

FINAL REPORT

---

TAKING ACTION *on*  
DOMESTIC VIOLENCE  
*in* BRITISH COLUMBIA

---

*Prepared by the Provincial Office of Domestic Violence*  
MINISTRY of CHILDREN *and* FAMILY DEVELOPMENT

*In Response to the 2012 Representative for Children and Youth Report*  
HONOURING KAITLYNNE, MAX AND CORDON:  
MAKE THEIR VOICES HEARD NOW

BRITISH COLUMBIA AUGUST 2014  
*Progress Report on Taking Action on Domestic Violence in British Columbia*  
*Status of Immediate and Short-Term Actions*



BRITISH  
COLUMBIA

# CONTENTS

---

- Introduction..... **1**
- Coordination and Collaboration..... **2**
- Legislation and Policy..... **9**
- Services, Supports and Processes..... **14**
- Awareness and Training..... **16**

# INTRODUCTION

---

*Taking Action on Domestic Violence in British Columbia* is an action plan developed by the BC government in response to the findings and recommendations made in the Representative for Children and Youth's (RCY) report, *Honouring Kaitlynn, Max and Cordon: Make Their Voices Heard Now*. The action plan, released in October 2012, set the course towards a coordinated approach to addressing domestic violence across the child and family serving systems in BC and outlines the key deliverables, actions and timelines that responded to the recommendations in the RCY report.

The actions were broken down into the following time frames for completion:

## IMMEDIATE ACTIONS

*(June – December 2012)*

## SHORT-TERM ACTIONS

*(January – December 2013)*

## LONG-TERM ACTIONS

*(January 2014 – onwards)*

The *Provincial Office of Domestic Violence* is accountable for monitoring and reporting on the progress made in implementing the *Taking Action on Domestic Violence in British Columbia* action plan.

The first progress report was released in March 2013. This final progress report outlines the progress on the short-term actions taken by government between December 2012 and December 2013 to improve and strengthen the response to domestic violence in BC, with a clear focus on the safety of children, women, families and communities. It also updates all of the ongoing immediate actions featured in the previous progress report (March 2013), including those that are now complete.

The majority of the immediate and short-term actions are complete as of March 31, 2014. Progress on the remaining actions, such as training and the *Safe Relationships, Safe Children* project, will be included in the annual reports of the three-year *Provincial Domestic Violence Plan* released in February 2014.

## COORDINATION AND COLLABORATION

**OBJECTIVE:** *To lead and build a coordinated systemic response across government to improve the supports and services to children, women and individuals impacted by domestic violence.*

IMMEDIATE ACTIONS	STATUS	COMMENTS
<b>▶ Provincial Office of Domestic Violence</b>		
Establish the Provincial Office of Domestic Violence including staffing model and budget for new office	<b>Complete</b>	<ul style="list-style-type: none"> <li>The Provincial Office of Domestic Violence was established in March 2012 as the permanent lead for government, focussed on strengthening the services and supports available for children and families affected by domestic violence.</li> </ul>
Develop an action plan in response to the recommendations in the Representative for Children and Youth report, <i>Honouring Kaitlynnne, Max and Cordon: Make Their Voices Heard Now</i>	<b>Complete</b>	<ul style="list-style-type: none"> <li>The action plan, <i>Taking Action on Domestic Violence in British Columbia</i> was publicly released on October 10, 2012 and was developed in response to the recommendations in the Representative for Children and Youth's report, <i>Honouring Kaitlynnne, Max and Cordon: Make Their Voices Heard Now</i>.</li> </ul>
Delegate Provincial Office of Domestic Violence staff under the <i>Child, Family and Community Service Act</i> to provide support and consultation to the Provincial Director of Child Welfare on case specific circumstances where domestic violence is a factor	<b>Complete</b>	<ul style="list-style-type: none"> <li>Provincial Office of Domestic Violence staff were delegated in July 2012 under the <i>Child, Family and Community Service Act</i> to provide support and consultation to the Provincial Director of Child Welfare in case specific circumstances where domestic violence is a factor.</li> </ul>
Develop and implement an engagement strategy in collaboration with community partners to identify key issues, specific actions, strategies, timelines and desired outcomes	<b>Complete</b>	<ul style="list-style-type: none"> <li>An online public consultation process was launched across B.C. on January 21, 2013 and closed on February 18, 2013. This consultation sought input for British Columbia's three-year <i>Provincial Domestic Violence Plan</i> to address domestic violence and builds on the provincial consultation forum which occurred on November 6, 2012.</li> </ul>
Host provincial consultation forums on addressing domestic violence	<b>Complete</b>	<ul style="list-style-type: none"> <li>A provincial information exchange and community consultation forum on addressing domestic violence was held on November 6, 2012. There were 84 participants from across British Columbia representing 46 organizations.</li> <li>On January 21, 2013, over 80 representatives from 65 community and government organizations attended an event with seven Cabinet Ministers hosted by Kwantlen College to participate in a dialogue on working together to end domestic violence and build safe communities.</li> </ul>
Develop a three-year provincial plan to address domestic violence in collaboration with community partners	<b>Complete</b>	<ul style="list-style-type: none"> <li>The development of a three-year <i>Provincial Domestic Violence Plan</i> to address domestic violence in collaboration with community partners was completed and publicly announced February 2014.</li> </ul>

IMMEDIATE ACTIONS	STATUS	COMMENTS
Identify all domestic violence training programs for service providers across government to identify strengths, duplications and gaps, and develop additional training or revise training as necessary	Complete	<ul style="list-style-type: none"> <li>All training programs across sectors for government officials have been identified. Analysis of strengths, duplications and gaps was conducted.</li> </ul>
Identify and map all data systems across government and Crown corporations used to collect domestic violence related data including identifying current data collected	Complete	<ul style="list-style-type: none"> <li>All data systems across government and Crown corporations have been identified. As a next step, analysis of current data collected is under development by government.</li> </ul>
Identify and map across government all legislation, policies, programs, services and committees regarding domestic violence at the provincial and community level to identify strengths and gaps	Complete	<ul style="list-style-type: none"> <li>Initial identification and mapping of all government legislation, policies, programs, services and committees related to domestic violence has been completed. This information was used to inform the three-year <i>Provincial Domestic Violence Plan</i>.</li> </ul>

