

Community Living Parry Sound

PLAIN LANGUAGE POLICY AND PROCEDURE MANUAL



TABLE OF CONTENTS

Abuse Prevention and Awareness Policy.....	3
Access to Personal Information by Person Receiving Services Policy.....	4
Accessible Customer Service Policy.....	5
Accuracy of Personal Health Information Policy.....	9
Bathing Safety Policy.....	10
Behavioural Support Policy	11
Bill of Rights Policy	13
Building Maintenance Policy.....	14
Capacity to Give Informed Consent Policy	15
Care of Pets Policy	16
Child Abuse Protocol Policy	17
Consent for Provision of Services Policy	18
Document Retention and Records Destruction Policy	20
Documentation for People Receiving Services Policy	21
Emergency Preparedness: Evacuation and Response Policy	22
Emergency Preparedness: Fire Policy	23
Exchange of Information Policy	24
Filming/Taping People Receiving Service Policy	25
Individual Support Planning Policy	26
Informed Decision Making Policy	27
Intake and Leave from Adult Services Policy	28
Intake and Leave from Family & Youth Services Policy.....	29
Internal Rights Restriction Review Policy.....	30
Medical Care Policy.....	31
Medication Policy.....	32
Missing Person Policy	33
Non-Employee Accidents – Reporting and Investigation Policy.....	34
Nutrition Policy	35
Person-Directed Planning Policy	36

Referral for Clinical Services Policy	37
Refusing/Withdrawing Consent Policy	38
Relationships with People Receiving Services Policy	39
Self-Administration of Medication Policy	40
Service Satisfaction Process Policy	41
Sexuality Policy.....	42
Supported Financial Management Policy	43
Telefaxing Policy.....	44
Threatened Suicide Policy	45
Transportation Services Policy	46
Use of Physical Restraints Policy.....	47
Vacation Policy	48
Vision, Mission and Service Principles Policy	49
Water Safety Policy	50
Your Personal Health Information Policy.....	51

**QUALITY ASSURANCE MEASURES
ABUSE PREVENTION AND AWARENESS POLICY**

POLICY:

To make sure everyone is protected from abuse, knows what abuse looks like and how to report it.

WHY:

BECAUSE ABUSE IS NEVER O.K.

STEPS:

Everyone at CLPS will get training on how to stop abuse before it starts.

We all need to know that when abuse happens the police must be called.

If a person has a Behavior Support Plan the staff needs to know how to help them

**ANY STAFF WHO ABUSES A PERSON WHO WE SUPPORT WILL BE FIRED
FROM CLPS**

**QUALITY ASSURANCE MEASURES
ACCESS TO PERSONAL INFORMATION BY PERSON RECEIVING SERVICES
POLICY**

POLICY:

I have a right to see my personal records (anything CLPS has written down about me).

WHY:

I need to know my information is right and in the right place.

STEPS:

I will request to see my personal records (information).

My support worker will fill in a Consent for Disclosure and/or Access to Personal Health Information form

My support worker will get approval and set up an appointment for me to look at my personal records/pick up information.

My support worker will put the consent form in the computer and my binder.

QUALITY ASSURANCE MEASURES ACCESSIBLE CUSTOMER SERVICE POLICY

POLICY:

I will get good service from CLPS

WHY:

CLPS wants to follow the rules to make services accessible.

CLPS wants to follow four ideas of the way people using their service should be treated:

- Treat people with dignity and respect
- Support people to be independent
- Promote inclusion
- Help create equal opportunity

STEPS:

Respect the rights of people by:

- Making sure nothing stands in the way of everyone having the same opportunities
- Knowing that some people need a support person with them
- Knowing that some people are assisted by service animals
- Letting people know when service is temporarily not available
- Training everyone who speaks for CLPS on how to deliver good service
- Asking people for their feedback
- Making sure the information about Customer Service can be understood
- Knowing that there are many things to know to give accessible customer service to people who have:
 - HEARING LOSS
 - DEAF-BLINDNESS
 - VISION REDUCTION
 - INTELLECTUAL DISABILITIES
 - SPEECH DISABILITIES
 - LEARNING DISABILITIES
 - MENTAL HEALTH DISABILITIES
 - SENSITIVITY TO SMELL, TOUCH, TASTE OR OTHER DISABILITIES

**QUALITY ASSURANCE MEASURES
ACCESSIBLE CUSTOMER SERVICE POLICY
MAY I HELP YOU/INFORMATION GUIDE
UNDERSTANDING ACCESSIBLE CUSTOMER SERVICES**

WHAT IS IT FOR?

