



DEPARTMENT OF FAMILY SERVICES CLIENT TRAVEL POLICY

1. POLICY STATEMENT

The Department of Family Services (DFS) provides travel benefits to eligible clients who must travel to access services not available in their home community.

Given the realities of Nunavut's social infrastructure, whereby clients must often travel to access care, this Policy is intended to support and facilitate cultural and familial connections by allowing family visits for clients receiving care outside their home community.

Travel benefits under this Policy are intended to support repatriation planning and efforts. As such, when possible, children and adults eligible for travel under this Policy will return to their home community for visits, to maintain and/or reintegrate into the community.

This Policy is written and should be implemented based on Inuit Qaujimajatuqangit and Inuit Societal Values, particularly *Pijitsirniq – serving and providing for family and/or community* and *Inuuqatigiitsiarniq – respecting others, relationships and caring for people*. Further, this Policy should be based on *Piliriqatigiinniqlkajuqtigiinniql – working together for a common cause*, and *Aajiiqatigiinniql – decision-making through discussion and consensus*, as those involved in making decisions under this Policy should work collectively with family and the community to support the client.

2. PRINCIPLES

- (a) The cost of travel should not be a barrier to accessing services that are not available in an individual's home community;
- (b) The application of this Policy is transparent and fair, and applied consistently across the territory;
- (c) DFS is committed to providing a high level of service standards, guided by the following Inuit Societal Values:
 - i. *Pijitsirniq – serving and providing for family and/or community;*
 - ii. *Inuuqatigiitsiarniq – respecting others, relationships and caring for people;*
 - iii. *Aajiiqatigiinniql – decision-making through discussion and consensus;*
 - iv. *Piliriqatigiinniqlkajuqtigiinniql – working together for a common cause.*
- (d) DFS client travel should support an approach that places Nunavummiut and families first;



- (e) Where possible, travel under this Policy should be coordinated and planned in a timely manner, to mitigate challenges associated emergency travel bookings. All reasonable efforts must be made to plan an annual visit schedule for eligible clients in residential care;
- (f) Other funding mechanisms such as Canada's Child First Initiative are intended to be complementary to the benefits offered under the DFS Client Travel Policy. In exceptional circumstances, all efforts must be made to access benefits through the Child First Initiative or other applicable funding.

3. APPLICATION

This Policy applies to all eligible clients who must travel to access services not available their home community. This includes:

- (a) Clients in residential care and the family members of clients accessing residential care;
- (b) Children in the care of the Director of Family Wellness, including children in foster care and children involved in departmental or subsidized adoptions;
- (c) Clients experiencing family violence, and require transportation to a shelter, safe home, or designated place of safety.

This includes but is not limited to clients accessing services pursuant to the following legislation and programs (collectively, "the Legislation"):

- (a) *Adoption Act*;
- (b) *Child and Family Services Act*;
- (c) *Guardianship and Trusteeship Act*;
- (d) *Family Abuse Intervention Act*.

4. DEFINITIONS

Adult – means a Nunavut resident 19 years of age or older.

Adult in care – means an adult who is in the care of Family Services through a Guardianship Order or Extended Services Agreement.

Approved centres – means a shelter, safe home, designated place of safety, residential care facility, foster home placement, or rehabilitation centre approved by the Regional Director for the provision of services not available in a client's home community.

Child – means a Nunavut resident between 2 to 18 years of age.

Child in care – means a child who is in the care or custody of the Director of Family Wellness through a Service Agreement or Court Order.



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Client – means a Nunavut resident who must travel to access services not available in their home community.

Client escort – means an adult or mature minor authorized to accompany a client pursuant to section 6.4.

Community Social Service Worker (CSSW) – means the CSSW responsible for overseeing the client's file and coordinating service provision.

Director of Family Wellness – means the Director designated under the *Child and Family Services Act* or their designate.

Family – means family members of a client who must travel to access services not available in their home community.

Family Services – means services provided to an eligible client through Department of Family Services.

