

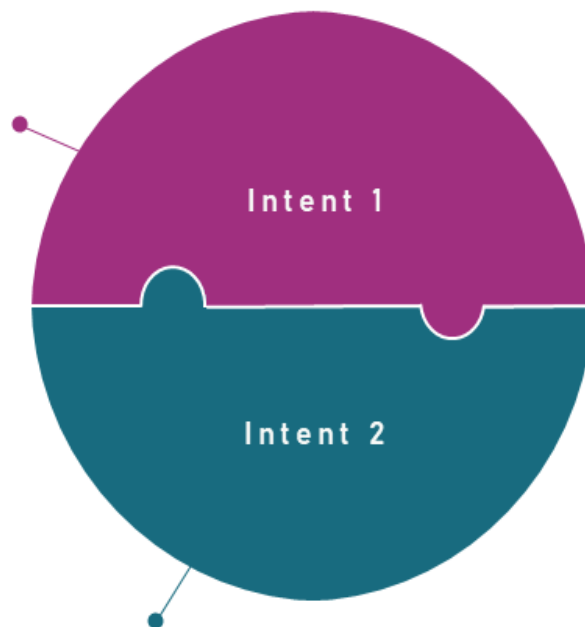
# COMPLIANCE DETERMINATION

## Disabilities – Recommendation 8

**Recommendation Summary:** Make all CdS policies and procedures public.  
**Primary Public Body:** Manitoba Families

### 1. Program manual is completed.

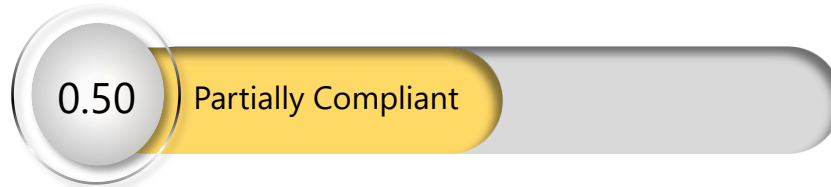
Families reported some program policies and guidelines will be developed into a manual style format that will be accessible internally and externally. These standards define how case management services are delivered to ensure consistency, accountability, and quality of service across Manitoba.



### 2. Program manual is publicly available

Families shared 11 existing policies that are publicly available.

## COMPLIANCE DETERMINATION



## Recommendation Compliance Summary

In accordance with subsection 11(1) clause (d) of *The Advocate for Children and Youth Act (ACYA)*, the Advocate retains the responsibility "to monitor the implementation of recommendations included in reports made under section 27 (investigation) or special reports made under section 31."

This form details the assessment of implementation of compliance made under the referenced subsection of the ACYA. MACY assesses implementation of compliance with recommendations once a year but receives updates from public bodies every six months.

1. Recommendation Information	
<b>Special Report Name:</b>	<b>Bridging the Gaps: Achieving Substantive Equality for Children with Disabilities in Manitoba</b>
<b>Date Released:</b>	3/25/2021
<b>Full Recommendation:</b> (including details)	<b>Recommendation Eight:</b> The Manitoba Advocate for Children and Youth recommends that Children's disABILITY Services complete a program manual and make this publicly available.
<b>Intent(s) of Recommendation:</b>	The intents of the recommendation are to: <b>1. Program manual is completed</b> <b>2. Program manual is publicly available.</b>
<b>Issue:</b>	Disabilities
<b>Public Body</b>	Manitoba Families
<b>Dates of Previous Official Updates from Public Body:</b>	June 30, 2022
2. Compliance Determination	
<b>Partially Compliant 0.50</b>	Actions taken only implement part of the recommendation. Important requirements have been met and the recommendation is acted upon, however, deficiencies remain.
<b>Self-Assessment</b>	Largely-Compliant
<b>Previous Compliance Determination</b>	N/A
3. Rationale for Determination <i>(How did you reach this compliance determination)</i>	
<p><b>Intent 1: Program manual is completed.</b> <b>2022</b></p> <ul style="list-style-type: none"> <li>• Manitoba Families reported that the following have been newly developed or revised: <ul style="list-style-type: none"> <li>○ Eligibility Policy (revised)</li> <li>○ CdS Service Assessment Guidelines (new)</li> <li>○ CdS Provincial Rate Assessment Guidelines (new)</li> <li>○ Disability-Related Assessment Guide (new)</li> <li>○ Introduction to CdS (reconciliation statement) (revised)</li> <li>○ Case Management Service Standards</li> </ul> </li> <li>• Manitoba Families reported that these standards define how case management services are delivered to ensure consistency, accountability, and quality of service across Manitoba.</li> <li>• These documents are available to department staff via the CdS intranet website. Planning is underway to bring these policies and standards into a manual-style format that will be accessible to the general public.</li> </ul>	

**Intent 2: Program manual is publicly available**

**2022**

- Manitoba Families reported that the following policies are publicly available:
  - Eligibility Policy
  - Autism Outreach Policy
  - Child Development Policy
  - Equipment Policy
  - Home Modification Policy
  - Respite Policy
  - Security Checks Policy
  - Summer Skill Maintenance Policy
  - Supplies Policy
  - Transportation Assistance Policy
  - Vehicle Modification Policy

**Analysis Summary:** There are existing policies and guidelines that have been newly developed or revised, and there is a plan to bring them all together into a manual. Until this manual is finalized and made publicly available, however, the intents of this recommendation cannot be said to have been met. As such, the status determination for this recommendation is partially compliant.