The *Accessibility for Ontarians with Disabilities Act, 2005(AODA)* was made so that people with disabilities could live more inclusive lives.

WHAT DOES CLPS NEED TO DO?

- Make good policies
- Talk to people in a way that works for them
- Make it easy for people to use assistive devices to get service
- Welcome the use of a guide dog or support person
- Train everyone about the rules
- Ask for feedback
- Put up a notice when service is not working

WHAT IS ACCESSIBLE CUSTOMER SERVICE?

- Easy way to get service
- Service that respects people's differences
- Service that can change to meet my needs
- It is courteous, helpful and prompt

WHAT CAN THE PERSON GIVING THE SERVICE DO?

- Use language that is respectful to me, the service user
- Ask "What is the best way I can help you?"

WHAT ARE SOME GOOD TIPS TO KNOW?

- Talk to me, be at eye level
- Get to know how I communicate
- Use clear, simple language
- Give me time to reply
- Change the way you do things to give me good service
- Let me decide when and how much help I need from you
- Be respectful, welcoming and inclusive
- Be kind

**QUALITY ASSURANCE MEASURES
ACCESSIBLE CUSTOMER SERVICE POLICY
ACCESSIBLE TAXI SERVICE TRAINING**

People who use the accessible taxi service will need the taxi owners and drivers to understand the needs of different kinds of customers.

All taxi drivers in town need to do training about Accessible Customer Service.

Taxi owners are responsible for making sure the taxi drivers know how to secure an assistive device, such as a wheelchair, properly, and how to provide a transport service to:

- Intellectually Impaired Persons
- Visually Impaired Persons
- Motor Impaired Persons
- People with Speech Impairments
- Physically Impaired Persons

To provide good service to any customer using their taxi, taxi owners and drivers need to learn all they can about how people want and need to be supported, for example:

- Has the person taking the taxi had any training about what they need to know about taking a taxi?
- What support does the person need to enter the taxi?
- Does the person need help with the seat belt?
- How does your customer communicate?
- What is the customer's name?
- Do they know your name?
- Do they have a contact person to provide information if needed?
- Where are they going?
- Is someone meeting them at their destination?
- How are they paying?
- Do they understand what a tip is and whether it is expected?
- Is the person satisfied with the service?

Taxi owners and drivers also need to make sure that they:

- Slow down and allow enough time for the service to be a pleasurable experience
- Use common sense, treat all customers the same, adjusting your level of support to the expressed needs and wants of your customer
- Get to know your customer
- Respect your customer/speak directly to them
- Ensure that your customer feels safe using your service

WHAT YOU CAN DO:

Make sure you know all the details of your taxi trip so that the taxi driver can provide the best service they can for you

**QUALITY ASSURANCE MEASURES
ACCURACY OF PERSONAL HEALTH INFORMATION POLICY**

POLICY:

Staff need to make sure my health information is right.

WHY:

I need the right information in my file to get good health care.

STEPS:

Any time my information is given to people who help me with my health care, the staff must make sure that they know if any information is wrong.

If my information is wrong the staff needs to fix it.

**QUALITY ASSURANCE MEASURES
BATHING SAFETY POLICY
RESIDENTIAL PROGRAMS**

POLICY:

The staff at my home will help me with bathing in a safe and respectful way.

WHY:

To keep me safe from harm and respect my rights.

STEPS:

Water temperature in my home will not be too hot, over 49 degrees Centigrade or 120 degrees Fahrenheit.

The night staff will test all the taps every night and if it is wrong they will follow the rules to get it fixed.

If I have a diagnosis of epilepsy the staff must be there to help if I am bathing or swimming. If the staff is working alone or I do not want them in the bathroom, I will have a shower. I need to use a hand held shower head, sitting on a bath stool. The water must drain out while I am having the shower. If they staff is working alone they might need to leave me suddenly to help someone else and if I am in the tub I might not be safe.

If there is an accident the staff must be trained to know what to do.

Every year the staff must look at my bathing checklist to see if it still works for me. Maybe I will need more or less help.

QUALITY ASSURANCE MEASURES BEHAVIOURAL SUPPORT POLICY

THIS POLICY IS TO HELP PEOPLE WITH CHALLENGING BEHAVIOUR.

WHAT IS A CHALLENGING BEHAVIOUR?

