

Child and Family File Transfer Under the Child, Family and Community Service Act Policies

MCFD Core Policy	Child Protection Response Policies: Chapter 3
Effective Date	[The date the policy comes into effect (or first came into effect): yyyy-mm-dd]
Amendment Date	[The date the amended policy is published: yyyy-mm-dd]
Last Review Date:	[The date the policy was last reviewed: yyyy-mm-dd {even if the review did not result in any amendments to the policy}]

A: Policy

- a) In order to provide children, youth and families with continuity of services in accordance with established plans, responsibility for providing services may be transferred to another service delivery area (SDA), or Indigenous Child and Family Service Agency (ICFSA).
 - b) If a child/youth is Indigenous:
 - determine whether Indigenous laws apply to the child/youth ([see Policy 1.1 Confirming Whether Indigenous Law Applies to a Child](#)), and
 - transfer the file in accordance with [policy 1.2 Upholding Indigenous Jurisdiction over Child and Family Services](#).
 - c) Workers obtain supervisor approval to initiate a child and family file transfer when, for example, a child's placement is relocating to another SDA or the parent(s) is relocating. The supervisor in the originating office is responsible for liaising with the supervisor in the receiving office to seek agreement to the child and family file transfer.
 - d) Decisions relating to child and family file transfers are made in a timely manner considering the best interests of the child/youth and/or family and with their participation wherever possible.
- 2) All delegated workers collaboratively work together to ensure the safety and well-being of a child/youth and planning and the support service needs of the family are maintained, regardless of which service area holds primary responsibility.
 - a) Services to children, youth, and families are not delayed due to disagreements about child and family file transfer, or for administrative reasons.
 - 3) If there is disagreement between the supervisors of the different service areas involved about child and family file transfer, the parties begin the [dispute resolution process](#) as soon as possible and the disagreement is resolved no later than 10 working days after the initial request for child and family file transfer.
 - 4) When it has been determined that a child/youth, family, young adult, caregiver or care provider has relocated to another geographic location, a decision to transfer the file, considering the best interests of the child/youth, is made wherever possible within two days with supervisor approval to initiate the file transfer, and within 24 hours in files involving domestic violence or other significant risk factors that pose an immediate risk of harm to a child/youth.

- 5) Once the decision has been made to transfer a file, the originating worker completes the following within 15 business days to ensure continuity of planning and services:
 - Completion and transfer of file documentation to the receiving worker using the optional Roles and Responsibilities form, along with notifying the receiving supervisor that the file documentation is complete;
 - Informs all individuals with ongoing roles and responsibilities about the transfer of services;
 - Updates electronic records, including but not limited to the child/youth's legal status and Indigenous community/status if applicable, are fully updated;
 - Where applicable, makes an application to have the court file transferred to the receiving area; and
 - Remains involved as needed to ensure seamless transfer of services which may also include CFCSA court matters.
- 6) Within 2 days of accepting a file transfer, the team leader assigns the receiving worker who then confirms with the originating worker that they are receiving the file and will be available for a full briefing from the originating worker, particularly regarding urgent matters or issues of safety for the child, family, or receiving worker.
- 7) Communication with a child/youth or family is made in a timely way to make them aware of the child and family file transfer.
- 8) Children, youth and families are supported to be connected to their Indigenous traditions, customs and communities.

Note: There are some service areas that have local protocol agreements between the ICFSA and MCFD. This policy does not replace those agreements.

B: Procedures

- 1) [When to Transfer a Child and Family File](#)
- 2) [Key Activities for Child and Family File Transfer](#)
- 3) [Child and Family File Transfer between Indigenous Child and Family Service Agencies \(ICFSAs\) and between Indigenous Child and Family Service Agencies and MCFD](#)
- 4) [Child and Family File Transfer Involving Out-of-Care and Other Agreements \(VCA, SNA, YAG, AYA\)](#)
- 5) [Child and Family File Transfer for Transfer of Custody 54.01/ 54.1](#)
- 6) [Child and Family File Transfer for Resource Files for Family Care Homes](#)
- 7) [Child and Family File Transfer Involving Children in Care under Interim, Temporary, and CCO Orders](#)
- 8) [Transferring a Child Protection Report \(Screening Memo, Incident\)](#)
- 9) [Child and Family File Transfer for Family Service](#)
- 10) [Child and Family File Transfer Involving Domestic Violence and Other Situations of Immediate Risk](#)
- 11) [Child and Family File Transfer Documentation Requirements](#)
- 12) [Reciprocal Services](#)
- 13) [Dispute Resolution](#)

