s sleeping arrangements
4. The Helper will complete the Designated Place of Safety Form and consult with the Supervisor the viability of the Designated Place of Safety:
 - a) The Supervisor will document this as a Supervision Consultation Note
5. If approved, the Helper will complete the Designated Place of Safety letter and will forward it to the Supervisor:
 - a) The Designated Place of Safety letter must be reviewed by the Supervisor before submitting to the Children’s Circle of Care Manager or the Director of Services
 - b) The Children’s Circle of Care Manager or the Director of Services will forward the Letter and the Designated Place of Safety/Kinship Form to the Executive Director or designate for approval and signature
6. The Helper will create a new file in the Mnaasged Information Management System under the new Caregiver as a Designated Place of Safety:
 - a) The Helper will ensure that the Resource is identified as a Kin-In Care and will link this file to the Child Protection File
 - b) The file will be cross-referenced to the Children in Care File
 - c) The referral disposition will be coded as 8.4.B (Eligibility Code)

7. On receipt of the signed Designated Place of Safety Form, the Helper will complete the Resource Inquiry Form and Application (Eligibility Code 8.4.B) before forwarding to the Screening Department within 24 hours.
8. Within seven (7) days of the placement, the Helper will attend the residence to privately interview the Child/Youth and to review the Child's/Youth's Rights in Care.

SCREENING DEPARTMENT

1. The Phone Screener will confirm receipt of the Resource Inquiry Form and Application from the Helper.
2. The Phone Screener will open a Resource Inquiry/Occurrence in the Mnaasged Information Management System labelled "Designated Place of Safety – Family Name" and is to be cross-linked with the primary Protection File.
3. The Screening Supervisor will review the Resource Inquiry/Occurrence for validity and completeness before assigning the appropriate Alternative Care Supervisor based on region.
4. The Screening Supervisor will contact the appropriate Alternative Care Supervisor to notify of the new Designated Place of Safety Home Study requirement within 24 hours of receiving the Resource Inquiry Form and Application or by the next working day.

TEAM SUPERVISORS

1. The presiding Team Supervisor of the primary Helper will assign said Helper as the primary Helper on the Resource Inquiry/Occurrence (due to the continuing legal and supportive responsibilities for the Designated Place of Safety Resource).
2. The Alternative Care Supervisor will assign a Helper as a covering Helper on the Resource Inquiry/Occurrence until the completion of the Home Study.
3. The Alternative Care Helper will complete the Home Study within the 60-day time frame and will provide an update on the progress of the study to the primary Protection Helper within 45 days.
4. When completed, the Home Study will be reviewed by the Alternative Care Committee, and the Alternative Care Helper will then inform the Protection Helper of the outcome of the Home Study on the same day as the Committee's notification.

FINANCIAL ASSISTANCE

1. When a Designated Place of Safety has been approved by the Executive Director or designate, the Protection Helper will abide by the Alternative Care Policies and Procedures

for requesting and submitting requests for reimbursements to the Designated Place of Safety/Kinship Place of Safety Provider when approved by the Supervisor. The Helper, in consultation with the Supervisor, will ensure that financial support is provided but not exceed Foster Care rates. When determining the amount and frequency of support, Mnaasged will consider the following:

- a) Child's/Youth's needs
 - b) Health and safety concerns
 - c) Availability of assistance from extended family members, community programs, or First Nation community services
2. The Helper will obtain receipts for any financial costs incurred to accommodate the Child/Youth when in a Place of Safety arrangement. A record of all financial support provided to the Designated Place of Safety/Kinship Care Provider(s) and the Child/Youth will be documented in the Kinship Care Family's File in the Mnaasged Information Management System.

POLICY REFERENCE

Department: After Hours	POLICY #: 5040
Section: Responding to Referrals After Hours	
Subject: Collaborative Approach to Identify and Remove Barriers for Family Access to Services	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children’s Aid Societies Accreditation Standards; <i>Child, Youth and Family Services Act</i> , part IV; Community Consultation Report	

COLLABORATIVE APPROACH TO IDENTIFY AND REMOVE BARRIERS FOR FAMILY ACCESS TO SERVICES

POLICY

Mnaasged Child and Family Services recognizes that various barriers (e.g., transportation, day care, isolation, lack of telephone, travel assistance to programs, and access to food banks) often prevent families from participating in important programs and services identified as requirements within Family Service Plans. The Children’s Circle of Care Helper will make every effort to identify and to eliminate or reduce barriers for the families served by Mnaasged Child and Family Services. The issue of barriers requires mandatory regular reviews at all Case Planning Meetings, Talking Circles, or Family Case Conferences.

PROCEDURE

1. The Children’s Circle of Care Helper will ensure that the issue of barriers will be a topic of discussion at every Case Planning Meeting, Talking Circle, and Case Conference.
2. The Children’s Circle of Care Helper will work cooperatively and in collaboration with the family, the First Nation Band Representative, other Service Providers, the extended family, and the community members to assist in the development of a plan to eliminate or reduce all identified barriers that will be documented on case notes.
3. The Children’s Circle of Care Helper will include a section on identified or possible barriers on all Plans (Service Plans, Wellness Plans, Child in Care Plans, and so on), which will be completed and kept up to date of any changes, and will ensure the information is shared with the family, the First Nation Band Representative, other Service Providers, and the extended family/community members as appropriate.

4. The Children's Circle of Care Helper will document identified and possible barriers, the steps taken, and plans developed to reduce the barriers appropriately in case notes and in all plans.
5. The Children's Circle of Care Helper will consult to obtain approval from the immediate Supervisor for requests that result in long-term costs associated with case planning.
6. Mnaasged will strive to work cooperatively with each individual First Nation to address common barriers that families are faced with on a regular basis.

POLICY REFERENCE

Department: After Hours	POLICY #: 5050
Section: Responding to Referrals After Hours	
Subject: Vulnerable Infants	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Other Society	

VULNERABLE INFANTS

POLICY

Mnaasged Child and Family Services believes that every Child, in accordance with Traditional Teachings, is a sacred gift from the Creator. As an Indigenous entity, Mnaasged Child and Family Services has a shared responsibility to ensure the safety, care, nurturing, and development of every Child.

Infants are the most vulnerable of all Children and deserve special consideration. Therefore, in addition to the compliance with Mnaasged Child and Family Services' Frequency of Home Visits Policy, Unannounced Home Visits Policy, and Ministry Standards the Child Safety Intervention Helpers will implement the following additional measures for all cases involving Vulnerable Infants.

Mnaasged Helpers will ensure that Infants younger than six (6) months of age are seen weekly and their referrals for "well baby" visits are completed with local First Nation Nurses or Nurse Practitioners. The "well baby" visit may occur at the home or at the medical care facility of the family's choice. The purpose of the "well baby" visit is to ensure that the family has access to current and future resources for the Infant. The other purpose for the "well baby" visit is to confirm and document the Infant's Wellness Plan and to identify and reduce any barriers that may prevent the family from accessing routine medical care for the Infant.

PROCEDURE

1. The Child Safety Intervention Helper will, during Case Planning with the family and the First Nation Band Representative, review Mnaasged's policy on providing additional visits for Vulnerable Infants.

2. The Child Safety Intervention Helper will inform the family and the First Nation Band Representative that the Helper will need to observe the Infant that is aged less than six (6) months a minimum of once every week.
3. The Child Safety Intervention Helper will obtain a consent from the Parent(s) and complete a referral for all Newborn Infants as well as Infants younger than six (6) months of age to be seen by a Nurse or a Nurse Practitioner for a “well baby” visit within one (1) month of the Infant’s birth or of the file opening. The Helpers will regularly observe the Infant awake and undressed, including the Infant’s diaper area, so that the Helper can accurately document that the Infant appears healthy and meeting the developmental milestones. Observing the Infant will also allow the Helpers to assist the family if any concerns have developed that would determine if the Infant would benefit from immediate medical care or further examination by a licensed medical professional.
4. If it appears the Infant requires immediate medical care, the Helper will ensure that the family calls an ambulance or will offer to transport the family to the nearest medical facility to confirm that the Infant has been assessed by a medical professional.
5. The Child Safety Intervention Helper will regularly review with the biological Parent(s) or Caregiver(s) safe sleeping for Infants that will include, but not limited to, crib safety, playpens, bed sharing, infant carriers, car seats, and so on.
6. The Child Safety Intervention Helper’s knowledge of Infant Safety will be based on up-to-date information available from Health Canada as well as from the family’s First Nation Health Services Providers.
7. All Infant visits will be documented appropriately in case notes with appropriate details, including the Infant’s birth weight, discharge weight, and weekly weight up to six (6) months of age; description of the Infant’s complexion including skin colouring, rashes, or other conditions; and the Infant’s breathing pattern, eye contact, and so on.

POLICY REFERENCE

Department: After Hours	POLICY #: 5060
Section: Responding to Referrals After Hours	
Subject: Virtual After Hours Kit	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children’s Aid Societies Accreditation Standards	

VIRTUAL AFTER HOURS KIT

POLICY

The Phone Screener Supervisor will ensure that the Virtual After Hours Kit is complete and updated on a regular basis.

PROCEDURE

1. The After Hours Helper and the Supervisor will review the Virtual After Hours Kit prior to leaving the office at 4:30 p.m. to ensure that they have all the items for their After Hours shift.
2. The After Hours Helper will contact the Answering Service at the start of the After Hours shift to confirm contact information and to inform of any change in the After Hours Helpers.
3. The After Hours Helper will also contact the After Hours Supervisor at the onset of the shift to exchange contact information and to review any new alerts that may require servicing during the shift.

POLICY REFERENCE

Department: After Hours	POLICY #: 5070
Section: Responding to Referrals After Hours	
Subject: Roles and Responsibilities of After Hours Helpers	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children’s Aid Societies Accreditation Standards, <i>Child, Youth and Family Services Act</i>	

ROLES AND RESPONSIBILITIES OF AFTER HOURS HELPERS

POLICY

Mnaasged Child and Family Services After Hours Helpers will be available to provide emergency After Hours Services that may be required outside of the normal business hours, statutory holidays, and other office closures. The After Hours Helpers will respond to emergencies only as they are not responsible to provide routine ongoing services to Clients currently receiving these from Mnaasged Child and Family Services.

