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COMMISSION OF INQUIRY INTO THE CIRCUMSTANCES  
SURROUNDING THE DEATH OF PHOENIX SINCLAIR

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**Commission Disclosure 1757**



**WINNIPEG CHILD AND FAMILY SERVICES**  
**SERVICES À L'ENFANT ET À LA FAMILLE DE WINNIPEG**  
**MEMORANDUM**

**To:** All Agency Supervisors, Program Managers, Asst. Program Managers  
(Please share with your staff.)

**From:** Darlene MacDonald, Program Manager  
Services to Children and Families Program

**Date:** March 22, 2002

**RE:** Changes at CRU

*Barb Klos has accepted the position of Acting Supervisor effective March 11/02. As you are aware CRU came into being January 2001. A year later and along with a hiring freeze for the CRU Supervisor it was time to review how service was delivered. In February 2002 the Intake/After Hours/CRU and Abuse Supervisors met to discuss what changes were necessary to enhance service.*

*It was felt that for a consistent approach the CRU needed to report to one Supervisor. In reporting to one Supervisor it was felt that CRU would go from 12 positions to 9. These three positions would be then disbursed to the Intake teams who would now begin to do their own emergencies thereby alleviating a step for the client. (Prior to this CRU was doing all emergencies.)*

*CRU now concentrates on thorough telephone screening. Files continue to be opened at CRU but now go immediately to Intake for follow up.*

*CRU continues to do walk ins. If the walk in turns out to be an emergency, the case goes immediately to the Intake Unit responsible for that geographical area.*

*As with any new initiative the Intake/After Hours/CRU and Abuse Supervisors and workers are committed to reviewing client service and enhancing our ability to respond quickly and appropriately to our every changing world.*