

Recommendation-monitoring overview

Mission Statement: We Influence, alter and shape government decisions on behalf of children, youth and seniors who lack power and influence themselves.

The Office of the Child, Youth and Seniors Advocate has developed the following reference as an overview of the recommendation-monitoring process (full description available in [Recommendation-monitoring guide](#))

The Child, Youth and Seniors Advocate is a Legislative Officer mandated to ensure protection of the rights and interests of children, youth, neglected or abused adults, and seniors. Under the investigatory or review powers outlined in the Child, Youth and Senior Advocate Act, recommendations may be made to various authorities (including Departments of Government, any bodies acting as public officers or which are responsible to the province, local governments, District Education Councils, Regional Health Authorities, agencies of the Crown, nursing homes, community placement resources under the Family Services Act, and persons or agencies providing home support services under the Family Services Act). As such, recommendations are developed following individual case investigations and systemic reports to address complaints in relation to service delivery and to advance the rights and interests of children, youth, neglected or abused adults aged 19–64, and older persons aged 65 and over.

In April of 2022, the Child, Youth and Seniors Advocate introduced recommendation monitoring after reviewing practices of Child and Youth Advocate Offices across Canada and the European System Risk Board. The recommendation-monitoring process is informed by the rights of children, youth and seniors, and exists as a means of influencing government decisions. This process supports our mandate by providing the data required to report to the Legislative Assembly on how authorities are responding to our recommendations on how to address issues regarding children and seniors in New Brunswick.

When recommendations are made, authorities will be notified in writing by the Advocate and provided a deadline to report progress. The authority will receive a recommendation summary by the Quality Assurance (QA) representative and work collaboratively on a timeline for the progress report. Once the progress report is received from the authorities, the Advocate will prepare an address to the Legislative Assembly to inform members on the progress authorities have made on critical issues impacting children, youth and seniors raised in our recommendations. All recommendations made by the Advocate will be monitored annually and graded for compliance.

Our compliance grading scale is based off the European Systemic Risk Boards grading system of compliance. The compliance grading scale is a way we can measure progress on any recommendation and sub-recommendation to get a sense of the overall progress made by the authorities.

Please refer to diagram for overview:

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Notification Letter



A letter of notification will be sent to the authorities responsible for the recommendations from the Advocate. A deadline for a progress report will be provided by the Advocate in the letter. An initial meeting with the QA representative and the authority's key contact will be scheduled within two weeks of notification to discuss the implementation plan.

Progress Report



Working collaboratively with the QA representative, key contacts will provide a response to the Advocate on the progress of recommendations. The response will include current and future plans for implementation, if alternative solutions have been found and if recommendations are accepted.

Public Reporting



Upon response deadline, authorities will submit the progress report to the QA representative for analysis. After deliberation with the authority the Advocate will report publicly on the progress. The public report will include a report to the Legislature and members of the public.

Monitoring



Recommendations will be followed up annually by the QA representative. A timeline for response will be set by the Advocate for priority recommendations.

Annual review



Recommendations will be graded annually on a compliance scale. Authorities and stakeholders will be engaged in this process to determine a fair and transparent assessment of progress. An annual report will be released with findings.