SHORT-TERM ACTIONS	STATUS	COMMENTS
▶ <b>Provincial Office of Domestic Violence</b>		
Report on the implementation of the action plan in response to the RCY report <i>Honouring Kaitlynnne, Max and Cordon: Make Their Voices Heard Now</i>	Complete	<ul style="list-style-type: none"> <li><i>Progress Report on Immediate Actions</i> was released in March 2013.</li> </ul>
Develop learning materials to ensure the RCY report <i>Honouring Kaitlynnne, Max and Cordon: Make Their Voices Heard Now</i> is used to promote learning across systems	Complete	<ul style="list-style-type: none"> <li>Between 2012 and 2013, the Provincial Office of Domestic Violence held 21 live meetings with 260 Ministry of Children and Family Development Team Leaders, Delegated Aboriginal Agency Supervisors, Directors of Practice and Community Services Managers to discuss the lessons learned in the RCY report <i>Honouring Kaitlynnne, Max and Cordon: Make Their Voices Heard Now</i>.</li> <li>Ministry of Children and Family Development classroom training began in September 2013 and was offered in all Service Delivery Areas (SDAs). The RCY report <i>Honouring Kaitlynnne, Max and Cordon: Make Their Voices Heard Now</i> was used as a case study in the classroom training. To date, 1,429 staff completed the training.</li> <li>The Provincial Office of Domestic Violence provided case studies to support the Ministry of Education's Level 3 training based on RCY's reports, <i>Honouring Kaitlynnne, Max and Cordon: Make Their Voices Heard Now</i> and <i>Honouring Christian Lee: No Private Matter, Protecting Children Living With Domestic Violence</i>.</li> <li>RCY's reports are also used in the <i>Safe Relationships, Safe Children</i> health pilots to promote learning across systems working with families and children affected by parental mental illness, problematic substance use and/or intimate partner violence.</li> </ul>

Implement, monitor and report on the progress of the three-year plan to address domestic violence	<b>Complete</b>	<ul style="list-style-type: none"> <li>Implementation of the <i>Provincial Domestic Violence Plan</i> began in April 2014.</li> </ul>
Revise and/or develop core training materials for service providers on information sharing, protection orders and dynamics of domestic violence that can be shared across systems, in partnership with government and community anti-violence partners	<b>Complete</b>	<ul style="list-style-type: none"> <li>Throughout 2013, the Provincial Office of Domestic Violence provided input on domestic violence-related curriculum to the ministries of Children and Family Development, Education, Health, Justice, and Social Development and Social Innovation. The Provincial Office of Domestic Violence continues to partner with other ministries to support their training initiatives, including revising and developing core training materials.</li> </ul>
Develop a website for service providers to share information on policies, programs, services and training initiatives across sectors	<b>Complete</b>	<ul style="list-style-type: none"> <li>In 2013, cross-government partners received access to the Provincial Office of Domestic Violence SharePoint site, which facilitates information sharing.</li> </ul>
Develop an evaluation plan for domestic violence initiatives, programs, services and supports across systems in partnership with government and community anti-violence partners	<b>On Track</b>	<ul style="list-style-type: none"> <li>The three-year <i>Provincial Domestic Violence Plan</i> was released in February 2014 after extensive consultations with government and community anti-violence partners. The Provincial Office of Domestic Violence, in partnership with academics, is developing an evaluation framework to evaluate the plan's commitments (for domestic violence initiatives, programs, services and supports) across systems. This framework will inform cross-ministry evaluation initiatives and will be reported out on by the Provincial Office of Domestic Violence.</li> </ul>
Partner and participate with academic and community experts on domestic violence research and publications	<b>Complete</b>	<ul style="list-style-type: none"> <li>The Provincial Office of Domestic Violence's engagement with academic and community experts is ongoing. Partners have contributed to the consultations and the development of the three-year <i>Provincial Domestic Violence Plan</i>.</li> </ul>
Produce an annual report	<b>On Track</b>	<ul style="list-style-type: none"> <li>This action will be part of the three-year <i>Provincial Domestic Violence Plan</i>. The first annual report will be released in Spring 2015.</li> </ul>

**OBJECTIVE:** To develop an Aboriginal-specific domestic violence strategy that informs and is interlinked with the three-year plan to address domestic violence.

IMMEDIATE ACTIONS	STATUS	COMMENTS
<p>► <b>Provincial Office of Domestic Violence</b></p>		
<p>Work with the Ministry of Aboriginal Relations and Reconciliation and consult with the Minister’s Advisory Council on Aboriginal Women on the development of an engagement strategy</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>Engagement Strategy was developed in early Fall 2012.</li> </ul>
<p>Engage with First Nations, Métis and Aboriginal leadership, communities and organizations on the development of an Aboriginal-specific domestic violence strategy</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>A working group, comprised of First Nations, Métis, Aboriginal and anti-violence representatives, to support the development of the Aboriginal Strategy was established.</li> <li>Meetings occurred with Indigenous Caucus, First Nations and Aboriginal Services agencies in Winter 2012/13.</li> <li>Aboriginal stakeholders were invited to the November 6, 2012 forum and January 21, 2013 Cabinet Ministers event.</li> <li>To date, the Provincial Office of Domestic Violence and its cross-ministry partners have consulted with approximately 60 organizations listed as Aboriginal stakeholders, and this consultation will continue as part of the three-year <i>Provincial Domestic Violence Plan</i>.</li> <li>Aboriginal organizations and communities were invited to participate in the online public consultation from January 21– February 18, 2013 to provide input into the three-year provincial plan and Aboriginal strategy to address domestic violence.</li> <li>The three-year <i>Provincial Domestic Violence Plan</i>, which was released in February 2014, includes an Aboriginal focus.</li> </ul>
<p>Engage with First Nations, Métis and Aboriginal leadership, communities and organizations on the development of a three-year provincial plan to address domestic violence to ensure it is informed by Aboriginal peoples</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>Consultation with the Minister’s Advisory Council on Aboriginal Women, (MACAW), Aboriginal leadership, organizations and communities was conducted to obtain feedback on the draft Aboriginal Strategy.</li> <li>The three-year <i>Provincial Domestic Violence Plan</i>, released in 2014, has an Aboriginal focus.</li> </ul>

**OBJECTIVE:** *To increase the focus on family-oriented and family-sensitive practice in the adult mental health system to ensure the care and protection of children and family members.*