PROCEDURE

1. The After Hours Helper will be available to provide an immediate response for all referrals when needed.
2. The After Hours Helper will respond to all calls that are forwarded by the Mnaasged After Hours Answering Service.
3. The After Hours Helper will ensure that the family meets Mnaasged’s criteria for services, as defined within the Mnaasged service jurisdiction and the *Child, Youth and Family Services Act*, section 74 (2).
4. The After Hours Helper will contact the Child’s/Youth’s First Nation Band Representative to identify an appropriate plan and response per Mnaasged protocol with the First Nation.
5. The After Hours Helper will gather information from any persons who may be able to collaborate with the referral. This may include contact with the Child’s/Youth’s immediate family, the Child’s/Youth’s First Nation Band Representative, the extended family members, the neighbours, the referral source, or the Police. Screening will be initiated as follows to determine if there is a history of domestic abuse within the family through the Mnaasged

Information Management System, the Provincial database, and Fast Track and Child Abuse Registry Checks, when applicable:

- a) Conduct a Safety Assessment that will include assessing whether a Child/Youth requires an Out-of-Home placement to ensure the Child's/Youth's safety until such time the regularly assigned Child Safety Intervention Helper and the Supervisor can develop a comprehensive plan for follow-up the next regular workday
 - b) On completion of the assessment, the Child/Youth will be placed in a Designated Place of Safety when safety is a factor
 - c) The After Hours Helper will explain the limitations and extent of the After Hours Helper's role to Clients when requests for service do not require an immediate emergency response. This may include referring the Client to another more appropriate community service or suggesting that the Client contact the Child Safety Intervention Helper, the Family Circle of Care Helper, or other department during normal Mnaasged office hours.
6. The After Hours Helper will document and complete all referrals and necessary forms as required in the Mnaasged Information Management System.
 7. The After Hours Helper will contact the After Hours Supervisor immediately when a call is received that requires an imperative decision or if the Helper is required to go out.
 8. The After Hours Helper is encouraged to contact the After Hours Supervisor any time to seek clarification on any aspect of Mnaasged's Policies and Procedures.
 9. If the After Hours Helper is not successful in making contact with the Supervisor as arranged prior to the beginning of the After Hours shift, the Helper may call directly the Supervisor's residence or cell phone.
 10. In the unlikely event that neither the After Hours Helper nor the Answering Service is able to make contact with the Supervisor scheduled for the After Hours shift, the After Hours Helper or the Answering Service will contact the on call Senior Manager for direction.
 11. The After Hours Helper will be responsible to complete the After Hours Log and submit this for approval to the After Hours Supervisor by 9 a.m. the following day after the shift.

POLICY REFERENCE

Department: After Hours	POLICY #: 5080
Section: Responding to Referrals After Hours	
Subject: Roles and Responsibilities of After Hours Supervisors	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children’s Aid Societies Accreditation Standards	

ROLES AND RESPONSIBILITIES OF AFTER HOURS SUPERVISORS

POLICY

Mnaasged Child and Family Services After Hours Supervisors will provide support, direction, and guidance to the After Hours Helpers through consultation on all received calls and referrals.

PROCEDURE

1. The After Hours Supervisor will be consulted on every call that is received by the After Hours Helper. The After Hours Helper will receive and document all pertinent details pertaining to the call.
2. The After Hours Helper will review all details regarding the call before presenting to the After Hours Supervisor.
3. The After Hours Supervisor will provide direction and guidance to the After Hours Helper by identifying the necessary steps to address the call based on Mnaasged’s Policies and Procedures.
4. The After Hours Supervisor will be responsible for the following:
 - a) Provide an immediate response to the After Hours Helper’s request for direction/consultation on a referral
 - b) Ensure that all reports or referrals alleging that a Child/Youth has been abused or is at risk of being abused receive immediate attention
 - c) Ensure that the After Hours Helper is aware of Mnaasged’s practices, policies, and procedures that pertain to the delivery of services to Children/Youth and families

- d) Document and complete Supervision Notes regarding case direction with the After Hours Helper and ensure that all paperwork requirements are completed properly, reviewed, and approved before distribution to the appropriate Helper/Team the following workday
 - e) Provide assistance to the After Hours Helper in a front-line capacity when the Helper is occupied elsewhere in the field and to call in additional staff when required to assist the After Hours Helper with other cases (workload)
 - f) Report all Serious Occurrences to the Ministry within the required time frames as identified within Mnaasged's Policies and Procedures.
 - g) Consult with Senior Management as required for contentious case-related incidents.
 - h) Consult and inform the First Nation Band Representatives on all calls that require the After Hours Helper to go out
5. The After Hours Supervisor will email a detailed summary of all calls and the After Hours Log to the Service Supervisors, the Children's Circle of Care Manager, and the Director of Services.

POLICY REFERENCE

Department: After Hours	POLICY #: 5090
Section: Responding to Referrals After Hours	
Subject: Use of Senior Management	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children's Aid Societies Accreditation Standards	

USE OF SENIOR MANAGEMENT

POLICY

The After Hours Supervisor will use discretion when determining if the on call Senior Manager, the Executive Director, or the Director of Services is to be contacted when unusual or extreme situations arise.

PROCEDURE

1. The on call Senior Manager, the Director of Services, or the Executive Director will be contacted when the following circumstances occur:
 - a) When a Child in Care has died or has been seriously injured
 - b) When a serious occurrence involving a Child in Care has occurred in a treatment facility, a group home, or an Alternative Care Home
 - c) When a Child in Care has committed a major criminal offense
 - d) When contact with the After Hours Supervisor or the on call Senior Manager cannot be established and the required direction has not been successful
2. The After Hours Supervisor will be responsible for contacting the on call Senior Manager for the following identified areas:
 - a) If the After Hours Supervisor cannot contact the on call Senior Manager, the Supervisor will contact the Director of Services or the Executive Director
 - b) If the After Hours Supervisor cannot be reached, the After Hours Helper will contact the on call Senior Manager

3. The After Hours Supervisor or the After Hours Helper will use discretion to determine if the Director of Services or the Executive Director will be contacted when an unusual, urgent, or extreme situation arises.

POLICY REFERENCE

Department: After Hours	POLICY #: 5100
Section: Responding to Referrals After Hours	
Subject: Situations That Require an After Hour Intervention	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children’s Aid Societies Accreditation Standards	

SITUATIONS THAT REQUIRE AN AFTER HOUR INTERVENTION

POLICY

Mnaasged Child and Family Services will provide Child Safety Intervention Services to Clients outside of regular office hours for situations that may require immediate attention.

PROCEDURE

1. The majority of After Hours calls concern service requests for active cases or cases that are currently being managed by a Child Safety Intervention Helper. For this reason, it is important for the After Hours Helper to determine first whether the caller or person for whom the call is concerning is an active Client.
2. The After Hours Helper will review the Mnaasged Information Management System to determine if a service file is active. The following are situations that may require an After Hours Intervention:
 - a) Children in Mnaasged Care have run away
 - b) Children that are in the Care of another Children’s Aid Society have run away and may be in Mnaasged’s jurisdiction
 - c) Children may be in a home without adequate supervision
 - d) Child/Youth is in the Care of a person who is believed to be under the influence of alcohol, drugs, or other intoxicants
 - e) Spousal violence is occurring and there are Children/Youth in the home
 - f) Request from Police for assistance

3. The After Hours Helper will document the call (referral) on case notes and will complete the People Profiles, required Record Checks, and the Referral modules in the Mnaasged Information Management System.
4. The After Hours Helper will consult with the After Hours Supervisor to review the referral concerns and to determine a rating based on the Eligibility Spectrum. The After Hours Supervisor will consult with the on call First Nation Band Representative for the appropriate First Nation.
5. Once an Eligibility Spectrum Code has been determined, the After Hours Helper will forward the People Profiles and Referral modules in the Mnaasged Information Management System to the After Hours Supervisor for approval.
6. If an immediate response rating is applied to the referral information, the After Hours Helper will respond and commence a Child Protection Investigation.
7. The After Hours Helper will ensure that all case-related documentation is sent to the applicable Child Safety Intervention Service Team Supervisor the next business day before 8:00 a.m. The After Hours Helper will copy the After Hours Supervisor on all emails sent regarding updates and notifications to the Team Supervisors.

POLICY REFERENCE

Department: After Hours	POLICY #: 5140
Section: Responding to Referrals After Hours	
Subject: Child Identification Forms	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children's Aid Societies Accreditation Standards and <i>Child, Youth and Family Services Act</i> , part IV	

CHILD IDENTIFICATION FORMS

POLICY

When a Child/Youth is admitted into Care, the admitting Child Safety Intervention Helper will complete the Child Admission Form within 24 hours. This form, located in the Mnaasged Information Management System, provides a description of the Child/Youth and any special needs the Child/Youth may have to assist with selecting a placement and informing the Alternative Care Parent(s) about the Child/Youth.

This form notifies the Administration of Mnaasged Child and Family Services that the Child/Youth has been admitted into Care. It triggers the process to open the Child in Care File and ensures that the appropriate placement resource will get paid.

PROCEDURE

1. The Child Admission Form must be sent to the Supervisor at the time a placement is requested and a Child Safety Intervention Helper is assigned.
2. The following information will be included in the Child Admission Form:
 - a) Child's/Youth's Indigenous language and culture
 - b) Family background and kinship ties
 - c) Child's/Youth's religious background
 - d) Child's/Youth's developmental, emotional, spiritual, social, medical, and educational needs
 - e) Child's/Youth's preferences, interests, abilities, strengths, and weaknesses (including any known behavioural problems or previous abuse)

- f) Proximity of the placement to the Child's/Youth's family and community
 - g) Expected length of stay plans for parental contact and visiting
3. On receipt of this form, the Child Safety Intervention Helper will ensure the following steps are taken:
- a) Preliminary assessment (Cultural Plan of Care) will be completed within 30 days of admission
 - b) Admission Social History will be prepared to reflect the background history of the Child/Youth and the family within 60 days
 - c) Admission medical examination will be arranged and carried out at admission or within 72 hours in an emergency or under exceptional circumstances or as soon as is practical
 - d) Children's Circle of Care Helper will contact the Office of the Registrar General to request verification of birth documentation where applicable (when birth certificates are not provided from the biological Family/Caregivers)
 - e) Children's Circle of Care Helper will contact the First Nation Band Representative regarding registration of a First Nation, Inuit, or Métis Child/Youth brought into Care to ensure that the Child/Youth is registered or is eligible to be registered

POLICY REFERENCE

Department: After Hours	POLICY #: 5150
Section: Responding to Referrals After Hours	
Subject: Use of Police	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children's Aid Societies Accreditation Standards, Other Society	

USE OF POLICE

POLICY

Mnaasged Child and Family Services will ensure that consultations take place with Police before attending any home or situation where spousal violence, child abuse, physical assault, or drug activity is alleged to have occurred or when the After Hours Helper's safety may be unknown or compromised.

PROCEDURE

1. The After Hours Kit contains the phone numbers of the Police. The Police should be called when the After Hours Helper is concerned about personal physical safety and does not feel comfortable proceeding unaccompanied to a home to deal with a call.
2. The Child Safety Intervention Helper and the After Hours Child Safety Intervention Helper will contact the immediate Supervisor to obtain approval before contacting the Police for assistance. The Child Safety Intervention Helper will have the right to ask for Police assistance if they consider such assistance to be necessary. This includes, but is not limited to, the following situations:
 - a) Transport a Child/Youth who is intoxicated or under the influence of drugs or other substances
 - b) Transport a Child/Youth in Care who has committed an assault and requires placement in another facility
 - c) Child/Youth has threatened the After Hours Child Safety Intervention Helper with physical harm
 - d) Anticipating removal of a Child/Youth from a home in which spousal violence has occurred

- e) Anticipating removal of a Child/Youth from persons who are known to be or suspected of being intoxicated
- f) After Hours Helper fears for own personal safety

POLICY REFERENCE

Department: After Hours	POLICY #: 5160
Section: Responding to Referrals After Hours	
Subject: Referrals from Police	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children’s Aid Societies Accreditation Standards, Other Society	

REFERRALS FROM POLICE

POLICY

Mnaasged Child and Family Services After Hours Child Safety Intervention Helper will work cooperatively when requested by Police as per protocol (refer to Police Protocol).

