

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

UPDATE – July 2022

Status of recommendation:

Complete Not moving forward

0-3 months				
Consolidating Changes to Current Practice				
Number	Recommendation	Action Item	Area responsible	Status Update
3.a	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.
14.c(i)	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.

14.c(ii)	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.
6.b(i)	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
7.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	
9.(iv)	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
10.a	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.
10.b(i)	Vulnerable Persons Commissioner meet with stakeholders.	Plan and attend engagement sessions with community stakeholders.	Office of the Vulnerable Persons Commissioner	The Commissioner approached stakeholders to coordinate virtual engagements with various groups, to take place beginning summer/fall 2022.
10.b(ii)	Vulnerable Persons Commissioner hold twice-annual "town halls".	Plan and hold first "town hall" session.	Office of the Vulnerable Persons Commissioner	The Commissioner approached stakeholders to coordinate virtual engagements with various groups, to take place beginning summer/fall 2022.

10.b(iii)	Vulnerable Persons Commissioner meet with families.	Plan for one “town hall” session annually to target families.	Office of the Vulnerable Persons Commissioner	The Commissioner approached stakeholders to coordinate virtual engagements with various groups, to take place beginning summer/fall 2022.
10.b(iv)	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.
10.b(v)	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.
10.c(i)	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. Additional material will be developed in summer 2022.
14.a(i)	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	The Commissioner has approached stakeholders to coordinate virtual engagements with various groups, to take place beginning summer/fall 2022.
10.d	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	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.
12.a	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-Centred Planning, Intake, and Supports Intensity Scale (SIS) policies to align with VP Task Force recommendations. Once complete, consultations with stakeholders will be held.
12.b(i)	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	The policies are currently being revised to emphasize the distinction between the intake process and the

				development of the Individual Plan through Person-Centred Planning.
12.b(ii)	Not use the Supports Intensity Scale for individual planning.	Initiate a review in order to revise practices.	Disability and Specialized Services	The policies are currently being updated to clarify the role of the Supports Intensity Scale assessment. Once complete, consultations will be held.
12.c(ii)	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	The policies are currently being updated to provide greater clarity about the role of the department and the role of service providers in the Person-Centered Planning process.
12.c(iii)	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	Complete In March 2022, the Department of Families and Inclusion Winnipeg signed a funding letter committing \$100.0K to deliver Person-Centered Planning Training to the disability services sector.
12.c(iv)	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 Person-Centred Planning policy is currently being updated to clarify the role of the individual's support network and family in the planning process. Once complete, consultations will be held.
12.d(i)	Department maintain oversight role in individual planning.			The Person-Centred Planning policy is currently being updated and revised to clarify the role of the Community Service Worker in overseeing the Person-Centered Planning process.
12.d(ii)	Department develop guidelines to outline its role in individual planning.			The Department is exploring approaches for monitoring the implementation of individual plans.
12.d(iii)	Explore a process for monitoring implementation of individual plans.			
14.d	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.

15.a(i)	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.
15.a(ii)	The Public Guardian and Trustee working group provide twice-yearly updates to the Advisory Council.			The Department of Families is holding conversations with the Public Guardian Trustee.
15.a(iii)	The working group focus on a list of issues.	This work will eventually feed into the advisory council.		The Department of Families is holding conversations with the Public Guardian Trustee.

3-6 months				
Exploring Solutions and Beginning Policy Review				
Number	Recommendation	Action Item	Area responsible	Status Update
6.a(i)	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.
6.a(ii)	Revised guidelines for reporting abuse.	Revise and communicate guidelines	Disability and Specialized Services	Complete
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	Policies and practices related to the guidelines for reporting abuse are under review.
6.b(ii)	Create guidelines to understand the abuse investigation process.	Revise and share guidelines.	Disability and Specialized Services	Policies and practices related to the guidelines for reporting abuse are under review.
6.b(iii)	Share results of abuse investigations.	Initiate a review of what can be shared while respecting privacy considerations.	Department of Families	Policies and practices related to the guidelines for investigative process and reporting abuse are under review.