- Acting in a way that hurts yourself or others
- Acting in a way that causes damage to things/property
- Acting in a way that stops you from being able to enjoy day to day life and learn new skills

POLICY:

If I have challenging behavior, CLPS will help me make a plan to:

- Help me stop the behaviour,
- Help me do the behaviour less times, or
- Help me find another behavior that is better for me

WHY:

CLPS wants to help me be able to act or behave in a way that is good for me and the people around me.

STEPS:

The staff always need to help me, and never punish me when I have challenging behavior.

If the doctor gives me medicine for challenging behavior it must be checked often to make sure it is working right.

The staff must be trained in Nonviolent Crisis Intervention to help me in the right way.

WITH MY CONSENT:

If I have lots of challenging behavior we will make a Behaviour Support Plan. The Plan will be looked after by the staff who work at **HANDS**, OR

If I have a little challenging behaviour will will make a Positive Support Protocol that will be looked after by **CLPS**, OR

If I need a little help with challenging behaviour we will explain in my Individual Support Plan how to support me. It will be looked after by **CLPS**.

If I refuse to give my consent to a plan and my behaviour puts me or someone else in danger, a **Risk Protocol** will be filled out. The results of the **Risk Protocol** might affect what service I get.

If we need to make sure a person's RIGHTS are being respected , we will check with a THIRD PARTY (maybe HANDS) to look at what we are doing

**QUALITY ASSURANCE MEASURES
BILL OF RIGHTS POLICY**

POLICY:

My support workers will respect my Bill of Rights.

WHY:

To help me be heard and be part of my community.

STEPS:

We all need to know (learn) and respect rights.

QUALITY ASSURANCE MEASURES BUILDING MAINTENANCE POLICY

POLICY:

CLPS will keep their buildings in good, safe shape.

WHY:

Keeping the buildings in good shape saves CLPS money and helps make them safe for the people who use them.

STEPS:

Directors of CLPS will make sure that all staff of CLPS help keep our buildings safe and in shape. Staff will know how to report things that need to be fixed and what to do to get things fixed.

QUALITY ASSURANCE MEASURES CAPACITY TO GIVE INFORMED CONSENT POLICY

POLICY:

I can make a decision, say yes, no or change my mind if I get the right information and **understand** what people are asking me. CLPS needs to follow the government policy/Advocacy Act to find out if they think I am able to **understand** (have the capacity to understand)

WHY:

I need to understand what people are asking before I say yes, no or change my mind. What I say will make a difference in my life, sometimes good, sometimes bad.

STEPS:

I (or my Substitute Decision Maker) need to get all the information I need, and understand what will happen as a result of the decision I make.

Every effort will be made to help me make my own decisions.

My decisions must be voluntary, meaning I make my decisions. No one should use their bigger power to tell me how to decide. No one makes my decisions for me! (except in the case of a person with a Substitute Decision Maker, but the Substitute Decision Maker must have a legal paper to prove they have this power and must always do what they think I would want)

QUALITY ASSURANCE MEASURES CARE OF PETS POLICY

POLICY:

If I want a pet, I need to take good care of it.

WHY:

Pets have rights too.

STEPS:

Before I get a pet I need to talk about it with people who help me plan.

I need to decide if I can afford to have a pet because it will need to have care by a vet to stay healthy.

I need to know that if I don't take good care of my pet it could be taken away from me.

QUALITY ASSURANCE MEASURES CHILD ABUSE PROTOCOL POLICY

POLICY:

When staff of CLPS are working and learn of or see any child being abused they must report it to the Children's Aid Society.

WHY:

Staff of CLPS must help children to be safe from physical abuse, sexual abuse, emotional abuse, harm and neglect.

STEPS:

When staff think a child may be being abused they need to report to the Children's Aid Society.

They need to give the caseworker as much information about the child as possible.

CLPS will not look in to what happened. This is the job of the Children's Aid Society and the policy.

CLPS staff must also help the police by answering any questions they have.

QUALITY ASSURANCE MEASURES CONSENT FOR PROVISION OF SERVICES POLICY

POLICY:

When I am asked to sign a paper (give consent) to say yes to a service I want, CLPS will follow the rules of getting consent. This is even more important when it is a service that supports behaviour therapy.

WHY:

I need to know CLPS is following all the rules written down by the government when they ask for my consent.

STEPS:

CLPS must make sure they are getting the right consent from the right person for:

- A. Giving of Services
- B. Getting Information
- C. Giving Information
- D. Starting and Changing Programs

IF GETTING CONSENTS FOR SERVICES FOR CHILDREN, THE CHILD AND FAMILY SERVICES ACT WILL BE FOLLOWED.