PROCEDURE

1. Police may contact the After Hours Helper for assistance in the following situations:
 - a) When a Child/Youth in Care has been apprehended
 - b) When a Child/Youth in Care has been arrested for any type of criminal offense
 - c) When Children/Youth are found by the Police to be in the care of persons who are dangerous or intoxicated
 - d) When investigating spousal violence in a home where Children/Youth reside
 - e) When a Child/Youth is alleged to have been physically or sexually abused
 - f) When a Police investigation/criminal matter involves the arrest and detention of adults who have care of Children/Youth for whom the adults cannot or will not arrange for Alternative Caregivers
2. The After Hours Helper will document calls from the Police and will determine a Mnaasged response to the Police request.
3. The After Hours Helper will review the request from the Police with the After Hours Supervisor to obtain approval of a Mnaasged response.

4. For all matters that require a Child Protection Intervention, Child Protection Standards will apply.
5. The After Hours Child Safety Intervention Helper and the After Hours Supervisor will ensure that joint Child Protection Protocols with Police Agencies are followed.
6. The After Hours Helper will also follow the Community Protocols and Informing Bands Policy and Procedure relating to Child Safety Intervention when situations occur within the North Shore Tribal Council Communities.

POLICY REFERENCE

Department: After Hours	POLICY #: 5170
Section: Responding to Referrals After Hours	
Subject: Non-Emergency Calls	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children’s Aid Societies Accreditation Standards	

NON-EMERGENCY CALLS

POLICY

All non-emergency calls received After Hours that do not require an emergency response will be referred by the Mnaasged Child and Family Services After Hours Helper to the appropriate daytime services Personnel.

PROCEDURE

1. If the Referral for Service does not warrant an emergency response after the preliminary screening is completed, the After Hours Helper will refer the caller to the appropriate Mnaasged service or will provide instructions on how to obtain service during regular office hours or from Community Service Providers within the caller’s community.
2. If this is an open file, the After Hours Helper will document the call within the After Hours Log and case note it within the Family’s File. If the call requires an opening of a new file, the Helper will complete the People Profile and Referral modules in the Mnaasged Information Management System if sufficient information is obtained to complete the modules. The After Hours Helper will also complete other record checks that are required.
3. The After Hours Helper will apply the Eligibility Spectrum to assign a rating of the referral information and will consult with the After Hours Supervisor to obtain approval.
4. The After Hours Helper will send the People Profiles and Referral modules to the After Hours Supervisor. The After Hours Supervisor will review and approve the People Profiles and Referral modules.
5. When required, the After Hours Helper will provide the caller with contact information for Mnaasged’s daytime service and for First Nation Community Services Providers if additional support and assistance is needed.

6. The After Hours Helper will ensure that any information deemed to be of an urgent nature will be discussed with the Team Supervisor.

POLICY REFERENCE

Department: After Hours	POLICY #: 5180
Section: Responding to Referrals After Hours	
Subject: Requests for Intervention in Custody and Access Disputes	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children’s Aid Societies Accreditation Standards	

REQUESTS FOR INTERVENTION IN CUSTODY OR ACCESS DISPUTES

POLICY

Mnaasged Child and Family Services has no authority to intervene in Custody or Access disputes unless an alleged Child Protection Concern is reported. In these instances, the After Hours Helper will proceed according to Mnaasged Child and Family Services Policy and Procedures and Protocols for investigating an allegation of Child/Youth abuse or neglect.

PROCEDURE

1. The After Hours Helper will document all referral information on case notes and will complete the People Profiles, Record Checks, and Referral modules in the Mnaasged Information Management System.
2. The After Hours Helper will apply the Eligibility Spectrum to the referral information to determine a rating and will document this in the Referral module.
3. The After Hours Helper will consult with the After Hours Supervisor to review the referral information and Eligibility Spectrum rating and to obtain approval.
4. The After Hours Helper will send the People Profiles and Referral modules to the After Hours Supervisor for approval in the Mnaasged Information Management System.
5. If the referral concerns can be addressed by Mnaasged daytime Staff, the referral information will be sent to the Phone Screening Department; however, if this is an active case, it will be forwarded to the assigned Mnaasged Helper and the Team Supervisor.
6. If an immediate response is required, the After Hours Helper will respond and apply Child Protection Standards and will comply with Mnaasged Protocols on Domestic Violence, Informing Bands, and Community.

7. The After Hours Supervisor will ensure that all completed fieldwork are documented to address the referral concerns and are approved before sending to the appropriate Mnaasged Department the next business day.

POLICY REFERENCE

SECTION 6: SERVICES TO CHILDREN IN CARE

Department: After Hours	POLICY #: 6010
Section: Services to Children in Care	
Subject: Request for Alternative Care Providers	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children's Aid Societies Accreditation Standards	

REQUESTS FOR ALTERNATIVE CARE PROVIDERS

POLICY

Mnaasged Child and Family Services will make every effort to respond with sensitivity and positive regard to requests made by Alternative Care Providers.

When an Alternative Care Provider makes a request for services After Hours for Children/Youth in Care, the After Hours Helper will determine, in consultation with the After Hours Supervisor, if the request for services requires an immediate response.

PROCEDURE

1. Situations of a non-emergency nature involving Children/Youth in Care will be processed during regular office hours by the assigned After Hours Helper.
2. When Alternative Care Providers make requests that are of a non-emergency nature, they will be encouraged to contact their regular Alternative Care Helper during regular office hours to service the request. Non-emergency requests will include the following:
 - a) Alternative Care Provider requires Out-of-District Travel Authorization for a Child/Youth in the Alternative Care Provider's Care
 - b) Alternative Care Provider requires financial assistance for some aspect of a Child's/Youth's Care
 - c) Alternative Care Provider is requesting permission for a Child/Youth to engage in an activity or event
 - d) Alternative Care Provider would like to arrange for respite at a future date

3. Requests from an Alternative Care Provider that may require an immediate response include the following:
 - a) Wants the Child/Youth removed immediately from the Alternative Care Provider's Home
 - b) Child's/Youth's biological Parent(s) or other extended family members have threatened the Alternative Care Provider
 - c) Requires medication for the Child/Youth or immediate medical assistance
 - d) Reports that the Child/Youth has been seriously harmed or injured
 - e) Reports that the Child/Youth has disclosed abuse
 - f) Reports that the Children/Youth have not returned at the designated time from a scheduled visit
4. The After Hours Helper will review all calls from Alternative Care Providers to determine what requires an immediate response and what can wait for the next business day.
5. The After Hours Helper will document the call as case notes in the Mnaasged Information Management System.
6. The After Hours Helper will consult with the After Hours Supervisor if direction or assistance regarding a call or request is required.
7. The After Hours Supervisor will ensure that the assigned Mnaasged Helper and the Team Supervisor are notified and that a case note has been completed in the Mnaasged Information Management System.

POLICY REFERENCE

Department: After Hours	POLICY #: 6020
Section: Services to Children in Care	
Subject: Children Who Go Missing (AWOL)	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children’s Aid Societies Accreditation Standards	

CHILDREN WHO GO MISSING (AWOL)

POLICY

Mnaasged Child and Family Services will advocate for a Child/Youth in Care who is missing, and if there is reason to believe there is substantial risk to that Child/Youth, it will not be necessary to wait the 12-hour period to advise the Police.

Younger Children should be reported as soon as possible or when a Child’s/Youth’s emotional demeanor suggests there is a risk for harm, such as suicide ideation.

Once a Child/Youth has been missing for more than 12 hours, Mnaasged Child and Family Services will follow all requirements related to Missing Persons Reports regarding all Children/Youth in Care of Mnaasged Child and Family Services, such as Crown Wards, Temporary Care or Special Needs Agreements, Children in Care who are on independent living status, and those who are in transition from one placement to another.

PROCEDURE

Mnaasged will be responsible for determining if the Child’s/Youth’s absence is a Serious Occurrence and, if so, will initiate the Serious Occurrence Procedure that includes the following steps:

1. The Children’s Circle of Care Helper will notify the biological Parent(s) of the Child’s/Youth’s absence within 12 hours if the Child/Youth is in Care of Mnaasged through a Temporary Care or Special Needs Agreement.
2. The Children’s Circle of Care Helper will notify the Child’s/Youth’s First Nation Band Representative or delegate within 12 hours

3. The on call Supervisor if After Hours, or daytime Supervisor responsible for the Child/Youth if not After Hours, will notify representatives of the Ministry of Children, Community and Social Services as soon as it is deemed a Serious Occurrence (within 24 hours).
4. The Children's Circle of Care Helper will complete the Serious Incident Report Form. The report will be signed by the Child Safety Intervention Helper and the Supervisor, then forwarded to the Director of Services with a notation as to whether the recommendation is deemed a Serious Occurrence. The Serious Occurrence Report will be completed according to specified timelines.
5. The Supervisor will notify the Director of Services, who will notify the Executive Director for review and submission to the Ministry of Children, Community and Social Services.
6. The Children's Circle of Care Helper will document all efforts made to locate the Child/Youth in a case note in the Mnaasged Information Management System.
7. The Children's Circle of Care Helper will provide updates to the Supervisor every five (5) days until the Child/Youth has been located and returned.
8. The Children's Circle of Care Helper will complete an Absent Without Leave Report to be placed in the After Hours on call Kit. A Warrant to Apprehend and return the Child/Youth to safety will be obtained, and notices will be placed in the local paper. The Children's Circle of Care Helper will consult with the Supervisor to develop a plan to locate a Child/Youth, will identify timelines to consider the incident as a Serious Occurrence, and will determine when the warrant should be obtained, the newspaper ad placed, the Provincial Alert completed, and any other response deemed appropriate.
8. When a Child/Youth is found and returned, the Director of Services will be responsible to update the documents and provide the information to the Ministry Official.
9. All Serious Occurrence documents will be kept in the Child's/Youth's File.
10. A Case Conference will occur with all Mnaasged Personnel, biological Parents, and community members for Absences Without Leave extending more than 30 days.

MEDIA

1. When a Child/Youth has been missing for an extended period, the Helper and the Supervisor will consult with the assigned Service Manager or designate regarding the use of media to locate the Child/Youth. The media notification will be conducted by the Police.

OUTSIDE PAID RESOURCES

1. When a Child/Youth is missing from an Outside Paid Resource, the Outside Paid Resource will be responsible for the following:

- a) File a Missing Person's Report with the Police
 - b) Notify Mnaasged immediately that the Child/Youth is missing
 - c) Fax Mnaasged a summary of the information provided to the Police and the circumstances surrounding the absence and the Outside Paid Resource's plan to locate the Child/Youth
2. Steps 1 through 8, as listed earlier, are then followed by the Child Safety Intervention Helper.

