

# **CLIENT TRAVEL POLICY**



## **DEPARTMENT OF FAMILY SERVICES**

**June 2013**

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## 1.0 POLICY STATEMENT

- 1.1 The Department of Family Services (DFS) provides travel benefits to eligible clients who must travel in order to access necessary Family Services that are not available in their home community.

## 2.0 PRINCIPLES

- 2.1 This Policy is based on the following principles:
- (a) Inuit Societal Values, which includes the guiding principles of Pijitsirniq – serving and providing for family and/or community; and Inuuqatigiitsiarniq – respecting others, relationships and caring for people, will be recognized and respected;
  - (b) All activities of the family services system support an approach that places people first;
  - (c) The cost of travel should not be an economic barrier to individuals requiring Family Services that are not available in their home community;
  - (d) Family Service programs should be designed to be fair, understandable, easy to access, and consistently applied across the territory;
  - (e) The Family Services system should operate in a way that is accountable, sustainable, and responsive;
  - (f) The Nunavut health care system supports the accessibility principle of the *Canada Health Act*.

## 3.0 APPLICATION

- 3.1 The Policy applies to all clients who access Family Services outside their home community pursuant to the following legislation and programs (collectively, “the Legislation”):
- (a) *Adoption Act* (Departmental adoptions only);
  - (b) *Child and Family Services Act*,
  - (c) *Guardianship and Trustee Act*,
  - (d) *Hospital Insurance and Health and Social Services Administration Act*,
  - (e) *Medical Care Act*, and
  - (f) *Mental Health Act*.
- 3.2 This Policy is issued by the Minister of Family Services.

## 4.0 DEFINITIONS

- 4.1 Adult – means a Nunavut resident 19 years of age or older.
- 4.2 Approved Centres – means a shelter, residential facility, foster home placement, or rehabilitation centre approved by the Assistant Deputy Minister for the provision of Family Services that are not available in a Client’s home community.
- 4.3 Child – means a Nunavut resident between 2 to 18 years of age.

- 4.4 Client – means a Nunavut resident who must travel in order to access Family Services.
- 4.5 Client Escort – means an Adult authorized to accompany a Client pursuant to Guideline 2, Section 4.
- 4.6 Client Travel – means travel between Nunavut communities and/or Approved Centres outside of Nunavut for the purpose of obtaining Family Services that are not available in a Client’s home community.
- 4.7 Director Child and Family Services – means the territorial Director designated under the Child and Family Services Act.
- 4.8 Family Services – means services for an eligible Client within an approved program.
- 4.9 Family Services Escort – means a health care professional, including, but not limited to a community social services worker, probation officer, mental health worker, or a member of the RCMP, who is required to provide professional care to a Client while traveling. This includes foster parents escorting a Child on Medical Travel as defined in the Health Services Medical Travel Policy.
- 4.10 Guardian – means a parent, a foster parent, or an individual legally responsible for a Client.
- 4.11 Infant – means a Nunavut resident less than 2 years of age.
- 4.12 Legislation – means:
- (a) *Adoption Act (Departmental adoptions only);*
  - (b) *Child and Family Services Act;*
  - (c) *Guardianship and Trustee Act;*
  - (d) *Hospital Insurance and Health and Social Services Administration Act;*
  - (e) *Medical Care Act;* and
  - (f) *Mental Health Act.*
- 4.13 Mature Minor – means an individual 16 to 18 years of age who has reached a sufficient level of emotional and intellectual development to be able to make their own decisions, as determined by the Regional Manager referring the Client Travel.
- 4.14 Public Guardian – means the Public Guardian designated under the Public Guardianship and Trustee Act.
- 4.15 Regional Manager – means a regional Manager of Child and Family Services, or their designate.
- 4.16 Resident – means a person currently located and living in Nunavut.

## **5.0 ROLES AND RESPONSIBILITIES**

- 5.1 Minister
- (a) The Minister of Family Services (“the Minister”) is accountable to Executive Council for the implementation of this Policy.
  - (b) The Minister may approve program provisions and Guidelines.

5.2 Deputy Minister

- (a) The Deputy Minister of Family Services (“the Deputy Minister”) is accountable to the Minister for the administration of this Policy. The Deputy Minister may delegate this responsibility; and
- (b) Amend from time to time the Guidelines and Appendixes that form part of this Policy.

5.3 Director Child and Family Services

- (a) The Director Child and Family Services:
  - (i) may designate Approved Centres for the purpose of this Policy;
  - (ii) may determine the appropriate Approved Centre for necessary and appropriate Family Services;
  - (iii) may approve Client Escort travel that originates from a community other than where the Client resides;
  - (iv) may approve a second Client Escort for Client Travel in rare situations;
  - (v) must give permission for children who are wards to travel outside the territory.

5.4 Public Guardian

- (a) The Public Guardian must give permission for individuals under public guardianship to travel outside the territory.

5.5 Regional Manager

- (a) Regional Managers determine whether travel is required in order to receive the appropriate care, pursuant to Guideline 2, Section 4.

5.6 Clients

- (a) Clients must agree to receive the appropriate care and provide written consent, where possible. For a Child, this consent must be provided by a Guardian.

