

***Pathways to Dignity: Rights, Safeguards, Planning and Decision Making***  
**24 Month Implementation Plan (Jan. 2022 – Dec. 2023)**

**UPDATE – December 2022**

**Status of recommendation:**

Complete
  Progressing Well
  Not moving forward

<b>0-3 months</b>				
<b>Consolidating Changes to Current Practice</b>				
<b>Number</b>	<b>Recommendation</b>	<b>Action Item</b>	<b>Area responsible</b>	<b>Status Update</b>
<b>3.a</b>	Assisted decision-making pilot project.	Begin discussions with community organizations to determine best practices for designing and resourcing the project.	Department of Families in collaboration with community organizations.	Complete In March 2022, the Department of Families and 120 Maryland Group signed a funding letter committing \$675.0K to implement the two-year Community-based assisted decision making pilot.
<b>14.c(i)</b>	Support community organizations to create a peer support program for families.	Begin discussions with community organizations to determine best practices for designing and resourcing the project.	Department of Families in collaboration with community organizations.	Complete In March 2022, the Department of Families and 120 Maryland Group signed a funding letter committing \$675.0K to implement the two-year Community-based assisted decision making pilot.

<b>14.c(ii)</b>	Provide ongoing support for peer support program.	Begin discussions with community organizations to determine best practices for designing and resourcing the project.	Department of Families in collaboration with community organizations.	Complete In March 2022, the Department of Families and 120 Maryland Group signed a funding letter committing \$675.0K to implement the two-year Community-based assisted decision making pilot.
<b>6.b(i)</b>	Specialized abuse unit leads all investigations.	The Provincial Protection Unit will continue its transition to playing a leadership role in all abuse investigations.	Disability and Specialized Services	Complete, the Provincial Protection Unit now leads all abuse investigations.
<b>7.b</b>	Consult with Auditor General to determine whether existing risk assessments are sufficient.	Lead consultations with the Office of Auditor General.	Office of the Vulnerable Persons Commissioner	Complete The Office of the Auditor General advised that the recommendation to seek its advice on the sufficiency risk assessments would be better fulfilled by Internal Audit. Department has completed research of best practices for assessing risks. Practical implications will be assessed by the Department.
			Disability and Specialized Services	
<b>9.(iv)</b>	Vulnerable Persons Hearing Panels begin with Land Acknowledgement.	Create a standard Land Acknowledgment and ensure that all panels begin with the Land Acknowledgment.	Office of the Vulnerable Persons Commissioner	Complete, panels now begin with a land acknowledgement.
<b>10.a</b>	Vulnerable Persons Commissioner provide more information on how decisions were reached.	Explore options for greater information sharing in annual report.	Chair of hearing panels and Office of the Vulnerable Persons Commissioner	Complete The Office of the Vulnerable Persons Commissioner will collect additional data starting next fiscal year. There will be a lag between implementation and reporting.
<b>10.b(i)</b>	Vulnerable Persons Commissioner meet with stakeholders.	Plan and attend engagement sessions with community stakeholders.	Office of the Vulnerable Persons Commissioner	Complete Four engagement sessions with the Commissioner occurred Sept-Dec, 2022.  Regular engagements will be held with community on an ongoing basis.