Guardian – means a parent, a foster parent, or an individual legally responsible for a client.

Infant – means a resident of Nunavut less than 2 years of age.

Legislation – for the purposes of this Policy, this means the:

- (a) *Adoption Act*;
- (b) *Child and Family Services Act*;
- (c) *Guardianship and Trusteeship Act*;
- (d) *Family Abuse Intervention Act*.

Mature Minor – means an individual who has reached a sufficient level of emotional and intellectual maturity to be able to make their own decisions or decisions for their infant or child, as determined by the CSSW referring the travel.

Place of Safety – designated private homes where individuals and families can offer periodic, temporary shelter to individuals experiencing family violence.

Regional Director – means a Regional Director of Family Wellness, or their designate.

Regional Manager – means a Regional Manager of Family Wellness, or their designate.

Resident – means a person lawfully entitled to be or to remain in Canada who makes their home Nunavut, and is ordinarily present in Nunavut, but does not include a tourist, transient or visitor to the Territory.



Supervisor – means a Supervisor of Family Wellness, or their designate.

5. ROLES AND RESPONSIBILITIES

Minister

- (a) The Minister of Family Services (“the Minister”) is accountable to Executive Council for the implementation of this Policy.

Deputy Minister

- (a) The Deputy Minister of Family Services (“the Deputy Minister”) is accountable to the Minister for the administration of this Policy;
- (b) The Deputy Minister may make minor amendments to the appendices that form part of this Policy;
- (c) The Deputy Minister has the responsibility of reviewing second level appeals and rendering the final decision on appeals under this Policy.

Assistant Deputy Minister/Executive Director

- (a) The Assistant Deputy Minister/Executive Director has the responsibility of reviewing first level appeals.

Director of Family Wellness

- (a) The Director of Family Wellness will be responsible for permitting travel for children under the care of the Director.

Regional Directors

- (a) Regional Directors will be responsible for the following:
 - i. Approving a second client escort for client travel in exceptional circumstances, as set out in section 6.3(b);
 - ii. Approving travel in exceptional circumstances, as set out in section 6.11;
 - iii. Designating approved centres for the purpose of this Policy;
 - iv. Approving requests to return the body of a deceased client or client escort to their community or a community other than the one in which the client or escort most recently resided.

Regional Manager

- (a) Regional Managers will be responsible for the following:
 - i. Recommending requests for second client escorts in exceptional circumstances to the Regional Directors;
 - ii. Recommending travel in exceptional circumstances to the Regional Directors;
 - iii. Approving requests for travel, including family violence travel, client travel, client escort requests, and infant travel requests;
 - iv. Approving a parent or guardian to travel with an infant or child as a client escort, as set out in section 6.9;



- v. Approving referrals for placements to approved centres or places of safety.

Community Social Service Worker and Supervisor

- (a) CSSW and Supervisor will be responsible for:
 - i. Determining the care a client requires, and initiating the referral to the most appropriate approved centre or place of safety;
 - ii. Recommending that a client escort accompany a client on their travel, subject to the approval of the Regional Manager;
 - iii. Recommending that a second client escort accompany a client on their travel, subject to the approval of the Regional Director;
 - iv. Recommending an infant travel request;
 - v. Ensuring that the necessary documentation, in support of travel under this Policy, including family violence travel, client travel, client escort, second escort, and infant travel requests, are submitted to the Regional Manager for consideration;
 - vi. Coordinating annual planning of visits with clients and families, and ensuring the necessary documentation is submitted to the appropriate authority, as designated by the Director of Family Wellness.

Clients

- (a) A client must agree to receive the appropriate care and provide written consent, where possible, and follow the responsibilities listed in section 6.2 and as outlined in the Client Travel Agreement (Appendix A).

Client Escorts

- (a) A client escort has the responsibility to stay with their client at all reasonable times and follow the responsibilities listed in section 6.7 and as outlined in the Client Escort Travel Agreement (Appendix B).