- A. When a child gets service it is always best to get the consent of both parents. Consent from one parent if they have custody by law will do, or consent from one parent if the other parent is unable will do.
- B. CLPS will give service to a child 16 years or older if they understand what they are saying yes to and signing. If there is a **court order** under the **Child and Family Services Act** that would be the consent.
- C. CLPS will give service to a child 16 years or older with just their consent, but if the child is less than 16 years old CLPS will talk to the child about whether it would help the child to have the parent(s) consent.
- D. If the child is 12 years old or less CLPS will seek the parents approval

IN THE CASE OF ADULTS, MINISTRY POLICY AND THE ADVOCACY ACT WILL BE FOLLOWED WHEN GETTING CONSENT.

This will help CLPS find out if the adult understands what they are be asked to say yes to/sign. This will help CLPS find out if the adult understands the Behaviour Support Plan for challenging behaviour. This will make sure they are agreeing or their own free will, that they were not tricked in to agreeing. This will help CLPS find out if the adult needs someone to help them give consent, or have a Substitute Decision Maker.

QUALITY ASSURANCE MEASURES DOCUMENT RETENTION AND RECORDS DESTRUCTION POLICY

POLICY:

CLPS puts my information into a place in the computer. This is my legal record. All the information put in will be by the rules, when I no longer get service from CLPS all my information or files will be put into a place in the computer.

WHY:

CLPS needs my information and health records to be written down in the right way.

CLPS needs everyone to know about how health information needs to be kept.

CLPS needs to make sure that the information they put in the place in the computer follows the rules of the government (PHIPA)

STEPS:

CLPS knows that by putting information in a place in the computer will help everyone keep information in a way that will make it easier to put in and take out.

CLPS staff will follow the policies and procedures and rules for putting information in a place in the computer.

When a person no longer gets services from CLPS all their files that are needed will be scanned and put into a place in the computer. Only a designated person in management will be able to decide which files need to be kept.

The information of a person 18 years of age or older will be kept for at least 7 years.

The information of a person who is under 18 years of age will be kept for at least 7 years after the person would have turned 18 years of age.

QUALITY ASSURANCE MEASURES DOCUMENTATION FOR PEOPLE RECEIVING SERVICES POLICY

POLICY:

CLPS will keep an up to date file of my personal information and my medical information if needed. Rules will be following when keeping information.

WHY:

So that CLPS can give me good services. So CLPS can keep my information safe.

STEPS:

The information in my file is private and will only be shared when:

1. I have said it could be shared (given my consent)
2. The person getting the information is my support worker
3. When the rules are followed to share with others
4. When the information does not take away my right to privacy

Sharing of information needs to be written down, dated, never changed, and contain the names of all the people involved

EVERYONE'S FILE WILL HAVE:

- A paper that says when they first applied for service with CLPS or the DSO
- A paper that says how much support the person needs or their SIS Assessment
- A paper that says how the person will be supported or an ISP

OTHER PAPERS THAT MIGHT BE IN A PERSON'S FILE ARE:

- A paper with personal information such as their name and birthdate
- A paper to keep track of the things a person owns, such as a T.V.
- Papers that are about their health
- Papers that are about their history or life
- Papers that are legal, like their will or a copy of their birth certificate

QUALITY ASSURANCE MEASURES
EMERGENCY PREPAREDNESS: EVACUATION AND RESPONSE POLICY

POLICY:

CLPS will make sure plans are in place for people to get to a safe place if we have a small or a big emergency

A big emergency is like a FLOOD, a HURRICANE or a TRAIN GOES OFF THE TRACK.

WHY:

To keep people and property safe.

STEPS:

CLPS will have an emergency plan that is up to date and works for each house/location. All the support workers will know how to use the plan and keep people safe.

In a big emergency CLPS support workers will use both the Town of Parry Sound Emergency Response Plan and the CLPS Emergency Preparedness Plan to keep people safe.

QUALITY ASSURANCE MEASURES EMERGENCY PREPAREDNESS: FIRE POLICY

POLICY:

Every location will have an up to date copy of the emergency plan that says how to prevent fires and what to do if there is a fire. A paper on the wall will show people where they can get out.

WHY:

To help people learn how to prevent fires and what to do if there is a fire.

STEPS:

The Health and Safety Committee will help CLPS keep their plans up to date.

Each house needs to have a fire plan that has been approved by the fire chief.

Support Workers will do regular checks for hazards and fix dangerous things right away.

