

CLIENT TRAVEL POLICY



DEPARTMENT OF HEALTH

APRIL 2020

TABLE OF CONTENTS

		Page
Section 1	POLICY STATEMENT	2
Section 2	PRINCIPLES	2
Section 3	APPLICATION	2
Section 4	DEFINITIONS	3
Section 5	ROLES AND RESPONSIBILITIES	5
Section 6	PROVISIONS	6
Section 7	FINANCIAL RESOURCES	7
Section 8	SUNSET	8
Section 9	CONTACT	9
Section 10	INCLUDES	9
Appendix A	CLIENT AND CLIENT ESCORT TRAVEL AGREEMENT	
Appendix B	CLIENT VISITOR TRAVEL AGREEMENT	
Appendix C	REQUEST FOR CLIENT ESCORT TRAVEL	
Appendix D	APPEAL REQUEST FORM	



1.0 POLICY STATEMENT

The Department of Health (Health) provides travel benefits to eligible clients who must travel in order to access mental health and addictions treatment or long-term residential care services that are not available in their home community within Nunavut. This is distinct from Health's Medical Travel Policy.

2.0 PRINCIPLES

2.1 This Policy is written and should be implemented based on the following principles:

- (a) Inuit Qaujimagatuqangit and 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. This is done by placing an emphasis on familial connections and repatriation where possible.
- (b) This Policy is also based on Piliriqatigiinni/ikajuqtigiinni – working together for a common cause, and Aajiiqatigiinni – decision-making through discussion and consensus, as those involved in making decisions under this Policy should work collectively with the community to support the client.
- (c) All activities of the Nunavut health care system support an approach that places Nunavummiut first;
- (d) The cost of travel should not be an economic barrier to individuals requiring Health Services that are not available in their home community within Nunavut;
- (e) Nunavut's health care programs should be designed to be fair, understandable, easy to access, and consistently applied across the territory;
- (f) The Nunavut health care system should operate in a way that is accountable, sustainable, and responsive; and
- (g) The Nunavut health care system supports the accessibility principle, to facilitate reasonable access to health services without financial or other barriers.

3.0 APPLICATION

3.1 The Policy applies to all eligible clients who must travel to specifically access mental health and addictions treatment or long-term residential care services outside their home community within Nunavut pursuant to the following legislation and programs (collectively, "the Legislation"):

- (a) *Hospital Insurance and Health and Social Services Administration Act;*
- (b) *Medical Care Act;* and
- (c) *Mental Health Act.*

3.2 This Policy applies to all Health staff involved in the implementation and administration of this Policy as set-out in section 5.0.

4.0 DEFINITIONS

- 4.1 Adult – means a Nunavut resident 19 years of age or older.
- 4.2 Approved Centres – means a private long-term residential care facility or mental health and addictions treatment centre approved by the Assistant Deputy Minister – Operations for the provision of mental health and addictions or long-term residential care services that are not available in a client’s home community within Nunavut.
- 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 mental health and addictions treatment or long-term care services, including residential care.
- 4.5 Client Escort – means an adult or mature minor authorized to accompany a client pursuant to section 6.1.
- 4.6 Client Travel – means travel to and from approved treatment centres for the purpose of obtaining mental health and addictions or long-term residential care services that are not available in a Client’s home community within Nunavut.
- 4.7 Client Visitor – means an individual authorized to travel for the purpose of visiting a client in care. Client visitors are entitled to travel benefits pursuant to section
- 4.8 Director – means either the Territorial Director, with a specified focus on Home and Continuing Care or Mental Health and Addictions, or their respective designates.
- 4.9 Guardian – means a parent, a foster parent, or an individual legally responsible for a client.
- 4.10 Health Aide – means a health care professional, including, but not limited to a community social services worker, probation officer, mental health and addictions worker, or a member of the RCMP, who is required to provide professional care to a client while traveling.
- 4.11 Health Services – means mental health and addictions care or long-term residential care services that a Nunavut practitioner deems medically necessary for a client.
- 4.12 Infant – means a Nunavut resident less than 2 years of age.
- 4.13 Legislation – means:
- (a) *Hospital Insurance and Health and Social Services Administration Act;*
 - (b) *Medical Care Act;* and
 - (c) *Mental Health Act.*
- 4.14 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 Director or their designate referring the Client Travel.
- 4.15 Public Guardian – means the Public Guardian designated under the Public Guardianship and Trustee Act.
- 4.16 Resident – A resident of Nunavut means a person lawfully entitled to be or to remain in Canada who makes his or her home and is ordinarily present in Nunavut, but does not include a tourist, transient or visitor to the Territory.

5.0 ROLES AND RESPONSIBILITIES

5.1 Minister

- (a) The Minister of Health (“the Minister”) is accountable to Executive Council for the implementation of this Policy.

5.2 Deputy Minister

- (a) The Deputy Minister of Health (“the Deputy Minister”) is accountable to the Minister for the administration of this Policy. The Deputy Minister may delegate this responsibility;
- (b) The Deputy Minister may issue directions to Department of Health staff in support of this Policy.
- (c) The Deputy Minister may amend from time to time the appendices that form part of this Policy.
- (d) The Deputy Minister may designate other Department of Health Officials in addition to the Director, for the purpose of approving client visitors.

5.3 Assistant Deputy Minister – Operations

- (a) The Assistant Deputy Minister – Operations may approve scheduled medevacs, including repatriations.

5.4 Director

- (a) With respect to their specific areas (Home and Continuing Care, and Mental Health and Addictions) the Director or their designates:
 - i. may designate Approved Centres for the purpose of this Policy;
 - ii. may determine the appropriate Approved Centre for necessary and appropriate mental health and addictions and/or long-term residential care services;
 - iii. may approve Client Visitor travel that originates from a community within Canada other than where the Client resides;

5.5 Public Guardian

- (a) The Public Guardian must give permission for individuals under public guardianship to travel and/or receive visitors.

5.6 Clients

- (a) Clients must agree to receive the appropriate care and provide written consent, where possible, and follow the responsibilities listed in section 6.2 and as outlined in the Client and Client Escort Travel Agreement (Appendix A). 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).

5.8 Client Visitors

- (a) A Client Visitor must agree to visit the Client in care and follow the rules outlined in the Client Visitor Travel Agreement (Appendix B).

6.0 PROVISIONS

6.1 6.1 Client Travel

- (a) Eligibility is restricted to Residents of Nunavut who must travel to access mental health and addictions treatment or long-term residential care services, and who meet the following criteria:
- (i) The reason for travel is a valid referral from the specified Director or their designate; and
 - (ii) The travel cannot be deferred until the Client is traveling for other reasons.
- (b) Benefits
- (i) Health is a payer of last resort. Client Travel benefits are provided only to Clients who do not have access to Client Travel benefits through an employer, an insuring body, or some other program. Clients who are employed (or the dependant of an employee) and are in possession of Client Travel benefits through their employer, will be required to use their employer insurance first.
 - (ii) Adult Clients in care are eligible for **one** paid family visit to their home community within Nunavut per fiscal year, as approved by the Director.
 - (iii) If the Adult Client in residential care is unable to travel without a Client Escort to their home community within Nunavut, they are eligible to receive one visit from two family members or Guardians per fiscal year, as approved by the Director.
 - (iv) Child and Infant Clients in care are eligible for two paid family visits per fiscal year, within Canada, as approved by the Director.
 - (v) If the Child and Infant Clients in residential care are unable to travel, they are eligible to receive one visit from two family members or Guardians twice per fiscal year, as approved by the Director.
 - (vi) Travel provisions for Clients in residential care are intended to support repatriation efforts and maintain familial, cultural, and community connections. As such, Clients in residential care will travel to their home community within Nunavut, unless they are unable to travel.
 - (vii) Family members or guardians visiting Clients in residential care must be able to travel without a Client Escort, unless there is an extenuating circumstance, which will require approval by the specified Director or designate.
 - (viii) Travel benefits are limited to a maximum of 7 days in accordance with the rates set out in Directive No. 820 – 1 of the Financial Administration Manual.
 - (ix) Client Travel benefits cover the following forms of transportation to and from the Approved Centre:
 - a. Scheduled aircraft at economy airfare;
 - b. Charter aircraft when it is a reasonable and cost-effective alternative to scheduled travel;
 - c. Ground transportation when required outside the Client's home community within Nunavut;
 - d. Arrangements for transportation of the Client to/from their place of residence and the local airport; and
 - e. Accommodations, meals, and other eligible expenses will be limited to a maximum of 7 days in accordance with the rates set

out in Directive No. 820 – 1 of the Financial Administration Manual.

- (x) Health Escort and Client Escort benefits for eligible Clients to support clients travelling to their care facilities.
- (xi) Clients who fail to follow appropriate behaviour and process with respect to other Clients, Client Escorts, Client Visitors, Health staff, boarding home staff, or airline staff will be requested to make their own travel arrangements and seek potential reimbursement, subject to Director review.
- (xii) Travel is not provided by Health for the following reasons:
 - a. Family visitation for individuals who are not in the care of the specified Director; and
 - b. Travel to residential care facilities for supported living, schooling or housing.

6.2 Client & Family Responsibilities

- (a) Client and family responsibilities are intended to provide parameters around appropriate behaviours, to mitigate challenges while travelling. This section does not necessarily apply to clients under the care of the specified Director, their designate or adults under Public Guardianship.
- (b) Where possible, clients must sign the Client Travel Agreement in Appendix A before travel will be arranged;
- (c) While travelling under this Policy, clients are responsible for the following:
 - (i) Providing reasonable advance notice to Health if they become unable to travel or a scheduling change is required, because of circumstances outside of their control;
 - (ii) Spending adequate time with the client in care that they are visiting as agreed to with the specified Director or their designate;
 - (iii) Attending all appointments scheduled with the client in care as necessary;
 - (iv) Checking in for all flights except when prevented because of circumstances outside the client's control;
 - (v) Abiding by the rules of the accommodation's facility;
 - (vi) Refraining from misusing and being intoxicated by alcohol, cannabis, illegal drugs; there is zero tolerance for intoxication and illegal drug use;
 - (vii) Refraining from engaging in abusive verbal and/or physical behaviour, violent behaviour and illegal behaviour, including behaviour that results in harm to individuals and/or property damage.
- (d) Where it is determined that a client is not fulfilling their responsibilities as per the Client Travel Agreement (Appendix A) and as described in section 6.2, the specified or their designate or another official designated by the Deputy Minister, will consider the following courses of action:
 - (i) A client can be deemed ineligible for current and future travel under this Policy;
 - (ii) A client can be asked to make and pay for their own arrangement, including accommodations, meals and ground transportation;
 - (iii) A client can be asked to pay for any costs associated with changing travel itineraries, when the change request is not related to an emergency and/or circumstance outside of their control; and/or
 - (iv) A client can be responsible for any damages resulting from abusive, violent or illegal behaviour.

6.3 Return of Deceased

- (a) If a client, client escort or client visitor dies while on approved travel, the following benefits will be provided:
 - (i) preparation of the body to meet minimum airline regulations; and
 - (ii) transportation of the body to the Nunavut community of residence in the most economical way and in the most economical casket that meets airline standards.
 - a. At the request of the family and with prior approval from a Director, the body can be returned to a community other than where the deceased last resided as long as there is no extra cost to Health.
- (b) The family or estate of the deceased may choose to pay for preparation and transportation expenses for the body beyond the benefits provided in Sections 6.34 (a) and (b) above.

6.4 Appeals

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

6.5 Accountability

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

6.6 Reimbursement

- (a) Where necessary, eligible requests for reimbursement must be submitted to the specified Director for review and confirmed pre-approval prior to being processed.

6.7 Exceptional Circumstances

- (a) End of Life
 - (i) If a Client is deemed near end of life by a physician, the specified Director or their designate may approve compassionate travel, allowing up to two Client Visitors to travel and visit the Client nearing end of life regardless of the number of allotted Client Visitor trips the Client has used that year.

7.0 **FINANCIAL RESOURCES**

- 7.1 Financial resources required under this Policy are conditional on approval by the Legislative Assembly, and on the availability of funds in the appropriate budget.

8.0 **SUNSET**

- 9.1 This Policy will be in effect from the date of signature and shall sunset on **March 31, 2025**.

9.0 CONTACT

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

Department of Health
P.O. Box 1000, Station 1000
Iqaluit, NU X0A 0H0
Phone 1-867-975-5700
Fax 1-867-975-5705

10.0 INCLUDES:

Appendix A – Client and Client Escort Travel Agreement
Appendix B – Client Visitor Agreement
Appendix C – Request for Client Escort Travel
Appendix D – Appeal Request Form

APPENDIX A



CLIENT AND CLIENT ESCORT TRAVEL AGREEMENT

Department of Health
Client Travel Policy

General Terms:

- **Health does not tolerate alcohol or illegal drug use, or abusive behaviors, while on client travel assistance.**
- Clients and Client Escorts must sign this agreement before travel will be arranged.
- Do not take any bags or packages for anyone, especially if you do not know the contents.
- Health is not responsible for excess baggage or costs associated with unauthorized companions, whether Adult or Children.
- Be sure to take government issued photo identification and your Nunavut Health Care Card.
- Health recommends Clients and Client Escorts take some cash for incidentals.
- You are responsible for treating your fellow travelers and caregivers with respect.

Client Responsibilities:

- Clients must be willing to attend all their appointments. If you do not attend your appointment, you are not eligible for any travel benefits under this Policy.

Client Escort Responsibilities:

- You must be 19 years of age or the Guardian of a Client.
- You must accompany your Client to all appointments.
- You are expected to stay with your Client at all times, including sharing accommodations.
- If your Client is in a hospital, you must be available to assist your Client with their needs.
- Where language barriers exist, you must be able to provide translation services in English. You may be asked to demonstrate basic language ability to the person presenting this agreement.
- You must be able to stay with your Client for up to 4 weeks.
- You must be aware of your Client's condition and medications.

AGREEMENT

- 1. I understand and agree to my responsibilities.**
- 2. If I do not fulfill my responsibilities, I will not hold Health responsible for the cost of my travel assistance, and I will reimburse Health for all costs incurred.**
- 3. I understand the travel policies and procedures that have been explained to me and I have the emergency phone numbers to call in case something unexpected happens while travelling.**

Client Signature	Print Name	Date
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Client Escort Signature	Print Name	Date
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Signature of Witness	Print Name	Date
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If you are unable to fulfill your responsibilities due to circumstances beyond your control, the Regional Director may review your situation and you may not be responsible for the travel expenses.

APPENDIX C



REQUEST FOR CLIENT ESCORT TRAVEL

Department of Health 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 Director must support the request and explain the need for the second escort (use separate page if necessary). The request must be forwarded to the specified Director for approval.

^ - The specified Director 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 an Escort.

Background Details [please attach a separate page if necessary]

Signature of CSSW	Print Name	Contact Number
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Fax to: Baffin - Iqaluit - Kivalliq -
Kitikmeot -

To be completed by - Reason for decision:

Approved Denied

Signature

Date

In the event that this request is denied, the Client or Guardian has the right to appeal the decision to the specified Director by completing an Appeal Request Form.

APPENDIX D



APPEAL REQUEST FORM
Department of Health
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 Health of my intention to appeal a decision made with respect to the benefits associated with travel for the purpose of receiving a health service. I am appealing the decision for the following reason(s):

Attach additional pages if necessary

Signature of Client or Guardian

Contact Number

To be completed by Director.

Reason for decision:

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

If this appeal is denied, there are no further appeal rights.