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**VIA EMAIL**

Our File Number: LEX-500166425

April 12, 2024

Canadian Human Rights Tribunal  
240 Sparks Street, 6th Floor West  
Ottawa, ON K1A 1J4

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Dear Registry and Parties,

**Re: First Nations Child and Family Caring Society of Canada et al. v.  
the Attorney General of Canada et al  
Tribunal File: T1340/7008**

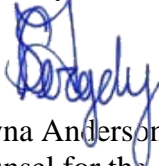
We write to provide the following information in response to the requests for information sought during the cross-examinations of Deputy Minister Dr. Valerie Gideon (Dr. Gideon) and Senior Assistant Deputy Minister Candice St-Aubin (Ms. St-Aubin) on April 2 and 3, 2024:

Request for Information	Response
1. The relative percentages for fiscal years 2022-2023 and 2023-2024 (the first three quarters), proportionate to the request for socioeconomic services from on-reserve, versus off-reserve.	See “Appendix A”
2. The top three categories of approved requests for fiscal year 2022-2023, and the first three quarters of 2023-2024.	See “Appendix A”
3. Data from fiscal years 2022-2023 and 2023-2024 of the category breakdown of the appeal cases and whether determinations were upheld or not.	See “Appendix A”

Request for Information	Response
<p>4. Estimated intake backlog for all regions referenced within Table 2 of the 2024-03-27 Requests Backlog Status including the 5 regions (i.e. Alberta, Northern, Ontario, Quebec, and Saskatchewan) that were excluded, at whatever the point of time is convenient for the data team to pull.</p>	<p>The original report includes intake email backlog data recorded by the Surge Team during surge events. However, this data remains unavailable for periods when a surge has not been initiated. See “Appendix B” at Table 2, which has been updated with latest figures provided through surge team.</p>
<p>5. In respect of Table 3 of the 2024-03-27 Requests Backlog Status (report), are the figures contained in the National row in relation to individual or group requests. If the request is blended (with both individual and group requests) is it possible to separate and obtain the breakdown for the number of total individual and group requests.</p>	<p>See “Appendix B”, at Table 4</p>
<p>6. In respect paragraph 48(a) and (b) of Ms. St-Aubin’s Affidavit:</p> <p>(a) Jordan’s Principle Monthly Report (listing products, services, support, requests and finances) for the period covering November 2023 to March 2024 (assuming March 2024 has been prepared); and</p> <p>(b) Jordan’s Principle Monthly Compliance Report (setting out timeline compliance trends) for the period covering November 2023 to March 2024 (assuming March 2024 has been prepared).</p>	<p>See “Appendix C” and “Appendix D” which contain all requested reports with exception of the March 2024 report, which is not yet available according to standard release schedules.</p>
<p>7. Do statistics or reports exist on re-reviews completed? If yes, can they be provided?</p>	<p>See “Appendix E”</p>
<p>8. Was the Jordan’s Principle and Inuit Child First Initiative Operational Bulletin 004 dated November 22, 2023 (Exhibit “F” to the Caring</p>	<p>Yes, Operational Bulletin 004 dated November 22, 2023, was shared with the</p>

Request for Information	Response
Society Exhibits Brief (Dr. Gideon)) provided to the External Appeals Committee.	External Appeals Committee on December 5, 2023.
9. Provide a copy of all the Jordan's Principle and Inuit Child First Initiative Operational Bulletins (e.g. 001, 002, 003) currently in force.	See "Appendix F"
10. Are there any reports from the last two quarters of fiscal year 2023-2024 of the random sampling audits of the call centre, referred to in paragraph 52(b)(i) in Ms. St-Aubin's affidavit.	See "Appendix G"
11. In respect of paragraph 77 of Ms. St-Aubin's affidavit, is there is an anticipated completion date of this referenced project and are there any exiting interim analyses/reports.	This project is still in the pre-deployment phase and has encountered unforeseen delays. The targeted completion date is forecasted for late 24/25 to early 25/26. At present, Indigenous Services Canada is actively identifying a Senior departmental lead for the upcoming launch.

Sincerely,



Dayna Anderson, Kevin Staska, and Samantha Gergely  
Counsel for the Attorney General of Canada

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# APPENDIX A

# Requests for Information: No.1-3, Place of Residence & Appeals

FY 2022-23 to Q1-3 FY 2023-24

## Summary

***No.1: The relative percentages for fiscal years 2022-2023 and 2023-2024 (the first three quarters), proportionate to the request for socioeconomic services from on-reserve, versus off-reserve.***

- In 2022-23, 40% of approved requests for economic supports were for children that ordinarily resided on reserve and 60% were for children that ordinarily resided off reserve (Table 1).
- In 2022-23, economic supports accounted for 11% of all approved requests for children that ordinarily resided on reserve and 18% of all approved requests for children that ordinarily resided off reserve.
- In Q1-3 2023-24, 33% of approved requests for economic supports were for children that ordinarily resided on reserve and 67% were for children that ordinarily resided off reserve (Table 2).
- In Q1-3 2023-24, economic supports accounted for 14% of all approved requests for children that ordinarily resided on reserve and 29% of all approved requests for children that ordinarily resided off reserve.

***No.2: The top three categories of approved requests for fiscal year 2022-2023, and the first three quarters of 2023-2024.***

- In 2022-23 the top three categories of approved requests were (Table 3):
  - Medical Travel
  - Education
  - Economic Supports
- In Q1-3 2023-24, the top three categories of approved requests were (Table 3):
  - Economic Supports
  - Medical Travel
  - Education

***No.3: Data from fiscal years 2022-2023 and 2023-2024 of the category breakdown of the appeal cases and whether determinations were upheld or not.***

- In 2022-23, the overall overturn rate for appealed requests was 58% (Table 4)
  - Among categories with 30 or more appealed requests, those with the highest overturn rates were:
    1. Oral Health (78%)
    2. Social (62%)
    3. Education (62%)

- In Q1-3 2023-24, the overall overturn rate for appealed requests was 47% (Table 4)
  - Among categories with 30 or more appealed requests, those with the highest overturn rates were:
    1. Medical Travel (73%)
    2. Health Services (69%)
    3. Mental Wellness (64%)



## Results

Table 1: Approved requests by category and ordinary place of residence, fiscal year (FY) 2022-23.

Category	On Reserve			Off Reserve			Both			Unknown			Total	
	n	col %*	row %**	n	col %*	row %**	n	col %*	row %**	n	col %*	row %**	n	col %*
Economic Supports	5,595	11%	40%	8,450	18%	60%	308	30%	-	680	16%	-	15,033	15%

\*Col% represent percentage of all approved requests (not shown)

\*\*Limited to requests marked "on reserve" or "off reserve"

Excludes group requests from Ontario Region.

1) Limited to original adjudications. Appeals and re-reviews of past decisions were excluded; 2) Approved requests were assigned to a fiscal year based on the decision date at the Regional/HQ level; 3) Excludes Inuit requests; 4) Excludes service coordination requests; 5) Excludes group requests from Ontario Region; 6) Requests collected through the Jordan's Principle Case Management System (FY 2022-23, extracted May 2, 2023) and may not align with other analyses.

Table 2: Approved requests by category and ordinary place of residence, Q1-3 fiscal year (FY) 2023-24.

Category	On Reserve			Off Reserve			Both			Unknown			Total	
	n	col %*	row %**	n	col %*	row %**	n	col %*	row %**	n	col %*	row %**	n	col %*
Economic Supports	6,401	14%	33%	13,267	29%	67%	414	34%	-	756	18%	-	20,838	21%

\*Col% represent percentage of all approved requests (not shown)

\*\*Limited to requests marked "on reserve" or "off reserve"

Excludes group requests from Ontario Region.

1) Limited to original adjudications. Appeals and re-reviews of past decisions were excluded; 2) Approved requests were assigned to a fiscal year based on the decision date at the Regional/HQ level; 3) Excludes Inuit requests; 4) Excludes service coordination requests; 5) Excludes group requests from Ontario Region; 6) Requests collected through the Jordan's Principle Case Management System (FY 2022-23, extracted May 2, 2023) and may not align with other analyses.

Table 3: Top 3 categories of approved requests by fiscal year (FY), FY 2022-23 to Q1-3 FY 2023-24

Category	Fiscal Year			
	2022-23		Q1-Q3 2023-24	
	n	col%	n	col%
Economic Supports	15,094	15%	21,071	21%
Education	18,758	18%	12,629	13%
Medical Travel	21,475	21%	19,510	19%

Col% represent percentage of all approved requests (not shown)

1) Limited to original adjudications. Appeals and re-reviews of past decisions were excluded; 2) Approved requests were assigned to a fiscal year based on the decision date at the Regional/HQ level; 3) Excludes Inuit requests; 4) Excludes service coordination requests; 5) Requests collected through the Jordan's Principle Case Management System (FY 2022-23, extracted May 2, 2023; partial FY 2023-24, extracted January 17, 2024) and may not align with other analyses.

Table 4: Overturn rate of appeal requests by request type, region, and fiscal year (FY), FY 2022-23 to Q1-3 FY 2023-24

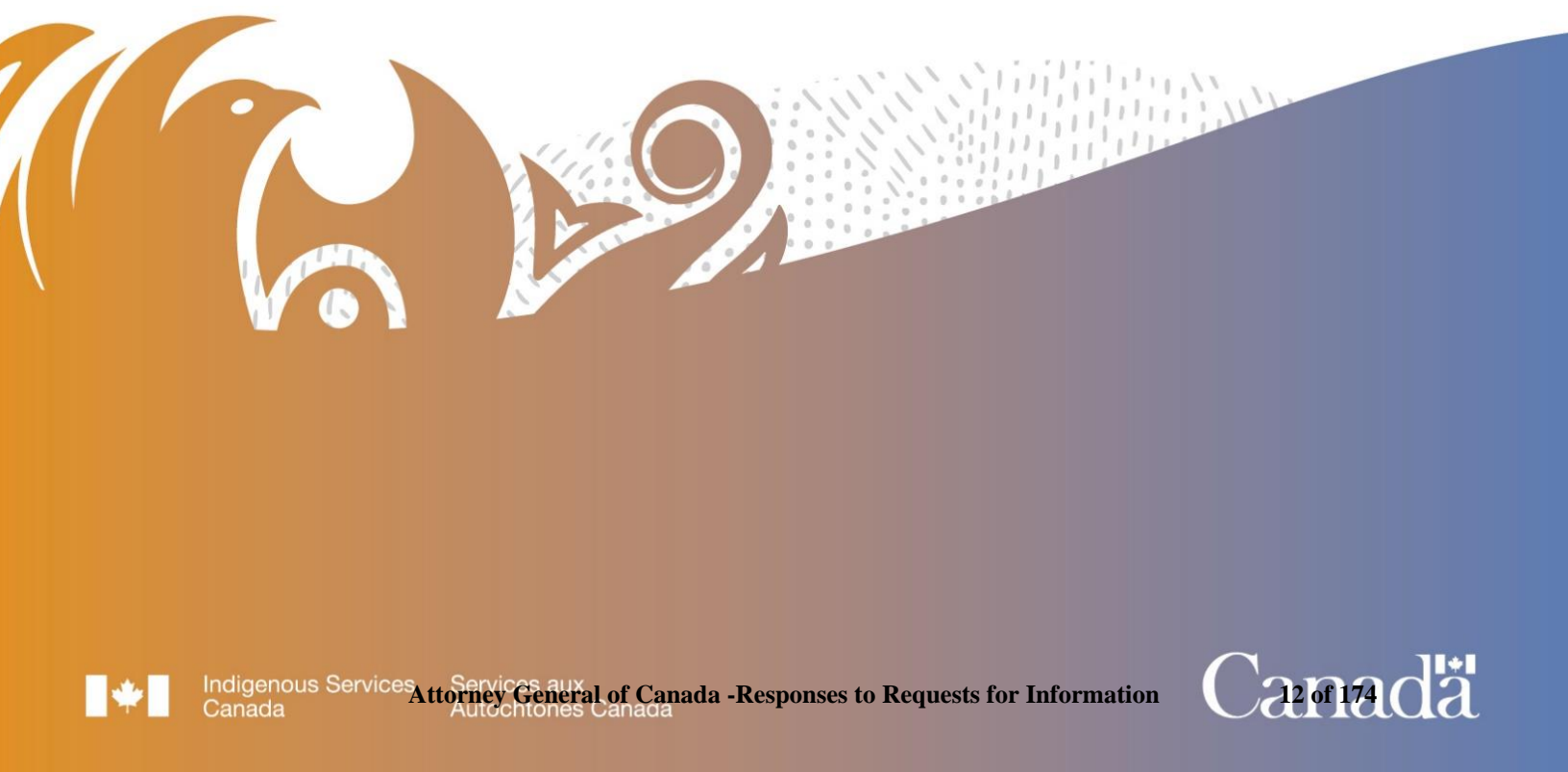
Category*	Fiscal Year			
	2022-23		Q1-Q3 2023-24	
	Adjudicated Requests	Overturn Rate	Adjudicated Requests	Overturn Rate
Economic Supports	360	57%	219	49%
Education	130	62%	48	33%
Health Services	81	19%	35	69%
Infrastructure	167	54%	118	36%
Medical Equip. and Supplies	18	72%	#	40%
Medical Travel	54	59%	30	73%
Medications/Nutritional Supp.	#	0%	#	100%
Mental Wellness	47	60%	50	64%
Oral Health	137	78%	22	50%
Respite	21	76%	14	64%
Social	130	62%	58	36%
Travel	97	59%	49	37%
Vision Care	#	100%	0	-
<b>Total</b>	<b>1,245</b>	<b>58%</b>	<b>649</b>	<b>47%</b>

\*Excludes requests with unknown category

1) Excludes requests for Inuit children; 2) Excludes requests with incomplete/invalid information; 3) Item submitted date is considered as the initial contact date for appealed requests in GCCase; 4) Adjudicated requests were assigned based on final decision date and date of sign off; 5) Requests marked re-review, withdrawn, or suspended are excluded from analysis; 6) Requests are considered adjudicated once they have been "signed off" by the Chief Medical Officer of Health as "approved", "denied" or "partial approval"; 7) Requests collected through Appeals tracker, Jordan's Principle Appeals Secretariat, Indigenous Services Canada (received June, 2023), and GCCase, and may not align with other analysis.

# APPENDIX B

# Status of Jordan's Principle Operational Backlogs



Report Updated Date: April 4, 2024

Report Updated: April 8, 2024

Data Sources: Jordan's Principle Case Management System

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## **Scope**

This report presents data on the status of the three operational backlogs associated with the implementation of Jordan's Principle as of **March 27, 2024**.

## **Summary**

### ***Request Backlog***

- As of **March 27, 2024**, it is estimated that Jordan's Principle has between 40,000 and 82,000 backlogged requests

### ***Appeal Backlog***

- As of **March 27, 2024**, there are no requests in the appeal backlog when considering the 30-day service level standard.

### ***Payments Backlog***

- Data on the volume of backlogged payments not available at the time of compiling this report.
- In December 2023, ISC processed 43% of all invoices within the 15 business days.

## Definitions & Methodology

### **Overall Request Backlog**

**Definition:** The number of active requests (items) received by Jordan's Principle that do not have a decision, excluding dormant requests where one or more contact attempts have been made to the requestor for additional information.

**Methodology:** The overall request backlog is comprised of two parts – **Intake pending (A)** and **Requests in Progress (B)**. (See Table 1)

### **Intake Pending (A)**

**Definition:** *The number of requests (items) received by Jordan's Principle that have not yet been entered into the Jordan's Principle Case Management System (the CMS).*

**Methodology:** The number of emails received by Jordan's Principle that contain one or more requests that have not yet been entered into the CMS. Email is the primary medium in which new requests are received by Jordan's Principle, accounting for ~85% of all initial communication. Therefore, it has been used as a proxy indicator for the intake pending backlog. The email count is restricted to specified inbox folder(s) used by regions to sort and triage emails pending intake into the CMS to minimize the risk of including emails not directly associated with new requests like follow-ups, invoices, and general inquiries. (See Table 2)

### **Requests in Progress (B = B.1 + B.2)**

**Definition:** *The number of active requests (items) entered in the CMS that do not have a decision, excluding dormant requests where one or more contact attempts have been made to the requestor for additional information. This backlog is further split to differentiate between regional (B.1) and escalation (B.2) backlogs (See Table 3 and Table 4)*

**Methodology:**

**Upper-bound (B.1a):** The number of active requests in the CMS that 1) are not appeals 2) do not have a decision, and 3) are not dormant requests where one or more contact attempts have been made to the requestor.

**Lower-bound (B.1b):** The number of active requests in the CMS that 1) are not appeals 2) do not have a decision 3) are not dormant requests where one or more contact attempts have been made to the requestor, and 4) the request has been modified in the last 120 days (on or after November 29, 2023).

## Considerations

- The backlog volumes presented in this report are at the request level, not at the cases or requestor level. For example, it is possible that one requestor might have three cases, and each case might have three items requested. The backlog associated with this requestor would appear as 9 requests, not the 3 cases or 1 requestor.
- The definition of request backlog used for this report does not consider the compliance timelines or service standards. Thus, a proportion of the backlog may still meet the compliance service standards outline by the Canadian Human Rights Tribunal (CHRT).
- Due to the live nature of the Jordan's Principle Case Management System, backlogged requests are generally incomplete records, constantly evolving and are not readily available for reporting purposes. Therefore, as an alternative, an estimated range has been provided in accordance with the methodology outlined.
- The functionality enabling identification of dormant pending contact attempts was not implemented in the Jordan's Principle Case Management System until March 2021. Prior to this functionality, dormant requests would remain as pending or in progress and have not been updated since, and thus still appear in the backlog figures provided in this report.
- Routine updates to the Jordan's Principle Case Management System can impact the last modified date of all requests in the system. For example, the September 2023 system release included the introduction of a new data field which required an update to all requests. Thus, the criteria of requests being modified in the last 120 days when estimating the lower-bound of requests in progress has been informed by when these bulk modifications have occurred.
- Not all system users update the status of requests in the system when a contact attempt is made to the requestor. As a result, these dormant requests are included in the backlog figures provided in this report.

## Results

Table 1: Estimated Overall Request Backlog by Region as of **March 27, 2024**

Region	Lower Bound Estimate		Upper Bound Estimate	
	Volume (#) (A+B.1a+B.2)	Percent of all active items (%)	Volume (#) (A+B.1b+B.2)	Percent of all active items (%)
Alberta	4,385	8.3 %	8,279	15.6 %
Atlantic	1,873	3.5 %	4,805	9.0 %
British Columbia	4,511	11.2 %	5,340	13.3 %
Manitoba	8,443	9.1 %	16,353	17.7 %
Northern	5,271	11.1 %	11,820	25.0 %
Ontario	9,565	9.0 %	13,692	12.9 %
Quebec	156	0.5 %	638	2.0 %
Saskatchewan	9,575	12.6 %	24,133	31.7 %
<b>National</b>	<b>40,445</b>	<b>8.1 %</b>	<b>81,723</b>	<b>16.3 %</b>

Table 2: Estimated Intake Pending Backlog by Region as of **March 27, 2024**

Region	Intake Pending Backlog		Period of Surge Support
	Email Volume <u>Before</u> Surge Support (#)	Email Volume <u>After</u> Surge Support (#) (A)	
Alberta	*	*	April 2024
Atlantic	300	0	January 18 – January 24, 2024
British Columbia	1,677	0	February 28 – April 8, 2024
Manitoba	5,000	3,337	January 24 – March 5, 2024
Northern	*	*	June 2024
Ontario	1,600	0	April 15 – May 2024
Quebec	*	*	May 2024
Saskatchewan	*	*	June 2024
<b>National</b>	*	*	

\*Data on email volume is not available at the time of developing this report.



Table 3: Estimated Request in Progress Backlog by Region as of **March 27, 2024**

Region	Lower Bound Estimate		Upper Bound Estimate	
	Volume (#) (B.1a)	Percent of all active items (%)	Volume (#) (B.1b)	Percent of all active items (%)
Alberta	3,300	6.2 %	7,194	13.6 %
Atlantic	1,288	2.4 %	4,220	7.9 %
British Columbia	4,454	11.1 %	5,283	13.1 %
Manitoba	4,750	5.1 %	12,660	13.7 %
Northern	4,208	8.9 %	10,757	22.8 %
Ontario	6,819	6.4 %	10,946	10.3 %
Quebec	110	0.3 %	592	1.9 %
Saskatchewan	9,187	12.1 %	23,745	31.1 %
<b>National</b>	<b>34,116</b>	<b>6.8 %</b>	<b>75,397</b>	<b>15.1 %</b>

Table 4: Estimated Request in Progress Backlog by Region and Request Type as of **March 27, 2024**

Region	Lower Bound Estimate			Upper Bound Estimate		
	Individual Volume	Group Volume	Total Volume	Individual Volume	Group Volume	Total Volume
Alberta	2,490	810	3,300	6,174	1,020	7,194
Atlantic	1,254	34	1,288	3,970	250	4,220
British Columbia	4,306	148	4,454	5,125	158	5,283
Manitoba	4,470	280	4,750	12,276	384	12,660
Northern	4,200	8	4,208	10,694	63	10,757
Ontario	6,564	255	6,819	10,289	657	10,946
Quebec	95	15	110	532	60	592
Saskatchewan	9,074	113	9,187	23,315	430	23,745
<b>National</b>	<b>32,453</b>	<b>1,663</b>	<b>34,116</b>	<b>72,376</b>	<b>3,029</b>	<b>75,397</b>

Table 5: Estimated Requests in Progress Backlog at Escalations as of **March 27, 2024**

<b>Region</b>	<b>As of March 25, 2024 (B.2)</b>	<b>Percent of all active items (%)</b>
Alberta	1,085	2.0 %
Atlantic	585	1.1 %
British Columbia	57	0.1 %
Manitoba	356	0.4 %
Northern	1,063	2.2 %
Ontario	2,746	2.6 %
Quebec	46	0.1 %
Saskatchewan	388	0.5 %
<b>National</b>	<b>6,326</b>	<b>1.3 %</b>

# APPENDIX C

### Jordan's Principle November 2023 Monthly Report

Requests for services, products and supports under Jordan's Principle can be submitted for review, determination and funding in two ways: either through individual requests or group requests. An individual request may be submitted by a parent or authorized representative for a single child or children from the same family and the requests are managed by ISC. A group request may be submitted by a community service coordination organization, for example, for a group of children seeking services; these requests are managed by partners through contribution agreements. Partners are funded by ISC and provide an estimated number of children requiring products or services in the submission. Following the end of the funding cycle, partners report on the actual number of children served and products and services provided.

Table 1 is the summary of the reach of approved requests (products and services) for First Nations children by region from July 1, 2016 to November 30, 2023. From July 1, 2016 to November 30, 2023, the Government of Canada had a reach of 4,201,340 products and services for First Nations children. Between April 1 and November 30, 2023, 1,502,063 approved products and services reached First Nations children. This is a 65% increase compared to the same period in Fiscal Year 2022-2023 (April 1, 2022 to November 30, 2022) and represents approximately 118% of all approved products and services for Fiscal Year 2022-2023. Of the total number of products and services approved, 120,277 products and services were through individual requests and 1,381,786 were through group requests.

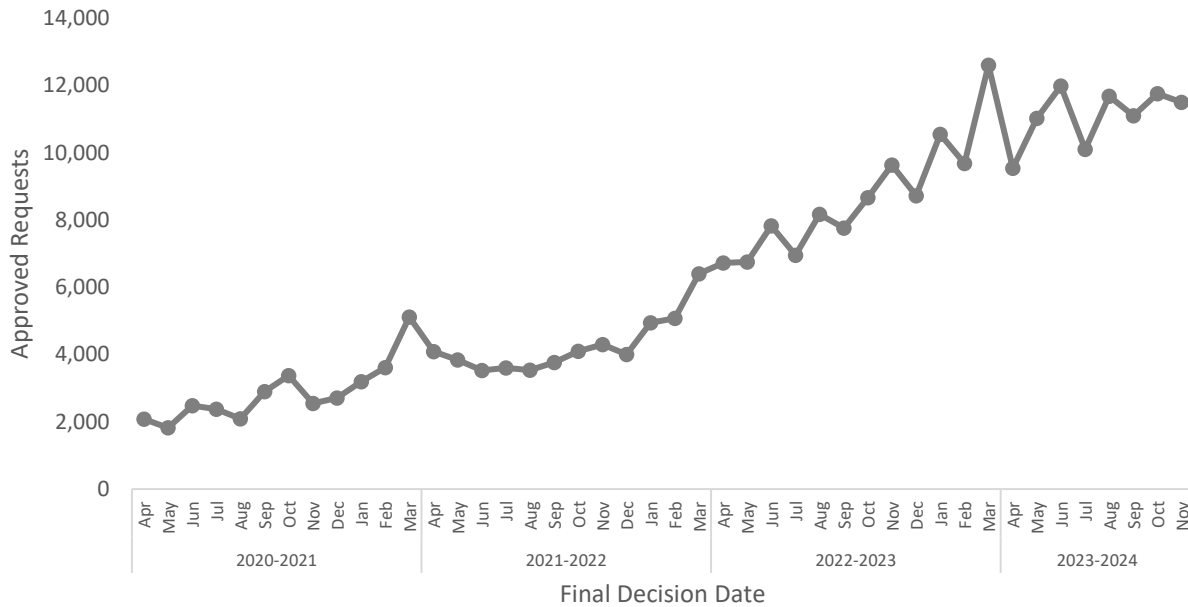
**Table 1:** Total Reach (Approved Products and Services) of Individual and Group requests through Jordan's Principle, July 1, 2016 – November 30, 2023

Region	Fiscal Year								Total (July 1, 2016 – November 30, 2023)
	2016-17 to 2018-19	2019-20	2020-21	2021-22	2022-23	2023-24 (April 1 – November 30, 2023)			
						Individual	Group	Total	
AB	12,616	24,483	32,159	25,460	87,214	12,671	133,471	146,142	328,074
AR	11,182	12,745	9,975	12,738	67,075	13,410	22,508	35,918	149,633
BC	7,137	3,568	3,102	4,550	12,339	13,321	5,475	18,796	49,492
MB	46,153	198,818	73,823	69,453	134,550	21,296	81,290	102,586	625,383
NR	4,828	11,867	30,037	16,089	44,870	4,572	41,850	46,422	154,113
ON	94,881	44,420	53,470	280,021	715,305	29,218	917,870	947,088	2,135,185
QC	18,256	29,125	60,568	57,291	73,840	7,972	43,812	51,784	290,864
SK	27,110	25,052	76,520	47,640	138,947	17,817	135,510	153,327	468,596
<b>Total</b>	<b>222,163</b>	<b>350,078</b>	<b>339,654</b>	<b>513,242</b>	<b>1,274,140</b>	<b>120,277</b>	<b>1,381,786</b>	<b>1,502,063</b>	<b>4,201,340</b>

Notes: 1) The reach of a request is calculated based on the number of individuals the request is intended to serve. Where submissions contain multiple requests for a set number of individuals, the reach is calculated by multiplying the number of requests by the number of individuals. For example, a submission containing five requests for three children would be counted as a reach of 15 products and services; 2) The reach in Community managed requests is an estimate provided by partner organizations and communities; 3) The number of products and services requested by partner organizations and communities in 2022-2023, reported above, may include a continuation of products and services that were previously requested and approved in prior fiscal years for multiple years; 4) Limited to original adjudications. Appeals and re-reviews of past decisions are excluded; 5) Approved Inuit requests are not included in the report; 6) Community managed requests from Nunavut are not included for requests prior to fiscal year 2022-23; 7) Approved service coordination requests are not included in the report; 8) National Office (HQ) approvals are counted in the region where the request originated.

Figure 1 and table 2 represent the summary of approved requests for First Nations children by region from April 1, 2020 to November 30, 2023. From April 1, 2020 to November 30, 2023, the Government of Canada approved 278,213 requests for First Nations children. Between April 1 and November 30, 2023, 88,672 requests were approved for First Nations children. This is a 42% increase compared to the same period in Fiscal Year 2022-2023 (April 1, 2022 to November 30, 2022) and represents approximately 85% of all requests for Fiscal Year 2022-2023. Of the total number of requests approved, 81,855 were individual requests and 6,817 were group requests.

**Figure 1: Approved Requests through Jordan's Principle, April 1, 2020 – November 30, 2023**



Notes: 1) The number of approved requests is unavailable prior to fiscal year 2020-21; 2) The number of approved requests by partner organizations and communities in 2022-2023, reported above, may include a continuation of requests previously approved in prior fiscal years for multiple years; 3) Retrospective data validation activities have resulted in some individual requests in 2020-21 and 2021-22 being reclassified as group requests and vice-versa. These changes were made in a consistent manner across regions; 4) Limited to original adjudications. Appeals and re-reviews of past decisions are excluded; 5) Approved Inuit requests are not included in the report; 6) Community managed requests from Nunavut are not included for requests prior to fiscal year 2022-23; 7) Approved service coordination requests are not included in the report.

**Table 2: Approved Requests through Jordan's Principle, April 1, 2020 – November 30, 2023**

Region	Fiscal Year						Total (April 1, 2020 – November 30, 2023)
	2020-21	2021-22	2022-23	2023-24 (April 1 – November 30, 2023)			
				Individual	Group	Total	
AB	2,656	5,030	11,105	7,442	763	8,205	26,996
AR	4,538	5,772	10,826	10,997	739	11,736	32,872
BC	2,439	4,068	7,742	8,147	153	8,300	22,549
MB	7,199	12,712	24,369	16,123	347	16,470	60,750
NR	1,545	2,328	3,932	2,572	299	2,871	10,676
ON	6,003	8,651	22,949	19,717	2,895	22,612	60,215
QC	2,979	4,307	8,985	5,990	784	6,774	23,045
SK	6,951	8,324	14,131	10,867	837	11,704	41,110
<b>Total</b>	<b>34,310</b>	<b>51,192</b>	<b>104,039</b>	<b>81,855</b>	<b>6,817</b>	<b>88,672</b>	<b>278,213</b>

Notes: 1) The number of approved requests is unavailable prior to fiscal year 2020-21; 2) The number of approved requests by partner organizations and communities in 2022-2023, reported above, may include a continuation of requests previously approved in prior fiscal years for multiple years; 3) Retrospective data validation activities have resulted in some individual requests in 2020-21 and 2021-22 being reclassified as group requests and vice-versa. These changes were made in a consistent manner across regions; 4) Limited to original adjudications. Appeals and re-reviews of past decisions are excluded; 5) Approved Inuit requests are not included in the report; 6) Community managed requests from Nunavut are not included for requests prior to fiscal year 2022-23; 7) Approved service coordination requests are not included in the report; 8) National Office (HQ) approvals are counted in the region where the request originated.

Tables 3 and 4 summarize the expenditures and hard commitments for Operations and Maintenance (O&M) and Contributions for Jordan's Principle.

From April 1, 2017 to November 30, 2023, a total of \$4.51B was expended and committed under Jordan's Principle. Of this total, \$443.18M was expended and committed for O&M, and \$4.06B was expended and committed for Contributions.

Between April 1 and November 30, 2023, \$1.34B was expended and committed under Jordan's Principle. Of this total, \$140.40M was expended and committed for O&M, and \$1.20B was expended and committed for Contributions.

**Table 3:** Summary of Expenditures & Hard Commitments (in Millions) for O&M through Jordan's Principle for November 30, 2023

Region	Expenditures & Hard Commitments (\$ Millions) for O&M								
	Fiscal Year						2023-24 (April 1 – November 30, 2023)		
	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	Actuals	Commitments (Hard)	Total
AB	0.71	2.09	1.61	1.32	1.96	2.39	1.68	0.05	1.72
AR	1.27	0.86	1.97	3.03	5.43	6.04	3.21	5.88	9.09
BC	0.01	1.04	5.48	3.76	5.07	8.74	8.58	3.47	12.05
MB	0.17	1.19	3.87	7.21	17.85	45.27	39.18	6.05	45.23
NR	0.02	1.30	3.26	4.31	4.16	6.54	5.72	1.00	6.72
ON	1.28	7.86	14.63	20.40	25.45	28.61	34.91	5.15	40.06
QC	0.43	1.72	2.46	3.84	9.01	13.49	7.51	0.52	8.03
SK	0.43	1.95	3.77	4.70	5.84	8.90	11.82	5.67	17.49
HQ	0.01	0.00	0.01	0.00	-	0.05	-	-	-
<b>Total</b>	<b>4.33</b>	<b>18.03</b>	<b>37.06</b>	<b>48.57</b>	<b>74.77</b>	<b>120.03</b>	<b>112.61</b>	<b>27.79</b>	<b>140.40</b>

**Notes:** 1) Service coordination funding is included in expenditures and commitments; 2) Child First Initiative expenditures and hard commitments are disaggregated from Jordan's Principle expenditures and hard commitments; 3) Values within the table are rounded and may not add up to the total.

**Table 4:** Summary of Expenditures & Hard Commitments (in Millions) for Contributions through Jordan's Principle for November 30, 2023

Region	Expenditures & Hard Commitments (\$ Millions) for Contributions								
	Fiscal Year						2023-24 (April 1 – November 30, 2023)		
	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	Actuals	Commitments (Hard)	Total
AB	11.61	38.86	83.00	48.83	38.83	73.04	88.08	33.69	121.77
AR	6.62	29.42	38.46	30.49	31.48	56.57	43.16	1.77	44.93
BC	1.63	27.28	2.20	2.42	4.51	11.52	15.46	4.31	19.77
MB	57.66	77.12	120.77	126.31	127.82	189.09	219.28	104.89	324.16
NR	0.22	7.86	18.52	34.52	49.79	58.41	64.44	23.05	87.49
ON	58.51	126.64	162.12	167.02	194.17	316.58	291.14	117.46	408.60
QC	2.83	15.15	22.43	29.64	29.25	54.10	47.48	9.66	57.15
SK	9.26	40.97	52.61	49.67	55.99	65.71	118.24	13.30	131.54
HQ	2.16	3.12	2.96	1.84	0.44	-	0.92	-	0.92
<b>TOTAL</b>	<b>150.51</b>	<b>366.41</b>	<b>503.08</b>	<b>490.74</b>	<b>532.28</b>	<b>825.03</b>	<b>888.21</b>	<b>308.12</b>	<b>1,196.33</b>

**Notes:** 1) Service coordination funding is included in expenditures and commitments; 2) Child First Initiative expenditures and hard commitments are disaggregated from Jordan's Principle expenditures and hard commitments; 3) Values within the table are rounded and may not add up to the total.

**Jordan's Principle December 2023 Monthly Report**

Requests for products, services, and supports under Jordan's Principle can be submitted for review, determination and funding in two ways: either through individual requests or group requests. An individual request may be submitted by a parent or authorized representative for a single child or children from the same family and the requests are managed by ISC. A group request may be submitted by a community service coordination organization, for example, for a group of children seeking services; these requests are managed by partners through contribution agreements. Partners are funded by ISC and provide an estimated number of children requiring products, services, and supports in the submission. Following the end of the funding cycle, partners report on the actual number of children served and products, services, and supports provided.

Table 1 is the summary of approved products, services, and supports for First Nations children by region from July 1, 2016 to December 31, 2023. From July 1, 2016 to December 31, 2023, the Government of Canada approved 4,293,064 products, services, and supports for First Nations children. Between April 1 and December 31, 2023, 1,593,787 products, services, and supports were approved for First Nations children. This is a 59% increase compared to the same period in Fiscal Year 2022-2023 (April 1, 2022 to December 31, 2022) and represents approximately 125% of all approved products, services, and supports for Fiscal Year 2022-2023. Of the total number of products, services, and supports approved, 137,746 products, services, and supports were through individual requests and 1,456,041 were through group requests.

**Table 1:** Total Approved Products, Services, and Supports of Individual and Group requests through Jordan's Principle, July 1, 2016 – December 31, 2023

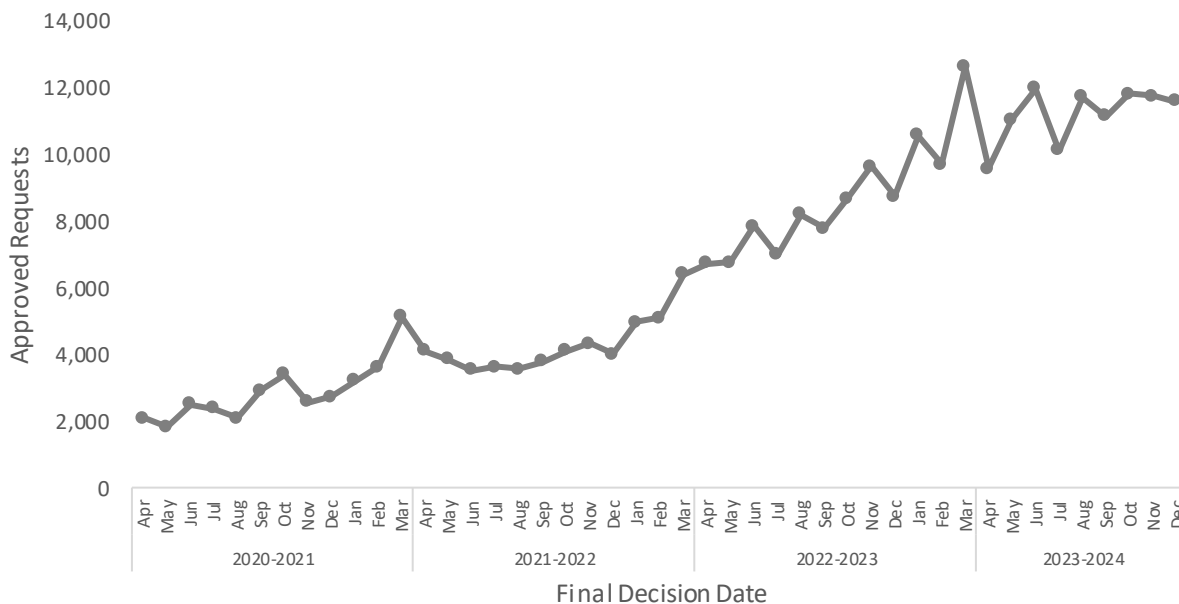
Region	Fiscal Year								Total (July 1, 2016 – December 31, 2023)
	2016-17 to 2018-19	2019-20	2020-21	2021-22	2022-23	2023-24 (April 1 – December 31, 2023)			
						Individual	Group	Total	
AB	12,616	24,483	32,159	25,460	87,214	14,655	135,608	150,263	332,195
AR	11,182	12,745	9,975	12,738	67,075	15,327	30,655	45,982	159,697
BC	7,137	3,568	3,102	4,550	12,339	14,946	6,002	20,948	51,644
MB	46,153	198,818	73,823	69,453	134,550	24,692	105,350	130,042	652,839
NR	4,828	11,867	30,037	16,089	44,870	5,136	48,223	53,359	161,050
ON	94,881	44,420	53,470	280,021	715,305	33,912	937,429	971,341	2,159,438
QC	18,256	29,125	60,568	57,291	73,840	9,301	47,805	57,106	296,186
SK	27,110	25,052	76,520	47,640	138,947	19,777	144,969	164,746	480,015
<b>Total</b>	<b>222,163</b>	<b>350,078</b>	<b>339,654</b>	<b>513,242</b>	<b>1,274,140</b>	<b>137,746</b>	<b>1,456,041</b>	<b>1,593,787</b>	<b>4,293,064</b>

Notes: 1) The products, services, and supports of a request is calculated based on the number of individuals the request is intended to serve. Where submissions contain multiple requests for a set number of individuals, products, services, and supports are calculated by multiplying the number of requests by the number of individuals. For example, a submission containing five requests for three children would be counted as 15 products, services, and supports; 2) The products, services, and supports in Community managed requests is an estimate provided by partner organizations and communities; 3) The number of products, services, and supports requested by partner organizations and communities in 2022-2023, reported above, may include a continuation of products, services, and supports that were previously requested and approved in prior fiscal years for multiple years; 4) Limited to original adjudications. Appeals and re-reviews of past decisions are excluded; 5) Approved Inuit requests are not included in the report; 6) Community managed requests from Nunavut are not included for requests prior to fiscal year 2022-23; 7) Approved service coordination requests are not included in the report; 8) National Office (HQ) approvals are counted in the region where the request originated.



Figure 1 and table 2 represent the summary of approved requests for First Nations children by region from April 1, 2020 to December 31, 2023. From April 1, 2020 to December 31, 2023, the Government of Canada approved 290,061 requests for First Nations children. Between April 1 and December 31, 2023, 100,520 requests were approved for First Nations children. This is a 41% increase compared to the same period in Fiscal Year 2022-2023 (April 1, 2022 to December 31, 2022) and represents approximately 97% of all requests for Fiscal Year 2022-2023. Of the total number of requests approved, 93,134 were individual requests and 7,386 were group requests.

**Figure 1:** Approved Requests through Jordan's Principle, April 1, 2020 – December 31, 2023



Notes: 1) The number of approved requests is unavailable prior to fiscal year 2020-21; 2) The number of approved requests by partner organizations and communities in 2022-2023, reported above, may include a continuation of requests previously approved in prior fiscal years for multiple years; 3) Retrospective data validation activities have resulted in some individual requests in 2020-21 and 2021-22 being reclassified as group requests and vice-versa. These changes were made in a consistent manner across regions; 4) Limited to original adjudications. Appeals and re-reviews of past decisions are excluded; 5) Approved Inuit requests are not included in the report; 6) Community managed requests from Nunavut are not included for requests prior to fiscal year 2022-23; 7) Approved service coordination requests are not included in the report.

