

# COMPLIANCE DETERMINATION

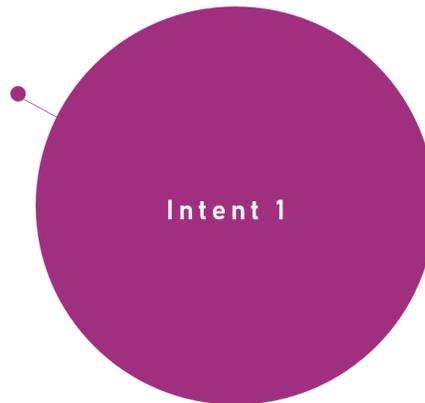
## Tina Fontaine- Recommendation 3

**Recommendation Summary:** Evaluate victim support services for children and develop quality control measure to ensure child-centred access to benefits.

**Primary Public Body:** Manitoba Justice

### 1. To evaluate and improve services provided by Victim Support Services, particularly around criteria to access benefits, communication with victims, and legislative and policy application

Victim Services has clarified criteria for child victims to be able to access benefits, improved communication with victims and within the department, counselling is offered to child victims proactively, and victim services does not impose time limitations on minors to access benefits by approving extensions. Amended staff policies and procedures were provided as evidence of changes. **Actions met intent.**



# COMPLIANCE DETERMINATION



Actions are fully compliant with the intent of the recommendation.

## Recommendation Compliance Summary

This form details the assessment of compliance with recommendations made under Section 27 and Section 31 of *The Advocate for Children and Youth Act*. MACY assesses recommendations for compliance once a year but receives updates from the public bodies every six months.

<b>1. Recommendation Information</b>	
<b>Report Name:</b>	A Place Where It Feels Like Home: The Story of Tina Fontaine
<b>Date Released:</b>	3/12/2019
<b>Full Recommendation:</b> (including details)	<p><b>Recommendation Three:</b> The Manitoba Advocate for Children and Youth recommends that Manitoba Justice evaluate the continuum of Victim Support Services for children and develop quality control measures to ensure that services are child centered and provided in a timely manner.</p> <p><b>DETAILS:</b></p> <ul style="list-style-type: none"> <li>Manitoba Justice to examine the criteria regarding how child benefits are approved or denied and subsequently clarify and distributed to victim applicants.</li> <li>Manitoba Justice to clarify current legislation and policies that are contradictory related to access to compensation services and benefits.</li> </ul>
<b>Intent(s) of Recommendation:</b>	<p>The intent of the recommendation is to:</p> <ol style="list-style-type: none"> <li><b>1. To evaluate and improve services provided by Victim Support Services, particularly around criteria to access benefits, communication with victims, and legislative and policy application.</b></li> </ol>
<b>Theme:</b>	Victim Services
<b>Primary Department:</b>	Manitoba Justice
<b>Dates of Previous Official Updates from Public Body:</b>	<div style="margin-left: 20px;">June 30, 2020</div> <div style="margin-left: 20px;">December 31, 2019</div> <div style="margin-left: 20px;">June 26, 2019</div>
<b>2. Compliance Determination</b>	
Fully Compliant 1.0	The address complies entirely with the requirements of the recommendation.
<b>3. Rationale for Determination</b> <i>(How did you reach this compliance determination)</i>	
<ol style="list-style-type: none"> <li><b>1. To evaluate and improve services provided by Victim Support Services, particularly around criteria to access benefits, communication with victims, and legislative and policy application</b> <ul style="list-style-type: none"> <li>There has been significant work conducted in response to implementing this recommendation.</li> <li>On improvements to the criteria to access benefits and communication, template letters were developed and modified, particularly those used in child victim matters, and policy and practices on the use of said templates were updated to ensure information on benefits is clearly communicated and staff consistently use the templates. A tracking system has been</li> </ul> </li> </ol>	

developed to monitor missing information and follow-up with claimants if no specific benefits are identified in an application. This is a quality control measure that ensures services are child-centered and provided in a timely manner, complying with this recommendation. Documentation demonstrating of policy changes was provided to the Manitoba Advocate.

- Victims of Crime staff now have access to the Victim Services case management system, improving internal communication. Victim Services will continue to enhance supports for children of homicide victims by exploring ways to confirm that parents and children are aware that they are able to access counselling resources.
- Victim Services no longer imposes time limitations on minors to access Victims of Crime benefits, approving extensions. Furthermore, counselling is offered proactively, even without requests. These two initiatives are consistent with a child-centered approach.

Victim Services has demonstrated improvements to the process by which child victims are able to access benefits including clarifying criteria, to how they communicate with victims particularly when applications have missing information, and to their policies in ways which are consistent with a child-centered approach. Victim Services has fully implemented the intent of this recommendation, improving accessibility and responsiveness of victim support services for children and youth in Manitoba.