<b>10.b(ii)</b>	Vulnerable Persons Commissioner hold twice-annual "town halls".	Plan and hold first "town hall" session.	Office of the Vulnerable Persons Commissioner	Complete Four engagement sessions with the Commissioner occurred Sept-Dec, 2022. The Commissioner will host biannual town halls moving forward.
<b>10.b(iii)</b>	Vulnerable Persons Commissioner meet with families.	Plan for one "town hall" session annually to target families.	Office of the Vulnerable Persons Commissioner	Complete Four engagement sessions with the Commissioner occurred Sept-Dec, 2022. The Commissioner will host biannual town halls moving forward.
<b>10.b(iv)</b>	Office of the Vulnerable Persons Commissioner review its communications for gaps.	Review and refresh of all communication material produced by the Office of the Vulnerable Persons Commissioner, with specific attention to any gaps, and to plain language writing.	Office of the Vulnerable Persons Commissioner	Complete The office of Vulnerable Persons Commissioner website was updated in May 2022.  Draft content was reviewed by stakeholders and revised based on their feedback.
<b>10.b(v)</b>	Office of the Vulnerable Persons Commissioner refresh its communications material.		Office of the Vulnerable Persons Commissioner	Complete The office of Vulnerable Persons Commissioner website was updated in May 2022.  Draft content was reviewed by stakeholders and revised based on their feedback.
<b>10.c(i)</b>	Office of the Vulnerable Persons Commissioner review all material for plain language.	Review and refresh of all communication material produced by the Office of the Vulnerable Persons Commissioner, with specific attention to any gaps, and to plain language writing.	Office of the Vulnerable Persons Commissioner	New information was included in the Office of Vulnerable Persons Commissioner website.  Forms have been reviewed for plain language and red tape reduction. Updates to the forms will occur after legislative changes, to incorporate any name change to the office.
<b>14.a(i)</b>	Vulnerable Persons Commissioner to consult with family advocacy groups about various matters.	Building on "town halls" (see 10.b(iii)), Commissioner to develop process for receiving feedback from families.	Office of the Vulnerable Persons Commissioner	Complete Four engagement sessions with the Commissioner occurred Sept-Dec, 2022 with 80-100 people attending each one. The Commissioner will

				host biannual town halls moving forward.
<b>10.d</b>	Support efforts to divert applications for substitute decision making by working at the outset of the process.	Identify how to raise awareness of other options while respecting the distinct quasi-judicial role of the Commissioner.	Office of the Vulnerable Persons Commissioner	Complete The review of the website of the Office of the Vulnerable Persons' Commissioner has begun this process. It will continue as other communications pieces are reviewed.
<b>12.a</b>	Department build in principles of individual planning in policy.	Initiate a review of existing policy in order to identify areas where principles can be included.	Disability and Specialized Services	The Department is currently revising and updating the Person-Centered Planning, Intake, and Supports Intensity Scale (SIS) policies to align with VP Task Force recommendations.  The department will bring these revisions to the IDIA Council (see recommendation 1) in 2023 to determine next steps
<b>12.b(i)</b>	Not treat intake and individual planning as the same process.	Initiate a review of existing policies in order to revise where applicable.	Disability and Specialized Services	
<b>12.b(ii)</b>	Not use the Supports Intensity Scale for individual planning.	Initiate a review in order to revise practices.	Disability and Specialized Services	
<b>12.c(ii)</b>	Recognize the role of service delivery agencies in individual planning.	Initiate a review in order to revise guidelines related to individual planning, including clarifying the role of families/individuals, service delivery agencies, and the department.	Disability and Specialized Services	
<b>12.c(iii)</b>	Work with agencies on training related to individual planning.	Support community agencies to develop and deliver Person-Centered Planning Training to the disability services sector.	Disability and Specialized Services	
<b>12.c(iv)</b>	Families, friends, and advocates be included in individual planning.	Initiate a review in order to revise guidelines related to individual planning, including clarifying the role of families/individuals, service delivery agencies, and the department.	Disability and Specialized Services	The Department is currently revising and updating the Person-Centered Planning, Intake, and Supports Intensity Scale (SIS) policies to align with VP Task Force recommendations.
<b>12.d(i)</b>	Department maintain oversight role in individual planning.			

<b>12.d(ii)</b>	Department develop guidelines to outline its role in individual planning.			The department will bring these revisions to the IDIA Council (see recommendation 1) in 2023 to determine next steps
<b>12.d(iii)</b>	Explore a process for monitoring implementation of individual plans.			
<b>14.d</b>	Explore unintended consequences of bonds and sureties requirement.	Review options for mitigating unintended consequences for this policy.	Office of the Vulnerable Persons Commissioner	Complete The Commissioner analyzed and considered options for mitigating unintended consequences of bonds and sureties.
<b>15.a(i)</b>	Create a working group with the Public Guardian Trustee and other stakeholders.	The Department of Families and Public Guardian and Trustee create a working group to discuss the issues listed by the report in the short term.	Department of Families and Public Guardian and Trustee in partnership with community stakeholders.	The Department of Families is holding conversations with the Public Guardian Trustee.
<b>15.a(ii)</b>	The Public Guardian and Trustee working group provide twice-yearly updates to the Advisory Council.			
<b>15.a(iii)</b>	The working group focus on a list of issues.	This work will eventually feed into the advisory council.		