C: Policy Visuals

Originating Office: Child and Family File Transfer Checklist

Originating Worker	Check ✓	Key Activities	Timeframe
Prepare for child and family file transfer		<p>Obtain supervisor’s approval; originating supervisor then emails and phones the receiving supervisor to advise of the request to transfer file</p> <p>Involve child/youth and family in discussion to transfer to another service area.</p>	<p>Within 2 days of learning of move to new SDA unless 24 hours response required</p>
Collaborate with Receiving Worker		<p>Fully brief receiving worker.</p>	<p>Within 2 days of receiving worker being assigned unless 24 hours response required</p>
Provide child/youth and family with contact information for workers/service providers in new service area		<p>Including contact information for receiving worker and any other service providers in new area. Provide individuals who have ongoing roles and responsibilities to the child/youth and family with information regarding the transfer.</p>	<p>Prior to child/youth family re-locating, if applicable</p>
Update electronic and physical file documentation		<p>Complete assessments as required by policy. Ensure most recent assessments and service plans are on file Collaborate with receiving worker to ensure a culturally appropriate plan has been reviewed/updated within the last 3 months for children/youth in care Collaborate with receiving worker to ensure a culturally appropriate plan for independence has been reviewed/updated within the last 3 months for a youth in a Youth Agreement For children/youth in care, in court ordered OOC and on YAGs, ensure the federal disability tax credit has been applied for where child or youth may be</p>	<p>Within 15 days of the child/youth relocating</p>

eligible and ensure stage of application process is documented in ICM Case Plan tab as well as in care plan Complete transfer recording, refer to the [ICM User Guide](#): CASE Overview and Common Functions (p. 48) Ensure that all physical filing has been collected and filed as appropriate in the physical file, including loose notes and emails

Reassign Case in ICM

<https://mcf.sp.gov.bc.ca/sites/CFDApps/ICM/functions/OVERVIEW%20Case%20Overview%20and%20Common%20Functions.pdf>, Page 49

Arrange for the physical file transfer and electronic file transfer in ICM

As per [Mail-Out Protocol and ICM QRG – Managing Physical Files](#)

Within 15 days of the child/youth or family relocating.

Receiving Office: Child and Family File Transfer Checklist

Receiving Worker	Check ✓	Key Activities	Timeframe
Receive child and family file transfer request		Receiving supervisor responds to request to transfer from originating supervisor within 2 days and assigns receiving worker.	Within 2 days of learning of move to new SDA unless 24 hours response required
Collaborate with Originating Worker		Receive full briefing from originating worker. Review all available and relevant file documentation.	Within 2 days of originating worker initiating contact unless 24 hours response required
Provide immediate services		Provide necessary services immediately. Collaborate with originating worker to ensure that an adequate service plan is developed.	Immediately upon learning of child/youth or family's relocation

Establish full services	Establish full services as outlined in the family/service plan.	Within 15 days of the child/youth relocating
Receive the physical file transfer	As per Mail-Out Protocol and ICM QRG – Managing Physical Files	Within 15 days of the child/youth or family relocating.
Update electronic records	Ensures ICM has been updated with current information, including the child/youth or family’s new location, and the office responsible for the child/youth and family.	Within 15 days of the child/youth or family relocating.

D: Procedures | Detailed

1) When to Transfer a File

- a) Consider transferring a file when:
 - i) Child/youth in care or family relocates to another service area and can be better served by another office or when a child/youth relocates to have closer connections with family/extended family/culture;
 - ii) Child/youth and/or family are Indigenous and are best served by an Indigenous Child and Family Service Agency (ICFSA);
 - iii) It is anticipated that a child/youth will be placed in a resource in another service area for more than 90 days and the plan is for the child/youth to remain;
 - iv) Plans are in place for the child/youth to move to another service area with their care provider or caregiver;
 - v) Approved caregivers with or without children/youth in care relocate to another service area – both RE and CT files are transferred to the service area where the caregiver has relocated. See [Procedures for Child and Family File Transfers of Out of Care](#) care providers for transfer details.
 - vi) Joint file management has been in place due to the frequency of family moving, and it is now agreed between the involved supervisor to end the joint file management;

Note: ICFSAs may retain responsibility for files involving children in care where the child moves outside the ICFSA’s Geographic Service Area provided that the child in care remains within the Local Service Area in which the Agency operates or as indicated in a local protocol agreement between the ICFSA and MCFD.

