

Interview with Heather Edinborough

Supervisor in the 2003 period of time and she was supervising a family service unit of Stan Williams. The unit consisted of 8 workers an administrative assistant. The caseloads of the family service workers would have been between 30-35 on average. This includes children in care off family caseloads.

Placed at Kim Stephenson's on July 31, 2003 after criminal record checks, child abuse registry check, and it was determined that she was not an open family case to to WCFS. At that point documentation shows that she became an official 'Place of Safety' and would have received at least the regular per diem. She was returned on October 3, 03. When the child in care file was closed October 10 Stan closed Stephen's file in November 13, 2003. The family services worker and supervisor then ended contact. There was no more contact until January 16th, 04 under the supervision of the intake supervisor. The intake supervisor called her and you recommended leaving her with the Stephenson's unofficially. The intake worker went to the Stephenson's and (page 5)

Ideas for recommendations

Smaller caseloads mean more in-depth knowledge of families and ability to see them more and allow then the supervisors to be more familiar as well.

Supervisor competency based training is fine but we need self awareness training. If you are only responding to crises and worker's crises making the time to hear about the case and finding our how the workers are coping but also taking time to assess how the supervisors are also coping....becoming more self aware.

Perhaps clinical supervision. Competency training is sound but task focused. Emotions also need to be trained. If a supervisor is having a horrible time there needs to be someone who can respond to that. The integrated services delivery needs to have community area directors able to know what protection supervisors are going through in their particular stresses.

Stan Williams May 24,

Client profile caselist.

46-48, family and children, and their status was short term care.

Prior to Stan going to this unit, was elsewhere. Each unit where there were 8 workers would give one up and as such Stan volunteered to go to . The numbers never did balance out and there was always a shortage of both workers and supervisors. He was also a field instructor and he had students for Inner City . Moving over was helpful for the unit both in an experienced worker and a good student in that regard. There was also the sickness and workers being away and so there was the crisis response to service. Training plans worked towards staff

development but this also caused caseload pressures on coverage. At this time in July Authority determination Process. Stan Williams was part of the training to all staff regarding this.

Stan Williams confirms that Kim and Rhon were the godparents referred to earlier in file and that she was a friend of the natural father and had indeed looked after Phoenix at different point since birth. Whenever Steven and Samantha had difficulties she would provide assistance on a voluntary basis. They discovered this by talking to Steven when Stan asked who could look after Phoenix closer to home. Protocol called for family and friends in a voluntary arrangement, less intrusive.

Case notes written by Stan in July of 2003 indicate that a treatment option was provided to Steven but he felt that he was not ready and as a result 'Plan B' three month temporary order was provided.

In September 10, 2003 notes indicate that Stan phoned Kim Stephenson and she indicated that 'Phoenix was doing fine and getting over the flue, Steven is coming around more often and spending more time with Phoenix and coming around when he was not drinking. 'All is well''

Home visit on October 2nd, notes indicate that 'Steve states that he is ready and able to parent Phoenix and is ready to parent'. The worker had his doubts and this is described below in the circumstances presented by the worker at the closing which occurred on November 13, 2003.

Stan indicated in his closing and in interview with him that Stan was concerned that if he did not work on the identified issues that caused the case to be opened in the first place, then it would have to be re-opened. Stan felt that there had been movement in his approach. He was still grieving his loss of [REDACTED] and would drink, and he was resisting any criminal involvement. The separation and loss of Samantha with her leaving. All of these things were problematic. Stan offered supports but the father withdrew them since Kim was still in the picture to support him and Phoenix. Therefore he already had his system of supports. Stan told his supervisor that although there were protection issues which could arise, presently thee wasn't. As such the protection reasons for keeping the case open were not present. Stan was going back to his own unit and the decision was being made whether to assign this to a new worker or send it to a new Authority for their follow up. With no identified protection issues occurring in the present. Stan felt that this fellow would probably not respond to a more heavy handed mandatory approach.

Stan presented it to his supervisor in one way he recalls. "There are underlying issues here that have not really been addressed, just with some time passing but not with actual programs being completed, the decision is that we can either close this off or transfer it to the new authority. A discussion then ensued about closing off as the best option and then it could be re-opened to the new Southern Authority if more service was needed.