POLICY REFERENCE

Department: After Hours	POLICY #: 6030
Section: Services to Children in Care	
Subject: Alerts with Other Children's Aid Societies	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children's Aid Societies Accreditation Standards	

ALERTS WITH OTHER CHILDREN'S AID SOCIETIES

POLICY

Alerts are referrals completed by Child Welfare Agencies that identify a family as missing with unresolved Child Protection Concerns within the family unit and require a Child Protection Investigation.

When Mnaasged Child and Family Services' Child Safety Intervention Department receives an alert from another Children's Aid Society or Child Protection Agency within Canada or the United States, the Child Welfare Alert Report will be shared with all Investigation and Community-Based Teams throughout Mnaasged Child and Family Services' jurisdiction.

Mnaasged Child and Family Services Staff will issue alerts to other Children's Aid Societies and Child Protection Agencies in Ontario, the rest of Canada, and the United States when required.

PROCEDURE

1. Child Welfare Alerts received by Mnaasged from other Children's Aid Societies or Child Protection Agencies will be documented by the Child Safety Intervention Helper or the After Hours Helpers by completing the People Profile and Referral modules in the Mnaasged Information Management System.
2. The Administrative Support Clerk will distribute the Alert to the Supervisor of the Child Safety Intervention Team. Once the Alert has been approved by the Child Safety Intervention Supervisor, the Administrative Support Clerk will distribute it to the Community-Based and After Hours Teams.
3. The Supervisors will review the Child Safety Intervention Alerts within their Teams to ensure that Helpers are aware of the referral concerns and the identified action plans. Regular

reviews of Child Safety Welfare Alerts will be carried out to ensure that reports are updated on a regular basis.

4. The Administrative Support Clerk will be responsible for distributing Child Welfare Alerts to other Children's Aid Societies and Child Protection Agencies after the Alert has been approved by a Supervisor. Fax is the most efficient means of distributing Alerts; however, other modes of communication may also be used with prior approval of the Supervisor.

POLICY REFERENCE

Department: After Hours	POLICY #: 6040
Section: Services to Children in Care	
Subject: Emergency Procedures – Sexual Assault	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Other Society	

EMERGENCY PROCEDURES – SEXUAL ASSAULT

POLICY

Mnaasged Child and Family Services has a responsibility to ensure that Children/Youth placed in Care are safe, with their needs met both emotionally and physically. Any Child/Youth in Care who reports a sexual assault or a traumatic event requires immediate assistance in processing this crisis.

PROCEDURE

If a Child/Youth in Care reports that a sexual assault or traumatic event has occurred, the following steps will be taken:

1. The assigned Child Safety Intervention Helper and the Supervisor will be contacted immediately.
2. The Supervisor will immediately assign a Children’s Circle of Care Helper if the Child’s/Youth’s Helper is unavailable.
3. The Child Safety Intervention Helper, in consultation with the Supervisor, will develop an Investigation Plan to include notifying Police for assistance with interviews if required and needed. They will also notify and consult with the First Nation Band Representative.
4. The Child Safety Intervention Helper will arrange a meeting with the Police if it has been determined that the Police will conduct an investigation. The Child Safety Intervention Helper will work in collaboration with Police Services when conducting and completing the steps for the investigation.
5. The Child Safety Intervention Helper will arrange for the Child/Youth to see a physician or authorized medical practitioner as soon as necessary, taking into consideration the time since the sexual assault occurred.

6. This Serious Occurrence will be processed in accordance with the Serious Occurrence Reporting procedures.
7. A report will be filed with the Ombudsman Ontario – Child and Youth Unit, as is required.
8. The Children/Youth and the family will be referred for ongoing treatment and support to deal with the trauma.
9. The Child Safety Intervention Helper will request all information/tests from the medical practitioner to record on case notes and kept in the Child's/Youth's File.

POLICY REFERENCE

Department: After Hours	POLICY #: 6050
Section: Services to Children in Care	
Subject: Death of a Child Receiving Service	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ministry of Children, Community and Social Services Directive; Ontario Association of Children's Aid Societies Accreditation Standard	

DEATH OF A CHILD RECEIVING SERVICE

POLICY

When Mnaasged Child and Family Services has been advised that a Child/Youth died while receiving service from Mnaasged Child and Family Services or in the 12 months preceding death, Mnaasged Child and Family Services must take specific action as outlined in the following Standard (also reference Serious Occurrence Reporting).

Due to the potential implication of such a situation, the Police may wish to suspend or amend the "Protocol for the Investigation of Child Abuse or Neglect" to ensure there is no contamination of evidence or conflict of interest. This action may be appropriate or necessary; however, Mnaasged Child and Family Services must maintain its role of ensuring that no other Children/Youth need protection. It is vital at the onset of such an investigation that the roles of the Police and the Child Protection Helper be clearly identified.

The Director of Services will be responsible for approving the Investigation Plan on any such cases.

Joint Directive: Child Death Reporting and Review

The following procedures have been developed from the Joint Directive issued March 31, 2006, by the following entities:

- a) Ministry of Children and Youth Services (now Ministry of Children, Community and Social Services)*
- b) Office of the Chief Coroner for the Province of Ontario*

The Directive is in effect as of March 31, 2006, and it supplements the Ministry's Serious Occurrence Reporting Procedures and Enhanced Serious Occurrence Reporting Procedures. The following documents form an addendum to this Policy:

- a) *Joint Directive: Child Death Reporting and Review*
- b) *Joint Directive: Child Death Reporting and Review - Questions and Answers*
- c) *Child Fatality Case Summary Report*
- d) *Society Internal Child Death Review*

All Staff involved with such a case may be required to go through a Critical Incident Debriefing Process. Professional services from an External Agency may be requested to assist with this process.

PROCEDURE

1. The following people will be notified immediately of a Child's/Youth's death:
 - a) Child Safety Intervention Helper
 - b) Team Supervisor
 - c) Children's Circle of Care Manager
 - d) Director of Services
 - e) Executive Director
 - f) Local Coroner
 - g) Ministry's Regional Office
2. When the Coroner notifies Mnaasged of the death, Mnaasged will follow the above procedure.
3. The Supervisor of the Child Safety Intervention Helper will ensure that the People Profile and the Referral modules are recorded in the Mnaasged Information Management System. The Children's Circle of Care Manager will be responsible to review and approve the modules in the Mnaasged Information Management System.
4. The Supervisor of the Child Safety Intervention Helper will make immediate contact with the Police to carry out the following:
 - a) Obtain details regarding the death
 - b) Confirm that an investigation of the death is being conducted
 - c) Determine whether charges will be laid because of the death

5. The Director of Services or designate will notify the local Coroner and the Ministry's Regional Office immediately when the following information is known:
 - a) Child/Youth received service from Mnaasged up to the time of the Child's/Youth's death
 - b) Child/Youth received service from Mnaasged at any time in the 12 months prior to the Child's/Youth's death
 - c) Child/Youth received service either directly or indirectly as a member of the family receiving service
6. The Director of Services will ensure that the following is completed:
 - a) Serious Occurrence Report as set out in the Ministry's Serious Occurrence Reporting Procedures
 - b) Immediately forward copies of the report to the Regional Office, the Regional Supervising Coroner, and the Deputy Chief Coroner (or delegate)
 - c) Follow the Ministry's Enhanced Serious Reporting Procedures when appropriate
7. The Children's Circle of Care Manager and the Child Safety Intervention Supervisor or the Team Supervisor will ensure that the file is complete and ready for seizure by the Coroner or the Police.
8. The Director of Services or designate will complete a Case Summary, using the Child Fatality Case Summary Template. The Office of the Chief Coroner may be contacted directly for information regarding the cause of death. The Case Summary will include Mnaasged's determination of whether the Child/Youth died under questionable circumstances or because of abuse, mistreatment, or parental negligence. Within 14 days of the Child's/Youth's death or of learning that a Child/Youth has died, Mnaasged will forward copies of the report to the following:
 - a) Regional Office
 - b) Chair of the Pediatric Death Review Committee
9. Mnaasged will receive written notice from the Chair of the Pediatric Death Review Committee regarding whether Mnaasged must conduct an Internal Child Death Review. When Mnaasged receives written notice that an Internal Child Death Review must be conducted, the Director of Services will ensure that the following occurs:
 - a) Director of Services will lead, coordinate, and conduct a full review of the case using the "Society Internal Death Review" document
 - b) Mnaasged will establish a Review Team

- c) Review Team will include an External Reviewer who has the appropriate clinical experience
 - d) Internal Child Death Review Report will be completed within 90 days of notice from the Chair of the Pediatric Death Review Committee
 - e) Copies of the Internal Child Death Review Report will be forwarded to the Regional Office and the Chair of the Pediatric Death Review Committee
10. The Director of Services will submit written progress reports every six (6) months to the Regional Office when the Internal Child Death Review includes recommendations for further follow-up or action.
11. The Office of the Chief Coroner will determine, within seven (7) days of receipt of Mnaasged's Internal Child Death Review Report, whether the Pediatric Death Review Committee will undertake a further review and how detailed it will be.
12. The decision to conduct a further review by the Pediatric Death Review Committee will be based on the Internal Child Death Review Report.
13. If the Pediatric Death Review Committee conducts a review, it must be completed within one (1) year of the Child's/Youth's death, and a copy of the Pediatric Death Review Committee Report must be forwarded to Mnaasged's Executive Director.
14. On receipt of the report, Mnaasged will carry out the following:
- a) Consider the Pediatric Death Review Committee Report
15. The Director of Services will ensure the following:
- a) Implement the recommendations as appropriate
 - b) Incorporate the recommendations into the written progress report to the Regional Office
16. If Mnaasged is unable to comply with the timelines as per the Joint Directive of March 31, 2006, it will be documented as a non-compliance.
17. In circumstances where Mnaasged knows that it will not be able to meet the timelines, Mnaasged will notify the Regional Office and the Office of the Chief Coroner, in writing, to provide reasons for this including the revised anticipated timelines.

POLICY REFERENCE

Department: After Hours	POLICY #: 6060
Section: Services to Children in Care	
Subject: Serious Occurrence Reporting and Process	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ministry of Children, Community and Social Services Directive; Ontario Association of Children’s Aid Societies Accreditation Standards	

SERIOUS OCCURRENCE REPORTING AND PROCESS

POLICY

Mnaasged Child and Family Services will report all Serious Occurrences to the Ministry of Children, Community and Social Services within 24 hours. The 24 hours starts at the time when any of Mnaasged Child and Family Services Staff become aware of an incident or deems the incident to be a Serious Occurrence.