**Table 2:** Approved Requests through Jordan's Principle, April 1, 2020 – December 31, 2023

Region	Fiscal Year						Total (April 1, 2020 – December 31, 2023)
	2020-21	2021-22	2022-23	2023-24 (April 1 – December 31, 2023)			
				Individual	Group	Total	
AB	2,656	5,030	11,105	8,496	808	9,304	28,095
AR	4,538	5,772	10,826	12,565	850	13,415	34,551
BC	2,439	4,068	7,742	9,106	160	9,266	23,515
MB	7,199	12,712	24,369	18,600	415	19,015	63,295
NR	1,545	2,328	3,932	2,879	314	3,193	10,998
ON	6,003	8,651	22,949	22,543	3,107	25,650	63,253
QC	2,979	4,307	8,985	6,956	836	7,792	24,063
SK	6,951	8,324	14,131	11,989	896	12,885	42,291
<b>Total</b>	<b>34,310</b>	<b>51,192</b>	<b>104,039</b>	<b>93,134</b>	<b>7,386</b>	<b>100,520</b>	<b>290,061</b>

Notes: 1) The number of approved requests is unavailable prior to fiscal year 2020-21; 2) The number of approved requests by partner organizations and communities in 2022-2023, reported above, may include a continuation of requests previously approved in prior fiscal years for multiple years; 3) Retrospective data validation activities have resulted in some individual requests in 2020-21 and 2021-22 being reclassified as group requests and vice-versa. These changes were made in a consistent manner across regions; 4) Limited to original adjudications. Appeals and re-reviews of past decisions are excluded; 5) Approved Inuit requests are not included in the report; 6) Community managed requests from Nunavut are not included for requests prior to fiscal year 2022-23; 7) Approved service coordination requests are not included in the report; 8) National Office (HQ) approvals are counted in the region where the request originated.

Tables 3 and 4 summarize the expenditures and hard commitments for Operations and Maintenance (O&M) and Contributions for Jordan's Principle.

From April 1, 2017 to December 31, 2023, a total of \$4.61B was expended and committed under Jordan's Principle. Of this total, \$454.48M was expended and committed for O&M, and \$4.15B was expended and committed for Contributions.

Between April 1 and December 31, 2023, \$1.43B was expended and committed under Jordan's Principle. Of this total, \$151.70M was expended and committed for O&M, and \$1.28B was expended and committed for Contributions.

**Table 3:** Summary of Expenditures & Hard Commitments (in Millions) for O&M through Jordan's Principle for December 31, 2023

Region	Expenditures & Hard Commitments (\$ Millions) for O&M								
	Fiscal Year						2023-24 (April 1 – December 31, 2023)		
	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	Actuals	Commitments (Hard)	Total
AB	0.71	2.09	1.61	1.32	1.96	2.39	1.79	0.03	1.82
AR	1.27	0.86	1.97	3.03	5.43	6.04	3.64	5.43	9.07
BC	0.01	1.04	5.48	3.76	5.07	8.74	10.01	2.05	12.06
MB	0.17	1.19	3.87	7.21	17.85	45.27	47.34	2.60	49.94
NR	0.02	1.30	3.26	4.31	4.16	6.54	6.85	0.53	7.37
ON	1.28	7.86	14.63	20.40	25.45	28.61	40.84	2.52	43.36
QC	0.43	1.72	2.46	3.84	9.01	13.49	7.96	0.57	8.53
SK	0.43	1.95	3.77	4.70	5.84	8.90	13.05	6.51	19.56
HQ	0.01	0.00	0.01	0.00	-	0.05	-	-	-
<b>Total</b>	<b>4.33</b>	<b>18.03</b>	<b>37.06</b>	<b>48.57</b>	<b>74.77</b>	<b>120.03</b>	<b>131.46</b>	<b>20.24</b>	<b>151.70</b>

Notes: 1) Service coordination funding is included in expenditures and commitments; 2) Child First Initiative expenditures and hard commitments are disaggregated from Jordan's Principle expenditures and hard commitments; 3) Values within the table are rounded and may not add up to the total.

**Table 4:** Summary of Expenditures & Hard Commitments (in Millions) for Contributions through Jordan's Principle for December 31, 2023

Region	Expenditures & Hard Commitments (\$ Millions) for Contributions								
	Fiscal Year						2023-24 (April 1 – December 31, 2023)		
	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	Actuals	Commitments (Hard)	Total
AB	11.61	38.86	83.00	48.83	38.83	73.04	93.38	31.49	124.86
AR	6.62	29.42	38.46	30.49	31.48	56.57	49.82	6.99	56.81
BC	1.63	27.28	2.20	2.42	4.51	11.52	16.09	4.66	20.75
MB	57.66	77.12	120.77	126.31	127.82	189.09	304.85	57.35	362.20
NR	0.22	7.86	18.52	34.52	49.79	58.41	67.17	23.33	90.49
ON	58.51	126.64	162.12	167.02	194.17	316.58	301.92	121.04	422.96
QC	2.83	15.15	22.43	29.64	29.25	54.10	48.70	15.56	64.26
SK	9.26	40.97	52.61	49.67	55.99	65.71	138.09	1.66	139.74
HQ	2.16	3.12	2.96	1.84	0.44	-	0.92	-	0.92
<b>TOTAL</b>	<b>150.51</b>	<b>366.41</b>	<b>503.08</b>	<b>490.74</b>	<b>532.28</b>	<b>825.03</b>	<b>1,020.92</b>	<b>262.07</b>	<b>1,283.00</b>

Notes: 1) Service coordination funding is included in expenditures and commitments; 2) Child First Initiative expenditures and hard commitments are disaggregated from Jordan's Principle expenditures and hard commitments; 3) Values within the table are rounded and may not add up to the total.

**Jordan's Principle January 2023 Monthly Report**

Requests for products, services, and supports under Jordan's Principle can be submitted for review, determination and funding in two ways: either through individual requests or group requests. An individual request may be submitted by a parent or authorized representative for a single child or children from the same family and the requests are managed by ISC. A group request may be submitted by a community service coordination organization, for example, for a group of children seeking services; these requests are managed by partners through contribution agreements. Partners are funded by ISC and provide an estimated number of children requiring products, services, and supports in the submission. Following the end of the funding cycle, partners report on the actual number of children served and products, services, and supports provided.

Table 1 is the summary of the reach of approved products, services, and supports for First Nations children by region from July 1, 2016 to January 31, 2024. From July 1, 2016 to January 31, 2024, the Government of Canada approved 4,488,917 products, services, and supports for First Nations children. Between April 1, 2023 and January 31, 2024, 1,789,640 products, services, and supports were approved for First Nations children. This is a 62% increase compared to the same period in Fiscal Year 2022-2023 (April 1, 2022 to January 31, 2023) and represents approximately 140% of all approved products, services, and supports for Fiscal Year 2022-2023. Of the total number of products, services, and supports approved, 159,319 products, services, and supports were through individual requests and 1,630,321 were through group requests.

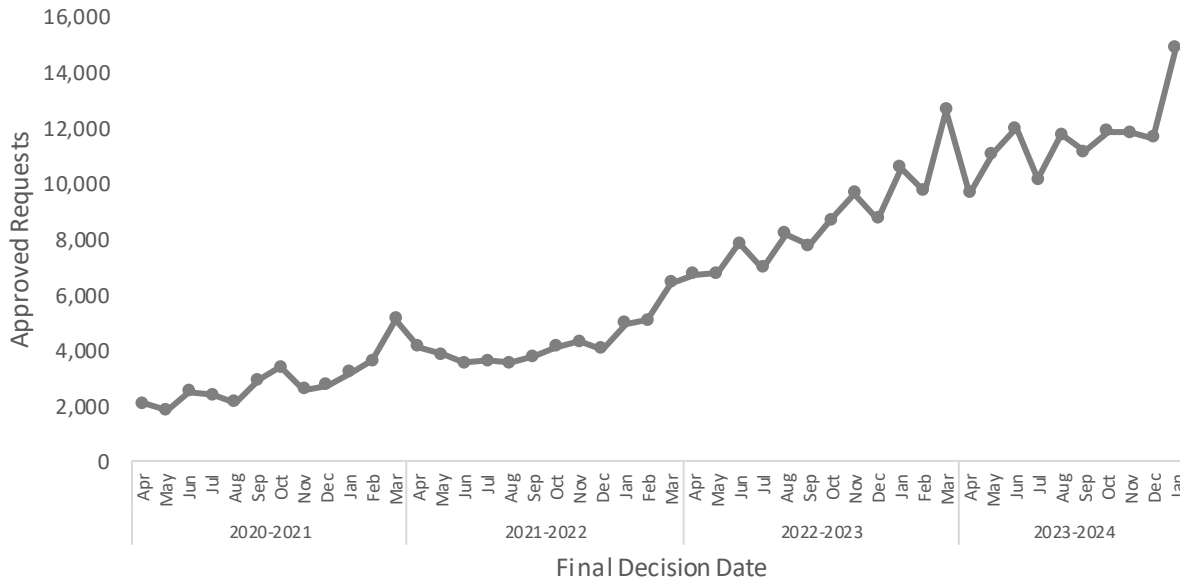
**Table 1:** Total Approved Products, Services, and Supports of Individual and Group requests through Jordan's Principle, July 1, 2016 – January 31, 2024

Region	Fiscal Year								Total (July 1, 2016 – January 31, 2024)
	2016-17 to 2018-19	2019-20	2020-21	2021-22	2022-23	2023-24 (April 1 – January 31, 2024)			
						Individual	Group	Total	
AB	12,616	24,483	32,159	25,460	87,214	17,274	139,136	156,410	338,342
AR	11,182	12,745	9,975	12,738	67,075	17,893	31,857	49,750	163,465
BC	7,137	3,568	3,102	4,550	12,339	16,804	8,556	25,360	56,056
MB	46,153	198,818	73,823	69,453	134,550	29,288	164,517	193,805	716,602
NR	4,828	11,867	30,037	16,089	44,870	5,828	52,457	58,285	165,976
ON	94,881	44,420	53,470	280,021	715,305	39,643	1,031,198	1,070,841	2,258,938
QC	18,256	29,125	60,568	57,291	73,840	10,228	50,815	61,043	300,123
SK	27,110	25,052	76,520	47,640	138,947	22,361	151,785	174,146	489,415
<b>Total</b>	<b>222,163</b>	<b>350,078</b>	<b>339,654</b>	<b>513,242</b>	<b>1,274,140</b>	<b>159,319</b>	<b>1,630,321</b>	<b>1,789,640</b>	<b>4,488,917</b>

Notes: 1) The products, services, and supports of a request is calculated based on the number of individuals the request is intended to serve. Where submissions contain multiple requests for a set number of individuals, products, services, and supports are calculated by multiplying the number of requests by the number of individuals. For example, a submission containing five requests for three children would be counted as 15 products, services, and supports; 2) The products, services, and supports in Community managed requests is an estimate provided by partner organizations and communities; 3) The number of products, services, and supports requested by partner organizations and communities in 2022-2023, reported above, may include a continuation of products, services, and supports that were previously requested and approved in prior fiscal years for multiple years; 4) Limited to original adjudications. Appeals and re-reviews of past decisions are excluded; 5) Approved Inuit requests are not included in the report; 6) Community managed requests from Nunavut are not included for requests prior to fiscal year 2022-23; 7) Approved service coordination requests are not included in the report; 8) National Office (HQ) approvals are counted in the region where the request originated.

Figure 1 and table 2 represent the summary of approved requests for First Nations children by region from April 1, 2020 to January 31, 2024. From April 1, 2020 to January 31, 2024, the Government of Canada approved 305,235 requests for First Nations children. Between April 1, 2023 and January 31, 2024, 115,694 requests were approved for First Nations children. This is a 42% increase compared to the same period in Fiscal Year 2022-2023 (April 1, 2022 to January 31, 2023) and represents approximately 111% of all requests for Fiscal Year 2022-2023. Of the total number of requests approved, 107,350 were individual requests and 8,344 were group requests.

**Figure 1:** Approved Requests through Jordan's Principle, April 1, 2020 – January 31, 2024



Notes: 1) The number of approved requests is unavailable prior to fiscal year 2020-21; 2) The number of approved requests by partner organizations and communities in 2022-2023, reported above, may include a continuation of requests previously approved in prior fiscal years for multiple years; 3) Retrospective data validation activities have resulted in some individual requests in 2020-21 and 2021-22 being reclassified as group requests and vice-versa. These changes were made in a consistent manner across regions; 4) Limited to original adjudications. Appeals and re-reviews of past decisions are excluded; 5) Approved Inuit requests are not included in the report; 6) Community managed requests from Nunavut are not included for requests prior to fiscal year 2022-23; 7) Approved service coordination requests are not included in the report.

**Table 2:** Approved Requests through Jordan's Principle, April 1, 2020 – January 31, 2024

Region	Fiscal Year						Total (April 1, 2020 – January 31, 2024)
	2020-21	2021-22	2022-23	2023-24 (April 1 – January 31, 2024)			
				Individual	Group	Total	
AB	2,656	5,030	11,105	9,950	829	10,779	29,570
AR	4,538	5,772	10,826	14,573	884	15,457	36,593
BC	2,439	4,068	7,742	10,271	202	10,473	24,722
MB	7,199	12,712	24,369	22,137	623	22,760	67,040
NR	1,545	2,328	3,932	3,207	346	3,553	11,358
ON	6,003	8,651	22,949	26,156	3,555	29,711	67,314
QC	2,979	4,307	8,985	7,624	917	8,541	24,812
SK	6,951	8,324	14,131	13,432	988	14,420	43,826
<b>Total</b>	<b>34,310</b>	<b>51,192</b>	<b>104,039</b>	<b>107,350</b>	<b>8,344</b>	<b>115,694</b>	<b>305,235</b>

Notes: 1) The number of approved requests is unavailable prior to fiscal year 2020-21; 2) The number of approved requests by partner organizations and communities in 2022-2023, reported above, may include a continuation of requests previously approved in prior fiscal years for multiple years; 3) Retrospective data validation activities have resulted in some individual requests in 2020-21 and 2021-22 being reclassified as group requests and vice-versa. These changes were made in a consistent manner across regions; 4) Limited to original adjudications. Appeals and re-reviews of past decisions are excluded; 5) Approved Inuit requests are not included in the report; 6) Community managed requests from Nunavut are not included for requests prior to fiscal year 2022-23; 7) Approved service coordination requests are not included in the report; 8) National Office (HQ) approvals are counted in the region where the request originated.

Tables 3 and 4 summarize the expenditures and hard commitments for Operations and Maintenance (O&M) and Contributions for Jordan’s Principle.

From April 1, 2017 to January 31, 2024, a total of \$4.63B was expended and committed under Jordan’s Principle. Of this total, \$461.94M was expended and committed for O&M, and \$4.17B was expended and committed for Contributions.

Between April 1, 2023 and January 31, 2024 \$1.46B was expended and committed under Jordan's Principle. Of this total, \$159.16M was expended and committed for O&M, and \$1.30B was expended and committed for Contributions.

**Table 3:** Summary of Expenditures & Hard Commitments (in Millions) for O&M through Jordan's Principle for January 31, 2024

Region	Expenditures & Hard Commitments (\$ Millions) for O&M								
	Fiscal Year						2023-24 (April 1 – January 31, 2024)		
	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	Actuals	Commitments (Hard)	Total
AB	0.71	2.09	1.61	1.32	1.96	2.39	1.82	-	1.82
AR	1.27	0.86	1.97	3.03	5.43	6.04	4.08	0.52	4.59
BC	0.01	1.04	5.48	3.76	5.07	8.74	11.23	2.05	13.27
MB	0.17	1.19	3.87	7.21	17.85	45.27	52.49	0.00	52.49
NR	0.02	1.30	3.26	4.31	4.16	6.54	7.58	0.41	7.98
ON	1.28	7.86	14.63	20.40	25.45	28.61	49.04	0.01	49.05
QC	0.43	1.72	2.46	3.84	9.01	13.49	8.60	0.41	9.01
SK	0.43	1.95	3.77	4.70	5.84	8.90	14.79	6.15	20.93
HQ	0.01	0.00	0.01	0.00	-	0.05	-	-	-
<b>Total</b>	<b>4.33</b>	<b>18.03</b>	<b>37.06</b>	<b>48.57</b>	<b>74.77</b>	<b>120.03</b>	<b>149.62</b>	<b>9.54</b>	<b>159.16</b>

Notes: 1) Service coordination funding is included in expenditures and commitments; 2) Child First Initiative expenditures and hard commitments are disaggregated from Jordan's Principle expenditures and hard commitments; 3) Values within the table are rounded and may not add up to the total.

**Table 4:** Summary of Expenditures & Hard Commitments (in Millions) for Contributions through Jordan's Principle for January 31, 2024

Region	Expenditures & Hard Commitments (\$ Millions) for Contributions								
	Fiscal Year						2023-24 (April 1 – January 31, 2024)		
	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	Actuals	Commitments (Hard)	Total
AB	11.61	38.86	83.00	48.83	38.83	73.04	103.05	13.50	116.56
AR	6.62	29.42	38.46	30.49	31.48	56.57	56.23	1.59	57.82
BC	1.63	27.28	2.20	2.42	4.51	11.52	17.65	1.95	19.61
MB	57.66	77.12	120.77	126.31	127.82	189.09	350.19	9.21	359.39
NR	0.22	7.86	18.52	34.52	49.79	58.41	88.50	2.98	91.48
ON	58.51	126.64	162.12	167.02	194.17	316.58	430.23	21.30	451.54
QC	2.83	15.15	22.43	29.64	29.25	54.10	53.40	6.51	59.91
SK	9.26	40.97	52.61	49.67	55.99	65.71	145.12	1.91	147.03
HQ	2.16	3.12	2.96	1.84	0.44	-	0.92	-	0.92
<b>TOTAL</b>	<b>150.51</b>	<b>366.41</b>	<b>503.08</b>	<b>490.74</b>	<b>532.28</b>	<b>825.03</b>	<b>1,245.29</b>	<b>58.98</b>	<b>1,304.27</b>

Notes: 1) Service coordination funding is included in expenditures and commitments; 2) Child First Initiative expenditures and hard commitments are disaggregated from Jordan's Principle expenditures and hard commitments; 3) Values within the table are rounded and may not add up to the total.

### Jordan's Principle February 2023 Monthly Report

Requests for products, services, and supports under Jordan's Principle can be submitted for review, determination and funding in two ways: either through individual requests or group requests. An individual request may be submitted by a parent or authorized representative for a single child or children from the same family and the requests are managed by ISC. A group request may be submitted by a community service coordination organization, for example, for a group of children seeking services; these requests are managed by partners through contribution agreements. Partners are funded by ISC and provide an estimated number of children requiring products, services, and supports in the submission. Following the end of the funding cycle, partners report on the actual number of children served and products, services, and supports provided.

Table 1 is the summary of the reach of approved products, services, and supports for First Nations children by region from July 1, 2016 to February 29, 2024. From July 1, 2016 to February 29, 2024, the Government of Canada approved 4,586,390 products, services, and supports for First Nations children. Between April 1, 2023 and February 29, 2024, 1,887,113 products, services, and supports were approved for First Nations children. This is a 59% increase compared to the same period in Fiscal Year 2022-2023 (April 1, 2022 to February 28, 2023) and represents approximately 148% of all approved products, services, and supports for Fiscal Year 2022-2023. Of the total number of products, services, and supports approved, 181,272 products, services, and supports were through individual requests and 1,705,841 were through group requests.

**Table 1:** Total Approved Products, Services, and Supports of Individual and Group requests through Jordan's Principle, July 1, 2016 – February 29, 2024

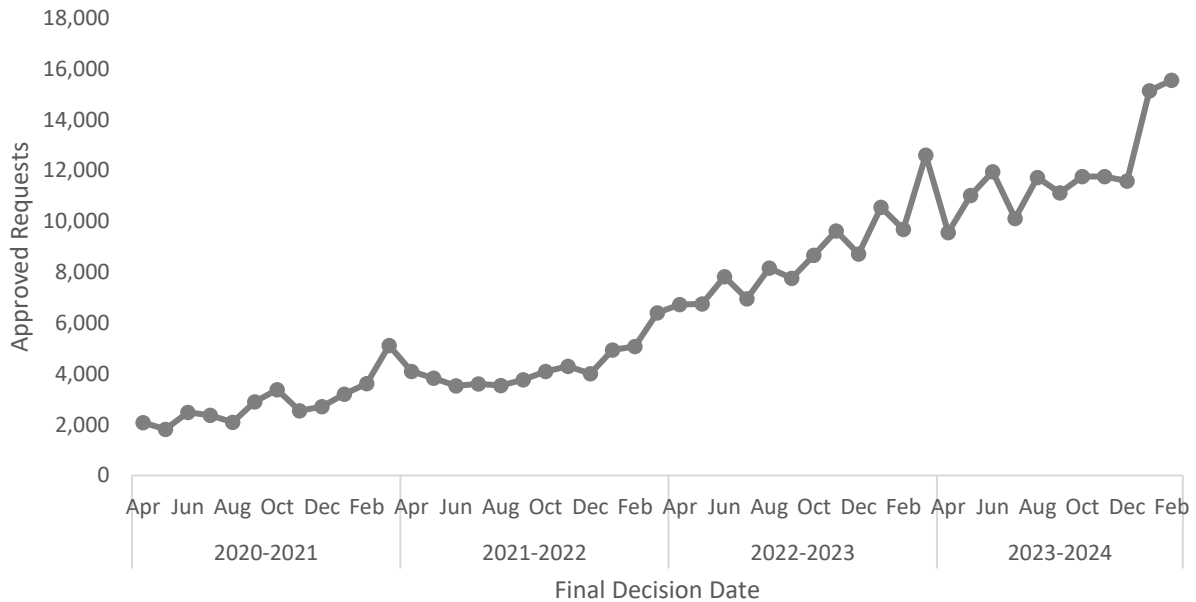
Region	Fiscal Year								Total (July 1, 2016 – February 29, 2024)
	2016-17 to 2018-19	2019-20	2020-21	2021-22	2022-23	2023-24 (April 1 – February 29, 2024)			
						Individual	Group	Total	
AB	12,616	24,483	32,159	25,460	87,214	20,345	146,100	166,445	348,377
AR	11,182	12,745	9,975	12,738	67,075	20,477	33,287	53,764	167,479
BC	7,137	3,568	3,102	4,550	12,339	18,663	10,532	29,195	59,891
MB	46,153	198,818	73,823	69,453	134,550	34,484	118,087	152,571	675,368
NR	4,828	11,867	30,037	16,089	44,870	6,542	55,027	61,569	169,260
ON	94,881	44,420	53,470	280,021	715,305	44,292	1,101,474	1,145,766	2,333,863
QC	18,256	29,125	60,568	57,291	73,840	11,677	54,152	65,829	304,909
SK	27,110	25,052	76,520	47,640	138,947	24,792	187,182	211,974	527,243
<b>Total</b>	<b>222,163</b>	<b>350,078</b>	<b>339,654</b>	<b>513,242</b>	<b>1,274,140</b>	<b>181,272</b>	<b>1,705,841</b>	<b>1,887,113</b>	<b>4,586,390</b>

Notes: 1) The products, services, and supports of a request is calculated based on the number of individuals the request is intended to serve. Where submissions contain multiple requests for a set number of individuals, products, services, and supports are calculated by multiplying the number of requests by the number of individuals. For example, a submission containing five requests for three children would be counted as 15 products, services, and supports; 2) The products, services, and supports in Community managed requests is an estimate provided by partner organizations and communities; 3) The number of products, services, and supports requested by partner organizations and communities in 2022-2023, reported above, may include a continuation of products, services, and supports that were previously requested and approved in prior fiscal years for multiple years; 4) Limited to original adjudications. Appeals and re-reviews of past decisions are excluded; 5) Approved Inuit requests are not included in the report; 6) Community managed requests from Nunavut are not included for requests prior to fiscal year 2022-23; 7) Approved service coordination requests are not included in the report; 8) National Office (HQ) approvals are counted in the region where the request originated.



Figure 1 and table 2 represent the summary of approved requests for First Nations children by region from April 1, 2020 to February 29, 2024. From April 1, 2020 to February 29, 2024, the Government of Canada approved 320,872 requests for First Nations children. Between April 1, 2023 and February 29, 2024, 131,331 requests were approved for First Nations children. This is a 44% increase compared to the same period in Fiscal Year 2022-2023 (April 1, 2022 to February 28, 2023) and represents approximately 126% of all requests for Fiscal Year 2022-2023. Of the total number of requests approved, 122,264 were individual requests and 9,067 were group requests.

**Figure 1: Approved Requests through Jordan's Principle, April 1, 2020 – February 29, 2024**



Notes: 1) The number of approved requests is unavailable prior to fiscal year 2020-21; 2) The number of approved requests by partner organizations and communities in 2022-2023, reported above, may include a continuation of requests previously approved in prior fiscal years for multiple years; 3) Retrospective data validation activities have resulted in some individual requests in 2020-21 and 2021-22 being reclassified as group requests and vice-versa. These changes were made in a consistent manner across regions; 4) Limited to original adjudications. Appeals and re-reviews of past decisions are excluded; 5) Approved Inuit requests are not included in the report; 6) Community managed requests from Nunavut are not included for requests prior to fiscal year 2022-23; 7) Approved service coordination requests are not included in the report.

**Table 2:** Approved Requests through Jordan's Principle, April 1, 2020 – February 29, 2024

Region	Fiscal Year						Total (April 1, 2020 – February 29, 2024)
	2020-21	2021-22	2022-23	2023-24 (April 1 – February 29, 2024)			
				Individual	Group	Total	
AB	2,656	5,030	11,105	11,871	971	12,842	31,633
AR	4,538	5,772	10,826	16,389	974	17,363	38,499
BC	2,439	4,068	7,742	11,464	248	11,712	25,961
MB	7,199	12,712	24,369	26,335	593	26,928	71,208
NR	1,545	2,328	3,932	3,586	361	3,947	11,752
ON	6,003	8,651	22,949	29,093	3,819	32,912	70,515
QC	2,979	4,307	8,985	8,625	1,007	9,632	25,903
SK	6,951	8,324	14,131	14,901	1,094	15,995	45,401
<b>Total</b>	<b>34,310</b>	<b>51,192</b>	<b>104,039</b>	<b>122,264</b>	<b>9,067</b>	<b>131,331</b>	<b>320,872</b>

Notes: 1) The number of approved requests is unavailable prior to fiscal year 2020-21; 2) The number of approved requests by partner organizations and communities in 2022-2023, reported above, may include a continuation of requests previously approved in prior fiscal years for multiple years; 3) Retrospective data validation activities have resulted in some individual requests in 2020-21 and 2021-22 being reclassified as group requests and vice-versa. These changes were made in a consistent manner across regions; 4) Limited to original adjudications. Appeals and re-reviews of past decisions are excluded; 5) Approved Inuit requests are not included in the report; 6) Community managed requests from Nunavut are not included for requests prior to fiscal year 2022-23; 7) Approved service coordination requests are not included in the report; 8) National Office (HQ) approvals are counted in the region where the request originated.

Tables 3 and 4 summarize the expenditures and hard commitments for Operations and Maintenance (O&M) and Contributions for Jordan's Principle.

From April 1, 2017 to February 29, 2024, a total of \$4.76B was expended and committed under Jordan's Principle. Of this total, \$485.93M was expended and committed for O&M, and \$4.27B was expended and committed for Contributions.

Between April 1, 2023 and February 29, 2024 \$1.59B was expended and committed under Jordan's Principle. Of this total, \$183.15M was expended and committed for O&M, and \$1.40B was expended and committed for Contributions.

**Table 3:** Summary of Expenditures & Hard Commitments (in Millions) for O&M through Jordan's Principle for February 29, 2024

Region	Expenditures & Hard Commitments (\$ Millions) for O&M								
	Fiscal Year						2023-24 (April 1 – February 29, 2024)		
	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	Actuals	Commitments (Hard)	Total
AB	0.71	2.09	1.61	1.32	1.96	2.39	2.43	-	<b>2.43</b>
AR	1.27	0.86	1.97	3.03	5.43	6.04	4.73	2.48	<b>7.21</b>
BC	0.01	1.04	5.48	3.76	5.07	8.74	12.19	2.17	<b>14.36</b>
MB	0.17	1.19	3.87	7.21	17.85	45.27	60.43	2.20	<b>62.63</b>
NR	0.02	1.30	3.26	4.31	4.16	6.54	8.76	0.23	<b>8.99</b>
ON	1.28	7.86	14.63	20.40	25.45	28.61	54.69	2.04	<b>56.72</b>
QC	0.43	1.72	2.46	3.84	9.01	13.49	8.99	0.10	<b>9.10</b>
SK	0.43	1.95	3.77	4.70	5.84	8.90	16.55	5.16	<b>21.71</b>
HQ	0.01	0.00	0.01	0.00	-	0.05	-	-	-
<b>Total</b>	<b>4.33</b>	<b>18.03</b>	<b>37.06</b>	<b>48.57</b>	<b>74.77</b>	<b>120.03</b>	<b>168.77</b>	<b>14.38</b>	<b>183.15</b>

**Notes:** 1) Service coordination funding is included in expenditures and commitments; 2) Child First Initiative expenditures and hard commitments are disaggregated from Jordan's Principle expenditures and hard commitments; 3) Values within the table are rounded and may not add up to the total.

**Table 4:** Summary of Expenditures & Hard Commitments (in Millions) for Contributions through Jordan's Principle for February 29, 2024

Region	Expenditures & Hard Commitments (\$ Millions) for Contributions								
	Fiscal Year						2023-24 (April 1 – February 29, 2024)		
	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	Actuals	Commitments (Hard)	Total
AB	11.61	38.86	83.00	48.83	38.83	73.04	132.51	11.37	<b>143.88</b>
AR	6.62	29.42	38.46	30.49	31.48	56.57	58.28	5.00	<b>63.28</b>
BC	1.63	27.28	2.20	2.42	4.51	11.52	19.88	3.03	<b>22.91</b>
MB	57.66	77.12	120.77	126.31	127.82	189.09	378.30	8.12	<b>386.42</b>
NR	0.22	7.86	18.52	34.52	49.79	58.41	90.34	2.46	<b>92.80</b>
ON	58.51	126.64	162.12	167.02	194.17	316.58	458.07	9.36	<b>467.44</b>
QC	2.83	15.15	22.43	29.64	29.25	54.10	64.60	5.37	<b>69.96</b>
SK	9.26	40.97	52.61	49.67	55.99	65.71	151.90	3.41	<b>155.31</b>
HQ	2.16	3.12	2.96	1.84	0.44	-	0.92	-	<b>0.92</b>
<b>TOTAL</b>	<b>150.51</b>	<b>366.41</b>	<b>503.08</b>	<b>490.74</b>	<b>532.28</b>	<b>825.03</b>	<b>1,354.81</b>	<b>48.12</b>	<b>1,402.92</b>

**Notes:** 1) Service coordination funding is included in expenditures and commitments; 2) Child First Initiative expenditures and hard commitments are disaggregated from Jordan's Principle expenditures and hard commitments; 3) Values within the table are rounded and may not add up to the total.

# APPENDIX D

## Jordan's Principle November 2023 Compliance Report

### Key Messages

- In November 2023, the Government of Canada's compliance rate for urgent individual requests is 26%, and for non-urgent is 33% (Table 1).
- In November 2023, the Government of Canada's compliance rate for urgent group requests is 45%, and for non-urgent is 42% (Table 1).
- From April 1 to November 30, 2023, the Government of Canada's compliance rate for urgent individual requests is 27%, and for non-urgent is 30% (Table 2).
- From April 1 to November 30, 2023, the Government of Canada's compliance rate for urgent group requests is 24%, and for non-urgent is 43% (Table 2).

**Table 1:** Jordan's Principle November 2023 Compliance

Region	Individual				Group			
	Urgent		Non-Urgent		Urgent		Non-Urgent	
	Requests	Compliance	Requests	Compliance	Requests	Compliance	Requests	Compliance
Alberta	375	45%	799	49%	0	NA	12	0%
Atlantic	80	64%	1,330	23%	3	100%	97	47%
British Columbia	580	42%	355	33%	4	75%	7	43%
Manitoba	344	18%	1,504	16%	18	6%	46	26%
Northern/Yukon	25	40%	229	35%	4	50%	26	92%
Ontario	961	12%	1,733	33%	1	0%	281	33%
Québec	67	54%	793	49%	8	100%	97	69%
Saskatchewan	239	28%	778	52%	0	NA	78	31%
National Office	241	4%	138	13%	0	NA	1	100%
<b>Total</b>	<b>2,912</b>	<b>26%</b>	<b>7,659</b>	<b>33%</b>	<b>38</b>	<b>45%</b>	<b>645</b>	<b>42%</b>

Notes: 1) Includes requests where submitted on date and time information allows the compliance rate to be calculated. As a result, the number of requests included in the compliance report does not represent the total number of requests received and processed in the Region; 2) Data validation activities are ongoing. Reconciliation may result in slight changes to figures presented in previous reports; 3) Excludes requests with incomplete information (e.g. date and time); 4) NA indicates that there were no requests available to calculate the compliance rate, either because the region did not receive any requests for products and services or the compliance rate could not be calculated due to incomplete information; 5) For individual products and services, urgent requests must be evaluated and determined within 12 hours and non-urgent requests within 48 hours. For group products and services, urgent requests must be evaluated and determined within 2 days and non-urgent requests within 7 days; 6) The number of requests ready for assessment at the National Office includes requests for products and services escalated by the Regions. As a result, the number of requests ready for assessment at the regional level does not represent the total number of requests processed by the Region.

**Table 2: Cumulative Jordan’s Principle Compliance (April 1 – November 30, 2023)**

Region	Individual				Group			
	Urgent		Non-Urgent		Urgent		Non-Urgent	
	Requests	Compliance	Requests	Compliance	Requests	Compliance	Requests	Compliance
Alberta	971	62%	6,293	46%	21	29%	753	17%
Atlantic	522	52%	10,360	21%	17	47%	722	48%
British Columbia	2,629	55%	5,473	22%	12	50%	141	53%
Manitoba	2,771	16%	13,176	15%	52	6%	558	56%
Northern/Yukon	359	31%	2,107	36%	52	73%	255	64%
Ontario	6,109	18%	13,169	33%	76	34%	4,334	42%
Québec	213	54%	5,758	73%	23	91%	751	84%
Saskatchewan	1,634	24%	7,229	27%	10	50%	802	27%
National Office	1,860	8%	1,396	6%	207	1%	304	8%
<b>Total</b>	<b>17,068</b>	<b>27%</b>	<b>64,961</b>	<b>30%</b>	<b>470</b>	<b>24%</b>	<b>8,620</b>	<b>43%</b>

Notes: 1) Includes requests where submitted on date and time information allows the compliance rate to be calculated. As a result, the number of requests included in the compliance report does not represent the total number of requests received and processed in the Region; 2) Data validation activities are ongoing. Reconciliation may result in slight changes to figures presented in previous reports; 3) Excludes requests with incomplete information (e.g. date and time); 4) NA indicates that there were no requests available to calculate the compliance rate, either because the region did not receive any requests for products and services or the compliance rate could not be calculated due to incomplete information; 5) For individual products and services, urgent requests must be evaluated and determined within 12 hours and non-urgent requests within 48 hours. For group products and services, urgent requests must be evaluated and determined within 2 days and non-urgent requests within 7 days; 6) The number of requests ready for assessment at the National Office includes requests for products and services escalated by the Regions. As a result, the number of requests ready for assessment at the regional level does not represent the total number of requests processed by the Region.

**Table 3: Quarterly Jordan’s Principle Compliance (April 1 – November 30, 2023)**

Fiscal year Quarter	Individual				Group			
	Urgent		Non-Urgent		Urgent		Non-Urgent	
	Requests	Compliance	Requests	Compliance	Requests	Compliance	Requests	Compliance
Q1	4,610	28%	25,704	29%	212	14%	3,888	46%
Q2	6,722	30%	23,523	31%	165	35%	3,264	40%
Q3	NA	NA	NA	NA	NA	NA	NA	NA
Q4	NA	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>11,332</b>	<b>29%</b>	<b>49,227</b>	<b>30%</b>	<b>377</b>	<b>23%</b>	<b>7,152</b>	<b>43%</b>

Notes: 1) Includes requests where submitted on date and time information allows the compliance rate to be calculated. As a result, the number of requests included in the compliance report does not represent the total number of requests received and processed in the Region; 2) Data validation activities are ongoing. Reconciliation may result in slight changes to figures presented in previous reports; 3) Excludes requests with incomplete information (e.g. date and time); 4) NA indicates that there were no requests available to calculate the compliance rate, either because the region did not receive any requests for products and services or the compliance rate could not be calculated due to incomplete information; 5) For individual products and services, urgent requests must be evaluated and determined within 12 hours and non-urgent requests within 48 hours. For group products and services, urgent requests must be evaluated and determined within 2 days and non-urgent requests within 7 days; 6) The number of requests ready for assessment at the National Office includes requests for products and services escalated by the Regions. As a result, the number of requests ready for assessment at the regional level does not represent the total number of requests processed by the Region.

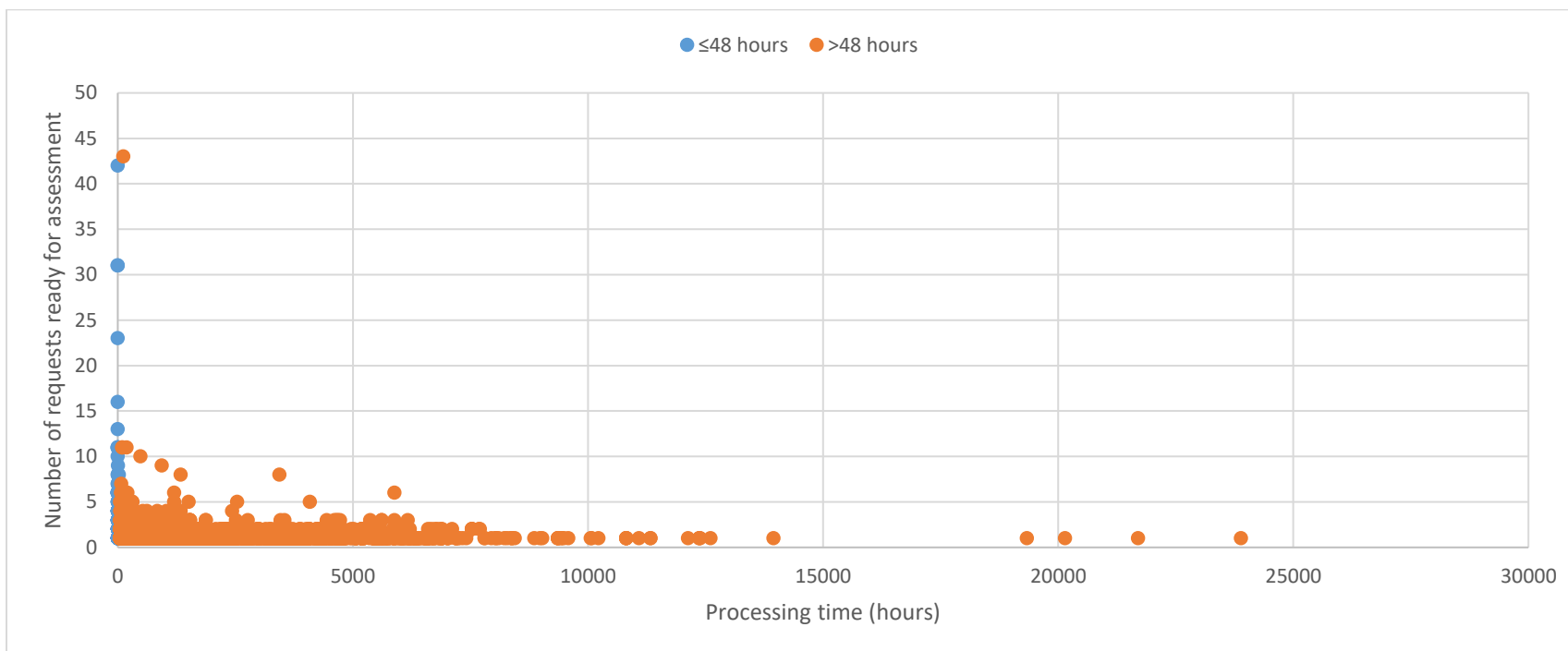
**Methods:**

- Compliance evaluated using the time between last date of requestor submission and adjudication date.
- For individual requests, urgent requests must be evaluated and determined within 12 hours and non-urgent requests within 48 hours. For group requests, urgent requests must be evaluated and determined within 2 days and non-urgent requests within 7 days
- Compliance is reported based on the date request intake is completed. As a result, the number of requests included in the compliance report does not represent the total number of requests received and/or adjudicated in the Region
- Compliance is only evaluated for original adjudications. Appeals and re-reviews of past decisions are excluded.





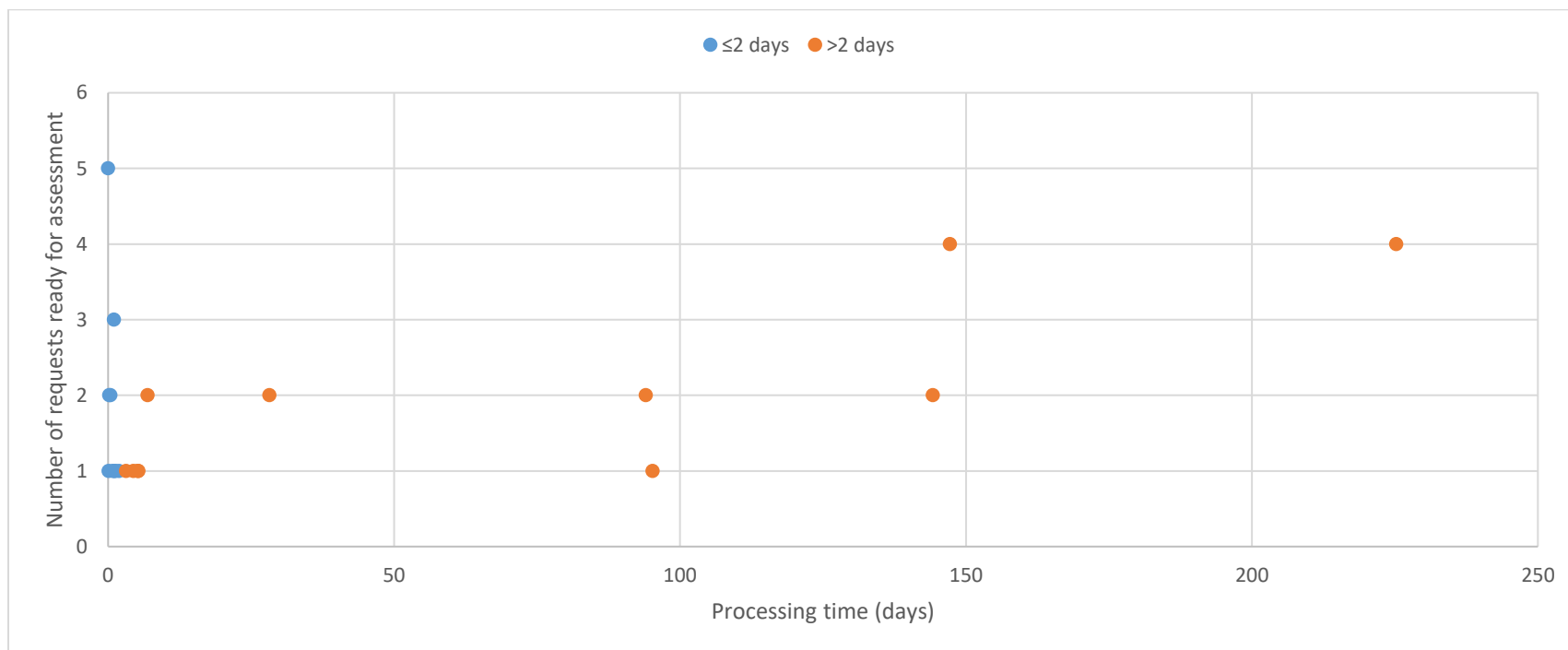
**Figure 2:** Processing time of non-urgent individual requests, November 2023



Processing time of non-urgent individual requests (hours)	Number of requests	(%)
≤ 48 hours	2,519	33%
> 48 hours	5,140	67%
<b>Total</b>	<b>7,659</b>	<b>100%</b>

Notes: 1) Analyses are by requests for products and services; 2) Excludes requests for Inuit children; 3) Excludes requests with incomplete information; 4) Based solely on requests collected through GCCase and may not align with other analyses; and, 5) The axes for the figures are not the same across figures. Care should be taken when visually comparing figures.