5.7 Client Escorts

- (a) A Client Escort must agree to stay with his/her Client at all times and follow the rules outlined in the Client and Client Escort Travel Agreement (Appendix A).

**6.0 PROVISIONS**

6.1 Client Travel

(a) Eligibility

- (i) Eligibility is restricted to Residents who require Client Travel and who meet the following criteria:
  - The reason for travel is a valid referral from a Regional Manager; and
  - The travel cannot be deferred until the Client is traveling for other reasons.

(b) Benefits

- (i) Client Travel benefits to and from the nearest Approved Centre; and
- (ii) Family Services Escort and Client Escort benefits for eligible Clients.

- (c) Clients who have been abusive to other Clients, Client Escorts, Medical Escorts, DFS staff, boarding home staff, or airline staff will be requested to make their own travel arrangements and seek reimbursement.

6.2 Appeals

- (a) A Client or Guardian has the right to appeal a decision regarding Client Travel.
- (b) Second Client Escorts decisions are not subject to appeal.

6.3 Accountability

- (a) DFS will submit an annual report concerning the administration of this Policy to the Minister.

**7.0 FINANCIAL RESOURCES**

- 7.1 Financial resources required under this Policy are conditional on approval of funds in the Main Estimates by the Legislative Assembly and there being a sufficient unencumbered balance for the fiscal year for which the funds would be required.

**8.0 GUIDELINES**

- 8.1 Client benefits, Client Escort benefits and Appeals will be dealt with in accordance with the Guidelines established in support of this Policy.

**9.0 SUNSET**

- 9.1 This Policy will be in effect from the date of signature until March 31, 2018.

**10.0 CONTACT**

- 10.1 This Policy is available on the DFS website or by contacting DFS at:

Department of Family Services  
P.O. Box 1000, Station 1000  
Iqaluit, NU X0A 0H0  
Phone 1-867-975-5750  
Fax 1-867-975-5722

**11.0 INCLUDES:**

- Guideline 1 – Family Travel Benefits
- Guideline 2 – Family Services Escort and Client Escort Approval
- Guideline 3 – Appeals
  
- Appendix A – Client and Client Escort Travel Agreement
- Appendix B – Request for Client Escort Travel
- Appendix C – Appeal Request Form





**APPENDIX B**



**REQUEST FOR CLIENT ESCORT TRAVEL**  
**Department of Family Services**  
 Family Services Client Travel Policy

Client Name:	HCP Number:	Date of Birth:
Escort Name:	Community^:	Date of Birth:
Second Escort*:		Date of Birth:
Request Date:	Appointment Date[s]:	
Is the Client a GN Employee or Relative <input type="checkbox"/> Yes <input type="checkbox"/> No ; If Yes, state relationship:		

\* - A second Escort is only provided in rare situations. A Regional Manager must support the request and explain the need for the second escort (use separate page if necessary). The request must be forwarded to the territorial Director Child and Family Services for approval.

^ - The territorial Director Child and Family Services must approve an escort from a different community than the Client.

Summarize your request by checking one of the following. A Client Escort is required because:

- \_\_\_\_\_ A. the Client has a mental or physical condition of a nature that he or she is not able to travel unassisted
- \_\_\_\_\_ B. the Client is a unilingual Inuit language speaking Client and interpreter services are not available at the Approved Centre
- \_\_\_\_\_ C. there is a need for legal consent by a Guardian

Notes: Client Escorts are not allowed to bring an Infant. Client s under 12 years of age will require a Family Services Escort.

**Background Details** [please attach a separate page if necessary]

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Signature of CSSW \_\_\_\_\_ Print Name \_\_\_\_\_ Contact Number \_\_\_\_\_

**Fax to: Baffin - 473-2657      Iqaluit - 975-7281      Kivalliq - 645-2580      Kitikmeot - 983-4021**

**To be completed by Regional Manager - Reason for decision:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

<input type="checkbox"/> Approved <input type="checkbox"/> Denied _____ Signature _____ Date
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In the event that this request is denied, the Client or Guardian has the right to appeal the decision to the territorial Director Child and Family Services by completing an Appeal Request Form.

**APPENDIX C**



**APPEAL REQUEST FORM**  
**Department of Family Services**  
Family Services Client Travel Policy

**Information from Client or Guardian who was denied a travel benefit:**

Client Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
HCP Number: \_\_\_\_\_ Community: \_\_\_\_\_  
Date of this Request: \_\_\_\_\_ Appointment Date[s]: \_\_\_\_\_  
Date the Appointment was Booked: \_\_\_\_\_ Client's Employer: \_\_\_\_\_

**This appeal must include the reason or condition for which the benefit was requested.**

**This is to notify DFS of my intention to appeal a decision made with respect to the benefits associated with travel for the purpose of receiving a Family Service. I am appealing the decision for the following reason(s):**

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**Attach additional pages if necessary**

\_\_\_\_\_  
Signature of Client or Guardian

\_\_\_\_\_  
Contact Number

**Fax to: 867-975-5722**

**To be completed by territorial Director of Child and Family Services.**

Reason for decision:

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<input type="checkbox"/> Approved	<input type="checkbox"/> Denied
_____	Signature
_____	Date

**In the event that this appeal is denied, there are no further appeal rights**