

Community Living

The Community Living Division provides coordination, direction and support for adult community living and vocational rehabilitation programs, the Manitoba Developmental Centre, regional delivery of social services, and residential care licensing.

The major objectives of the division are to:

- deliver a comprehensive range of social services throughout the Province of Manitoba, including programs and services of the Community Living Division and Child and Family Services Division;
- provide program direction and funding for supported living programs for adults with a mental disability and for vocational rehabilitation programs for adults with a physical, mental, psychiatric or learning disability;
- provide residential care and developmental programs for adults with a mental disability residing at the Manitoba Developmental Centre;
- licence and monitor community residential care facilities; and
- administer the substitute decision-making provisions of *The Vulnerable Persons Living with a Mental Disability Act*.

The branches of the division are:

- Regional Operations;
- Adult Services;
- Manitoba Developmental Centre;
- Residential Care Licensing; and
- Office of the Vulnerable Persons' Commissioner.

Regional Operations

The Regional Operations Branch delivers a comprehensive range of social services programs throughout the Province including supported living for adults with a mental disability, vocational rehabilitation, child and family support services, children's special services, family conciliation, child day care and emergency social services.

Regional Operations Branch staff, in eight regions, work in partnership with communities, program directorates, related agencies and other provincial/federal departments in support of all Department of Family Services and Housing programming.

The objectives of Regional Operations are to:

- provide support to adults with a mental disability and their families, to assist adults with a mental disability to live in the community in the least restrictive manner possible;
- deliver vocational rehabilitation programs for adults with a mental, physical, psychiatric or learning disability;

- provide preventive services to families, to promote and maintain the well-being of the family unit through education and community development activities;
- deliver child protection services to children who are experiencing neglect or abuse and to provide support and protective services to children in care;
- provide support to families with children who have a mental or physical disability;
- provide referral, conciliation, assessment, and mediation services to families in dispute;
- provide support to child care facilities to meet established standards of care, and ensure financial support for eligible families; and
- ensure emergency social services plans are in place and to provide assistance to local municipalities in the event of an emergency or disaster.

09-3A Regional Operations

Expenditures by Sub-Appropriation	Actual 2001/02 \$000	FTE	Estimate 2001/02* \$000	Variance Over/(Under)	Expl. No.
Total Salaries and Employee Benefits	18,659.2	377.41	19,846.2	(1,187.0)	1
Total Other Expenditures	3,108.8		2,862.5	246.3	2

* *The 2001/02 Estimate reflects amounts as displayed in the printed Main Estimates on behalf of the Department of Family Services and Housing, as well as an allocation from Enabling Appropriations for additional funding allocated to conduct a Citizen's Satisfaction Survey.*

1. The variance is a result of lower salary costs.
2. The variance is due to higher operating costs.

Adult Services

The Adult Services Branch is responsible for the planning, development, and funding of programs and services that strive to enhance the quality of life of adults with disabilities living in the community and to support the achievement of their personal goals.

Support services are provided through the Supported Living program for adults with a mental disability and the Vocational Rehabilitation program for adults with a disability. The Adult Services programs are delivered primarily through eight regional offices and over 100 external agencies.

The Adult Services Branch also provides funding for the operation of St. Amant Centre.

In addition, the branch is responsible for the development and negotiation of service purchase agreements with external service providers, agency and developmental centre relations, the coordination of psychological services, and staff development and training for government and external agency staff who work with persons with disabilities.

The objectives of the Adult Services Branch are to:

- facilitate the development and delivery of residential, day, and support services for adults with a mental disability, which includes protection;

- assist adults with a mental, physical, psychiatric or learning disability to prepare for, obtain and maintain employment through vocational assessment, planning, training, education and support services;
- develop policies and programs which are responsive to the changing needs of the individuals being served;
- provide assistance and guidance to service providers for the delivery of quality services for individuals;
- provide and monitor funding to service providers that deliver services to individuals; and
- provide training and development opportunities for staff of the department and agencies to ensure a qualified workforce.