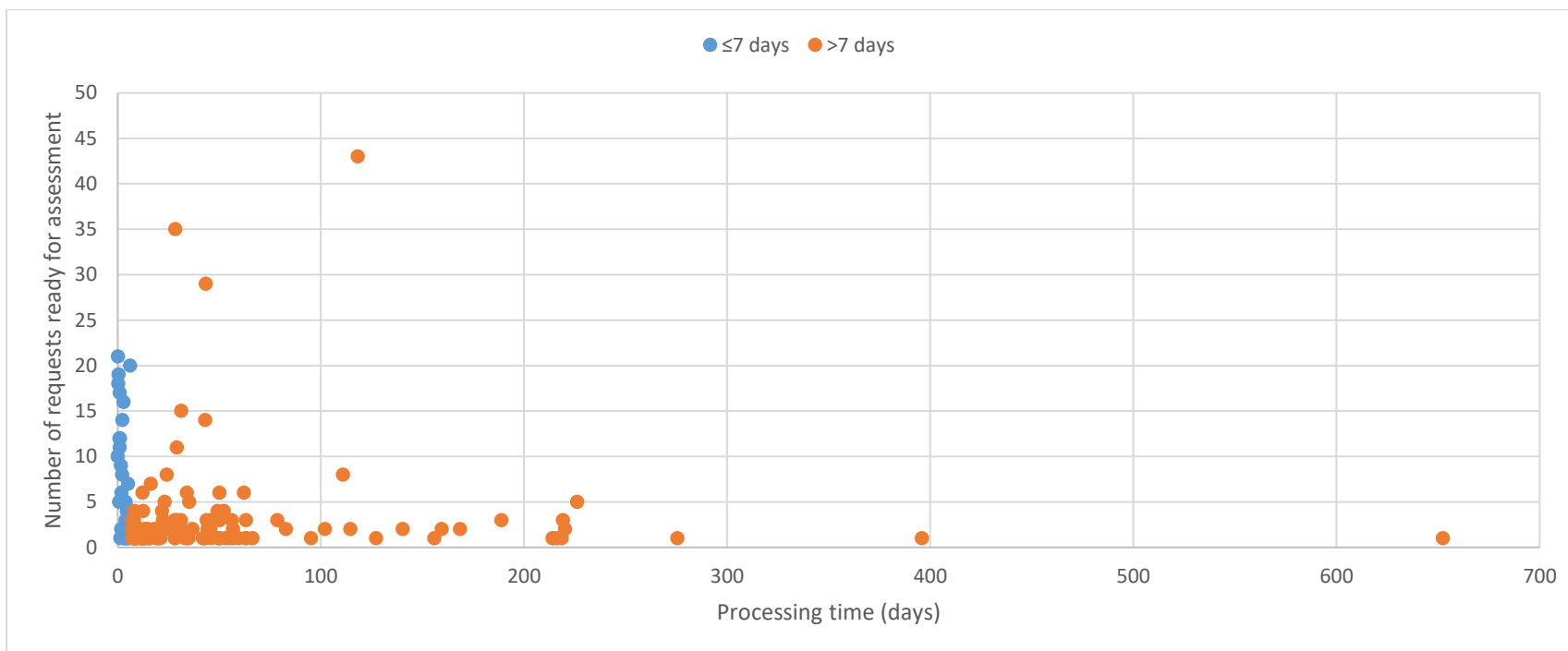
**Figure 3: Processing time of urgent group requests, November 2023**



Processing time of urgent group requests (days)	Number of requests	Percent (%)
≤ 2 days	17	45%
> 2 days	21	55%
<b>Total</b>	<b>38</b>	<b>100%</b>

Notes: 1) Analyses are by requests for products and services; 2) Excludes requests for Inuit children as well as requests from Nunavut; 3) Excludes requests with incomplete information; 4) Based solely on requests collected through GCCase and may not align with other analyses; and, 5) The axes for the figures are not the same across figures. Care should be taken when visually comparing figures.

**Figure 4:** Processing time of non-urgent group requests, November 2023



Processing time of non-urgent group requests (days)	Number of requests	Percent (%)
≤ 7 days	270	42%
> 7 days	375	58%
<b>Total</b>	<b>645</b>	<b>100%</b>

Notes: 1) Analyses are by requests for products and services; 2) Excludes requests for Inuit children as well as requests from Nunavut; 3) Excludes requests with incomplete information; 4) Based solely on requests collected through GCCase and may not align with other analyses; and, 5) The axes for the figures are not the same across figures. Care should be taken when visually comparing figures.

## Jordan's Principle December 2023 Compliance Report

### Key Messages

- In December 2023, the Government of Canada's compliance rate for urgent individual requests is 21%, and for non-urgent is 28% (Table 1).
- In December 2023, the Government of Canada's compliance rate for urgent group requests is 55%, and for non-urgent is 44% (Table 1).
- From April 1 to December 31, 2023, the Government of Canada's compliance rate for urgent individual requests is 26%, and for non-urgent is 30% (Table 2).
- From April 1 to December 31, 2023, the Government of Canada's compliance rate for urgent group requests is 28%, and for non-urgent is 43% (Table 2).

**Table 1:** Jordan's Principle December 2023 Compliance

Region	Individual				Group			
	Urgent		Non-Urgent		Urgent		Non-Urgent	
	Requests	Compliance	Requests	Compliance	Requests	Compliance	Requests	Compliance
Alberta	273	44%	744	47%	0	NA	26	46%
Atlantic	47	60%	1,498	16%	2	50%	93	34%
British Columbia	461	45%	344	28%	4	50%	1	0%
Manitoba	494	18%	1,997	12%	19	16%	65	28%
Northern/Yukon	35	17%	213	40%	2	0%	12	75%
Ontario	1,164	9%	1,508	29%	25	96%	166	43%
Québec	70	34%	759	49%	5	60%	42	69%
Saskatchewan	219	33%	646	53%	0	NA	56	59%
National Office	340	4%	91	18%	3	0%	2	0%
<b>Total</b>	<b>3,103</b>	<b>21%</b>	<b>7,800</b>	<b>28%</b>	<b>60</b>	<b>55%</b>	<b>463</b>	<b>44%</b>

Notes: 1) Includes requests where submitted on date and time information allows the compliance rate to be calculated. As a result, the number of requests included in the compliance report does not represent the total number of requests received and processed in the Region; 2) Data validation activities are ongoing. Reconciliation may result in slight changes to figures presented in previous reports; 3) Excludes requests with incomplete information (e.g. date and time); 4) NA indicates that there were no requests available to calculate the compliance rate, either because the region did not receive any requests for products, services, and supports or the compliance rate could not be calculated due to incomplete information; 5) For individual products, services, and supports, urgent requests must be evaluated and determined within 12 hours and non-urgent requests within 48 hours. For group products, services, and supports, urgent requests must be evaluated and determined within 2 days and non-urgent requests within 7 days; 6) The number of requests ready for assessment at the National Office includes requests for products, services, and supports escalated by the Regions. As a result, the number of requests ready for assessment at the regional level does not represent the total number of requests processed by the Region.

**Table 2: Cumulative Jordan's Principle Compliance (April 1 – December 31, 2023)**

Region	Individual				Group			
	Urgent		Non-Urgent		Urgent		Non-Urgent	
	Requests	Compliance	Requests	Compliance	Requests	Compliance	Requests	Compliance
Alberta	1,244	58%	7,031	46%	21	29%	827	18%
Atlantic	567	53%	11,854	21%	19	47%	830	46%
British Columbia	3,091	53%	5,953	22%	16	50%	145	54%
Manitoba	3,260	17%	15,161	15%	70	9%	626	53%
Northern/Yukon	395	30%	2,324	36%	54	70%	267	64%
Ontario	7,254	17%	14,772	32%	101	50%	4,503	42%
Québec	283	49%	6,644	70%	28	86%	795	83%
Saskatchewan	1,849	25%	8,304	28%	10	50%	885	28%
National Office	2,284	7%	1,627	6%	214	1%	334	7%
<b>Total</b>	<b>20,227</b>	<b>26%</b>	<b>73,670</b>	<b>30%</b>	<b>533</b>	<b>28%</b>	<b>9,212</b>	<b>43%</b>

Notes: 1) Includes requests where submitted on date and time information allows the compliance rate to be calculated. As a result, the number of requests included in the compliance report does not represent the total number of requests received and processed in the Region; 2) Data validation activities are ongoing. Reconciliation may result in slight changes to figures presented in previous reports; 3) Excludes requests with incomplete information (e.g. date and time); 4) NA indicates that there were no requests available to calculate the compliance rate, either because the region did not receive any requests for products, services, and supports or the compliance rate could not be calculated due to incomplete information; 5) For individual products, services, and supports, urgent requests must be evaluated and determined within 12 hours and non-urgent requests within 48 hours. For group products, services, and supports, urgent requests must be evaluated and determined within 2 days and non-urgent requests within 7 days; 6) The number of requests ready for assessment at the National Office includes requests for products, services, and supports escalated by the Regions. As a result, the number of requests ready for assessment at the regional level does not represent the total number of requests processed by the Region.

**Table 3: Quarterly Jordan's Principle Compliance (April 1 – December 31, 2023)**

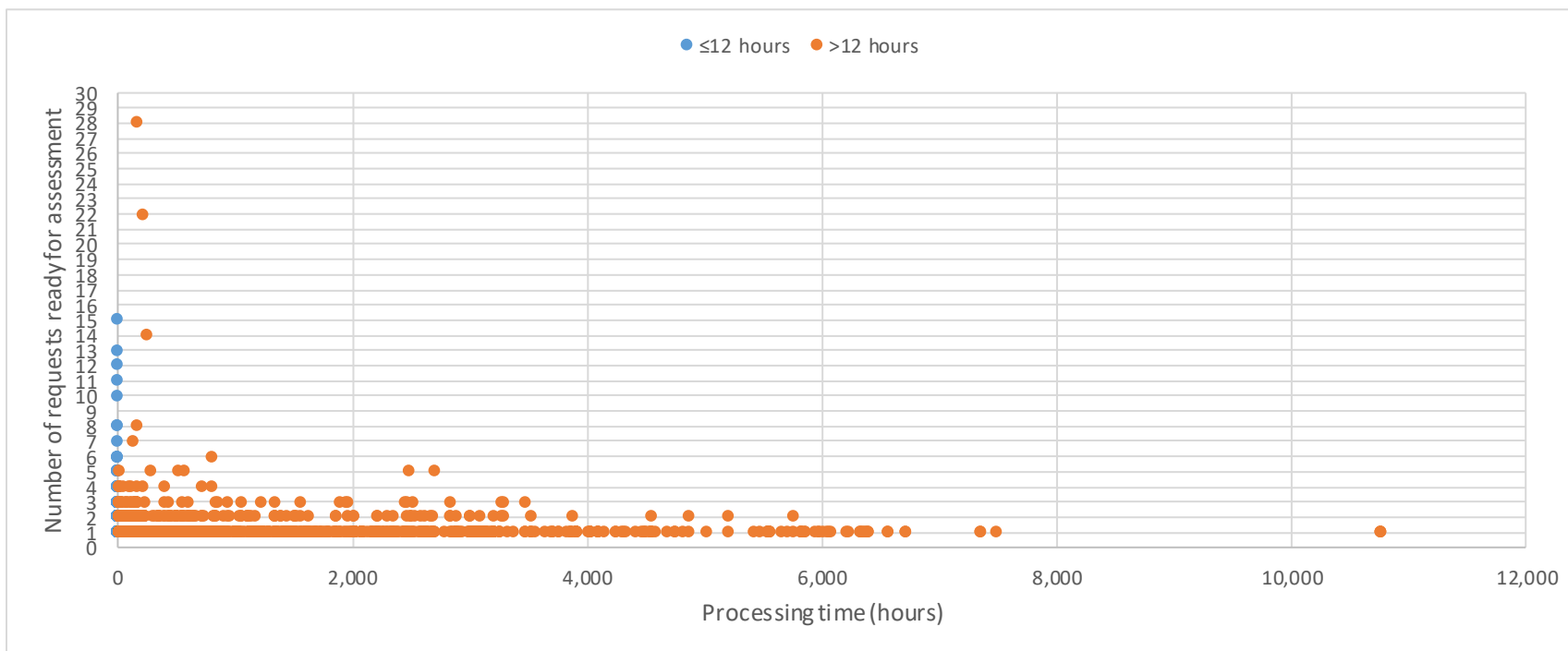
Fiscal year Quarter	Individual				Group			
	Urgent		Non-Urgent		Urgent		Non-Urgent	
	Requests	Compliance	Requests	Compliance	Requests	Compliance	Requests	Compliance
Q1	4,606	28%	25,957	28%	212	14%	3,888	46%
Q2	6,710	30%	23,803	31%	164	35%	3,304	39%
Q3	8,911	23%	23,910	30%	157	38%	2,020	42%
Q4	NA	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>20,227</b>	<b>26%</b>	<b>73,670</b>	<b>30%</b>	<b>533</b>	<b>28%</b>	<b>9,212</b>	<b>43%</b>

Notes: 1) Includes requests where submitted on date and time information allows the compliance rate to be calculated. As a result, the number of requests included in the compliance report does not represent the total number of requests received and processed in the Region; 2) Data validation activities are ongoing. Reconciliation may result in slight changes to figures presented in previous reports; 3) Excludes requests with incomplete information (e.g. date and time); 4) NA indicates that there were no requests available to calculate the compliance rate, either because the region did not receive any requests for products, services, and supports or the compliance rate could not be calculated due to incomplete information; 5) For individual products, services, and supports, urgent requests must be evaluated and determined within 12 hours and non-urgent requests within 48 hours. For group products, services, and supports, urgent requests must be evaluated and determined within 2 days and non-urgent requests within 7 days; 6) The number of requests ready for assessment at the National Office includes requests for products, services, and supports escalated by the Regions. As a result, the number of requests ready for assessment at the regional level does not represent the total number of requests processed by the Region.

**Methods:**

- Compliance evaluated using the time between last date of requestor submission and adjudication date.
- For individual requests, urgent requests must be evaluated and determined within 12 hours and non-urgent requests within 48 hours. For group requests, urgent requests must be evaluated and determined within 2 days and non-urgent requests within 7 days
- Compliance is reported based on the date request intake is completed. As a result, the number of requests included in the compliance report does not represent the total number of requests received and/or adjudicated in the Region
- Compliance is only evaluated for original adjudications. Appeals and re-reviews of past decisions are excluded.

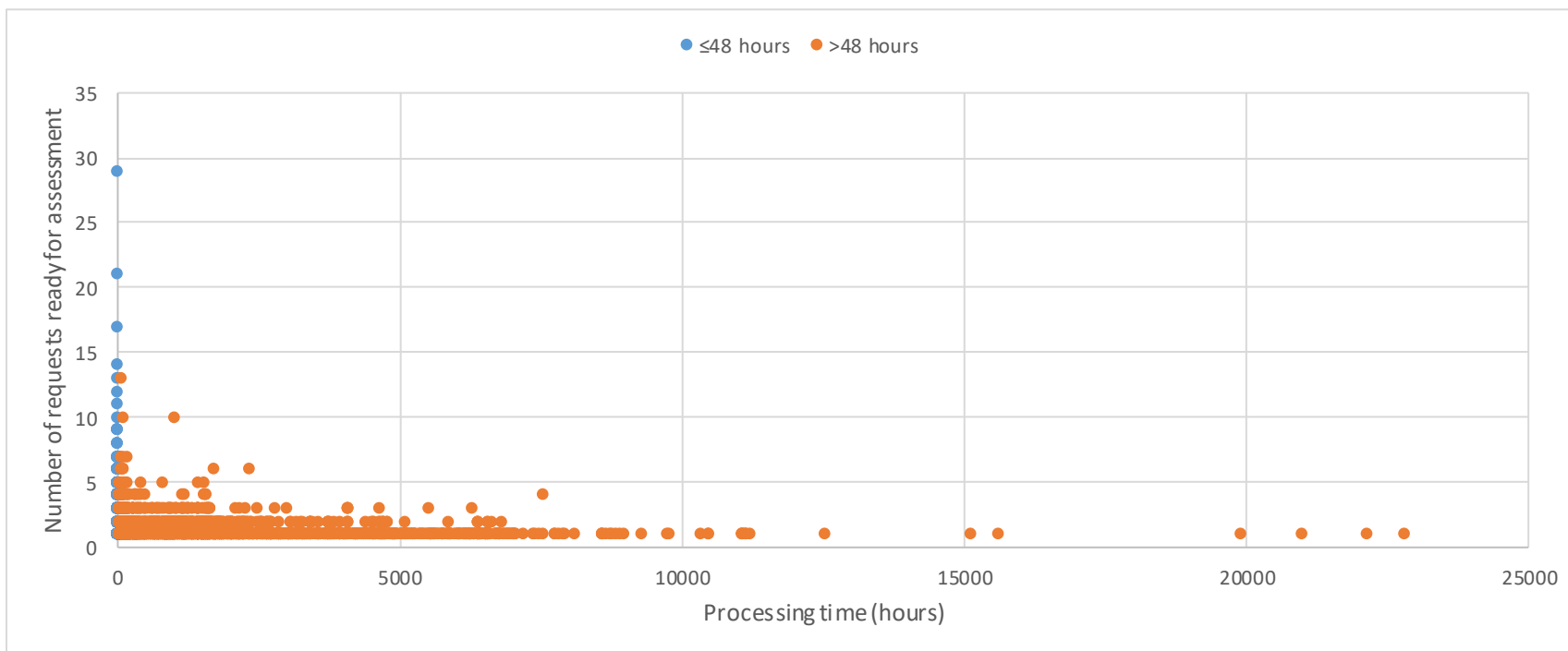
**Figure 1:** Processing time of urgent individual requests, December 2023



Processing time of urgent individual requests (hours)	Number of requests	(%)
≤ 12 hours	657	21%
> 12 hours	2,446	79%
<b>Total</b>	<b>3,103</b>	<b>100%</b>

Notes: 1) Analyses are by requests for products, services, and supports; 2) Excludes requests for Inuit children; 3) Excludes requests with incomplete information; 4) Based solely on requests collected through GCCase and may not align with other analyses; and, 5) The axes for the figures are not the same across figures. Care should be taken when visually comparing figures.

**Figure 2:** Processing time of non-urgent individual requests, December 2023

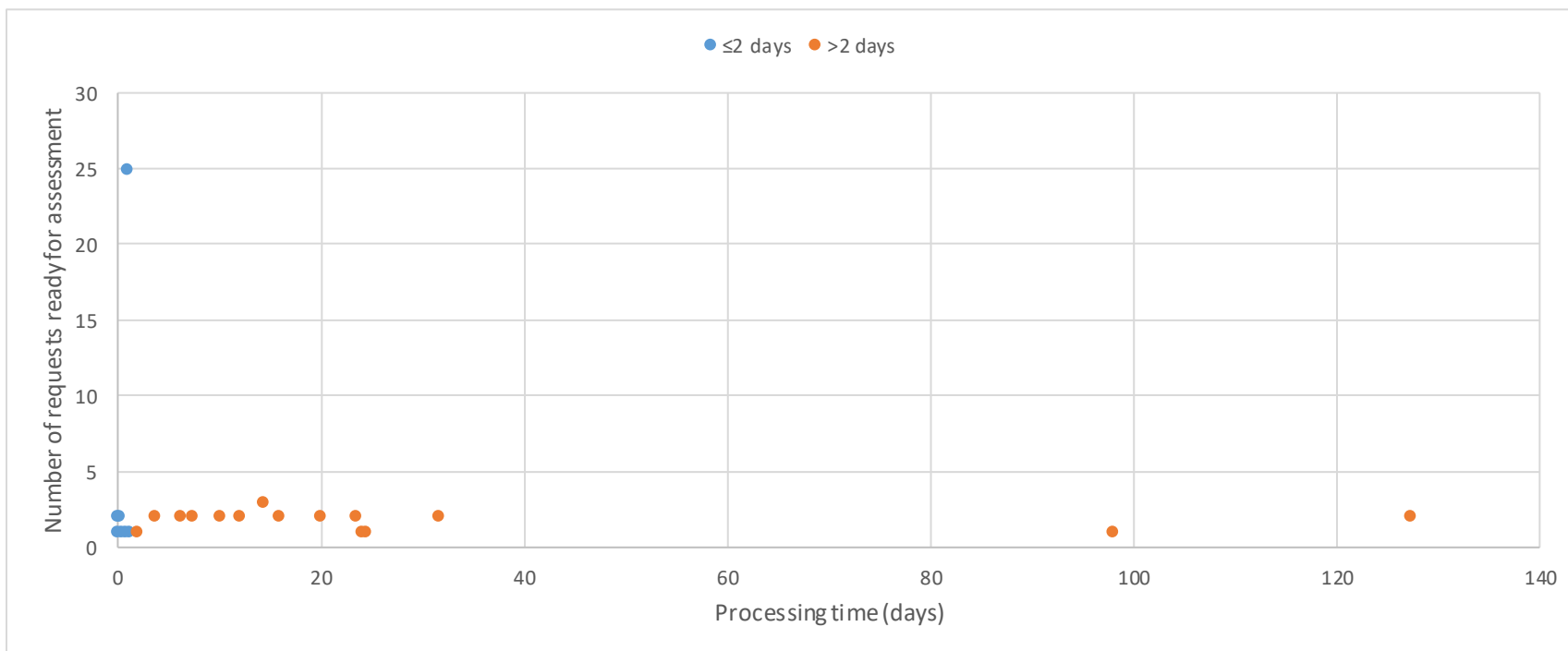


Processing time of non-urgent individual requests (hours)	Number of requests	(%)
≤ 48 hours	2,193	28%
> 48 hours	5,607	72%
<b>Total</b>	<b>7,800</b>	<b>100%</b>

Notes: 1) Analyses are by requests for products, services, and supports; 2) Excludes requests for Inuit children; 3) Excludes requests with incomplete information; 4) Based solely on requests collected through GCCase and may not align with other analyses; and, 5) The axes for the figures are not the same across figures. Care should be taken when visually comparing figures.



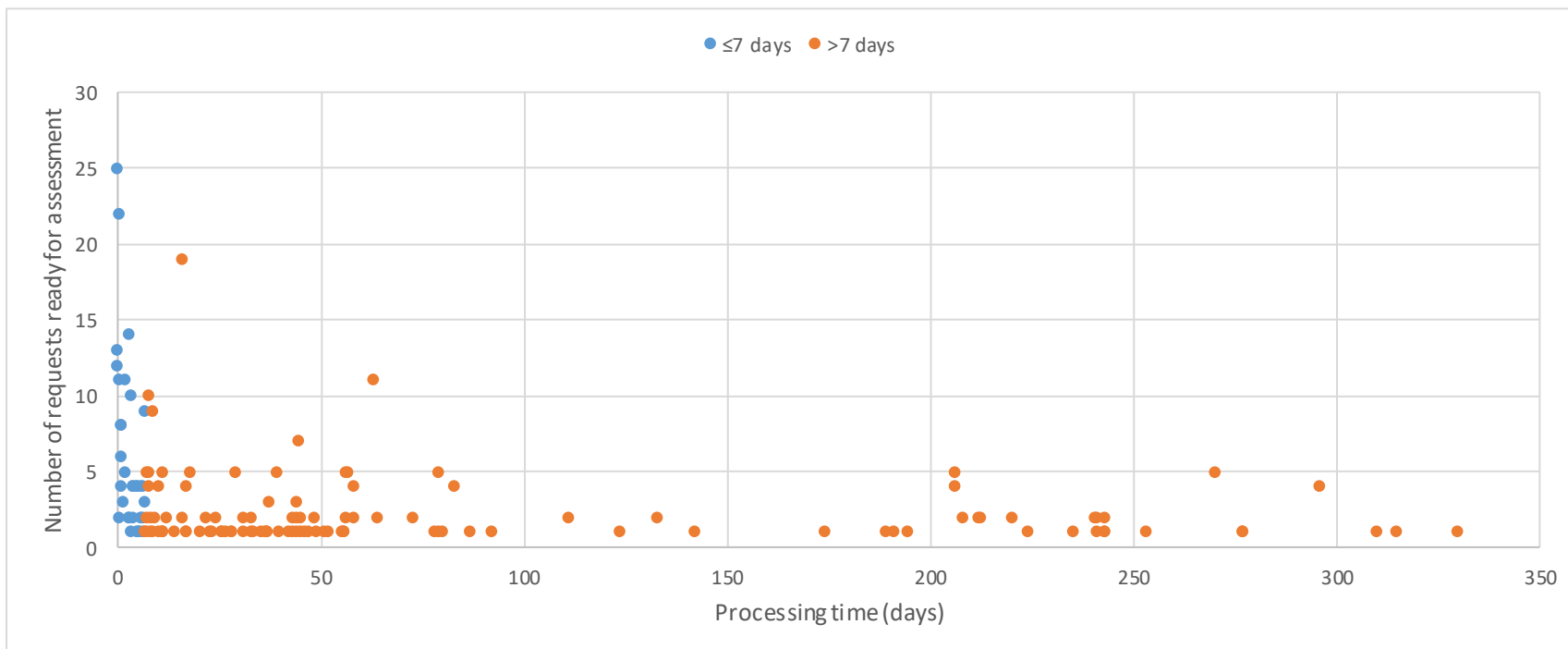
**Figure 3:** Processing time of urgent group requests, December 2023



Processing time of urgent group requests (days)	Number of requests	Percent (%)
≤ 2 days	33	55%
> 2 days	27	45%
<b>Total</b>	<b>60</b>	<b>100%</b>

Notes: 1) Analyses are by requests for products, services, and supports; 2) Excludes requests for Inuit children as well as requests from Nunavut; 3) Excludes requests with incomplete information; 4) Based solely on requests collected through GCCase and may not align with other analyses; and, 5) The axes for the figures are not the same across figures. Care should be taken when visually comparing figures.

**Figure 4:** Processing time of non-urgent group requests, December 2023



Processing time of non-urgent group requests (days)	Number of requests	Percent (%)
≤ 7 days	205	44%
> 7 days	258	56%
<b>Total</b>	<b>463</b>	<b>100%</b>

Notes: 1) Analyses are by requests for products, services, and supports; 2) Excludes requests for Inuit children as well as requests from Nunavut; 3) Excludes requests with incomplete information; 4) Based solely on requests collected through GCCase and may not align with other analyses; and, 5) The axes for the figures are not the same across figures. Care should be taken when visually comparing figures.

## Jordan's Principle January 2024 Compliance Report

### Key Messages

- In January 2024, the Government of Canada's compliance rate for urgent individual requests is 19%, and for non-urgent is 28% (Table 1).
- In January 2024, the Government of Canada's compliance rate for urgent group requests is 37%, and for non-urgent is 40% (Table 1).
- From April 1, 2023 to January 31, 2024, the Government of Canada's compliance rate for urgent individual requests is 25%, and for non-urgent is 29% (Table 2).
- From April 1, 2023 to January 31, 2024, the Government of Canada's compliance rate for urgent group requests is 29%, and for non-urgent is 42% (Table 2).

**Table 1:** Jordan's Principle January 2024 Compliance

Region	Individual				Group			
	Urgent		Non-Urgent		Urgent		Non-Urgent	
	Requests	Compliance	Requests	Compliance	Requests	Compliance	Requests	Compliance
Alberta	313	30%	1,117	39%	0	NA	15	7%
Atlantic	92	54%	1,922	25%	0	NA	39	54%
British Columbia	587	39%	448	30%	21	57%	14	14%
Manitoba	655	11%	2,875	18%	35	0%	50	6%
Northern/Yukon	35	23%	263	42%	0	NA	27	78%
Ontario	1,384	11%	2,141	31%	60	47%	308	35%
Québec	62	60%	617	40%	4	100%	71	62%
Saskatchewan	253	28%	655	40%	0	NA	68	53%
National Office	365	2%	143	10%	0	NA	0	NA
<b>Total</b>	<b>3,746</b>	<b>19%</b>	<b>10,181</b>	<b>28%</b>	<b>120</b>	<b>37%</b>	<b>592</b>	<b>40%</b>

Notes: 1) Includes requests where submitted on date and time information allows the compliance rate to be calculated. As a result, the number of requests included in the compliance report does not represent the total number of requests received and processed in the Region; 2) Data validation activities are ongoing. Reconciliation may result in slight changes to figures presented in previous reports; 3) Excludes requests with incomplete information (e.g. date and time); 4) NA indicates that there were no requests available to calculate the compliance rate, either because the region did not receive any requests for products, services, and supports or the compliance rate could not be calculated due to incomplete information; 5) For individual products, services, and supports, urgent requests must be evaluated and determined within 12 hours and non-urgent requests within 48 hours. For group products, services, and supports, urgent requests must be evaluated and determined within 2 days and non-urgent requests within 7 days; 6) The number of requests ready for assessment at the National Office includes requests for products, services, and supports escalated by the Regions. As a result, the number of requests ready for assessment at the regional level does not represent the total number of requests processed by the Region.

**Table 2: Cumulative Jordan’s Principle Compliance (April 1 – January 31, 2024)**

Region	Individual				Group			
	Urgent		Non-Urgent		Urgent		Non-Urgent	
	Requests	Compliance	Requests	Compliance	Requests	Compliance	Requests	Compliance
Alberta	1,556	52%	8,143	45%	21	29%	855	18%
Atlantic	660	53%	13,772	21%	15	33%	867	46%
British Columbia	3,678	51%	6,477	22%	37	54%	166	48%
Manitoba	3,918	16%	18,033	15%	105	6%	678	49%
Northern/Yukon	430	30%	2,591	37%	54	70%	294	65%
Ontario	8,636	16%	16,912	32%	161	48%	4,839	42%
Québec	345	51%	7,257	67%	32	88%	866	81%
Saskatchewan	2,103	25%	9,372	28%	10	50%	963	30%
National Office	2,797	6%	2,055	6%	219	1%	369	7%
<b>Total</b>	<b>24,123</b>	<b>25%</b>	<b>84,612</b>	<b>29%</b>	<b>654</b>	<b>29%</b>	<b>9,897</b>	<b>42%</b>

Notes: 1) Includes requests where submitted on date and time information allows the compliance rate to be calculated. As a result, the number of requests included in the compliance report does not represent the total number of requests received and processed in the Region; 2) Data validation activities are ongoing. Reconciliation may result in slight changes to figures presented in previous reports; 3) Excludes requests with incomplete information (e.g. date and time); 4) NA indicates that there were no requests available to calculate the compliance rate, either because the region did not receive any requests for products, services, and supports or the compliance rate could not be calculated due to incomplete information; 5) For individual products, services, and supports, urgent requests must be evaluated and determined within 12 hours and non-urgent requests within 48 hours. For group products, services, and supports, urgent requests must be evaluated and determined within 2 days and non-urgent requests within 7 days; 6) The number of requests ready for assessment at the National Office includes requests for products, services, and supports escalated by the Regions. As a result, the number of requests ready for assessment at the regional level does not represent the total number of requests processed by the Region.

**Table 3: Quarterly Jordan’s Principle Compliance (April 1 – January 31, 2024)**

Fiscal year Quarter	Individual				Group			
	Urgent		Non-Urgent		Urgent		Non-Urgent	
	Requests	Compliance	Requests	Compliance	Requests	Compliance	Requests	Compliance
Q1	4,613	28%	26,267	28%	212	14%	3,911	46%
Q2	6,714	30%	23,948	31%	164	35%	3,319	39%
Q3	9,050	22%	24,216	29%	158	35%	2,075	41%
Q4	NA	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>20,377</b>	<b>26%</b>	<b>74,431</b>	<b>29%</b>	<b>534</b>	<b>27%</b>	<b>9,305</b>	<b>42%</b>

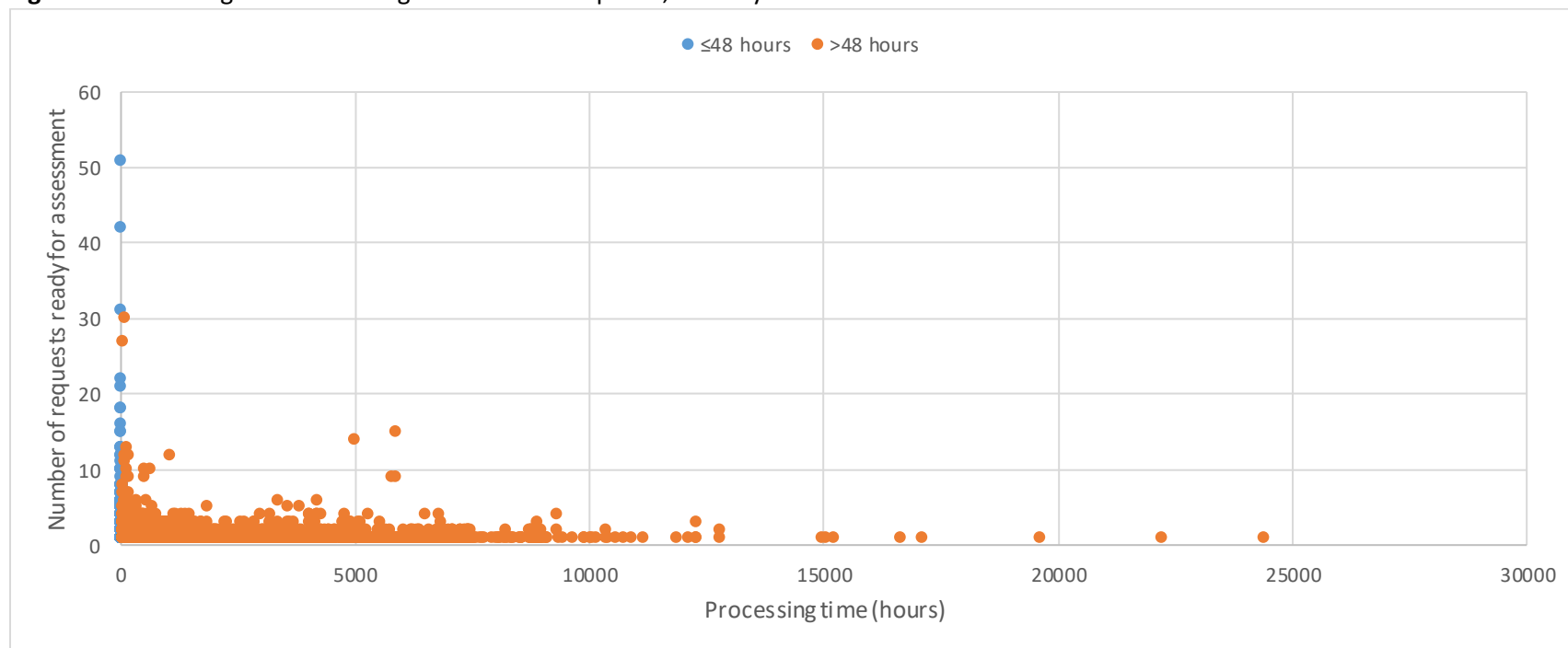
Notes: 1) Includes requests where submitted on date and time information allows the compliance rate to be calculated. As a result, the number of requests included in the compliance report does not represent the total number of requests received and processed in the Region; 2) Data validation activities are ongoing. Reconciliation may result in slight changes to figures presented in previous reports; 3) Excludes requests with incomplete information (e.g. date and time); 4) NA indicates that there were no requests available to calculate the compliance rate, either because the region did not receive any requests for products, services, and supports or the compliance rate could not be calculated due to incomplete information; 5) For individual products, services, and supports, urgent requests must be evaluated and determined within 12 hours and non-urgent requests within 48 hours. For group products, services, and supports, urgent requests must be evaluated and determined within 2 days and non-urgent requests within 7 days; 6) The number of requests ready for assessment at the National Office includes requests for products, services, and supports escalated by the Regions. As a result, the number of requests ready for assessment at the regional level does not represent the total number of requests processed by the Region.

**Methods:**

- Compliance evaluated using the time between last date of requestor submission and adjudication date.
- For individual requests, urgent requests must be evaluated and determined within 12 hours and non-urgent requests within 48 hours. For group requests, urgent requests must be evaluated and determined within 2 days and non-urgent requests within 7 days
- Compliance is reported based on the date request intake is completed. As a result, the number of requests included in the compliance report does not represent the total number of requests received and/or adjudicated in the Region
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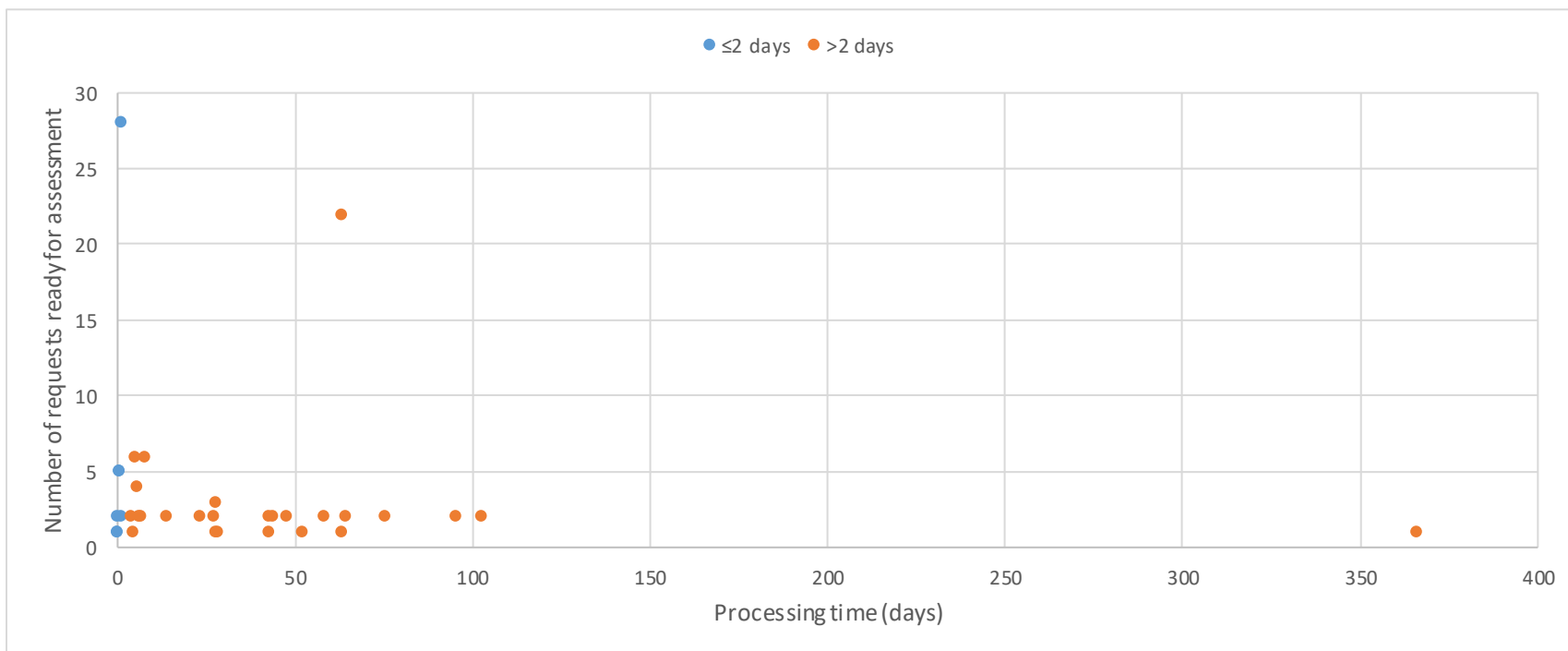
**Figure 2:** Processing time of non-urgent individual requests, January 2024



Processing time of non-urgent individual requests (hours)	Number of requests	(%)
≤ 48 hours	2,862	28%
> 48 hours	7,319	72%
<b>Total</b>	<b>10,181</b>	<b>100%</b>

Notes: 1) Analyses are by requests for products, services, and supports; 2) Excludes requests for Inuit children; 3) Excludes requests with incomplete information; 4) Based solely on requests collected through GCCase and may not align with other analyses; and, 5) The axes for the figures are not the same across figures. Care should be taken when visually comparing figures.