Support workers will talk to people about preventing fires. Some of these things are:

- Keep things away from heaters
- Make sure the stove is not greasy
- Have support when using the stove
- Don't use candles in the house
- Make sure fire drills happen often and that people know what to do and where to meet outside

Support Workers will make sure the fire extinguishers are looked after.

QUALITY ASSURANCE MEASURES EXCHANGE OF INFORMATION POLICY

POLICY:

CLPS must have my written consent to give or get information about me.

The only time they do not need my written permission is if the law says they have to or if CLPS thinks I or someone else will be in danger.

WHY:

To Respect My Rights
To Follow the Law
To Keep Me and Others Safe

STEPS:

CLPS will get my written consent on the Consent to Exchange Information form.

Before I sign the staff will make sure that:

- I know what information is being given
- I know who is getting the information
- I know what information we are getting
- I know who is sending the information
- I know how long the consent is good for
- I know what to do if I change my mind about exchanging information

QUALITY ASSURANCE MEASURES FILMING/TAPING PEOPLE RECEIVING SERVICES POLICY

POLICY:

CLPS films/videotapes to help people learn new things.

CLPS films/videotapes to tell people about our services.

CLPS will always get people's consent.

CLPS will always protect people's privacy and confidentiality.

WHY:

Films/videotapes can be a really good way to teach people.

Films/videotapes cannot be made or shown without following the rules of consent.

STEPS:

CLPS will always explain what is going to be filmed/videotaped before they ask if someone will give their consent.

A new Consent to Film/Tape/Record/Photograph Form will be filled out every time this is done.

All rules will be followed:

- How the tape is made
- Who gets to see the tape
- Where the tape is kept
- How the tape will be erased

Tapes of people talking will also follow the same rules.

People can change their mind and say no at any time.

QUALITY ASSURANCE MEASURES INDIVIDUAL SUPPORT PLANNING POLICY

POLICY:

Everyone 18 years of age or over who gets help for services from CLPS that are funded by the government gets an Individual Support Plan (ISP).

New people get an ISP and a PDP within 45 days

WHY:

The government says everyone must have a plan.

To help me say what I need and want and set my goals.

STEPS:

I always help with my plan.

I sign consents to share information.

Every year we look at the plan to make changes.

INFORMATION IN PLAN:

- Who helped me with my plan
- What are my short and long term goals
- Who is going to do what and when are they going to do it
- Who are the people in the community who can help
- Where do I get the money to pay for things
- How much time do I get with my support worker and what will we do together
- What do I need to be safe and healthy
- What help do I need with my money

QUALITY ASSURANCE MEASURES INFORMED DECISION MAKING POLICY

POLICY:

If I say I want to do something risky, my support worker will help me understand all the good and bad things that might happen if I choose to do it.

WHY:

I have the right to do something risky.

Lots of things in life are risky.

I need help to look at the good and bad when something is risky.

I need lots of information to make a good choice.

STEPS:

If I have a legal guardian, I need to know they have the right to make decisions for me.

If I or my advocate(s) do not agree with the decisions my legal guardian makes, I/we can make a complaint.

If we all work together and fill out the Informed Decision Making: Risk Protocol Form, I will have a better chance of making a good choice.

CLPS will support my decision to do something risky, unless it is against the law, against our policies and procedures, or CLPS feels that it puts me in harms way.

QUALITY ASSURANCE MEASURES INTAKE & LEAVE FROM ADULT SERVICES POLICY

POLICY:

When I ask for services from CLPS or ask to stop getting services from CLPS they will make sure they know what it is I want and need by following the rules of CLPS and the DSO (Developmental Services Ontario).

WHY:

By following the rules for getting and stopping service at CLPS, I will get the services that help me get what I want and need.

STEPS:

To get services from CLPS the Manager of Quality Assurance will help me to fill in the forms from the DSO.

After I have filled in all the forms the DSO will know what services I want and need.

I will have to wait until there are services available that I want and need.

When the services are available I will be contacted.

CLPS with the DSO will follow all the rules about people getting services they want and need.

When a person stops getting service from CLPS because they move away, choose to stop, or for any other reason, all the rules of stopping the service will be followed.

QUALITY ASSURANCE MEASURES INTAKE & LEAVE FROM FAMILY & YOUTH SERVICES POLICY

POLICY:

When a family of a child asks for services or asks to stop getting services from CLPS they will make sure they know what it is they want and need by following the rules of CLPS and the DSO (Developmental Services Ontario).

WHY:

By following the rules for getting and stopping service at CLPS, they will get the services that help them get what they want and need.

STEPS:

To get services from CLPS, the Manager of Quality Assurance will help the family fill out the application.