The major activities of Adult Services in 2001/02 included:

- provision of resources for community-based residential supports (including respite services and crisis intervention) for adults with a mental disability;
- provision of day services for adults with a mental disability, which included funding for safe and reliable transportation for participants when required;
- provision of School-to-Work Transition employment services with on-site training for adults with a mental disability leaving school;
- provision of training and employment-related services to individuals with a mental, physical, psychiatric or learning disability;
- provision of supports to participants of "In the Company of Friends";
- signing of service purchase agreements with external agencies;
- implementation of four training modules for Community Service Workers, agency staff and families on individual person-centred planning which promotes choice, respect, and planning for adults with a mental disability;
- implementation of Phase II of the Staffing Stabilization Initiative to assist agencies currently paying, on average, lower than \$9.50 per hour to direct service workers;
- as part of the Staffing Stabilization Initiative, and in partnership with service providers, initiating the development of a human resource strategy to help ensure a well-trained and qualified agency workforce; and
- development of a new computer system to create a financial management, participant and service provider tracking system to improve monitoring of program activities and results.

Supported Living

In keeping with the department's mission, which includes supporting persons with disabilities to achieve full participation in society, the Supported Living program provides:

- a range of program supports including care, life skills development, training, respite funding, as well as protection and crisis intervention as necessary to assist adults with a mental disability to live in the community in their residential option of choice, including:
 - family home;
 - independent living; and
 - residential care facilities - licensed, shared homes that include foster homes and private and agency-managed facilities.
- a range of supports and training to assist adults with a mental disability to participate in the community through day program activities including:
 - supported employment and follow-up services that support individuals in jobs at competitive wages in community settings;
 - services with a vocational focus that develop, maintain and maximize an individual's vocational and social skills that may lead to competitive employment. These services may be delivered in a day services facility or in a community setting; and
 - individualized personal development services that develop, maintain and maximize an individual's personal care skills, emotional growth, physical development, socialization opportunities and communication skills. These skills may be delivered in a day services facility, in a community setting or in the individual's home.
- public and specialized transportation within prescribed provincial safety standards for all individuals who require this service to access day services.

All program supports and training for eligible individuals are based on an individual person-centred plan, as required under *The Vulnerable Persons Living with a Mental Disability Act*.

Total Caseloads

The following two tables provide information on the Supported Living program's total caseload, which includes individuals for whom some type of funded service was provided (e.g., residential, respite, day services), as well as individuals who only received assistance through case management activities (e.g., counselling, referral).

Supported Living
Total Active Caseload by Type of Accommodation
as at March 31

Accommodation	1999/00 Active Files	2000/01 Active Files	2001/02 Active Files
Foster Homes and Private Licensed Residential Care Facilities	598	579	581
Parental Home	923	947	1,010
Agency-Managed Residential Care Facilities	897	926	985
Extended Family	160	174	183
Independent Living with Support	483	493	523
Independent Living	330	351	367
Alternate Care (e.g., Hospitals, Personal Care Homes)	106	100	113
In the Company of Friends	30	42	41
Total	3,527	3,612	3,803

Supported Living
Total Active Caseload by Type of Day Activity
as at March 31

Day Activity	1999/00 Active Files	2000/01 Active Files	2001/02 Active Files
Competitive Employment	134	136	138
Supported Employment and Follow-Up Services	309	331	342
Services with a Vocational Focus	1,105	1,181	1,144
Personal Development Services	821	836	869
In the Company of Friends	30	42	42
Attending School	363	322	346
Retirement Program	77	66	89
No Program	688	698	833
Total	3,527	3,612	3,803

The tables in the following sub-sections provide information on the number of individuals funded for each type of service and, therefore, exclude individuals only receiving case management services. It should be noted that many individuals receive more than one type of funded service.

Residential Services

Residential Services provide for the care and accommodation of adults with a mental disability to live in a number of residential and independent living options.

The objectives of the Residential Services program are to:

- enable an individual to choose from among a variety of living options and to provide supports to the individual to continue to live in his/her chosen living option;
- provide a safe and supportive community environment for adults with a mental disability; and
- promote and support independence in a variety of community settings.

Residential Services Individuals Funded by Region 1999/00 to 2001/02

Region	1999/00	2000/01	2001/02
Winnipeg	811	917	943
Eastman	114	131	132
Interlake	130	141	141
Central	188	196	204
Westman	240	285	287
Parkland	122	127	131
Norman	51	56	53
Thompson	24	30	33
Total	1,680	1,883	1,924

In the Company of Friends

In the Company of Friends is a program option that provides individuals with a mental disability the opportunity to manage their own lives through supported decision-making.