2) Key Activities for Child and Family File Transfer

- a) Worker in originating office consults with their supervisor to seek approval to transfer the file; the originating office supervisor then emails and phones the receiving office supervisor to advise of request to transfer;
- b) When a request for a file transfer is received, the request is responded to by the receiving supervisor within 2 days of receiving the request;

- c) Supervisor in the originating office liaises with supervisor in receiving office to seek agreement in writing to the child and family file transfer, the transfer timeline and assignment of the transfer to the receiving worker in a timely manner;
- d) If the family is Indigenous (First Nation, Metis, Inuit) and it's been determined that an Indigenous law does not apply to the child, this information is identified and shared with the receiving office supervisor as part of the child and family file transfer discussions - see Policy 1.1 [Confirming Whether Indigenous Law Applies to a Child](#);
- e) Both supervisors should agree on:
 - i) Reason for the transfer;
 - ii) Resources needed and available to ensure continuity of planning and services in the receiving office;
 - iii) Which office will cover discretionary costs until the file transfer is complete;
 - iv) Roles and responsibilities of the originating and receiving worker. Use the optional Child and Family File Transfer Roles and Responsibilities form to document the child and family file transfer plan and upload into ICM, or equivalent, and use the following naming convention: CFT LASTNAME YYYYMMDD.
- f) The originating supervisor provides the receiving office with information relating to urgent matters or information that pertains to the safety of the child, youth, family, and/or worker(s);
- g) If the supervisor in the receiving office disagrees with the plan to transfer the file, they respond to the supervisor in the originating office as soon as possible and within 2 days of the request to transfer to provide their concerns in writing, discuss the request, and negotiate a solution. If the matter cannot be resolved, the parties begin the [dispute resolution process](#) within 4 days of the request to transfer and the disagreement is resolved no later than 10 working days after the initial request for child and family file transfer.
- h) If the child/youth is Indigenous, it has been determined that an Indigenous law does not apply to the child, and there is a section 92.1 agreement, involve their extended family and Indigenous community in the discussions about transferring the file. If there is no section 92.1 agreement, seek the parent's consent to involve the child/youth's extended family and Indigenous community, unless to do so would jeopardize the safety of the child/youth. Notify the Indigenous Governing Body (IGB) if applicable – see [Policy 1.1](#) for more information on working with Indigenous children/youth, families and communities;
- i) The supervisor of the receiving office assigns a worker for the child/youth and/or family and advises the supervisor in the originating office;
- j) As soon as possible and within two days of the decision to approve the transfer, the originating worker arranges a full briefing of information with the receiving worker. This includes information regarding:
 - i) Any services the child/youth and/or family is receiving from program areas such as Children and Youth with Support Needs (CYSN), Child and Youth Mental Health (CYMH) or Youth Justice;
 - ii) The child/youth's family and Indigenous community;
 - iii) The involvement of agencies and oversight bodies (Public Guardian and Trustee, Representative of Children and Youth (RCY), Ombudsperson etc.).
- k) The originating worker confirms that any safety plan is still in effect and in writing and continues to keep the child/youth safe in the new SDA or ICFSA and continues without interruption during the transfer of the file;

- l) The origination worker includes the child/youth and family wherever possible and the worker receiving the file in revising the existing plan or developing a new plan for the child/youth and family that will be in place when they move to the new area; consider using a collaborative method such as a Family Case Planning Conference to revise or develop the plan – see [Policy 3.4](#) for more details regarding collaborative planning and decision making;
- m) The originating worker provides all individuals who have ongoing roles in and responsibilities for providing services to the child/youth and family with timely information regarding the transfer of services and include them in revising or develop the plan for the child/youth and family where possible;
- n) As soon as possible, and within 15 business days of the child/youth or family relocating, the originating supervisor reviews and approves completed file documentation and notifies the receiving supervisor (see Child and Family File Transfer Documentation Requirements below); and
- o) Once the transfer meeting has occurred, the electronic file assignment and physical file transfer is completed.

Note: If there is a significant delay in transferring the file, the originating and receiving supervisors agree on a plan to meet the child/youth/family's needs by following the Joint Child and Family File Management policy.