The family will be asked for some documents/paperwork.

After the family have filled in all the forms the DSO will know what services the family wants and needs.

CLPS will follow all the rules about people getting services they want and need.

When a family wants to stop getting service from CLPS because they move away, choose to stop, or for any other reason, all the rules of stopping service will be followed.

QUALITY ASSURANCE MEASURES INTERNAL RIGHTS RESTRICTION REVIEW POLICY

POLICY:

CLPS staff and volunteers will respect my right to ask questions about whether anyone or anything is restricting my rights.

WHY:

Respecting my rights and making sure the policies and procedures of CLPS are not restricting my rights is the starting point of all service I might get from CLPS.

STEPS:

When I question if my rights are being restricted, my support staff needs to help find out what to do about it.

CLPS staff should be able to see if my rights are being restricted and help me to find out what to do about it.

If my question cannot be answered there is a form that can be filled out, called the Referral Form for Review of Rights Restriction, that should be sent to the Manager of Quality Assurance.

QUALITY ASSURANCE MEASURES MEDICAL CARE POLICY

POLICY:

CLPS will help keep me healthy, if I choose this as a service. If I live in a residence run by CLPS, helping me keep healthy is part of the service.

WHY:

Health and healthy living are important for all people.

STEPS:

Direct care staff will know how to give basic care and keep an eye on people's health.

If a person lives in a residence operated by CLPS, there are rules about what care must be given and the paperwork that must be kept.

Staff will keep a person's health information private according to the rules of CLPS and PHIPA.

QUALITY ASSURANCE MEASURES MEDICATION POLICY

POLICY:

Medication means both the stuff your doctor prescribes and the stuff you can buy at a drugstore without a prescription/note from your doctor.

All the rules must be followed about giving medications.

The medication form must be signed after the medication is given. If the staff makes a mistake/error or the person will not take the medication it needs to be written down.

A mistake or error could be many things:

- Giving the wrong medication
- Giving the medication at the wrong time
- Dropping the medication on the floor, etc.

All medications must be okayed by the doctor

Only CLPS staff will have keys to a medication cabinet.

People who can safely do so can take their own medication.

WHY:

By following the rules of giving medications we can keep people healthy and safe.

So that the right medication is given/taken by the right person at the right time.

STEPS:

Each person will have a med sheet/M.A.R. where the person giving the medication can sign when they give the medication.

All the rules for what should be on the med sheet will be followed.

All the rules for giving medications will be followed.

QUALITY ASSURANCE MEASURES MISSING PERSON POLICY

POLICY:

I am missing if I am not where I am supposed to be and am not independent/need a support worker.

WHY:

Some people won't be safe if they don't have a support worker with them.

STEPS:

Support workers will follow the steps in the long form policy to find the person/report the person missing.

QUALITY ASSURANCE MEASURES NON-EMPLOYEE ACCIDENTS - REPORTING AND INVESTIGATION POLICY

POLICY:

All accidents that happen to people receiving services, volunteers and visitors of CLPS need to be written down and looked in to.

WHY:

CLPS needs to keep people safe, and find out why an accident happened so that it does not happen again.

STEPS:

Fill out the Non-Employee Accident Form as soon as possible after checking that the person is OK. If necessary do first aid and take the person to Emergency or call an ambulance.

Tell the people who need to know and send the form to the people who need it.

Use common sense when an accident happens.

QUALITY ASSURANCE MEASURES NUTRITION POLICY

POLICY:

Support workers will talk to people about the Canada Food Guide and good eating habits. In the group home we will make healthy meals that respect what people want and need.

WHY:

To keep people healthy.

STEPS:

Support workers will help people to make healthy meals and snack choices.

Staff will follow all the rules of food safety.

QUALITY ASSURANCE MEASURES PERSON-DIRECTED PLANNING POLICY

POLICY:

A Person-Directed Plan (PDP) is my written personal plan of action.

New people get a PDP within 45 days.

WHY:

I plan so I can say what is important to me, so I can get what I want and need.

I plan so I can find out who can help me do this.

STEPS:

- Everyone helping me with my plan will use respectful language
- I choose if I want to do a Person-directed Plan
- I choose when, where and how I do my plan
- I choose who will be part of my plan
- I choose who sees my plan and I sign consents
- The Quality Assurance Manager will check my plan before it is final
- My support worker and I will keep checking if my plan is working
- The support worker's supervisor will check the plan every 6 months

INFORMATION IN PLAN:

- Who helped me with my plan
- What are my short and long term goals
- Who is going to do what and when are they going to do it

QUALITY ASSURANCE MEASURES REFERRAL FOR CLINICAL SERVICES POLICY

POLICY:

When I need a clinical/medical service/help that CLPS cannot give me, they will try to find someone else in the community to help me.