The objectives of the program are to:

- link individuals to volunteer support networks in the community; and
- provide a funding vehicle that gives individuals the flexibility to develop or purchase services and supports appropriate to their unique desires and needs.

Individuals choosing this option manage their own lives with support from family and friends. If an individual does not have natural supports, a formal support network is developed for him or her.

In the Company of Friends Individuals Participating in Program 1999/00 to 2001/02

	1999/00	2000/01	2001/02
Number of Participants	30	42	42

Support Services - Respite Services

Respite Services provide short-term care for adults with a mental disability to provide relief for primary caregivers.

Primary caregivers, for the purpose of Respite Services, include natural families, as well as the operators of licensed foster care facilities.

The objectives of Respite Services are to:

- provide supports which enable primary caregivers to continue to provide community-based residential care; and
- provide short-term alternative care in the least restrictive environment and in a manner that is minimally disruptive to the individual's lifestyle.

Respite Services Individuals Funded by Region 1999/00 to 2001/02

Region	1999/00	2000/01	2001/02
Winnipeg	285	283	297
Eastman	120	118	109
Interlake	54	64	65
Central	68	71	71
Westman	89	109	86
Parkland	41	55	48
Norman	12	16	9
Thompson	7	9	13
Total	676	725	698

Support Services - Crisis Intervention

The Crisis Intervention program provides individualized support to adults with a mental disability who are living in the community and who are experiencing a crisis.

Crisis Intervention is designed to provide immediate supports pending the development and implementation of long-term plans.

The objectives of Crisis Intervention are to:

- ensure the immediate physical safety and well-being of individuals in crisis and those around them;
- maintain the individual who is in crisis in the least restrictive alternative while long-term plans are being put into place;
- provide immediate assistance or relief to caregivers and service providers who are experiencing a crisis with an adult with a mental disability;
- prevent institutional placement of individuals due to lack of time to develop appropriate program options; and
- provide caregivers and service providers with on-site assistance in dealing effectively with crisis situations.

Crisis Intervention Individuals Funded by Region 1999/00 to 2001/02

Region	1999/00	2000/01	2001/02
Winnipeg	207	284	219
Eastman	21	14	18
Interlake	19	9	11
Central	8	9	5
Westman	67	85	30
Parkland	12	8	5
Norman	6	6	2
Thompson	9	6	9
Total	349	421	299

Day Services

Day Services maximize the independence and productivity of adults with a mental disability by assisting them in adapting to and participating in the province's workforce, facilitating their involvement in the community and enhancing their potential for personal development.

Service options include supported employment and follow-up services, services with a vocational focus, and individualized development services:

- Supported Employment and Follow-Up Services are aimed at supporting individuals in jobs in community settings. Individual support and training are provided in employment settings within the community. Once a job is secured and training is completed, follow-up services are provided to ensure job retention.
- Services with a Vocational Focus are aimed at developing, maintaining, and maximizing an individual's vocational and social skills. The ultimate goal is competitive employment in integrated community settings.
- Personal Development Services are aimed at developing, maintaining, and maximizing an individual's personal care skills, emotional growth, physical development, socialization opportunities, and communication skills through the provision of in-house or community-based activities. Personal development services may also include activities with a vocational focus wherever possible.

Day Services Individuals Funded by Region 1999/00 to 2001/02

Region	1999/00	2000/01	2001/02
Winnipeg	1,033	1,006	1,051
Eastman	285	293	289
Interlake	139	137	138
Central	307	311	311
Westman	266	298	289
Parkland	124	125	126
Norman	32	34	34
Thompson	22	25	24
Total	2,208	2,229	2,262

Day Services - Special Rate

Day Services - Special Rate provides resources to adults with a mental disability whose needs cannot be adequately met through other existing day services programs and rates.

The objectives of Day Services - Special Rate are to:

- provide short-term, from 2 to 12 months, intensive support to assist adults with a mental disability to access and benefit from existing services and support systems;
- provide planned long-term supports to individuals who require enriched service provision; and
- facilitate community-based day services for individuals currently living in developmental centres whose needs cannot be met by current service options or who are geographically isolated from existing service options.

