


Individual Support Plan and Person Directed Plan

<p>SECTION: Supports and Services</p> <p>DEPARTMENT: Quality</p>	<p>EFFECTIVE DATE: September 2012</p> <p>DATE LAST REVISED: December 2023</p>	<p>Approved by:</p>  <p>Chief Executive Officer</p>
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POLICY STATEMENT

Individual Support Plans (ISP) will be developed and maintained for all adults supported within Supported Living and Community programs by Kerry's Place Autism Services (Kerry's Place), third party providers and Host Family providers in accordance with Ontario Regulation 299/10 (Quality Assurance Measures).

Purpose

The objective is to achieve the best possible quality of life for the person based on an individualized approach including moving to as much inclusion in the community as possible. The Individual Support Plan (ISP) includes the Person Directed Plan (PDP) or the Plan of Care to be used as an additional resource, if required, to develop goals.

Scope


This procedure applies to all employees, Host Family Providers, volunteers, and students.

Roles and Responsibilities

Employee:

- Ensure each person supported and their Substitute Decision Maker (SDM), where applicable, are involved in the process of developing goals on an annual basis.
- Ensure goals are person centred and focus on each person's interests, aspirations and preferences while aiming to promote improved quality of life and inclusion within the community.

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- Ensure support is provided to the person supported to achieve the goals outlined within the ISP/PDP by working with the manager and clinical team.
- Within a 12-month period, supported individuals will be involved in the process of reviewing their ISP/PDP and developing goals in a manner tailored to their needs and preferences.
- Promote social inclusion by supporting individuals in of various activities in the community, including work, recreation and social, cultural and religious events, as desired by the person and identified in their ISP/PDP.
- Provide and review information on topics as outlined in the ISP/PDP such as, diet and nutrition, personal hygiene, personal fitness, sexual health, health and safety, self-esteem and well-being, communication, and relationships, in a language and manner, and with a level of support, that is appropriate to the person.
- Ensure status of goal achievement is updated in the individual's electronic record on a monthly basis.
- Ensure to receive orientation in Kerry's Place procedures, including assisting any person with bathing or showering, first aid, CPR; as well as practices specific to persons with seizure conditions, including Epilepsy. Bathing protocol is to be reviewed.

Manager:

- To be familiar with and follow the process of completing the ISP/PDP on an annual basis, which includes:
 - 1) Ensuring ISP/PDP meetings are scheduled and completed within:
 - a) 6 months of admission to a Supported Living program and within 12 months thereafter.

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- b) 4 weeks of admission to a Community program and within 12 months thereafter.
- 2) Ensuring information contained in the ISP/PDP is individualized, accurate and up-to-date by reviewing contents with supported individuals and their SDMs (where applicable).
 - 3) Providing information and supports to individuals regarding activities in their ISP/PDP, including the consideration of risks.
 - 4) Ensuring the ISP/PDP is completed in full and signed by all applicable parties.
 - 5) Ensuring ISP/PDP has been uploaded to the supported individual's electronic record.
- Support and monitor goal achievement throughout the year and ensure employees are supported through the process.
 - Ensure completion and review of bathing/showering protocol for all supported individuals.
 - Ensure all relevant documentation (e.g., consents, clinical support, DSO reports) is stored in persons supported binder and/or the electronic system.

Communication

The ISP/PDP process will be communicated to new hires during orientation and reviewed as required, with individual employees or at team meetings. Any changes to the process or the template will be communicated to managers by the clinical department. All forms are available on Kerry's Place intranet.

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Standard/Procedure


An Individual Support Plan (ISP) shall be initiated:

- During initial admission into any Community Services program (e.g., orientation to program, respite consultation etc.) and completed within 4 weeks of service commencement.
- Within 6 months of a person moving into any Supported Living program including third party providers and Host Family providers.

The ISP shall outline all of the necessary information and supports required to safely deliver services to the individual based on their identified needs. The contents of the ISP are set out in s.5 (4) of Ontario Regulation 299/10 and must include short and long terms goals. ISPs are required to be reviewed and updated within a 12-month period.

Supported individuals are encouraged to participate in the development and review of their ISP with a level of support and in a language and manner that is appropriate to the capacity of the person and any person acting on their behalf. For individuals in Supported Living and Supported Independent Living (SIL) programs, a facilitated Person Directed Planning (PDP) meeting shall be offered as part of initial ISP development and annual review. Person Directed Planning is an approach to setting goals driven by and/or centred around the individual with the neutral guidance of our in-house Facilitator. Goal development is facilitated through broader discussions on personal strengths, future aspirations, current barriers and community connection. The individual's family and/or chosen participants of their support circle shall be integral to this process as well.

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For any persons living in Supported Living or SIL environments who do not wish to participate in facilitated planning meetings may opt for a simplified process for goal development as outlined in the ISP, with a Kerry's Place employee of their choosing. Involvement and input from the person or family is highly encouraged.

Should any individual decline to participate in their ISP and goal development, it should be noted in the plan and goals will be established based on the service in which they are participating. In all cases, goals are to be specific to the person and focus on their personal interests, identified needs and preferences.


For all programs, monthly confirmation of ongoing progress and planning for each person shall be updated in the individual's electronic profile. Monitoring of the progress of action plans shall be overseen by the Manager with support from the Regional Directors. In Supported Living programs, the Department of Clinical Services and Supports, in collaboration with the managers, will support the facilitation of the ISP/PDP process as well as the monitoring of goal achievement for supported individuals.

Note: At any time, additional personal goals can be added throughout the year and do not require being listed in the ISP in order to take action to achieve them.

Guidelines for Bathing and Showering

- Protocols within the ISP shall include the person's personal preferences and bathing skills along with the level of support and supervision required.

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- When required, the method of supervision will be provided in the least intrusive manner, and must take into consideration respect for a person's right to privacy and dignity, while balancing the risk to their safety and well-being.
- Focus on building independent skills for the individual for bathing and hygiene are highly recommended.


Guidelines for Hot Water Temperature

- Hot water tank temperature will be maintained at a maximum of 120 degrees F or 49 degrees C, throughout the agency. Each hot water tank will have a governor installed to ensure the temperature is consistently maintained. Employees will ensure that the temperature is maintained by testing the water daily with a thermometer and recording the results in the daily communication log book. Employees and contractors must be alerted that the hot water tank temperature must not be changed.
- In the event that the temperature is recorded to be over 120 degrees F or 49 degrees C, the manager or the manager on-call must be notified and engage a contractor to rectify the issue within 24 hours. The manager must communicate the high water temperature with employees and alert them to take all precautions necessary when bathing and showering persons until the issue is rectified. This may include deferring bathing and showering until the issue is rectified.

Training

All new employees will receive a general overview of ISP and goal development during initial orientation. For employees working with adults, program specific training on the ISP and

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process of goal development and monitoring will be provided during onboarding as outlined by their respective program's orientation requirements.

Evaluation

This policy will be reviewed every three years.

Related Documents, Forms and Tools

- Individual Support Plan Template
- ISP/PDP Process Outline (Supported Living)
- Authorization for the Release of Personal Information