WHY:

CLPS will always try to help people get the clinical/medical service/help they need.

STEPS:

Once a need for clinical/medical help is seen, CLPS staff will fill out the papers needed to make a referral and/or ask another community agency for help.

QUALITY ASSURANCE MEASURES REFUSING/WITHDRAWING CONSENT POLICY

POLICY:

I can say yes or no to any service/help at any time.

WHY:

I might say yes and then change my mind and say no about a service/help I am getting.

STEPS:

CLPS will make sure they respect my right to say no to service and to change my mind after saying yes to a service.

If I change my mind and say no to a service/help, a support person will help me understand how saying no will affect the service/help I am getting.

In some cases saying no to a service/help might mean that CLPS will not be able to give me any more service/help.

QUALITY ASSURANCE MEASURES RELATIONSHIPS WITH PEOPLE RECEIVING SERVICES POLICY

POLICY:

CLPS knows that there is an unequal power balance between staff and people they support.

CLPS knows that I might always agree with the staff that supports/works with me when making choices.

There are many reasons for this. Some might be the staff has more power than me, I might rely on the staff to help me, I might worry that the staff won't help me if I don't agree, I might not be able to understand all the information I am given and/or may not be given information in a way I can understand it.

Therefore the CLPS staff that works with me must support me in a way that allows me to have control and power over the choices I make.

WHY:

It's a matter of CLPS staff giving excellent support by making sure I am making my own choices and getting control over my life.

STEPS:

CLPS staff will always keep in mind that I might always agree with them unless they make sure I feel safe to disagree and have the information I am able to understand to make choices.

CLPS staff keep relationships healthy by respecting the law, people's basic human rights, the CLPS Bill of Rights, remembering that they are doing with, not for, people and by remembering they are a paid person in the life of the person they support.

**QUALITY ASSURANCE MEASURES
SELF-ADMINISTRATION OF MEDICATION POLICY**

POLICY:

If I want to take my medication on my own, I will get help to learn how.

WHY:

If I can take my medications on my own I should.

STEPS:

I will talk with my doctor and support worker about what I need to do to take my medications on my own.

If I decide that I want to do this I will make an education plan with my support worker.

The plan will be what works for me to take and look after my medication safely.

QUALITY ASSURANCE MEASURES SERVICE SATISFACTION PROCESS POLICY

POLICY:

CLPS will hear any concerns people have about the service they get. They will encourage people to speak their mind/feel free to make a complaint.

Family members, advocates and members of the general public will also be heard.

WHY:

CLPS wants to make sure they listen to any complaints and suggestions so they can work with people to give them the best service possible.

STEPS:

If the complaint is about abuse it will be looked after right away. The staff will follow the policy about abuse.

If the complaint is about a rights restriction the staff will help the person follow the policy about rights restrictions.

If it is a general suggestion or complaint or something that is standing in the way of the person having the same opportunities as everyone else, people receiving service or their advocate can expect to work with CLPS to find answers to the problem.

If the person making a complaint/suggestion does not think they are being heard by their staff they should go to another staff or to the Manager of Quality Assurance.

No person will lose service because they made a complaint.

Once a year the Manager of Quality Assurance will do a Satisfaction Survey with people getting support, families, staff, Board members and community partners to see if we are doing a good job and where we could do better.

Twice a year the Manager of Quality Assurance will do a review of how complaints were dealt with to see if CLPS is doing a good job.

QUALITY ASSURANCE MEASURES SEXUALITY POLICY

POLICY:

I will be supported to express my sexuality.

WHY:

CLPS knows that intimate relationships and sexual expression are basic human rights.

I have the right to be treated with respect and dignity no matter how I choose to express my sexuality.

STEPS:

Support people need to know what the policy says and to follow it.

Support will be offered that educates me and keeps me safe.

QUALITY ASSURANCE MEASURES SUPPORTED FINANCIAL MANAGEMENT POLICY

POLICY:

I will get help with my money if I ask for it.

I will say what help I want in my Individual Support Plan (ISP).

The Quality Assurance Manager will make sure it is done right.

WHY:

It is important that my money is well taken care of.

STEPS:

I will work with my support worker to make a plan for my money using my ISP.

Support workers will follow all the rules in the policy.