IMMEDIATE ACTIONS	STATUS	COMMENTS
<b>► Ministry of Health and Ministry of Children and Family Development</b>		
Consult with key leaders within Ministry of Health, Health Authorities, Ministry of Children and Family Development and Delegated Aboriginal Agencies regarding development of an engagement strategy in order to ensure their involvement and commitment to the implementation of the relevant key actions	<b>Complete</b>	<ul style="list-style-type: none"> <li>• Work began with Ministries of Children and Family Development and Health in January 2013; coordinating work on key actions include establishment of a provincial steering committee, provincial advisory committee and a resource development and evaluation subcommittee.</li> </ul>
Connect with those with lived experience of mental illness, problematic substance use and/or domestic violence to identify family-oriented and family-sensitive approaches	<b>Complete</b>	<ul style="list-style-type: none"> <li>• Families are partners in health care through Patient Journey Mapping, which is a collaborative partnership between multiple health care disciplines and patients with lived experience, and focuses on how the care is received by patients.</li> <li>• Families shared their perspectives through Patient Journey Mapping and Health Talk in the Spring of 2013.</li> </ul>
Present to, consult with and where necessary, develop committees that have a mandate to support and influence practice through Health Authorities, Ministry of Children and Family Development and Delegated Aboriginal Agencies' to determine effective family-oriented and family-sensitive approaches to identifying, screening, referrals and information sharing across the systems to address the safety needs of children in identified families	<b>Complete</b>	<ul style="list-style-type: none"> <li>• Consultations and presentations have occurred through existing structures, such as the Mental Health and Substance Use Planning Councils and the Integrated Primary Community Care Committee and the Ministry of Children and Family Development Executive Directors of Service Committee. Ministries of Children and Family Development and Health provide regional and provincial executive leadership to local pilot and community implementation committees that meet weekly to monthly depending on priorities.</li> </ul>
Identify best practices for screening referrals and family-oriented and family-sensitive approaches to address safety needs of children	<b>Complete</b>	<ul style="list-style-type: none"> <li>• A review of all best practice models, such as existing protocols, practice tools and processes for social workers and health care professionals, is complete and a literature review has been done.</li> </ul>
Integrate harm reduction and early intervention trauma-informed approaches into practices	<b>Complete</b>	<ul style="list-style-type: none"> <li>• The 2008 Ministry of Health Family Physician Guide addressing depression, anxiety disorders, early psychosis intervention and substance use is being updated through <i>Impact BC</i> to include screening and assessment tools for eating disorders, child and adolescent depression, anxiety and attention deficit hyperactivity disorder; alcohol drinking guidelines, trauma-informed practice and family friendly approaches.</li> <li>• The revisions to the <i>Family Physician Guide</i> and the <i>British Columbia Handbook for Action on Child Abuse</i> are scheduled for approval in winter 2014.</li> </ul>



Identify roles and responsibilities of system partners	<b>Complete</b>	<ul style="list-style-type: none"> <li>• Members of the Provincial Steering Committee and Advisory Committee and the Provincial Project Manager are in place, and the recruitment for Community Pilot Managers for Phase 1 has been completed in the pilot communities.</li> <li>• The Provincial Project Manager and Community Pilot Managers and their teams met on January 23, 2013 to discuss roles and responsibilities, and agree on a governance model.</li> </ul>
Develop protocols, including policies, identification tools, risk assessments, information sharing and referral processes as required	<b>Ongoing</b>	<ul style="list-style-type: none"> <li>• A draft toolkit of protocols, tools and processes has been developed by the Resource Development and Evaluation Subcommittee in consultation with the two pilot communities, Vernon and Richmond. Subcommittee members include government and community partners.</li> <li>• To be monitored as a commitment within the three-year <i>Provincial Domestic Violence Plan</i>.</li> </ul>
Identify prototype locations for project within two British Columbia communities (one urban and one rural) for phase one, to pilot and evaluate protocols. This will include emergency room/hospital, primary care and relevant Health Authority and Ministry of Children and Family Development/Delegated Aboriginal Agencies community level services, and relevant victim-serving agencies	<b>Complete</b>	<ul style="list-style-type: none"> <li>• In Fall 2012, a Provincial Steering Committee was formed to provide overall direction to the <i>Taking Action on Domestic Violence in BC</i> report.</li> <li>• The committee includes senior officials from the Ministry of Children and Family Development, Ministry of Health, Vancouver Coastal Health Authority, and Interior Health Authority, as well as a project manager.</li> <li>• Two communities, Vernon (rural) and Richmond (urban), were identified as the prototype locations for the pilots.</li> <li>• The first planning meeting was held on January 23, 2013.</li> </ul>
Implement multi-disciplinary training for local community, Ministry of Children and Family Development, Delegated Aboriginal Agency and hospital staff starting in the prototype sites	<b>Complete</b>	<ul style="list-style-type: none"> <li>• Relevant training materials relating to domestic violence safety, parent mental illness and problematic substance use have been identified to share knowledge and information between Health Authorities, Ministry of Children and Family Development and Delegated Aboriginal Agencies and community agencies.</li> <li>• Training was implemented in pilot communities with participation from community-based organizations in Spring 2013.</li> </ul>

SHORT-TERM ACTIONS	STATUS	COMMENTS
<p>► <b>Ministry of Health and Ministry of Children and Family Development</b></p>		
<p>Implement Phase 1 pilot sites, which will involve all relevant stakeholders, using an integrated approach across sectors within local communities</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>As of December 2013, the draft toolkit and practice guide, developed with input from the Phase 1 pilot site, are being utilized by the Phase 2 pilot sites. These documents will be updated on a regular basis.</li> </ul>
<p>Develop an evaluation framework in collaboration with key partners and stakeholders and conduct evaluation of Phase 1 – to begin January 2013</p>	<p><b>On Track</b></p>	<ul style="list-style-type: none"> <li>Work has begun on the development of an evaluation framework for this project, with target launch date of fall/winter 2014.</li> </ul>
<p>Use findings from the evaluation to strengthen Phase 2 of pilot implementation</p>	<p><b>On Track</b></p>	<ul style="list-style-type: none"> <li>The multi-year, cross-sector recommendation will be monitored as part of the <i>Provincial Domestic Violence Plan</i>.</li> </ul>
<p>Identify and implement additional pilot sites, including 2 rural and 2 urban sites in each of the Health Authorities / Ministry of Children and Family Development regions (total of 20 sites) by September 2013</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>Communities were identified throughout BC based on Health Authorities / Ministry of Children and Family Development regions, with a mix of rural and urban locations. As of September 2013, as work continued in Richmond and Vernon, the following 19 communities are now also using the new screening tools, risk assessments, information-sharing and referral processes: Abbotsford, Agassiz, Campbell River, Castlegar, Dawson Creek, Duncan, Hope, Kamloops, Langley, Masset / Haida Gwaii, Nanaimo, Powell River, Quesnel, Salmon Arm, Sechelt, Squamish, Terrace, Tri-cities and Victoria.</li> </ul>
<p>Implement Phase 2 across a total of 20 communities (2 urban and 2 rural communities per Health Authority / Ministry of Children and Family Development regions) to meet the needs of affected families within local communities – to begin October 2013</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>Pilot communities identified local Ministry of Children and Family Development and Health Authority leads, and implementation of Phase 2 is underway in 21 communities. A project manager was identified to support implementation.</li> </ul>

## LEGISLATION AND POLICY

**OBJECTIVE:** To ensure effective legislation and coordinated policies across government in response to domestic violence.