<b>3-6 months</b>				
<b>Exploring Solutions and Beginning Policy Review</b>				
<b>Number</b>	<b>Recommendation</b>	<b>Action Item</b>	<b>Area responsible</b>	<b>Status Update</b>
<b>6.a(i)</b>	Single point of contact for reporting abuse.	Explore options to more clearly communicate existing “single point” contact for reporting abuse.	Disability and Specialized Services	The Disability and Specialized Services branch is working on the logistics to create a single point of contact.
<b>6.a(ii)</b>	Revised guidelines for reporting abuse.	Revise and communicate guidelines	Disability and Specialized Services	The Disability and Specialized Services branch is reviewing abuse reporting guidelines.

6.a(iii)	Share information with community about reporting abuse.	Work with community organizations.	Disability and Specialized Services	The Disability and Specialized Services branch is exploring options to better inform the community about best practices of reporting abuse.
6.a(iv)	Address concerns where a situation does not meet the criteria for abuse (but may still be a concern).	Work with community organizations.	Disability and Specialized Services	<p>Complete Policies and practices related to the guidelines for reporting abuse have recently been reviewed.</p> <p>Currently, staff are able to take action in situations that do not meet the threshold for abuse, but which may require safety planning to minimize risk of future incidents.</p> <p>Proposed amendments to the VPA will also widen the definition of abuse and neglect to allow substantiated findings of abuse in more situations.</p>
6.b(ii)	Create guidelines to understand the abuse investigation process.	Revise and share guidelines.	Disability and Specialized Services	<p>Policies and practices related to the guidelines for reporting abuse are under review.</p> <p>The document Protecting Vulnerable Persons from abuse and neglect reporting requirements for direct services providers is currently being updated.</p>
6.b(iii)	Share results of abuse investigations.	Initiate a review of what can be shared while respecting privacy considerations.	Department of Families	<p>Policies and practices related to the guidelines for investigative process and reporting abuse are under review.</p> <p>Currently, staff are able to share outcomes of investigations with a variety of relevant people, most notably participants and substitute decision makers.</p>

				Proposed amendments to the VPA, modeled after The Protection for Persons in Care Act, will broaden the ability of the department to share information
<b>6.e(i)</b>	Review caseloads to ID high-risk individuals who require more oversight.	Initiate a review of the definition of "high risk." Lead caseload review and identify those cases considered "high risk" on an ongoing basis.	Disability and Specialized Services	Material is under review.
<b>6.e(ii)</b>	In determining risk, consider many factors and key determinants.			The Department will review caseload distribution and case streaming processes to ensure appropriate oversight.
<b>6.e(iii)</b>	Make case management practice adaptations to adjust to needs of high-risk individuals.			
<b>8.a(i)</b>	Complete "Bridging to Adulthood" revision.	Continue revision of the document.	Department of Families	Complete Document has been reviewed and is expected to be posted by February 2023.  Families and the Department of Education and Early Childhood Development anticipate undertaking a more fulsome review of the document, along with stakeholders, in 2023.
<b>8.a(ii)</b>	Use "Bridging to Adulthood" as standardized guide for children entering the adult system.	On completion, share the document with stakeholders and begin cross-government discussions to ensure the use of the document and that individuals in transition and their families/guardians are aware of their options.	Child and Family Services Disability and Specialized Services	Further revisions to the protocol to take place in 2023. These stakeholder consultations will help raise awareness of the protocol.
<b>8.a(iii)</b>	Transitional map created for each child entering transition stage.	Disability and Specialized Services to liaise with Child and Family Services on how best to complete this initiative.	Disability and Specialized Services  Child and Family Services Authorities/Agencies	Complete Regular discussions are taking place between Disability and Specialized Services and Child and Family Services to strengthen information that supports the transition planning process.

