
Closure of Home

Client at Risk

If the band social development worker determines that a client in a family care home is at risk, the following steps must be taken:

- The band social development worker must notify the administering authority immediately.
- If the administering authority concurs with the appraisal of the situation, the band chief and council must be notified and the client removed from the home immediately.
- The administering authority must immediately advise the DIAND funding services officer of the action taken.

Unsatisfactory Service

If, in the judgement of the band social development worker, an operator is not providing satisfactory service, the following steps must be taken:

- 1.) The band social development worker is to verbally advise the operator of the areas of service that must be improved.
- 2.) A period of time will be specified in which the operator will be expected to comply with the verbal notification.
- 3.) The verbal notification must be confirmed in writing by the band social development worker within three days.
- 4.) The band social development worker must revisit the home at the end of the specified period to ensure that the service is satisfactory.
- 5.) If the service is still not satisfactory, the band social development worker must serve written notice to the operators indicating that, if the situation is not corrected, their services may no longer be required.
- 6.) If service remains unsatisfactory, the band social development worker must notify the administering authority, who will verify the findings.

- 7.) If the administering authority is in agreement with the closure, the operators will be served with 14 days written notice that their services will be terminated.
- 8.) The DIAND funding services officer must be notified immediately.