

RECOMMENDATION MONITORING

Quality Assurance



2023

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“Today is the child of yesterday and the parent of tomorrow. The work you produce today will create your future.”
-- Bruce Mau

INTRODUCTION

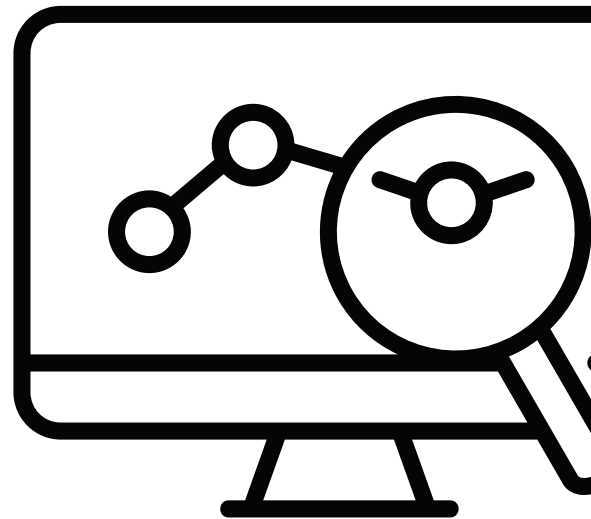
The Office of the Child, Youth and Seniors Advocate (OCYSA) has developed the following guide to describe the procedures for recommendation monitoring.

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 reviews in order 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, to the greatest extent possible.

OBJECTIVES OF GUIDE

- To determine and explain the process used to monitor and publicly report the progress of implementation taken by authorities of the Advocate's recommendations.
- To ensure consistency and transparency
- To provide a standardized process to guide both the OCYSA Quality Assurance (QA) Program conducting assessments and authorities tasked with responding to recommendations.



SCOPE

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 Progress Report document by the Quality Assurance (QA) director and work collaboratively on a timeline for the progress report. Once the progress report is received from the authorities, the Advocate may prepare an address to the Legislative Assembly to inform members on the progress authorities have made regarding critical issues impacting children, youth and seniors. All recommendations made by the Advocate will be monitored annually and rated for degree of implementation.

The Quality Assurance program is committed to continuous improvement throughout the recommendation monitoring process and seeks to be innovative and collaborative with authorities as we monitor and publicly report on the degree of implementation by authorities.

Work collaboratively with authorities
towards implementation of
recommendations.



PROCESS FLOW

PHASE 1

Development

Collaborative approach with stakeholders, subject matter experts and authorities on the development of recommendations.



PHASE 2

Notification

Notification letters sent to ADM to notify of recommendations and appoint key contact. Initial meeting set with key contact; progress report provided.



PHASE 3

Progress Report

Authorities report back by due date if they have accepted or rejected recommendations. Authorities provide detailed description of how they have implemented or plan to implement recommendations.



PHASE 4

Report

Report prepared by Advocate for the Legislative Assembly on the progress of recommendations.



PHASE 5

Review

Annual review conducted by Quality Assurance and update of implementation rating.



PHASE 1



DEVELOPMENT OF RECOMMENDATIONS

Recommendations are drafted during the report writing process by the lead Investigators and researchers producing reports. The Quality Assurance program supports recommendation drafting. Recommendations must be developed with consideration to the implementation process.

While the Office of the Child, Youth and Seniors Advocate remains responsible for the recommendation drafting process from concept to final wording, respondent departments and interested parties will often be invited to participate in the recommendation drafting process and should be provided an opportunity to review final recommendations prior to their publication.

CHECKLIST FOR DRAFTING RECOMMENDATIONS

<input type="checkbox"/>	Identify the authorities responsible
<input type="checkbox"/>	Focus on a single action
<input type="checkbox"/>	Clear criteria and action required for implementation
<input type="checkbox"/>	Aligning recommendation to rights or interests impacted
<input type="checkbox"/>	Ensure recommendations are measurable

BEST PRACTICES FOR DRAFTING RECOMMENDATIONS

1

REPRESENTATION

The views of those charged with implementing the recommendation including representatives from authorities being researched or investigated are considered.

2

SUBJECT MATTER EXPERTS

Experts in the field are consulted prior to developing recommendations, or as time permits upon the final wording of recommendations.

3

ENGAGEMENT

Engagement with our stakeholder groups such as the Advocate's Youth Voice Committee, Seniors' Advisory Council and First Nations.

4

CONSULTATION

Consultation with families of children, youth, vulnerable adults, and seniors where appropriate and views considered.



PHASE 2



NOTIFICATION OF RECOMMENDATION

PHASE 2 begins following the completion of a report under section 23 of the Child, Youth and Senior Advocate Act, the Quality Assurance Program will draft recommendation notification letters to all authorities identified in each recommendation. The notification letter will identify the due date for initial response to the recommendations set by the Advocate. Attached with the notification letter will be the progress report document.



