

CHANGE NOTICE

Category: Program Administration

Topic: Individual Case Management

Effective Date: September 29, 2009

This change notice outlines amendments made to policy and procedures.

- Policy confirms when and how staff may assist a client.
- Policy confirms that through its staff, the ministry has a legal duty to accommodate individual needs as is consistent with current human rights laws. Best practices have been developed to assist staff when working with clients who may be in need of or have requested an accommodation.
- Policy confirms that the provision for signalling and/or withholding cheques from clients is intended only for the purpose of establishing eligibility. Reasonable steps have been developed for staff to follow before signalling cheques.
- Best practices for communicating with clients with language barriers have been amended to ensure assistance is not delayed and that basic needs do not go unmet as a result of a language barrier.

Policy

New Policy

- Staff Assisting Clients: September 29, 2009
 - [New Related Link - Verification](#)
 - [New Forms and Letter Link –](#)
 - [Information/Documentation Checklist HSD3034](#)
 - [Cheque Hold Letter HSD3032](#)
- Duty to Accommodate: September 29, 2009
- Reasonable Attempts Prior to Cheque Signalling: September 29, 2009

Procedures

New Procedures

- Duty to Accommodate: September 29, 2009
 - New Resources for Staff Link – Designated Worker Guidelines
- Reasonable Steps Prior to Cheque Signalling: September 29, 2009
 - New Forms and Letter Link –
 - Cheque Hold Letter HSD3032
- Best Practices for Assisting Clients with Language Barriers: September 29, 2009

Previous Procedures

- Best Practices for Assisting Clients with Language Barriers: July 26, 2009