3) Child and Family File Transfer between Indigenous Child and Family Agencies (ICFSAs) and between ICFSAs and MCFD

- a) In addition to the key activities outlined above, when files are transferred between ICFSAs and between a ICFSA and MCFD, consider the following:
 - i) ICFSA's level and service area of delegation,
 - ii) Electronic case management systems used by both and how this may impact information sharing, and
 - iii) Local protocols between the ICFSAs and between ICFSAs and MCFD that provide additional information on how the two workers work together.

Note: There are some service areas that have local protocol agreements between the ICFSA and MCFD. This policy does not replace those agreements.

- b) As soon as possible and within 2 days, unless it's a case of high risk domestic violence or there is an immediate risk to a child or youth in which case, within 24 hours, the receiving supervisor notifies the supervisor from the originating office of the decision to accept or decline child and family file transfer. Notification is in writing and includes:
 - i) The request to transfer the file; and
 - ii) Whether the child/youth's or family's circumstances are considered complex and high-risk (see [Clinical Consultation and Support in Complex High Risk Child Protection Cases](#)).

4) Child and Family File Transfer Involving Out-of-Care and Other Agreements (VCA, SNA, YAG, AYA)

When transferring Out-of-Care Agreements, if there is a planned move for the child and care provider or the family has relocated:

- a) The Family Services (FS) file is maintained in the SDA or ICFSA where the parent(s) reside in order to address ongoing planning for the family;
- b) Wherever possible, an assessment of the care provider as per [Out of Care Policies: Chapter 4](#) is to be completed in the SDA or ICFSA where the care provider and child/youth reside. The supervisor in the originating office liaises with the receiving supervisor in the SDA or ICFSA to seek agreement to initiate and complete the assessment. Once the assessment has been completed and approved the Resource (RE) and Contract (CT) are opened by the office where the care provider resides.
- c) If an assessment has already begun, the supervisor from the originating office forwards documentation of the steps that have been completed to the supervisor in the receiving office. Transfer existing RE and, where applicable, CT files to the office where the care provider resides.
- d) The CS, RE and CT files are to be held by the office where the care provider and child/youth resides to provide the necessary assessment and support to the care provider and child(ren)/youth, including access to services, within their own community, and allow for contract initiation and/or renewal with the care provider.

When transferring other agreements (VCA, SNA, YAG, AYA):

- e) If a child/youth or caregiver or both relocate to another geographical area, transfer file responsibilities for Support Service Agreements (SSA), Voluntary Care Agreements (VCA); Special Needs Agreements (SNA).
- f) When a youth or young adult moves to another service area, transfer file responsibilities for the Youth Agreement (YAG) or Agreement with Young Adults (AYA);
- g) Transfers may be done by maintaining the existing agreement if the terms can remain intact in the new area, or by ending the existing agreement and making a new agreement in the new area;
 - i) If terms of the agreement require modification, the worker may modify the existing terms or end the agreement and make a new agreement while ensuring there is no delay in payment to the caregiver or the youth/young adult;
 - ii) If ending an agreement, workers must comply with notice requirements;
- h) Obtain approval from the parent(s) before the child relocates and the file is transferred;
- i) If the parent(s) do not agree with the child's relocation, discuss their concerns and attempt to address them;
- j) If the parent(s) continues to disagree, do not proceed with the transfer, reassess the placement decision relating to the child, and terminate the agreement in accordance with relevant standards;
- k) The originating supervisor collaborates with the receiving office to determine whether to assign or terminate agreements;
 - i) Depending on this determination, the originating worker sends a letter to the family, clarifying the transfer of responsibility for the agreement to the receiving worker (include the effective date);
- l) Workers from the originating and receiving offices are responsible for ensuring legislated time limits for VCAs and SNAs are not exceeded;
- m) Transfers involving Agreements with Young Adults require consideration of support needs, appropriate shelter rates, and emergency contacts in the new service area. If the

youth relocates frequently between two service areas (school, programs), consider joint file management. See [Agreements with Young Adults Policy & Procedures](#);

5) Child and Family File Transfer for Transfer of Custody 54.01/ 54.1

- a) When child service files (CS file) with the legal status of Section 54.1 or 54.01 are closed, ongoing funding to the guardian is administered through the open RE file, CT file or designated ICFSA contract;
- b) If the guardians move out of the service area, the RE/CT files should remain in the service area where the order was made until the child turns 19 years of age, unless;
 - i) The guardians no longer resides in the originating service area and the children have been removed from their care in a new service area, in which case:
 - The funding contract must be ended;
 - The RE file remains open to determine if the children will return to their custody or are in a different permanent arrangement;
 - If the children are returned to their custody, the RE file is then transferred to the service area where the caregivers now reside to ensure collaborative practice between the resource unit and the protection unit, and the CT file is initiated in the receiving office to ensure both files remain in the service area where the caregiver resides.
- c) Contracts must be renewed every two years, but this can be done in any MCFD service delivery area or ICFSA office;
- d) If the guardian is in need of support services, they can be provided through a Service Request or a family service file (FS file) in the guardian's name. The child service file (CS file) should not be reopened for this purpose.