**Figure 3:** Processing time of urgent group requests, January 2024

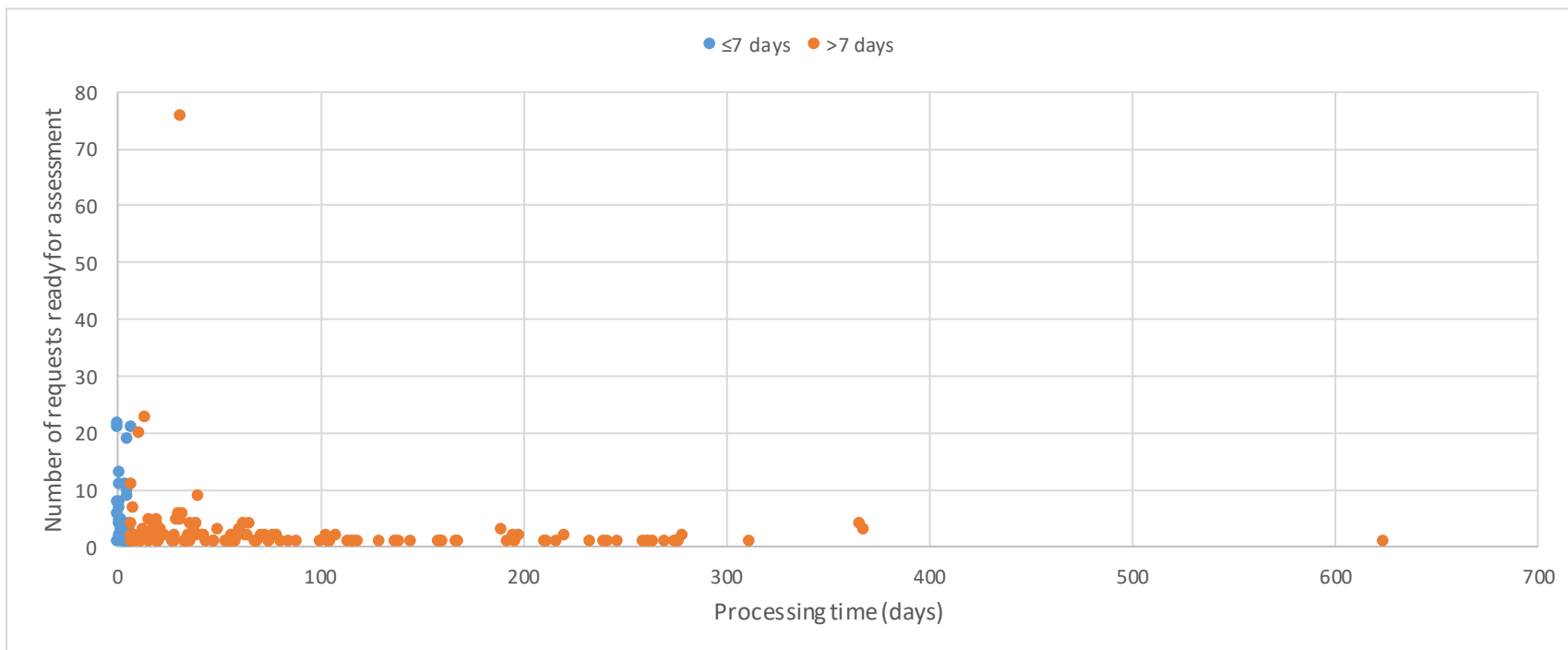


Processing time of urgent group requests (days)	Number of requests	Percent (%)
≤ 2 days	44	37%
> 2 days	76	63%
<b>Total</b>	<b>120</b>	<b>100%</b>

Notes: 1) Analyses are by requests for products, services, and supports; 2) Excludes requests for Inuit children as well as requests from Nunavut; 3) Excludes requests with incomplete information; 4) Based solely on requests collected through GCCase and may not align with other analyses; and, 5) The axes for the figures are not the same across figures. Care should be taken when visually comparing figures.



**Figure 4:** Processing time of non-urgent group requests, January 2024



Processing time of non-urgent group requests (days)	Number of requests	Percent (%)
≤ 7 days	236	40%
> 7 days	356	60%
<b>Total</b>	<b>592</b>	<b>100%</b>

Notes: 1) Analyses are by requests for products, services, and supports; 2) Excludes requests for Inuit children as well as requests from Nunavut; 3) Excludes requests with incomplete information; 4) Based solely on requests collected through GCCase and may not align with other analyses; and, 5) The axes for the figures are not the same across figures. Care should be taken when visually comparing figures.

## Jordan's Principle February 2024 Compliance Report

### Key Messages

- In February 2024, the Government of Canada's compliance rate for urgent individual requests is 19%, and for non-urgent is 26% (Table 1).
- In February 2024, the Government of Canada's compliance rate for urgent group requests is 43%, and for non-urgent is 47% (Table 1).
- From April 1, 2023 to February 29, 2024, the Government of Canada's compliance rate for urgent individual requests is 24%, and for non-urgent is 29% (Table 2).
- From April 1, 2023 to February 29, 2024, the Government of Canada's compliance rate for urgent group requests is 28%, and for non-urgent is 42% (Table 2).

**Table 1:** Jordan's Principle February 2024 Compliance

Region	Individual				Group			
	Urgent		Non-Urgent		Urgent		Non-Urgent	
	Requests	Compliance	Requests	Compliance	Requests	Compliance	Requests	Compliance
Alberta	916	11%	934	34%	0	NA	72	28%
Atlantic	89	61%	1,709	32%	0	NA	90	47%
British Columbia	616	38%	498	32%	11	82%	35	17%
Manitoba	734	16%	3,476	5%	24	8%	59	0%
Northern/Yukon	50	6%	313	29%	3	67%	19	74%
Ontario	1,270	14%	1,624	38%	5	100%	296	59%
Québec	128	63%	848	44%	1	100%	101	69%
Saskatchewan	270	18%	736	57%	6	33%	65	34%
National Office	292	4%	209	7%	3	67%	7	14%
<b>Total</b>	<b>4,365</b>	<b>19%</b>	<b>10,347</b>	<b>26%</b>	<b>53</b>	<b>43%</b>	<b>744</b>	<b>47%</b>

Notes: 1) Includes requests where submitted on date and time information allows the compliance rate to be calculated. As a result, the number of requests included in the compliance report does not represent the total number of requests received and processed in the Region; 2) Data validation activities are ongoing. Reconciliation may result in slight changes to figures presented in previous reports; 3) Excludes requests with incomplete information (e.g. date and time); 4) NA indicates that there were no requests available to calculate the compliance rate, either because the region did not receive any requests for products, services, and supports or the compliance rate could not be calculated due to incomplete information; 5) For individual products, services, and supports, urgent requests must be evaluated and determined within 12 hours and non-urgent requests within 48 hours. For group products, services, and supports, urgent requests must be evaluated and determined within 2 days and non-urgent requests within 7 days; 6) The number of requests ready for assessment at the National Office includes requests for products, services, and supports escalated by the Regions. As a result, the number of requests ready for assessment at the regional level does not represent the total number of requests processed by the Region.

**Table 2: Cumulative Jordan’s Principle Compliance (April 1, 2023– February 29, 2024)**

Region	Individual				Group			
	Urgent		Non-Urgent		Urgent		Non-Urgent	
	Requests	Compliance	Requests	Compliance	Requests	Compliance	Requests	Compliance
Alberta	2,477	37%	9,078	44%	21	29%	1,028	17%
Atlantic	749	54%	15,469	23%	15	33%	957	46%
British Columbia	4,292	49%	7,043	22%	48	60%	201	43%
Manitoba	4,651	16%	21,496	14%	129	6%	737	45%
Northern/Yukon	480	27%	2,904	36%	57	70%	313	66%
Ontario	9,886	15%	18,536	32%	166	50%	5,157	43%
Québec	473	54%	8,123	65%	33	88%	968	80%
Saskatchewan	2,375	25%	10,655	28%	16	44%	1,044	30%
National Office	3,226	6%	2,430	5%	256	2%	405	6%
<b>Total</b>	<b>28,609</b>	<b>24%</b>	<b>95,734</b>	<b>29%</b>	<b>741</b>	<b>28%</b>	<b>10,810</b>	<b>42%</b>

Notes: 1) Includes requests where submitted on date and time information allows the compliance rate to be calculated. As a result, the number of requests included in the compliance report does not represent the total number of requests received and processed in the Region; 2) Data validation activities are ongoing. Reconciliation may result in slight changes to figures presented in previous reports; 3) Excludes requests with incomplete information (e.g. date and time); 4) NA indicates that there were no requests available to calculate the compliance rate, either because the region did not receive any requests for products, services, and supports or the compliance rate could not be calculated due to incomplete information; 5) For individual products, services, and supports, urgent requests must be evaluated and determined within 12 hours and non-urgent requests within 48 hours. For group products, services, and supports, urgent requests must be evaluated and determined within 2 days and non-urgent requests within 7 days; 6) The number of requests ready for assessment at the National Office includes requests for products, services, and supports escalated by the Regions. As a result, the number of requests ready for assessment at the regional level does not represent the total number of requests processed by the Region.

**Table 3: Quarterly Jordan’s Principle Compliance (April 1, 2023– February 29, 2024)**

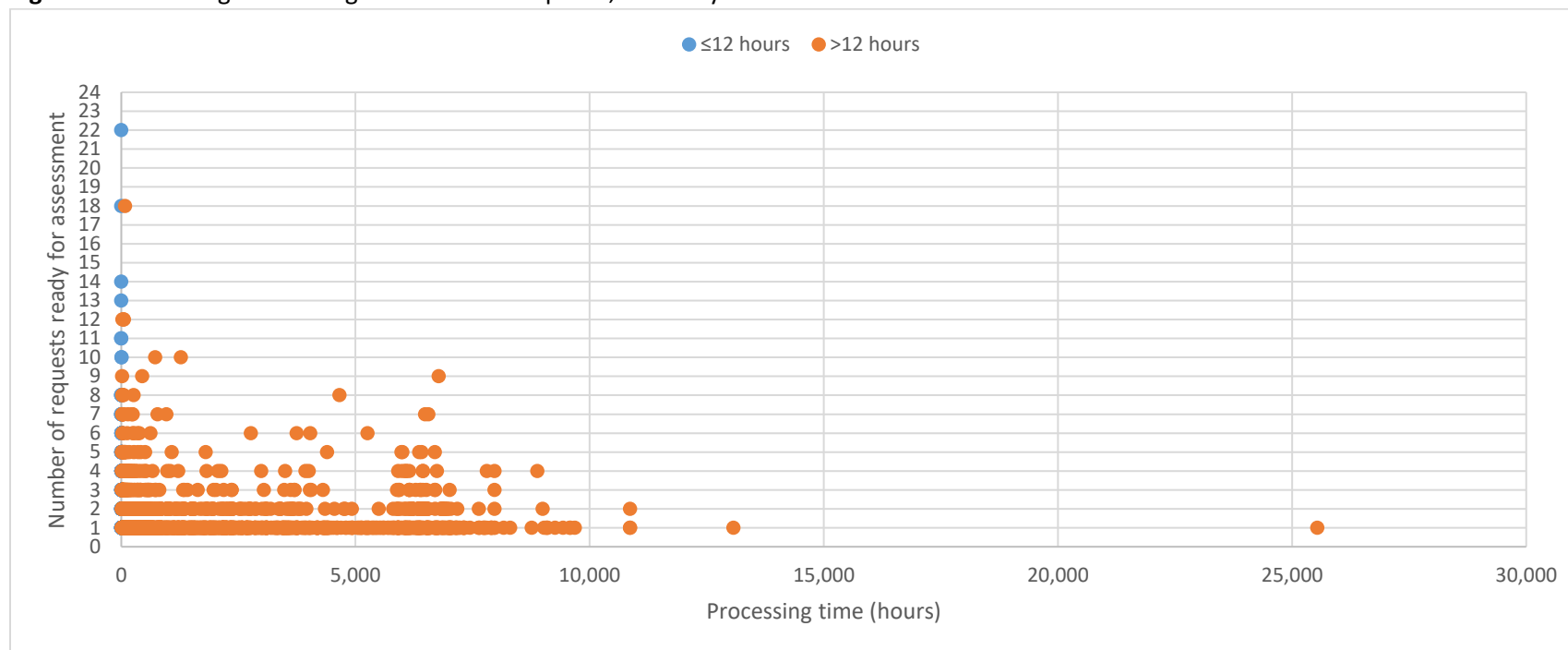
Fiscal year Quarter	Individual				Group			
	Urgent		Non-Urgent		Urgent		Non-Urgent	
	Requests	Compliance	Requests	Compliance	Requests	Compliance	Requests	Compliance
Q1	4,614	28%	26,361	28%	212	14%	3,916	46%
Q2	6,713	30%	24,102	31%	179	32%	3,390	39%
Q3	9,066	22%	24,559	29%	171	33%	2,111	41%
Q4	NA	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>20,393</b>	<b>26%</b>	<b>75,022</b>	<b>29%</b>	<b>562</b>	<b>26%</b>	<b>9,417</b>	<b>42%</b>

Notes: 1) Includes requests where submitted on date and time information allows the compliance rate to be calculated. As a result, the number of requests included in the compliance report does not represent the total number of requests received and processed in the Region; 2) Data validation activities are ongoing. Reconciliation may result in slight changes to figures presented in previous reports; 3) Excludes requests with incomplete information (e.g. date and time); 4) NA indicates that there were no requests available to calculate the compliance rate, either because the region did not receive any requests for products, services, and supports or the compliance rate could not be calculated due to incomplete information; 5) For individual products, services, and supports, urgent requests must be evaluated and determined within 12 hours and non-urgent requests within 48 hours. For group products, services, and supports, urgent requests must be evaluated and determined within 2 days and non-urgent requests within 7 days; 6) The number of requests ready for assessment at the National Office includes requests for products, services, and supports escalated by the Regions. As a result, the number of requests ready for assessment at the regional level does not represent the total number of requests processed by the Region.

**Methods:**

- Compliance evaluated using the time between last date of requestor submission and adjudication date.
- For individual requests, urgent requests must be evaluated and determined within 12 hours and non-urgent requests within 48 hours. For group requests, urgent requests must be evaluated and determined within 2 days and non-urgent requests within 7 days
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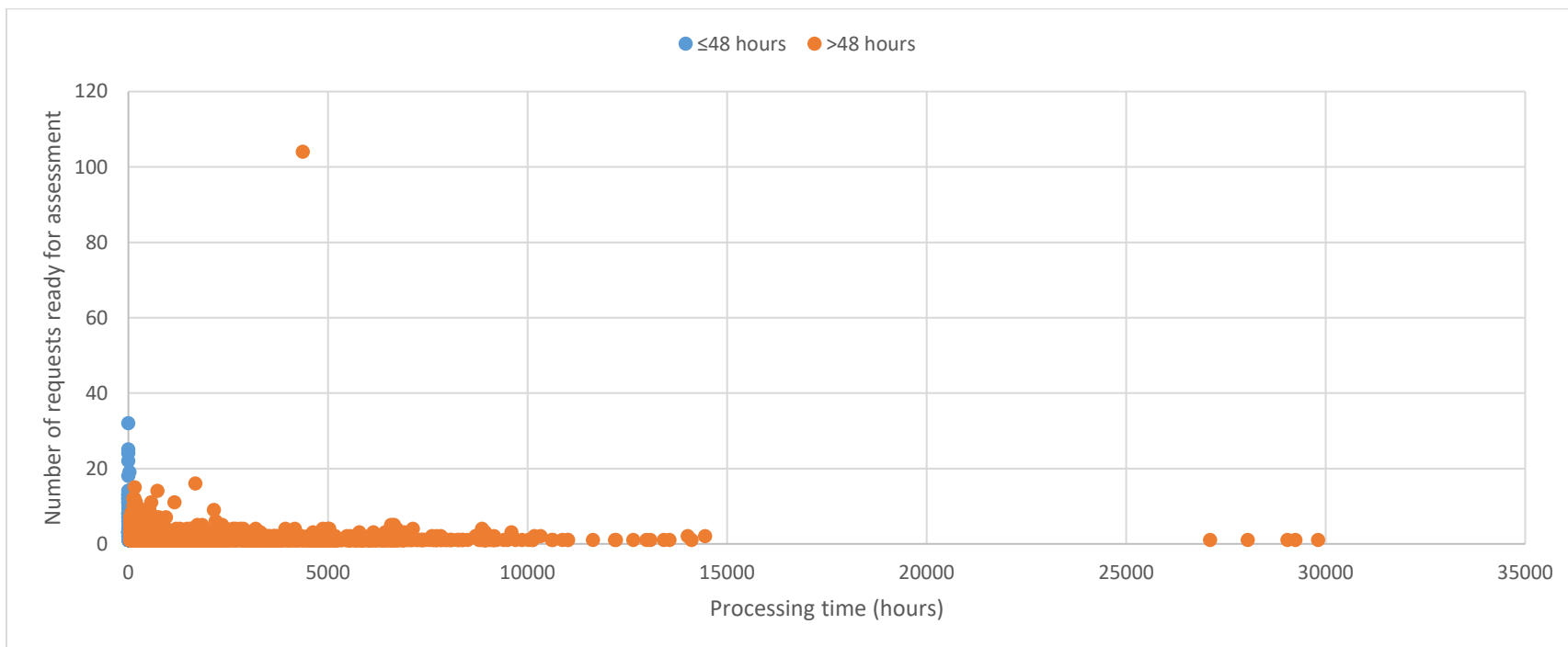
**Figure 1: Processing time of urgent individual requests, February 2024**



Processing time of urgent individual requests (hours)	Number of requests	(%)
≤ 12 hours	825	19%
> 12 hours	3,540	81%
<b>Total</b>	<b>4,365</b>	<b>100%</b>

Notes: 1) Analyses are by requests for products, services, and supports; 2) Excludes requests for Inuit children; 3) Excludes requests with incomplete information; 4) Based solely on requests collected through GCCase and may not align with other analyses; and, 5) The axes for the figures are not the same across figures. Care should be taken when visually comparing figures.

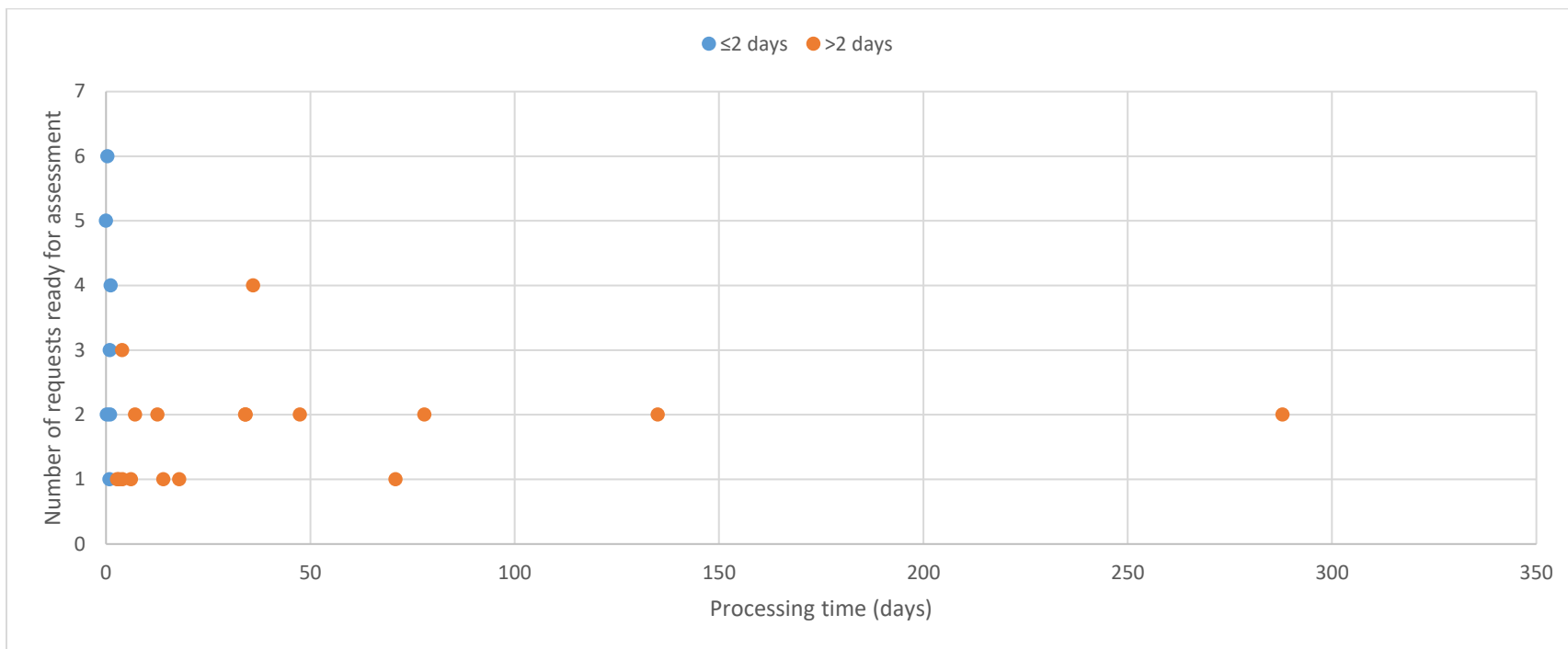
**Figure 2: Processing time of non-urgent individual requests, February 2024**



Processing time of non-urgent individual requests (hours)	Number of requests	(%)
≤ 48 hours	2,702	26%
> 48 hours	7,645	74%
<b>Total</b>	<b>10,347</b>	<b>100%</b>

Notes: 1) Analyses are by requests for products, services, and supports; 2) Excludes requests for Inuit children; 3) Excludes requests with incomplete information; 4) Based solely on requests collected through GCCase and may not align with other analyses; and, 5) The axes for the figures are not the same across figures. Care should be taken when visually comparing figures.

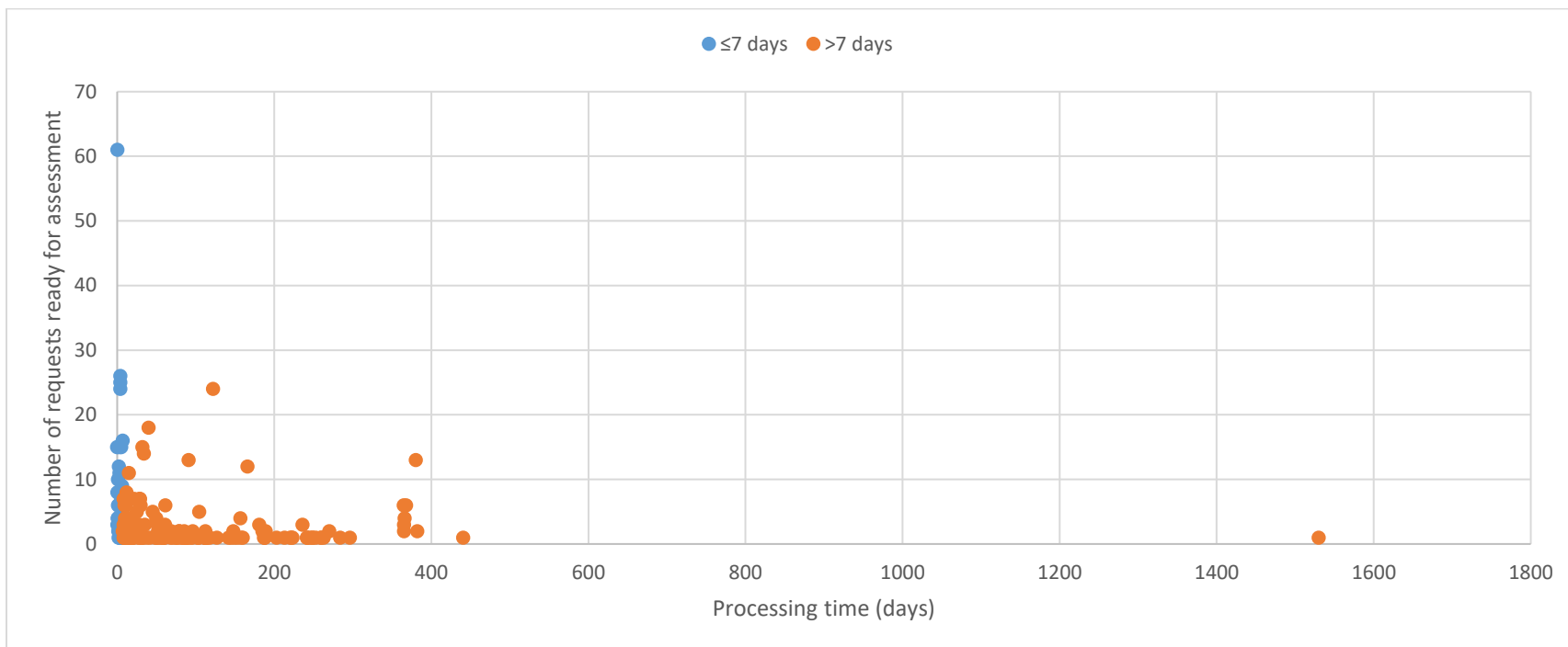
**Figure 3: Processing time of urgent group requests, February 2024**



Processing time of urgent group requests (days)	Number of requests	Percent (%)
≤ 2 days	23	43%
> 2 days	30	57%
<b>Total</b>	<b>53</b>	<b>100%</b>

Notes: 1) Analyses are by requests for products, services, and supports; 2) Excludes requests for Inuit children as well as requests from Nunavut; 3) Excludes requests with incomplete information; 4) Based solely on requests collected through GCCase and may not align with other analyses; and, 5) The axes for the figures are not the same across figures. Care should be taken when visually comparing figures.

**Figure 4:** Processing time of non-urgent group requests, February 2024



Processing time of non-urgent group requests (days)	Number of requests	Percent (%)
≤ 7 days	350	47%
> 7 days	394	53%
<b>Total</b>	<b>744</b>	<b>100%</b>

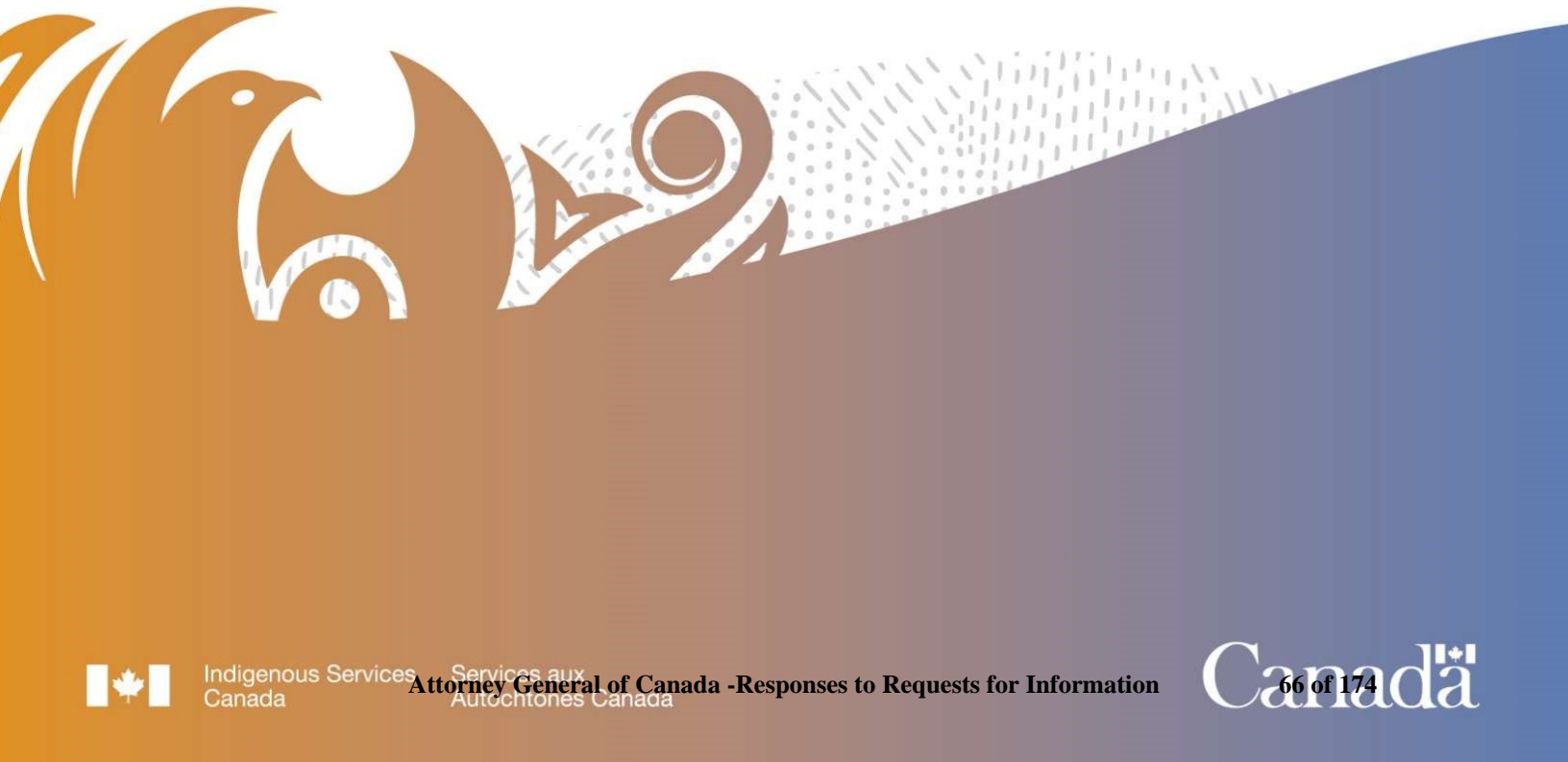
Notes: 1) Analyses are by requests for products, services, and supports; 2) Excludes requests for Inuit children as well as requests from Nunavut; 3) Excludes requests with incomplete information; 4) Based solely on requests collected through GCCase and may not align with other analyses; and, 5) The axes for the figures are not the same across figures. Care should be taken when visually comparing figures.



# APPENDIX E

# Summary of re-reviewed requests

December 2, 2019 to August 2, 2023



Prepared For: Internal use

Data Sources: Jordan's Principle Case Management System (JPCMS)

Data Extract Date: September 7, 2023

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## Scope

The following report provides information on requests that were originally denied or partially approved and subsequently re-reviewed. The findings of this report can be utilized to determine the categories of requests that were most commonly re-reviewed and the final decision after re-review was performed. It can also be used to identify the reasons the original requests were denied as well as the reasons for continued denial after re-review was performed.

## Summary

- Since the implementation of the re-review function in the Jordan's Principle Case Management System (JPCMS) in June 2022, there have been **424 requests** that were originally denied or partially approved **that were subsequently re-reviewed** (Table 1). The amount of funding that was requested under these requests totaled **\$7.5 million**.
  - 418 of the 424 requests were originally denied while 6 were partially approved (Table 2).
- In terms of **volume** of requests, the **top item categories** that were originally denied or partially approved and subsequently re-reviewed were **social (68 requests, 16%) (e.g. daycare/childcare/after school programs), economic supports (e.g. necessities of life, such as rent and groceries) (62 requests, 15%), travel (44 requests, 10%), and education (43 requests, 10%)** (Table 3).
- In terms of requested **funds**, the **top item categories** that were originally denied or partially approved and subsequently re-reviewed were **mental wellness (\$2 million, 27%), and health services (\$1.3 million, 18%)** (Table 3).
- The majority of requests that were originally denied and subsequently re-reviewed (that had a denial rationale available) were **denied due to insufficient documentation** (77 requests, 65%), followed by the **request not being needs specific** (38 requests, 32%) (Table 4).
- Of the 424 requests that were originally denied or partially approved that were subsequently re-reviewed, **only 28 (7%) were still denied at the end of their adjudication process sequence** (Table 5).
  - Of those requests that were still denied at the end of the adjudication process sequence (and had a denial rationale available), the majority were denied due to insufficient documentation (25 requests, 89%) (Table 6).

## **Methodology**

- Limited to active requests (i.e. were not withdrawn or cancelled).
- Limited to requests that were originally denied or partially approved and were subsequently re-reviewed.
- Includes requests made through both Jordan’s Principle and the Inuit Child First Initiative (ICFI).
- The financial information included in this analysis is based solely on approved amounts captured in the JPCMS, and may not reflect actual expenditures and/or match coding from SAP.
- Requests were collected through the JPCMS. The creation dates of the original requests that were denied or partially approved and were subsequently re-reviewed range from December 2, 2019 to August 2, 2023. The creation dates of the subsequent re-reviews range from June 15, 2022 to September 1, 2023. The data was extracted from the JPCMS on September 7, 2023.

## **Considerations and Limitations**

- The categorization system was updated as of fiscal year 2022-23. A historic re-categorization project is ongoing to align previous fiscal years with the new categories system but it is not yet complete. As such, categories for requests created before April 1, 2022 that do not align with the new categorization system are captured as “Unknown”.
- The reason for denial was implemented in the JPCMS part way through the 2022-23 fiscal year. Table 4 and 6 of this report are limited to requests with denial rationale available.

## Results

**Table 1.** Number (n) and percent (%) of requests that were originally denied or partially approved and subsequently re-reviewed, and the associated requested and approved funds, by adjudication process sequence.

Adjudication process sequence	Number of Requests		Requested Funds*		Approved Funds*	
	n	%	\$	%	\$	%
Original   Re-Review	295	70%	5,104,575	73%	15,420	100%
Original   Appeal   Re-Review	110	26%	1,705,623	24%	0	0%
Original   Re-Review   Appeal	10	2%	138,023	2%	0	0%
Original   Appeal   Re-Review   Appeal	5	1%	5,839	0%	0	0%
Original   Appeal   Re-Review   Appeal   Re-Review	4	1%	30,680	0%	0	0%
<b>Total</b>	<b>424</b>	<b>100%</b>	<b>6,984,741</b>	<b>100%</b>	<b>15,420</b>	<b>100%</b>

\* Requested and approved funds associated with the original request.

Note: Requests were collected through the Jordan's Principle Case Management System and include all original adjudications that were originally denied or partially approved and were subsequently re-reviewed. The creation dates of the original requests range from December 2, 2019 to August 2, 2023. The creation dates of the subsequent re-reviews range from June 15, 2022 to September 1, 2023.

**Table 2.** Number (n) and percent (%) of requests that were originally denied or partially approved and subsequently re-reviewed, and the associated requested and approved funds, by final decision.

Final decision of the original request	Number of Requests		Requested Funds*		Approved Funds*	
	n	%	\$	%	\$	%
Denied	418	99%	6,956,605	100%	0	0%
Partial Approved	6	1%	28,136	0%	15,420	100%
<b>Total</b>	<b>424</b>	<b>100%</b>	<b>6,984,741</b>	<b>100%</b>	<b>15,420</b>	<b>100%</b>

\* Requested and approved funds associated with the original request.

Note: Requests were collected through the Jordan's Principle Case Management System and include all original adjudications that were originally denied or partially approved and were subsequently re-reviewed. The creation dates of the original requests range from December 2, 2019 to August 2, 2023. The creation dates of the subsequent re-reviews range from June 15, 2022 to September 1, 2023.

**Table 3.** Number (n) and percent (%) of requests that were originally denied or partially approved and subsequently re-reviewed, and the associated requested and approved funds, by category.

Category of original request <sup>†</sup>	Number of Requests		Requested Funds*		Approved Funds*	
	n	%	\$	%	\$	%
Economic Supports	62	15%	286,351	4%	11,600	75%
Education	43	10%	592,318	8%	2,800	18%
Health Services	21	5%	1,314,966	19%	0	0%
Household items and accessories	2	0%	2,000	0%	0	0%
Infrastructure	26	6%	996,684	14%	0	0%
Medical Equipment and Supplies	4	1%	36,817	1%	0	0%
Medical Travel	28	7%	173,643	2%	0	0%
Medications and Nutritional Supplements	2	0%	4,676	0%	0	0%
Mental Wellness	24	6%	1,799,205	26%	0	0%
Oral Health (including orthodontics)	23	5%	151,004	2%	1,020	7%
Respite	5	1%	75,034	1%	0	0%
Social	68	16%	690,507	10%	0	0%
Travel	44	10%	250,839	4%	0	0%
Unknown	72	17%	610,696	9%	0	0%
<b>Total</b>	<b>424</b>	<b>100%</b>	<b>6,984,741</b>	<b>100%</b>	<b>15,420</b>	<b>100%</b>

<sup>†</sup> The categorization system was updated as of fiscal year 2022-23. Categories of original requests that were created before April 1, 2022 that do not align with the new categorization system are captured as "Unknown".

\* Requested and approved funds associated with the original request.

Note: Requests were collected through the Jordan's Principle Case Management System and include all original adjudications that were originally denied or partially approved and were subsequently re-reviewed. The creation dates of the original requests range from December 2, 2019 to August 2, 2023. The creation dates of the subsequent re-reviews range from June 15, 2022 to September 1, 2023.

**Table 4.** Number (n) and percent (%) of requests that were originally denied and subsequently re-reviewed, and the associated requested funds, by denial reason.

Denial reason of original request <sup>†</sup>	Number of Requests		Requested Funds*	
	n	%	\$	%
Insufficient Documentation	77	65%	2,004,993	61%
No Gap in Service	5	4%	155,225	5%
Not Eligible (Above Age of Majority)	11	9%	72,198	2%
Not Eligible (First Nation)	3	3%	3,800	0%
Not Needs Specific	38	32%	1,055,991	32%
Not an Income Supplement	7	6%	17,494	1%
<b>Total</b>	<b>118</b>	<b>100%</b>	<b>3,309,701</b>	<b>100%</b>

<sup>†</sup> The denial reason was implemented part way through the 2022-23 fiscal year. Requests with missing denial reason were excluded. There may be multiple denial reasons per request, therefore, the column total is not the sum of the rows.

\* Requested funds associated with the original request.

Note: Requests were collected through the Jordan's Principle Case Management System and include all original adjudications that were originally denied and were subsequently re-reviewed. The creation dates of the original requests range from December 2, 2019 to August 2, 2023. The creation dates of the subsequent re-reviews range from June 15, 2022 to September 1, 2023.

**Table 5.** Number (n) and percent (%) of requests that were originally denied or partially approved and subsequently re-reviewed, and the requested and approved funds associated with the current state of the adjudication process, by final decision of the current state of the adjudication process.

Final decision of the current state	Number of Requests		Requested Funds*		Approved Funds*	
	n	%	\$	%	\$	%
Approved	374	88%	4,881,474	79%	4,867,295	100%
Denied	28	7%	787,237	13%	0	0%
In Progress	8	2%	431,686	7%	0	0%
Partial Approved	2	0%	10,584	0%	5,280	0%
Missing	12	3%	78,988	1%	0	0%
<b>Total</b>	<b>424</b>	<b>100%</b>	<b>6,189,969</b>	<b>100%</b>	<b>4,872,575</b>	<b>100%</b>

\* Requested and approved funds associated with the current state of the adjudication process sequence.

Note: Requests were collected through the Jordan's Principle Case Management System and include all original adjudications that were originally denied or partially approved and were subsequently re-reviewed. The creation dates of the original requests range from December 2, 2019 to August 2, 2023. The creation dates of the subsequent re-reviews range from June 15, 2022 to September 1, 2023.

**Table 6.** Number (n) and percent (%) of requests that were originally denied or partially approved and subsequently re-reviewed that were denied at the current state of the adjudication process, and the requested funds associated with the current state of the adjudication process, by denial reason of the current state of the adjudication process.

Denial reason of the current state <sup>†</sup>	Number of Requests		Requested Funds*	
	n	%	\$	%
Insufficient Documentation	25	89%	388,429	49%
Not Needs Specific	3	11%	397,128	50%
Not an Income Supplement	1	4%	1,680	0%
<b>Total</b>	<b>28</b>	<b>100%</b>	<b>787,237</b>	<b>100%</b>

<sup>†</sup> The denial reason was implemented part way through the 2022-23 fiscal year. Requests with missing denial reason were excluded. There may be multiple denial reasons per request, therefore, the column total is not the sum of the rows.

\* Requested funds associated with the current state of the adjudication process sequence.

Note: Requests were collected through the Jordan's Principle Case Management System and include all original adjudications that were originally denied or partially approved and were subsequently re-reviewed. The creation dates of the original requests range from December 2, 2019 to August 2, 2023. The creation dates of the subsequent re-reviews range from June 15, 2022 to September 1, 2023.

Contact us at: [jordansprinciple-principedejordan@sac-isc.gc.ca](mailto:jordansprinciple-principedejordan@sac-isc.gc.ca)

Jordan's Principle and Inuit Child First Initiative - Data Team  
Indigenous Services Canada - First Nations and Inuit Health Branch  
This document can be made available in French, if needed.



# APPENDIX F

## Jordan's Principle and Inuit Child First Initiative Operational Bulletin

### Operational Bulletin 002 – Consent Guidance

**Objective:** Provide a framework for consent that protects the privacy of requesters when Indigenous Services Canada (ISC) needs to collect, use and disclose personal information for the limited purpose of reviewing and processing individual and group request/s in manner that is compliant with the Canadian Human Rights Tribunal orders and privacy legislation and policies.

**Effective Date:** February 24, 2023

### Supporting Tools

- FAQs

### Key Take-Aways

- Consent is required for all Jordan's Principle individual requests and is generally provided by:
  - An adult for individuals under the age of 16 or;
  - applicants over the age of 16 or an adult on their behalf; or
  - persons acting in the place of a parent (e.g., customary care) if there is supporting documentation.
- Jordan's Principle is a funder which means that only the minimum amount of information needed to assess the request is to be collected. Requesters are not providing consent for children to undergo a particular treatment or service.
- Personal information of the children is not required to support the adjudication of Group Requests and therefore, we do not require the consent from parents or guardians.

## **Responsibilities of First Nations Service Coordinators/Navigators & ISC Focal Points**

- Obtaining informed consent for each Jordan's Principle request which involves the collection, use, and disclosure of information by the Government and Service Coordinators/Navigators, from the appropriate person (either the child, their primary caregiver, legal guardian or a representative authorized by either);
- ensuring that consent is properly documented and available in the child's file;
- ensuring that authorization to consent is available in writing in the child's file;
- Service providers are responsible for obtaining informed consent from the appropriate person in order to provide treatment or care.

## **Responsibility of Requestors**

- Providing all documentation required to process a Jordan's Principle request (reference Documentation requirements document – to be developed), or
- Otherwise authorizing another person (including Jordan's Principle regional staff) to obtain and submit this documentation on their behalf.