All Serious Occurrences must be reported within 24 hours to the Regional Office. The Initial Notification Report and the Serious Occurrence Inquiry Report are contained within the same form. Mnaasged Child and Family Services Helpers will be required to login to "SOR-RL" to complete the Serious Occurrence Report:

- a) Initial Notification Report portion of the form within 24 hours*
- b) Serious Occurrence Inquiry Report portion of the form submitted within seven (7) business days of an initial Serious Occurrence notification*

The following terms and definitions are provided to facilitate Serious Occurrence reporting:

24 Hours

Clock starts when any of the Service Provider’s Staff becomes aware of an incident or when the Service Provider deems the incident to be serious.

Children (Child Welfare)

- a) Ages 0 to 21 years*
- b) Child must be in Children’s Aid Society Care (except for category 1 – death) or receiving services pursuant to an Extended Care and Maintenance Agreement*

- c) *Includes Client on Extended Care and Maintenance or Independent Living (IL)*

Client

- a) *Refers to a Child in Care*

Note: *The exception is category 1 "death of a client." The death of a Parent/Guardian of a Child in Care who is receiving services at the time of death will be reported as a Serious Occurrence.*

Note: *Serious Occurrences must be brought to the attention of a Protection Resource Manager for review and input **prior** to submission to the Ministry of Children, Community and Social Services and must include the following:*

- a) *Considered to be contentious*
- b) *Potential to be extremely high risk*
- c) *All Alternative Care and Foster Parent Investigations*

Definition of Serious Occurrence

Serious Occurrences reported by the Investigation and Assessment Helper/Child Safety Intervention Helper to the Ministry of Children, Community and Social Services are defined as follows:

1. *Any death of a Client that occurs while participating in a service, including all Clients receiving Community-Based Support Services funded or licensed by the Ministry of Children, Community and Social Services. This includes the following:*
 - a) *Any Child/Youth receiving service from a Children's Aid Society at the time of death or in the 12 months prior to the Child's/Youth's death*
 - b) *Death of a Parent who was receiving services and whose Child/Youth is in Care*
2. *Any serious injury to a Client that occurs while participating in a service. A factor to consider is whether a substantial course of treatment is recommended, not in-house first aid. In deciding whether an injury is a Serious Occurrence, the Investigation and Assessment Helper and the Child Safety Intervention Helpers should consider both the severity of the injury and the way it was received (e.g., accident while playing soccer, physical altercation between Clients, or injury caused by maintenance issues). This includes the following:*
 - a) *Any injury caused by the Service Provider, such as lack of or inadequate Staff supervision, neglect/unsafe equipment, improper/lack of Staff training, or medication error resulting in injury*

- b) A serious accidental injury received while in attendance at a Service Provider setting or in receiving service from the Service Provider*
 - c) An injury to a Client that is non-accidental, including self-inflicted or unexplained, which requires treatment by a medical practitioner, including a nurse or dentist*
- 3. Any alleged abuse or mistreatment of a Client that occurs while participating in a service. This includes all allegations of abuse or mistreatment of Clients against Staff, biological Parents or their biological children, and Volunteers. If the Client discloses historical abuse, it should only be reported as a Serious Occurrence if the Client was participating in a funded service at the time of the abuse.*
- 4. Any situation where a Client is missing, in accordance with Ministry of Children, Community and Social Services requirements for applicable program sectors and any applicable legislative requirements; otherwise, if the Mnaasged Child and Family Services Helper considers the matter to be serious. A Client is not considered missing if the whereabouts are known. The Mnaasged Child and Family Services Helper should follow the internal procedure to provide for the safe return of the Client to Residential Care:*
 - a) A Child/Youth in the care of a Children's Aid Society or a residential program who has been missing for 24 hours or more must be reported to the Police and the Ministry of Children, Community and Social Services if appropriate*
 - b) All Serious Occurrence Reports should describe whether the Client poses a serious risk to self or others, any attempts made to locate the Client, previous Client history of leaving without permission, Client's state of mind before leaving, precipitating events, and so on*
 - c) Hospitalization (excluding regular doctor visits related to an ongoing medical problem and any medical ailment occurring as part of the aging process), such as pneumonia, suicidal ideation, drug or alcohol overdose, or medical ailment*
 - d) Inappropriate disciplinary techniques, such as excessive or non-sanctioned*
 - e) Complaints arising from sexual contact between Clients*

Note: *Within the parameters of the preceding definitions, the Mnaasged Child and Family Services Helper will be responsible for determining whether an incident is deemed a Serious Occurrence as defined by these procedures and whether it should be reported to the Ministry of Children, Community and Social Services.*

PROCEDURE

Actions to be taken if a Serious Occurrence has occurred or is suspected will include the following:

1. The Mnaasged Helper will ensure that the Client will be provided with immediate medical attention when warranted.
2. Appropriate steps will be taken to address any continued risks to the Client's health or safety. (**NOTE:** the need for the same or similar steps to address the health and safety of other Clients should also be considered, as appropriate.)
3. The Director of Services or designate will ensure that the local Coroner is notified immediately in *all cases involving death*, regardless of the location (e.g., hospital) or circumstances (i.e., "Do Not Resuscitate" order was in effect or death is not considered questionable).
4. The Mnaasged Staff will notify the Supervisor immediately of any incident suspected to be a Serious Occurrence.
5. The Mnaasged Staff or any other person witnessing or having knowledge of the occurrence will report the matter to the Client's Helper who will conduct preliminary inquiries.
6. The Mnaasged Helper will immediately begin a Serious Occurrence Inquiry. The purpose of the inquiry is to gather information regarding the actual or alleged occurrence(s).
7. All persons having knowledge of the occurrence should remain on the premises until they have been interviewed by the Mnaasged Helper.
8. The Mnaasged Helper will determine whether the incident is a Serious Occurrence and, if so, should be reported to the Ministry. The Helper will consult with the immediate Supervisor when required.
9. The inquiry information gathered will form the basis of the later Serious Occurrence Report, Initial Notification Report (INR), and will be written by the Helper and later submitted to the Supervisor.
10. The report should be typed using the template and should include details of the following:
 - a) Identify any Clients involved by their first name and the first initial of their last name only. Any other party should also be referenced as non-identifying terms as possible (e.g., first and last initials only or staff "A" and staff "B")
 - b) Provide date of birth

- c) Identify the site, the service/program
- d) Description of the occurrence
- e) Client's allegation (if applicable)
- f) Date, time, and place where it occurred
- g) Time occurrence was reported
- h) Reason for the occurrence (if known)
- i) People involved
- j) Whether the Client poses a serious risk to self or others
- k) Action taken (e.g., any attempts to locate the missing Client)
- l) Status
- m) Client's state of mind prior to leaving the premises (for missing Client)
- n) History of leaving the premises without permission
- o) Parties notified (Police, Coroner, and Parent as applicable)
- p) Further action recommended

SERIOUS OCCURRENCE REPORTING PROCESS

If a Serious Occurrence has taken place, the following reporting process will be completed:

1. The Director of Services or designate will inform the Regional Office within 24 hours by completing and submitting the Serious Occurrence Initial Notification Report (INR). Identify Clients only by their first name and first initial of their last name. Refer to others involved in non-identifying terms, such as first and last initials only or staff "A" and staff "B."
2. The Mnaasged Helper will inform the Parent(s)/Guardian(s) and, if applicable, the person or Agency who placed the Client, unless the person to be notified is alleged to have abused the Client.
3. If abuse by a Staff member is alleged, the allegation will be reviewed by the Children's Circle of Care Manager and the Director of Services or their designate. The Ministry is to be informed of the outcome of the review.
4. Within seven (7) business days of submitting the Initial Notification Report, **someone** will complete and submit the Serious Occurrence Inquiry Report (IR). **Someone** will submit the

Inquiry Report within seven (7) days, even if information or actions have yet to be completed. An explanation that a further follow-up report will be provided should be included in the report.

NOTE: Mnaasged may submit a completed Inquiry Report, along with an Initial Notification Report, within 24 hours of the occurrence if all necessary action has been taken and documented. Mnaasged may also phone in a Serious Occurrence in lieu of an Initial Notification Report if circumstances dictate, such as no fax available.

5. On review, the Supervisor will forward the report to the Children's Circle of Care Manager. The Children's Circle of Care Manager will forward the report to the Director of Services or designate. The Director of Services or designate will submit the Serious Occurrence Inquiry Report to the Executive Assistant for signature by the Executive Director. If questions arise while reviewing the report, the Executive Director will follow-up with the Director of Services.
6. After signing, the Executive Assistant will send the original report back to File Management.
7. File Management will scan the document and will place the original report in the Child's/Youth's File. A copy of the report will be sent to the Protection Resource Manager.

NOTE: The primary focus of the Serious Occurrence Inquiry Report is to record the Child Safety Intervention Helper's actions from an accountability perspective (e.g., the actions taken were appropriate, complete, and consistent with legislation/policy). However, there is the potential for not all desired information to be obtained or incident review/follow-up actions completed within the required seven-day period. As such, the Child Safety Intervention Helpers are requested to always submit the Serious Occurrence Inquiry Report within the seven-day period, even if they have incomplete information or actions. In such cases as the latter two scenarios, an explanation should be included, along with a clear indication that a supplementary follow-up report to the Ministry will be forthcoming.

ENHANCED SERIOUS OCCURRENCE REPORTING

An Enhanced Serious Occurrence will be reported to the Ministry by the Director of Services or the Executive Director or their designate.

1. When a significant incident involving a Client is likely to result in significant public or media attention, *Enhanced Serious Occurrence Reporting* will be required. Examples include murder, arson, severe neglect or abuse resulting in death, incidents involving high-profile public figures, or any other situation deemed by an authorized person to be contentious in nature.
2. When a Serious Occurrence takes place that is contentious in nature or may get media coverage, the Helper will consult with one of the following authorized people:

- a) Team Supervisor
 - b) Protection Resource Manager
 - c) Director of Services
 - d) Executive Director
 - e) After Hours Supervisor, if After Hours
3. The Helper will consult an authorized person immediately if uncertain about whether the situation is contentious. The authorized person will determine whether Enhanced Serious Occurrence Reporting is needed.
 4. Within three (3) hours of deeming the incident enhanced, the designated authority, using the Enhanced Serious Occurrence Report, will notify the Ministry via facsimile. The Mnaasged Helper must also call the early alert system and leave a voicemail message with the date and time the Initial Notification Report was faxed and the name and contact number of the designated authority.

Notification is made by the Director of Services or the Protection Resource Manager from the following:

- a) Monday 6:30 a.m. to 6:00 p.m.
 - b) Friday Fax: 1-800-263-3347, Phone: 1-800-628-5249
 - c) Friday 6:00 p.m. to 6:30 a.m.
 - d) Monday and Government holidays Fax: 1-866-262-8881, Phone: 1-877- 444-0424
5. When providing a report by phone, the person reporting must ensure that the following information is given:
 - a) Caller's name and contact number
 - b) Name and location site of the Investigation and Assessment Helper/Child Safety Intervention Helper
 - c) Client's first name and last initial
 - d) Client's date of birth and age
 - e) Date and time of the incident
 - f) Brief description of what happened

6. This procedure applies around the clock on weekdays, weekends, and holidays.
7. If the early alert system cannot find the fax, the Helper will be contacted by phone and asked to resend the report.
8. If the report is done by phone, the person reporting will either speak to a Ministry official or will leave the report on the early alert voicemail system.
9. Regional Offices will follow up with Mnaasged to ensure that any issues are managed appropriately as needed.

