



## Section 6 – Case Management

## Standard 6.1

### Case Documentation

The Child Protection Worker or Designate (including Authorized Persons, Foster Care Worker, Case Aide, Family Preservation Worker or Supervisor/Manager) ensures appropriate documentation of all case related duties. These must be complete and in the form of a **Case Note** in MatrixNT within **48 hours** of the contact, consult or decision.

#### REFERENCE

*Child and Family Services Standard 6.19 – Child and Family Services File Management*  
*Child and Family Services Standard 6.20 – Foster Care Resource File Management*

#### PURPOSE

- The documentation of all activities involving an individual or family receiving services under the *Child and Family Services Act* and/or an *Act respecting First Nations, Inuit and Métis children, youth and families* ('Federal Act') provides a permanent record of contact which is referenced for case management processes such as case planning, transition planning, case reviews, court documentation, etc. This record of services also provides:
  - a formal documentation of the contact that occurred,
  - details of the contact (e.g. who, what, where, when and why),
  - a running record of activities pertaining to interventions, including the requirement to advise parents, caregivers and children 12 and over of their right to access legal counsel (in protection investigations) and/or a support person throughout all CFS interventions,
  - a formal record of consultation with the Supervisor/Manager and rationale for decision making,
  - accountability for case related activities, and
  - a means to monitor case activities (e.g. Child Protection Worker contacts with a child to meet the Minimum Contacts standard, the completion of various Forms, the requirement to provide Notice of a Significant Measure, etc.).
- The documentation of service delivery provides the Director of Child and Family Services with information to complete compliance related audits, quality reviews and file reviews, gather statistics, and ensure adherence to service delivery within the *Child and Family Services Act*, an *Act respecting First Nations, Inuit and Métis children, youth and families*, and

Date: October 30, 2020

  
Colette Prevost, Territorial Executive Director, CFS



## Section 6 – Case Management

## Standard 6.1

the Child and Family Services Standards and Directives.

- Case documentation also provides integrity and transparency of Child and Family Services interventions, which must be maintained for the purpose of ongoing service delivery and in the eventual request from a child, youth, young adult and/or parent/caregiver(s) to access their Child and Family Services records.

### PROCEDURE

#### Responsibilities

#### Child Protection Worker/Designate:

- Records all contacts in MatrixNT as a **Case Note** as it relates to any consultation, contact or decision being made about a child, youth, young adult, parent/caregiver(s), foster care resource, specialized service, Courtesy Supervision Worker or service provider. These notes must be documented at the time or shortly after an event occurs as they represent the best recollection of what the Child Protection Worker/Designate witnessed. Also, all **Case Notes** must be written objectively and in anti-oppressive language.
  - Contact types include but are not limited to:
    - Direct face-to-face contact (e.g. with a child, youth, young adult, parent/caregiver(s), foster care resource, service provider or any person associated with a file)
    - Home visit
    - Office visit
    - Family/Access visit
    - Case conference
    - Court appearance
    - Consultations with the Indigenous Organization
    - Telephone
    - Voicemail
    - Fax
    - Other electronic communication
- Any Legal Advice or contact/correspondence with a lawyer must be documented in the case file and labelled as “**privileged**” in **Case Notes**. The content of the **Case Note** must include the name of the lawyer, the facts on which the advice is requested, any questions asked to the lawyer, the advice provided, and the decision reached based on the advice.

Date: October 30, 2020

  
Colette Prevost, Territorial Executive Director, CFS



## Section 6 – Case Management

### Standard 6.1

- Ensures the **Case Note** is always appropriately formatted to reflect the Year-Month-Day (YYYY-MM-DD).
- Records supervisory consultations and decisions about a case in MatrixNT as a **Case Note**.
- Completes the **Case Note** on MatrixNT within 48 hours of the contact, consultation or decision.
- Ensures the file is up to date by printing off each individual **Case Note** separately, **at minimum once per week**. The Child Protection Worker or Designate must sign each **Case Note**, and place it on the relevant child, youth, young adult or foster care resource's hard file.
  - If the contact note applies to several children in a sibling group, document contact in a separate **Case Note** for each individual, (or a Household file if all members are implicated) and place a copy of the note on their hard file.

#### Supervisor/Manager:

- Supports the Child Protection Worker or Designate to record consultations that result in a decision, advice, and actions on a case.
- Supports the Child Protection Worker/Designate to record information objectively and in a matter that is anti-oppressive.
- Records all contacts being made by themselves with a child, youth, young adult, parent/caregiver(s), foster care resource, specialized service, Courtesy Supervision Worker and service provider in MatrixNT as a **Case Note** within 48 hours of the contact.
- Records supervisory consultations and decisions about a case on the NTHSSA **Supervision Form: Case Management** and then uploads a copy of the **form** to MatrixNT within 48 hours (subject line "Supervision Year-Month-Day").
- Ensures the file is up to date by printing off each of their contact **Case Notes** separately, **at minimum once per week**. The Supervisor/Manager must sign each of their own contact **Case Notes**, and provide these to the Child Protection Worker or Designate or administrative assistant (if applicable) who will ensure the contact **Case Note** is placed on the relevant child, youth, young adult or foster care resource's hard file.

Date: October 30, 2020

  
Colette Prevost, Territorial Executive Director, CFS



## Section 6 – Case Management

### Standard 6.1

- If the contact **Case Note** applies to several children in a sibling group, the Supervisor/Manager will document contact in a separate **Case Note** for each individual, (or a Household file if all members are implicated) and ensure a copy is placed on their hard file.

#### Notes:

- “Designate” worker refers to an Authorized Person, another Child Protection Worker, Foster Care Worker, Case Aide, Family Preservation Worker or Supervisor/Manager.
- If it is not possible to enter the **Case Note** on MatrixNT within the 48 hours following the contact, the Child Protection Worker or Designate will upload notes into the system as soon as reasonably possible. This is only to be applied in exceptional circumstances and where the Supervisor/Manager authorizes it.
- Services that are not documented are services that were not delivered.
- Corrections related to case notes should be made in an honest and forthright manner in a separate case note with clear references. In rare circumstances, information about another client may be uploaded to the file or a Child Protection Worker or Designate may comment on reasons they are not in compliance with a Standard, documentation that is not pertinent to the client may only be removed from the record with Supervisor/Manager approval.
- When writing a note, it is important to be objective and keep in mind that a client, colleague, or court could read it. Write so others fully understand the situation in order to avoid misunderstandings or complaints.
- Any **emails** involving a child, youth, young adult and/or parent/caregiver(s) are a part of the Child and Family Services record and must be uploaded to MatrixNT within 48 hours of the contact.

#### FORMS

- 6.1.1 Case Notes
- NTHSSA Supervision Form: Case Management

#### TOOLS

- 6.1.1 Case Documentation Guide
- 6.1.2 Quick Reference Guide – Principles of Effective Documentation
- NTHSSA Clinical Supervision Policy and Procedure

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