Day Services - Special Rate Individuals Funded by Region 1999/00 to 2001/02

Region	1999/00	2000/01	2001/02
Winnipeg	237	298	340
Eastman	24	26	38
Interlake	8	10	8
Central	16	22	22
Westman	35	85	94
Parkland	8	9	11
Norman	6	7	7
Thompson	7	9	11
Total	341	466	531

Day Services - Transportation

The Adult Services Branch funds transportation services for adults with a mental disability who attend departmentally approved and funded day services.

Public transportation is the option of choice for individuals who, given the opportunity and appropriate training, are capable of utilizing it. Where distance or the level of disability dictate that public transportation is not the safest, most effective option, specialized transportation services are purchased from a number of private and non-profit carriers.

The objectives of Day Services - Transportation are to:

- purchase safe transportation from appropriately equipped and licensed carriers for individuals who require specialized services as a result of their mental and/or physical disability;
- purchase public transportation, primarily bus passes, for individuals who have the physical and mental skills to utilize such services; and
- purchase services based on established rates and in consideration of historical experience with the quality of services provided.

Day Services - Transportation Individuals Funded by Region 1999/00 to 2001/02

Region	1999/00	2000/01	2001/02
Winnipeg	969	909	971
Eastman	242	234	243
Interlake	111	115	113
Central	224	221	225
Westman	220	239	239
Parkland	86	89	99
Norman	24	20	20
Thompson	9	10	24
Total	1,885	1,837	1,934

Protection of Vulnerable Persons Living With a Mental Disability

The Vulnerable Persons Living with a Mental Disability Act (the Act) is designed to protect vulnerable persons from abuse and neglect. The Act states that individuals providing services to vulnerable persons are legally obligated to report their suspicions of abuse or neglect to the Department of Family Services and Housing. Other members of the public are encouraged to report any suspicions of abuse or neglect to the police or the Department of Family Services and Housing. The department must investigate every report of abuse or neglect and, under the Act, designated staff have the authority to conduct investigations. Emergency intervention can also be undertaken if the vulnerable person is deemed to be in immediate danger.

Annual Reports Of Alleged Abuse/Neglect

1999/00 to 2001/02

	1999/00	2000/01	2001/02
Reports of Alleged Abuse/Neglect	267	295	152
Referred to Police or RCMP	62	62	36
Person Charged Under Criminal Code	3	4	5

Reported Allegations of Abuse/Neglect							
April 1, 2001 - March 31, 2002							
Region	Types Of Alleged Abuse/Neglect						
	Verbal	Physical	Sexual	Emotional	Financial	Neglect*	Total
Central**		19	5	6		1	31
Eastman	3	3	2				8
Interlake	1	4	1				6
Norman		1	1		2	1	5
Parkland		1		1			2
Thompson		1					1
Westman		8	1	1			10
Winnipeg	5	49	19	7	7	2	89
Total	9	86	29	15	9	4	152

Note: One allegation may involve two or more different types of alleged abuse, resulting in a difference between the total for types of alleged abuse/neglect and the total number of reports of alleged abuse/neglect.

* Represents an act of omission.

** Two of these cases were from the Manitoba Developmental Centre.

Staff Development and Training

Staff Development and Training provides training opportunities to both government and non-government staff working with adults with a mental disability who are supported through the Supported Living program and adults with a disability who are supported through the Vocational Rehabilitation program.

The objectives of the Staff Development and Training program are to:

- consult and liaise with external service providers, Regional Operations staff and program staff on an ongoing basis to determine priority needs;
- provide for staff development and training programs that enhance the ability of agencies and government staff to ensure the quality care and safety of individuals in residential and day programs; and
- ensure the ongoing availability of education to government and non-government staff providing care and support to adults with a mental disability in the community.

In 2001/02, Staff Development and Training provided, purchased or subsidized training services for over 3,100 agency and government staff who work with individuals with a disability. Included among the training activities were emergency first aid, non-violent crisis intervention, sexuality and relationships, learning disabilities and supported employment, Developmental Service Worker courses, and supervisory training. In addition, training related to *The Vulnerable Persons Living with a Mental Disability Act* included individual person-centred planning and protection skills.

St. Amant Centre

The Adult Services Branch provided funding for the operation of St. Amant Centre, which was designated as a developmental centre by Regulation under *The Vulnerable Persons Living with a Mental Disability Act*.