NOTIFICATION LETTER: what to expect

- The name of the report and link to the report. If the recommendation stems from a confidential unpublished report or letter, the letter, or a redacted copy of it may be attached for reference.
- Request for the assignment of a key contact to respond to recommendations and meet with QA within 2 weeks.
- A date that the initial response is due from authorities to the Advocate.

PROGRESS REPORT DOCUMENT

The Progress report document is a living document that will be used throughout the monitoring of a specific report or recommendations. This will include only a list of recommendations (you will need to refer to the actual report for context behind the recommendation). Responses from the authorities are to be submitted in this document in the allocated space.

When a new recommendation is issued (Phase 2 -Notification), the QA representative will meet with the key contact to review the Progress report document, and to develop and identify target timelines with benchmarks for implementation. This will be an opportunity for key contacts to ask questions about process or other items that need clarification.



INITIAL MEETING

- Meeting with QA and Key contact
- Recommendations clarified.
- Timelines for progress report set and future meetings.
- Ensure correct authorities are identified

PROGRESS REPORT

- Authorities identify if they accept or reject recommendations and provide rationale.
- Authorities self-assess their rating of implementation in the progress report.
- Submit report by due date for QA to analyze.



PHASE 3



PROGRESS REPORT

PHASE 3 begins after the initial meeting has been held with the key contact. At the date specified by the Advocate in the notification letter, the key contact will submit the progress report. The progress report will indicate the following:

- If the recommendation is accepted or rejected.
- If the recommendation is accepted, the authority is to state that it is accepted.
- If the recommendation has been rejected, the authority is to provide an explanation as to why it has been rejected.
- The authority is to explain how they plan to implement the recommendation (Include all plans, drafts of new process or procedures, timeframes, working groups or committees that have been formed. Provide information if other authorities are involved and who from those authorities are involved).

The authority will provide the progress report to QA director by the due date (set in PHASE 2) with responses to the recommendations and a self-assessment of implementation.

Objectives of the progress report include:

- Flagging missing information, insufficient justification, and/or unrelated information.
- Highlighting inconsistencies with previous responses.
- Identifying the quality of evidence provided to support each statement, if any.
- Making a preliminary assessment on the degree of implementation.

PROGRESS REPORT DUE



Key contact returns progress report to QA director by due date with a self-assessment on implementation. Authority also clearly state if they have accepted or rejected recommendation and why.



QA director will provide feedback to the key contact regarding missing information or any initial questions that may prevent full implementation of recommendations. Preliminary ratings of implementation will be provided based off of responses and given back to key contact.



The authority is to review the feedback from QA and make any additional changes. A meeting will be set between QA director and the authority to review missing information.



The QA director and representatives of the Advocate will meet to finalize the Progress report including the rate of implementation.



Director of QA will provide the authority with our updated ratings and analysis to review prior to publication. Should there be any further questions they will have an opportunity to seek clarification from the Director of QA. Director of QA will provide the findings to the Advocate.

Please note: Section 23(3) of the Child, Youth and Seniors Advocate Act permits the Advocate to make public any information received by Departments. It is important for continued collaboration and transparency that the responses to recommendations reflect all activities relating to the implementation of the recommendation. Therefore, should confidential information be shared with the Advocate, please indicate in the response what is public information and what is confidential. The responses from the Department may be made public (unless otherwise notified to not do so).

PHASE 4



REPORT

The Advocate may, depending on the nature of the recommendations, make an address to the Legislative Assembly to inform the members on the progress authorities have made on critical issues impacting children, youth and seniors raised in our recommendations.

After analyzing the response on implementation of recommendations by authority, QA will summarize the areas authorities are doing well on and which recommendations need continued attention. This information will be made public on our website.

PHASE 5



REVIEW

The assessment schedule for recommendations follows an annual cycle. Once recommendations are made, an annual cycle of monitoring the recommendations begins.

Responses from authorities will be initially assessed during Phase 3 and rated for implementation. QA will continue to monitor the implementation of recommendation and request yearly updates from authorities on any changes since the initial progress report.

IMPLEMENTATION SCALE

The purpose in rating the recommendations for implementation is to produce data for our office. The ability to measure and track how our recommendations are implemented will enable us to continue to move our mission forward to influence, alter and shape government decisions. It is critically important that we be able to collect data on the impact our recommendations have had on various government sectors.

IMPLEMENTATION SCALE



CLOSURE OF RECOMMENDATIONS

If, following a final implementation assessment, a recommendation is deemed “Fully implemented” and complete by the Advocate:

- The recommendation will be deemed “Fully implemented” on the website.
- Information will be highlighted and reported in the annual report.

At any point in the annual monitoring cycle the Advocate no longer finds value in monitoring a recommendation, the recommendation will be “closed” and no longer monitored for implementation.

The Advocate reserves the right to retract recommendations.

