

CVS POLICY & PROCEDURE MANUAL

Policy Area: **Operational Policies – Service Delivery**

Policy # & Name: **5.10.A Adult Individual Service Plans & Documentation**

Group: Residential & Day Supports, Community Living Services, Family Support Services (Birth to 19 years)

Purpose:

To ensure the services and support provided to each individual reflect his/her personal preferences and aspirations.

To promote a consistent staff approach to supporting each individual.

Policy Statement:

Appropriate and necessary plans will be developed for all adults served by CVS and children using the Family Support Services of CVS. It is expected that these individuals will have the opportunity to participate in the Individual Service Planning Process.

CVS accesses a broad range of information on consumers in the development of Individual Service Plans (ISP). The personal planning is based on the individual's strengths needs, abilities, culture, goals and preferences. The personal plan is reviewed at least annually and upon request of the individual.

Practice Standards:

The Individual Service Plan is a comprehensive and individualized plan that ensures the services provided to an individual reflects his/her needs, preferences and aspirations.

The Personal Planning Guide is used to develop Personal Plans (ie PATH) and Individual Program Plans. It outlines several options to ensure that the process is flexible and responsive to the individual and his/her supports network.

Background information relevant to the personal plan is gathered prior to the development of a plan. The information may include: medical history, social/psychological information, and previous supports.

The personal plan includes opportunities for community participation and inclusion based on the wishes of the individual and their support network

The **Individual Service Plan** contains the following components:

- ? **Personal Plan - (See Personal Planning Guide)**
- ? **Individual Program Plan(s) - (See Personal Planning Guide)**
- ? **Residential Care Plan - (See Residential Care Plan Document and procedure)**
- ? **Health Care Plan - (if required)**
- ? **Behavioral Plan - (if required)**
- ? **Personal Employment Plan – (if required)**

The Program Supervisor or Coordinator is responsible for ensuring the appropriate and necessary plans are developed and updated according to the

following:

Personal Plan

A Personal Plan identifies the individual's dreams, goals, preferences and aspirations that will enable him/her to lead a fulfilling and dynamic life. There are many Personal Planning Processes that have been designed to assist an individual and his/her support network to explore the individual's goals and dreams. Community Ventures Society has adopted the following format:

? PATH (Planning Alternative Tomorrows with Hope)

**In order to meet the individual's needs this process may be adapted.*

See Personal Planning Guide for more details.

Residential Services - All individuals receiving Residential Services from CVS will have the opportunity to participate in the PATH Process.

Day Services - All individuals receiving Day Services from CVS will have the opportunity to participate in a yearly Personal Planning process.

Family Support Services - All individuals receiving Respite Services from CVS will have the opportunity to participate in a Personal Planning process.

Individual Program Plan (I.P.P.)

An Individual Program Plan is an action plan that describes how the individual will be assisted to achieve a specific goal or realize a dream that has been identified in his/her Personal Plan. The format for an Individual Program Plan is outlined in the Personal Planning Guide.

Residential Services - Individual Program Plans will be developed on an annual basis following the Personal Planning Session.

Community Living Services- Individual Program Plans will be developed on an annual basis following the Personal Planning Session.

Family Support Services - Individual Program Plans will be developed on an annual basis following the Personal Planning Session.

Quarterly Summaries, - are specific to each program and are completed for each individual receiving service from CVS.

These Quarterly Summaries document client progress towards their IPP goals, as well as anecdotal summaries regarding each individuals physical, emotional, social/recreational, educational, vocational and spiritual well being. Progress toward each programs Outcome objectives pertaining to effectiveness, efficiency and satisfaction are sometimes included in this documentation or can be documented separately. The data gathered is collated as part of the Outcomes Management Report.

Quarterly Summary forms are specific to each program. Refer to the Quarterly Summary form for your specific program area for more detailed information.

Note: The personal planning process begins upon intake and should be formalized within six months.

Residential Care Plan

A Residential Care Plan describes the assistance and support an individual requires in his/her daily life. The plan is tailored to reflect the unique preferences and support requirements of each individual. The Care Plan format includes the following components:

- ? Emergency Information and Contacts (Emergency Profile Sheet)
- ? Lifestyle and Personal Preferences
- ? Activities of Daily Living
- ? Community Access
- ? Behavioral Supports

(Please see Residential Care Plan document for greater detail)

Residential Services - A Residential Care Plan must be developed for all individuals receiving this service.

The Residential Care Plan must be reviewed annually just prior to the Personal Planning Session. The Residential Care Plan should be updated as needed in order to reflect the current support requirements of the individual.

For a new consumer a Residential Care Plan must be developed and available to support staff on the first day of service.

Health Care Plan

A Health Care Plan will be developed for adults receiving service from the Community Ventures Society if the individual requires this level of support and monitoring to maintain/improve his/her health status.

A Health Care Plan encompasses those health care issues that are truly critical and require the intervention and/or involvement of a health care professional. Other less critical health issues should be documented in the Residential Care Plan.

A Health Care Plan is developed in conjunction with and is approved by the appropriate health care professional (e.g. Health Services for Community Living Nurse, Nurse, Occupational Therapist, Physiotherapist, Nutritionist, Dental Hygienist, etc).

The individual's Physician will be given a copy to read and sign once it has been developed. This is critical in making sure the physician is aware of all critical health issues, how health issues are being monitored and addressed, any emergency protocols in place and, the involvement of professional supports.

A Health Care Plan must be revised as needed. All Health Care Plans should be reviewed with the appropriate professional (usually the HSCL or Residential Nurse) on an annual basis.

Behavior Plan

A Behavior Plan is a set of strategies and interventions to support an individual with challenging behaviors.

Please See Positive Interventions & Behaviour Approaches

NOTE: All Individual Service Planning should involve the participation and

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input of the individual, his/her family and, where appropriate, friends and relevant professionals (e.g. Social Worker, Nurse, Nutritionist, etc.).

Policy Audit: March Annually

Date Issued: March 2004

Date Revised:

Position

Responsible: Program Managers, Supervisors and Key Workers

References:

- ✍ SDA 5.10.A – How to Get Ready for Your Personal Planning Meeting
- ✍ SDA 5.10.B – Individual Program Plan (IPP)
- ✍ SDA 5.10.C – Quarterly Report
- ✍ SDA 5.10.D – Personal Plan
- ✍ SDA 5.10.E – Personal Plan Cover Sheet
- ✍ SDC 5.10.A – Supported Childcare Program Planning
- ✍ 9.12 – Personal Planning Guide