6.e(i)	Review caseloads to ID high-risk individuals who require more oversight.			
6.e(ii)	In determining risk, consider many factors and key determinants.	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.
6.e(iii)	Make case management practice adaptations to adjust to needs of high-risk individuals.			
8.a(i)	Complete "Bridging to Adulthood" revision.	Continue revision of the document.	Department of Families	Protocol is being updated. A more comprehensive review of the document will involve consultations with stakeholders in Fall 2022.
8.a(ii)	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	Review of document being continued in collaboration with the Department of Education and Early Childhood Learning.
8.a(iii)	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	Regular discussions are taking place between Disability and Specialized Services and Child and Family Services to strengthen information that supports the transition planning process.
8.b(i)	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	Department is seeking practical options to adopt common checklists and have been gathering information from the sectors to inform the development of the checklists.
8.b(ii)	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.

8.b(iii)	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	Regular discussions are taking place between Disability and Specialized Services and Child and Family Services to strengthen information sharing processes.
14.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.
9.(i)	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	Consultations with Indigenous partners will be held.
10.c(ii)	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	Office of the Vulnerable Persons Commissioner is currently reviewing forms and other documents.
10.c(iii)	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	Work not yet begun.
13.a(i)	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	Job description is under review.
16.a(i)	Department set aside funding to provide ongoing support to community.	Begin discussions with community organizations and stakeholders to determine how ongoing support should be provided and what kind of projects should be supported.	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.			

6-12 months
Continuing Policy Review and Beginning Fundamental Changes

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"> • 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"). • Collaborating with stakeholders to create a comprehensive training program for Protection from Abuse and Neglect and supplemental training resources on the VPA. • Continuing to work in partnership with Red River College to offer sponsorships for CLDS service provider employees to attend module-based post-secondary training.
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	Work not yet begun.
6.d	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.
7.a(i)	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.
7.a(ii)	Spot checks' to apply to all Substitute Decision Makers.			NOT moving forward with this recommendation.

14.a(ii)	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)		NOT moving forward with this recommendation.
9.(ii)	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	Work not yet begun.
13.a(ii)	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.
13.a(iii)	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.
13.a(iv)	Share the results of Service Transformation Project within a year.	Share recommendations post-pilot.	Disability and Specialized Services	In progress.

12-18 months Implementing New Structures				
Number	Recommendation	Action Item	Area responsible	Status Update
1	Creation of an Advisory Council.	Prepare options for the Minister's consideration.	Department of Families	Preparing material to launch a public call of interest in Fall 2022.
9.(iii)	Advisory Council has standing item on Indigenous issues.	On creation of advisory council, ensure standing agenda item on Indigenous issues.	Department of Families	Preparing material to launch a public call of interest in Fall 2022.
7.a(iii)	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.

2.b	Establishment of a Training Committee.	Prepare options for Minister's consideration	Corporate Services ADM with LSPB support.	Seeking options to create the Training Committee.
5.a	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.
5.b	Appeals Process	Prepare research on options for appeals at different levels and in different settings.	Department of Families	Work not yet begun.

18-24 months Legislative and Long-Term Changes				
Number	Recommendation	Action Item	Area responsible	Status Update
3.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	A working group has been created to lead the legislative proposal.
3.c(i)	How best to legally define assisted decision-making.			
3.c(ii)	Bring in "Representation Agreements".			
4.a(i)	Update Principles of the Act.			
4.a(ii)	Include statement of dignity, respect and independence.			
4.a(iii)	Include will, preferences, beliefs and desires.			
4.b(i)	Rename the Act.			
4.b(ii)	Plain language rewrite of the Act.			
4.c	Review clause.			
6.c(i)	Revise definition of abuse.			

6.c(ii)	Add definition of "maltreatment".			
12.c(i)	Greater clarity in the Act about the role of the "Executive Director" for individual plans.			

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

Number	Recommendation	Action Item	Area responsible	Status Update
15.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
15.c(i)	Public Guardian Trustee to work with the Department of Families to review delegation agreements.		Department of Labour, Consumer Protection and Government Services	
15.c(ii)	Public Guardian Trustee develop stronger links to service delivery agencies.		Department of Labour, Consumer Protection and Government Services	
15.c(iii)	Public Guardian Trustee review how information is shared to increase information-sharing with agencies.		Department of Labour, Consumer Protection and Government Services	