## **Why do we get consent?**

- Applicants<sup>1</sup> and requestors<sup>2</sup> for Jordan's Principle funding provide the government with sensitive information about themselves and/or members of their families, which is sometimes collected from individuals other than the applicant themselves (e.g., requestors, community members, medical/service providers).
- The Jordan's Principle Request Form asks for consent for the Government to collect, use and disclose personal information about the applicant.
- Jordan's Principle staff must obtain consent for each request which involves the collection of personal information.
- It is the responsibility of all ISC employees to protect this information and safeguard the process in which it is handled.

## **What are requestors consenting to?**

Individuals have the right to control information about themselves and can choose to keep information private. Applicants and requestors must provide informed consent: it is required that they understand what information will be collected, from whom, how it will be used, the consequences of withholding consent, and any alternatives to providing consent.<sup>i</sup> They must also understand their rights to: protection, access and correction of personal information; and to file a complaint about Indigenous Services Canada's privacy practices.<sup>ii</sup> This information is outlined on the Jordan's Principle Request Form

Staff are not asking for the person's consent to receive a particular product/service or undergo treatment – that is the responsibility of care or service providers.

<sup>1</sup> Children who are the subject of a Jordan's Principle request.

<sup>2</sup> Individuals who submit requests for funding on behalf of a First Nations child.

## **Can children consent on their behalf?**

For urgent requests, ISC requires a minimum amount of information to adjudicate a request which can include verbal or written consent from the parent or guardian or a young person who is legally able to make decision about their care.

In generally, consent for individuals under the age of 16 should be provided by a primary caregiver. There will be circumstances, however, where it is appropriate for staff to accept a request from a child below the age of 16 – for example, a young person seeking funding for sensitive services which they do not wish to disclose to family members.

Individuals over the age of 16 can provide consent for themselves, or requests may be submitted by a primary caregiver.

Where staff have concerns regarding consent, they can seek direction from a supervisor. In situations where consent is required from another person other than the applicant, the rationale should be documented in the file while respecting the CHRT timelines.

## **Obtaining Consent**

Consent can be obtained verbally, but must be documented, including the:

- (1) Date and time that consent was provided;
- (2) The name and contact information of the person who provided consent;
- (3) That they are authorized to provide consent, and that supporting documentation will be obtained in writing (for primary caregivers and Authorized Representatives); and
- (4) Consent that is provided over text message, by email or using an electronic signature should be confirmed verbally.

## **When to obtain consent**

Consent must be obtained at the time of the request by the Service Coordinator, Authorized Representative, or National Call Centre Staff who receive the request and forward to the region – prior to the collection, use or disclosure of personal information to or by Government.

## **What about urgent requests?**

Focal Points/Service Coordinators can confirm verbally that the individual is authorized to provide consent, and obtain supporting documents after the request has been processed.

## **What about for group requests?**

As personal information is not be collected for the children supported by the group request (see Group Requests Best Practices (in development)), consent is not required. Staff will obtain written attestation from the requesting organization/group that they operate in accordance with governing privacy legislation and will obtain consent from the appropriate individuals to be produced upon request, if required.

## Consent Records

Each individual Request should be accompanied by a:

- Signed Request Form; **or**
- written record of verbal consent, and supporting documentation where applicable. This information must be available in the child's request and in GC Case.

## FAQs

### Q: Who can provide consent on behalf of a person without capacity?

A: A **primary caregiver** can consent on behalf of an individual without the capacity to consent on their own. This includes:

- Parents – for the purposes of Jordan’s Principle, a **parent** is someone with decision-making responsibility for the child.<sup>iii</sup> This includes biological parents and adoptive parents. Note: a parent was formerly defined as a person with custody of the child.
- A **legal guardian** is someone, other than a parent, with the legal authority to make decisions on behalf of a child.<sup>iv</sup>
- A **person acting in the place of a parent** is someone who has not gone through the court system to be recognized as a parent/ legal guardian, but who nonetheless has responsibility to make decisions on behalf of the child.<sup>v</sup> This category of requestor is being incorporated in recognition of the fact that shared child care and customary adoption is a long-standing practice among many of Canada’s Indigenous communities.<sup>vi</sup>

Consent may be obtained from a person who is a substitute decision maker, such as a power of attorney or an authorized representative. An Authorized Representative can be designated to complete requests on behalf of a person without capacity – this is another person within the child’s circle of care (a teacher, health organization personnel or child and family services) who has been designated, by a child or their primary caregiver, to provide consent for future requests.

### Q: What documentation is acceptable for an adult who is authorized to consent on a child’s behalf?

A: Requests from primary caregivers and Authorized representatives require supporting documentation, including:

#### Primary Care Givers:

1. Formal documentation showing that the requestor is primarily responsible for the care and upbringing of the child, including:
  - Kinship/care arrangement
  - Power of attorney or substitute decision-maker documents
  - An official document showing that the child lives with the requestor (e.g., letter from the daycare or school authorities, school registration or enrolment document, report card, information or emergency contact sheet)
  - A court order or parenting agreement explaining the type of custody arrangement (for example, shared custody) and living arrangements of the child
  - A letter from the Band/Nation stating that they have personal knowledge that the child lives with the requestor.

#### Authorized Representatives:

Signed Jordan’s Principle Request Form [Submit a request under Jordan's Principle \(sac-isc.gc.ca\)](https://sac-isc.gc.ca)

Another example is a Service Coordinator who has received consent from the parents and the attestation is included on the signed request form.

**Q: What if I am concerned that someone who says they are a child's primary caregiver is not, in fact, the child's primary caregiver?**

A: It is important to note that Jordan's Principle staff are obtaining consent to the collection/use/disclosure of personal information – NOT consent to treatment, which comes at a later stage and is subject to more stringent documentation requirements.

## Additional Information

The *Privacy Act* sets out the rules for the federal Government's handling of personal information.<sup>1</sup> It tells us in what circumstances the Government can collect, use, disclose and retain personal information, and how it must be disposed of, in order to protect the privacy of people. The Federal government can only collect the personal information that is **necessary to conduct ongoing activities, and people have to be told why the information is being collected.**<sup>1</sup> Where information is collected from someone other than the individual to whom it relates, permission or consent from that individual should be provided for the collection/use/disclosure of their personal information.

To learn more visit the Canada School of Public Service<sup>vii</sup>

## Disclosing Information

Staff should be very cautious when disclosing personal information outside of Jordan's Principle. The best practice is to always ask the applicant whether it is alright to share their information externally, and to document this conversation in GC Case.

However, under the *Privacy Act*, personal information can be disclosed without consent when:

**It is necessary:**

- Assess eligibility for funding and connect eligible applicants with funding
- Coordinate amongst providers
- Process the request, including if appealed
- Monitor the services provided
- Report on the operation of Jordan's Principle at an aggregate level

**To be compliant:**

- Another law or regulation
- A court order, subpoena or warrant

**Upon request:**

- The Attorney General, for a legal proceeding
- An investigative body (authorized via regulation), for a lawful investigation
- Another government (e.g., provincial, Indigenous), to carry out a lawful investigation, or administer or enforce its laws
- An MP, to assist the subject of the information in resolving a problem
- Other ISC staff or auditors (authorized via regulation), for audit purposes
- The Library and Archives of Canada, for archival purposes
- "[A]ny aboriginal government, association of aboriginal people, Indian band, government institution or part thereof...for the purpose of researching or validating claims, disputes or grievances of any of the aboriginal people of Canada."
- Government, for debt collection purposes
- The head of the institution feels that the disclosure would be in the benefit of the individual, or outweighs any resulting invasion of privacy.

When an external request for information comes in and it is not possible to obtain verbal consent from the applicant, staff should assess whether the circumstance fits into one of these categories. If information is disclosed without consent, the disclosure and rationale should be documented in GC Case.

For issues surrounding the collection and sharing of personal information, requestors can contact the Policy Team: Politique Principe de Jordan - Jordans Principle Policy [politiqueprincipedejordan-jordansprinciplepolicy@sac-isc.gc.ca](mailto:politiqueprincipedejordan-jordansprinciplepolicy@sac-isc.gc.ca).



For more information on privacy issues, requestors can consult the [Privacy Commissioner of Canada](#) or the Treasury Board of Canada Secretariat's [Policy on Privacy Protection](#) and [Directive on Privacy Practices](#).

<sup>i</sup> Treasury Board [Directive on Privacy Practices- Canada.ca](#), s. 6.2.9, 6.2.13.

<sup>ii</sup> *Ibid*, s. 6.2.9.

<sup>iii</sup> [Divorce Act \(justice.gc.ca\)](#), RSC 1985, c. 3 (2nd Supp.), s. 16.1; Library of Parliament, "Legislative Background: *An Act to amend the Divorce Act, the Family Orders and Agreements Enforcement Assistance Act and the Garnishment, Attachment and Pension Diversion Act and to make consequential amendments to another Act* (Bill C-78 in the 42<sup>nd</sup> Parliament)" (Ottawa: Library of Parliament, June 2019) at 13, online (pdf): [legislative\\_background\\_E.PDF \(justice.gc.ca\)](#).

<sup>iv</sup> [Citizenship: Guardianship - Canada.ca](#)

<sup>v</sup> Dan L Goldberg, "Grandparent-Grandchild Access: A Legal Analysis" (Background Paper) (Ottawa: Minister of Justice and Attorney General of Canada, 2003), online (pdf): [Microsoft Word - Grandparents Fn102.doc \(justice.gc.ca\)](#)

<sup>vi</sup> Marilyn Poitras & Norman Zlotkin, "An Overview of the Recognition of Customary Adoption in Canada" (Saskatoon: Saskatchewan First Nations Family and Community Institute, 2013), online: [Microsoft Word - Custom Adoption Final Report 2013.rtf \(sfnfci.ca\)](#)

vii RSC, 1985, c. P-21

## Bulletin opérationnel sur le principe de Jordan et l'Initiative : Les enfants inuits d'abord

### Bulletin opérationnel 002 – Directives sur le consentement

**Objectif :** Encadrer le consentement afin de protéger la vie privée des demandeurs lorsque Services aux Autochtones Canada (SAC) doit recueillir, utiliser et divulguer des renseignements personnels uniquement dans le but d'examiner et de traiter les demandes individuelles et collectives d'une manière conforme aux ordonnances du Tribunal canadien des droits de la personne (TCDP) ainsi qu'aux lois et politiques sur la protection des renseignements personnels.

**Date d'entrée en vigueur : 24 février 2023**

### Outils de soutien

- Foire aux questions

### Principaux points à retenir :

- Le consentement est requis pour l'ensemble des demandes individuelles liées au principe de Jordan et est généralement donné par :
  - un adulte pour les personnes de moins de 16 ans ou;
  - les demandeurs de plus de 16 ans ou un adulte en leur nom;
  - les personnes agissant à la place d'un parent (p. ex. soins conformes aux traditions) si des documents justificatifs sont fournis.
- La demande est évaluée en fonction du principe de Jordan, ce qui signifie qu'il ne faut recueillir que le minimum de renseignements nécessaires à l'évaluation de la demande. Les demandeurs ne donnent pas leur consentement pour que les enfants subissent un traitement ou reçoivent un service particulier.
- Les renseignements personnels des enfants ne sont pas requis pour appuyer l'approbation des demandes de groupe. Par conséquent, nous n'exigeons pas le consentement des parents ou des tuteurs.

## **Responsabilités des coordonnateurs de services ou des accompagnateurs des Premières Nations et des points de contact de SAC**

- Obtenir le consentement éclairé de la personne concernée pour chaque demande en vertu du principe de Jordan, ce qui comprend la collecte, l'utilisation et la divulgation de renseignements par le gouvernement et les coordonnateurs de services ou les accompagnateurs (soit l'enfant, son principal responsable des soins, son tuteur légal ou un représentant autorisé par l'un ou l'autre).
- Veiller à ce que le consentement soit dûment documenté et consigné dans le dossier de l'enfant.
- S'assurer que l'autorisation de consentement est consignée par écrit dans le dossier de l'enfant.
- Il incombe aux fournisseurs de services d'obtenir le consentement éclairé de la personne concernée pour être en mesure d'offrir un traitement ou des soins.

## **Responsabilité des demandeurs**

- Fournir tous les documents requis pour traiter une demande en vertu du principe de Jordan (voir le document intitulé Documentation requise – à élaborer).
- Sinon, autoriser une autre personne (y compris le personnel régional du principe de Jordan) à obtenir et à présenter ces documents en leur nom.

## **Pourquoi demandons-nous le consentement?**

- Les personnes<sup>1,2</sup> qui présentent une demande de financement en vertu du principe de Jordan fournissent au gouvernement des renseignements de nature délicate à leur sujet ou sur les membres de leur famille, qui sont parfois recueillis par d'autres personnes (p. ex. demandeurs, membres de la communauté, professionnels de la santé ou fournisseurs de services).
- Le formulaire de demande en vertu du principe de Jordan demande le consentement du demandeur afin que le gouvernement puisse recueillir, utiliser et divulguer des renseignements personnels à son sujet.
- Le personnel responsable du principe de Jordan doit obtenir le consentement du demandeur pour chaque demande qui fait l'objet d'une collecte de renseignements personnels.
- Il incombe à tous les employés de SAC de protéger ces renseignements et le processus au cours duquel ces renseignements sont traités.

## **À quoi les demandeurs consentent-ils?**

Les personnes ont le droit de contrôler l'information qui les concerne et peuvent choisir de garder cette information confidentielle. Les demandeurs doivent donner un consentement éclairé. Ils doivent comprendre quels renseignements seront recueillis, par qui et de quelle manière ils seront utilisés ainsi qu'être informés des conséquences du refus d'un tel consentement et des solutions de rechange offertes<sup>1</sup>. Ils doivent également comprendre leurs

<sup>1</sup> Les enfants qui font l'objet d'une demande en vertu du principe de Jordan.

<sup>2</sup> Les personnes qui présentent des demandes de financement au nom d'un enfant des Premières Nations.

droits à la protection et à la correction de leurs renseignements personnels, leur droit à l'accès à ces derniers ainsi que leur droit de déposer une plainte au sujet des pratiques de SAC en matière de protection de la vie privée<sup>ii</sup>. Ces renseignements sont décrits dans le formulaire de demande en vertu du principe de Jordan.

Le personnel n'a pas à demander le consentement de la personne à recevoir un article ou un service en particulier ou à subir un traitement; il s'agit de la responsabilité des responsables des soins ou des fournisseurs de services.

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### **Les enfants peuvent-ils donner leur consentement?**

Pour les demandes urgentes, SAC exige qu'un minimum de renseignements soit fourni pour évaluer une demande qui peut comprendre le consentement verbal ou écrit du parent ou du tuteur ou d'un jeune qui est légalement capable de prendre des décisions quant à ses soins.

En général, le consentement des personnes de moins de 16 ans doit être fourni par le principal responsable des soins. Il existe toutefois des situations où il est approprié pour le personnel d'accepter une demande d'un enfant de moins de 16 ans. Par exemple, un jeune qui demande du financement pour des services de nature délicate dont il ne souhaite pas faire part aux membres de sa famille.

Les personnes de plus de 16 ans peuvent donner leur consentement ou leur principal responsable des soins peut le faire en leur nom.

Lorsque le personnel a des préoccupations au sujet du consentement, il peut demander conseil à un superviseur. Dans les cas où le consentement d'une autre personne que le demandeur est requis, la justification doit être consignée au dossier tout en respectant les échéances du TCDP.

### **Obtention du consentement**

Le consentement peut être obtenu verbalement, mais doit être documenté à l'aide des éléments suivants :

- (1) Date et heure de l'obtention du consentement.
- (2) Nom et coordonnées de la personne qui a donné son consentement.
- (3) Preuve que la personne est autorisée à donner son consentement et que tout document justificatif exigé sera fourni (pour les principaux responsables de soins et les représentants autorisés).
- (4) Confirmation verbale de consentement donné par message texte, par courriel ou au moyen d'une signature électronique.

### **Quand obtenir le consentement?**

Le coordonnateur de services, le représentant autorisé ou le personnel du centre national d'appels qui reçoit la demande et la transmet au personnel régional – avant la collecte, l'utilisation ou la divulgation de renseignements personnels au gouvernement ou par celui-ci – doit obtenir le consentement du demandeur au moment de la demande.

### **Qu'en est-il des demandes urgentes?**

Les points de contact et les coordonnateurs de services peuvent confirmer verbalement que la personne est autorisée à donner son consentement et obtenir les documents justificatifs après le traitement de la demande.

### **Qu'en est-il des demandes de groupe?**

Comme les renseignements personnels des enfants faisant l'objet d'une demande du groupe (voir les pratiques exemplaires en matière de demandes de groupe [en cours d'élaboration]) ne sont pas recueillis, il n'est pas nécessaire d'obtenir le consentement des personnes concernées. Le personnel doit obtenir de l'organisation ou du groupe demandeur une attestation écrite démontrant qu'il exerce ses activités conformément aux lois relatives à la protection des renseignements personnels ainsi que le consentement des personnes concernées qu'il devra consigner sur demande, le cas échéant.

### **Dossiers de consentement**

Chaque demande individuelle doit être accompagnée :

- d'un formulaire de demande signé;
- d'une preuve écrite du consentement verbal et des documents justificatifs, le cas échéant. Ces renseignements doivent figurer dans la demande de l'enfant et dans GCCase.

## Foire aux questions

### Question : Qui peut donner son consentement au nom d'une personne inapte?

Réponse : Un **principal responsable de soins** peut donner son consentement au nom d'une personne n'ayant pas la capacité de donner son consentement de son propre chef. Les personnes suivantes peuvent être un tel responsable :

- Parents : Aux fins du principe de Jordan, un **parent** est une personne responsable de prendre des décisions pour l'enfant<sup>iii</sup>. Cela comprend les parents biologiques et les parents adoptifs. Remarque : Un parent était auparavant défini comme une personne ayant la garde de l'enfant.
- Un **tuteur légal** est une personne, autre qu'un parent, qui a le pouvoir légal de prendre des décisions au nom d'un enfant<sup>iv</sup>.
- Une **personne agissant à la place d'un parent** est une personne qui n'est pas passée par le système judiciaire pour être reconnue comme parent ou tuteur légal, mais qui a néanmoins la responsabilité de prendre des décisions au nom de l'enfant<sup>v</sup>. Cette catégorie de demandeur a été ajoutée compte tenu du fait que la garde d'enfants partagée et l'adoption selon les coutumes autochtones sont des pratiques de longue date dans de nombreuses communautés autochtones du Canada<sup>vi</sup>.

Le consentement peut être obtenu auprès d'une personne qui prend les décisions au nom de l'enfant, soit une personne détenant une procuration ou un représentant autorisé. Un représentant autorisé peut être désigné pour répondre aux demandes au nom d'une personne inapte. En effet, l'enfant ou son principal responsable de soins peut désigner une autre personne du cercle de soins de l'enfant (un enseignant, un membre du personnel d'un organisme de santé ou des services à l'enfance et à la famille) pour consentir aux demandes futures.

### Question : Quels documents un adulte autorisé à donner son consentement au nom d'un enfant doit-il fournir?

Réponse : Les demandes des principaux responsables des soins et des représentants autorisés nécessitent des documents justificatifs, notamment :

#### Principaux responsables des soins :

1. Des documents officiels montrant que le demandeur est le principal responsable des soins et de l'éducation de l'enfant, notamment :

- Une convention parentale ou une entente de garde;
- Une procuration ou un document du décideur remplaçant;
- Un document officiel montrant que l'enfant vit avec le demandeur (p. ex. une lettre de la garderie ou des administrations scolaires, un document d'inscription ou d'admission à l'école, un bulletin scolaire, des renseignements ou une fiche des coordonnées d'urgence);
- Une ordonnance du tribunal ou une entente parentale expliquant le type d'arrangement de garde (p. ex. garde partagée) et les modalités de vie de l'enfant;
- Une lettre de la bande ou de la nation indiquant qu'elle sait personnellement que l'enfant vit avec le demandeur.

Représentants autorisés :

Formulaire de demande en vertu du principe de Jordan signé – [Présenter une demande en vertu du principe de Jordan \(sac-isc.gc.ca\)](#). Un coordonnateur de services qui a reçu le consentement des parents et dont l'attestation est incluse dans le formulaire de demande signé constitue un autre exemple.

**Question : Que faire si je crains qu'une personne affirmant être le principal responsable de soins de l'enfant ne l'est pas en réalité?**

Réponse : Il est important de noter que le personnel responsable du principe de Jordan demande le consentement pour la collecte, l'utilisation et la divulgation des renseignements personnels, et NON pour leur traitement, qui a lieu à une étape ultérieure et qui est assujetti à des exigences documentaires plus strictes.

## Renseignements supplémentaires

La *Loi sur la protection des renseignements personnels* établit les règles régissant le traitement des renseignements personnels par le gouvernement fédéral<sup>1</sup>. Elle nous indique dans quelles situations le gouvernement peut recueillir, utiliser, divulguer et conserver des renseignements personnels, ainsi que la façon dont il doit s'en débarrasser afin de protéger la vie privée des gens. Le gouvernement fédéral ne peut recueillir que les renseignements personnels qui sont **nécessaires pour mener des activités en cours, et les gens doivent être informés des raisons de la collecte de leurs renseignements**<sup>1</sup>. Lorsque des renseignements sont recueillis auprès d'une personne autre que la personne concernée, cette dernière doit donner sa permission ou son consentement afin que l'on procède à la collecte, à l'utilisation ou à la divulgation de ses renseignements personnels.

Pour en savoir plus, consultez le site Web de l'École de la fonction publique du Canada<sup>vii</sup>.

### Divulgence des renseignements personnels

Le personnel doit être très prudent lorsqu'il divulgue des renseignements personnels à l'encontre du principe de Jordan. La pratique exemplaire consiste à toujours demander au demandeur s'il accepte de communiquer ses renseignements à l'externe et de documenter cette conversation dans GCcase.

Toutefois, en vertu de la *Loi sur la protection des renseignements personnels*, ces derniers peuvent être divulgués sans consentement dans les situations suivantes :

**It is necessary:**

- Assess eligibility for funding and connect eligible applicants with funding
- Coordinate amongst providers
- Process the request, including if appealed
- Monitor the services provided
- Report on the operation of Jordan's Principle at an aggregate level

**To be compliant:**

- Another law or regulation
- A court order, subpoena or warrant

**Upon request:**

- The Attorney General, for a legal proceeding
- An investigative body (authorized via regulation), for a lawful investigation
- Another government (e.g., provincial, Indigenous), to carry out a lawful investigation, or administer or enforce its laws
- An MP, to assist the subject of the information in resolving a problem
- Other ISC staff or auditors (authorized via regulation), for audit purposes
- The Library and Archives of Canada, for archival purposes
- "[A]ny aboriginal government, association of aboriginal people, Indian band, government institution or part thereof...for the purpose of researching or validating claims, disputes or grievances of any of the aboriginal people of Canada."
- Government, for debt collection purposes
- The head of the institution feels that the disclosure would be in the benefit of the individual, or outweighs any resulting invasion of privacy.

Lorsqu'une demande de renseignements externe est reçue et qu'il n'est pas possible d'obtenir le consentement verbal du demandeur, le personnel doit évaluer si la situation correspond à l'une de ces catégories. Si des renseignements sont divulgués sans consentement, il faut consigner leur divulgation et la justification de celle-ci dans GCcase.

Pour toute question au sujet de la collecte et la divulgation de renseignements personnels, les demandeurs peuvent communiquer avec l'équipe des politiques : Politique du principe de



Pour obtenir de plus amples renseignements sur les questions relatives à la protection de la vie privée, les demandeurs peuvent consulter le [Commissariat à la protection de la vie privée du Canada](#) ou la [Politique sur la protection de la vie privée](#) du Secrétariat du Conseil du Trésor et la [Directive sur les pratiques relatives à la protection de la vie privée](#).

<sup>i</sup> CANADA. Conseil du Trésor. Directive sur les pratiques relatives à la protection de la vie privée. Sur Internet : [tbs-sct.canada.ca/pol/doc-fra.aspx?id=18309](https://tbs-sct.canada.ca/pol/doc-fra.aspx?id=18309), s. 6.2.9, 6.2.13.

<sup>ii</sup> *Ibid*, s. 6.2.9.

<sup>iii</sup> OTTAWA. BIBLIOTHÈQUE DU PARLEMENT. [Loi sur le divorce \(justice.gc.ca\)](#), L.R.C. (1985), ch. 3 (2<sup>e</sup> suppl.), art. 16.1, « Contexte législatif : *Loi modifiant la Loi sur le divorce, la Loi d’aide à l’exécution des ordonnances et des ententes familiales et la Loi sur la saisie-arrêt et la distraction de pensions et apportant des modifications corrélatives à une autre loi* », 21 juin 2019 (consulté à 13 h). Sur Internet (PDF) : [publications.gc.ca/collections/collection\\_2019/jus/J2-488-2019-fra.pdf](https://publications.gc.ca/collections/collection_2019/jus/J2-488-2019-fra.pdf).

<sup>iv</sup> CANADA. IMMIGRATION, RÉFUGIÉS ET CITOYENNETÉ CANADA. « Citoyenneté : Tutelle ». Sur internet : [canada.ca/fr/immigration-refugies-citoyennete/organisation/publications-guides/bulletins-guides-operationnels/citoyennete-canadienne/administration/decisions/tutelle.html](https://canada.ca/fr/immigration-refugies-citoyennete/organisation/publications-guides/bulletins-guides-operationnels/citoyennete-canadienne/administration/decisions/tutelle.html).

<sup>v</sup> OTTAWA. MINISTRE DE LA JUSTICE ET PROCUREUR GÉNÉRAL DU CANADA. GOLDBERG, Dan L. « Le droit de visite des grands-parents auprès de leurs petits-enfants : analyse juridique » (document de référence). Sur internet : [justice.gc.ca/fra/pr-rp/lf-fl/famil/2003\\_15/2003\\_15.pdf](https://justice.gc.ca/fra/pr-rp/lf-fl/famil/2003_15/2003_15.pdf).

<sup>vi</sup> POITRAS, Marilyn et Norman ZLOTKIN. « An Overview of the Recognition of Customary Adoption in Canada », préparé par le Saskatchewan First Nations Family and Community Institute, 2013. Sur internet : [sfnfci.ca/ckfinder/userfiles/files/Custom%20Adoption%20Final%20Report%202013\(2\).pdf](https://sfnfci.ca/ckfinder/userfiles/files/Custom%20Adoption%20Final%20Report%202013(2).pdf).

<sup>vii</sup> L.R.C. (1985), ch. P-21.

## **Jordan's Principle and Inuit Child First Initiative Operational Bulletin**

### **Operational Bulletin 003: Prenatal Supports – Guidance**

**Objective:** To provide operational guidance on how to capture prenatal support requests for in the Jordan's Principle Case Management System (JPCMS) and which requested items can be adjudicated by regional offices and which requested items are to be escalated for decision.

**Effective Date: February 24, 2023**

#### **Supporting Tools:**

- FAQs

#### **Key Take-Aways**

- Requests for items that will directly support an expected child can be adjudicated within the regional offices.
  - ✓ This includes travel for partner to attend the birth.
- Services (i.e. midwife, doula services, multivitamins) that will directly support the mother or pregnant person (over the age of majority), are to be escalated for decision.
- How to input, track and report on prenatal items in JPCMS.

## Prenatal Products

Products the expectant parent/guardian would need to access before the due date in preparation for the safe arrival of the child, are to be reviewed while referencing the Back to Basics Approach document. Products should be adjudicated in a way that is non-discriminatory, centers on the needs and best interests of the child, and takes into consideration the distinct circumstances of their community.

- Examples of prenatal items include<sup>1</sup>: crib, car seat, bassinet, baby carrier, wash tub, nail clippers, diapers etc.

Products/services directly supporting the mother or pregnant person (over the age of majority), are to be escalated for review and adjudication by the Designated Decision Maker (DDM).

- Examples may include: midwifery services, doula services, and prenatal vitamins for mother or pregnant person.

Questions regarding certain products not listed? Please contact the Back to Basics Integrity Team at [jordansprinciple-principedejordan@sac-isc.gc.ca](mailto:jordansprinciple-principedejordan@sac-isc.gc.ca).

## Inputting into JPCMS

To ensure data is captured correctly, the following steps are to be followed to allow for proper reporting for items that are related to an expected child. See Annex for visual instructions on how to input into JPCMS.

Please direct questions to: [jordansprinciple-principedejordan@sac-isc.gc.ca](mailto:jordansprinciple-principedejordan@sac-isc.gc.ca).

1. Add the child participant to the case using the below criteria:
  - a. First Name: first name of expected child, if known, otherwise 'prenatal'
  - b. Last Name: last name of expected child, or last name of mother or pregnant person
  - c. Date of Birth: anticipated delivery date or blank if anticipated delivery date is unknown
  - d. Need: Prenatal

*\*If the child's name or date of birth becomes known after the initial intake process, please be sure to update the person and participant records with this new information. This will help avoid the creation of duplicate person records and allow for accurate reporting on a person's request history.\**

2. Add the item(s) being requested
  - a. Select the most appropriate item category using the existing list
3. Add the Child-Item-Needs link
  - a. Link the expected child with requested items and the prenatal need

<sup>1</sup> This is not an exhaustive list; there is currently not a list of products that would be considered in or out due to ongoing discussions.

- b. The *prenatal need must be selected in the child-item-needs link* to ensure data team is able to effectively pull accurate data for reports. This is especially true if there are multiple needs listed on the participant record.
4. Continue to review and adjudicate request.

## FAQs

### **Q: Who is eligible to receive prenatal supports through Jordan's Principle and the Inuit Child First Initiative?**

**A:** A First Nations unborn child that will permanently reside in Canada and if the unborn child meets one of the following criteria:

- eligible to be registered under the Indian Act
- has one parent or guardian who is registered or eligible to be registered under the Indian Act
- parent or guardian is recognized by their nation for the purposes of Jordan's Principle
- the parent or guardian residency is ordinarily resident on reserve

An Inuk unborn child, no matter where they live in Canada, can request funding through the Inuit Child First Initiative. They must meet the following criteria:

- will be recognized by an Inuit land claim organization

### **Q: Does the eligibility outlined above include surrogacy?**

**A:** Yes. The focus is on the eligibility of the unborn child. Should the child meet one of the eligibility criteria's listed, the child would be eligible to receive services under Jordan's Principle.

### **Q: Are doula services included in the items regions are able to adjudicate?**

**A:** Ongoing discussions continue to take place to address this clear need, however in the interim, regions must escalate doula services for a mother or pregnant person (above age of majority) to be reviewed and adjudicated by the DDM. Should the mother or pregnant person be under the age of majority, region can adjudicate requests for doula services within their regional office.

### **Q: Does this include travel (accommodations and meals) when mother or pregnant person needs to stay in the hospital weeks prior to due date due to high risk pregnancy?**

**A:** If the mother or pregnant person has to travel to the hospital during a high risk pregnancy, Jordan's Principle will review the request on a case by case basis driven by the principles of substantive equality, the best interest of the child, and distinct community circumstances .

### **Q: Does this include travel for a partner to attend the birth?**

**A:** If the partner of the mother or pregnant person has to travel to attend the birth, Jordan's Principle will review the request on a case by case basis and can be adjudicated at the regional level.

**Q: Does this new guidance on prenatal supports include compassionate travel for non-immediate family to travel to hospital?**

**A:** Requests for compassionate travel/travel for extended family, will continue to be reviewed on a case by case basis.

**Q: Is there a timeline regions are allowed to approve infant necessities for (i.e. 3, 6 or 9 months pre-partum)?**

**A:** No. ISC is not in a position to determine when is best for the family to begin purchasing items for the expected child. As Jordan's Principle is a needs-based initiative, each request should be reviewed on a case by case basis, driven by the principle of substantive equality, the best interest of the child, and distinct community circumstances.

**Q: What is considered reasonable documentation for prenatal requests that is not a barrier to accessing needed products/services/supports? Who can make a recommendation for prenatal items (i.e. doctor, social worker, Elder, etc.)?**

**A:** As per the Back to Basics Approach document, consideration is given to distinct community circumstances and the accessibility of professionals. If a health/social/educational professional is not available, recommendations for prenatal supports can be provided by a community worker or professional with knowledge of the parent/guardian/child.

Prenatal supports (crib, car seat, bassinet, baby carrier, wash tub, nail clippers, diapers etc.) are not regulated supports, therefore a letter does not need to come from a regulated professional.

**Q: Are quotes/cost estimates required for prenatal requests? Can alternate products be approved?**

**A:** No. Quotes/cost estimates for prenatal requested product, service or supports are not required to determine a request, as cost is not a factor in determining a request. Products of lesser quality or quantity or in a manner that is unreasonably difficult to access that what is recommended are not be approved.

# Annex

## Visual Instructions for inputting into JPCMS

1.a.

### Add Participant to Case:

Scenario  
Person

Roles  
Child

1 Person

Existing Person

First Name \*  
Prenatal

Middle Name

Last Name \*  
Peters

First name of expected child, if known, otherwise 'prenatal'

Last name of expected child, or last name of mother

1.b.

1.c.

### Add Participant to Case

Scenario  
Person

Roles  
Child

Person

Heritage

Is Child in Care

Date of Birth

Gender

Anticipated delivery date or blank if anticipated delivery date is unknown

1.d.

Person  Ori

Needs Description

Search  
Prenatal Filter

**Needs**

- ▼ Health
  - ▼ Screening
    - ▼ Pregnancy
      - Pregnancy/Prenatal Screening
      - ▼ Prenatal Request  Prenatal

Prenatal need must be selected to ensure data team is able to effectively pull accurate data for reports. This is especially true if there are multiple needs listed on the participant record.

2.

### Lookup Record ×

Enter your search criteria.

Look for

Look in

Search

	Name EN ↑	Name FR	Description
<input checked="" type="checkbox"/>	Car Seat		

1 - 1 of 1 (1 selected) Page 1

Add Cancel Remove Value



3.

## Child-Item-Needs

### Prenatal Peters

Choose the relevant Items for this child.

Note: Items not selected will not be saved, and existing Items that are unselected will be deleted.

Car Seat

#### Car Seat

##### Needs:

Prenatal

## **Bulletin opérationnel sur le principe de Jordan et l'Initiative : Les enfants inuits d'abord**

### **Bulletin opérationnel 003 : Soutien prénatal – Orientation**

**Objectif :** Fournir une orientation opérationnelle sur la façon de saisir les demandes de soutien prénatal dans le Système de gestion des cas du principe de Jordan (SGCPJ) et sur les articles demandés peuvent être traités par les bureaux régionaux et lesquels doivent être transmis aux échelons supérieurs aux fins de prise de décisions.

**Date d'entrée en vigueur : 24 février 2023**

#### **Outils de soutien :**

- Foire aux questions

#### **Principaux points à retenir :**

- Les demandes d'articles permettant de subvenir directement à un enfant à naître peuvent être traitées par les bureaux régionaux.
  - ✓ Cela comprend les déplacements du partenaire pour assister à l'accouchement.
- Les services (c'est-à-dire les sages-femmes, l'accompagnant à la naissance, les multivitamines prénatales) qui soutiendront directement la mère ou la personne enceinte (au-delà de l'âge de la majorité) doivent être transmis aux échelons supérieurs aux fins de prise de décisions.
- La façon de saisir, de suivre et de déclarer des articles prénataux dans le SGCPJ.

## Produits prénataux

Les produits auxquels le futur parent ou tuteur doit avoir accès avant la date prévue d'accouchement en prévision de l'arrivée en toute sécurité de l'enfant doivent être examinés en se reportant au document Approche axée sur l'essentiel. Les produits doivent être évalués de façon non discriminatoire, en fonction des besoins et de l'intérêt supérieur de l'enfant, et en tenant compte de la situation particulière de la communauté.

- Parmi les exemples d'articles prénataux, citons<sup>1</sup> : lit d'enfant, siège d'auto, berceau, porte-bébé, baignoire, coupe-ongles, couches, etc.

Les produits et services directement destinés à la mère ou à la personne enceinte (au-delà de l'âge de la majorité) doivent être transmis aux échelons supérieurs aux fins d'examen et d'approbation par le décideur désigné.

- Ces produits et services comprennent des services de sages-femmes, des services d'accompagnant à la naissance et des vitamines prénatales pour la mère ou la personne enceinte.

Vous avez des questions au sujet de certains produits qui ne figurent pas dans la liste? Veuillez communiquer avec l'équipe d'intégrité chargée de l'approche axée sur l'essentiel à l'adresse [jordansprinciple-principedejordan@sac-isc.gc.ca](mailto:jordansprinciple-principedejordan@sac-isc.gc.ca).

## Saisie dans le SGCPJ

Pour s'assurer que les données sont saisies correctement, veuillez suivre les étapes suivantes afin de permettre la production de rapports appropriés sur les articles liés à l'enfant à naître. Consultez l'annexe pour des instructions visuelles sur la façon de saisir les données dans le SGCPJ.

Veuillez envoyer vos questions à l'adresse suivante : [jordansprinciple-principedejordan@sac-isc.gc.ca](mailto:jordansprinciple-principedejordan@sac-isc.gc.ca).

1. Ajoutez l'enfant participant au cas à l'aide des critères suivants :
  - a. Prénom : prénom de l'enfant à naître, s'il est connu. Sinon, indiquez « prénatal ».
  - b. Nom de famille : nom de famille de l'enfant à naître ou nom de famille de la mère ou de la personne enceinte.
  - c. Date de naissance : date prévue d'accouchement. Laissez vide si elle est inconnue.
  - d. Besoin : prénatal.

*\*Si le nom ou la date de naissance de l'enfant est connu après le processus initial de réception des demandes, assurez-vous de mettre à jour les dossiers de la personne et du participant en y ajoutant ces nouveaux renseignements. Cette démarche permettra d'éviter la duplication de dossiers de personnes et de produire des rapports exacts sur l'historique des demandes d'une personne.\**

2. Ajoutez l'article ou les articles demandés.
  - a. Sélectionnez la catégorie d'articles la plus appropriée parmi les choix de la liste

existante.

3. Ajoutez le lien *Enfant-Élément-Besoin*.
  - a. Associez l'enfant à naître aux articles demandés et aux besoins prénataux.
  - b. Le *besoin prénatal doit être sélectionné dans le lien Enfant-Élément-Besoin* pour s'assurer que l'équipe des données est en mesure d'extraire efficacement des données exactes pour les rapports. Le tout est particulièrement vrai si plusieurs besoins sont énumérés dans le dossier du participant.
4. Poursuivez l'examen de la demande en vue de prendre une décision.

---

<sup>1</sup> Il ne s'agit pas d'une liste exhaustive; aucune liste de produits susceptibles d'être considérés comme inclus ou exclus n'a été établie pour le moment, en raison des discussions en cours.

## Foire aux questions

**Question : Qui est admissible au soutien prénatal dans le cadre du principe de Jordan et au titre de l'Initiative : Les enfants inuits d'abord?**

**Réponse :** Un enfant à naître des Premières Nations qui résidera en permanence au Canada et qui répond à l'un des critères suivants :

- il est admissible à l'inscription en vertu de la *Loi sur les Indiens*;
- a un parent ou un tuteur inscrit ou admissible à l'inscription en vertu de la *Loi sur les Indiens*;
- le parent ou le tuteur est reconnu par sa nation aux fins du principe de Jordan;
- le parent ou le tuteur réside habituellement dans une réserve;

Un enfant inuit à naître, sans égard à son lieu de résidence au Canada, est admissible au financement au titre de l'Initiative : Les enfants inuits d'abord. Il doit remplir le critère suivant :

- être reconnu par une organisation inuite de revendication territoriale.

**Question : Les critères d'admissibilité décrits ci-dessus comprennent-ils la maternité de substitution?**

**Réponse :** Oui. L'accent est mis sur l'admissibilité de l'enfant à naître. Si ce dernier répond à l'un des critères d'admissibilité énumérés ci-dessus, il pourra bénéficier des services prévus par le principe de Jordan.

**Question : Les produits et services que le personnel régional est en mesure d'approuver comprennent-ils les services d'accompagnant à la naissance?**

**Réponse :** Les discussions se poursuivent pour répondre à ce besoin manifeste; toutefois, dans l'intervalle, le personnel régional doit transmettre les services d'accompagnant à la naissance aux échelons supérieurs pour qu'une mère ou une personne enceinte (au-delà de l'âge de la majorité) fasse l'objet d'un examen et d'une évaluation par le décideur désigné. Si la mère ou la personne enceinte n'a pas atteint l'âge de la majorité, le personnel régional peut statuer sur les demandes de services d'accompagnant à la naissance au sein de son bureau régional.

**Question : Ces produits et services comprennent-ils les déplacements (hébergement et repas) lorsque la mère ou la personne enceinte doit se présenter à l'hôpital des semaines avant la date prévue de l'accouchement en raison d'une grossesse à risque élevé?**

**Réponse :** Si la mère ou la personne enceinte doit se rendre à l'hôpital pendant une grossesse à risque élevé, le personnel du principe de Jordan examinera la demande au cas par cas en fonction du principe de l'égalité réelle, de l'intérêt supérieur de l'enfant et de la situation particulière de la communauté.

**Question : Les produits et services comprennent-ils les déplacements d'un partenaire pour qu'il assiste à la naissance de l'enfant?**

**Réponse :** Si le partenaire de la mère ou de la personne enceinte doit se déplacer pour assister à la naissance de l'enfant, le personnel du principe de Jordan examinera la demande au cas par cas, et la décision pourra être prise à l'échelle régionale.

**Question : Cette nouvelle orientation sur le soutien prénatal comprend-elle l'aide au transport pour raisons personnelles ou de famille pour les membres de la famille non immédiate?**

**Réponse :** Les demandes d'aide au transport pour raisons personnelles ou de famille pour les membres de la famille élargie continueront d'être examinées au cas par cas.

**Question : Y a-t-il une période pendant laquelle le personnel régional est autorisé à approuver des produits de première nécessité pour l'enfant à naître (c.-à-d. trois, six ou neuf mois avant l'accouchement)?**

**Réponse :** Non. SAC n'est pas en mesure de déterminer le moment où il est préférable que la famille commence à acheter des articles de première nécessité pour l'enfant à naître. Comme le principe de Jordan est une initiative fondée sur les besoins, chaque demande doit être examinée au cas par cas, en fonction du principe de l'égalité réelle, de l'intérêt supérieur de l'enfant et des circonstances particulières de la communauté.