Foster Parents

- (a) Foster parents caring for children in the care of the Director of Family Wellness must initiate a travel request at least 2 months in advance of travel commencing.

6. PROVISIONS

6.1 Client Travel

Eligibility for client travel under this Policy is restricted to residents of Nunavut who must access services not available in their home community. This includes:



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(a) Infant, Child & Youth Clients in Residential Care

- i. After 90 days, infant, child and youth clients in residential care are eligible for up to four paid visits home per fiscal year;
- ii. If the infant, child, or youth client in residential care is unable to travel, they are eligible to receive:
 - o one visit from two family members or guardians twice per fiscal year; or
 - o one visit from one family member or guardian four times per fiscal year.
- iii. Travel provisions for infant, child and youth clients in residential care are intended to support repatriation efforts and maintain familial, cultural, and community connections. As such, infant, child and youth clients in residential care will travel to their home community in Nunavut, unless they are unable to travel;
- iv. Family members or guardians visiting clients in residential care must be able to travel without a client escort, unless there is an extenuating circumstance, which will require approval by the Regional Manager;
- v. Travel benefits are limited to a maximum of 7 days in accordance with the rates set out in Directive No. 820 – 1 of the Financial Administration Manual;
- vi. Travel benefits include:
 - o Scheduled aircraft at economy airfare;
 - o Charter aircraft when it is a reasonable and cost-effective alternative to scheduled travel;
 - o Ground transportation when required outside the client's home community;
 - o Arrangements for transportation of the client to/from their place of residence and the local airport;
 - o A client escort where eligible as per section 6.4.
- vii. Accommodations, meals, and other eligible expenses will be limited to a maximum of 7 days in accordance with the rates set out in Directive No. 820 – 1 of the Financial Administration Manual.

(b) Adult Clients in Residential Care

- i. After 90 days, adult clients in residential care are eligible for up to two paid family visits home per fiscal year;
- ii. If the adult client in residential care is unable to travel, they are eligible to receive:
 - o one visit with two family members or guardians once per fiscal year; or



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- one visit with one family member or guardian twice per fiscal year.
- iii. Travel provisions for adults clients in residential care are intended to support repatriation efforts and maintain familial, cultural, and community connections. As such, adult clients in residential care will travel to their home community in Nunavut, unless they are unable to travel;
- iv. Family members or guardians visiting clients in residential care must be able to travel without a client escort, unless there is an extenuating circumstance, which will require approval by the Regional Manager;
- v. Travel benefits are limited to a maximum of 7 days in accordance with the rates set out in Directive No. 820 – 1 of the Financial Administration Manual;
- vi. Travel benefits include:
 - Scheduled aircraft at economy airfare;
 - Charter aircraft when it is a reasonable and cost-effective alternative to scheduled travel;
 - Ground transportation when required outside the client's home community;
 - Arrangements for transportation of the client to/from their place of residence and the local airport;
 - A client escort where eligible as per section 6.4.
- vii. Accommodations, meals, and other eligible expenses will be limited to a maximum of 7 days in accordance with the rates set out in Directive No. 820 – 1 of the Financial Administration Manual.

(c) Adoptions

- i. Infants, children and youth who are involved in a departmental adoption, or are under a subsidized adoption, are eligible for reimbursement of one vacation trip, within Canada, per fiscal year;
- ii. Requests for birth certificates, passports or other travel documents for children under a departmental or subsidized adoption must be initiated by the guardians at least 2 months in advance of travel commencing, if they are requesting benefits under this Policy;
- iii. Prior to travel, an itinerary of the child's travel plans and contact information for the guardian or care provider while travelling must be forwarded to the Regional Director;
- iv. The Regional Director must prepare the letter of authorization permitting the child's travel, for the Director of Family Wellness approval;



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- v. The family must receive the approved letter of authorization from the Director of Family Wellness or their designate before a child travels, if they are requesting benefits under this Policy;
- vi. Travel benefits include:
 - o Scheduled aircraft at economy airfare.