IMMEDIATE ACTIONS	STATUS	COMMENTS
<b>► Ministry of Children and Family Development</b>		
Consider amendments to the <i>Child, Family and Community Service Act</i> to provide social workers with direction in assessing the safety of children exposed to domestic violence. Community anti-violence professionals and partners will be consulted	<b>Complete</b>	<ul style="list-style-type: none"> <li>Amendments received Royal Assent in March 2013 and were brought into force June 1, 2014.</li> </ul>
Review and update Child Protection and Child and Youth Mental Health policies, standards and practice guidelines as necessary to reflect collaborative and supportive approaches	<b>Complete</b>	<ul style="list-style-type: none"> <li>Ministry of Children and Family Development is incrementally incorporating trauma-informed practice into policy as it is developed or revised.</li> <li>The <i>Child and Youth Mental Health Trauma Informed Practice Policy</i> was completed in 2013.</li> </ul>
Develop and implement clear case management standards and policies for front-line staff including a case transfer process when families move	<b>Complete</b>	<ul style="list-style-type: none"> <li>A new practice directive on Case Transfer &amp; Joint Case Management under the <i>Child, Family and Community Service Act</i> was implemented on November 5, 2012.</li> </ul>
Develop a monitoring and case consultation mechanism in the Provincial Director of Child Welfare's office to provide support and direction to regional staff on high-risk cases involving domestic violence	<b>Complete</b>	<ul style="list-style-type: none"> <li>A new practice directive, Clinical Consultation and Support in Complex High Risk Child Protection Cases, has been developed and is available to all child welfare staff via link within the Integrated Case Management User Guide as of September 21, 2012.</li> </ul>

SHORT-TERM ACTIONS	STATUS	COMMENTS
<p>► <b>Ministry of Children and Family Development</b></p> <p>Develop and implement clear standards and policies for clinical supervision of child protection staff</p>	<p><b>Complete and Ongoing</b></p>	<ul style="list-style-type: none"> <li>Relevant documents were reviewed to determine necessary revisions to address the amendments made to the <i>Child, Family and Community Service Act</i>. Changes were made to:               <ol style="list-style-type: none"> <li><i>DV Best Practices Approaches – Child Protection and Violence Against Women</i></li> <li><i>BC Handbook for Action on Child Abuse and Neglect</i></li> <li><i>Court Forms</i></li> <li><i>Child Protection Screening Assessment</i></li> </ol> </li> </ul> <p><b>Joint CFCSA / Domestic Violence Training Events</b></p> <ul style="list-style-type: none"> <li>The Ministry of Children and Family Development and the Provincial Office of Domestic Violence worked in partnership with stakeholder groups, Ministry of Justice, and BC Housing to provide joint training to Ministry of Children and Family Development child protection workers and anti-violence workers from BC's anti-violence programs who serve women and children affected by domestic violence. The goal of this training was to ensure a shared understanding of the <i>Child, Family and Community Service Act</i> domestic violence amendments and to enhance collaborative working relationships and coordination across sectors.</li> <li>Between April and May 2014, 14 sessions were offered as joint Ministry of Children and Family Development and stakeholder training on the <i>Child, Family and Community Service Act</i> domestic violence amendments. A total of 323 ministry staff and 341 anti-violence service providers received training.</li> </ul>
<p>Implement consequential amendments to the <i>Child, Family and Community Service Act</i> making breaches of Protective Intervention Orders under the CFCSA a criminal offence via s.127 of the Criminal Code effective March 18, 2013</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>A practice directive entitled <i>Additional Responsibilities When a Protection Order Under Section 28 or 98 of the Child, Family and Community Service Act is Made Ex Parte</i> was issued on March 18, 2013 to program areas (Child Safety, Family Support and Children in Care Services) to address the changes to protective intervention orders.</li> <li>The Ministry of Children and Family Development continues to participate in a cross-ministry working group on protective intervention orders that began in December 2012.</li> </ul>

IMMEDIATE ACTIONS	STATUS	COMMENTS
<p>► <i>Ministry of Justice</i></p>		
<p>Change the court rules to support the <i>Family Law Act</i></p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>• Changes to the court rules to support the <i>Family Law Act</i> were announced June 19, 2012.</li> </ul>
<p>Develop resource materials to support the legal community and public in preparing for the transition to the <i>Family Law Act</i></p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>• The ministry of Justice worked with the Public Legal Education Institute to develop legal education materials for the public. The Ministry also reviewed information and education materials developed by the Legal Services Society. The Legal Services Society provides a comprehensive family law website, materials and training modules and their website is a key resource for the public.</li> <li>• The ministry has developed resources to assist in educating the legal community and public about the changes and to help the transition from the <i>Family Relations Act</i> to the <i>Family Law Act</i>.</li> <li>• Continuing Legal Education is using these materials to inform the development of practice manuals on the <i>Family Law Act</i>. Continuing Legal Education has also released their <i>Family Law Act</i> Transition Guide.</li> </ul>
<p>Introduce an enhanced flagging system in the computer system (JUSTIN) to improve identification of files involving child victims for the purpose of proactive case management</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>• An enhanced flagging system in JUSTIN has been created to improve identification of files involving child victims for the purpose of proactive case management. This came into effect in July 2012.</li> </ul>