				Existing policies and forms used by CFS and Disability Services, along with the checklist mentioned at 8.b(i) will strengthen links between systems without needing to create a new transitional map.
<b>8.b(i)</b>	Child and Family Services Authorities adopt a common checklist.	Child and Family Services Authorities to liaise with each other in order to create a common checklist that outlines planning details for transitions.	Child and Family Services Authorities	Disability and Specialized Services and Child and Youth Services are developing a check-list with the CFS Authorities.  Expected completion date in early 2023.
<b>8.b(ii)</b>	Mandatory transition planning meetings for children with disabilities ageing out of care.	Work collaboratively to ensure transition meetings begin at age 15.	Disability and Specialized Services  Child and Family Services Authorities/Agencies	Regular discussions are taking place between Disability and Specialized Services and Child and Family Services to strengthen the transition planning process.  Transition planning meetings will be part of the check-list noted at 8.b(i).
<b>8.b(iii)</b>	Quarterly notices from Child and Family Services to Disability and Specialized Services about children reaching age of majority.	Disability and Specialized Services receive notices about children reaching the age of majority from Child and Family Services to ensure no child is missed for transition planning.	Disability and Specialized Services  Child and Family Services Authorities/Agencies	Complete The provincial government has developed a checklist with CFS Authorities (recommendation 8.b(i)) that includes contact between CFS and disability services.
<b>14.b</b>	Families to receive orientations about options available as their children reach age of majority.	Share information with families during application process.	Disability and Specialized Services	Regular discussions are taking place between Disability and Specialized Services and Child and Family Services to improve the information available to families who have children transitioning into adult services.  DSS has participated in a joint initiative that has posted information online for families, outlining what to expect/how to navigate the EIA process from childhood to adult.



				<p>DSS is also working cooperatively with the Family Advocacy Network to produce a checklist for families and staff regarding age of majority.</p> <p>The process of initiating discussions/ mailing out information and completing applications for adult programs is part of the ongoing regular tasks of a case worker with Children's disABILITY Services.</p>
<b>9.(i)</b>	Department consult with Indigenous stakeholders.	Develop options for consultation of Indigenous stakeholders about the specific needs of Indigenous people.	Department of Families in consultation with Indigenous stakeholders	Department of Families is exploring opportunities to partner with Indigenous organizations to provide more culturally appropriate services to Indigenous individuals diagnosed with an intellectual disability.
<b>10.c(ii)</b>	Office of the Vulnerable Persons Commissioner review all forms for red tape reduction.	Review forms and simplify where possible.	Office of the Vulnerable Persons Commissioner	<p>A final review of the forms and documents from the Office of the Vulnerable Persons' Commissioner is being completed.</p> <p>Final updates will occur following legislative changes, to reflect the potential name change of the office.</p>
<b>10.c(iii)</b>	Office of the Vulnerable Persons Commissioner develop a policy on waiving abuse checks in certain cases.	Review policy options for waiving abuse checks.	Office of the Vulnerable Persons Commissioner	Complete Office of the Vulnerable Persons Commissioner waives abuse checks in certain cases.
<b>13.a(i)</b>	Publicly share the job description for community service workers.	On completion of generic community service worker job description, create plain language version and share with stakeholders, including self-advocates.	Disability and Specialized Services	<p>Complete Job description is posted on the website:</p> <p><a href="https://www.gov.mb.ca/fs/clds/csw-role.html">https://www.gov.mb.ca/fs/clds/csw-role.html</a></p>
<b>16.a(i)</b>	Department set aside funding to provide ongoing support to community.	Begin discussions with community organizations and stakeholders to determine how ongoing support	Department of Families	Will be explored as results from pilot projects are known.

