

Introduction

Chapter 7 contains provincial service administration standards. They apply to the delivery of service by mandated child and family services agencies and, with respect to non-agency adoption services, to licensed adoption agencies.

Chapter 8, [Agency Operations](#), contains standards with respect to agency governance and management.

The standards in this chapter replace the following sections in the Program Standards Manual remnants package:

- 181 – Agency Complaint Review Process
- 182 – Death or Injury of a Child

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Chapter Content

The provincial standards in this chapter are divided into four sections as follows:

- Section 1 – [Service Records](#)
- Section 2 – Data Entry and Service Statistics – *To be completed*
- Section 1 – [Complaint Review Process](#)
- Section 1 – [Death or Injury of a Child](#)

Legislation

[Section 19](#) of *The Child and Family Services Authorities Act* lists the duties and powers of child and family services authorities (authorities). [Sections 24 and 25](#) of that Act list the responsibilities and powers of the minister regarding the provision of child and family services (including adoption services).

Part 3 and Part 4 of the [Child and Family Services Authorities Regulation](#) clarify the powers and duties of the authorities and the Director of Child and Family Services (director) under *The Child and Family Services Act* and *The Adoption Act*.

Policy

Provincial standards for the administration of services are essential for the province and the authorities to carry out their legal and administrative responsibilities under *The Child and Family Services Act* and *The Adoption Act*.

Standards

The provincial standards in this chapter are minimum administrative requirements directly related to the provision of services by child and family services agencies and licensed adoption agencies. They reflect the need for consistency in administration of child and family services (including adoption services).