

# CLIENT TRAVEL POLICY

TABLED DOCUMENT

32-5(1)

Mon 19/18



## DEPARTMENT OF FAMILY SERVICES

June 2013

## TABLE OF CONTENTS

|                    |  | <b>Page</b> |
|--------------------|--|-------------|
| <b>Section 1</b>   | <b>POLICY STATEMENT</b>                                  | <b>1</b>    |
| <b>Section 2</b>   | <b>PRINCIPLES</b>  | <b>1</b>    |
| <b>Section 3</b>   | <b>APPLICATION</b>                                       | <b>1</b>    |
| <b>Section 4</b>   | <b>DEFINITIONS</b>                                       | <b>1</b>    |
| <b>Section 5</b>   | <b>ROLES AND RESPONSIBILITIES</b>                        | <b>2</b>    |
| <b>Section 6</b>   | <b>PROVISIONS</b>  | <b>3</b>    |
| <b>Section 7</b>   | <b>FINANCIAL RESOURCES</b>                               | <b>4</b>    |
| <b>Section 8</b>   | <b>GUIDELINES</b>  | <b>4</b>    |
| <b>Section 9</b>   | <b>SUNSET</b>  | <b>4</b>    |
| <b>Section 10</b>  | <b>CONTACT</b>   | <b>4</b>    |
| <b>Section 11</b>  | <b>INCLUDES</b>  | <b>5</b>    |
| <br>               |  |             |
| <b>Guideline 1</b> | <b>CLIENT TRAVEL BENEFITS</b>                            |             |
| <b>Guideline 2</b> | <b>FAMILY SERVICES ESCORT AND CLIENT ESCORT APPROVAL</b> |             |
| <b>Guideline 3</b> | <b>APPEALS</b>   |             |
| <br>               |  |             |
| <b>Appendix A</b>  | <b>CLIENT AND CLIENT ESCORT TRAVEL AGREEMENT</b>         |             |
| <b>Appendix B</b>  | <b>REQUEST FOR CLIENT ESCORT TRAVEL</b>                  |             |
| <b>Appendix C</b>  | <b>APPEAL REQUEST FORM</b>                               |             |

## 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 A



**CLIENT AND CLIENT ESCORT TRAVEL AGREEMENT**  
**Department of Family Services (DFS)**  
**Family Services Client Travel Policy**

**General Terms:**

- **DFS 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.
- DFS 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.
- DFS 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 DFS responsible for the cost of my travel assistance, and I will reimburse DFS 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

---

Client Escort Signature                                  Print Name                                  Date

---

Signature of Witness                                  Print Name                                  Date

If you are unable to fulfill your responsibilities due to circumstances beyond your control, the Regional Manager may review your situation and you may not be responsible for the travel expenses.



**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]

---



---



---



---

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<br><br>_____ Signature<br>_____ Date |
|--|

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):**

---

---

---

---

---

---

---

---

---

---

**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:


---

---

---

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

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

|   |  |                 |
|---|--|-----------------|
|  | <b>CLIENT TRAVEL POLICY GUIDELINES</b> | Page 1 of 2     |
|   | <b>Client Travel Benefits</b>          |                 |
|   |  | Guideline No: 1 |

**1. Introduction**

- (a) Eligibility criteria can be found in Section 6.1(a) of the Family Services Client Travel Policy.

**2. Benefits for Eligible Clients**

- (a) DFS 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 dependent of an employee) and are in possession of Client Travel benefits through their employer, will be required to use their employer insurance first.

- (b) The benefits cover the following forms of transportation to and from an Approved Centre:


- (i) Scheduled aircraft at economy airfare;
- (ii) Charter aircraft when it is a reasonable and cost-effective alternative to scheduled travel;
- (iii) Ground transportation outside a Client's home community; and
- (iv) Accommodation and meals at approved commercial facilities in accordance with the rates set out in Directive 820 – 1 of the Financial Administration Manual.

- (c) Clients in Residential Care

- (i) After 90 days, Adult Clients in residential care are eligible for one paid family visit per fiscal year, within Canada, as approved by a Director. If the Adult Client in residential care is not traveling, he or she is eligible to receive a visit from two family members or Guardians per fiscal year.

Family members or Guardians must be able to travel without a Client Escort.

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.

|   |  |                    |
|---|--|--------------------|
|  | <b>CLIENT TRAVEL POLICY GUIDELINES</b> | Page 2 of 2        |
|   | <b>Client Travel Benefits</b>          |                    |
|   |  | Guideline<br>No: 1 |

- (ii) After 90 days, Child and Infant Clients in residential care are eligible for two paid family visits per fiscal year, within Canada, as approved by a Director. If the Child Client or Infant Client in residential care is not traveling, they are eligible to receive a visit from two family members or Guardians twice per fiscal year.

Family members or Guardians must be able to travel without a Client Escort.


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.