(d) Foster Family Travel

- i. Foster parents with children in the care of DFS are eligible for reimbursement of one vacation trip per foster child, within Canada, per fiscal year;
- ii. Requests for birth certificates, passports or other travel documents for children in foster care must be initiated by the foster family at least 2 months in advance of travel commencing;
- iii. Prior to travel, an itinerary of the child's travel plans and contact information for the foster parents or care provider while travelling must be forwarded to the Regional Director;
- iv. The Regional Director must prepare the letter of authorization permitting the child's travel, for the Director of Family Wellness approval;
- v. A letter of authorization from the Director of Family Wellness or their designate must be issued before a child travels;
- vi. Travel benefits include:
 - o Scheduled aircraft at economy airfare.

(e) Family Violence Travel

- i. An individual is eligible for travel to a family violence shelter, safe home, or designated place of safety when:
 - o the individual is assessed by DFS to be at risk of family violence;
 - o in crisis as a result of family violence; and/or
 - o in imminent danger of being harmed.
- ii. Length of stay at a family violence shelter, safe home, or designated place of safety is determined by the CSSW and Supervisor in accordance with existing guidelines and based on the individual's needs;
- iii. The individual and their dependents must travel together;
- iv. Travel benefits include:
 - o Scheduled aircraft at the most economical airfare possible without jeopardizing the safety of the clients;
 - o Charter aircraft when it is a reasonable and cost-effective alternative to scheduled travel;
 - o Ground transportation when required outside



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- o the client's home community;
 - o Arrangements for transportation of the client to/from their place of residence and the local airport;
 - o A client escort where eligible as per section 6.4.
- (f) Travel is not provided by DFS for the following reasons:
 - i. Family visitation for individuals who are not in the care of the Director of Family Wellness;
 - ii. Family relocation.

In emergency circumstances, the Government of Nunavut will pay the cost of travel and benefits under this Policy for non-residents; however, the non-resident will be billed for the full cost of the transportation provided.

6.2 Client & Family Responsibilities

Client and family responsibilities are intended to provide parameters around appropriate behaviours, to mitigate challenges while travelling. This section applies to all clients not only to clients under the care of the Director Family Wellness or adults under Guardianship.

- (a) Clients must sign the Client Travel Agreement in Appendix A prior to travel being arranged;
- (b) If a) is not possible, it will be arranged before the travel
- (c) If the client has breached the Client Travel Agreement in the past, prior to future travel being arranged they will be required to provide a credit card or check with the security deposit of \$300
- (d) Security deposit will be returned to client travelers upon return to the territory, or used for damages should those occur.
- (e) While on travelling under this Policy, clients are responsible for the following:
 - i. Providing reasonable advance notice to DFS if they become unable to travel or a scheduling change is required, because of circumstances outside of their control;
 - ii. Spending adequate time with the child or adult in care that they are visiting as agreed to with the CSSW and current caregiver (i.e., residential care facility, foster home placement);
 - iii. Attending all appointments scheduled with the child or adult in care as necessary;
 - iv. Following all instructions given by CSSWs as per the child or adult's care plan;
 - v. Checking in for all flights except when prevented because of circumstances outside the client's control;
 - vi. Abiding by the rules of the accommodations facility;



- vii. Refraining from abusing and being intoxicated by alcohol, cannabis, illegal drugs; there is zero tolerance for intoxication and illegal drug use;
 - viii. Refraining from engaging in abusive verbal and/or physical behaviour, violent behaviour and illegal behaviour, including behaviour that results in harm to individuals and/or property damage.
- (f) Where it is determined that a client is not fulfilling their responsibilities as per the Client Travel Agreement (Appendix A) and as described in section 6.2, a Regional Director or another official designated by the Deputy Minister, will consider the following courses of action:
- i. A client can be deemed ineligible for current and future travel under this Policy;
 - ii. A client can be asked to make and pay for their own arrangement, including accommodations, meals and ground transportation;
 - iii. A client can be asked to pay for any costs associated with changing travel itineraries, when the change request is not related to an emergency and/or circumstance outside of their control; and/or
 - iv. A client can be responsible for any damages resulting from abusive, violent or illegal behaviour.