SERIOUS OCCURRENCE REPORTING PROCESS – FURTHER REVIEWS

On a review of the Serious Occurrence Inquiry Report, the Ministry Office may request additional information or a further review of the Serious Occurrence.

1. Once the Serious Occurrence Follow-up Report is returned to Mnaasged by the Ministry, the report will be reviewed by the Executive Director and then forwarded to the Executive Assistant.
2. The Serious Occurrence Follow-up Report will state either “no action required” or there will be recommendations for follow-up. If follow-up is required, a copy of the directives will be given to the Director of Services who will direct the Protection Resource Manager to address the Recommendations.
3. When the Ministry requires a further review on a case, the Executive Director, the Director of Services, and the Protection Resource Manager may be responsible for conducting Mnaasged’s involvement, depending on the nature of the incident.
4. The Executive Assistant will place a copy of the report in a Corporate File.
5. The Executive Assistant will forward a copy of the report to the Mnaasged Administrative Clerk.
6. The Administrative Clerk will ensure that a copy is placed in the relevant Service File and will provide a copy to the Supervisor of the Helper who is handling the file.
7. The Children’s Circle of Care Manager and the Team Supervisor will be responsible to ensure that follow-up on the recommendations is completed within five (5) working days and that a report is written in reply to the recommendations.
8. The written follow-up report will be forwarded to the Director of Services or designate.
9. Following the review, the Director of Services or designate will forward the follow-up report to the Executive Assistant for signature by the Executive Director.

10. The Executive Assistant will send the original follow-up report to the Ministry.
11. The Executive Assistant will place a copy of the follow-up report in a Corporate File, will send a copy to the Director of Services or designate, and will forward a copy to the Administrative Clerk who will ensure that a copy is entered into the relevant Service File.

SERIOUS OCCURRENCE REPORTING PROCESS – ON CALL PROCEDURES

In the event of a Serious Occurrence, the Ministry must be contacted within 24 hours of the incident. If the Serious Occurrence happens After Hours, the on call Helper will follow the on call procedures listed below:

1. The Client will be provided with immediate medical attention when warranted.
2. The on call Helper will notify the on call Supervisor of the incident.
3. Appropriate steps will be taken to address any continued risk to the Client's health or safety. (NOTE: the need for the same or similar steps to address the health and safety of other Clients should also be considered, as appropriate.)
4. Please call the following number 1-800-628-5249 or (705) 897-1313 or FAX 1- 866-262-8881. This will connect the caller with Northern Business Consulting. The person calling should give the following information:
 - a) Caller's name
 - b) Mnaasged name
 - c) Name of the program/Supervisor
 - d) Location of Mnaasged
 - e) Phone number
 - f) Nature of the Serious Occurrence
5. Fax the Initial Notification Report to the local Ministry Office on or before the first business day following the Serious Occurrence.
6. Complete the Serious Occurrence Inquiry Report and provide to the Ministry within seven (7) business days.

SERIOUS OCCURRENCE REPORTING PROCESS – ANNUAL SUMMARY

An Annual Summary and Analysis Report of all Serious Occurrences will be provided by the Director of Services to the Ministry:

1. This report is to be submitted annually, reflecting the Serious Occurrence record from the previous fiscal year period.
2. The report is to be submitted by May 15th using the Annual Summary and Analysis Report Form.
3. It is required that an Annual Summary and Analysis Report Form be submitted even if there were no Serious Occurrences during the reporting period.
4. If there were Serious Occurrences during the reporting period, the Director of Services will provide the following information:
 - a) Number of Serious Occurrences by type
 - b) Degree of compliance to Serious Occurrence reporting timelines
 - c) Number of Serious Occurrences requiring additional action or information at the request of the Ministry after submission of the Serious Occurrence Inquiry Report
 - d) Analysis of all Serious Occurrences, including a description of any patterns or trends, which relate to Clients, Staff, equipment, physical plant, and so on that may have caused or contributed to the Serious Occurrence
 - e) Outline of the actions taken (or in progress) by Mnaasged in response to any identified issues or needs
5. If any follow-up action is requested by the Ministry after a review of the Annual Report, the Executive Director and the Director of Services must submit an Outcome Report on completion of the identified action.
6. The Executive Director and the Director of Services will monitor performance in-year, on an ongoing basis, with respect to the reporting, management, and follow-up of Serious Occurrences.

NOTE: The Annual Report is reviewed by the Regional Office, noting any patterns that suggest a need for training or support and steps to address these needs. The Regional Office may identify possible issues or actions that could require follow-up by Mnaasged Staff. If follow-up action is requested, the Director of Services will be required to submit an Outcome Report to the Regional Office once the necessary action has been taken.

POLICY REFERENCE

Department: After Hours	POLICY #: 6110
Section: Services to Children in Care	
Subject: Child in Care – Admission to Hospital	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children’s Aid Societies Accreditation Standards, Mnaasged Child and Family Services Internal	

CHILD IN CARE – ADMISSION TO HOSPITAL

POLICY

Mnaasged Child and Family Services will ensure collaboration, communication, and ongoing case management to occur when a Child/Youth in Alternative Care requires hospital admission.

If a Child’s/Youth’s admission to hospital is deemed a Serious Occurrence, the Serious Occurrence Procedures will be followed.

PROCEDURE

1. The Children’s Circle of Care Helper will attend the hospital with the Child in Care at the time of admission. If the assigned Helper is not available, a designate will be assigned to attend.
2. In consultation with an immediate Supervisor, a plan will be developed with the Alternative Care Providers as to who will remain with the Child/Youth to provide support through the hospital admission.
3. When a Child in Care is admitted to hospital After Hours, the on call Helper will attend the hospital if necessary. After consultation with the on call Supervisor, the on call Helper will maintain contact with hospital staff and will consult with the Supervisor when updates are available. All information will be documented.
4. The Children’s Circle of Care Helper directly assigned to the Child’s/Youth’s File will be the contact person for the designated hospital staff assigned to the Child/Youth. All case management decisions related to the Child/Youth will be done in conjunction with the Supervisor and the Children’s Circle of Care Manager, with consideration to the wishes of the Alternative Care Provider and the biological Parent(s) (if appropriate).

5. The Children's Circle of Care Helper will coordinate weekly conferences with all parties to ensure ongoing collaboration and support is provided to the Child/Youth in Care and the Alternative Care Providers.
6. The Children's Circle of Care Helper or on call Helper will provide the designated hospital staff with information related to access with biological family members and a Visitation Plan.
7. The Children's Circle of Care Helper may request a Discharge Case Conference and make attendance arrangements with hospital staff, Indigenous Police Services, biological Parent(s) (if appropriate), Alternative Care Providers, and doctors/nurses. A Discharge Conference may not be required for Children/Youth hospitalized less than 72 hours.
8. The Children's Circle of Care Helper will record all information in the Mnaasged Information Management System and will update the Child's/Youth's medical history along with any ongoing services required once discharged. Ongoing medical needs and appointments will be updated in the Child's/Youth's Cultural Plan.

POLICY REFERENCE

Department: After Hours	6120
Section: Services to Children in Care	
Subject: Children in Care from Other Jurisdictions	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children’s Aid Societies Accreditation Standards	

CHILDREN IN CARE FROM OTHER JURISDICTIONS

POLICY

When a Child/Youth is in the care of another Society but is found in the geographical regions and jurisdiction of Mnaasged Child and Family Services, the other Society will be contacted immediately.

PROCEDURE

1. The After Hours Helper, in discussion with the After Hours Supervisor, will accommodate the other Society’s Request for Overnight Emergency Placement for the Child/Youth until arrangements can be made to transport the Child/Youth back to the Society’s jurisdiction the following (business) day.
2. If the After Hours Helper places the Child/Youth in an emergency placement, all Mnaasged Child in Care Policies and Procedures will apply for this situation or Client until the Child/Youth leaves the Mnaasged Alternative Care Home and jurisdiction.

POLICY REFERENCE

Department: After Hours	POLICY #: 6130
Section: Services to Children in Care	
Subject: Emergency Placement of Children in Care	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children's Aid Societies Accreditation Standards	

EMERGENCY PLACEMENT OF CHILDREN IN CARE

POLICY

When an Alternative Care Provider requests that a Child/Youth be moved immediately or when a Child/Youth in Care requests an immediate alternate placement, the After Hours Helper will need to determine what specific event or set of circumstances precipitated the request for the move.

If the precipitating event cannot be determined or the efforts to have the Child/Youth remain in the placement will compromise the Child's/Youth's safety or well-being, an alternate placement for the Child/Youth will be sought immediately.

PROCEDURE

1. Under no circumstances will a Child/Youth in Care remain in an Alternative Care Home if the Child/Youth is at risk of being harmed.
2. If the Child/Youth in Care must be removed from the existing home, the After Hours Helper will, after consultation with the After Hours Supervisor, relocate the Child/Youth to another Alternative Care Home.
3. The After Hours Helper will notify the Child's/Youth's First Nation Band Representative as per Protocol.
4. The Child's/Youth's biological Parent(s) will be involved in the Relocation Plan if appropriate and time permits. Otherwise, the biological Parent(s) will be notified as soon as possible following the Child's/Youth's change of placement.
5. The After Hours Helper will document the case activity on case notes.

6. The After Hours Helper will consult with the After Hours Supervisor if direction or assistance is required regarding the call or request.
7. The After Hours Supervisor will ensure that the assigned Children's Circle of Care Helper and the Team Supervisor are notified and that a case note has been completed in the Mnaasged Information Management System.

POLICY REFERENCE

Department: After Hours	6140
Section: Services to Children in Care	
Subject: Authority for Signing Medical Consents	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children’s Aid Societies Accreditation Standards, Mnaasged Child and Family Services Internal	

AUTHORITY FOR SIGNING MEDICAL CONSENTS

POLICY

Mnaasged Child and Family Services must ensure that the appropriate consents are signed for medical examinations and treatment for Children/Youth in Care.

PROCEDURE

1. The intent of this procedure is to clarify who can sign for medical examinations treatment for Children/Youth in the care of Mnaasged. This procedure will be used by all Employees, including After Hours Helpers. All medical consents can only be signed after the person responsible has made themselves fully aware of the procedures, its implications, and when they can give an informed consent.