St. Amant Centre, located in Winnipeg, is owned and operated by the Catholic Health Corporation of Manitoba. St. Amant Centre serves 178 adults and 38 children residing at the centre who have severe mental and physical disabilities. In addition, the centre operates a clinical outreach program, Family Care projects, and Community Living Stabilization services to assist children and adults to continue to live with their families in the community.

St. Amant Centre Number of Residents as at March 31 1994/95 to 2001/02

Fiscal Year	Number of Children	Number of Adults	Number of Residents*	Children % of Residents
1994/95	80	166	246	32.5%
1995/96	72	178	250	28.8%
1996/97	63	184	247	25.5%
1997/98	53	183	236	22.5%
1998/99	49	177	226	21.7%
1999/00	40	182	222	18.0%
2000/01	38	179	217	17.5%
2001/02	38	178	216	17.6%

* The number of residents based on long-term admissions and does not include temporary respite.

Vocational Rehabilitation

The Vocational Rehabilitation program assists eligible adults with a disability to pursue and secure gainful employment by providing a spectrum of vocational training, education, and support services.

Individual vocational training plans are submitted to the Vocational Rehabilitation program by Vocational Rehabilitation Counsellors employed by Regional Operations or grant funded agencies. Based on these plans, funds are approved to enable individuals to access vocational training services.

The objectives of the Vocational Rehabilitation program are to:

- provide vocational rehabilitation services to adults with a disability, to enhance their independence and ability to contribute socially and economically through employment in the competitive labour force; and
- assist adults with a mental, physical, psychiatric or learning disability to prepare for, obtain and maintain employment through the provision of assessment, training, education, and support services.

Vocational Training Total Active Caseload by Disability as at March 31

Disability	1999/00	2000/01	2001/02
Physical Disability	1,372	1,283	972
Psychiatric Disability	760	746	1,006
Mental Disability	640	605	691
Learning Disability	236	262	312
Sight Disability	859	629	512
Hearing Disability	181	198	208
Total	4,048	3,723	3,701

Total Active Caseloads by Region/Program/Agency ¹
as at March 31

Region/Program/Agency	1999/00	2000/01	2001/02
Winnipeg	1,056	1,020	1,222
Westman	206	196	231
Eastman	48	65	70
Central	133	137	146
Interlake	65	67	77
Parkland	130	96	107
Norman	10	6	6
Thompson	24	29	32
Grant Funded Agencies	2,376	2,075	1,579
Employment and Income Assistance ²	0	28	213
Self Directed ²	0	4	18
Total	4,048	3,723	3,701

¹ During the 2000/01 fiscal year, the Vocational Rehabilitation Program redefined its caseload to include only those individuals who are actively receiving Vocational Rehabilitation services for purposes of preparing for, obtaining or maintaining employment. In future years, these caseload numbers will drop to reflect the revised definition.

² During 2000/01, two new options were provided for individuals with disabilities to access funding supports available through the Vocational Rehabilitation Program. Individuals in receipt of Employment and Income Assistance (EIA) were provided transportation funds by EIA to access training opportunities funded by other program areas and costs were later transferred to Vocational Rehabilitation. A Self-Directed option was implemented that provided opportunity for individuals to obtain funding assistance for a vocational plan that they developed without the need for a Vocational Rehabilitation Counsellor to be involved.

**Vocational Training
Individuals Funded by Disability**
1999/00 to 2001/02

Disability	1999/00	2000/01	2001/02
Physical Disability	363	369	420
Psychiatric Disability	351	485	642
Mental Disability	237	254	296
Learning Disability	99	122	130
Sight Disability	35	41	76
Hearing Disability	83	82	78
Total	1,168	1,353	1,642

The following table outlines the services purchased by type of service. The number of services provided is much larger than the number of individuals served, as any one individual may consume a number of different services simultaneously or over time.

**Vocational Training
Services Purchased by Type**
1999/00 to 2001/02

Type of Service	1999/00	2000/01	2001/02
Education – University	113	123	130
Education – Community College	112	105	133
Education – Special Colleges*	34	38	95
Education – School	9	27	20
Education – Out of Province	16	18	10
Work Assessment/Training	3,767	3,220	3,021
Transportation	1,289	1,452	1,826
Special Services	1,788	1,844	2,404
Total	7,128	6,827	7,639

* Other colleges in Manitoba such as private vocational schools.

