

## **SECTION 5 SERVICE DELIVERY**

### **5.0 Section Overview**

Section Five provides policy direction for CVS service delivery, in the two areas of Child and Family Services, Community Living Services and Residential and Day Supports. It provides a philosophy and mandate statement for each of the three areas, as well as policy direction on all aspects of working with consumers and their families. Key policy areas include consumer rights, conflict of interest, confidentiality, abuse and neglect, individual planning, health care, consumer records, intake, and advocacy. All program staff and volunteers involved in providing service on behalf of CVS must be familiar with this section.

Section Five policies guide the design and delivery of services focused on the individual, by including consumers in planning and providing consumers with information about services. They define how CVS provides individualized services and how these services support consumers to participate in the decision-making that affects their lives. Policies in this Section are:

- 5.1 Child and Family Services Philosophy, Mandate and Services
- 5.2 Community Living Services Philosophy, Mandate and Services
- 5.3 Residential and Day Supports Philosophy, Mandate and Services
- 5.4 Consumer Rights and Responsibilities
- 5.5 Conflict of Interest
- 5.6 Confidentiality and Privacy
- 5.7 Abuse and Neglect
- 5.8 Complaints and Conflict Resolution
- 5.9 Consumer Consent
- 5.10 Planning
- 5.11 Incident Reporting
- 5.12 Health Care Consent
- 5.13 Health Care Protocols
- 5.14 Medications
- 5.15 Communicable Diseases
- 5.16 Personal Care
- 5.17 Consumer Records
- 5.18 Orientation, Intake and Acceptance
- 5.19 Referrals
- 5.20 Exit Summary
- 5.21 Positive Interventions and Behavioural Approaches
- 5.22 Restraint
- 5.23 Advocacy and Inclusion