

Caring Society Orders pursuant to 2025 CHRT 6

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Pursuant to section 53(2) of the *Canadian Human Rights Act*, and in keeping with 2025 CHRT 6, the Tribunal issues the following orders:

1. Canada shall, in reviewing any Jordan's Principle request, consider and implement the Tribunal's orders and reasons together.
2. Jordan's Principle does not require evidence, documentation or confirmation that the child/youth has attempted to access another government or department service or that the child/youth has experienced gaps, delays or denials in another government or department service to meet that need.

Item 1: Urgent Request Triage

3. Urgent Jordan's Principle requests include but are not limited to cases involving life-threatening, life-altering or life-limiting circumstances of a child(ren).
4. There are two levels of urgent cases requiring two response timelines:
 - a. Urgent cases involving First Nations child(ren) facing reasonably foreseeable irreparable harm requires Canada's immediate determination, and immediate crisis intervention supports until an extended response can be developed and implemented; and
 - b. Other urgent cases involving First Nations child(ren) facing serious and immediate risk with significant negative consequences on the child(ren) requiring determination within 12 hours in the case of an individual request and 48 hours in the case of a group request, with payment / reimbursement to be provided in keeping with paragraphs 38(a) and 41(a).
5. Urgency shall be assessed on a case by case basis and shall include but not be limited to a determination of urgency in the following cases:

- a. end-of-life/palliative care for the child(ren)/youth;
 - b. risk of suicide, suicidal ideation and self-harming behaviours;
 - c. risk to physical safety, including as a result of unaddressed medical needs;
 - d. no access to Basic Necessities;
 - e. risk of child(ren) entering the child welfare system;
 - f. caregivers fleeing domestic violence with their child(ren) because of an immediate threat as defined in paragraphs [x – item 3]; and
 - g. time sensitive cases in which a rapid response is required to mitigate or redress risks of harm to the First Nations child(ren)/youth, including but not limited to, end of life and bereavement cases involving a child(ren)'s/ youth's parent/guardian, sibling or close relative.
6. Canada shall establish a Special Focal Point Team to assist with the following categories of urgent cases: (i) where the reason for urgency is unclear; (ii) risk of child welfare placement; and (iii) caregivers fleeing domestic violence with their child(ren) because of an immediate threat. The following principles shall apply to the Special Focal Point Team:
- a. The Special Focal Point Team shall have access to registered/licensed professionals within the department.
 - b. Where **the reason for urgency is unclear**, Canada shall immediately assign a Special Focal Point with sufficient authority to determine urgency aligned with the Tribunal's orders and reasons. Where the urgency of a request remains unevaluated after 6 hours of receipt of the request, the request will be determined as urgent.
 - i. Where the Special Focal Point recommends that the urgent request be downgraded to non-urgent, the Special Focal Point must have authorization from the registered/licensed professional within the department to confirm the downgrading of urgency.
 - c. Requests made in relation to the **risk of child welfare placement** shall be immediately assigned to and determined by the Special Focal Point Team in keeping with these orders and the Tribunal's orders and reasons. The Special Focal Point Team shall have expertise, experience and training in child welfare.
 - d. Requests made in relation to **caregivers fleeing domestic violence with their child(ren) because of an immediate threat** (in keeping with the definitions in Item 3) shall be immediately assigned to and determined by the Special Focal Point Team in keeping with these orders and Tribunal's orders and reasons. The Special Focal Point Team shall have expertise, experience and training in domestic violence, intimate partner violence, violence against women and available supports in this area.