09-3B Adult Services

Expenditures by Sub-Appropriation	Actual 2001/02 \$000	FTE	Estimate 2001/02 \$000	Variance Over/(Under)	Expl. No.
Total Salaries and Employee Benefits	1,769.6	29.00	1,803.8	(34.2)	
Other Expenditures	1,852.7		1,990.2	(137.5)	
Financial Assistance and External Agencies	108,831.9		110,478.1	(1,646.2)	1
Total Other Expenditures	110,684.6		112,468.3	(1,783.7)	

1. The variance is a result of the timing in implementing planned services for new participants.

Manitoba Developmental Centre

The Manitoba Developmental Centre (MDC) is a residential facility providing care, supervision, and developmental programs for adults with mental disabilities from all regions of Manitoba.

The objectives of MDC are to:

- provide resident-centred developmental care and programs in accordance with the vision shared by staff, residents, family and the community and in accordance with accepted accreditation standards in the long-term care field;
- specialize in services for geriatric residents, residents with profound or multiple disabilities, and residents with difficult behaviours, focusing MDC's distinctive competencies towards residents who are "at risk in" or "at risk to" the community;
- provide respite care and outreach services to assist community care providers in transitioning and maintaining discharged residents in the community;
- ensure a safe, therapeutic environment for residents, staff and visitors of MDC which includes a wellness/health promotion service delivery model, staff trained in safety and emergency procedures, and safe buildings, plant and equipment;
- explore opportunities for partnerships with community agencies to benefit the residents of MDC;
- maintain liaison with families of residents and encourage active participation in the residents' care; and
- provide orientation, training, and ongoing education of staff targeted to MDC's distinctive competencies, the development of leadership consistent with a team-based model of service delivery, and progressive developments in the operation of MDC.

In 2001/02, MDC recorded a number of major accomplishments:

Community Liaison

- Continued partnership with Saskatchewan Institute of Applied Science and Technology for practicum experience for the Registered Psychiatric Nurse (RPN) Refresher Program;
- Partnered with the RCMP, Crown Attorney, Public Trustee and Crime Prevention Office to develop and implement a Restorative Justice Program for MDC residents who commit offences against other residents, staff or the public;
- Presented several papers at the 2001 St. Amant Conference in Winnipeg;
- Developed a community placement candidate list in partnership with Adult Services to facilitate discharges to the community; and
- Partnered with Adult Services, Regional Operations and community agencies in the discharge of two residents to community placements.

Developmental Focus on Residents' Needs

- Completed the first round of the Individual Planning process for all residents as required by *The Vulnerable Persons Living with a Mental Disability Act*; the second and third rounds are underway;
- Implemented a Centre-wide recycling initiative which employs residents in various stages of the recycling process and includes an indoor recycling depot;
- Completed a review of Vocational Training workshops and delivery of vocational and supported employment services in the process of implementing recommendations to improve access, efficiency and effectiveness of service;
- Several residents volunteered for organizations in the community;
- Orientation/education of staff and residents to the new Residents' Bill of Rights and Responsibilities developed by residents of MDC. Copies are displayed in all residential areas of the Centre.
- Organized Family Day for residents and their next of kin to strengthen family ties.

Quality of Care

- Provided quality long-term resident-centred care and developmental programs to an average daily population of 445 residents;
- Completed MDC Handbook for distribution to residents' next of kin, volunteers and new employees;
- Expanded its wheelchair transportation capacity by the leasing of a 10-passenger handivan and the receipt of a donated 14-passenger wheelchair bus from the MDC Resident Benefit Fund;
- Underwent accreditation activities in preparation for a survey by the Canadian Council on Health Facilities Accreditation in October 2002;
- Developed 120 Centre-wide performance indicators which are being examined for reliability and usefulness in assessing quality of care and service and identifying opportunities for improvement;
- Established Affiliation Agreements with University of Manitoba for clinical placement for Occupational Therapy and Recreation student practicums;
- Partnered with Red River College to have 38 Psychiatric Nursing Assistants at MDC complete the Foundations coursework in the College's Developmental Services Worker Program; and
- Implemented quarterly and annual incident/risk reports to Executive Management.

