

# North West Centre of Responsibility

## Issues Management Plan

### Context

Systemic issues may arise at regional situation tables and/or regional community tables. These systemic issues may hinder the functioning of these tables, prevent efficient operations and/or affect human service delivery to people at risk of criminalization, victimization and/or harm. The purpose of this document is to establish issue management guidelines for any issues that may occur within regional situation tables and regional community tables. This document outlines the process for referring issues to the NWCOR and explains how these issues will be managed by this committee.

The overall goals of the issues management plan include:

- To enhance situation table or community table functioning by having a focused, informed and purposeful dialogue about systemic issues emerging at regional situation tables and community tables.
- To facilitate communication between community levels and networks within the North West Community Mobilization model.
- To improve human service delivery system to better meet diverse social and health care needs of clients.

### Raising an Issue to the NWCOR

- Complete an issue referral form and submit to the NWCOR Coordinator via email.
- Indicate on the issue referral form if the issue requires immediate attention or if it can be tabled at a future meeting
- If issue is about a member involved in the North West Community Mobilization network, the issue will be handled with respect and discretion by the NWCOR Coordinator or Co-Chair(s). Once contacted regarding such issue, the NWCOR Coordinator or Co-Chair(s) will determine the most appropriate course of action.

### NWCOR Meeting Issue Management Procedures

If an issue time-sensitive and/or affecting the wellbeing of a client population, it will be raised at a NWCOR meeting. To view a flow chart of this process, refer to page two of this document.

1. Issue accepted by NWCOR Coordinator
2. Issue raised during Issues Management section of NWCOR meeting
3. Consensus among NWCOR members to proceed
4. A briefing about the issue is sent out to members to familiarize themselves with the issue
5. NWCOR members gather input from their own organizations, if applicable
6. Issue Tables at next NWCOR meeting for discussion
  - a. NWCOR members collaboratively discuss the issue, sharing relevant information or polices where able
  - b. Process for addressing issue is determined by consensus.
7. If issue can be managed at the NWCOR, a course of action to address the issue is communicated to appropriate bodies
8. If issue resolutions involves recommendations to ministries, or provincial HSJCC, these are documented and forwarded to the NWCOR

### NWCOR Meeting Rapid Response Issue Management Procedures

If an issue is time-sensitive and/or affecting the wellbeing of a client population, the issue may be raised outside of a NWCOR meeting. In this Situation, the NWCOR chair may raise the issue to NWCOR members or NWCOR partner organizations outside of the NWCOR meetings. In this situation, the NWCOR will have the option of contacting the NWCOR co-chairs to determine the most appropriate course of action to manage the issue. To view a flow chart of this process, refer to page two of this document.

## Issues Management Procedure Responsibilities

All issues management referral forms will be sent to the NWCOR Coordinator. The Coordinator will assign each issue a reference number. If the issue is not time-sensitive, the Coordinator will be responsible for assembling a briefing on the issue and sharing this with members before a focused discussion takes place at the next NWCOR meeting. The Coordinator will begin an issues management tracking form with reference to the referral form and will be responsible to completing and storing the issues management tracking forms and any accompanying information.

## Issues Management Process Flow-Chart