7. In determining urgent requests and the level of urgency as set out **paragraph 4**, Canada shall consider the child(ren)'s individual and group circumstances, including the child(ren)'s age, culture, vulnerability, and remoteness, geography, rural location and other distinct community circumstances, including lack of access to professional services. The child(ren)'s right to substantive equality, ensuring culturally appropriate services to the child(ren), and safeguarding the best interests of the child(ren) shall be Canada's primary considerations in assessing an urgent request.
8. Where a Qualified Professional confirms or communicates that a request is urgent (verbally or in writing) and the parent/guardian consents, Canada shall determine the request as urgent in line with the timelines set out in **paragraph 4**.
 - a. Where a request is **accompanied by a verbal or written recommendation from a Qualified Professional**, Canada shall accept the Qualified Professional's recommendation on duration and cost of the requested product, service and/or support. Where there is a reasonable need to better understand the child(ren)'s clinical needs, ISC will notify the requestor and Qualified Professional that there is a need for **Clinical Case Conferencing** as per **paragraph [X]**. Where professionals with relevant expertise are already involved in the First Nations child(ren)'s case, those are the professionals that must be consulted.
9. Where a parent/guardian communicates that a request is urgent (verbally or in writing), is not a circumstance listed in **paragraph 5** and is nonetheless in line with paragraph 4 of this Order, and there is no Qualified Professional recommendation, Canada shall determine the request as urgent and shall provide payment / reimbursement in keeping **with paragraphs 38(a) and 41(a)** for a minimum of 48 hours up to two weeks . This does not preclude the requestor from making another related/follow-up Jordan's Principle request, supported by a recommendation from a Qualified Professional.
10. Where **the urgent request is undetermined** after 12 hours in the case of an individual request or 48 hours in the case of a group request, Canada will approve the request from a minimum of 48 hours to 2 weeks to meet the child(ren)'s urgent needs.

Item 2: No access to Basic Necessities

11. ISC shall determine requests as urgent where there is no access to Basic Necessities, including no access to adequate food, water, shelter (including heat and electricity), healthcare, medication and medical products (including diabetes products and supplies, optometrist products, catheters, ostomy bags and required accessories, and other medication and medical products), infant products (diapers, wipes, bottles, car seats and other infant products), basic personal hygiene products (including sanitary products such as menstrual products, dental hygiene products,

incontinence products and other basic hygiene products) and/or any other service, product or support consistent with the **Urgent Request Triage**.

12. For greater clarity, ISC shall consider urgent requests related to water in a manner that ensures children have a reliable, adequate and clean source of water, including but not limited to when there is a breakdown in infrastructure or potable water systems, when lack of access to water directly impacts a child(ren)'s/youth's medical condition, or when there is otherwise no access to clean drinking water in line with the applicable federal, provincial, territorial and First Nations standards, whichever is higher.

Item 3: Objective criteria and guidelines for cases involving caregivers and children fleeing from domestic violence for the purposes of urgent requests

13. The definition of “**Domestic Violence**” includes, but is not limited to, coercive control, criminal harassment (also referred to as stalking), emotional/psychological abuse, financial abuse (also referred to as economic abuse), physical abuse, reproductive coercion, sexual violence, spiritual abuse, and technology-facilitated violence (also referred to as cyberviolence).
14. “**Fleeing Domestic Violence**” shall be construed broadly to include circumstances where caregiver(s) and child(ren) needing to leave their homes and situations in which the caregiver(s) and child(ren) remain at home, but require products, services and supports to address a threat of domestic violence (including intimate partner violence).
15. Eligible services, products and supports involving caregivers and children fleeing Domestic Violence include but are not limited to: shelter/accommodations, food and water, utilities, children's clothing, health and mental health services, transportation, or telecommunications products and services (for example, cellphone, internet, and laptop/tablet), and any other service, support or product reasonably necessary to meet the urgent safety and security needs of the child(ren) and their caregiver.
16. Where a request is made in relation to Domestic Violence without a recommendation from a Qualified Professional, Canada shall provide funding to address the child(ren)'s urgent need, in alignment with standard fee-guides. If the request is for prolonged or continuous funding of a product, service or support, Canada shall provide funding for a minimum of 48 hours up to 31 days. This funding time frame supersedes the general time frame established at [Item 1 para 8](#).