6) Child and Family File Transfer for Resource Files for Family Care Homes

- a) If a child and caregiver are relocating together the child and family file transfers are managed together;
- b) Caregivers who have been approved by provincial standards in one area are approved in all areas;
- c) Originating workers inform receiving workers of any concerns regarding a caregiver who is being transferred; and
- d) A worker seeking to recruit a resource in another area notifies and involves that area prior to initiating contact with potential resources.

7) Child and Family File Transfer Involving Children in Care under Interim, Temporary, and CCO Orders

- a) When a child/youth in care is placed in or relocates to another service area, and it is anticipated that they will remain in the placement for more than 90 days and the plan is for the child to remain, responsibility for the child is transferred to the service area where the child resides.
- b) The originating worker and supervisor take into consideration the court timeframes when requesting a transfer, for example, an upcoming CCO trial.
- c) When an Indigenous child in care is moved or relocates to another service area, reassess the placement to determine if it is in their best interests to be placed with their parent or other adult member of their family; see [Policy 1.1](#) for more information on working with Indigenous children/youth, families and communities.

- d) Indigenous Child and Family Service Agencies may retain responsibility for the child where the child relocates outside the agency's geographic service area provided the child in care remains within the local service area in which the agency is located or as indicated in a protocol between the ICFSA and MCFD.

8) Transferring a Child Protection Report (Screening Memo, Incident)

- a) When a child protection report is received regarding a family with an open file that resides in another service area, the delegated worker records the call and immediately contacts the responsible worker in the child's home community to:
 - i) Communicate the nature of the protection concerns;
 - ii) Coordinate the transfer of the screening memo or incident;
 - iii) Transfer the screening memo or incident to the responsible worker; and
 - iv) Confirm the screening memo or incident has been received – see [Policy 3.1: Assessing the Report and Determining the Most Appropriate Response](#) for detailed procedures for transferring a child protection report (screening memo or incident).
- b) If parent(s) and child/youth relocate to another area before a Family Development Response (FDR) or investigation is complete:
 - i) Workers seek supervisor approval to transfer an incident or family service file if open, and ensure respective roles and responsibilities are agreed upon, clearly understood and documented using the optional Roles and Responsibilities form and attached to ICM;
 - ii) The worker who began the FDR or investigation remains involved to the extent necessary to ensure the child's safety until FDR or investigation and the transfer is complete;

9) Child and Family File Transfer for Family Service

- a) Where the child/youth and family are receiving protection services and other support services, including at-home, mental health, CYSN or youth justice services, the originating worker arranges a planning meeting, using a collaborative process such as FCPC to establish roles and responsibilities for all individuals involved in the child and family file transfer process as soon as possible following a decision to transfer the file – see [Policy 3.4](#) for more details regarding collaborative planning and decision making;
- b) If the family is Indigenous and it has been determined that an Indigenous law does not apply to the child, the originating worker documents their cultural practices, connections to the Indigenous community, and available cultural support plan and shares the information with the receiving worker – see [Policy 1.1](#) for more information on working with Indigenous children/youth, families and communities;
- c) For ongoing protection services, the originating worker completes applicable assessments, re-assessments and family plan as per [Child Protection Response Policy 3.7: Ongoing Protection Services Practice Cycle](#) if the last assessments were done more than three months earlier or conditions have changed significantly prior to child and family file transfer;
- d) The originating worker reviews and updates planning that takes a child/youth and family's culture into consideration for a child/youth in care who is under the age of 19;
- e) The originating worker reviews and updates the transition plan/care plan for youth in care or youth in a Youth Agreement;

- f) When completing the transfer recording on ICM, the originating worker includes all of the services provided to the child/youth and family to date and attaches it to relevant files/cases.