16.a(ii)	Government and community explore innovative options to fund and deliver projects.	should be provided and what kind of projects should be supported.		
----------	---	---	--	--

<p style="text-align: center;"><b>6-12 months</b> <b>Continuing Policy Review and Beginning Fundamental Changes</b></p>				
Number	Recommendation	Action Item	Area responsible	Status Update
2.a	Development of a Comprehensive Training Strategy.	Begin discussions with stakeholders to explore existing training and identify gaps.	Department of Families with community stakeholders	<p>The Department has undertaken a range of activities to expand training capacity, including:</p> <ul style="list-style-type: none"> <li>• Collaborating with representatives from CLDS service providers to develop online training resources for the Agency Guide to the Vulnerable Persons Living with a Mental Disability Act (the "VPA").</li> <li>• Collaborating with stakeholders to create a comprehensive training program for Protection from Abuse and Neglect and supplemental training resources on the VPA.</li> <li>• Continuing to work in partnership with Red River College to offer sponsorships for CLDS service provider employees to attend module-based post-secondary training.</li> </ul> <p>The department will bring this matter to the IDIA Council when it is launched in 2023.</p>
6.b(iv)	Use of "single interview" model for investigating abuse.	Engage with community organizations (e.g., Toba Centre) on potential models that are already being used.	Disability and Specialized Services	<p>NOT moving forward with this recommendation.</p> <p>Department has explored this option and concluded that the model is not</p>

				relevant for the adult disability services sector.
<b>6.d</b>	Develop guidelines for abuse by residents towards each other.	Explore with service delivery agencies the frequency of the problem and determine appropriate solutions.	Disability and Specialized Services	Work not yet begun.  Incidents involving abuse by residents towards each other are reportable and investigated on a case-by-case basis. Recommendations and follow up may include: staff training, support plan updates, behavioural management, complex case review, etc.
<b>7.a(i)</b>	Office of the Vulnerable Persons Commissioner to develop "spot check" process.	Begin discussions with legal counsel on this recommendation.	Office of the Vulnerable Persons Commissioner	NOT moving forward with this recommendation. Based on legal review, implementing the recommendations related to "spot checks" is not legally feasible under the current Vulnerable Persons Act.
<b>7.a(ii)</b>	Spot checks' to apply to all Substitute Decision Makers.			
<b>14.a(ii)</b>	Office of the Vulnerable Persons Commissioner to use approach of "educating into compliance" when doing spot checks.	Work with community stakeholders to address concerns around difference between substitute decision maker appointments (whether with family or with the Public Guardian and Trustee)		
<b>9.(ii)</b>	All parties review policies and practices to ensure they are culturally sensitive.	Review internal policies and practices to ensure that they are culturally sensitive, reflecting the Truth and Reconciliation Commission Calls to Action.	Department of Families	Complete The Department continues to review practices and policies to reflect the Truth and Reconciliation Commission Calls to Action.
<b>13.a(ii)</b>	Ensure caseloads allow for meaningful contact with clients, guided by best practice.	Review internal policies and practices around caseloads to identify areas for improvement.	Disability and Specialized Services	Department will explore establishing a process to review, validate and adjust caseload distribution across the sector.
<b>13.a(iii)</b>	Ensure consistency in rural and urban casework.	Conduct a review of the differences between the practices of community service workers in rural and urban areas and adapt policies and practices accordingly.	Disability and Specialized Services	Department will explore establishing a process to review, validate and adjust caseload distribution across the sector.

<b>13.a(iv)</b>	Share the results of Service Transformation Project within a year.	Share recommendations post-pilot.	Disability and Specialized Services	Feedback from a number of pilot project participants has been collected. The Department is in the process of reviewing the information.
-----------------	--	-----------------------------------	-------------------------------------	---