(d) **Family Travel**

- (i) Foster parents with children in the care of DFS, are eligible for reimbursement of one vacation trip per foster child, within Canada, per fiscal year. Reimbursement will be limited to the lowest economy return airfare.
- (ii) A letter of authorization from the Director Child and Family Services must be issued before a Child or Infant in care leaves Canada. An itinerary of the Child or Infant's travel plans must be forwarded to the Director Child and Family Services prior to the letter being written.
- (iii) Requests for birth certificates, passports or other travel documents for children in the care of DFS must be initiated at least 2 months in advance of travel commencing.

**3. Approval**

- (a) Directors determine the care a Client requires and initiates the referral to the most appropriate Approved Centre in order that the Client can receive appropriate care.
- (b) The Director Child and Family Services must give permission for children who are wards to travel outside the territory.
- (c) The Public Guardian must give permission for individuals under public guardianship to travel outside the territory.

|   |  |                    |
|---|--|--------------------|
|  | <b>CLIENT TRAVEL POLICY GUIDELINES</b>                   | Page 1 of 2        |
|   | <b>Family Services Escort and Client Escort Approval</b> |                    |
|   |  | Guideline<br>No: 2 |

**1. Family Services Escorts**


- (a) The need and level of Family Services Escort is a clinical determination made by a Regional Manager Child and Family Services.
- (b) One Adult can act as a Family Services Escort for a group of children when appropriate (e.g. travel for sibling group being placed in foster care).

**2. Client Escorts**

- (a) The Community Social Services Worker (CSSW) initiates a request for a Client Escort based on the criteria in Guideline 2, Sections 3 and 4.
- (b) Legal consent by a parent or Guardian is not required for a Mature Minor, thus a Client Escort will not be provided.

**3. Criteria for Selecting Client Escorts:**

- (a) The Client Escort must be an Adult;
- (b) The CSSW in consultation with the Client or Guardian recommends a Client Escort based on the escort criteria in Guideline 2, Section 4;
- (c) The Client Escort must agree to and sign the Client and Client Escort Travel Agreement (Appendix A);
- (d) The Client Escort will return once the Client responsibility has been transferred to the receiving agency and then the Client Escort will be booked on the next available economy flight back to his/her home community;
- (e) A Client Escort cannot bring an Infant; and
- (f) Client Escorts with a history of not following the standards in the Client and Client Escort Travel Agreement may not be selected as Client Escorts in the future.

|   |  |                    |
|---|--|--------------------|
|  | <b>CLIENT TRAVEL POLICY GUIDELINES</b>                   | Page 2 of 2        |
|   | <b>Family Services Escort and Client Escort Approval</b> |                    |
|   |  | Guideline<br>No: 2 |

#### **4. Criteria for Approving Client Escorts**


- (a) A Client Escort will be authorized by a Regional Manager Child and Family Services when:
- (i) there is a need for legal consent by a parent or Guardian; or
  - (ii) the Client has a mental or physical condition of a nature that he or she is not able to travel without additional assistance; or
  - (iii) an unilingual language speaking Client requires travel to or from an Approved Centre where interpretive services are not available. The Client Escort will be required to speak both the Client's language and English.
- (b) If the Client is under 12 years of age, the Client must have a Family Services Escort.

#### **5. Escort Expenses**

- (a) Escort expenses are authorized as follows:
- (i) economy airfare to and from the appropriate Approved Centre;
  - (ii) accommodation and meals at GN rates at approved commercial accommodation in accordance with Directive No. 820 – 1 of the Government of Nunavut's Financial Administration Manual; and
  - (iii) transportation as required between residence, Approved Centres, accommodation, and airports.

#### **6. Reimbursement**

- (a) Requests for reimbursement must be submitted to the applicable regional Department of Family Services office.

|   |  |                    |
|---|--|--------------------|
|  | <b>CLIENT TRAVEL POLICY GUIDELINES</b> | Page 1 of 1        |
|   | <b>Appeals</b>                         |                    |
|   |  | Guideline<br>No: 3 |

## 1. Introduction

- (a) A Client or Guardian has the right to appeal the denial of a Client Travel benefit under the Family Services Client Travel Policy. There is only one level of appeal available. Appeals must be submitted in writing by the Client or Guardian on the Appeal Request Form (Appendix C) to the territorial Director Child and Family Services.
- (b) Second Client Escort decisions are not subject to appeal

## 2. Appeal Process

- (a) Appeal Request Forms can be obtained from any Family Services Office, from Appendix C in the Family Services Client Travel Policy, or from the DFS website.
- (b) The territorial Director Child and Family Services, or designate, will review the appeal, make a decision, and advise the Client within 10 business days.
- (c) The decision is binding and there are no further levels of appeal.

## 3. Client Responsibility

- (a) The Client or Guardian ensures the Appeal Form is completed fully and accurately, and that it includes the following information:
  - (i) The reason/condition for which the Client Travel benefit was requested;
  - (ii) The reason a Client Escort was requested, if applicable;
  - (iii) The name of the Client's community;
  - (iv) The name(s) of the CSSW and Director who were involved in making the decision regarding Client Travel; and
  - (v) The Client's Nunavut health care card number.
- (b) The Client has 60 days from the receipt of a denial decision to submit a completed Appeal Request Form.
- (c) Once the Client has completed the Appeal Request Form, it should be sent, either by fax or by e-mail, to the territorial Director Child and Family Services.