NOTE: Authority to Sign Medical Consents is based on the Legal Status of the Child

Status	Authority to Sign
Crown Ward	Mnaasged
Child in Society Care	Mnaasged
In Care through an Interim Court Order	Mnaasged or Biological Parents
Temporary Care Agreement	Biological Parents unless agreement specifies Mnaasged
Special Needs Agreement	Biological Parents unless agreement specifies Mnaasged
Customary Care	Authority detailed within each Customary Care Agreement

2. The Children’s Circle of Care Helper will make efforts to involve the biological Parent(s) in the process no matter what the status of the Child/Youth or the nature of the treatment required.
3. The following general criteria, based on the nature of the medical treatment required, will be used to determine which Mnaasged Personnel can sign the consent for a Child/Youth in Care:

Type of Procedure	Supervisor Authorization	I and a Helper Child Safety Intervention Helper
Medical Examination	Team Supervisor	Yes
Treatment – No Anaesthetic	Team Supervisor	Yes
Treatment – Anaesthetic	Team Supervisor/Children’s Circle of Care Manager	No
Life-Threatening Procedures	Director of Services	No
Admission to Psychiatric Facility	Director of Services	Yes
Psychiatric Treatment not involving Intrusive Procedures	Director of Services	Yes
Psychiatric Treatment involving Intrusive Procedures; e.g., ECT	Director of Services	No

4. These guidelines are very general; therefore, all situations must be carefully reviewed. Some procedures that do not require anaesthetic are life-threatening whereas others that do may be very minor procedures. All cases that have a potential to develop into contentious issues must be brought to the attention of the Children’s Circle of Care Manager or the Director of Services.
5. Photocopies of all consents signed will be uploaded to the Child’s/Youth’s File in the Mnaasged Information Management System and placed in the Child’s/Youth’s physical Files.
6. The consent for Intrusive Procedures, including psychotropic drugs, should be signed at the time the doctor or psychiatrist is recommending the procedure.
7. Any incidents regarding life-threatening procedures or psychiatric treatment require consultation and approval from the Director of Services. These include the following:
 - a) Life-threatening procedures
 - b) Admission to a psychiatric facility

- c) Psychiatric Treatment not involving Intrusive Procedures
- d) Psychiatric Treatment involving Intrusive Procedures; e.g., ECT

POLICY REFERENCE

Department: After Hours	POLICY #: 6150
Section: Services to Children in Care	
Subject: Transportation of High-Risk Children	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

TRANSPORTATION OF HIGH-RISK CHILDREN

POLICY

Mnaasged Child and Family Services will ensure that a Safety Plan will be developed prior to transporting high-risk Children/Youth. Mnaasged Child and Family Services may contract, when possible, individuals trained in Behavioural Intervention Techniques.

PROCEDURE

1. After consultation with the Child Safety Intervention Helper, the Supervisor overseeing the case will contact the Children's Circle of Care Manager when safety concerns are no longer a concern when a Child/Youth enters Alternative Care or is in the midst of a placement change and residential placement will occur outside Mnaasged's jurisdiction.
2. The Children's Circle of Care Manager will contact the Director of Services for final approval.
3. The After Hours Child Safety Intervention Helper has the right to ask for Police assistance in any situation considered necessary. This includes, but is not limited to, the following:
 - a) Transport of a Child/Youth who is intoxicated or under the influence of drugs or other substance
 - b) Transport of a Child/Youth in Care who committed an assault and requires placement in another facility
 - c) In any instance when a Child/Youth has threatened the After Hours Helper with physical harm
 - d) When anticipating removal of a Child/Youth from a home in which spousal violence has occurred

- e) When anticipating removal of a Child/Youth from persons who are known to be or suspected of being intoxicated
- f) In any situation the After Hours Helper fears for personal safety

POLICY REFERENCE

SECTION 7: AFTER HOURS (ON CALL) ADMINISTRATION

Department: After Hours	POLICY #: 7010
Section: After Hours (on call) Administration	
Subject: Documentation	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children’s Aid Societies Accreditation Standards, Mnaasged Child and Family Services Internal	

DOCUMENTATION

POLICY

The After Hours Helper and the After Hours Supervisor will ensure that all referrals for service, consultations, and response decisions are documented appropriately as per Ministry of Children, Community and Social Services and Mnaasged Child and Family Services Standards.

PROCEDURE

1. The After Hours Helper will document all referrals for service on Mnaasged’s After Hours Log Form.
2. The After Hours Helper will utilize the appropriate Case Management Forms and the Mnaasged Information Management System to appropriately document all referrals for service in the appropriate files at the end of the After Hours shift.
3. The After Hours Helper will document at the end of the shift any required reference checks that occurred during the After Hours shift, including Internal Records, Provincial Records, and Fast Track.
4. The After Hours Helper will submit the After Hours Log to the After Hours Supervisor for approval. The Supervisor will summarize all referrals for service and forward this along with the Log to the appropriate Staff by email at the conclusion of every After Hours shift.

POLICY REFERENCE

Department: After Hours	POLICY #: 7020
Section: After Hours (on call) Administration	
Subject: Investigations involving Board Members	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children’s Aid Societies Accreditation Standards	

AFTER HOURS (ON CALL) ADMINISTRATION

POLICY

Mnaasged Child and Family Services is mandated to investigate allegations of abuse or neglect throughout its designated jurisdiction. When reports of allegations of abuse or neglect involving Mnaasged Board Members occur, steps will be taken to ensure that the referral concerns and the investigation process are handled as objectively as possible.

Mnaasged Child and Family Services has developed Service Protocols with external Societies to manage investigations involving Mnaasged Board Members.

PROCEDURE

1. Mnaasged will follow the approved protocol relating to the management of Child Protection Investigations involving Board Members.
2. Reports concerning allegations of abuse or neglect made to Mnaasged will be immediately forwarded to the Child Safety Intervention Supervisor who will be responsible to gather all information on these allegations and to complete the People Profile and Referral modules in the Mnaasged Information Management System.
3. The Child Safety Intervention Supervisor will immediately advise the Children’s Circle of Care Manager that an alleged report has been received. The Child Safety Intervention Supervisor will meet with the Children’s Circle of Care Manager to review the report. The Children’s Circle of Care Manager will then meet with the Director of Services or designate to develop a plan based on approved protocols to access the external Society to complete the investigation.
4. The Children’s Circle of Care Manager will be responsible to review and approve the People Profile and Referral modules in the Mnaasged Information Management System.

5. The Director of Services or designate will call the Director of Services of the appropriate Children's Aid Society to plan and coordinate the investigation.
6. The Director of Services or designate will ensure that all files related to the case are secured and that only external Staff members involved in the investigation have access to these via the Children's Circle of Care Manager or the Director of Services or designate.
7. The Children's Circle of Care Manager will contact the Systems Administrator to advise of a "staff sensitive" file and who can have access to it.
8. At the conclusion of the investigation, Mnaasged's Executive Director and the Director of Services will meet with the Director of Services or designate from the investigating Society to receive the outcome of the investigation. The Society completing the investigation will ensure that Consents for the Release of Information are signed before the sharing of case information.
9. The Executive Director, in collaboration with the Board President, will review and determine whether remedial plans may be required depending on the outcome of the investigation.

POLICY REFERENCE

Department: After Hours	POLICY #: 7030
Section: Afters Hours (on call) Administration	
Subject: Investigations involving Staff	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children’s Aid Societies Accreditation Standards	

INVESTIGATIONS INVOLVING STAFF

POLICY

Mnaasged Child and Family Services is mandated to investigate allegations of abuse or neglect throughout its designated jurisdiction. When reports of allegations of abuse or neglect involving Mnaasged Staff occur, steps will be taken to ensure that the referral concerns and the investigation process are handled as objectively as possible.

Mnaasged Child and Family Services has developed Service Protocols with external Societies to manage investigations involving Mnaasged Staff.

PROCEDURE

1. Mnaasged will follow the approved protocol relating to the management of Child Protection Investigations involving Staff.
2. Reports concerning allegations of abuse or neglect made to Mnaasged will be immediately forwarded to the Child Safety Intervention Supervisor who will be responsible to gather all information regarding the report and to complete the People Profile and Referral modules in the Mnaasged Information Management System.
3. The Child Safety Intervention Supervisor will immediately advise the Children’s Circle of Care Manager that an alleged report has been received. The Child Safety Intervention Supervisor will meet with the Children’s Circle of Care Manager to review the report. The Children’s Circle of Care Manager will then meet with the Director of Services or designate to develop a plan based on approved protocols to access the external Society to complete the investigation.
4. The Children’s Circle of Care Manager will be responsible to review and approve the People Profile and Referral modules in the Mnaasged Information Management System.

5. The Director of Services or designate will ensure that all files related to the case are secured and that only external Staff members involved in the investigation have access to these via the Director of Services or designate.
6. The Director of Services will contact the Systems Administrator to advise of a “staff sensitive” file and who can have access to it. Only the Director of Services will be permitted access to the staff sensitive file.
7. At the conclusion of the investigation, the Director of Services will meet with the Director of Services or designate of the investigating Society to receive the outcome of the investigation. The Society completing the investigation will ensure that Consents for the Release of Information are signed before the sharing of case information.
8. The Director of Services or the Director of Human Resources will meet with the Staff person involved in the allegation for any remedial planning that may be required.

POLICY REFERENCE

Department: After Hours	POLICY #: 7040
Section: After Hours (on call) Administration	
Subject: Fast Track Information System	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Child Protection Standards	

FAST TRACK INFORMATION SYSTEM

POLICY

Mnaasged Child and Family Services will ensure that no Employee will read, discuss, or expose any confidential information accessed from the Mnaasged Information Management System, the Mnaasged Child and Family Services file server, or the Fast Track Information System unless for legitimate Mnaasged Child and Family Services Child Protection Interventions.

Information contained or received from the Fast Track Information System will be used only for the purposes to carry out duties and responsibilities within the Child Protection Mandate.

PROCEDURE

1. The Child Safety Intervention Helpers will check the Fast Track Information System as part of every Child Protection Investigation they conduct. Access to the Fast Track Information System is restricted to authorized Mnaasged Helpers and must be completed within three (3) days on receipt of the referrals/reports.
2. The Child Safety Intervention Helpers who use the Fast Track Information System as a regular part of their job must complete training on the use of the System. All Helpers trained on the restricted use of the Fast Track Information System will be provided with a password and authorization to use the System.
3. No Employee will read, discuss, or expose any confidential information accessed from the Mnaasged Information Management System, Mnaasged's file server, or the Fast Track Information System unless for legitimate Mnaasged Child Protection Interventions.
4. Information contained or received from the Fast Track Information System will be used only for purposes to carry out duties and responsibilities within the Child Protection Mandate.

5. Immediate disciplinary action will be taken against any Mnaasged Helper who misuses the Fast Track Information System.
6. Authorized Mnaasged Staff using the Fast Track Information System should be conscious that reports will be provided to all Children's Aid Societies on the number of requests, the number of hits, other statistical information, and what individual(s) are accessing the Fast Track Information System.

POLICY REFERENCE

Department: After Hours	POLICY #: 7060
Section: After Hours (on call) Administration	
Subject: Case Notes	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ontario Association of Children's Aid Societies Accreditation Standards	

CASE NOTES

POLICY

Case notes are a detailed record of case-related information that support clinical decisions and case planning throughout the life of a case. They are written by any person providing service to Children/Youth and families and contain information as well as assessments, opinions, and a plan for follow up. Content of case notes include, but are not limited to, communication with Clients, other collaterals (e.g., Service Providers), and colleagues in person or on the telephone.