Item 4: Coordination between Jordan's Principle and other emergency services

17. **"Emergency Circumstances"** shall be defined to include wildfires, flooding, landslides, severe weather events, health emergencies, public emergencies (including civil unrest) and other environmental emergencies.
18. Canada shall file a coordination plan, with evidence and developed in consultation with Parties, on or before [X date], demonstrating how Jordan's Principle requests related to **Emergency Circumstances** will be coordinated with other services and programs. The coordination plan and the evidence supporting the coordination plan shall include the below elements and will be subject to annual co-review with the Parties:
 - a. The specific services and programs that Canada shall coordinate with for Jordan's Principle requests related to Emergency Circumstances;
 - b. The services, products and supports that can be offered/funded through other emergency services, including identifying all services, products and supports that are **not** eligible under other services;
 - c. How those specific services and programs address the needs of children in a meaningful way, are culturally appropriate, timely and effective;
 - d. The duration and frequency that services, products and supports can be provided by the other service/program;
 - e. Proposed guidelines on the coordination between ISC Jordan's Principle and other services/programs, including the mechanism for referral, anticipated timelines and safeguards to ensure the CHRT timelines are followed; and
 - f. Consideration of how the Jordan's Principle Directorate can partner with the Emergency Management Directorate to appoint a staff liaison with expertise (or can be trained to obtain expertise) in Jordan's Principle to support coordination efforts towards ensuring child- and family-specific and culturally appropriate emergency management and response.
 - g. Consideration on how Canada shall seek reimbursement from the eligible provincial, territorial and/or federal programs/services after the determination and funding is rendered.
 - h. Consideration on how Canada shall consider requests to reimburse the cost of products, services and supports outlined in [paragraph X] of this order incurred by a First Nation in response to Emergency Circumstances that are not covered by existing provincial, territorial and/or federal programs/services.
 - i. Consideration on how Canada shall consider requests to address Emergency Circumstances include but are not limited to: training and education on emergency evacuation preparedness specific to children and youth (including

first aid and mental health first aid training), exercise planning and coordination specific to children and youth (including emergency coordinator roles and planning) and/or any other products, services and supports that child(ren)/youth might foreseeably require to address Emergency Circumstances.

19. Until the Tribunal makes further orders or provides further guidance for Jordan's Principle requests related to Emergency Circumstances, Canada shall triage Jordan's Principle requests related to Emergency Circumstances as follows:

- a. Requests related to Emergency Circumstances shall be triaged as urgent;
- b. Eligible services, products and supports in relation to Emergency Circumstances include but are not limited to: food, water, emergency kits, shelter, healthcare, medication, infant products (diapers, wipes, bottles and other infant products), basic personal hygiene products (including sanitary products such as menstrual products, dental hygiene products, incontinence products and other basic hygiene products), mental health and health care, including pediatric health and mental health care, clothing and laundry, transportation (including fuel), family preservation services, children reunification supports, recreation and education supports, and supports to address hazards confronting children (including to address the higher risk of child and youth exploitation and youth and familial substance misuse) and other products, services and supports to meet needs that emerge as a result of the emergency.
- c. Both individual and group requests are eligible in relation to Emergency Circumstances, including requests for reimbursement by a First Nation in relation to a service, product or support for a First Nations child(ren).

Item 5: Qualified professional for the purposes of urgent requests

5(a): Objective criteria to determine who is a "qualified professional" with relevant competence and training to identify urgent cases

20. A "Qualified Professional" means:

- a. a **health/medical professional, a social worker/social services professional, and/or an educational professional** who maintains good standing, licensure/registration or certification, or has a statutory exemption, from the appropriate regulatory body in their province and territory of practice or has relevant training, credentials or experience related to their scope of practice and recommendations; and/or
- b. a **community professional** who is an employee of a First Nation or an authorized First Nation service provider, or is an employee of a community-based organization that addresses community needs, including shelters,

emergency services, friendship centres, and who can identify an urgent request connected to a First Nations child(ren)'s needs and circumstances; and/or

- c. a **community authorized Elder, Knowledge Keeper, or ordained spiritual leader** who can identify an urgent request connected to First Nations child(ren)'s needs and circumstances as it relates to a request for culture, language or wellness supports.