The Quality Assurance Manager will check that my money is being well taken care of.

I will learn money skills.

I will make a decision-making agreement.

QUALITY ASSURANCE MEASURES TELEFAXING POLICY

POLICY:

Sending my information over the fax machine is not always private.

Sometimes CLPS needs to send my health information this way because it needs to get to the other person really fast.

WHY:

Sharing my health information quickly can help me get better medical care.

STEPS:

There are many rules about telefaxing personal health information that CLPS needs to follow to protect my privacy.

My personal health information should only be sent/telefaxed to a **health care custodian** such as my doctor, CCAC, my pharmacy, etc.

Never send my personal health information to a **non-health information custodian** such as an insurance company, ODSP, etc.

QUALITY ASSURANCE MEASURES THREATENED SUICIDE POLICY

POLICY:

If a support worker thinks I might try to kill myself, they need to call the Director right away.

WHY:

To make sure the support worker knows what to do to keep me safe.

STEPS:

The Director will call a meeting with my team and make a support plan.

If I am in immediate danger I will have one-on-one support or be admitted to hospital.

If I am not in immediate danger I will see a doctor within 24 hours.

My support worker will check in on me and write down any changes in me.

Support workers will not be in trouble if it turns out I was not going to kill myself.

QUALITY ASSURANCE MEASURE TRANSPORTATION SERVICES POLICY

POLICY:

I might need to pay some money for rides that are not for medical appointments.

WHY:

CLPS does not get any extra money in their budget to be able to afford to pay for all the rides.

STEPS:

CLPS will decide when I need to pay for my rides.

CLPS will tell me how much money it will cost before I agree to the ride.

If I am using Passport money, I need to follow the rules for Passport money.

Passport money does not pay for medical appointments.

I will not need to pay money for rides to medical appointments but if another agency will pay for rides I need to ask for it.

**QUALITY ASSURANCE MEASURE
USE OF PHYSICAL RESTRAINTS POLICY**

POLICY:

I can expect that CLPS will follow the rules when using a physical restraint.

WHY:

When someone is hurting themselves or others we need to make sure we are helping to make people safe.

STEPS:

All employees will be trained in the use of physical restraints.

QUALITY ASSURANCE MEASURES VACATION POLICY

POLICY:

I can get help to plan a vacation.

WHY:

I have the right to have a vacation.

STEPS:

If the vacation I plan needs a CLPS support staff to go with me and/or look after my money, we will need to follow a set of rules.

QUALITY ASSURANCE MEASURES VISION, MISSION AND SERVICE PRINCIPLES POLICY

POLICY:

The Vision, Mission and Service Principles tell how my programs and services from CLPS will look.

WHY:

At CLPS we all need the Vision, Mission and Service Principles to show us how to get a good life in our community.

STEPS:

I, along with all the people in CLPS will help the Board of Directors by speaking up to make sure this policy works.

THE VISION:

We would like to see all people treated the right way and to be welcomed and included in their community

THE MISSION:

To help me be heard and be part of my community

SERVICE PRINCIPLES:

Make services that people need and want

Make CLPS a place where support workers are ready, able and willing to help me be part of my community

Make sure I am welcomed and included wherever I am

The helping actions will make sure that:

- I get services that support respect, choice, the right to take risks
- I get help to reach my goals
- I will be supported to help me be welcomed and included in my community
- I will have plans that will be checked to see if things are getting done

QUALITY ASSURANCE MEASURES WATER SAFETY POLICY

POLICY:

Everyone needs to know about water safety before going in or near the water.

WHY:

To keep people safe.

STEPS:

What support Workers need to know:

- Standard First Aid and C.P.R. Certificates
- To know people's health issues
- To make sure everyone wears a lifejacket in a boat
- What to do in an emergency
- To be responsible

QUALITY ASSURANCE MEASURES YOUR PERSONAL HEALTH INFORMATION POLICY

POLICY:

CLPS keeps and uses my personal health information if they are helping me with my medical needs.

CLPS needs to follow the PHIPA rules and keep my information private and safe.

WHY:

CLPS staff need my medical information to help me with my medical needs.

CLPS staff need to follow the law and protect my privacy.

STEPS:

CLPS staff will ask me for my personal health information.

CLPS staff will make sure I know why they are keeping information about my health.

CLPS will follow all the rules of the Personal Health Information Act (PHIPA).

CLPS staff need to follow all the CLPS rules about keep personal health information.

I need to know that if my personal health information is not kept private or is not right, I can talk to the CLPS Privacy Officer.