10) *Child and Family File Transfer Involving Domestic and Other Situations of Immediate Risk*

- a) Immediately and no later than 24 hours after the family has relocated to another area, and the if situation involved intimate partner violence, the originating worker immediately notifies their supervisor. The originating supervisor contacts the supervisor in the area where the family has relocated and requests a worker be assigned.
- b) Immediately and no later than 24 hours after the family has relocated to another area, the originating worker provides the receiving worker with all relevant information including:
 - i) safety concerns for the child/youth and family,
 - ii) identified risk factors from the [Domestic Violence Risk Factors: Wallet Card](#),
 - iii) safety plans and resources,
 - iv) guardianship and parenting time arrangements,
 - v) terms and conditions from the CFCSA, and Family and Criminal Court orders relating to the safety of the child/youth and/or non-offending parent.
- c) In all situations involving domestic violence, the originating worker collaborates with the receiving worker to develop a safety plan for the child/youth and non-offending parent that addresses any immediate safety concerns. See [Best Practices Approaches: Child Protection and Violence Against Women](#) for further information on working with families experiencing intimate partner violence.
- d) In situations where there is a planned move to another geographical area, the supervisor in the originating office contacts the supervisor in the receiving office in order to advise them of the move for planning purposes and proceed with providing information as above.
- e) In situations where there are other significant risk factors that pose an immediate risk of harm to a child, the originating worker must contact the receiving worker and provide them with all the relevant information regarding the child/youth and family.

11) *Child and Family File Transfer Documentation Requirements*

- a) The originating worker ensures the following are documented in the transfer summary in ICM prior to completing child and family file transfer:
 - i) Safety issues relating to child/youth;
 - ii) Issues relating to intimate partner violence, mental health, support needs
 - iii) Contact information for child/youth and/or family if known;
 - iv) Current legal status of the child/youth;
 - v) Reason for, and duration of current and previous along with child/youth and family's response to ministry involvement;
 - vi) Involvement with criminal justice system;
 - vii) Summary of the significant file events including new FDR or investigations outcomes along with decision/response rationales;
 - viii) Involvement of the child/youth or family's Indigenous community and information about the child/youth/family's cultural practices and connections;

- ix) Strengths and needs of the child/youth and family and the extent to which a positive natural support network is present and being used by the family;
- x) Services provided including the quality of service implementation, the appropriateness of services, any barriers to service provision, and the family's level of participation in services and their progress toward goals of the Family Plan;
- xi) Likelihood of reunification if the child/youth is out of the home.

12) Reciprocal Services

- a) A worker managing a file may request that a worker from another office carry out specific activities on their behalf ("Reciprocal Services"). These Reciprocal Services, as discussed and agreed upon by the two service areas, do not involve transferring or joint management of a file, but may include:
 - i) Assessing and taking any necessary steps to address the safety of children;
 - ii) Providing the family with information about services that are available in the community;
 - iii) Linking the family to services as agreed;
 - iv) Serving court documents;
 - v) Conducting interviews;
 - vi) Serving notices and/or witnessing consents;
 - vii) Conducting home studies and/or family assessments;
 - viii) Meeting children/youth who are transported to the region;
 - ix) Supervising a child who is temporarily placed (less than 3 months) in a resource outside the service area where the plan is to return the child to the original service area; and
 - x) Supervising contacts and/or visits between children/youth and family members;

13) Dispute Resolution

- a) If there is a disagreement about child and family file transfer, the parties begin the dispute resolution process as soon as possible. The dispute is resolved within 10 days from the initial request for child and family file transfer, according to the timelines in the table below.
- b) During the dispute resolution process, services are provided to the child/youth and/or family by the worker where the child/youth and/or family are currently residing.
- c) Resolution of disputes is based on the principles listed in the [Policy Statements Section](#) of this policy.
- d) In the event that disputes cannot be resolved at the local level as outlined in the table below, the matter will be forwarded to the office of the Provincial Director of Child Welfare where a final decision will be made.

Responsibility for Resolving Disagreement**If Disagreement not Resolved**

Workers

As soon as possible and within two days, advise supervisor that the disagreement is not resolved.

Supervisors

As soon as possible and within two days advise the relevant Directors of Operations and/or ICFSA Executive Director

Directors of Operations/
ICFSA Executive Directors

As soon as possible and within two days advise the relevant MCFD Executive Director(s) of Service and/or the Director(s) of ICFSA as appropriate

MCFD Executive Directors of Service /
Executive Director of ICFSA

To be resolved within 10 days of the disagreement between delegated workers

If the MCFD EDS(s) and/or Director(s) of ICFSA cannot reach agreement, the matter will be forwarded to the Provincial Director of Child Welfare where a final decision will be made.

DRAFT