SHORT-TERM ACTIONS	STATUS	COMMENTS
<p>► <b>Ministry of Justice</b></p>		
<p>Implement the <i>Family Law Act</i> on March 18, 2013</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>• The <i>Family Law Act</i> was brought into force on March 18, 2013.</li> <li>• The Provincial Office of Domestic Violence chairs a cross-ministry working group on implementation of the new <i>Family Law Act</i> and the new protection order regime.</li> </ul>
<p>Consult with stakeholders with respect to the regulations that will be required to support the <i>Family Law Act</i></p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>• Consultation with stakeholders was on-going between 2009 and 2013; Civil Policy and Legislation Office acts as subject matter expert on the cross-ministry working group.</li> </ul>
<p>Complete the regulations prior to the implementation of the <i>Family Law Act</i> with the intention of bringing the regulations into force at the same time</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>• Regulations include requirements for a wide range of issues, including practice standards for dispute resolution practitioners, such as screening for violence.</li> <li>• These require all family law mediators, parenting coordinators and arbitrators to meet minimum training and practice standards that were implemented in consultation with the Law Society and other stakeholders.</li> <li>• The Law Society also implemented similar standards for lawyers in these fields and are strongly encouraging all lawyers who practice family law to take the screening for family violence training that includes:               <ul style="list-style-type: none"> <li>» Child support</li> <li>» Consequential amendments to all of BC's regulations to align these with the <i>Family Law Act</i></li> <li>» Specified information that may be disclosed by employees of the Family Justice Services Division of the Ministry of Justice.</li> </ul> </li> </ul>

IMMEDIATE ACTIONS	STATUS	COMMENTS
<p>▶ <i>Ministry of Social Development and Social Innovation</i></p>		
<p>Develop and update policies regarding clients fleeing domestic violence and consolidate all domestic violence related policies so they are clear and available to both staff and clients</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>Domestic violence policies have been developed, updated and consolidated so they are clear and available to both staff and the public.</li> <li>As of December 3, 2012 the <i>Persons Fleeing Abuse</i> overview is available on the Online Resource.</li> </ul>
SHORT-TERM ACTIONS	STATUS	COMMENTS
<p>▶ <i>Ministry of Social Development and Social Innovation</i></p>		
<p>Develop a communication plan and resource materials for field staff with key performance measures to monitor compliance with policies</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>Communication plan developed. Written communication has been distributed to all field staff.</li> <li>Separate standard operating procedure for <i>Intake – Fleeing Abuse</i> posted and available to staff.</li> <li>New service standard developed and communications posted. Regional Subject Matter Experts (SMEs) who have responsibility for regional reporting and performance monitoring identified.</li> </ul>
<p>Develop a domestic violence flag on the computer system (ICM) to monitor new applications and existing clients where domestic violence is a factor and ensure that expedited applications for income assistance or supplements, policy exemptions and necessary supports are made available</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>A new Integrated Case Management (ICM) flag, now called an alert, was available as of December 3, 2012. “Critical” indicator for applicants reporting as fleeing abuse, also available in ICM effective December 3, 2012.</li> <li>Since December 2012, the ministry has received over 5,000 critical applications.</li> <li>According to its <i>service standards</i>, the Ministry of Social Development and Social Innovation conducts intakes within one business day for critical applicants.</li> <li>Consolidated <i>Fleeing Abuse</i> topic posted to the Online Resource December 2012. Additional procedural clarification for staff posted March 2013 as a result of post-implementation monitoring.</li> <li>Case management roles and training on how to monitor cases that self-identify as “Fleeing Abuse” was delivered to SMEs in April 2013. SMEs have an advisory role defined to support regional staff, including managers, supervisors and front-line staff.</li> <li>Regional SME responsibilities include how to address specific rural coverage needs in each region.</li> </ul>

## SERVICES, SUPPORTS AND PROCESSES

**OBJECTIVE:** To ensure services, supports and processes are responsive to the needs of individuals, children, women and families affected by domestic violence.

IMMEDIATE ACTIONS	STATUS	COMMENTS
<p>► <b>Ministry of Justice</b></p>		
Determine next steps regarding domestic violence courts upon review of the BC Justice Reform Initiative report	<b>Complete</b>	<ul style="list-style-type: none"> <li>Part 2 of the Ministry of Justice's <i>White Paper on Justice Reform</i> was released in 2013 and includes a commitment by government to work with the judiciary and other justice system participants to explore the establishment of a framework for domestic violence courts.</li> <li>This commitment is part of the three-year <i>Provincial Domestic Violence Plan</i>.</li> </ul>
SHORT-TERM ACTIONS	STATUS	COMMENTS
<p>► <b>Ministry of Justice</b></p>		
Review the tele-bail process. Although not a recommendation in the RCY report <i>Honouring Kaitlynn, Max and Cordon: Make Their Voices Heard Now</i> , the ministry has committed to a review of the concerns related to the tele-bail process in BC, with the view to identify challenges and areas for improvement to tele-bail processes	<b>Complete</b>	<ul style="list-style-type: none"> <li>A review was undertaken and concluded that current tools, policies and resources sufficiently support the use of tele-bail in domestic violence cases. Further engagement with Judicial Justices of the Peace and police agencies will continue to inform and facilitate ongoing best practices and effective use of existing tools, policies and resources in domestic violence cases.</li> </ul>
Review status reports from the 30 communities who received grants to coordinate their local response to violence against women/domestic violence	<b>Complete</b>	<ul style="list-style-type: none"> <li>The Ministry of Justice has reviewed these reports, summarized the findings and concluded that the grant awards achieved their objectives of supporting implementation of the <i>Violence Against Women In Relationships policy and Protocol for Highest Risk Cases</i>.</li> </ul>
SHORT-TERM ACTIONS	STATUS	COMMENTS
<p>► <b>Ministry of Education</b></p>		
Establish an index of community resources in schools to inform students about supports available regarding domestic violence and parental mental illness	<b>Ongoing</b>	<ul style="list-style-type: none"> <li>Index will be developed as part of community protocol, in particular with the introduction of ERASE, Level 3, <i>Advanced School-based Violence Prevention Threat/Risk Assessment training</i>.</li> <li>To be monitored as a commitment within the three-year <i>Provincial Domestic Violence Plan</i>.</li> </ul>



Ensure collaboration with community partners to support community based violence prevention programs in school

*Ongoing*

- Ministry of Education met with representatives from the *BC Lions* and *Ending Violence Association of BC* (EVA BC).
- Member agencies of EVA BC and *BC Society of Transition Houses* (BCSTH) participate in ERASE training.
- A list of agencies providing support services is available on the *ERASE Bullying website*.

**SHORT-TERM ACTIONS**

**STATUS**

**COMMENTS**

► *Ministry of Social Development and Social Innovation*

Enhance the client self-service application form that guides clients and employment assistance workers through the income assistance application process to allow a safe and easy way to disclose if fleeing domestic violence and for employment assistance workers to communicate to clients that options and supports are available in these situations

*Complete*

- As of December 3, 2012, the *Self-Serve Assessment and Application* online tool has a separate question for applicants to identify if they are fleeing abuse. If an applicant identifies as fleeing abuse, a “Critical” indicator in ICM alerts ministry staff that a “Fleeing Abuse” application has been submitted so ministry staff can make that application a priority.
- Since December 2012, the ministry has received over 5,000 critical applications.