Capital Improvements

- The Centre re-invested \$77.5 of net earnings from the Laundry processing contract with Boundary Trails Health Centre to purchase six handicapped residential area lifts (\$47.7), to fund minor capital improvements to the residential areas (\$22.4) and purchase some recreational equipment (\$7.4) for the Centre's residents.

Improved Management

- Completed a comprehensive review of utilization and cost of medication over a five-year period;
- Reorganized Mobile Services to improve efficiency of transportation services;
- Implemented quarterly analysis of all incidents related to residents including recommendations to improve safety and minimize risk; and
- Continuous Quality Improvement activities included automation of the staff training database and automation of quarterly resident summaries.

Health and Safety

- Centre-wide recycling initiative resulted in approximately 6.0 tons of product going to the Portage Recycling Depot in 2001/02;
- Graduated 11 MDC staff from the Licensed Practical Nursing Program, helping to address the nursing shortage at MDC; and
- As part of the employee hearing conservation program, 29 Laundry and Vocational Training Department (VTD) staff received hearing assessments.

Manitoba Developmental Centre Admissions and Separations

1992/93 to 2001/02

Fiscal Year	Opening Population	New Admission	Re-Admission	Total Admissions	Discharges	Deaths	Closing Population
1992/93	574	5	8	13	18	10	559
1993/94	559	3	8	11	10	12	548
1994/95	548	6	1	7	9	7	539
1995/96	539	4	4	8	5	10	532
1996/97	532	4	2	6	10	10	518
1997/98	518	2	2	4	11	15	496
1998/99	496	0	0	0	6	8	482
1999/00	482	2	0	2	3	14	467
2000/01	467	3	1	4	6	11	454
2001/02	454	1	1	2	2	9	445

09-3C Manitoba Developmental Centre

Expenditures by Sub-Appropriation	Actual 2001/02 \$000	FTE	Estimate 2001/02 \$000	Variance Over/(Under)	Expl. No.
Total Salaries and Employee Benefits	23,757.5	590.00	24,413.8	(656.3)	1
Total Other Expenditures	3,306.8		3,094.7	212.1	2

1. The variance was primarily due to lower salary costs.
2. The variance was primarily due to a price increase for pharmaceuticals.

Residential Care Licensing

The Residential Care Licensing Branch is responsible for licensing community residential care resources, which provide service to adults with a mental disability, a mental illness, or the infirm aged. The branch ensures that care facilities comply with fire, safety, and health standards.

Services provided by the branch include: developing and maintaining standards, processing applications for licensing, monitoring facility operations for conformity with regulated and established licensing criteria, maintaining and providing facility registries, disseminating statistical information, and assisting in program development.

In 2001/02, 174 licensed adult residential care facilities, including 1,273 bed spaces, were inspected for continued compliance with standards.

The branch also provides consultation and support to the designated licensing authorities for approved facilities. In 2001/02, there were 702 approved homes, including 1,333 bed spaces, licensed by Regional Operations Managers and Regional Health Authorities.

09-3D Residential Care Licensing

Expenditures by Sub-Appropriation	Actual 2001/02 \$000	FTE	Estimate 2001/02 \$000	Variance Over/(Under)	Expl. No.
Total Salaries and Employee Benefits	253.0	4.00	255.0	(2.0)	
Total Other Expenditures	35.2		36.7	(1.5)	

Office of the Vulnerable Persons' Commissioner

The Office of the Vulnerable Persons' Commissioner is responsible for administering the substitute decision-making provisions of *The Vulnerable Persons Living with a Mental Disability Act* (the Act) which was proclaimed on October 4, 1996. This Act replaced Part II of *The Mental Health Act*. A substitute decision-maker (SDM) is an individual appointed by the Vulnerable Persons' Commissioner to make decisions for a vulnerable person who requires decisions to be made and is unable to make them. A vulnerable person is defined in the Act as an adult living with a mental disability who is in need of assistance to meet his or her basic needs with regard to personal care or management of his or her property.

Under the Act, an SDM may be appointed to make decisions for a vulnerable person for personal care, for property matters, or for both personal care and the management of property. However, no matter what the nature of the appointment, the SDM is only granted decision-making powers for those areas for which decisions are required.