<b>12-18 months Implementing New Structures</b>				
<b>Number</b>	<b>Recommendation</b>	<b>Action Item</b>	<b>Area responsible</b>	<b>Status Update</b>
<b>1</b>	Creation of an Advisory Council.	Prepare options for the Minister's consideration.	Department of Families	Complete  Public call for interest held in fall 2022 for the Intellectual Disability Issues Advisory Council (IDIA Council). Members have been chosen and informed by the Minister. The first meeting of the council is expected for early 2023.
<b>9.(iii)</b>	Advisory Council has standing item on Indigenous issues.	On creation of advisory council, ensure standing agenda item on Indigenous issues.	Department of Families	The IDIA Council will be empowered to set its own agendas. This item will be suggested to the Council, and Indigenous representation is built into the Council's membership.
<b>7.a(iii)</b>	Summary of experience with 'spot checks' to be presented to Advisory Council.	On creation of advisory council, Office of the Vulnerable Persons Commissioner will present on status of "spot checks"	Department of Families	NOT moving forward with this recommendation. Based on legal review, implementing the recommendations related to "spot checks" is not legally feasible under the current Vulnerable Persons Act.
<b>2.b</b>	Establishment of a Training Committee.	Prepare options for Minister's consideration	Corporate Services ADM with LSPB support.	Work on this item will be informed by feedback from the IDIA Council.
<b>5.a</b>	Rights Recognition	Work with community organizations to develop a process for families and individuals to bring up their concerns regarding rights infringement.	Department of Families	Work not yet begun.

<b>5.b</b>	Appeals Process	Prepare research on options for appeals at different levels and in different settings.	Department of Families	Work not yet begun.
------------	-----------------	--	------------------------	---------------------

<b>18-24 months Legislative and Long-Term Changes</b>				
<b>Number</b>	<b>Recommendation</b>	<b>Action Item</b>	<b>Area responsible</b>	<b>Status Update</b>
<b>3.b</b>	Use of the term “Assisted Decision Making”.	Prepare a package of legislative amendments to The Vulnerable Persons Living with a Mental Disability Act for the 2023 legislative session.  Conduct research and additional consultation on recommended changes.	Department of Families	Consultations ongoing; preparing a package of legislative amendments for the spring, 2023 legislative session.
<b>4.a(i)</b>	Update Principles of the Act.			
<b>4.a(ii)</b>	Include statement of dignity, respect and independence.			
<b>4.a(iii)</b>	Include will, preferences, beliefs and desires.			
<b>4.b(i)</b>	Rename the Act.			
<b>4.c</b>	Review clause.			
<b>6.c(i)</b>	Revise definition of abuse.			
<b>3.c(i)</b>	How best to legally define assisted decision-making.	Prepare a package of legislative amendments to The Vulnerable Persons Living with a Mental Disability Act for the 2023 legislative session.  Conduct research and additional consultation on recommended changes.	Department of Families	Consultations ongoing; preparing a package of legislative amendments for the spring, 2024 legislative session.
<b>3.c(ii)</b>	Bring in "Representation Agreements".			

<b>4.b(ii)</b>	Plain language rewrite of the Act.			NOT moving forward with this recommendation. Per legal review, the act cannot be rewritten in its entirety due to legal meaning behind the language.
<b>6.c(ii)</b>	Add definition of "maltreatment".			NOT moving forward with this recommendation. Per legal review, the concept of "maltreatment" does not work in the context of the Vulnerable Persons Act. Instead, the new definitions of "abuse" and "neglect" will cover the concept of "maltreatment".
<b>12.c(i)</b>	Greater clarity in the Act about the role of the "Executive Director" for individual plans.			NOT moving forward with this recommendation. The department reviewed the act and found that the role of the Executive Director still has the necessary flexibility.

**TBD (Will require work with Department of Labour, Consumer Protection and Government Services)**

<b>Number</b>	<b>Recommendation</b>	<b>Action Item</b>	<b>Area responsible</b>	<b>Status Update</b>
<b>15.b</b>	Legislative review of Public Guardian Trustee Act.	Consult with Department of Labour, Consumer Protection and Government Services (Public Guardian and Trustee) to determine next steps.	Department of Families	Further discussion with Department of Labour, Consumer Protection and Government Services required
<b>15.c(i)</b>	Public Guardian Trustee to work with the Department of Families to review delegation agreements.		Department of Labour, Consumer Protection and Government Services	
<b>15.c(ii)</b>	Public Guardian Trustee develop stronger links to service delivery agencies.		Department of Labour, Consumer Protection and Government Services	

<b>15.c(iii)</b>	Public Guardian Trustee review how information is shared to increase information-sharing with agencies.		Department of Labour, Consumer Protection and Government Services	
------------------	---	--	---	--