6.3 Client Escorts

As per section 6.1 (a)(iv) and (b)(iv), family members or guardians visiting clients in residential care must be able to travel without a client escort, unless there is an extenuating circumstance, which will require approval by the Regional Manager.

- (a) A CSSW, in consultation with the client or guardian, can recommend a client escort when any of the following criteria are met:
- i. The client has mental, behavioural, or physical conditions/challenges of a nature that they are unable to travel without additional assistance;
 - ii. The client is unilingual;
 - iii. The client is under 19 years of age; unless they are deemed to be a mature minor and authorized by the Regional Manager to travel without an escort;
 - iv. The client is under a Guardianship Order (public or private guardian); unless there is approval from the appropriate guardian for the client to travel without an escort;
 - v. One adult can act as a client escort for a group of children when appropriate.
- (b) Second Client Escort
- i. If the client has been designated as high needs, the Regional Director or their designate may approve two escorts.



6.4 Client Escort Eligibility

- (a) An individual is eligible to serve as a client escort only where they meet all of the following criteria:
 - i. The individual is an adult or a mature minor parent or guardian of the client;
 - ii. If the client is an infant or child, the client escort is able to make decisions for the client, if necessary;
 - iii. The individual agrees to and signs the Client Escort Travel Agreement (Appendix B) and agrees to fulfill the responsibilities described in section 6.7;
 - iv. The individual has fulfilled the responsibilities set out in the Client Travel Agreement (Appendix A) and the Client Escort Travel Agreement (Appendix B) during any previous travel;
 - v. Where language barriers exist for the client, the individual may be required to speak both Inuktitut and English.
- (b) Client escorts are not allowed to bring an infant, unless in exceptional circumstances as approved by a Regional Director.

6.5 Client Escort Benefits

- (a) Travel benefits under this Policy will be limited to a maximum of 7 days in accordance with the rates set out in Directive No. 820 – 1 of the Financial Administration Manual.
- (b) Benefits include :
 - i. Travel transportation for eligible client escorts:
 - o Scheduled aircraft at economy airfare;
 - o Charter aircraft when it is a reasonable and cost-effective alternative to scheduled travel;
 - o Ground transportation when required outside the client escort's home community;
 - o Arrangements for transportation of the client escort to/from their place of residence and the local airport.
 - ii. Accommodation and meals at GN rates at approved commercial accommodation in accordance with Directive No. 820 – 1 of the Government of Nunavut's Financial Administration Manual.
- (c) A request for client escort benefits to extend beyond 7 days will be considered only in exceptional circumstances as set out in section 6.11, and as approved by the Regional Director.

6.6 Client Escort Approval Process

- (a) A CSSW can recommend a client escort in writing, to the Regional Manager.
- (b) The request must include a reason or explanation for why the client escort is needed;



- (c) The CSSW will notify the client or guardian of any decision concerning the client escort request;
- (d) A client escort may be approved for a portion of, or the entire duration of a client's travel;
- (e) A second client escort may be provided for high needs clients, when it is deemed necessary by a Regional Manager. Second client escort requests will be reviewed and approved by Regional Directors.

