

Agency Service Coordination Manual

6.6 Ministerial Inquiries

Background

Community Living disABILITY Services (CLDS) participants, members of their support network, disability advocates or other community members may contact a member of legislation with a concern related to CLDS. The Minister's Office (MO) forwards these inquiries to the Adult Disability Services Branch for response and follow-up.

Alternatively, a member of the public may contact the media with their concern. These concerns are also forwarded to Adult Disability Services for response and follow-up.

Typical ministerial and/or media inquiries include, but are not limited to:

- the CLDS program in general;
- an individual's service plan;
- residential, day or transportation services;
- funding for services;
- concerns with care, service delivery, or the amount of program contact;
- protection concerns;
- actions staff have taken to mitigate risks; and/or
- community disturbances.

When follow up is required, CLDS will request appropriate information to address the inquiry from agency staff.

Process

Information Request

- The MO contacts the Adult Disability Services Branch with a summary of the concern received.
- The CLDS program specialist collects available program information and determines whether further follow-up is required. When necessary, the program specialist will request additional information from the Service and Support Navigator (SSN) and/or CLDS program manager.
- The SSN will complete the participant information and summary of inquiry sections of the Ministerial Inquiry Template (see 6.6a) and submit to the agency designate for a response.
 - In the event the agency designate is unavailable to respond, the SSN will follow the agency contact tree.

- The agency will collect all information required, complete the response section of the Ministerial Inquiry Template and submit to the SSN.
- The SSN will review the agency's response, confirm the response is thorough and complete, and provide all relevant information to the CLDS program specialist for formal response to the MO.

Contents of Response

- All responses must include:
 - participant demographic information (e.g., age, diagnosis, decision making status, very brief social history); and
 - brief summary of current status, service plan and level of agency support.
- Where there are concerns with funding, responses may require:
 - brief summary of current funding;
 - brief summary of recent interactions related to funding and funding implications; and/or
 - alternate service or funding options that have been explored.
- Where there are concerns with care, service delivery or protection, responses may require:
 - brief summary of related incidents;
 - known risk factors and actions taken to mitigate risk;
 - housing situation and/or history;
 - brief summary of recent interactions (dates, times, with whom, purpose of interaction);
 - relevant person-centred planning efforts (e.g., support plan, financial plan, behaviour support plan);
 - staffing or human resources concerns or implications;
 - actions taken to address human resources concerns;
 - copies of service provider policies/procedures related to the concern; and/or
 - any actions already taken related to the inquiry.
- Where concerns are related to a community disturbance or a particular service location, responses may require:
 - details of all participants involved;
 - history of community complaints;
 - actions taken to address complaints; and/or

- potential options or next steps to address concerns.

Standards

- The SSN will contact the agency designate immediately or within one business day following receipt of a ministerial inquiry from a CLDS program specialist.
- The agency designate will provide the requested information within two business days unless an alternate timeline is provided by the SSN.
- Agency responses should be in point-form, including only the details relevant to the inquiry.
- The SSN will review the agency's response and submit to the CLDS program specialist immediately or within one business day. Where either the liaison worker or program specialist has determined more information is required from the agency, the agency will provide the supplemental information within one business day, unless an alternate timeline is provided.