Develop and implement a domestic violence case management role within existing field staff positions to oversee clients impacted by domestic violence, to make sure that domestic violence related policies are applied, be a point of contact for the client and to provide a coordination point to and from other services

*Complete*

- Policy and procedures posted.
- Regional SMEs were identified – an advisory role defined to support regional staff, including managers, supervisors and front line staff; training delivered April 30, 2013; roles / responsibilities defined, included specific rural coverage needs in each region.

## AWARENESS AND TRAINING

**OBJECTIVE:** *To promote a consistent and in-depth understanding across systems on the complex dynamics of domestic violence and best approaches to supporting women, children and families dealing with domestic violence.*

IMMEDIATE ACTIONS	STATUS	COMMENTS
<p>► <b>Ministry of Children and Family Development</b></p>		
<p>Establish domestic violence leads in each of the Ministry of Children and Family Development service delivery areas to provide consultation, training and coordination support to front line and management staff</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>Domestic violence leads have been identified in each of the Ministry of Children and Family Development's 13 service delivery areas to provide consultation, training and coordination support to front-line and management staff.</li> <li>Domestic violence leads will also have linkages to the Provincial Office of Domestic Violence.</li> </ul>
<p>Develop training curriculum for Ministry of Children and Family Development social workers and supervisors, Delegated Aboriginal Agencies social workers and supervisors on legislation, standards, policies and best practices regarding domestic violence</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>Ministry of Children and Family Development, in partnership with Open Schools BC, is reviewing the online Domestic Violence Safety Planning Training program to determine its suitability for fully delegated child protection staff in the province. The training was implemented beginning in 2013.</li> <li>In addition, in-person domestic violence training curriculum for Ministry of Children and Family Development social workers and supervisors, Delegated Aboriginal Agency social workers and supervisors was developed and implemented in the Fall of 2013. Training is mandatory for all newly hired social workers.</li> </ul>
<p>Deliver child and youth mental health specific training in Trauma Focused Cognitive Behavioural Therapy; training should include consideration of the impact of domestic violence on children, youth and families</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>Two sessions of Trauma-Focused Cognitive Behavioural Therapy that incorporates domestic violence for child and youth mental health clinicians have been delivered in November and December of 2012 to approximately 60 staff.</li> <li>Trauma-Focused Cognitive Behavioural Therapy is an area of core training for child and youth mental health staff and training will be offered annually to incrementally train all clinicians.</li> </ul>

SHORT-TERM ACTIONS	STATUS	COMMENTS
<p>► <b>Ministry of Children and Family Development</b></p> <p>Deliver in-person training to Ministry of Children and Family Development child protection social workers and supervisors and Delegated Aboriginal Agency child protection social workers and supervisors on legislation, policies and best practices regarding domestic violence (approx. 1,930 staff )</p> <p>Deliver in-person training to Ministry of Children and Family Development non-protection staff and Delegated Aboriginal Agency non-protection staff and supervisors on legislation, policies and best practices regarding domestic violence (approx 1,570 staff )</p> <p>Integrate the domestic violence training into the child protection new hire training</p>	<p><b>Complete and Ongoing</b></p>	<ul style="list-style-type: none"> <li>• The ministry has developed and implemented both online and classroom training events in domestic violence, mandatory for all social workers. Domestic violence training has been integrated into the child protection new-hire training program.</li> <li>• <b>Domestic Violence Online Training</b> – Child welfare protection and non-protection staff have up to eight weeks to complete this eight-hour online training program. This is a prerequisite to the two-day classroom training. As of May 2014, 1,777 staff had completed their online training.</li> </ul> <p><b>Classroom Training</b></p> <ul style="list-style-type: none"> <li>• <b>Phase 1 – Priority</b> The two-day classroom training for all child welfare and protection staff in Ministry of Children and Family Development offices and Delegated Aboriginal Agencies was delivered between September 2013 and May 2014. To date, 1,428 staff have completed the training.</li> <li>• <b>Phase 2 – Ongoing Training for all Staff</b> Classroom training began in September 2013 and is being offered in all 13 Service Delivery Areas (SDAs). This training is integrated into core child protection training for new hires and staff who have yet to complete the training.</li> </ul> <p>To be monitored as a commitment within the three-year <i>Provincial Domestic Violence Plan</i>.</p>

IMMEDIATE ACTIONS	STATUS	COMMENTS
<p>▶ <b>Ministry of Education</b></p>		
<p>Deliver training (October 2012-June 2013) on recognizing and responding to domestic violence to school personnel and community partners with a focus on school administrators, teachers and support staff (20% of the training spots will be dedicated to community partners who work with students)</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>• Training on recognizing and responding to domestic violence is being delivered as part of the <i>Preventing Bullying and Ensuring a Positive Safe School Culture</i> training initiative to school personnel and community partners – with a focus on school administrators, teachers and support staff – with 20% of training spots dedicated to community partners who work with students.</li> <li>• Level 1 training, <i>Preventing Bullying and Ensuring a Positive Safe School Culture</i>, has been delivered to more than 4,300 educators and community partners as of the end of January 2013.</li> <li>• Level 2 training, <i>Introduction to Threat Risk Assessment</i>, has been delivered to over 800 educators and community partners as of the end of January 2013.</li> <li>• Training for the remainder of staff continued through 2013.</li> </ul>
SHORT-TERM ACTIONS	STATUS	COMMENTS
<p>▶ <b>Ministry of Education</b></p>		
<p>Deliver training on recognizing and responding to domestic violence to remaining school personnel (approx. 13,000) to make sure all schools and districts have teams with the tools and techniques to recognize and respond to issues of domestic violence – beginning in October 2013 and continuing over the next four years</p>	<p><b>Ongoing</b></p>	<ul style="list-style-type: none"> <li>• ERASE training is part of a five-year training program for educators and community partners that began in October 2012.</li> <li>• Unexpected demand for Level 1 and 2 has pushed back the release of Level 3 training to Fall of 2014 in order to reassign resources for the implementation of Levels 1 and 2.</li> <li>• As of March 31, 2014, over 8,000 people have been trained in Levels 1 and 2.</li> <li>• Level 3, <i>Advanced School-based Violence Prevention Threat/Risk Assessment</i> training for lead school district community teams to be implemented in fall 2014.</li> <li>• Level 4, <i>Train the Trainer</i> program: educators and key community partners with demonstrated expertise in conducting violence threat risk assessments will sustain the ERASE training program designed to build capacity in the education sector. Implementation of Level 4 training is planned for Fall 2015.</li> <li>• ERASE training will continue as part of the government's commitment within the three-year <i>Provincial Domestic Violence Plan</i>.</li> </ul>