6.7 Client Escort Responsibilities

- (a) Client escorts must sign the Client Escort Travel Agreement in Appendix B before travel will be arranged;
- (b) While accompanying a client on travel, client escorts are responsible for the following:
 - i. Providing reasonable advance notice to DFS if they become unable to travel or a scheduling change is required, because of circumstances outside of their control;
 - ii. Spending adequate time with the child or adult in care that they are acting as an escort for, as agreed to with the CSSW and current caregiver (i.e., residential care facility, foster home placement);
 - iii. Attending all appointments scheduled with the child or adult in care as necessary;
 - iv. Following all instructions given by CSSWs as per the child or adult's care plan;
 - v. Checking in for all flights except when prevented because of circumstances outside the client's control;
 - vi. Abiding by the rules of the accommodations facility;
 - vii. Refraining from abusing and being intoxicated by alcohol, cannabis, illegal drugs; there is zero tolerance for intoxication and illegal drug use;
 - viii. Refraining from engaging in abusive verbal and/or physical behaviour, violent behaviour and illegal behaviour, including behaviour that results in harm to individuals and/or property damage.
- (c) Where it is determined that a client escort is not fulfilling their responsibilities as per the Client Escort Travel Agreement (Appendix B) and as described in section 6.7, a Regional Director or another official designated by the Deputy Minister will consider the following courses of action:
 - i. A client escort can be deemed ineligible for current and future escort duties;
 - ii. A client escort can be asked to make and pay for their own arrangement, including accommodations, meals and ground transportation;
 - iii. A client can be asked to pay for any costs associated with changing travel itineraries, when the change request is not



- related to an emergency and/or circumstance outside of their control; and/or
- iv. A client escort can be responsible for any damages resulting from abusive, violent or illegal behaviour.

6.8 Reimbursement

Where necessary, eligible requests for reimbursement must be submitted to the CSSW for processing by the applicable regional office.

6.9 Infant Travel

- (a) When it does not pose a risk to the infant's health, and subject to sections 6.4(b) and 6.10, an infant may accompany a parent, guardian, or escort while travelling under this Policy;
- (b) Any necessary childcare is the responsibility of the parent or guardian.

6.10 Approval Process for Infant Travel

- (a) Infant travel requests must be submitted by a CSSW to the Regional Manager for approval.
 - i. Requests for infant travel will not be approved where the infant will reach the age of two during the trip, unless in exceptional circumstances as set out in section 6.11;
 - ii. An infant travel request must be submitted in writing and must include confirmation that childcare has been arranged for the infant if necessary.
- (b) The CSSW will notify the client or guardian of any decision concerning the infant travel request.

6.11 Exceptional Circumstances

DFS will use a client-centered approach to consider exceptional circumstances, not otherwise addressed in the DFS Client Travel Policy.

- (a) The following criteria must be met for an exceptional circumstance to be considered:
 - i. The individual is a resident of Nunavut;
 - ii. The individual is faced with extraordinary needs and/or can demonstrate undue hardship as a result of individual or unique circumstances.
- (b) All efforts must be made by the individual, where possible, CSSWs, and other relevant stakeholders to locate services within the individual's home community;
- (c) Exceptions will be considered on a case-by-case basis, not on past decisions or precedents;
- (d) The Regional Manager must review the exceptional circumstances request and pursue other mechanisms such as Canada's Child First Initiative before recommending approval of any travel benefits under this Policy;



- (e) The Regional Manager will recommend travel in exceptional circumstances to the Regional Director for approval.

6.12 Return of Deceased

- (a) If an individual who is eligible for and receiving benefits under this Policy dies while on approved travel, the following benefits will be provided:
 - i. Preparation of the body to meet minimum airline regulations; and
 - ii. Transportation of the body to the Nunavut community of residence in the most economical way and in the most economical casket that meets airline standards.
- (b) At the request of the family and with approval from a Regional Director, the body can be returned to a community other than where the deceased last resided as long as there is no extra cost to DFS;
- (c) The family or estate of the deceased may choose to pay for preparation and transportation expenses for the body beyond the benefits provided by DFS under this Policy.