**Question : Qu'est-ce qui est considéré comme des documents raisonnables pour les demandes prénatales qui ne constituent pas un obstacle à l'accès aux produits, aux services et aux mesures de soutien nécessaires? Qui peut formuler une recommandation d'articles prénataux (p. ex. médecin, travailleur social, aîné, etc.)?**

**Réponse :** Conformément à l'approche axée sur l'essentiel, nous tenons compte des circonstances particulières de la communauté et de l'accessibilité des professionnels. Si aucun professionnel de la santé, des services sociaux ou de l'éducation n'est disponible, un travailleur communautaire ou un professionnel qui connaît le parent, le tuteur ou l'enfant peut formuler des recommandations en matière de mesures de soutien prénatales.

Les articles prénataux (lit d'enfant, siège d'auto, berceau, porte-bébé, baignoire, coupe-ongles, couches, etc.) ne constituent pas un soutien réglementé; il n'est donc pas nécessaire que la demande de tels produits soit accompagnée d'une lettre rédigée par un professionnel réglementé.

**Question : Les demandes prénatales doivent-elles faire l'objet d'un devis ou d'une estimation des coûts? Des produits de remplacement peuvent-ils être approuvés?**

**Réponse :** Non. Les devis ou les estimations de coûts pour le produit, le service ou le

soutien prénatal demandé ne sont pas nécessaires pour déterminer une demande, car le coût n'est pas un facteur déterminant de cette dernière. Aucune demande de produit de qualité ou de quantité inférieure ou qui soit déraisonnablement difficile d'accès ne sera approuvée.

## Annexe

### Instructions visuelles pour la saisie dans le SGCPF

1.a.

**Add Participant to Case:**

Scenario  
Person

Roles  
Child

1 Person

Existing Person

First Name \*  
Prenatal

Middle Name

Last Name \*  
Peters

Prénom de l'enfant à naître, s'il est connu. Sinon, indiquez « prénatal ».

Nom de famille de l'enfant à naître ou nom de famille de la mère.

1.b.

1.c.

**Add Participant to Case**

Scenario  
Person

Roles  
Child

Person

Heritage

Is Child in Care

Date of Birth

Gender

Date prévue d'accouchement. Laissez vide si elle est inconnue.



1.d.

Person  Ori

Needs Description

Search  
Prenatal Filter

**Needs**

- ▼ Health
  - ▼ Screening
    - ▼ Pregnancy
      - Pregnancy/Prenatal Screening
      - ▼ Prenatal Request
        - Prenatal

Le besoin prénatal doit être sélectionné pour s'assurer que l'équipe des données est en mesure d'extraire efficacement des données exactes pour les rapports. Le tout est particulièrement vrai si plusieurs besoins sont énumérés dans le dossier du participant.

2.

### Lookup Record ×

Enter your search criteria.

Look for

Look in

Search

	Name EN ↑	Name FR	Description
<input checked="" type="checkbox"/>	Car Seat		

1 - 1 of 1 (1 selected) Page 1

Add Cancel Remove Value

3.

## Child-Item-Needs

### Prenatal Peters

Choose the relevant Items for this child.

Note: Items not selected will not be saved, and existing Items that are unselected will be deleted.

Car Seat

#### Car Seat

##### Needs:

Prenatal

# **Back to Basics and Best Practices**

## **Recreational Activities**

Last Updated: February 24, 2023

## Contents

1	INTRODUCTION .....	3
2	CASE STUDIES .....	3
2.1	Scenario 1: Sports Equipment.....	3
2.2	Scenario 2: Dance Classes .....	5
2.3	Scenario 3: Reimbursement for Sports Fees.....	7
3	Q&A .....	9
4	SUPPORTIVE RESOURCES.....	10

## 1 INTRODUCTION

This Best Practices document will identify common practices for requests relating to **Recreational Items (sports, sports equipment, tournaments, martial arts, dance classes, art classes etc)**. It is meant for regional staff as well as a supportive tool for Service Coordinators and includes:

- guiding principles;
- examples of different types of documentation and;
- guidance with adjudication based on various scenarios.

This document should be read in conjunction with *Back to Basics (B2B) Approach* document and Back to Basics Course Training Standard Curriculum (currently in development). There are a number of job aids flowing from the curriculum that support the below content, including the *Fundamentals of B2B – A Visual Guide*.

Reminder: as each file is reviewed on a case by case basis with varying scenarios and documentation, regions are encouraged to reach out to the Back to Basics Integrity Team for support on applying B2B as well as complex cases they'd like to discuss. Please email [jordansprinciple-principedejordan@sac-isc.gc.ca](mailto:jordansprinciple-principedejordan@sac-isc.gc.ca) with your questions.

## 2 CASE STUDIES

Documentation required to support a request for recreational activities should be reasonable (see B2B Approach document) and not a barrier to accessing Jordan's Principle (please see Back to Basics (B2B) Approach document and Intake/Required Documentation Operational Bulletin (in development) and additional job aids for additional information).

When reviewing the below Case Studies, the situations provided are meant to provide situational awareness and adapt to various recreational items/activities and supporting documentation.

### Objectives

- With the support of the B2B Approach document, reviewing and considering the unique circumstances of the child
- Recognizing and presuming substantive equality
- Acknowledging various types of recommendation letters, including various authors

### 2.1 SCENARIO 1: SPORTS EQUIPMENT

Request was made by a Service Coordinator, on behalf of the mother, for hockey equipment for her 12 year old son, who is a First Nations child registered under the *Indian Act*, living on reserve.

The request includes the following information and documentation:

A recommendation letter from the Community Youth Worker (unregulated professional) at a Health Access Centre that outlines child's unique circumstances:

- Family residing on reserve with mother and paternal grandmother.
- Youth's father passed away suddenly last year, which the youth witnessed.
- Mother and youth did not grieve due to quick move in with grandmother.
- Grandmother resides in small space, causing fighting and not enough room to be alone.
- Mother is attempting to secure an apartment, however is struggling financially and is on income assistance with limited income.
- Mother is sleeping on couch, while child is sleeping on living room floor.
- Youth spends much of his time gaming as there is nothing to do.
- Requesting hockey stick, helmet, and hockey net so youth may play with kids on the ice rink on reserve as well as street hockey with his friends.

---

While reviewing with a Back to Basics lens, the request for the hockey equipment could be approved at regional level based on the following considerations, in addition to the identified substantive equality:

- Playing hockey will safeguard the best interest of the child by providing an avenue to support his mental health due to the current familial circumstances.
- Would promote physical activity, and based on the Supportive Resources in Section 4 from the UN Convention on the Rights of the Child, Article 31:
  - ... member governments shall respect and promote the right of the child to participate fully in cultural and artistic life and shall encourage the provision of appropriate and equal opportunities for cultural, artistic, recreational and leisure activity.”
  - It highlights how this is an important component of children's mental and physical health and therefore their well-being, including significant therapeutic and rehabilitative benefits.

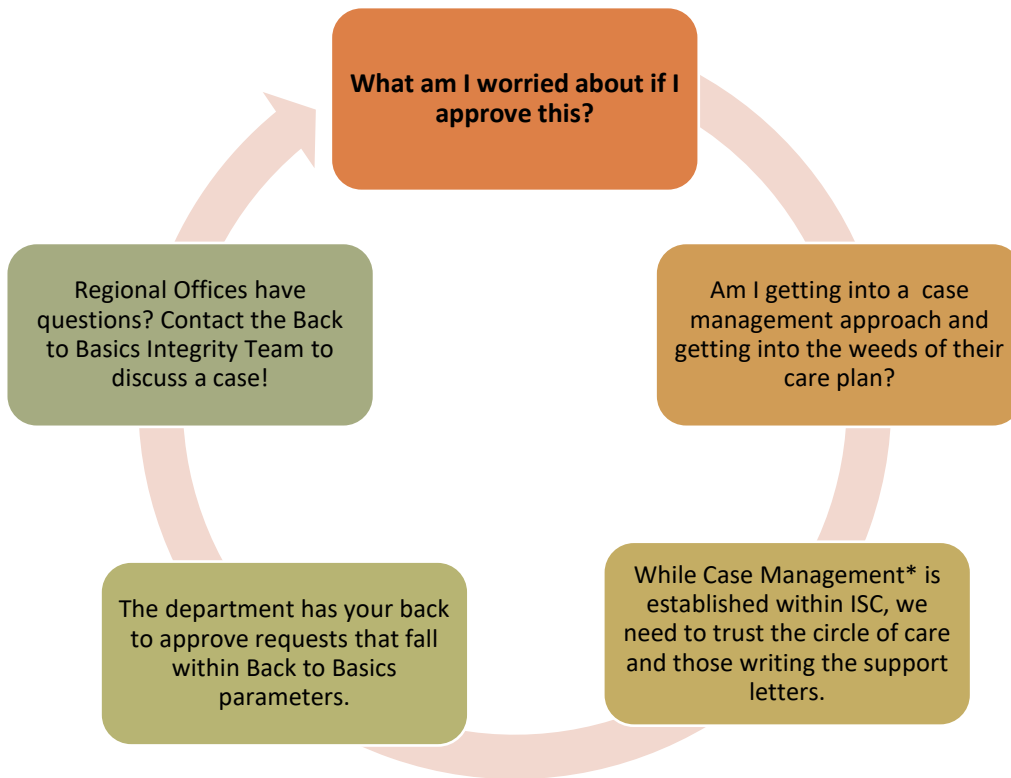
**Q: What if financial information was not provided as part of the request?**

A: Financial hardship does not need to be clearly specified in the request. There are other lenses in which we can review the file under, including:

- Are we presuming substantive equality and acknowledging the unique circumstances the family is currently in by living with their grandmother?
- Will the request safeguard the best interest of the child? Allowing the child access to sport can support his mental health, as outlined in the Supportive Resources below.

**Q: What is the definition of an unregulated professional?**

A: They are providers who are not registered or licensed by a regulatory body; they do not legally have a defined scope of practice.



\*Case Management is part of the Agreement in Principle Work plan and is currently being developed at Headquarters.

## 2.2 SCENARIO 2: DANCE CLASSES

Request was made by Service Coordinator, on behalf of the mother, for dance classes for her 6 year old daughter, who is a First Nations child registered under the *Indian Act*, living in a remote community (off-reserve).

The request includes the following information and documentation:

A recommendation letter from the Family Support Worker at a Child Development Centre, which outlines the child's unique circumstances:

- Child is currently enrolled in dance classes and musical theatre and is thriving due to these experiences.
- Mother is a single mother and struggles to keep a healthy life balance for her daughter.
- Mother and daughter experienced intergenerational trauma.
- Dance classes have helped youth with her growth and development, socially, physically and emotionally, allowing her to build self-esteem, self-confidence and interact with other thereby building healthy relationships with others.

A recommendation letter from the Education Manager within their community outlines the need for dance classes for the child's mental health:

- Mother is a single parent in a remote community.
  - The mental health of the community during the pandemic has set back the community in terms of mental health and wellness.
  - Child looks forward to dance classes and is a good way to express herself and promote physical activity during the trying times.
- 

While reviewing with a Back to Basics lens, the request for the dance classes could be approved at regional level based on the following considerations:

- Family Support Worker has clearly identified substantive equality, which has been confirmed by the Education Manager who is aware of the familial circumstances.
- The benefits of participating in dance classes has been outlined and how it supports the youth's well being.

**Q: What if the requestor only submitted the letter from the Family Support Worker?**

A: As the worker has identified the unique circumstances of the child, and identified a relationship with the family, region is encouraged to approve regionally based on the best interest of the child.

- *Reminder this is in relation to the above mentioned case and each file should be reviewed on a case by case basis based on the varying information and letters that could be provided with each case.*

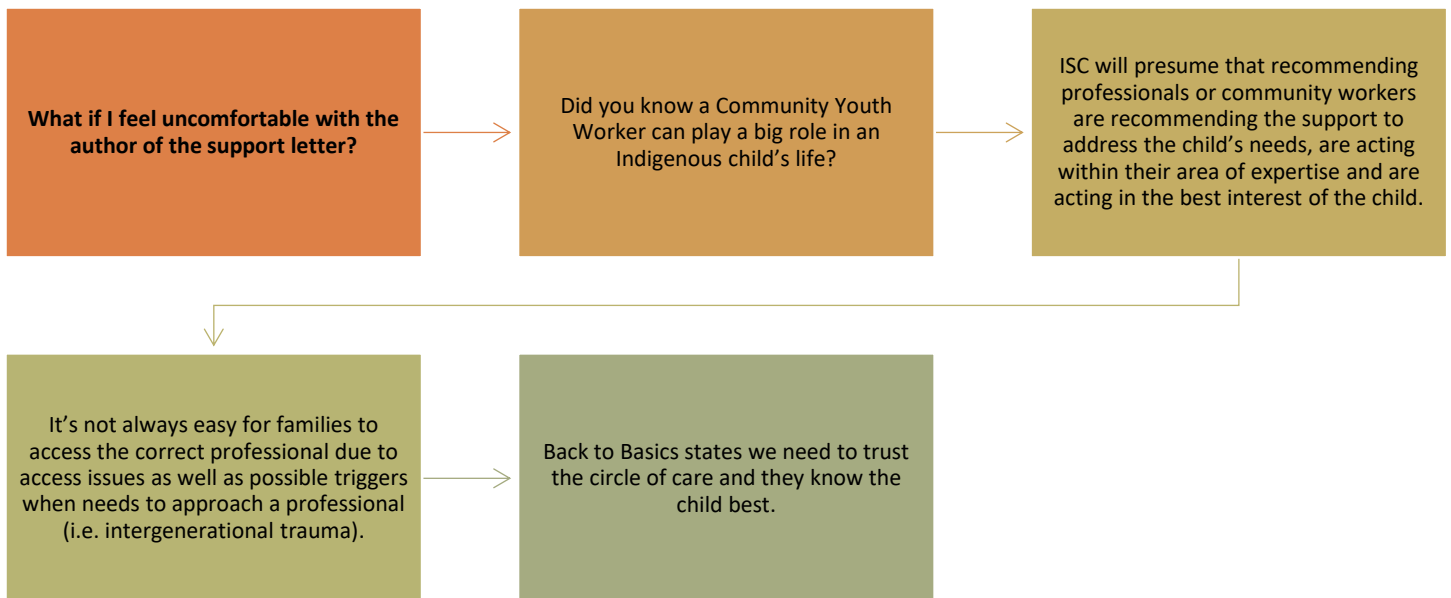
**Q: Are parents allowed to write a support letter for recreational items?**

A: Yes, the parent/guardian is allowed to write a support letter on behalf of the child. If it is the only document that is submitted with the remainder of the request, region is encouraged to consider the following:

- Has consideration been given to distinct community circumstances and the accessibility of professionals or community workers?
- Have we looked at previous requests/documentation for the child for additional information to help us review this new request?

Should region have questions about documentation, email the Back to Basics Integrity team [jordansprinciple-principedejordan@sac-isc.gc.ca](mailto:jordansprinciple-principedejordan@sac-isc.gc.ca)





### 2.3 SCENARIO 3: REIMBURSEMENT FOR SPORTS FEES

Request was made by Case Manager, on behalf of the mother, for reimbursement of school varsity basketball fees, for her 15 year old son, who is a First Nations child registered under the *Indian Act*, living in an off-reserve community.

The request includes the following information and documentation:

A recommendation letter from the Jordan's Principle Case Manager (Registered Social Worker\*) at a Health Services Centre, which outlines the child's unique circumstances:

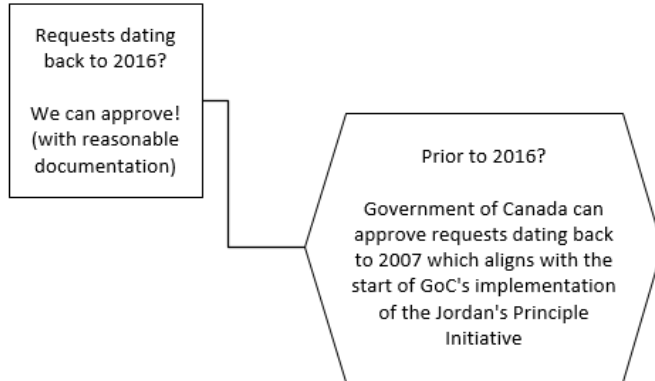
- Mother is a single parent and has no other family in the community in which they reside.
- Youth would greatly benefit from participating in basketball, promoting physical and mental health.
- The community is very small, therefore playing organized sports will provide the opportunity of socialization and a sense of belonging.

A recommendation letter from youth's teacher, which outlines the benefits of sports:

- Believes that for the youth to be involved in sports and a team, it builds character, and gives him a sense of belonging, which in turn helps with mental health.

- Playing sports also has a huge physical health benefit that becomes a lifelong love for most players in life.

With a Back to Basics lens, a recommendation letter has been provided by an RSW clearly stating the benefits the youth can obtain from joining sports. The letter also touches on substantive equality regarding the mother's financial hardship and unique circumstances of living away from close family.



The region is encouraged to approve under a Back to Basic lens to support the family and safeguard to best interest of the youth.

*\*Should the Case Manager not be a Registered Social Worker (RSW), and perhaps a Family Support Worker, consider B2B and the best interest of the child. There may be additional circumstances in which the family does not have access to an RSW and a Family Support Worker has been playing a significant role in family's health and wellbeing.*

**Q: Would a letter of support for recreation fall under a teacher/principal's area of expertise?**

A: Should the principal or teacher identify that they are the coach of the team, then yes, as they are familiar with the child's circumstances and the sport itself. If they are not the coach, but are familiar with the child's circumstances, letter could still be considered depending on the details included in the letter, as each file is reviewed on a case by case basis.

**Q: Requests dating back to 2016: what are examples of reasonable documentation?**

A: Reasonable documentation includes the information included on page 3 and 4 of the Back to Basics Approach document.

**Q: As the request is for reimbursement of services, does it need to be clearly outlined in the request how the reimbursement will benefit the child or the family?**

A: Reimbursement requests are to be assessed the same as a request for a service/product/support that has not yet been received by the parent/guardian. There could be multiple reasons as to why the family is applying to Jordan's Principle at this time such as:

- they have only just heard about Jordan's Principle, after the support was received.

Therefore, a reimbursement request should be adjudicated similar to requests that are not identified as a reimbursement.

**Q: Request for competitive dance/ sports fees with higher fees and travel fees?**

**A:** Back to Basics states we need to trust the circle of care and they know the child best and recommending the child be in competitive sports, will be in the best interest of the child.

**Q: What if the requestor comes back yearly for the registration fees?**

**A:** An updated letter would likely be provided stating the updated familial circumstances, at which point it can be assessed.  
COVID-19 has deeply affected youth and socialization, and sports is an easy way to increase mental and physical health.

**Q: What if multiple sports and/or activities are being requested on the one request?**

**A:** Should each activity be outlined in the supportive documentation, we are to trust the circle of care. If there are multiple activities that are not mentioned and not supported in documentation, after presuming substantive equality and using a common sense judgement, region can discuss with B2B Integrity Team or Escalate for review.

**Q: What if we are aware of funding that is already in place? How do we deal with those?**

**A:** In order to avoid an administrative burden on the family/ community, if the file is approvable, ISC is encouraged to approve and document in GCCase the possible funding sources that could contribute to long term reform discussions.

**Q: Request includes travel fees / international travel fees - how do we approach?**

**A:** Each request should be reviewed on a case by case basis. Perhaps the case at hand is well supported and reasonable, however the next case for international travel is unreasonable in which case can either be discussed with B2B Integrity Team or Escalated for review.

**Q: The language in B2B states “licensed professional” and “scope of practice.” Is this product within a Community Youth Workers scope of practice?**

**A:** Yes. As a Community Youth Worker is familiar with the family's situation, it is appropriate for the worker to write a support letter on behalf of the family. However, a Community Youth Worker should not write letters of support for products/services/supports that are regulated (i.e. orthodontics, medication, speech and language etc.) Letters for regulated items must come from regulated providers.

*Definition of regulated professional: the profession has a governing or regulatory body that is sanctioned by law to govern or regulate a profession*

## 4 SUPPORTIVE RESOURCES

The below supportive resources are meant to support the application you may be reviewing at the time. Should you be on the fence and leaning towards approving, these resources are meant to support your decision and provide additional resources for your consideration.

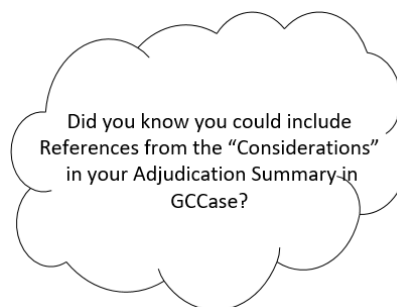
Within the Truth and Reconciliation Commission of Canada: Calls to Action (CTA), they have made specific demands of the federal, provincial, and territorial governments, five of which focus on sports and reconciliation (CTA 87-91).

- CTA 88: “We call upon all levels of government to take action to ensure long-term Aboriginal athlete development and growth...”
- CTA 89: “We call upon the federal government to amend the Physical Activity and Sport Act to support reconciliation by ensuring that policies to promote physical activity as a fundamental element of health and well-being, reduce barriers to sports participation, increase the pursuit of excellence in sport...”<sup>1</sup>

Kerpan & Humbert (2015) found that the individuals favoured group physical activity over other forms because they fostered “a sense of community” and noted how belonging and community are “important cultural values for urban Aboriginal Peoples”.<sup>2</sup>

Within the UN Convention on the Rights of the Child, Article 31 states: “That every child has the right to rest and leisure, to engage in play and recreational activities appropriate to the age of the child and to participate freely in cultural life and the arts.

That member governments shall respect and promote the right of the child to participate fully in cultural and artistic life and shall encourage the provision of appropriate and equal opportunities for cultural, artistic, recreational and leisure activity.” It highlights how this is an important component of children’s mental and physical health and therefore their well-being, including significant therapeutic and rehabilitative benefits.<sup>3</sup>



<sup>1</sup> Truth and Reconciliation Commission of Canada: Calls to Action (2015) [Calls to Action English2.pdf \(exactdn.com\)](#)

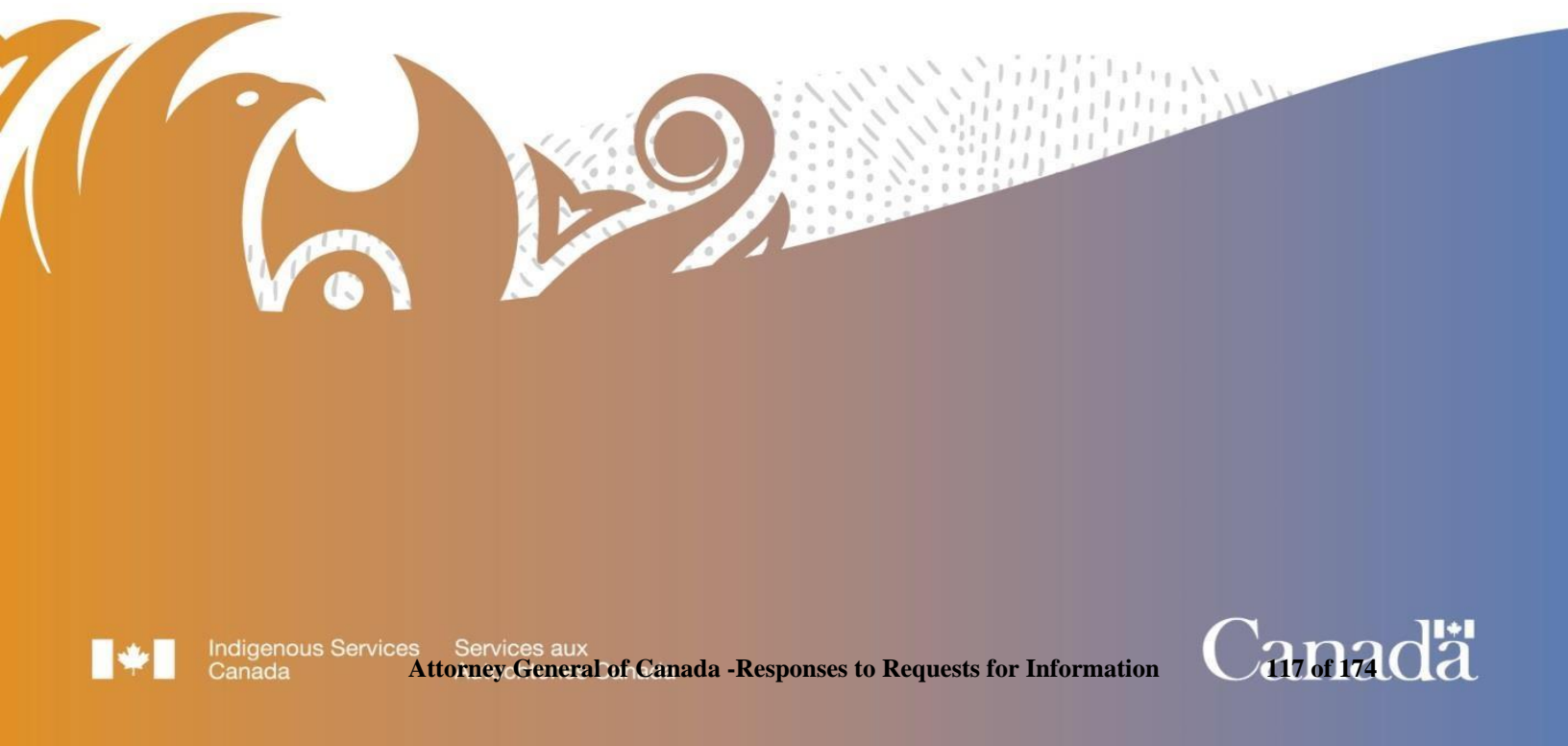
<sup>2</sup> Kerpan, S., & Humbert, L. (2015). Playing together: The physical activity beliefs and behaviors of urban Aboriginal youth. *Journal of Physical Activity and Health*, 12, 1409-1413. <http://dx.doi.org/10.1123/jpah.2014-0533>

<sup>3</sup> <https://www.ohchr.org/en/instruments-mechanisms/instruments/convention-rights-child>

# Approche axée sur l'essentiel et pratiques exemplaires

## Activités récréatives

Dernière mise à jour : 24 février 2023



## Table des matières

1	INTRODUCTION .....	3
2	ÉTUDES DE CAS .....	3
2.1	Mise en situation 1 : Équipement sportif .....	3
2.2	Mise en situation 2 : Cours de danse.....	5
2.3	Mise en situation 3 : Remboursement des frais liés à la pratique d'un sport .....	7
	Questions et réponses .....	9
	RESSOURCES DE SOUTIEN .....	10

## 1 INTRODUCTION

Le présent document sur les pratiques exemplaires cernera les pratiques courantes pour traiter les demandes relatives aux **articles récréatifs (sports, équipement sportif, tournois, arts martiaux, cours de danse, cours d'art, etc.)**. Il est destiné au personnel régional, en plus de faire office d'outil de soutien pour les coordonnateurs de services. Il comprend des :

- principes directeurs;
- exemples de différents types de documents;
- conseils sur les décisions en fonction de diverses mises en situation.

Ce document doit être lu conjointement avec le document *Approche axée sur l'essentiel* et le programme de formation standard du cours *Approche axée sur l'essentiel* (en cours d'élaboration). Il existe un certain nombre d'outils de travail qui découlent du programme et qui viennent appuyer le contenu ci-dessous, notamment le *Guide visuel sur les principes fondamentaux de l'approche axée sur l'essentiel*.

Rappel : Comme chaque dossier est examiné au cas par cas selon des mises en situation et des documents différents, le personnel régional est invité à communiquer avec l'équipe d'intégrité chargée de l'approche axée sur l'essentiel pour obtenir du soutien quant à l'adoption de cette approche ainsi qu'aux cas complexes dont il aimerait discuter. Veuillez envoyer vos questions par courriel à l'adresse [jordansprincipe-principedejordan@sac-isc.gc.ca](mailto:jordansprincipe-principedejordan@sac-isc.gc.ca).

## 2 ÉTUDES DE CAS

Les documents requis à l'appui d'une demande d'activités récréatives doivent être raisonnables (voir le document *Approche axée sur l'essentiel*) et ne pas constituer un obstacle à l'accès au principe de Jordan (voir le document *Approche axée sur l'essentiel* et le bulletin opérationnel sur la réception des demandes et les documents requis [en cours d'élaboration] ainsi que les outils de travail supplémentaires pour obtenir plus de renseignements).

Lors de l'examen des études de cas ci-dessous, les situations énoncées visent à nous aider à comprendre la situation et à tenir compte des diverses demandes d'activités récréatives et d'articles récréatifs et des documents justificatifs dont il est question.

### Objectifs

- Examiner et prendre en compte la situation unique de l'enfant à l'aide du document *Approche axée sur l'essentiel*.
- Reconnaître l'égalité réelle et présumer qu'elle s'applique.
- Reconnaître divers types de lettres de recommandation rédigées par différents auteurs.

## 2.1 MISE EN SITUATION 1 : ÉQUIPEMENT SPORTIF

Un coordonnateur de services a fait une demande d'équipement de hockey pour un garçon de 12 ans, qui est un enfant des Premières Nations inscrit en vertu de la *Loi sur les Indiens* et qui vit dans une réserve, au nom de la mère de celui-ci.

La demande contient les renseignements et les documents suivants :

une lettre de recommandation d'un intervenant communautaire auprès des jeunes (professionnel non réglementé) œuvrant dans un centre d'accès aux soins de santé qui décrit la situation unique de l'enfant :

- l'enfant réside dans une réserve avec sa mère et sa grand-mère paternelle,
- le père de l'enfant est décédé subitement l'année dernière, événement dont ce dernier a été témoin,
- la mère et l'enfant n'ont pas fait de deuil, car ils ont emménagé rapidement avec la grand-mère de ce dernier,
- la grand-mère habite dans un endroit exigü, ce qui cause des conflits et un manque d'espace pour s'isoler,
- la mère tente de trouver un appartement, mais elle éprouve des difficultés financières et reçoit des prestations d'aide au revenu en raison de son revenu limité,
- la mère dort sur le canapé, tandis que l'enfant dort sur le sol du salon,
- l'enfant passe la majeure partie de son temps à jouer, car il n'y a rien d'autre à faire,
- la mère a fait une demande de bâton, de casque et de filet de hockey pour que son enfant puisse s'amuser avec les autres sur la patinoire de la réserve et jouer au hockey de ruelle avec ses amis.

---

Lors de l'examen mené sous l'angle de l'approche axée sur l'essentiel, la demande d'équipement de hockey pourrait être approuvée à l'échelle régionale en vertu du principe d'égalité réelle définie ainsi qu'en fonction des considérations suivantes :

- jouer au hockey protégera l'intérêt supérieur de l'enfant en lui offrant un moyen de veiller à sa santé mentale compte tenu de la situation familiale actuelle;
- ce sport favorisera l'activité physique chez l'enfant et s'appuiera sur les ressources de soutien de l'article 31 de la première partie de la Convention relative aux droits de l'enfant :
  - « Les États parties respectent et favorisent le droit de l'enfant de participer pleinement à la vie culturelle et artistique et encouragent l'organisation à son intention de moyens appropriés de loisirs et d'activités récréatives, artistiques et culturelles, dans des conditions d'égalité. »
  - L'article en question souligne l'importance de cet aspect pour la santé mentale et physique des enfants, et donc pour leur bien-être, ainsi que les avantages considérables qu'il procure sur les plans thérapeutique et réadaptatif.



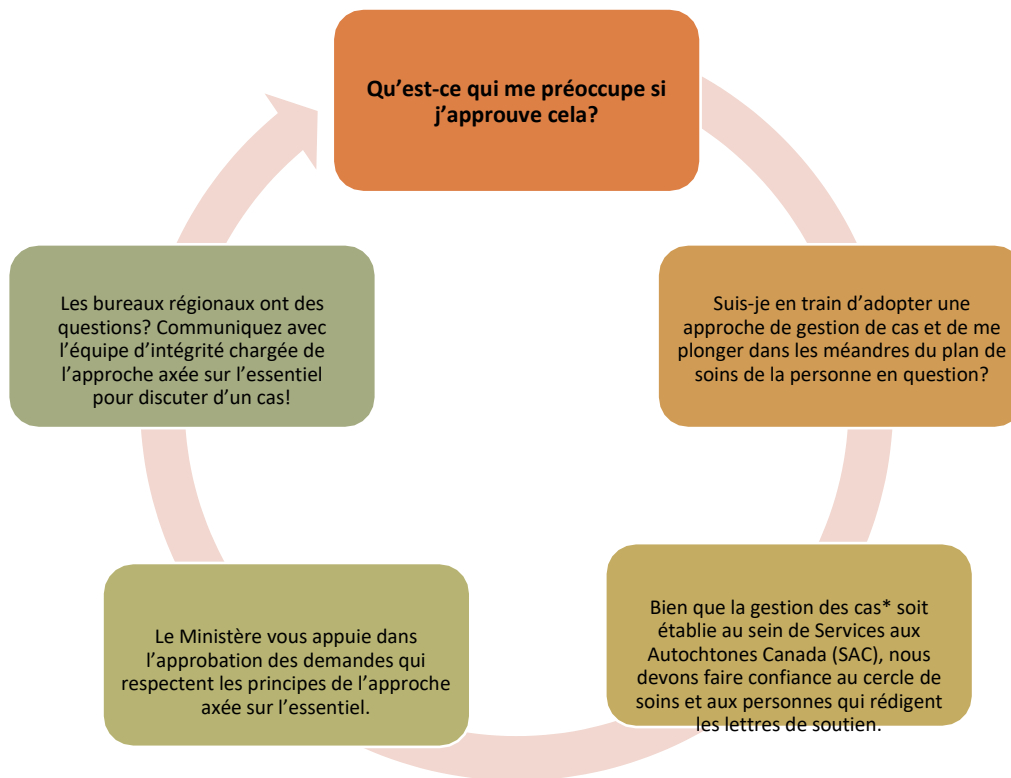
**Question : Que faire si de l'information financière n'a pas été fournie dans le cadre de la demande?**

Réponse : Il n'est pas nécessaire d'indiquer clairement les difficultés financières dans la demande. Nous pouvons examiner le dossier sous d'autres angles, notamment :

- Présomons-nous que l'égalité réelle s'applique et reconnaissons-nous la situation unique dans laquelle se trouve actuellement l'enfant vivant avec sa grand-mère?
- La demande protégera-t-elle l'intérêt supérieur de l'enfant? Permettre à l'enfant de s'adonner à des activités sportives peut améliorer sa santé mentale, comme il est indiqué dans les ressources de soutien ci-dessous.

**Question : Quelle est la définition d'un « professionnel non réglementé »?**

Réponse : Il s'agit d'un fournisseur qui n'est pas enregistré ou autorisé par un organisme de réglementation; il ne dispose pas légalement d'un champ de pratique défini.



\* La gestion des cas fait partie du plan de travail de l'accord de principe et est en cours d'élaboration à l'administration centrale.

## 2.2 MISE EN SITUATION 2 : COURS DE DANSE

Un coordonnateur de services a fait une demande de cours de danse pour une fille de six ans, qui est une enfant des Premières Nations inscrite en vertu de la *Loi sur les Indiens* et qui vit dans une communauté éloignée (hors réserve), au nom de la mère de celle-ci.

La demande contient les renseignements et les documents suivants :

Une lettre de recommandation d'un préposé au soutien familial travaillant dans un lieu de développement de l'enfant, qui décrit la situation unique de cette dernière :

- l'enfant est actuellement inscrite à des cours de danse et de comédie musicale, et elle s'épanouit grâce à ces expériences,
- la mère est monoparentale et s'efforce de maintenir un équilibre de vie sain pour sa fille,
- la mère et la fille ont toutes deux subi un traumatisme intergénérationnel,
- les cours de danse ont contribué à la croissance et au développement de l'enfant sur les plans social, physique et émotionnel, ce qui lui a permis de renforcer son estime de soi et sa confiance en soi, ainsi que d'interagir avec les autres, action grâce à laquelle elle a pu tisser de saines relations avec eux.

Une lettre de recommandation du gestionnaire de l'éducation de la communauté souligne la nécessité des cours de danse pour la santé mentale de l'enfant :

- la mère est monoparentale dans une communauté éloignée;
  - pendant la pandémie, la santé mentale de la communauté a nui à la santé mentale et au bien-être de celle-ci;
  - l'enfant a hâte de suivre les cours de danse, d'autant plus qu'il s'agit d'une bonne façon de s'exprimer et de promouvoir l'activité physique dans les moments difficiles.
- 

Lors de l'examen mené sous l'angle l'approche axée sur l'essentiel, la demande de cours de danse pourrait être approuvée à l'échelle régionale en fonction des considérations suivantes :

- le préposé au soutien familial a défini de façon claire l'égalité réelle, ce qui a été confirmé par le gestionnaire de l'éducation, qui est au courant de la situation familiale;
- les avantages de participer à des cours de danse ainsi que la façon dont ils favorisent le bien-être de l'enfant ont déjà été décrits.

**Question : Que faire si le demandeur n'a présenté que la lettre du préposé au soutien familial?**

Réponse : Comme le travailleur a déterminé la situation unique de l'enfant et a établi un lien entre celle-ci et la famille, nous encourageons le personnel régional à approuver la demande à l'échelle régionale en fonction de l'intérêt supérieur de l'enfant.

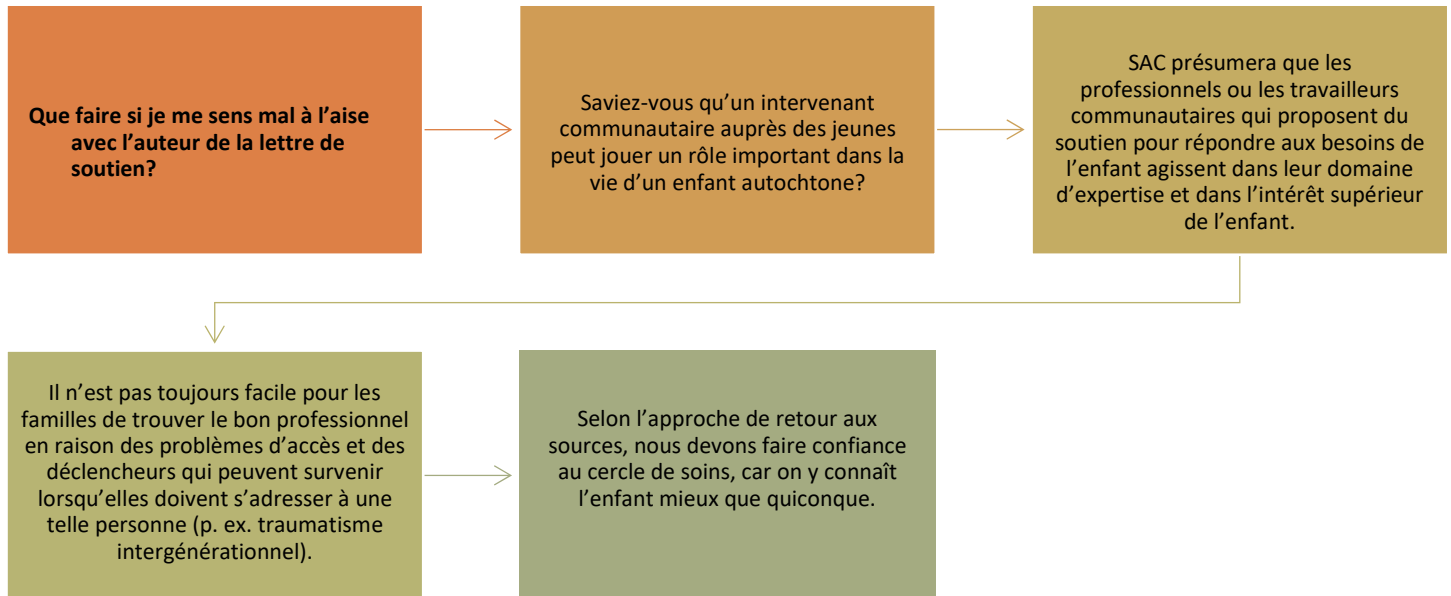
- *Il convient de rappeler que cette réponse ne concerne que le cas susmentionné et que chaque dossier doit être examiné au cas par cas en fonction des différents renseignements et des lettres qui pourraient accompagner chaque cas.*

**Question : Les parents sont-ils autorisés à rédiger une lettre de soutien pour les articles récréatifs?**

Réponse : Oui, le parent ou le tuteur est autorisé à rédiger une lettre de soutien au nom de l'enfant. S'il s'agit du seul document présenté avec le reste de la demande, nous encourageons le personnel régional à tenir compte des éléments suivants :

- Avons-nous tenu compte des circonstances particulières de la communauté et de l'accessibilité aux professionnels ou aux travailleurs communautaires?
- Avons-nous examiné des demandes et des documents antérieurs concernant l'enfant afin d'obtenir des renseignements supplémentaires pour faciliter l'examen de cette nouvelle demande?

Si le personnel régional a des questions au sujet des documents, veuillez envoyer un courriel à l'équipe d'intégrité chargée de l'approche axée sur l'essentiel à l'adresse [jordansprinciple-principedejordan@sac-isc.gc.ca](mailto:jordansprinciple-principedejordan@sac-isc.gc.ca).



### 2.3 MISE EN SITUATION 3 : REMBOURSEMENT DES FRAIS LIÉS À LA PRATIQUE D'UN SPORT

Un gestionnaire de cas a fait une demande de remboursement des frais de basketball universitaire pour un garçon de 15 ans, qui est un enfant des Premières Nations inscrit en vertu de la *Loi sur les Indiens* et qui vit dans une communauté hors réserve, au nom de la mère de celui-ci.

La demande contient les renseignements et les documents suivants :

une lettre de recommandation d'un gestionnaire de cas du principe de Jordan (travailleur social autorisé\*) travaillant dans un centre de services de santé, qui décrit la situation unique de l'enfant :

- la mère est monoparentale et n'a pas d'autre famille dans la communauté où elle habite,
- l'enfant bénéficierait grandement de la pratique du basketball, car elle contribuerait à sa santé physique et mentale,
- la communauté est très petite, donc le fait de pratiquer des sports organisés donne à l'enfant l'occasion de socialiser et lui procure un sentiment d'appartenance.