5(b): Parameters on written recommendations from a qualified professional

- 21. The Qualified Professional may make recommendations outlining the service, support or product needed by the child(ren) and that are within their scope of practice or work, training, credentials or experience.
- 22. For both individual and group urgent requests, a Qualified Professional may provide a verbal or written recommendation. For both individual and group non-urgent requests, a Qualified Professional shall provide a written recommendation.
- 23. A professional recommendation shall include the following information:
 - a. professional's credentials and/or scope of practice;
 - b. how the requested product, service or support will meet the child(ren)'s needs; and
 - c. if relevant, to the request, the recommended duration and frequency of the needed product, service or support.
- 24. Group requests require only one professional recommendation outlining how the requested product, service or support will meet the children's needs and, if relevant, shall include information regarding the recommended duration and frequency of the needed product, service or support.
- 25. Where a Qualified Professional requires a fee to provide a written recommendation, Canada shall pay for the costs directly where needed, reimburse the Qualified Professional upon provision of an invoice or reimburse the requestor on provision of a receipt. Canada shall also publish confirmation of such coverage on its official website.

Item 6: Determination Clock

- 26. For both individual and group requests, the determination clock shall start on the date and time the requestor submits the minimum required information; one recommendation from a **Qualified Professional** (verbal in the case of an urgent request or otherwise in writing) and parent/guardian consent (verbal in the case of an urgent request) to any contact mechanism within ISC (including but not limited to fax, call centre, email and automated intake system).

27. Where an urgent request is placed without a **Qualified Professional** confirmation and/or where the urgency is unclear, the determination clock starts on the date and time the parent/requestor communicates that the request is urgent to any contact mechanism within ISC.
28. Canada shall co-develop with the Parties an update to the case management system to ensure that recommendations from a Qualified Professional, confirmation of eligibility and parent/guardian consent are clearly input and tracked. Canada shall report to the Tribunal on this item on or before [X date].
29. Where an individual or group request is placed **without the one Qualified Professional Recommendation**, ISC shall make a total of three documented attempts, through both phone and email (where provided) to the requestor with clear communication as to what documentation is required and how to submit it. ISC shall record this request in the case management system and record the three documented attempts to contact the requestor.
30. Where there is a reasonable need to better understand the child(ren)'s clinical needs, ISC will notify the requestor and Qualified Professional that there is a need for **Clinical Case Conferencing**. Where professionals with relevant expertise are already involved in the First Nations child(ren)'s case, those are the professionals that must be consulted.
31. Canada shall co-develop with the Parties shall co-develop operational and implementation procedures regarding the above requirements.

Item 7: Redressing the hardship imposed on individuals and families (requestors) by reimbursement and payment delays

7(a): ISC Internal Financial Management and Quality Control

32. Canada and the Parties will report to the Tribunal on or before [X date] regarding the procurement and customization of a **financial management system** that is fully integrated with the **automated and secure intake, triage and case management system for Jordan's Principle**. As part of the consultation, Canada and the Parties shall consider the use of customizable out-of-the-box financial management software solutions, where such options meet the required standards. The financial management system will be based on the best available, credible evidence, and in consultation with the Parties. The selected system will be subject to pilot testing and ongoing monitoring for quality control.
33. Canada shall pay interest on all delayed reimbursements, including but not limited to those supported by receipts, invoices, and contribution agreements. Interest shall accrue at the Bank of Canada policy interest rate on any reimbursement amounts not paid within: (i) fifteen (15) calendar days of submission of payment/reimbursement to Indigenous Services Canada (ISC) in the case of service providers, vendors, and

First Nations and First Nations-authorized organizations; and (ii) five (5) calendar days of submission in the case of individual requestors, including parents or guardians.