6.13 Appeals

- (a) Any eligible individual under this Policy has the right to appeal the denial of a travel benefit under the DFS Client Travel Policy;
- (b) There two levels of appeal under this Policy. The Assistant Deputy Minister/Executive Director reviews the first level appeal. The Deputy Minister reviews the second level appeal.
- (c) The appeal request form (Appendix C) contains the contact information where appeal requests must be sent in order to be considered;
- (d) In completing the required appeal request form, the client, guardian, or client escort must include the following information:
 - i. The reason or condition for which the travel benefit was requested;
 - ii. The reason a client escort was requested, if applicable;
 - iii. The name(s) of the departmental staff who were involved in making the decision regarding travel, if known;
 - iv. The reason (i.e., the grounds on which) an appeal is being submitted.
- (e) The CSSW and/or Supervisor is responsible for assisting a client, guardian, or client escort with the appeal process, as necessary.
- (f) The Assistant Deputy Minister/Executive Director or their designate will review the appeal within 5 business days of receiving it, to ensure it contains sufficient information to consider the appeal. A decision must be provided to the individual in writing within 10 business days if the decision is required for pending travel; or within 30 days if the travel has already occurred.



- (g) If there is a second level appeal, the Deputy Minister or their designate will review the appeal within 5 business days of receiving it, to ensure it contains sufficient information to consider the appeal. A decision must be provided to the individual in writing within 10 business days if the decision is required for pending travel; or within 30 days if the travel has already occurred.

7. FINANCIAL RESOURCES

Financial resources required under this Policy are conditional on approval by the Legislative Assembly and on the availability of funds in the appropriate budget.

8. PEROGATIVE OF CABINET

Financial resources required under this Policy are conditional on approval by the Legislative Assembly and on the availability of funds in the appropriate budget.

9. SUNSET

This Policy shall sunset on March 31, 2025.



Appendix A
Department of Family Services
CLIENT TRAVEL AGREEMENT

This agreement must be signed prior to receiving travel arrangements.

Client Responsibilities:

- You must travel with your government–issued photo identification and valid Nunavut Health Care Card;
- Excess baggage fees are your responsibility;
- Any costs associated with unauthorized companions (not approved under the DFS Client Travel Policy) are your responsibility;
- You must provide reasonable advance notice to the Department of Family Services if you become unable to travel or a scheduling change is required, because of circumstances outside of your control;
- You must spend adequate time with the child or adult in care that they are visiting as agreed to with the CSSW and caregiver;
- You must attend all appointments scheduled with the child or adult in care as necessary;
- You must follow all instructions given by CSSWs as per the child or adult’s care plan;
- You must check in for all flights except when prevented because of circumstances outside your control;
- You must abide by the rules of the accommodations facility;
- You must refrain from abusing and being intoxicated by alcohol, cannabis, illegal drugs; there is zero tolerance for intoxication and illegal drug use;
- You must refrain from engaging in abusive verbal and/or physical behaviour, violent behaviour and illegal behaviour, including behaviour that results in harm to individuals and/or property damage;
- You must treat your fellow travelers including (an) escort(s), Government of Nunavut staff, hotel staff, airline staff, and others with respect. Clients who are abusive (verbally or physically) to others may be asked to make and pay for their own travel arrangements or be invoiced by the Department of Family Services for some or all of the costs associated with the trip.

Agreement:

1. I understand and agree to my responsibilities as outlined above.

Client’s Initials _____

2. I understand that if I do not fulfill all of my client responsibilities, I may be responsible for making and paying for my own travel arrangements including accommodations, meals and ground transportation, or the Department of Family Services may invoice me for some or all of the actual costs of this client travel trip.

Client’s Initials _____



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3. I understand that if I request changes to existing travel itineraries, when the change request is not related to an emergency and/or circumstance outside of my control, I may be asked to pay for any costs associated with the change.

Client's Initials _____

4. I understand that if I do not fulfill all of the client responsibilities and I miss a flight for reasons that are within my control, I may be responsible to re-book and pay for my own travel arrangements or be invoiced by the Department of Family Services for any additional flight or other costs that may result from missing my flight where the Department of Family Services has paid for the additional flight.

Client's Initials _____

5. I understand that I may be invoiced for any damages resulting from abusive, violent or illegal behaviour.

Client Initials _____

6. The DFS Client Travel Policy and travel procedures have been explained to me and I have been provided with contact information if I require assistance while traveling.