Une lettre de recommandation de l'enseignant de l'enfant, qui décrit les avantages du sport :

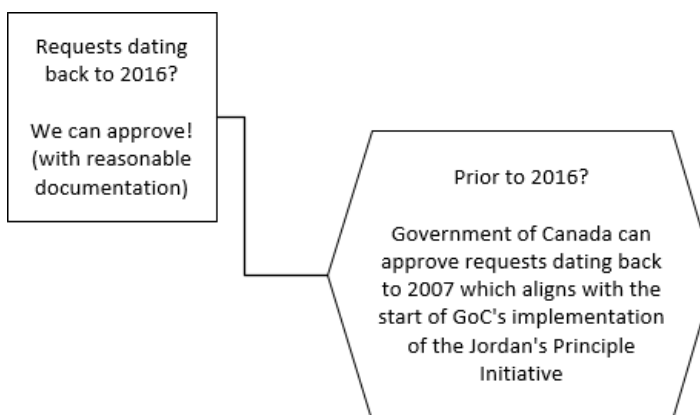
- pour l'enfant, la pratique du sport au sein d'une équipe forge son caractère et lui procure un sentiment d'appartenance, ce qui contribue à sa santé mentale;

- la pratique du sport procure aussi d'énormes bienfaits sur le plan de la santé physique et devient une passion pour la plupart des sportifs tout au long de leur vie.

Un travailleur social autorisé a rédigé une lettre de recommandation sous l'angle de l'approche axée sur l'essentiel, qui indique clairement les avantages que l'enfant peut tirer d'une participation à des activités sportives. La lettre aborde également la question de l'égalité réelle en ce qui concerne les difficultés financières de la mère et la situation unique qu'est celle de vivre loin de sa famille proche.

Nous encourageons le personnel régional à approuver, sous l'angle de l'approche axée sur l'essentiel, la demande de la famille pour veiller à son soutien et à la protection de l'intérêt supérieur de l'enfant.

*\*Si le gestionnaire de cas n'est pas un travailleur social autorisé, voire un préposé au soutien familial, il faut tenir compte de l'approche axée sur l'essentiel et de l'intérêt supérieur de l'enfant. Il peut y avoir d'autres situations où la famille n'a pas accès à un travailleur social autorisé et où un préposé au soutien familial joue un rôle important dans la santé et le bien-être de la famille.*



**Question : Une lettre de soutien à des activités récréatives relève-t-elle du domaine de compétence d'un enseignant ou d'un directeur d'école?**

Réponse : Si le directeur ou l'enseignant indique qu'il est l'entraîneur de l'équipe, alors oui, car il connaît la situation de l'enfant et le sport en tant que tel. S'il n'est pas l'entraîneur de l'équipe, mais qu'il connaît bien la situation de l'enfant, le directeur ou l'enseignant peut tout de même rédiger la lettre en fonction des détails qu'il y inclut, car chaque dossier est examiné au cas par cas.

**Question : Demandes remontant à 2016 : quels sont des exemples de documents raisonnables?**

Réponse : Les documents raisonnables comprennent les renseignements figurant aux pages 3 et 4 du document Approche axée sur l'essentiel.

**Question : Étant donné qu'il s'agit d'une demande de remboursement des services, doit-elle indiquer clairement comment le remboursement profitera à l'enfant ou à la famille?**

Réponse : Les demandes de remboursement doivent être traitées de la même façon que les demandes de service, d'article ou de soutien faites par le parent ou le tuteur que nous n'avons pas encore reçues. Il peut y avoir de nombreuses raisons pour lesquelles la famille applique le principe de Jordan en ce moment, notamment :

- elle n'a entendu parler du principe de Jordan qu'après avoir reçu du soutien.

Par conséquent, une demande de remboursement doit être traitée de la même manière que les autres demandes ne présentant pas le caractère d'un remboursement.

### 3 QUESTIONS ET RÉPONSES

**Question : Présentez-vous une demande de remboursement de frais de déplacement et de frais plus élevés liés à la danse ou à la pratique d'un sport de compétition?**

**Réponse :** Selon l'approche de retour aux sources, nous devons faire confiance au cercle de soins, car on y connaît l'enfant mieux que quiconque. Le cercle recommande que ce dernier participe à des sports de compétition,

**Question : Que faire si le demandeur présente chaque année une demande de remboursement des frais d'inscription à des sports ou des activités?**

**Réponse :** Nous devons attendre qu'il nous fasse parvenir une lettre mise à jour faisant état de sa nouvelle situation familiale, après quoi nous pourrions l'évaluer.

La COVID-19 a eu de lourdes répercussions sur les jeunes et sur leur socialisation. Le sport est un moyen facile d'améliorer leur santé mentale et physique.

**Question : Que faire si une seule demande contient plusieurs sports ou activités?**

**Réponse :** Si chaque activité est décrite dans les documents justificatifs, nous devons faire confiance au cercle de soins. Si plusieurs activités ne sont pas mentionnées ni étayées dans les documents, après avoir présumé que l'égalité réelle s'applique et fait preuve de jugement, le personnel régional peut discuter de la situation avec l'équipe d'intégrité chargée de l'approche de retour aux sources ou transmettre le dossier aux échelons supérieurs aux fins d'examen.

**Question : Que faire si nous sommes au courant du financement déjà en place? Comment devons-nous procéder?**

**Réponse :** Afin d'éviter un fardeau administratif pour la famille ou la communauté, s'il est possible d'accepter le dossier, SAC est encouragé à approuver et à documenter dans GCCas les sources de financement possibles qui pourraient contribuer aux discussions sur la réforme à long terme.

**Question : Comment devons-nous procéder si la demande comprend des frais de voyage ainsi que des frais de voyage à l'étranger?**

**Réponse :** Chaque demande doit être examinée au cas par cas. La demande en question est peut-être bel et bien étayée et raisonnable, mais celle de frais de voyage à l'étranger est déraisonnable, auquel cas elle peut faire l'objet d'une discussion avec l'équipe d'intégrité chargée de l'approche de retour aux sources ou être transmise aux échelons supérieurs aux fins d'examen.

**Question : Le libellé de l'« approche de retour aux sources » indique « professionnel autorisé » et « champ de pratique ». Cet article relève-t-il du champ de pratique des intervenants communautaires auprès des jeunes?**

**Réponse :** Oui. Comme les intervenants communautaires auprès des jeunes connaissent bien la situation de la famille, ils peuvent rédiger une lettre de soutien au nom de la famille en question. Toutefois, les intervenants communautaires auprès des jeunes ne doivent pas rédiger de lettre de soutien pour des articles, des services ou des mécanismes de soutien réglementés (p. ex. orthodontie, médicaments, orthophonie et langage, etc.). De telles lettres doivent provenir de fournisseurs réglementés.

*Définition de « professionnel réglementé » : la profession est régie par un ordre professionnel ou de réglementation et par une législation afin de diriger ou de réglementer une profession.*

## 4 RESSOURCES DE SOUTIEN

Les ressources de soutien ci-dessous visent à étayer la demande que vous pourriez examiner à ce moment-là. Si vous êtes indécis et que vous penchez vers l’approbation, ces ressources visent à appuyer votre décision et à vous fournir du soutien supplémentaire à des fins de réflexion.

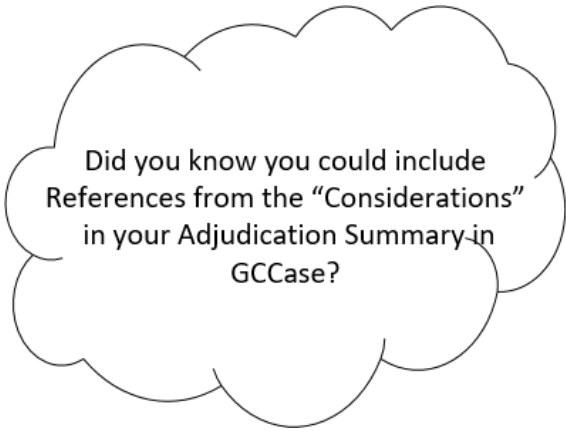
Dans le rapport *Commission de vérité et réconciliation du Canada : Appels à l’action*, on formule des demandes précises à l’intention des gouvernements fédéral, provinciaux et territoriaux, dont cinq portent sur les sports et la réconciliation (appels à l’action n<sup>os</sup> 87 à 91).

- Appel à l’action n<sup>o</sup> 88 : « Nous demandons à tous les ordres de gouvernement de prendre des mesures afin de garantir le développement à long terme des athlètes autochtones... »
- Appel à l’action n<sup>o</sup> 89 : « Nous demandons au gouvernement fédéral de modifier la *Loi sur l’activité physique et le sport* pour appuyer la réconciliation en s’assurant que les politiques visent à promouvoir l’activité physique comme élément fondamental de la santé et du bien-être, à réduire les obstacles à la participation au sport, à accroître la poursuite de l’excellence dans le sport<sup>1</sup>... »

Kerpan et Humbert (2015) ont constaté que les personnes privilégiaient l’activité physique de groupe au profit d’autres formes d’activité physique parce qu’elle favorisait « un sentiment d’appartenance à la communauté ». Ils soulignent que ce sentiment d’appartenance est une valeur importante sur le plan culturel pour les Autochtones vivant en milieu urbain<sup>2</sup>.

L’article 31 de la Convention relative aux droits de l’enfant stipule que « [l]es États parties reconnaissent à l’enfant le droit au repos et aux loisirs, de se livrer au jeu et à des activités récréatives propres à son âge et de participer librement à la vie culturelle et artistique.

Les États parties respectent et favorisent le droit de l’enfant de participer pleinement à la vie culturelle et artistique et encouragent l’organisation à son intention de moyens appropriés de loisirs et d’activités récréatives, artistiques et culturelles, dans des conditions d’égalité. » L’article en question souligne l’importance de cet aspect pour la santé mentale et physique des enfants, et donc pour leur bien-être, ainsi que les avantages considérables qu’il procure sur les plans thérapeutique et réadaptatif<sup>3</sup>.



Did you know you could include  
References from the “Considerations”  
in your Adjudication Summary in  
GCCase?

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<sup>1</sup> Commission de vérité et réconciliation du Canada : Appels à l’action (2015) [Appels à l’action Français2.pdf \(exactdn.com\)](#)

<sup>2</sup> Kerpan, S. et Humbert, L. (2015). Playing together: The physical activity beliefs and behaviors of urban Aboriginal youth. *Journal of Physical Activity and Health*, vol. 12, p. 1409 à 1413. <http://dx.doi.org/10.1123/jpah.2014-0533>

<sup>3</sup> <https://www.ohchr.org/fr/instruments-mechanisms/instruments/convention-rights-child>

# **Back to Basics and Best Practices**

## **Requests for the Home: Furniture and Appliances**

Last Updated: February 24, 2023



## Contents

1	INTRODUCTION .....	3
2	CASE STUDIES .....	3
2.1	Scenario 1: Bed, Frame, Headboard, Pillows, Linens, Dresser & Nightstand.....	3
2.2	Scenario 2: Washer/Dryer, Beds, Dinette Set and Couch .....	5
2.3	Scenario 3: Washer/Dryer, Fridge & Beds .....	6
3	Q&A .....	8
4	SUPPORTIVE RESOURCES.....	9
4.1.1	Rest .....	9
4.1.2	Furniture for the Living Spaces .....	10
4.1.3	Appliances.....	10

## 1 INTRODUCTION

This Best Practices document will identify common practices for requests relating to **furniture and appliance requests for the home**. It is meant for regional staff as well as a supportive tool for Service Coordinators and includes:

- guiding principles;
- examples of different types of documentation and;
- guidance with adjudication based on various scenarios.

This document should be read in conjunction with *Back to Basics (B2B) Approach* document and Back to Basics Course Training Standard Curriculum (currently in development). There are a number of job aids flowing from the curriculum that support the below content, including the *Fundamentals of B2B – A Visual Guide*.

Reminder: as each file is reviewed on a case by case basis with varying scenarios and documentation, regions are encouraged to reach out to the Back to Basics Integrity Team for support on applying B2B as well as complex cases they'd like to discuss. Please email [jordansprinciple-principedejordan@sac-isc.gc.ca](mailto:jordansprinciple-principedejordan@sac-isc.gc.ca) with your questions.

## 2 CASE STUDIES

Documentation required to support a request for furniture and appliance requests for the home should be reasonable (see B2B Approach document) and not a barrier to accessing Jordan's Principle (please see B2B Approach document and Intake/Required Documentation Operational Bulletin (in development) and additional job aids for additional information).

When reviewing the below Case Studies, the scenarios provided are meant to provide situational awareness and adapt to various furniture requests and the supporting documentation.

### Objectives

- With the support of the B2B Approach document, reviewing and considering the unique circumstances of the child
- Recognizing and presuming substantive equality
- Acknowledging various types of recommendation letters, including various authors

### 2.1 SCENARIO 1: BED, FRAME, HEADBOARD, PILLOWS, LINENS, DRESSER & NIGHTSTAND

Request was made by Guardian, for her 2 year old niece, who is a First Nations child registered under the *Indian Act*, living in an urban city centre (off-reserve).

The request includes the following information and documentation:

A letter from a Registered Social Worker (RSW), confirming that the requester is the child's Guardian in a Kinship agreement and outlines the below circumstances:

- They have known Guardian, child and biological parents for two years.

- Guardianship to the Auntie is recent and expected to be a long-term arrangement, and no furniture is available to be transferred to the Auntie.
- Auntie is not receiving any financial assistance nor supports from biological parents, is a low income earner, who also has her elderly mother living with her.
- They recommend: Bed with mattress and frame, two pillows, sheets, pillowcases, mattress protector, blanket and bedspread, as well as a dresser if possible.

The items she requested on the Intake Form and the items recommended by the RSW appears to be different, therefore the Focal Point calls the Guardian/Requestor to clarify the discrepancy. Guardian confirms that she would require all items recommended by RSW and would prefer the dresser to the nightstand; Guardian noted she was hesitant to request all items as she did not want to be denied.

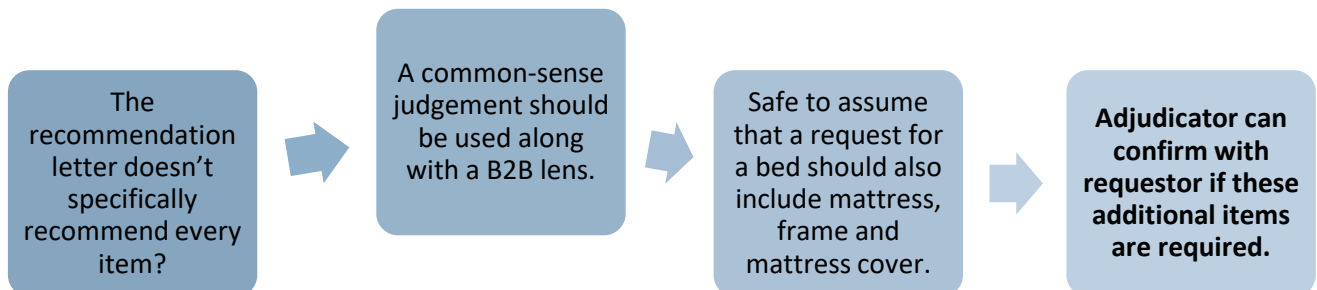
While reviewing with a Back to Basics lens, the request for the bed and accessories should be approved at regional level based on the following considerations:

- A licensed professional (RSW) has recommended products within their scope of practice that clearly identify how long they have known the family.
- The RSW also details the current unmet needs of the child and the child’s unique circumstances that result a need for a bed and accessories.
- Substantive equality has been clearly identified and items would safeguard the best interest of the child.

**Q: What if the request only included a letter from a Family Support Worker?**

A: If the Family Support Worker identifies a relationship with the family, region is encouraged to approve regionally based on the best interest of the child as we are to also consider the circumstances of the family and do not want to increase the burden on the family to obtain additional documentation. Region is encouraged to consider the following:

- Has consideration been given to distinct community circumstances and the accessibility of professionals or community workers?
- Have we looked at previous requests/documentation for the child for additional information to help us review this new request?



## 2.2 SCENARIO 2: WASHER/DRYER, BEDS, DINETTE SET AND COUCH

Request was made by parent, for her three children 12 years old, 4 years old and 5 months old, who are Inuit, living in a remote northern community (off-reserve).

The request includes the following information and documentation:

A letter from their teacher outlining the family's unique circumstances:

- Confirms the family receives income support each month, but it is not enough with their growing family.
- States that living in the north is expensive and the items they are requesting are expensive.

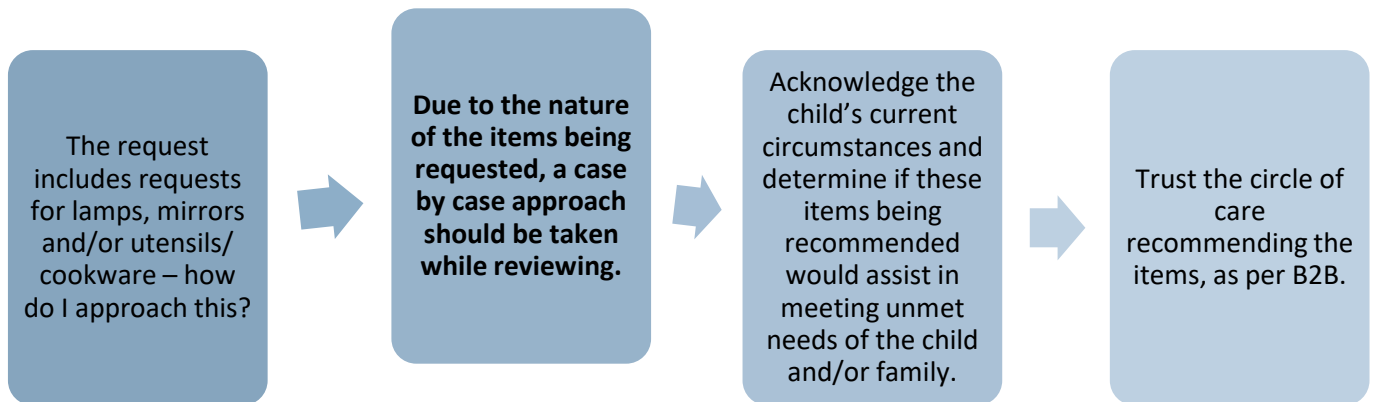
A recommendation letter from the Early Years Program Manager expands on their needs:

- Mother and partner have been struggling to make ends meet. She tries to budget money to get by to the next payment, but with the cost of food and essential living supplies/bills, it is just not enough.
- Partner was incarcerated for half a year and mother was at home alone with three children and no job.
- Mother receives small amount of welfare and child tax each month, which only lasts a few days due to high costs of living.
- Partner has been actively searching for employment, without success due to lack of jobs being offered.
- While partner was incarcerated, mother sold washer/dryer to a family member to be able to feed and clothe the children.
- Older siblings are sleeping together on single bed as mother cannot afford to buy them a bigger bed.
- Youngest child co-sleeps with mother and partner on double bed, and worried baby could fall in middle of the night.
- Meal times take place on the floor or they share the only 2 chairs in the house. Mother states children have gone a couple days with only eating rice or fried bread.
- Mother takes clothes to families houses to be washed to keep her kids in clean clothes.
- Family currently has a couch that is third handed down to her and over 10 years old.
- Having a couch, proper sleeping arrangements, food and a table to sit at would help the family greatly.

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While reviewing with a Back to Basics lens, the request for the washer/dryer, children's beds, dinette set and couch should be approved at regional level based on the following considerations:

- Safeguarding the best interest of the children while promoting good sleep and preserving family integrity by providing a safe family gathering space.
- Substantive equality has clearly been identified by the Early Years Program Manager.



### 2.3 SCENARIO 3: WASHER/DRYER, FRIDGE & BEDS

Request was made by parent, for his two children 14 years old and 4 years old, who are registered First Nations children registered under the *Indian Act*, living in a remote community (on-reserve).

The request includes the following information and documentation:

A letter from parent outlining the family's circumstances:

- Single father who is requesting a washer, dryer, fridge and new beds for his children as he is financially struggling with a single income.
- Father is not receiving support from the children's mother.
- He has identified that his parents do not provide support as they live far away.
- Requesting assistance with purchasing these items to help support his growing children and he is currently taking laundry to his neighbours house as his has broke, and it's approximately 5 km away.
- Requesting a new fridge as it is not working and they have no place to store the meat they get from hunting.

A letter from a Community Worker:

- Has known the family for a long time and supports the fathers request for a washer, dryer, fridge and beds for the children.

While reviewing with a Back to Basics lens, the request for the washer/dryer, fridge and beds should be approved at regional level based on the following considerations:

- After looking at the overall picture for the children, we are safeguarding the best interest (their overall wellbeing) with an approval by providing the children with clean clothes, food, and a healthy nights sleep.

- We are presuming substantive equality; the family resides on-reserve in a remote community and father is a single parent with little to no support from other family members.
  - Region is encouraged to understand and seek additional information on the reserve in which the family is located by using tools available to ISC in order to decrease administrative burden on family; for example [SIA Profiles](#), and Jordan's Principle Case Management System (JPCMS) to determine if there is previous requests and documentation that could also support this request.
- By approving the request, ISC is creating an environment for the children to thrive and grow.

**Q: What if there was no support letter from the Community Worker?**

A: Region is encouraged to look at the overall picture of the children and by presuming substantive equality and understanding the area in which they reside. Questions on if the letter from the parent is suitable? Reach out to the Back to Basics Integrity Team: [jordansprinciple-principedejordan@sac-isc.gc.ca](mailto:jordansprinciple-principedejordan@sac-isc.gc.ca)

**Q: What if there's no cost associated with the bed?**

A: In alignment with the B2B Approach, region is to move forward without a quote and put an approximate cost in GCCase to move forward with the approval and to amend the cost afterwards or when the invoice is received.

### 3 Q&A

**Q: Should we be concerned about putting a cap on the cost of beds or furniture?**

**A:** Not a cost containment exercise; we've committed to making sure the needs of the children are met and the individuals are acting in the best interest of the child.

**Q: If there is a letter from a professional indicating that an infant requires a 'crib', however doesn't indicate the cost.**

**A:** In order to move forward with adjudication, region does not require a quote.

**Q: The family would like a specific expensive, custom made, wood crib, costing \$7000. Should this type of request be approved?**

**A: See below.**

**Q: What if there's a request for a bed for the parent/s?**

**A:** Determine if there is information regarding co-sleeping, bedroom shortage etc. to determine if co-sleeping is the only option for the family in their circumstances, therefore the bed would be used by the child as well as the parent/s.

**A:** If there has been documentation (i.e. medical need) supporting the custom made crib, region is encouraged to approve, however should there be lack of detail regarding a custom build, as per B2B, region can seek clarification after a determination is made so as to not delay a request.

**Q: The language in B2B states "licensed professional" and "scope of practice." Is this product within a Community Youth Workers scope of practice?**

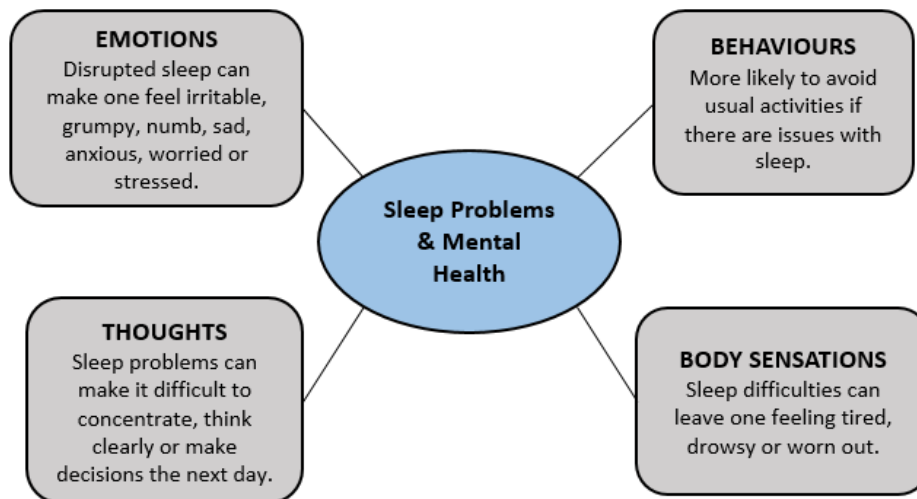
**A:** Yes. As a Community Youth Worker is familiar with the family's situation, it is appropriate for the worker to write a support letter on behalf of the family. However, a Community Youth Worker should not write letters of support for products/services/supports that are regulated (i.e. orthodontics, medication, speech and language etc.) Letters for regulated items must come from regulated providers.

## 4 SUPPORTIVE RESOURCES

The below supportive resources are meant to support the application you may be reviewing at the time. Should you be on the fence and leaning towards approving, these resources are meant to support your decision and provide additional resources for your consideration.

### 4.1.1 REST

Canadian Mental Health Association BC Division and Anxiety Canada created a Wellness Module on Getting a Good Night's Sleep<sup>1</sup> and they provide the below details regarding sleep:



#### How much sleep do we really need?

The Public Health Agency of Canada recommends the following sleep times:

Population	Hours per night
Toddlers	11-14
Preschoolers	10-13
School-aged children	9-11
Teens	8-10
Adults	7-9
Older adults	7-8

<sup>1</sup> <https://www.heretohelp.bc.ca/wellness-module/wellness-module-6-getting-a-good-nights-sleep>



An article in *Nature and Science of Sleep* titled “Infant sleep and its relation with cognition and growth: A narrative review”<sup>2</sup> provides an overview of the relation between infant sleep and cognitive development as well as physical growth.

- Overall, findings indicated a positive association between sleep, memory, language, executive function, and overall cognitive development in typically developing infants and young children as well as physical growth.

Within the UN Convention on the Rights of the Child, Article 31 states “Parties recognize the right of the child to **rest** and leisure, to engage in play and recreational activities appropriate to the age of the child and to participate freely in cultural life and the arts.”<sup>3</sup>

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#### 4.1.2 FURNITURE FOR THE LIVING SPACES

An article in *Preventive Medicine* titled “Family meals among parents: Associations with nutritional, social and emotional wellbeing”<sup>4</sup> suggests:

- Parents who have frequent family meals are better off in terms of social and emotional wellbeing.
- These findings are significant as it is well known that parent mental wellbeing affects the health and wellbeing of their children.

A Social Policy Report Brief from the *Society for Research in Child Development* states that research suggests that sharing a meal regularly with family at a dinner table, can boost children’s health and wellbeing, reducing the likelihood that they’ll become obese or use drugs, and increase the chances that they’ll do well in school.<sup>5</sup>

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#### 4.1.3 APPLIANCES

##### **Healthy Food Environments**

In the United Nations Children’s Fund (UNICEF) report titled Protecting Children’s Right to a Healthy Food Environment, states that governments remain the primary duty-bearers in protecting the rights of all children – and the best interests of the children – and to create healthy food environments. They confirm that in far too many low-income and marginalized households, the right to healthy food and adequate nutrition is not realized because affordable food options are limited.<sup>6</sup>

In addition, within the United Nations Declaration of the Rights of Indigenous Peoples<sup>7</sup>, Article 24 states “Indigenous individuals have an equal right to the enjoyment of the highest attainable standard of physical and

<sup>2</sup> <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5440010/>

<sup>3</sup> <https://www.unicef.org/child-rights-convention/convention-text>

<sup>4</sup> <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6309329/>

<sup>5</sup> [https://www.srcd.org/sites/default/files/resources/SPR%20Brief\\_22-4\\_2008.pdf](https://www.srcd.org/sites/default/files/resources/SPR%20Brief_22-4_2008.pdf)

<sup>6</sup> <https://www.unicef.org/media/96101/file/Protecting-Childrens-Right-Healthy-Food-Environment.pdf>

<sup>7</sup> <https://www.un.org/development/desa/indigenouspeoples/declaration-on-the-rights-of-indigenous-peoples.html>

mental health. States shall take the necessary steps with a view to achieving progressively the full realization of this right.”

### **Clean Clothes**

The Convention of the Rights of the Child<sup>8</sup> states in Article 27: “States Parties, in accordance with national conditions and within their means, shall take appropriate measures to assist parents and other responsible for the child to implement this right and shall in case of need provide material assistance and support programmes, particularly with regard to nutrition, clothing and housing.”

<sup>8</sup> <https://www.ohchr.org/en/instruments-mechanisms/instruments/convention-rights-child>

# Approche axée sur l'essentiel et pratiques exemplaires

## Demandes pour la maison : mobilier et appareils électroménagers

Dernière mise à jour : 24 février 2023



## Table des matières

1	INTRODUCTION .....	3
2	ÉTUDES DE CAS .....	3
2.1	Mise en situation 1 : Lit, cadre de lit, tête de lit, oreillers, draps, commode et table de nuit.....	3
2.2	Mise en situation 2 : Laveuse/sécheuse, lits, ensemble pour coin-repas et canapé.....	5
2.3	Mise en situation 3 : Laveuse/sécheuse, réfrigérateur et lits.....	6
3	FOIRE AUX QUESTIONS.....	8
4	RESSOURCES DE SOUTIEN .....	9
4.1.1	Repos .....	9
4.1.2	Mobilier pour les espaces de vie .....	10
4.1.3	Appareils électroménagers .....	10

## 1 INTRODUCTION

Le présent document sur les pratiques exemplaires énonce les pratiques courantes pour traiter les **demandes de mobilier et d'appareils ménagers pour la maison**. Il est destiné au personnel régional, en plus de faire office d'outil de soutien pour les coordonnateurs de services. Il comprend des :

- principes directeurs;
- exemples de différents types de documents;
- conseils sur les décisions en fonction de diverses mises en situation.

Ce document doit être lu conjointement avec le document *Approche axée sur l'essentiel* et le programme de formation standard du cours *Approche axée sur l'essentiel* (en cours d'élaboration). Il existe un certain nombre d'outils de travail qui découlent du programme et qui viennent appuyer le contenu ci-dessous, notamment le *Guide visuel sur les principes fondamentaux de l'approche axée sur l'essentiel*.

Rappel : Comme chaque dossier est examiné au cas par cas selon des mises en situation et des documents différents, le personnel régional est invité à communiquer avec l'équipe d'intégrité chargée de l'approche axée sur l'essentiel pour obtenir du soutien quant à l'adoption de cette approche ainsi qu'aux cas complexes dont il aimerait discuter. Veuillez envoyer vos questions par courriel à l'adresse [jordansprinciple-principedejordan@sac-isc.gc.ca](mailto:jordansprinciple-principedejordan@sac-isc.gc.ca).

## 2 ÉTUDES DE CAS

Les documents requis à l'appui d'une demande de mobilier et d'appareils électroménagers doivent être raisonnables (voir le document *Approche axée sur l'essentiel*) et ne pas constituer un obstacle à l'accès au principe de Jordan (voir le document *Approche axée sur l'essentiel* et le bulletin opérationnel sur la réception des demandes et les documents requis [en cours d'élaboration] ainsi que les outils de travail supplémentaires pour obtenir plus de renseignements).

Lors de l'examen des études de cas ci-dessous, les situations énoncées visent à nous aider à comprendre la situation et à tenir compte des diverses demandes de mobilier et des documents justificatifs dont il est question.

### **Objectifs**

- Examiner et prendre en compte la situation unique de l'enfant à l'aide du document *Approche axée sur l'essentiel*.
- Reconnaître l'égalité réelle et présumer qu'elle s'applique.
- Reconnaître divers types de lettres de recommandation rédigées par différents auteurs.

## 2.1 MISE EN SITUATION 1 : LIT, CADRE DE LIT, TÊTE DE LIT, OREILLERS, DRAPS, COMMODE ET TABLE DE NUIT

Une tutrice a présenté une demande à l'intention de sa nièce de deux ans, une enfant des Premières Nations inscrite en vertu de la *Loi sur les Indiens* qui vit dans un centre urbain (hors réserve).

La demande contient l'information et les documents suivants :

Une lettre d'un travailleur social autorisé confirmant que la demandeuse est la tutrice de l'enfant en vertu d'une convention parentale et décrivant les circonstances suivantes :

- Il connaît la tutrice, l'enfant et ses parents biologiques depuis deux ans.
- L'enfant est sous la tutelle de sa tante depuis peu, et devrait le demeurer à long terme. Aucun meuble n'est disponible et ne peut donc être transmis à la tante.
- La tante ne reçoit aucune aide financière ni aucun soutien des parents biologiques de l'enfant. Elle gagne un faible revenu et sa mère âgée vit avec elle.
- Le travailleur social autorisé recommande que le mobilier suivant soit fourni à la demandeuse : lit avec matelas et cadre de lit, deux oreillers, draps, taies d'oreiller, protège-matelas, couverture et couvre-lit, ainsi qu'une commode si possible.

Comme les articles indiqués par la demandeuse dans le formulaire de demande semblent différer de ceux qui sont recommandés par le travailleur social autorisé, le point de contact appelle la tutrice (demandeuse) pour obtenir des précisions. La tutrice confirme qu'elle aurait besoin de tous les articles recommandés par le travailleur social autorisé, et qu'elle préfère une commode à une table de nuit. De plus, elle affirme avoir hésité à demander tous les articles, car elle craignait de voir sa demande refusée.

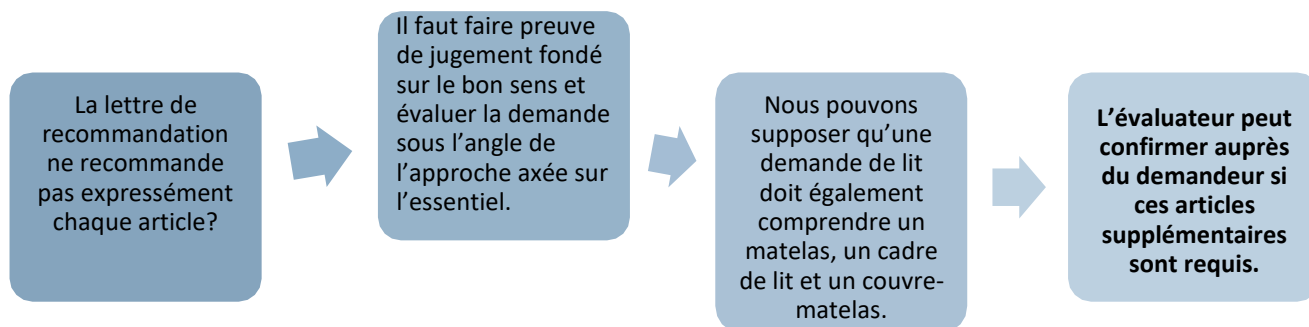
Lors de l'examen mené sous l'angle de l'approche axée sur l'essentiel, la demande de lit et d'accessoires devrait être approuvée à l'échelle régionale en fonction des considérations suivantes :

- Un travailleur social autorisé a recommandé des articles en fonction de son champ de pratique et a clairement indiqué depuis combien de temps il connaît la famille.
- Il décrit également les besoins non satisfaits actuels de l'enfant et la situation unique dont ils découlent.
- Il a été clairement établi que les articles demandés contribueront à assurer l'égalité réelle et à protéger l'intérêt supérieur de l'enfant.

### **Question : Que faire si la demande ne comprend qu'une lettre d'un préposé au soutien familial?**

Réponse : Si le préposé au soutien familial a un lien avec la famille, nous encourageons le personnel régional à approuver la demande à l'échelle régionale en fonction de l'intérêt supérieur de l'enfant, car nous devons également tenir compte de la situation familiale et éviter d'alourdir le fardeau pour la famille en lui demandant des documents supplémentaires. Nous encourageons le personnel régional à tenir compte des éléments suivants :

- Avons-nous tenu compte des circonstances particulières de la communauté et de l'accessibilité aux professionnels ou aux travailleurs communautaires?
- Avons-nous examiné des demandes et des documents antérieurs concernant l'enfant afin d'obtenir des renseignements supplémentaires pour faciliter l'examen de cette nouvelle demande?



## 2.2 MISE EN SITUATION 2 : LAVEUSE/SÉCHEUSE, LITS, ENSEMBLE POUR COIN-REPAS ET CANAPÉ

Une mère a présenté une demande pour ses trois enfants, respectivement âgés de 12 ans, de 4 ans et de 5 mois, qui sont Inuit et vivent dans une communauté éloignée du Nord (hors réserve).

La demande contient l'information et les documents suivants :

Une lettre de l'enseignant décrivant la situation unique de la famille :

- La famille reçoit une prestation de soutien au revenu chaque mois, mais ce n'est pas suffisant en raison du nombre grandissant de membres.
- L'enseignant affirme que la vie et les articles demandés coûtent cher dans le Nord.

Une lettre de recommandation du directeur du programme de la petite enfance précisant les besoins de la famille :

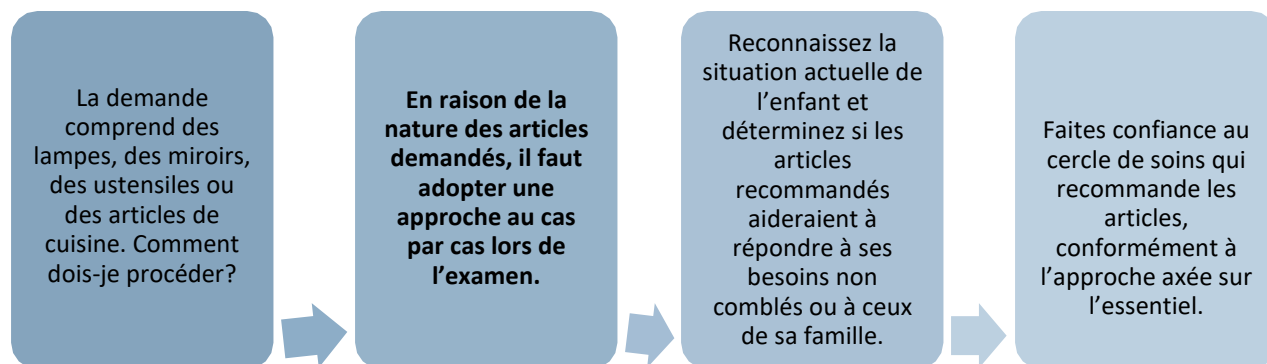
- La mère et son partenaire ont du mal à joindre les deux bouts. Elle essaie de respecter un budget pour parvenir à payer ses factures, mais compte tenu du coût des aliments et des fournitures essentielles à la survie, ainsi que des factures, l'aide que la famille reçoit n'est tout simplement pas suffisante.
- Son partenaire a été incarcéré pendant six mois. Ainsi, la mère s'est retrouvée seule pour prendre soin de ses trois enfants, sans emploi.
- La mère reçoit un petit montant d'aide sociale et une prestation fiscale pour enfants chaque mois, mais dépense le tout en quelques jours en raison du coût élevé de la vie.
- Le partenaire est activement à la recherche d'un emploi, mais n'en a pas encore trouvé parce qu'il n'y a pas beaucoup d'offres.
- Pendant que son partenaire était incarcéré, la mère a vendu la laveuse et la sécheuse du ménage à un membre de sa famille pour pouvoir nourrir et vêtir ses enfants.
- Les deux enfants plus âgés dorment ensemble dans un lit à une place, car la mère n'a pas les moyens de leur acheter un lit plus grand.
- Le plus jeune enfant dort avec sa mère et son partenaire dans un lit à deux places. Ils craignent que le bébé tombe sur le sol au milieu de la nuit.
- À l'heure du repas, ils mangent par terre ou sur les deux seules chaises de la maison. La mère affirme que les enfants ont passé quelques jours à se nourrir uniquement de riz ou de pain frit.
- Elle se rend chez des membres de sa famille pour laver les vêtements de ses enfants.
- La famille possède actuellement un canapé de troisième main de plus de 10 ans.
- Le fait d'avoir un canapé, de la nourriture et une table à laquelle s'asseoir pour manger ainsi que de pouvoir dormir suffisamment aiderait beaucoup la famille.

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Lors de l'examen mené sous l'angle de l'approche axée sur l'essentiel, la demande pour une laveuse/sécheuse, des lits pour enfants, un ensemble pour coin-repas et un canapé devrait être approuvée à l'échelle régionale en fonction des considérations suivantes :

- Le mobilier permettra de protéger l'intérêt supérieur des enfants tout en favorisant un bon sommeil et en préservant l'intégrité familiale grâce à un espace de rassemblement sécuritaire.
- Le directeur du programme de la petite enfance a clairement établi que les articles demandés contribueront à assurer l'égalité réelle.





### 2.3 MISE EN SITUATION 3 : LAVEUSE/SÉCHEUSE, RÉFRIGÉRATEUR ET LITS

Un père a présenté une demande pour ses deux enfants âgés respectivement de 14 ans et de 4 ans, qui sont des membres des Premières Nations inscrits en vertu de la *Loi sur les Indiens* et qui vivent dans une communauté éloignée (dans une réserve).

La demande contient l'information et les documents suivants :

Une lettre du père décrivant la situation de la famille :

- Le père, qui élève ses enfants seul, demande une laveuse, une sécheuse, un réfrigérateur et de nouveaux lits pour ses enfants, car il a de la difficulté à joindre les deux bouts avec un seul revenu.
- Le père ne reçoit pas de soutien de la part de la mère des enfants.
- Il ajoute que ses parents ne lui viennent pas en aide puisqu'ils vivent loin.
- Il demande de l'aide pour acheter ces articles afin d'être en mesure de subvenir aux besoins de ses enfants qui grandissent. Il fait actuellement sa lessive chez ses voisins, à 5 km de chez lui, car sa laveuse est brisée.
- Il demande également un nouveau réfrigérateur, car le sien ne fonctionne pas; il n'a ainsi pas d'endroit où entreposer la viande qu'il chasse.

Une lettre d'un travailleur communautaire :

- Il connaît la famille depuis longtemps et appuie la demande du père visant à obtenir une laveuse, une sécheuse, un réfrigérateur et des lits pour ses enfants.