IMMEDIATE ACTIONS	STATUS	COMMENTS
<p>► <b>Ministry of Justice</b></p> <p>Provide domestic violence training at the November 2012 Crown Counsel conference</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>• Training on Victim Safety Planning specific to the learning in the RCY report <i>Honouring Kaitlynn, Max and Gordon: Make Their Voices Heard Now</i> was provided at the November 2012 Crown Counsel conference. This training provided an overview about victim safety planning and practical tips and resources, focusing on the practical application of safety planning in Crown Counsel's daily work. Similar webinar training will be provided in early 2013 for Crown Counsel who were unable to attend the session at the Crown Counsel conference.</li> </ul>
<p>Collaborate with organizations such as Justice Institute of British Columbia and the Continuing Legal Education Society of British Columbia to support the development of training on the <i>Family Law Act</i> for lawyers and other family practitioners including Family Justice Counsellors</p>	<p><b>Complete and Ongoing</b></p>	<ul style="list-style-type: none"> <li>• Significant training on the <i>Family Law Act</i> is occurring through the Justice Institute of BC and Continuing Legal Education Society and other organization.</li> <li>• Family justice counsellors have received training on dynamics and impacts of domestic violence and on the <i>Family Law Act</i>. Training is delivered regularly to new staff, along with updated workshops approximately every 2-3 years.</li> <li>• Family mediators, parenting coordinators and arbitrators are required by the <i>Family Law Act</i> to receive training on the legislation and are required under the <i>Family Law Regulations</i> to meet minimum training and practice standards, including a minimum of 14 hours of family violence training. Training is currently available through the Continuing Legal Education Society and the Justice Institute of British Columbia.</li> <li>• The Ministry of Justice also collaborated with the BC Law Society to develop minimum practice standards for lawyers acting as family law mediators, parenting coordinators and arbitrators to ensure all family dispute resolution professionals meet consistent standards, including 14 hours of family violence training. The Law Society has strongly recommended to all lawyers who practice any family law that they take 14 hours of family violence training, even if they are not dispute resolution professionals.</li> <li>• All lawyers, mediators, parenting coordinators and arbitrators dealing with family law issues are obligated under the <i>Family Law Act</i> to screen for family violence to ensure that families are directed to safe and appropriate processes to resolve their family law disputes.</li> </ul>

<p>Develop legal education materials for the public with the Public Legal Education Institute and the Legal Services Society on the <i>Family Law Act</i></p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>• The Ministry of Justice worked with the Public Legal Education Institute to develop legal education materials for the public. The ministry also reviewed information and education materials developed by the Legal Services Society. The Legal Services Society provides a comprehensive family law website, materials and training modules and their website is a key resource for the public.</li> <li>• The Ministry of Justice has also developed resources to assist in educating the legal community and public about the changes and to help the transition from the <i>Family Relations Act</i> to the <i>Family Law Act</i>. Continuing Legal Education is using these materials to inform the development of practice manuals on the <i>Family Law Act</i>. Continuing Legal Education has also released their <i>Family Law Act</i> Transition Guide.</li> <li>• The Provincial Office of Domestic Violence established a cross-ministry implementation working group on the new <i>Family Law Act</i> Protection Orders in January 2013. This group meets regularly to support the development of practice directives, information bulletins, and updates to resource handbooks and training programs for front-line staff.</li> </ul>
<p>Develop and present webinar training specific to the findings in the RCY report, <i>Honouring Kaitlynn, Max and Cordon: Make Their Voices Heard Now</i> for Crown Counsel</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>• Training for Crown Counsel on the enhanced resources and training materials were made available in the fall of 2012 on the Crown website. Included in the webinar site is the practical impact of the amendments to the <i>Criminal Code</i> and <i>Canada Evidence Act</i> regarding vulnerable victims and witness which provides Crown Counsel with training that assists them in the prosecution of domestic violence cases.</li> <li>• Criminal Justice Branch has established Resource Counsel who has expertise in the areas of spousal violence and victims and vulnerable witnesses who can provide assistance and advice to Crown counsel on practice issues pertaining to these issues.</li> </ul>
<p>Implement online training to 2,500 support workers in victim services, violence against women and transition house programs on domestic violence safety planning</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>• The Domestic Violence Safety Planning online training was implemented in June 2012. This training continues to be promoted to contracted service providers and a training bulletin was released in Fall 2012 that highlighted the availability of seats.</li> </ul>

SHORT-TERM ACTIONS	STATUS	COMMENTS
<p>► <b>Ministry of Justice</b></p> <p>Develop and implement follow-up training for police officers on <i>Assessing Risk and Safety Planning in Domestic Violence Investigations</i></p>	<p><b>Complete and Ongoing</b></p>	<ul style="list-style-type: none"> <li>• The second online police training course entitled <i>Assessing Risk and Safety Planning in Domestic Violence Investigations</i> (DVII) provides an opportunity to address the findings from the RCY report <i>Honouring Kaitlynnne, Max and Cordon: Make Their Voices Heard Now</i>. DVII explores domestic violence risk factors and takes a front-line police officer through the process of assessing risk, addressing bail conditions, report writing, and building a safety plan to address the domestic violence case-study featured in the training.</li> <li>• DVII was launched in July 2013 in conjunction with a BC Domestic Violence Risk Assessment PRIME (database) template developed in close consultation with the Criminal Justice Branch, Crown and police experts. The template serves to: <ul style="list-style-type: none"> <li>» consistently document police efforts in front-line risk assessment;</li> <li>» streamline processes around bail (including tele-bail); and</li> <li>» assist Crown, police supervisors and risk assessors when reviewing and identifying higher risk files.</li> </ul> </li> <li>• Nearly 5,300 members have taken DVII since it was launched in 2013. Training is mandatory for all members, including new recruits and new police officers coming to BC.</li> <li>• In addition the mandatory training required of all police officers, the ministry provided \$150K in 2010/11 to develop the <i>Brief Spousal Assault Form for the Evaluation of Risk</i> (B-SAFER) training course and deliver Phase 1 of the training. B-SAFER is advanced domestic violence risk assessment training and is targeted at specialized investigators and supervisors; it is not intended for all frontline officers. Phase 1 of the training included six cross-sector B-SAFER training sessions held between November 2010 and March 2011 at the Justice Institute of British Columbia (JIBC) and Pacific Region Training Centre (PRTC). In total, 238 participants registered to receive training during Phase 1. Moving forward, B-SAFER training will be offered by the RCMP, through PRTC, and by the JIBC on an on-demand basis.</li> <li>• Training for police will continue as part of the government's commitment within the three-year <i>Provincial Domestic Violence Plan</i>.</li> </ul>
<p>► <b>Ministry of Social Development and Social Innovation</b></p> <p>Identify training materials and resources for staff on the dynamics of domestic violence</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>• The ministry purchased online training through Open School BC.</li> <li>• The online training is the same as that delivered to Ministry of Children and Family Development staff.</li> </ul>

