

Three new ways to communicate with Social Development about a client.

Incident Report, Observable change, and Change request.

- All communication related to a client is accessed from the client's **active** service request within the partner portal.
- All communication is sent directly to the client's worker and the worker receives a notification.
- Because these reports are submitted within the system, there is no need to enter the client's name, zone or other basic demographic information.
- These communication tools are structured, with categories and mandatory fields to ensure the required information is provided and to make it easier to complete and track changes and trends.
- All information submitted will become part of the client's file.
- Care Coordinator users in CCNB can submit these reports and view a submitted report.

Incident Report

The objective of this new tool is to make it easier to provide Social Development with required information in a manner that is easier to monitor and learn from. Submit according to current standards (reasons for submitting, expected timelines) or Social Development guidance. In the past, incidents have been submitted to share information or to request a change in service. There are other tools for these purposes. To communicate with Social Development most effectively, limit use of incident reporting to incidents.

- Urgency; this field was added to support SD Staff triage incidents. By selecting 'urgent' the SD staff will receive additional notification. This feature only works if 'urgent' is limited to those incidents that are truly urgent.

Change Request

This feature may replace some phone calls and emails requesting a change to an **active** service request. You may request the change based on your worker's observations OR at the request of the client. You will indicate if the request is a **change, a pause, or end service**. Request a change to service if you need to adjust services that will affect billing or significant changes to service provision. Small changes that do not significantly affect service delivery do not require a change in request. For example, if the original request indicated (Monday, Wednesday, Friday) and the client and provider agree to a change of (Tuesday, Thursday, Saturday), no change request is required. However, if the client's physician requests the addition of a weekend day, this requires a change request. This is a **request**, and the active service request remains in place until a new service request is in place or confirmation from the Social Development worker.

If a service request is paused or changed, the original service request will be terminated and a new service request will be created. There are 4 statuses of service requests:

- a) Pending: Social Development has sent the request to a service provider and the request needs to be accepted or declined.
- b) Active: Service request has been accepted by the service provider and activated by Social Development.
- c) Terminated. Service requests that have expired or have been terminated.
- d) Connected: This tab is for ease of reference only. This tab shows the connection between service requests that have been changed (either adjusted or paused) by showing the original and the replacement service request in the same place. These service requests are also visible in Terminated and Active tabs.

Effective date: indicate the date when the requested change should occur. To make it easier to complete, the effective date is default to 'today'. Adjust this date according to actual need, to enable SD staff sufficient time to respond.

Description: provide details including reason for changes and relevant dates/timing. Clear and concrete explanations will limit delays.

Observable change

This is a new 'feature' to share information that may be helpful to Social Development and the client. The objective of this new feature is to make it easier to share information about a client in a secure environment. Information may include early indicators of decline or signs of progress. This information will support a more proactive approach to supporting clients (prior to crisis or to prevent decline). Only use observable change IF the information you will share is not an incident or a request for change. Observable changes can be positive or negative.