34. Effective retroactively from April 1, 2019, and on an ongoing basis, Canada shall reimburse any interest charges or bank fees incurred by individuals, First Nations, and First Nations-authorized organizations who were required to secure additional financing due to reimbursement or payment delays exceeding Canada's 15-calendar day payment/reimbursement standard. The Government of Canada shall prominently publish the availability of this relief, along with the application process, on its official website.
35. Canada shall co-develop with the Parties website updates and other materials that clearly describe:
 - a. the required documentation for reimbursement;
 - b. the available methods and locations for submission of such documentation;
 - c. how a requestor (including but not limited to individuals, vendors, service providers, First Nations and First Nations authorized organizations) can proceed in the event of payment not being received in a timely manner; and
 - d. any other information deemed necessary to support requestors in navigating the reimbursement process.
36. Canada shall post the service standards for reimbursements and advance payments on its official website and update its compliance with these standards on a quarterly basis.
37. Canada will report monthly to the Parties regarding its compliance with these orders and work monthly with the Parties and to develop remedies to achieve compliance.

7(b): Reimbursements and Payments to Individuals and Families

38. Canada shall issue payment/reimbursement to individual requestors, including parents and guardians for the service, product or support of an approved request within five (5) calendar days of the approval, subject to the following exceptions:
 - a. **Urgent Requests:** Payment/reimbursement for urgent requests shall be made by Canada immediately or within twelve (12) hours;
 - b. **Non-Urgent Request Requiring Advance Payment:** Where a requestor informs ISC that an advance payment is required for an approved non-urgent request, ISC shall issue the advance payment within forty-eight (48) hours following the issuance of the approval.
 - c. **Qualified Professional Recommendation:** Where a requestor notifies ISC that payment is required in order to obtain a recommendation from a Qualified Professional, ISC shall issue an up-front payment within forty-eight (48) hours. In cases where the requestor advises that the Qualified Professional is willing to accept reimbursement, ISC shall provide written or verbal confirmation of

funding within twenty-four (24) hours, and shall issue payment within fifteen (15) calendar days.

39. Canada and the Parties shall report to the Tribunal on or before [X date] regarding the procurement and customization or the co-development of **mechanisms to facilitate the issuance of advance payments** for both urgent requests and approved non-urgent requests. These mechanisms may include, but are not limited to acquisition cards, electronic fund transfers, gift cards, and direct payment to vendors. All mechanisms shall be informed by the best available and credible evidence, developed in consultation with regional experts, and subject to pilot testing prior to full implementation and quality assurance.
40. Canada and the Parties will co-develop the expanded use, eligible amounts and range of eligible products, services and supports of acquisition cards and report back to the Tribunal on or before [X date].

7(c): Reimbursements to service providers, vendors, First Nations and First Nations authorized organizations

41. Canada shall provide payment/reimbursement to service providers, vendors, First Nations and First Nations authorized organizations for the service, product or support of an approved request within fifteen (15) calendar days of the approval, subject to the following exceptions:
- a. **Urgent Requests:** Payment/reimbursement for urgent requests shall be made by Canada immediately or within forty-eight (48) hours.
42. **Non-Urgent Request Where Hardship is Identified:** Where a requestor informs ISC that the non-urgent payment/reimbursement standard (within 15 calendar days of the approval) is creating undue hardship by imposing a financial or administrative burden that risks a disruption, delay or inability to meet the child's needs, Canada shall issue payment within forty-eight (48) hours following the issuance of the approval. Canada shall co-develop with the Parties clear guidelines on how a vendor can be added to the direct payment system, including documentation requirements (e.g., banking information and a void cheque) and expected timeline (which is approximately two (2) weeks from when all documentation is received), along with clear messaging that Canada encourages vendor registration of entities providing products, supports and services to Jordan's Principle recipients and report to the Tribunal on or before [X date].
43. Canada shall update, maintain and distribute on a quarterly basis an evergreen list of vendors registered in the payment system. The list shall be made available to First Nations, Service Coordinators, and other appropriate or agreed upon organizations (including, for example, Friendship Centres).

