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

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**Commission Disclosure 0843**

**Response to the  
Recommendations from the Internal  
Winnipeg Child and Family Service Review  
Re Phoenix Sinclair Dated April 28, 2006  
November 1, 2006, Revised November 9, 2006**

**Recommendation: That the Province, the Authorities and the Agencies give priority to resolving the Case Management Standards and their stated expectations. Workload issues must be a recognized component in any Agency's ability to meet the Standards of Service.**

WCFS supports this recommendation and will co-operate with the CP Branch and GA to resolve issues concerning Case management standards. WCFS position is that ability to meet standards is affected by workload issues as per RW1 of the Phoenix Sinclair Report.

WCFS will conduct a review of all cases through the supervisory process to determine the appropriate level of contact and triage the risk level. WCFS has undertaken face-to-face contacts with all open cases in April/May 2006.

**Recommendation: That all supervisors complete a review of all open cases in their unit to determine the level of contact between the Social Worker and the family and whether that level of contact is appropriate for the stated needs (risk) of the case.**

WCFS will prioritize contact with all high risk cases. WCFS has been diligent in identifying workload pressures and the effects on service quality and standard compliance to senior management of CSD Division as well as the general Authority.

**Recommendation: That the Branch compiles information from this case review on whether the aggregate case need for service is achievable within the current human resource base. This information should be shared with both the Authority and the Child Protection Branch to inform future planning and expectations.**

WCFS will prioritize contact with all high risk cases. WCFS has been diligent in identifying workload pressures and the effects on service quality and standard compliance to senior management of CSD Division as well as the general Authority.

**Recommendation: That the issue of access to sealed Child in Care files be reviewed with both the Province and the Authorities. The Child and Family Services Act does allow for access to those files by Agencies if there is a belief that the information is necessary for the protection of a child. A statement of practice needs to be developed.**

S.76 (14) allows access to closed files when there is a risk to a person. WCFS position is that historical information of the child and his/her family should be included in the Family file thereby increasing accessibility to the reader.

**Recommendation: That standardized assessment 'questions' be developed with the expectation that these questions will be addressed as part of every family assessment. This process must involve the Province, the Authorities and the Agencies to ensure provincial consistency.**