Lors de l'examen mené selon l'approche axée sur l'essentiel, la demande de laveuse/sécheuse, de réfrigérateur et de lits devrait être approuvée à l'échelle régionale en fonction des considérations suivantes :

- Nous présumons que les articles demandés contribueront à assurer l'égalité réelle; la famille réside dans une réserve au sein d'une communauté éloignée et le père, qui élève seul ses enfants, ne reçoit que peu de soutien, voire aucun, de la part des autres membres de sa famille.
  - Le personnel régional est encouragé à se renseigner sur la réserve dans laquelle est située la famille en utilisant les outils mis à la disposition de SAC, comme les [profils de Synergie en action](#) et le système de gestion des cas du principe de Jordan, et à obtenir des renseignements supplémentaires sur celle-ci afin de réduire le fardeau administratif de la famille et de déterminer si des demandes et des documents antérieurs pourraient également appuyer cette demande.
- En approuvant la demande, SAC contribue à créer un environnement où les enfants peuvent s'épanouir et grandir.

**Question : Que faire si le travailleur communautaire ne fournit aucune lettre de soutien?**

Réponse : Nous encourageons le personnel régional à examiner la situation globale des enfants en présumant que les articles demandés contribueront à assurer l'égalité réelle et en se renseignant sur la région où ils résident. Vous voulez savoir si la lettre du parent convient? Communiquez avec l'équipe d'intégrité chargée de l'approche axée sur l'essentiel : [jordansprincipe-principedejordan@sac-isc.gc.ca](mailto:jordansprincipe-principedejordan@sac-isc.gc.ca)

**Question : Que faire si aucun coût ne se rapporte au lit?**

Réponse : Conformément à l'approche axée sur l'essentiel, le personnel régional doit aller de l'avant sans produire de devis et inscrire un coût approximatif dans GCcas pour procéder à l'approbation; le coût doit être modifié après la réception de la facture.

### 3 FOIRE AUX QUESTIONS

**Question :** Devons-nous nous inquiéter de la mise en place d'un plafond pour le coût des lits ou du mobilier?

**Réponse :** Il ne s'agit pas d'un exercice de limitation des coûts; nous nous sommes engagés à veiller à ce que les besoins des enfants soient satisfaits et à ce que les personnes agissent dans leur intérêt supérieur.

**Question :** Que faire si un professionnel fournit une lettre indiquant qu'un nourrisson a besoin d'un « lit d'enfant » sans toutefois en mentionner le coût?

**Réponse :** Le personnel régional n'a pas besoin de devis pour prendre une décision à ce sujet.

**Question :** La famille aimerait avoir un lit d'enfant en bois fait sur mesure dont la valeur s'élève à 7 000 \$. Ce type de demande doit-elle être approuvée?

**Réponse :** Voir ci-dessous.

**Question :** Que faire dans le cas d'une demande de lit pour le ou les parents?

**Réponse :** Voir s'il existe des renseignements sur le sommeil partagé, le manque de chambres à coucher, etc. afin de déterminer si le sommeil partagé est la seule option qui s'offre à la famille dans cette situation, de sorte que le lit serait utilisé par l'enfant ainsi que par l'un de ses parents ou les deux.

**Réponse :** Si des documents justificatifs (p. ex. pour un besoin médical) accompagnent la demande de lit d'enfant fait sur mesure, nous encourageons le personnel régional à approuver celle-ci. Toutefois, en cas de manque de détails au sujet d'une demande de meuble fait sur mesure, conformément à l'approche axée sur l'essentiel, le personnel régional peut demander des précisions après qu'une décision a été prise afin de ne pas retarder la demande.

**Question :** Le libellé de l'« approche axée sur l'essentiel » indique « professionnel autorisé » et « champ de pratique ». Cet article relève-t-il du champ de pratique des intervenants communautaires auprès des jeunes?

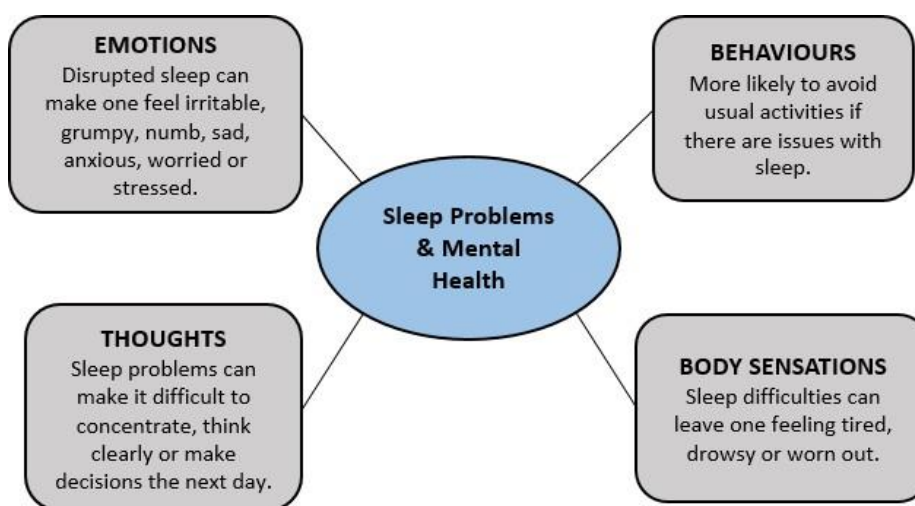
**Réponse :** Oui. Comme les intervenants communautaires auprès des jeunes connaissent bien la situation de la famille, ils peuvent rédiger une lettre de soutien au nom de la famille en question. Toutefois, les intervenants communautaires auprès des jeunes ne doivent pas rédiger de lettre de soutien pour des articles, des services ou des mécanismes de soutien réglementés (p. ex. orthodontie, médicaments, orthophonie, langage, etc.). De telles lettres doivent provenir de fournisseurs réglementés.

## 4 RESSOURCES DE SOUTIEN

Les ressources de soutien ci-dessous visent à étayer la demande que vous pourriez examiner à ce moment-là. Si vous êtes indécis et que vous penchez vers l’approbation, ces ressources visent à appuyer votre décision et à vous fournir du soutien supplémentaire à des fins de réflexion.

### 4.1.1 REPOS

La Division de la Colombie-Britannique de l’Association canadienne pour la santé mentale et Anxiety Canada ont créé un module sur le mieux-être, intitulé Getting a Good Night’s Sleep<sup>1</sup> (en anglais seulement), qui fournit les renseignements suivants sur le sommeil :



#### De combien d’heures de sommeil avons-nous réellement besoin?

L’Agence de la santé publique du Canada recommande ce qui suit :

Population	Heures par nuit
Tout-petits	De 11 à 14
Enfants d’âge préscolaire	De 10 à 13
Enfants d’âge scolaire	De 9 à 11
Adolescents	De 8 à 10
Adultes	De 7 à 9
Personnes âgées	De 7 à 8

<sup>1</sup> <https://www.heretohelp.bc.ca/wellness-module/wellness-module-6-getting-a-good-nights-sleep>

Un article publié dans *Nature and Science of Sleep* intitulé « Infant sleep and its relation with cognition and growth: A narrative review<sup>2</sup> » (en anglais seulement) donne un aperçu de la relation entre le sommeil du nourrisson et le développement cognitif ainsi que la croissance physique de ce dernier.

- Dans l'ensemble, les constatations indiquent une association positive entre le sommeil, la mémoire, le langage, la fonction exécutive, le développement cognitif global ainsi que la croissance physique chez les nourrissons et les jeunes enfants qui présentent un développement habituel.

L'article 31 de la Convention relative aux droits de l'enfant énonce que « les États parties reconnaissent à l'enfant le droit au **repos** et aux loisirs, de se livrer au jeu et à des activités récréatives propres à son âge et de participer librement à la vie culturelle et artistique<sup>3</sup> ».

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#### 4.1.2 MOBILIER POUR LES ESPACES DE VIE

Un article paru dans la revue *Preventive Medicine* intitulé « Family meals among parents: Associations with nutritional, social and emotional wellbeing<sup>4</sup> » (en anglais seulement) suggère ce qui suit :

- Les parents qui prennent fréquemment des repas en famille ont un meilleur bien-être social et émotionnel.
- Ces constatations sont importantes, car il est bien connu que le bien-être psychologique des parents a une incidence sur le bien-être et la santé de leurs enfants.

Selon un rapport de la série *Social Policy Report* de la Society for Research in Child Development (en anglais seulement), la recherche donne à penser que le fait de manger régulièrement un repas avec sa famille peut améliorer la santé et le bien-être des enfants, ce qui réduit la probabilité qu'ils deviennent obèses ou consomment des drogues, et augmente leurs chances de réussir à l'école<sup>5</sup>.

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#### 4.1.3 APPAREILS ÉLECTROMÉNAGERS

##### **Environnements alimentaires sains**

Dans le rapport du Fonds des Nations Unies pour l'enfance (UNICEF) intitulé *Protecting Children's Right to a Healthy Food Environment* (en anglais seulement), on énonce que les gouvernements demeurent les premiers responsables de la protection des droits de tous les enfants – et de leur intérêt supérieur – et de la création d'environnements alimentaires sains. Le rapport confirme que, dans un trop grand nombre de ménages marginalisés et à faible revenu, le droit à une alimentation saine et adéquate n'est pas respecté en raison du nombre limité d'options alimentaires abordables<sup>6</sup>.

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<sup>2</sup> <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5440010/>

<sup>3</sup> <https://www.unicef.org/fr/convention-droits-enfant/texte-convention>

<sup>4</sup> <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6309329/>

<sup>5</sup> [https://www.srcd.org/sites/default/files/resources/SPR%20Brief\\_22-4\\_2008.pdf](https://www.srcd.org/sites/default/files/resources/SPR%20Brief_22-4_2008.pdf)

<sup>6</sup> <https://www.unicef.org/media/96101/file/Protecting-Childrens-Right-Healthy-Food-Environment.pdf>

De plus, l'article 24 de la Déclaration des Nations Unies sur les droits des peuples autochtones<sup>7</sup> énonce ce qui suit : « Les autochtones [sic] ont le droit, en toute égalité, de jouir du meilleur état possible de santé physique et mentale. Les États prennent les mesures nécessaires en vue d'assurer progressivement la pleine réalisation de ce droit. »

### **Vêtements propres**

L'article 27 de la Convention relative aux droits de l'enfant<sup>8</sup> prévoit que « [l]es États parties adoptent les mesures appropriées, compte tenu des conditions nationales et dans la mesure de leurs moyens, pour aider les parents et autres personnes ayant la charge de l'enfant à mettre en œuvre ce droit et offrent, en cas de besoin, une assistance matérielle et des programmes d'appui, notamment en ce qui concerne l'alimentation, le vêtement et le logement ».

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<sup>7</sup> <https://www.un.org/development/desa/indigenous-peoples-fr/drip.html>

<sup>8</sup> <https://www.ohchr.org/fr/instruments-mechanisms/instruments/convention-rights-child>

# **Back to Basics and Best Practices**

## **Requests for a Fence**

Last Updated: February 24, 2023

## Contents

1	INTRODUCTION .....	3
2	CASE STUDIES .....	3
2.1	Scenario 1: Fence for Child with High Needs (Off Reserve) .....	3
2.2	Scenario 2: Fence for Safety Reasons (On Reserve) .....	5
3	Q&A .....	7
4	SUPPORTIVE RESOURCES.....	8
5	ANNEX.....	8



## 1 INTRODUCTION

This Best Practices document will identify common practices for requests relating to **fence requests**. It is meant for regional staff as well as a supportive tool for Service Coordinators and includes:

- guiding principles,
- examples of different types of documentation and;
- guidance with adjudication based on various scenarios, including requests for installation of fences both on and off reserve.

This document should be read in conjunction with *Back to Basics (B2B) Approach* document and Back to Basics Course Training Standard Curriculum (currently in development). There are a number of job aids flowing from the curriculum that support the below content, including the *Fundamentals of B2B – A Visual Guide*.

Reminder: as each file is reviewed on a case by case basis with varying scenarios and documentation, regions are encouraged to reach out to the Back to Basics Integrity Team for support on applying B2B as well as complex cases they'd like to discuss. Please email [jordansprinciple-principedejordan@sac-isc.gc.ca](mailto:jordansprinciple-principedejordan@sac-isc.gc.ca) with your questions.

## 2 CASE STUDIES

Documentation required to support a request for fence should be reasonable (see B2B Approach document) and not a barrier to accessing Jordan's Principle (please see Back to Basics (B2B) Approach document and Intake/Required Documentation Operational Bulletin (in development) and additional job aids for additional information).

When reviewing the below Case Studies, the situations provided are meant to provide situational awareness and adapt to various fencing requests and supporting documentation.

### Objectives

- With the support of the B2B Approach document, reviewing and considering the unique circumstances of the child
- Recognizing and presuming substantive equality
- Acknowledging various types of recommendation letters, including various authors

### 2.1 SCENARIO 1: FENCE FOR CHILD WITH HIGH NEEDS (OFF RESERVE)

Request was made by parent for a fence (\$14,000.00) for their yard for her 4 year old son, who is a First Nations child registered under the *Indian Act*, living off reserve.

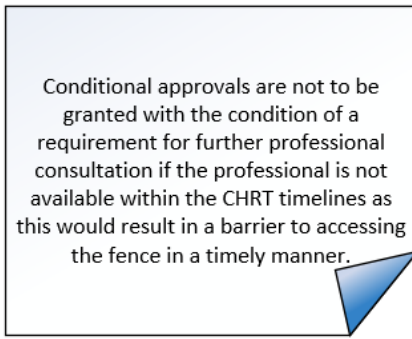
The request includes the following information and documentation:

A recommendation letter from the youth's doctor within the provincial Department of Pediatrics that outlines child's unique circumstances:

- Confirms diagnosis of Autism Spectrum Disorder, with a severe functional impairment which leads to inconsistent capacity to respond meaningfully and in a timely manner to the supervising adults.
- Youth may not be able to functionally respond to environmental dangers or warning from supervising adults due to shortened and disordered attention span and behavioural impulsivity.
- Youth presents with severe safety issues to themselves due to the above reasons.
- Would benefit from a fence and gate for outdoor play area to ensure youth's safety, since local park/playground does not have a fence with a locked gate to keep youth from running away.
- Ability to play outside is important for youth's motor skill development.
- If not given the opportunity to play outside, may end up with significant motor delays compared to their peers, which may affect their day-to-day functioning into adulthood.

While reviewing with a Back to Basics lens, the request for the fence could be approved at regional level based on the following considerations:

- After completing a search in GCCase, there appears to be multiple previous requests that were submitted and approved for this youth, including adaptive items, tablet, GPS tracking device, formula and nutritional supplements.
  - Within these previous requests, there were multiple support letters provided that support the child's diagnosis and high needs.
- The fence will safeguard the best interest of the child and ensure a safe space to play.
- As cost is below \$100K, a Briefing Note is not required and the Focal Point has delegated authority to approve (See Figure 1).



Conditional approvals are not to be granted with the condition of a requirement for further professional consultation if the professional is not available within the CHRT timelines as this would result in a barrier to accessing the fence in a timely manner.

**Q: Does a professional have to recommend the size of the fence?**

A: No. If a professional who is within the child's circle of care is recommending the fence, it is not required that the letter specifically states the size of the fence. After adjudication, ISC can recommend and propose an assessment be completed to allow for additional safety of the child.

**Q: If no formal quote is provided, what is the value that is being inputted into GCCase?**

A: In order to move the adjudication forward in GCCase, a cost must be entered. Region is encouraged to put the approximate cost that was either provided on the request form by the requestor or using a reasonable amount. The cost can be amended in GCCase, post-approval or when the invoice is received.

## 2.2 SCENARIO 2: FENCE FOR SAFETY REASONS (ON RESERVE)

Request was made by the community Health Centre for a fence (\$16,000.00) for family's yard for a 10, 9 and 7 year old, who are First Nations children registered under the *Indian Act*, living on reserve.

The request includes the following information and documentation:

A recommendation letter from the Community Health Nurse that outlines the family's unique circumstances:

- Has worked in her position for six years, and has known family for same length of time.
- Confirms mother is a single parent to her three children and they have lived in this new home since April 2020.
- She outlines and lists her 4 credentials to be able to professionally recommend this item that is within her scope of practice.
- The family's home does not have a safe fenced area, resulting in children not having a space to explore their connection with nature and able to focus on play.
- House is in community's townsite and along the main busy gravel road, where vehicles drive too fast, which is 40 feet from their home; if children were on the road, would be at high risk of injury due to traffic such as rocks or the vehicle itself. Behind their home there has been a back road created that cars use all well.
- There is a home across the street that has many parties, is gang affiliated and has unsafe folks visiting at all hours of the day.
- Children have told mother they feel on edge while being at home, and have trouble sleeping and feeling settled.
- Due to the pandemic, the family has been unable to go to public play areas to allow independent play.
- Writer completed a home assessment with the family to determine all safety concerns that are present and within her professional opinion, she does want the children of this household to be outside in this space as it currently is.

A letter from the First Nation Councillor, responsible for the housing portfolio:

- Has visited the yard in which family resides.
- Due to family's current circumstances of being a single parent household, finances are limited to build a fence for children.
- The need is apparent, and a fence would safeguard the best interest of the children by allowing a safe and controlled space for them to play and connect with nature.
- Within their town site, they have longstanding traumas and impacts of colonialism present at many of the homes which includes substantive misuse or addiction and gang activity.
- This unfortunately creates not an ideal or safe space for the youth to be outside due to their safety.
- Due to the family's home location, there is a greater need for a secure yard space as compared to other family yards in the community that are outside of the town site and are not exposed to these circumstances.
- This family has seen vandalism first hand, with the most recent occurring in the early hours of when the letter was written. It is currently not a safe environment for the children.

- Not providing the service would result in the children continuing to have a lack of time outdoors and would further perpetuate the disadvantages experienced by the children.
- The council's housing budget is limited due to the housing demand, shortage and list of much needed renovations to be completed on reserve; their budget cannot afford to pay for this fence to be built at this time.
- He fully supports this family yard be provided with a fence.

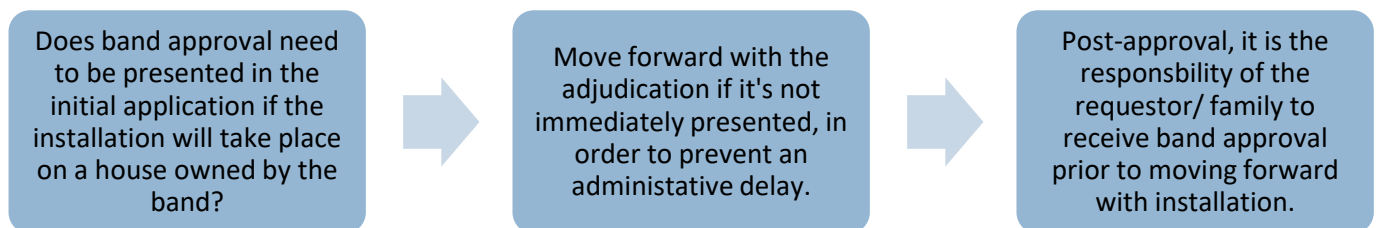
Photos of the home and lot were also provided within the application package, which outlines the dimensions of the fence and where it will be built in relation to the home.

While reviewing with a Back to Basics lens, the request for the fence could be approved at regional level based on the following considerations:

- Substantive equality has been strongly identified and presumed.
- Safeguarding the best interest of the children, both physically and mentally by allowing a safe and controlled space for independent play and boost mental health.
- Provides safe space for children to play worry free (as fence is to be placed around the full lot, and not just the back yard).
- Councillor confirms the First Nation is not able to support the cost of the fence, due to larger housing concerns/needs within the community, however fully supports the fence being built on the property.
- As cost is below \$100K, a Briefing Note is not required and Focal Point has delegated authority to approve (*See Figure 1*).

**Q: What if the letter came from a Community Youth Worker as opposed to a Community Health Nurse?**

A: As the Youth Worker is familiar with the family's home and community, region is recommended to adjudicate as to not create additional barriers, thereby causing delay in fence installation and children's safety.



**Q: Do we need to ask for a quote before adjudicating?**

**A:** No. Should all supporting documentation be provided, the quote can follow after adjudication.

**Q: Is an Occupational Therapy home assessment required before adjudication?**

**A:** No. Letters of support from professionals stating the need should allow for adjudication. ISC can recommend and propose an assessment be completed to allow for additional safety of the child, after adjudication.

**Q: What if repairs are requested for a fence that was previously approved under Jordan's Principle?**

**A:** An amendment should be provided as costs and unforeseen issues could present themselves during construction phase.

**Q: Family is requesting a larger fence then what is supported in letters.**

**A:** When looking at the request with a child-centric approach, is there substantive equality provided by the family as to why the larger fence is being requested? Should this dialogue (within email/letter/phone) be recorded, and it also safeguards the best interest of the child/ren, region is encouraged to adjudicate using a common sense approach.

**Q: Are there caps on the cost of fencing requests?**

**A:** There are no predetermined caps on the cost of fences/fencing. A fence/fencing of lesser standard of quality or quantity or in a manner that is unreasonably difficult for the requestor to access is not to be secured.

For **urgent requests** for fences/fencing (i.e., physical safety concerns), compassionate crisis intervention that meets the child's needs must come first and documentation can follow. This means urgent fence requests can be determined before all documentation is submitted.

If a determination cannot be made within CHRT timelines the Focal Point will work with the requestor to implement a mitigation strategy.

## 4 SUPPORTIVE RESOURCES

The below supportive resources are meant to support the application you may be reviewing at the time. Should you be on the fence and leaning towards approving, these resources are meant to support your decision and provide additional resources for your consideration.

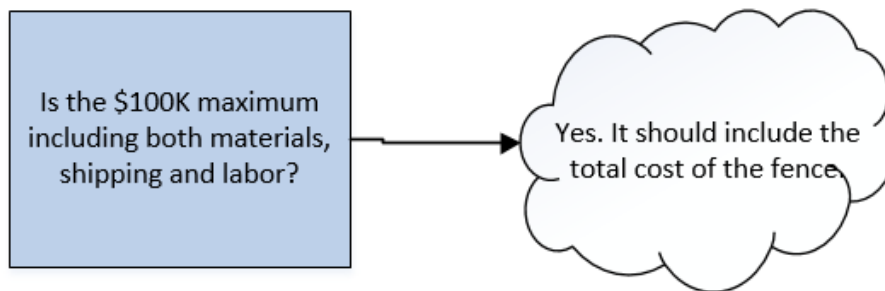
Within the UN Convention on the Rights of the Child, Article 31 states: “That every child has the right to rest and leisure, to engage in play and recreational activities appropriate to the age of the child and to participate freely in cultural life and the arts.

That member governments shall respect and promote the right of the child to participate fully in cultural and artistic life and shall encourage the provision of appropriate and equal opportunities for cultural, artistic, recreational and leisure activity.” It highlights how this is an important component of children’s mental and physical health and therefore their well-being, including significant therapeutic and rehabilitative benefits.<sup>1</sup>

## 5 ANNEX

Figure 1

JORDAN’S PRINCIPLE & INUIT CFI FENCING REQUEST BRIEFING NOTE REQUIREMENTS & DELEGATED AUTHORITY		
Fence Request Dollar Amount	Briefing Note Required	Delegated Authority
Below \$100K	N	Focal Point
Above \$100K	Y	Jordan’s Principle Regional Director



<sup>1</sup> <https://www.ohchr.org/en/instruments-mechanisms/instruments/convention-rights-child>

# Approche axée sur l'essentiel et pratiques exemplaires

## Demandes de clôture

Dernière mise à jour : 24 février 2023



## Table des matières

1	INTRODUCTION .....	3
2	ÉTUDES DE CAS .....	3
2.1	Mise en situation 1 : Clôture pour enfants à grands besoins (hors réserve) .....	3
2.2	Mise en situation 2 : Clôture pour des raisons de sécurité (dans la réserve) .....	5
	FOIRE AUX QUESTIONS .....	7
4	RESSOURCES DE SOUTIEN .....	8
5	ANNEXE .....	8



## 1 INTRODUCTION

Le présent document sur les pratiques exemplaires énonce les pratiques courantes pour traiter les **demandes de clôture**. Il est destiné au personnel régional, en plus de faire office d'outil de soutien pour les coordonnateurs de services. Il comprend :

- Des principes directeurs;
- Des exemples de différents types de documents;
- Des conseils sur la prise de décision en fonction de divers scénarios, y compris des demandes d'installation de clôtures à l'intérieur et à l'extérieur des réserves.

Ce document doit être lu conjointement avec le document *Approche axée sur l'essentiel* et le programme de formation standard du cours *Approche axée sur l'essentiel* (en cours d'élaboration). Il existe un certain nombre d'outils de travail qui découlent du programme et qui viennent appuyer le contenu ci-dessous, notamment le *Guide visuel sur les principes fondamentaux de l'approche axée sur l'essentiel*.

Rappel : Comme chaque dossier est examiné au cas par cas en fonction des scénarios qui se présentent et des documents fournis, le personnel régional est invité à communiquer avec l'équipe d'intégrité chargée de l'approche axée sur l'essentiel pour obtenir du soutien quant à l'adoption de cette approche et aux cas complexes dont il aimerait discuter. Veuillez envoyer vos questions par courriel à [jordansprincipe-principedejordan@sac-isc.gc.ca](mailto:jordansprincipe-principedejordan@sac-isc.gc.ca).

## 2 ÉTUDES DE CAS

Les documents requis à l'appui d'une demande de clôture doivent être raisonnables (voir le document *Approche axée sur l'essentiel*) et ne pas constituer un obstacle à l'accès au principe de Jordan (voir le document *Approche axée sur l'essentiel* et le bulletin opérationnel sur la réception des demandes et les documents requis [en cours d'élaboration] et les autres outils de travail pour en savoir plus).

Aux fins d'examen des études de cas ci-dessous, les situations énoncées visent à nous aider à comprendre la situation, ainsi qu'à tenir compte des diverses demandes de clôture et des documents justificatifs dont il est question.

### **Objectifs**

- Examiner et prendre en compte la situation unique de l'enfant à l'aide du document *Approche axée sur l'essentiel*.
- Reconnaître l'égalité réelle et présumer qu'elle s'applique.
- Reconnaître divers types de lettres de recommandation rédigées par différents auteurs.

## 2.1 Mise en situation 1 : CLÔTURE POUR ENFANTS À GRANDS BESOINS (HORS RÉSERVE)

Un parent a fait une demande de clôture (14 000 \$) à installer dans sa cour pour son fils de quatre ans inscrit en vertu de la *Loi sur les Indiens*, qui est un enfant des Premières Nations et qui vit hors réserve.

La demande contient les renseignements et les documents suivants :

Une lettre de recommandation du médecin de l'enfant travaillant au sein du département de pédiatrie de la province qui décrit la situation unique de l'enfant :

- Confirmation du diagnostic du trouble du spectre de l'autisme accompagné d'une déficience fonctionnelle grave qui se caractérise par l'incapacité de répondre clairement et rapidement aux adultes qui veillent à sa supervision.
- Il se peut que l'enfant ne soit pas en mesure de réagir de façon fonctionnelle aux dangers environnementaux ou aux avertissements provenant des adultes qui le supervisent en raison d'un champ d'attention réduit et désordonné ainsi que d'une impulsivité comportementale.
- Le jeune éprouve de graves problèmes de sécurité pour les raisons mentionnées ci-dessus.
- Il serait avantageux d'installer une clôture et une porte dans l'aire de jeu extérieure afin d'assurer la sécurité du jeune, puisque le parc ou le terrain de jeu local n'est pas muni d'une clôture dotée d'une porte verrouillée empêchant le jeune de s'enfuir.
- Le fait de pouvoir jouer à l'extérieur est important pour le développement des habiletés motrices du jeune.
- Si on ne lui donne pas la possibilité de jouer à l'extérieur, il peut souffrir de retards importants à ce sujet par rapport à ses pairs, ce qui peut à son tour avoir une incidence sur son fonctionnement quotidien à l'âge adulte.

Lors de l'examen mené selon l'approche axée sur l'essentiel, la demande de clôture doit être approuvée à l'échelle régionale en fonction des considérations suivantes :

- Après avoir effectué une recherche dans GCcase, il semble que plusieurs demandes aient été soumises et approuvées pour ce jeune, notamment des articles adaptés, une tablette, un dispositif de suivi par GPS, de la préparation pour nourrisson et des suppléments nutritifs.
  - Dans les demandes précédentes en question, plusieurs lettres de soutien ont été fournies à l'appui du diagnostic de l'enfant et de ses grands besoins.
- La clôture protégera l'intérêt supérieur de l'enfant en plus d'offrir un espace de jeu sécuritaire.
- Comme le coût est inférieur à 100 000 \$, aucune note d'information n'est requise, et le point de contact a le pouvoir délégué d'approuver la demande (*voir la figure 1*).

Conditional approvals are not to be granted with the condition of a requirement for further professional consultation if the professional is not available within the CHRT timelines as this would result in a barrier to accessing the fence in a timely manner.

**Question : Un professionnel doit-il émettre des recommandations sur la taille de la clôture?**

Réponse : Non. Si un professionnel qui fait partie du cercle de soins de l'enfant recommande l'installation d'une

clôture, il n'est pas nécessaire que la lettre précise la taille. Après la prise de décision, SAC peut proposer qu'une évaluation soit effectuée pour accroître la sécurité de l'enfant.

**Question : Si aucun devis officiel n'est fourni, quels renseignements faut-il saisir dans GCcase?**

Réponse : Pour faire avancer la décision dans GCcase, il faut saisir un coût. Nous encourageons le personnel régional à inscrire le coût approximatif indiqué sur le formulaire de demande ou à écrire un montant raisonnable. Le coût peut être modifié dans GCcase après l'approbation de la demande ou la réception de la facture.

## 2.2 Mise en situation 2 : CLÔTURE POUR DES RAISONS DE SÉCURITÉ (DANS LA RÉSERVE)

Le centre de santé communautaire a fait une demande de clôture (16 000 \$) à installer dans la cour d'une famille composée d'enfants âgés de 10, 9 et 7 ans, qui sont membres des Premières Nations inscrits en vertu de la *Loi sur les Indiens* et qui vivent dans une réserve.

La demande contient l'information et les documents suivants :

Une lettre de recommandation de l'infirmière en santé communautaire qui décrit la situation unique de la famille :

- Elle occupe son poste depuis six ans et connaît la famille depuis aussi longtemps.
- Elle confirme la monoparentalité de la mère des trois enfants et que la famille vit dans sa nouvelle maison depuis avril 2020.
- Elle décrit et énumère ses quatre titres de compétence indiquant qu'elle est en mesure de recommander l'article en qualité de professionnelle et que celui-ci fait partie de son champ de pratique.
- La maison familiale n'a pas d'aire clôturée sécuritaire, ce qui fait que les enfants n'ont pas d'espace pour profiter de la nature et s'amuser.
- La maison est située dans le village et longe la principale route de gravier achalandée, où les véhicules roulent trop vite, qui se trouve à 40 pieds de leur domicile. Si les enfants étaient sur la route, ils seraient exposés à un risque élevé de blessures en raison de la circulation des véhicules et des pierres qui rebondissent. Derrière la maison se trouve une route qui a été créée, où les voitures circulent également.
- Dans une maison de l'autre côté de la rue, il se déroule de nombreuses fêtes. Les gens qui s'y rendent sont dangereux, affiliés à des gangs et présents à n'importe quel moment de la journée.
- Les enfants ont dit à leur mère qu'ils étaient tendus lorsqu'ils étaient à la maison, et qu'ils avaient de la difficulté à dormir et à se sentir chez eux.
- En raison de la pandémie, la famille n'a pas pu se rendre dans les aires de jeu publiques pour que les enfants puissent jouer librement.
- L'auteure de la lettre a effectué une évaluation de la maison en compagnie de la famille pour cerner toutes ses préoccupations en matière de sécurité. Selon son avis professionnel, il serait approprié que les enfants de ce ménage s'amuse à l'extérieur, dans cet espace, tel qu'il est actuellement.

Une lettre du conseiller des Premières Nations responsable du portefeuille du logement qui décrit la situation unique de la famille :

- Il a visité la cour de la famille.
- Dans sa situation actuelle, la famille monoparentale n'a pas les moyens financiers de construire une clôture pour les enfants.
- Il est évident qu'elle en a besoin, d'autant plus qu'elle protégerait l'intérêt supérieur des enfants en leur offrant un espace sûr et contrôlé où ils pourraient s'amuser et se rapprocher de la nature.
- Au cœur de la ville qu'habite la famille, de nombreux foyers sont marqués par des traumatismes de longue durée et les répercussions du colonialisme, ce qui comprend la toxicomanie ou la dépendance importante aux drogues à ces dernières, ainsi que des activités de gangs criminels.
- Malheureusement, le tout contribue à créer un espace loin d'être idéal ou sûr pour les jeunes, parce qu'ils n'y sont pas en sécurité.
- En raison de l'emplacement du domicile de la famille, une cour sécuritaire prend toute son importance,

comparativement aux autres cours familiales de la communauté qui ne se trouvent pas au cœur de la ville et qui ne sont pas exposées à ces conditions.

- Cette famille a été témoin de vandalisme, le plus récent acte ayant eu lieu au début de la rédaction de la lettre. À l'heure actuelle, l'emplacement n'est pas un environnement sûr pour les enfants.
- Si aucune clôture n'est installée, les enfants ne passeront toujours pas assez de temps à l'extérieur et resteront défavorisés.
- Le conseil dispose d'un budget limité pour le logement, en raison de la demande et de la pénurie de logements ainsi que des nombreuses rénovations à faire dans les réserves. Ainsi, son budget actuel ne lui permet pas d'assumer le coût de construction de cette clôture.
- Toutefois, il appuie sans réserve la construction d'une clôture dans cette cour familiale.

Des photos de la maison et du terrain ont également été fournies dans le dossier de demande, qui indique les dimensions de la clôture et l'endroit où elle sera construite par rapport à la maison.

Lors de l'examen mené selon l'approche axée sur l'essentiel, la demande de clôture doit être approuvée à l'échelle régionale en fonction des considérations suivantes :

- Définir clairement l'égalité réelle et présumer qu'elle s'applique.
- Protéger l'intérêt supérieur des enfants, tant sur le plan physique que mental, en leur offrant un espace sûr et contrôlé où il pourra s'amuser de façon autonome et préserver leur santé mentale.
- Offre un espace sécuritaire où les enfants peuvent jouer sans tracas (la clôture doit être placée autour du terrain; pas seulement dans la cour arrière).
- Le conseiller des Premières Nations confirme que la Première Nation n'est pas en mesure d'assumer le coût de la clôture, en raison de préoccupations ou de besoins plus importants en matière de logement au sein de la communauté, mais qu'elle appuie entièrement la construction d'une clôture sur la propriété.
- Comme le coût est inférieur à 100 000 \$, aucune note d'information n'est requise, et le point de contact a le pouvoir délégué d'approuver la demande (*voir la figure 1*).

**Question : Que faire si la lettre provient d'un intervenant communautaire auprès des jeunes plutôt que d'une infirmière en santé communautaire?**

Réponse : Comme l'intervenant communautaire auprès des jeunes connaît bien la maison de la famille et la communauté, nous recommandons au personnel régional de prendre une décision qui ne créera pas d'autres obstacles, ce qui retarderait l'installation de la clôture et nuirait à la sécurité des enfants.

L'approbation de la bande doit-elle figurer dans la demande initiale si l'installation a lieu sur une maison appartenant à la bande?



Prendre tout de même la décision si elle n'y figure pas afin d'éviter un retard administratif.



Après la prise de décision, il incombe au demandeur ou à la famille de recevoir l'approbation de la bande avant de procéder à l'installation de la clôture.

### 3 FOIRE AUX QUESTIONS

**Question :** Devons-nous demander un devis pour qu'une décision soit prise?

**Réponse :** Non. Si tous les documents justificatifs sont fournis, le devis peut suivre la prise de décision.

**Question :** Une évaluation à domicile en ergothérapie est-elle requise avant la prise de décision?

**Réponse :** Non. Les lettres de soutien rédigées par des professionnels faisant état du besoin doivent permettre la prise de décision. Après la prise de décision, SAC peut proposer qu'une évaluation soit effectuée pour accroître la sécurité de l'enfant.

**Question :** Que faire si des réparations sont demandées pour une clôture qui a déjà été approuvée en vertu du principe de Jordan?

**Réponse :** Une modification doit être apportée à la clôture, car les coûts et les problèmes imprévus auraient pu survenir pendant la phase de construction.

**Question :** Une famille demande une clôture plus grande que ce qui est indiqué dans la lettre.

**Réponse :** Lorsque nous examinons la demande d'une famille dans le cadre d'une approche axée sur l'enfant, la clôture de plus grande dimension contribue-t-elle à une égalité réelle? Si ce dialogue est enregistré (dans un courriel, une lettre ou un téléphone) et qu'il protège également l'intérêt supérieur de l'enfant, nous encourageons le personnel régional à prendre une décision fondée sur le bon sens.

**Question :** Y a-t-il des plafonds pour les demandes de clôture?

**Réponse :** Il n'y a pas de plafonds prédéterminés pour les demandes de clôture. Aucune clôture de qualité ou de quantité inférieure ou d'une manière qui soit déraisonnablement difficile d'accès pour le demandeur ne doit être installée.

Pour les **demandes urgentes** de clôture (p. ex. préoccupations en matière de sécurité), une intervention de crise compatissante qui répond aux besoins de l'enfant doit être prioritaire, suivie de la réception des documents. Cela signifie que les demandes de clôture urgentes peuvent être évaluées avant que tous les documents justificatifs soient reçus.

Si une décision ne peut être prise dans les délais du Tribunal canadien des droits de la personne, le point de contact travaillera avec le demandeur pour mettre en œuvre une stratégie d'atténuation.

## 4 RESSOURCES DE SOUTIEN

Les ressources de soutien ci-dessous visent à faciliter l'évaluation d'une demande. Si vous êtes indécis et que vous penchez vers l'approbation, ces ressources visent à appuyer votre décision et à vous fournir du soutien supplémentaire.

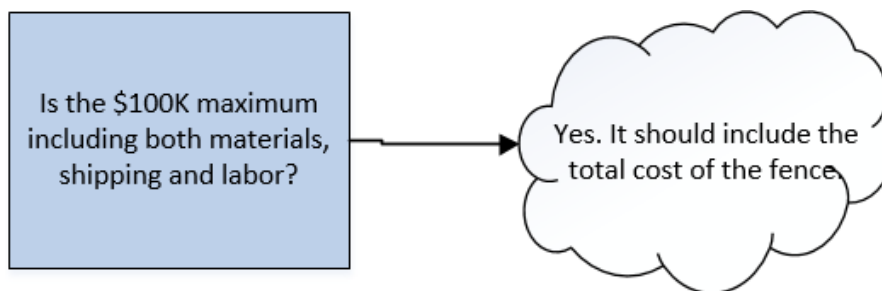
L'article 31 de la Convention relative aux droits de l'enfant stipule que « [l]es États parties reconnaissent à l'enfant le droit au repos et aux loisirs, de se livrer au jeu et à des activités récréatives propres à son âge et de participer librement à la vie culturelle et artistique.

Les États parties respectent et favorisent le droit de l'enfant de participer pleinement à la vie culturelle et artistique et encouragent l'organisation à son intention de moyens appropriés de loisirs et d'activités récréatives, artistiques et culturelles, dans des conditions d'égalité. » L'article en question souligne à quel point il s'agit d'un aspect essentiel de la santé mentale et physique des enfants – qui présente notamment d'importants avantages sur les plans thérapeutique et de la réadaptation – et par conséquent, de leur bien-être<sup>1</sup>.

## 5 ANNEXE

Figure 1

EXIGENCES LIÉES À LA NOTE D'INFORMATION SUR LA DEMANDE DE CLÔTURE EN VERTU DU PRINCIPE DE JORDAN ET AU TITRE DE L'INITIATIVE LES ENFANTS INUITS D'ABORD ET POUVOIR DÉLÉGUÉ		
Montant (en dollars) de la demande de clôture	Note d'information requise	Autorité déléguée
Moins de 100 000 \$	Non	Point de contact
Plus de 100 000 \$	Oui	Directeur régional du principe de Jordan



<sup>1</sup> <https://www.ohchr.org/fr/instruments-mechanisms/instruments/convention-rights-child>

# APPENDIX G



<b>Date</b>	<b>Call Evaluation/Silent Monitoring</b>
March 2 2023	Silent Monitoring
March 2 2023	Call Evaluation
March 7 2023	Silent Monitoring
March 8 2023	Silent Monitoring
march 8 2023	Call Evaluation
march 9 2023	Call Evaluation
March 20 2023	Call Evaluation
March 23 2023	Silent Monitoring
March 23 2023	Silent Monitoring
March 24 2023	Silent Monitoring
March 24 2023	Call Evaluation
March 27 2023	Silent Monitoring
March 28 2023	Call Evaluation
March 28 2023	Call Evaluation
March 29 2023	Call Evaluation
March 29 2023	Call Evaluation
March 29 2023	Silent Monitoring
March 24 2023	Call Evaluation
March 24 2023	Call Evaluation
March 31 2023	Silent Monitoring
March 31 2023	Call Evaluation
April 3 2023	Call Evaluation
April 4 2023	Call Evaluation
April 11 2023	Call Evaluation
April 12 2023	Call Evaluation
May 24 2023	Call Evaluation
May 30 2023	Call Evaluation
June 7 2023	Call Evaluation
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June 7 2023	Call Evaluation
June 10 2023	Call Evaluation
June 10 2023	Call Evaluation
June 10 2023	Call Evaluation
June 12 2023	Call Evaluation
June 13 2023	Call Evaluation
June 13 2023	Call Evaluation
June 13 2023	Call Evaluation
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July 8 2023	Call Evaluation
July 17 2023	Call Evaluation
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July 19 2023	Call Evaluation
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July 26 2023	Call Evaluation
July 26 2023	Call Evaluation
July 31 2023	Call Evaluation
July 31 2023	Call Evaluation
August 1 2023	Call Evaluation
August 1 2023	Call Evaluation
August 3 2023	Call Evaluation
August 14 2023	Call Evaluation
August 18 2023	Call Evaluation
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