7(d): ISC to support First Nations and First Nations authorized organizations delivering Jordan's Principle services

44. Where Canada funds First Nations and First Nations authorized organizations to deliver Jordan's Principle services, including but not limited to, service coordination, navigation and reimbursements services. Canada shall fund and resource these First Nations and First Nations authorized organizations at the actual cost of delivering these services until such time as a funding approach is co-developed by the Parties, as per paragraph [X].
45. Canada shall resource and fund First Nations and First Nations authorized organizations delivering Jordan's Principle services at the actual costs for activities, including but not limited to:
- a. costs associated with recognition activities for the purpose of Jordan's Principle in line with 2020 CHRT 36 orders and Annex B;
 - b. service, product and support delivery costs;
 - c. human resources costs (e.g. salary and benefits), including for coordination personnel, financial personnel;
 - d. Administrative overhead;
 - e. program operation costs, including but not limited to program and policy development, communications and marketing (internal, external, social media); and training and professional development;
 - f. coordination services, including costs associated with connecting First Nations children to community sector resources;
46. Canada shall co-develop with Parties a funding approach that ensures First Nations and First Nations authorized organizations are resourced and funded properly to meet the needs of the First Nations children they serve and report back to the Tribunal on or before [X date]. The funding approach will consider the following:
- a. The funding approach will be based on the best available, credible evidence, and in consultation with the Parties and will be subject to piloting;
 - b. The funding approach shall account for increased costs arising, from variable and fluctuating expenses, unique community circumstances (including those in northern, remote and rural communities and issues related to accessibility, and service availability). The approach shall also consider individual and family-specific factors, including but not limited to children with disabilities, complex needs, population size, cultural context, and levels of vulnerability; and
 - c. annual co-review with the Parties (or as determined by credible evidence) and annual adjustment for population growth and inflation (or as determined by credible evidence).

47. Canada shall co-develop with Parties a mechanism with appropriate safeguards to refer requestors to First Nations and First Nations authorized organizations who have taken on reimbursement and payment service delivery and report back to the Tribunal on or before [X date].

Operational Orders

48. Pursuant to 2025 CHRT 6, evidence is required to demonstrate how the program(s) Canada refers a requestor to meets the needs of the child(ren) who are accessing Jordan's Principle, in a manner that is culturally appropriate, timely, effective and addresses needs in a meaningful way. Where Canada has advanced credible evidence that a program meets First Nations child(ren)'s needs, Canada and the Parties will work on an approach to referrals, including child-safe guidelines, for Canada to implement when assessing the appropriateness of referrals.
49. The Parties and Canada will develop guidance materials, including training, for all ISC employees working on Jordan's Principle on or before [X date].
50. Canada will conduct piloting of the **Urgent Request Triage**, identifying areas of concern and appropriate solutions in consultation with the Parties, on or before [X date].
51. The Parties and Canada will develop communication materials, including but not limited to website, social media and television, to provide details on the documentation requirements, determination timelines and other process-related information, on or before [X date].
52. On or before [X date], the Parties and Canada will co-develop an **automated intake and case management system** for service coordinators, and eventually all requestors, to be able to place requests. The automated intake and case management system will be based on the best available, credible evidence, and will be subject to piloting.
53. Canada shall co-develop with the Parties operational guiding documents that address the following issues:
- a. a mechanism to operationalize a definition of "community authorized Elder, Knowledge Keeper, or ordained spiritual leader";
 - b. **standard fee guides** based on the best available, credible evidence, and in consultation with the Parties to assist Canada in determining the costs of common requests. These standard fee guides will not be used to deny requests and will act as a starting point for assessing the costs of requests to basis to account for factors that may lead to higher cost such as variable and fluctuating costs, the family and child(ren)'s individual circumstances (including number of individuals, age, culture, disability, vulnerability), distinct community circumstances leading to higher costs, including in northern,

remote and rural communities, accessibility, and availability. Standard fee guides will be subject to annual co-review by the Parties. Standard fee guides are to be adjusted with a minimum automatic quarterly adjustment according to the Consumer Price Index;

c. **Emergency Circumstances** which may require the following:

- i. Whether requests involving Emergency Circumstances ought to be assigned directly to the Special Focal Point Team, with expertise, experience and training in emergency management and preparedness. Discussion on this approach will include how Emergency Circumstances shall be monitored, in consultation with the Public Safety Minister.
- ii. Where Emergency Circumstances are declared or are reasonably foreseen, discussion on how and whether Canada should deploy a surge team to manage requests from affected First Nations and families, and coordinate with ISC Region(s), Headquarters and the National Call Centre to manage requests submitted to address needs. Discussion on this approach will include consultation with the Public Safety Minister.
- iii. How and whether urgent requests related to Emergency Circumstances referred to the Special Focal Points will be tracked and monitored with the team providing quarterly reports to the regions, Headquarters and the National Call Centre along with recommendations for course correction. The reports and recommendations will be reported to the Parties where the Parties can make additional recommendations.

54. On or before [X date], the Parties and Canada shall consult with regional experts and technicians on the approved orders and their implementation, identifying areas of concern and appropriate solutions. Within [X days] of the consultations, the Parties and Canada shall return to the Tribunal with proposed amendments to the order as may be necessary, based on the evidence arising from the consultations.

Item 8: Solutions to reduce and eventually eliminate the backlog that are efficient, effective and can work within government context

1. Within [14 days], Canada shall establish a **Backlog Strike Team** within ISC, whose primary focus is to eliminate the Backlog in a manner consistent with the Tribunal's orders, children's right to substantive equality, ensuring culturally relevant services to children and safeguarding the best interests of children. The Backlog Strike Team will have sufficient expertise, experience, training and authority to quickly and effectively eliminate the Backlog.

2. Within [X days], the Parties and Canada shall co-develop a mechanism by which ISC can presumptively approve individual and group requests that are seeking \$1000.00 or less.
 - a. Canada shall triage backlogged requests below \$1000.00, starting with urgent requests, for presumptive approval.
3. Within [X days], the Parties and Canada shall co-develop an **automated triage mechanism** using the best available, credible evidence to determine all individual and group requests, appeals and reimbursements in the Backlog.
 - a. The automated triage mechanism will be developed and implemented in a manner that is compassionate and consistent with children's rights to substantive equality, ensuring culturally relevant services to children and safeguarding the best interests of children.
 - b. The automated triage mechanism will include a process by which requestors may quickly identify if a request or appeal has become urgent or a reimbursement is causing undue hardship.
 - c. Canada shall provide biweekly reports to the Parties with updates on addressing the Backlog and work with the Parties to develop additional measures as needed to quickly and effectively address the Backlog.
4. Canada shall provide monthly reports to the Tribunal regarding its compliance with immediately addressing the Backlog and work with the Parties to develop additional remedies as needed to quickly and effectively address the Backlog.
5. Canada shall provide biweekly reports to the Parties with updates on addressing the backlog and work with the Parties to develop additional measures as needed to quickly and effectively address the Backlog.
6. Within [X days], Canada shall prominently publish updates, updated monthly, on its Backlog reduction mechanism on its website and social media, including the number of requests, appeals, and reimbursements in the Backlog and the estimated time to address the Backlog.
 - a. Canada shall prominently publish on its website and social media how requestors may quickly identify if a request, appeal or reimbursement has become urgent.
7. Where Canada has applied retroactive measures to the Backlog based on departmental policy, including the February 10, 2025 Operational Bulletin, ISC will immediately withdraw such retroactive measures.
 - a. Canada will prominently publish on its website, social media, and other communication mechanisms the ways that families can have their requests re-reviewed where the request was denied due to retroactive measures.
8. Pursuant to 2022 CHRT 8, the Expert Advisory Committee (the EAC) will report to the Tribunal with an update on reforming ISC with respect to Jordan's Principle.