**To enter your name in the January 2015 ‘Accreditation or Bust’ Contest read the following information about the first two domains under Person- Directed Services including all of the standards that must be met to achieve accreditation in this area. Then answer the two skill-testing questions and submit. Your name will be entered into the draw for a $25.00 Gift Certificate at Sobey’s.**

**Person-Directed Services**

At the center of the organization are the people using services.

High performing organizations empower people to direct the services they receive.

DOMAIN 1: Ethical Practices, Rights & Responsibilities

DOMAIN 2: Planning & Achieving Outcomes

**DOMAIN #1 - Ethical Practices, Rights & Responsibilities**

**Standards:**

**1.1** The organization has a Code of Ethics/Conduct or equivalent, and has established an expectation that all employees and volunteers must be familiar with it and follow it.

**1.2** The organization has and implements policies and procedures that affirm a commitment to respecting the diversity of people using services, in relation to, but not limited to:

* Age
* Gender
* Culture
* Language
* Spiritual Beliefs
* Sexual Orientation
* Disability
* Race
* Health

**1.3** The organization has and implements policies and procedures that address privacy rights for people using services, which are consistent with relevant legislation (example, PHIPA, PIPEDA). Areas addressed include:

* Personal information covered by privacy
* Consent & disclosure of personal and confidential information only when authorization is provided by the person using services or a legal and approved substitute decision-maker, or when required or permitted by law
* Ways to safeguard, retain & dispose of personal information
* Use of images
* Access to information and records
* Breach of confidentiality
* Privacy complaints process
* Privacy rights awareness & training for staff and volunteers
* Organizational structures that comply with legislation, such as having a designated Privacy Officer.

**1.4** The organization has and implements policies and procedures to minimize the possibility of people using service being abused. Areas covered include, but are not limited to:

* Defining the various forms of abuse
* Stating that all forms of abuse are unacceptable
* Providing to staff, volunteers and people using services information on identifying and responding to abuse
* Outlining a process for reporting abuse

**1.5** Where the organization assists people using services with managing their finances, policies and procedures are in place, implemented, and address:

* Consent for the organization to support the person to manage funds
* Accounting and documentation of financial transactions
* Handling and monitoring finances
* Recording and protecting people’s assets
* How people can access funds

**1.6** Information about the rights of people using service is available, and provide in clear language and a variety of formats.

**1.7** The organization educates staff and volunteers about the rights of people using services, and ways to uphold rights.

**1.8** If people using services are considering or making choices that pose some risk, the organization has established protocols to assist people to understand the risk and to encourage informed decision-making.

**1.9** People using services experience choices and flexibility in how supports are provided to them, wherever possible.

**1.10** People using services are encouraged and/or supported to demonstrate responsible citizenship, in ways such as, but not limited to:

* Recognizing how individual choices affect self and other’s
* Avoiding actions or activities that are harmful to them and/or others
* Respecting other’s right and property
* Exercising their civic rights, such as voting
* Contributing to their community

**1.11** Where restrictions have been placed on the rights of people using services, the organization has and implements policies and procedures that require:

* Rights restrictions to only be imposed where the person’s and/or other people’s health and safety is in jeopardy
* Rights restrictions to only be imposed when other options have been exhausted
* Least restrictive measures be utilized
* Regular formal monitoring of the rights restriction to take place, and to include the involvement of professionals not directly affiliated with the organization
* Rights restrictions to be promptly lifted when deemed no longer effective and/or necessary

**1.12** People using services are supported by staff and volunteers in a manner that is professional, respectful, and that shows consideration for individuality.

**1.13** The organization, its staff, volunteers and people using services advocate for and on behalf of people using services.

**1.14** The organization, its staff and volunteers take steps to avoid, minimize, or declare any potential, perceived or real conflict of interest.

**1.15** A complaints policy and process are in place and implemented, and include:

* Clear and understandable guidelines for making, reporting, responding to, and resolving complaints
* A confidential and non-retaliation approach
* A timely response to complaints
* A process for monitoring and evaluating remedial action
* Providing people using services and stakeholders with information on the complaints process

**1.16** Where the organization is involved in knowledge discovery or formal research that involves or pertains to people using services and/or other stakeholders, policies and procedures are in place, implemented, and address:

* Purpose & intended benefit of knowledge discovery/research
* Privacy & confidentiality
* Informed & voluntary consent
* Right of refusal to participate or withdraw
* Ethical conduct of persons carrying out research/knowledge discovery
* Adherence to research guidelines & agreements, where applicable

**DOMAIN #2 - Planning & Achieving Outcomes**

**Standards:**

**2.1** A person-directed planning process is initiated within a reasonable timeframe from when the person begins using services.

**2.2** The person-directed planning process focuses on improving the person’s life, and is based on input from the person, and important people in his/her life when requested/required.

Planning includes an exploration of the person’s:

* Desired outcomes- ways he/she expects to benefit from services
* Abilities, strengths and challenges
* Support needs in areas such as, but not limited to: social, emotional and physical health and well-being, communication, life-skills.

**2.3** Person-directed plans include action plans that identify:

* Measurable & meaningful outcome-focused goals
* Related activities
* People responsible
* Timelines
* Methods for monitoring, evaluating, and recording progress.

**2.4** People using services are offered a copy of their formalized person-directed plan, and can decide who else will receive a copy.

**2.5** Person-directed plans are reviewed regularly, and revisions are made based on input from people using services, staff who know them, and other person(s) in their support network, where appropriate.

**2.6** People using services are supported to achieve the goals in their plans.

**2.7** The organization complies and analyzes information pertaining to the achievement of outcomes for people using services, and uses it for future planning, quality improvement, and decision-making.

**2.8** Where the person uses more than one service provided by the organization, supports are delivered in a coordinated and consistent way.

**2.9** People who stop using services are asked for feedback on their satisfaction with the organization and the services they received.

**2.10** Where transition to another service takes place, either internal or external to the organization, staff work collaboratively with people using services and the new service provider to ensure necessary information is shared to promote continuity of supports and services.

**ANSWER SKILL TESTING QUESTIONS**

**Question for Domain 1: Ethical Practices, Rights & Responsibilities:** *If people using services make choices that pose some risk, efforts are made to help them: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.***Question for Domain 2: Outcomes:**

*People who stop using services are asked for: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.*