Mnaasged Child and Family Services Staff will ensure that time is set aside for the purpose of case noting to balance the provision of direct Client service and that of documentation requirements.

Case noting is completed simultaneously with the service provided or within 24 hours (as per Ministry Standards) using the electronic case notes in the Mnaasged Information Management System.

PROCEDURE

1. Mnaasged Helpers will ensure that case notes will contain the following facts concerning a contact:
 - a) **When** – date, time, and length of contact
 - b) **Where** – location (i.e., home visit, office interview, or telephone contact)
 - c) **Who was present** – the individuals in attendance
 - d) **Why** – the purpose of the interview/meeting (e.g., investigation of a referral, private interview, or case conference)

- e) **What** – the content of the meeting in accordance with best practice principles, ongoing assessment, and case planning (e.g., topics discussed, Client responses, significant quotes, and observations of physical surroundings)
 - f) **Plan** – goals, commitments, and next steps
2. The Helper will ensure that the information contained in the case note is factual and purposeful. The language of the case note will be objective and non-judgmental.
 3. The Helper will clearly distinguish between facts and personal professional opinion and assessment.

CASE NOTES AND SUPERVISION

1. Case-specific content that was discussed and decisions made in supervision will be documented by the Helper as per Ministry Standard and will include reviews, approvals or decisions, and the rationale for the decision.
2. The Helpers or the Supervisors will use a Supervision Case Note for all supervision with their Supervisor to locate consultations within a file quickly.

CASE NOTES AND LEGAL CONSULTATION

1. The Helpers or the Legal Services Department will use a Legal Case Note for all legal consultations with a Mnaasged lawyer. This will allow Mnaasged to locate such consults quickly to ensure confidentiality.

POLICY REFERENCE

SECTION 8: RECORDING

Department: After Hours	POLICY #: 7070
Section: Recording	
Subject: Recording	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Other Society	

RECORDING

POLICY

Mnaasged Child and Family Services will ensure that file documentation for Family, Children in Care, and Alternative Care Files are completed in a timely manner to meet Mnaasged Policies and Procedures, Ministry Standards, and Legislation. All files such as those in Protection, Children’s Services, and Alternative Care may be reviewed by the Ministry at any time. Certain licenses (i.e., Residential) are dependent on the success of such a review.

PROCEDURE

1. The After Hours Helpers and other Child Safety Intervention Staff will be responsible to complete all required documentation in a timely manner as prescribed in Mnaasged’s policies and procedures, legislation, and Ministry Standards and directives and to submit to the Supervisor for review (preferably in advance of the final due date).
2. Recordings that do not meet the required timelines will include a departure from the standard statement written by the Helper and approved by the Supervisor. The departure statement will explain the reason for the late completion of documents and non-compliance.

NOTE: In accordance with the Child Protection Standards in Ontario, the “date of completion of the transfer or termination documentation is the date on which the transfer recording is submitted to the Supervisor for approval.”

SUPERVISOR REVIEW

1. The Supervisors will be responsible to support Staff in the timely completion of recordings as follows:
 - a) Review all recordings submitted by the Helper for content as well as compliance as per Ministry Standard
 - b) Review recordings as soon as possible and in a timely manner
2. Recordings that are incomplete or require changes will be returned by the Supervisor to the assigned Helper. The Supervisor will clearly articulate the changes that are required.
3. Overdue recordings will be monitored and addressed by the Supervisor and a plan of action will be discussed, implemented, and monitored to ensure compliance is achieved.
4. The Supervisors will ensure that Helpers are able to focus on their recording during the time set aside for that purpose.

POLICY REFERENCE

APPENDIX A: FORMS

EMPLOYEE ACKNOWLEDGEMENT FORM – AFTER HOURS MANUAL

I acknowledge and understand that I am required to consult with my immediate Supervisor regarding any questions not answered in this Manual.

Since policies and procedures are subject to change, I acknowledge and understand that revisions to the sections of the Manual may occur. All such changes will be communicated through official notices, and I acknowledge and understand that revised information may supersede, modify, or eliminate existing policies or procedures.

I have been provided access to an electronic copy of the After Hours Policy and Procedure Manual, and I acknowledge and understand that it is my responsibility to read and comply with all policies and procedures contained herein, including any revisions made.

Employee's Name (printed):

Employee's Signature:

Date:

Supervisor's Name:

Supervisor's Signature:

Date:

Date Received by Human Resource Assistant:

MANUAL REVIEW FORM

MANUAL FORMAT

How would you rank the overall organization of the Manual? *(Please Circle One)*

Poor Good Average Excellent

Are you able to find the policy or procedure you are looking for easily?

Poor Good Average Excellent

How would you rank the clarity of the wording?

Poor Good Average Excellent

Is the Manual user-friendly?

Poor Good Average Excellent

Please comment on what you like and do not like about the format of the Manual.

MANUAL CONTENT

Additional policies or procedures you would like to see added:

Recommended revisions to existing policies or procedures and reasons why (use additional pages if required).

Name (optional)

Date

Please return a completed form as often as you like to the Quality Assurance Clerk.

Thank you for your participation.

INDEX OF STAFF JOB DESCRIPTIONS

ADMINISTRATIVE SUPPORT CLERK

The Administrative Support Clerk provides support and filing services to all departments within Mnaasged's Service Teams, which includes Legal Services, Children's Circle of Care, Children's Safety, Alternative Care, and Indigenous Knowledge.

AFTER HOURS HELPER

The After Hours Helper responds to calls that come into the After Hours Phone Service. The After Hours Helper develops an interim Safety Plan to keep the Child/Youth safe and inputs the details of the referral to the Mnaasged Information Management System.

ALTERNATIVE CARE HELPER

The Alternative Care Helper provides services to the Alternative Care Providers. These include access to forms and any information related to the Alternative Care Process; for example, completing the Admission Form and ensuring the appropriate documentation is submitted to the Finance Department for per diem.

CHILDREN'S CIRCLE OF CARE HELPER

The Children's Circle of Care Helper is responsible for the placement of the Child/Youth in the Alternative Care Program and for completing the Child Admission Form. This Helper works with the Child/Youth for the duration of the Customary Care arrangement to ensure the Child's/Youth's needs are met.

CHILDREN'S CIRCLE OF CARE MANAGER

The Children's Circle of Care Manager is responsible for ensuring that Children/Youth and families are receiving quality of services from the Child Safety Intervention (CSI) Teams as well the Children's Circle of Care (CCC) Teams. The Children's Circle of Care Manager works with the Child Safety Intervention Supervisors and the Children's Circle of Care Supervisors to provide support and supervision that ensures Mnaasged's Vision for Care is evident in how the Staff work with the Children/Youth and families under Mnaasged Care. The Children's Circle of Care Manager works with the Indigenous Knowledge Team to support the Children's/Youth's Cultural Plan.

CHILDREN'S SAFETY INTERVENTION HELPER (CSIH)

The Child Safety Intervention Helper is the Case Manager of the Child Protection or Child Safety Intervention File. The Child Safety Intervention Helper is responsible for documenting all Child

Protection activities after receiving the referral from the Phone Screener or the Supervisor. In some cases, the Child Safety Intervention Helper will need to collect the information related to the referral if it takes place during a home or community visit.

CHILD SAFETY INTERVENTION SUPERVISOR (CSIS)

The Child Safety Intervention Supervisor provides supervision and guidance to the After Hours Helper. The Child Safety Intervention Supervisor works with the After Hours Helper to develop an interim Safety Plan for the Child/Youth. The Child Safety Intervention Supervisor receives the After Hours call from the electronic phone system if the Child Safety Intervention Helper is not available. The Child Safety Intervention Supervisor makes the decision for the Eligibility rating.

DIRECTOR OF HUMAN RESOURCES

The Director of Human Resources is responsible for overseeing human resource policies are updated and implemented. The Director of Human Resources provides human resource support to Staff when requested, which includes providing direction on ways to address any concerns Staff may have about the policies or their work environment. The Director of Human Resources provides supervision to the Human Resource Developer and is responsible for keeping an updated list of all training Staff have completed.

MNAASGED HELPER/HELPER

These two positions are the same reference and are used interchangeable throughout this Manual to represent any of the following Helpers: After Hours, Children's Safety, Children's Care, or on call.

PROTECTION RESOURCE MANAGER

The Protection Resource Manager is responsible for providing support and supervision to the ongoing Child Protection File and for ensuring that families are receiving service. The Protection Resource Manager provides supervision to the ongoing Protection Supervisors to ensure Mnaasged's Vision for Protecting Children/Youth is evident in how Mnaasged services Children/Youth and families.

PHONE SCREENER (PS)

The Phone Screener receives the referral by phone call and documents all the information on the Referral screens in the Mnaasged Information Management System. The Phone Screener will gather as much information as possible about the Child/Youth and the community. The Phone Screener follows the set questions for the Referral Process and forwards it to the appropriate department within Mnaasged. If it is below the Intervention Line on the Eligibility Spectrum, the family will be referred to an outside community organization. When the referral

is complete for all Child Safety Intervention information, the Phone Screener forwards an email notification to the Child Safety Intervention Supervisor.

QUALITY ASSURANCE HELPER (QAH)

The Quality Assurance Helper is responsible for quality assurance reporting for all documentation and timelines. These are communicated to the Quality Assurance Supervisor and the Director of Services in a formal reporting process on a monthly, quarterly, and annual basis. The Quality Assurance Helper gathers and develops statistical data and recommendations to improve service delivery. The Quality Assurance Helper distributes all policies to the Employees for review. The Quality Assurance Helper randomly selects files every three (3) months to ensure Quality Standards are upheld within Mnaasged.

QUALITY ASSURANCE SUPERVISOR (QAS)

The Quality Assurance Supervisor is responsible for reviewing the generated numbers from the Mnaasged Information Management System and for providing recommendations. For example, numbers generated from Child Safety Intervention referrals, Child Safety Investigations, reports not investigated, closures, Child/Youth referrals, domestic violence, and timelines that articulate on the quality of services Mnaasged is delivering and that provide detailed information around forecasting of gaps and ways to advocate and improve service outcomes for Children/Youth and families.

SCREENING SUPERVISOR

The Screening Supervisor is responsible for overseeing the Phone Screener by approving the Designated Place of Safety Form and ensuring appropriate coverage for incoming calls. The Screening Supervisor ensures that the proper department is notified when calls come into the phone system and that the After Hours Kit contains all the necessary items before 4:30 p.m.

TEAM SUPERVISOR

Any Supervisor who is providing supervision advice to the Child Safety Intervention Helper if the Child Safety Intervention Helper's immediate Supervisor is unavailable.

TRAINER

The Trainer is responsible for training Staff on various capabilities outlined by the Director of Services. These may include the Foundations of Child Safety Intervention Practice series training, Mnaasged Service Manuals, Mnaasged cultural orientation, HEART, SPIRIT, and Mnaasged Information Management System.