SHORT-TERM ACTIONS	STATUS	COMMENTS
<p>► <i>Ministry of Social Development and Social Innovation</i></p>		
<p>Coordinate and implement the delivery of domestic violence training to staff</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>• 1,165 front-line staff received the domestic violence training as of May 2014.</li> <li>• Regional SME training was delivered in April 2013.</li> <li>• From June 2014 forward, the ministry will provide the training to ensure all new staff have access to the training.</li> </ul>
<p>Evaluate training and develop plan for ongoing domestic violence training for new staff</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>• The evaluation is embedded in the Open School course. An evaluation report will be produced for the end of summer 2014.</li> </ul>



**OBJECTIVE:** To enhance the capacity of Ministry of Children and Family Development and Delegated Aboriginal Agencies supervisors to provide clinical supervision to child welfare workers to improve the capacity of front line staff to protect and support children and families impacted by domestic violence.

IMMEDIATE ACTIONS	STATUS	COMMENTS
<b>▶ Ministry of Children and Family Development</b>		
<p>Host regional supervisor forums to discuss the RCY report <i>Honouring Kaitlynnne, Max and Cordon: Make Their Voices Heard Now</i> and recommendations in order to promote continuous learning and professional development</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>• Ministry of Children and Family Development Regional Supervisor forums have occurred with supervisors, Executive Directors and Directors of Practice.</li> <li>• The Provincial Office of Domestic Violence hosted 21 live meetings with 260 Ministry of Children and Family Development team leaders, directors of practice, community services managers and Delegated Aboriginal Agency supervisors. These meetings were held between December 2012 and July 2013.</li> </ul>
SHORT-TERM ACTIONS	STATUS	COMMENTS
<b>▶ Ministry of Children and Family Development</b>		
<p>Develop a pre-appointment training program and certification for Ministry of Children and Family Development and Delegated Aboriginal Agency supervisors</p> <p>Implement a pre-appointment training program and certification prototype in select Ministry of Children and Family Development and Delegated Aboriginal Agency offices</p> <p>Gather feedback from participants of the prototype and prepare a final framework for pre-appointment training program and certification for Ministry of Children and Family Development and Delegated Aboriginal Agency supervisors</p> <p>Develop advanced clinical supervision training for Ministry of Children and Family Development and Delegated Aboriginal Agency child protection supervisors that includes a module specific to domestic violence</p> <p>Deliver training to Ministry of Children and Family Development and Delegated Aboriginal Agency supervisors (approx. 520 staff)</p>	<p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>• Ministry of Children and Family Development has developed and is implementing the <i>Practice Supervision &amp; Learning and Development</i> (PSLD) program. PSLD is designed to:               <ul style="list-style-type: none"> <li>» increase the consistency of supervision;</li> <li>» ensure supervisors and managers have access to current, evidence-informed practice; and</li> <li>» assist supervisors and managers in meeting their learning and development goals.</li> </ul> </li> <li>• The PSLD program is intended for Ministry of Children and Family Development and Delegated Aboriginal Agency leadership, and at this time applies to supervisors and managers providing clinical supervision to child protection social workers (e.g., team leaders, community service managers, directors of practice, executive directors of service, and provincial director of child welfare staff).</li> <li>• The PSLD Program includes specific clinical supervision competencies, a certification process, and a customizable learning and development plan. The program will provide provincial consistency in the application of critical thinking and professional experience in the management of child safety cases.</li> </ul>

***Clinical Supervision Competencies***

- The PSLD program requires the completion of Clinical Supervision Training (2011); two-day, face-to-face training linked to child safety supervisor competencies and clinical supervisor competencies. As of April 2014, 625 staff attended a clinical supervision course, which continues to be offered twice a year.

***Supervisor Certification***

- This PSLD program includes a supervisor certification process, self-assessment, and learning plan. These tools will be used to validate supervisory skills and will inform the development of individualized learning and development plans tailored to the needs of each supervisor.

***MyPerformance***

- PSLD also fulfills the requirement for ongoing performance review in the ministry as it is linked directly to MyPerformance, individual employee performance and development plans. Directors of practice in all 13 service delivery areas (SDAs) ensure the process is embedded in day-to-day practice as part of ongoing clinical supervision.

***Implementation Plan***

- The PSLD program launched across the province in three phases:
  - » The first phase launched in June 2013
  - » The second phase launched in October 2013
  - » The third and final phase launched in February 2014.
- All ministry managers, directors and supervisors who oversee and direct child protection practice had begun the certification process by June 2014. The Delegated Aboriginal Agency supervisors are completing a pilot to confirm their process is moving forward with the program.
- Ten of the 13 SDAs have held their orientation events. The remaining three SDAs held initial events in April and May 2014. Participants have six months from the date they attend the launch event to complete the requirements for certification.
- As of April 15, 2014, 257 ministry staff (including team leaders, community service managers, directors of practice and executive directors of service) required certification and 186 (or 72%) have attended orientation events and commenced the certification process.

**SHORT-TERM ACTIONS****STATUS****COMMENTS*****Evaluation Framework***

- An evaluation framework has been developed to examine the effectiveness, relevance and efficiency of the PSLD program leading to improved design and delivery. More than 200 ministry and Delegated Aboriginal Agency child protection supervisors and managers are participating in the PSLD program lead by Directors of Practice.
- Next steps will include consultation with the executive directors of service, the directors of practice and a focus group of participants in the early adoption phase to determine timing, frequency and requirements for certification maintenance.
- Monitoring the implementation of PSLD program is a commitment within the three-year *Provincial Domestic Violence Plan*.



BRITISH  
COLUMBIA