Client's Initials _____

Client Signature

Print Name

Date

GN Family Services Representative

Print Name

Date



Appendix B
Department of Family Services
CLIENT ESCORT TRAVEL AGREEMENT

This agreement must be signed prior to receiving travel arrangements.

Client Escort Responsibilities:

- You must be 19 years of age or the guardian of the client or a mature minor parent or guardian of the client.
- You must travel with your government-issued photo identification and valid Nunavut Health Care Card;
- Excess baggage fees are your responsibility;
- Any costs associated with unauthorized companions (not approved under the DFS Client Travel Policy) are your responsibility;
- You must provide reasonable advance notice to the Department of Family Services if you become unable to travel or a scheduling change is required, because of circumstances outside of your control;
- You must spend adequate time with the child or adult in care that they are visiting as agreed to with the CSSW and caregiver;
- You must attend all appointments scheduled with the child or adult in care as necessary;
- You must follow all instructions given by CSSWs as per the child or adult's care plan;
- You must check in for all flights except when prevented because of circumstances outside your control;
- You must abide by the rules of the accommodations facility;
- You must refrain from abusing and being intoxicated by alcohol, cannabis, illegal drugs; there is zero tolerance for intoxication and illegal drug use;
- You must refrain from engaging in abusive verbal and/or physical behaviour, violent behaviour and illegal behaviour, including behaviour that results in harm to individuals and/or property damage;
- You must treat your fellow travelers including (an) escort(s), Government of Nunavut staff, hotel staff, airline staff, and others with respect. Clients who are abusive (verbally or physically) to others may be asked to make and pay for their own travel arrangements or be invoiced by the Department of Family Services for some or all of the costs associated with the trip.
- Where language barriers exist for the client, you may be required to speak both Inuktitut and English.

Agreement:

1. I understand and agree to my responsibilities as outlined above.

Escort's Initials _____

2. I understand that if I do not fulfill all of my client escort responsibilities, I may be



**DEPARTMENT OF FAMILY SERVICES
CLIENT TRAVEL POLICY**

responsible for making and paying for my own travel arrangements including accommodations, meals and ground transportation, or the Department of Family Services may invoice me for some or all of the actual costs of this client travel trip.

Escort's Initials _____

3. I understand that if I do not fulfill all of the client escort responsibilities and I miss a flight for reasons that are within my control, I may be responsible to re-book and pay for my own travel arrangements or be invoiced by the Department of Family Services for any additional flight or other costs that may result from missing my flight where the Department of Family Services has paid for the additional flight.

Escort's Initials _____

4. I understand that I may be invoiced for any damages resulting from abusive, violent or illegal behaviour.

Escort's Initials _____

5. The DFS Client Travel Policy and travel procedures have been explained to me and I have been provided with contact information if I require assistance while traveling.

Escort's Initials _____

Escort Signature

Print Name

Date

GN Family Services Representative

Print Name

Date



Appendix C
Department of Family Services
APPEAL REQUEST FORM

This is a first level appeal

This is a second level appeal

If this is a second level appeal, please append the first level appeal documentation.

Information from client, guardian, or client escort who was denied a travel benefit:

Name:	Date of birth:
HCP number:	Community:
Date of this request:	Proposed dates for travel:

This appeal form must include the reason for which the benefit was requested.

Reason for travel request:

Reason given for denial:

Name of individual/office that denied the claim, if known: _____

I am appealing the decision for the following reason(s):



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Attach additional pages if necessary.

Signature of client, guardian, or client escort

Contact number and/or email

Email or submit your completed appeal to a CSSW at your local Family Services Office.

To be completed by the Assistant Deputy Minister/Executive Director of Family Services for first level appeals.

To be completed by the Deputy Minister of Family Services for second level appeals.

Approved Denied

_____ Signature

_____ Date

Reason for decision:
