

	CLIENT TRAVEL POLICY GUIDELINES	Page 1 of 2
	Client Escort Approval Process	
		Section No: 3

1.00 INTRODUCTION

Nunavut's health and social services travel program provides a supportive network of culturally appropriate boarding homes, medical and general interpretation services that ensure Nunavummiut are well served while on approved client travel. The services allow elders, unilingual individuals and young adults to travel without escorts whenever possible. A Practitioner will make a recommendation if a client needs to travel with an escort based on the criteria set out below (with the exception of emergency travel). For Social Services travel, escorts are usually pre-authorized.

2.00 CRITERIA FOR APPROVING CLIENT ESCORTS


A client escort will be authorized when:

- (1) there is a need for legal consent by a parent or guardian; or
- (2) the client has a mental or physical condition of a nature that he or she is not able to travel unassisted; or
- (3) where a language barrier exists to access required health or social services and interpreter services are not available at the Approved Centre; or
- (4) when the client is a unilingual Inuit language speaking elder, who is over the age of 60, unless the client states they do not require an escort (effective April 1, 2008); or,
- (5) when the escort will participate in the client's treatment program and receive instructions on specific and essential home medical/nursing procedures that cannot be given to the client only; or
- (6) when the client is medically incapacitated.

Note: A second client escort for medical travel is only provided in rare situations when a Practitioner supports the request and approval is obtained from the Deputy Minister (or designate).

Note: One adult can act as an escort for a group of children when appropriate (e.g. travel for orthodontic procedures) subject to consent being obtained from the relevant parents or guardians.

The Directors of Health and Social Services, or designate, may also approve an escort for some special social services situations where:

	CLIENT TRAVEL POLICY GUIDELINES	Page 2 of 2
	Client Escort Approval Process	
		Section No: 3

- (1) A child in residential care is traveling to visit his or her family or guardian.
- (2) A client is receiving an intervention service and requires assistance to travel.
- (3) The client is a minor.
- (4) If parents are traveling to visit with their child.

Note: Adults in residential care are eligible for one paid family/guardian visit per calendar year, as approved by the practitioner. If the adult who is receiving social services is not traveling, but is receiving a visit from family members/guardians, travel is limited to two family members/guardians. Escorts may be approved for clients or family members, subject to the approved criteria for authorizing escorts.

Note: Children in residential care are eligible for two paid visits per calendar year, as approved by the practitioner. If the child in residential care is not traveling, but is receiving a visit from family members, travel is limited to two family members/guardians. Escorts may be approved for children or family members, subject to the approved criteria for authorizing escorts.

Note: Social Services Managers should be consulted when interpreting the escort guidelines affecting social services.

3.0 EXCLUSIONS

Client escorts shall not be approved for certain types of travel, including:

- (1) Compassionate travel (excluding social services).
- (2) Travel to non-approved centres.

For additional information about the client escort approval process individuals can contact the Department of Health and Social Services at:

Department of Health and Social Services
Health Insurance Programs
P.O. Bag 003 Rankin Inlet

Toll Free Line 1-800-661-0833
Fax Line 1-800-645-8092
Email nhip@gov.nu.ca