SDM Appointments

The statistics on the SDMs appointed for vulnerable persons as of March 31, 2002 are as follows:

<u>Public Trustee</u>		<u>Family and other persons</u>	
Property only	183*	Property only	7
Personal care only	13	Personal care only	150*
Both areas	1,041	Both areas	170

* The asterisk denotes that a significant number of vulnerable persons have family members as SDMs for personal care and the Public Trustee as SDMs for property.

On March 31, 2002, there were a total of 1,434 vulnerable persons with one or more SDM appointments. A total of 1,161 of the 1,434 persons with SDM appointments previously had Orders of Supervision under Part II of *The Mental Health Act*. Approximately 43.5 per cent or 624 of the 1,434 persons with SDMs were living in developmental centres.

One of the major differences with respect to persons who previously had orders and those who did not have orders is in regard to the relative proportion of family members who act as SDMs. For the persons who previously had orders, approximately 16.1 per cent have SDMs who are family members and friends. For persons who did not have orders, approximately 52.4 per cent of the SDMs are family members or friends.

It should be noted that the Public Trustee is appointed as the SDM when there is no one else who is suitable or willing to perform this role. Most of the persons who were under an order either had no involvement or very limited involvement with their families. Prior to the Act almost no family members were appointed as SDMs for vulnerable persons.

Emergency Appointments

For the period October 4, 1996 until March 31, 2002 there were a total of 115 appointments of emergency SDMs. The most common reason for appointing an emergency SDM was to deal with issues caused by a health problem. The statistics for the appointment of emergency SDMs are as follows:

<u>Public Trustee</u>		<u>Family and other persons</u>	
Property only	8	Property only	3
Personal care only	35	Personal care only	29
Both areas	37	Both areas	3

There were a total of 23 appointments of emergency SDMs during the 2001/02 fiscal year.

Educational Initiatives

The Act is a relatively new and complex piece of legislation. There is a continuing need to carry out educational activities to advise a wide variety of individuals and groups on the provisions of the Act. During 2001/02, the office responded to inquiries from the public and provided informational presentations to:

- vulnerable persons
- parents and relatives of vulnerable persons
- police officers
- Winnipeg Association for Community Living
- staff, boards and members of non-profit organizations serving vulnerable persons
- staff of St. Amant Centre and Manitoba Developmental Centre
- staff of psychiatric units
- persons attending the conference entitled "Community, Cops, Courts, Crown, Corrections" in Winnipeg on November 22 to 25, 2001
- managers and community service workers in Regional Operations of the Community Living Division of Manitoba Family Services and Housing throughout Manitoba
- persons attending the international meeting of The Society for Disability Studies 14th Annual Meeting in Winnipeg on June 21 to 24, 2001
- persons interested in establishing support networks for vulnerable persons
- persons attending public forums in Winnipeg and Winkler co-sponsored by The Public Trustee, Regional staff of the Department of Family Services and Housing and the Office of The Vulnerable Persons' Commissioner

Approximately 1,050 persons attended or participated in these presentations in 2001/02. That was a sharp increase from the estimated 600 persons who attended such presentations in 2000/01 and the 320 in 1999/00.

A number of educational materials have been developed to assist members of the public, vulnerable persons, relatives and friends of vulnerable persons, and service providers to understand the Act. These materials include a video, fact sheets, brochures and information packages. Fact sheets provide answers to commonly asked questions about SDMs, the hearing process and related topics.

In addition, fact sheets and other materials are sent to individuals in receipt of a notice of application for the appointment of an SDM that has been referred for a hearing. The fact sheets are helpful in providing background on why the notice is being sent, as well as explaining substitute decision-making and the hearing process. Under the Act, notice is given to the vulnerable person, the applicant, the proposed SDM, the person's committee, the person's nearest relatives and friends, and service providers who are involved with the person. As such, a number of notices are sent out for each application. During 2001/02, several thousand fact sheets on SDMs and the hearing process were distributed.

09-3E Office of the Vulnerable Persons' Commissioner

Expenditures by Sub-Appropriation	Actual 2001/02 \$000	FTE	Estimate 2001/02 \$000	Variance Over/(Under)	Expl. No.
Total Salaries and Employee Benefits	360.4	5.00	307.7	52.7	
Total Other Expenditures	101.7		252.6	(150.9)	