


Health and Well Being of Persons Supported

<p>SECTION: Supports and Services</p> <p>DEPARTMENT: Quality</p>	<p>EFFECTIVE DATE: June 1999</p> <p>DATE LAST REVISED: June 2021</p>	<p>Approved by:</p>  <p>Chief Executive Officer</p>
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POLICY STATEMENT

Persons supported by Kerry's Place Autism Services (Kerry's Place) will be provided with all necessary supports to ensure achievement and maintenance of optimum health and well-being.

Purpose

To define various types of support which Kerry's Place will commit to for persons supported.

Scope

Applicable to all persons supported by Kerry's Place residentially or whose health care Kerry's Place is temporarily charged with supporting.

Roles and Responsibilities


Employee:

- Ensure education is shared with person supported on various aspects of health and wellbeing as outlined within the policy.

Manager:

- Ensure employees are aware of best practices and procedures outlined within the policy in order to remain consistent in application and documentation.

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Communication

The Policy and Procedure will be communicated to new hires during orientation and then at team meetings as required. This policy and procedure will be available on the Kerry's Place intranet.

Standard/Procedure

Press Ctrl+Click to follow link and quickly find the procedure you are looking for:


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Community Health

All persons will have access to community health care which promotes and supports their optimum health and well- being.

Application of External Services: Kerry's Place Autism Services will ensure that supports, which include but are not limited to: physician, speech and language pathologist, dentist,

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and occupational therapist are made accessible to the person supported. Person supported will have access to all internal services such as Nurse Practitioner, consulting psychologists and/or psychiatrists as well as Board Certified Behaviour Analysts.

The name of the person's current primary care provider (physician/Nurse Practitioner (NP)) and dentist will be documented in the person's supported electronic file (i.e., EMHware). Regular comprehensive health exams will be arranged with the primary care provider with frequency of visits as established by them. While Kerry's Place acknowledges the recommendations from the College of Family Physicians of Canada that an annual physical may not be warranted for all individuals, Kerry's Place will advocate for routine visits with a thorough comprehensive health exam to include all checks appropriate for the person's age, gender and risk factors. Regular dental visits (as per insurance coverage recommendations) will also be arranged on an ongoing and as-required basis. **Although the comprehensive health exams might not occur annually for some of the persons supported, medications must be reviewed at least annually by the primary care provider.**

Past medical and dental information will be available to the attending Physician or NP and Dentist upon request with the authorization of the person or his/her Substitute Decision Maker (SDM).

Employees will call 9-1-1 if emergency medical services are required. Employees will share all pertinent information such as medication and medical conditions to the first responders. If the person supported has an advance care plan or a Do Not Resuscitate (DNR) order from a completed Ministry of Health DNR confirmation form, the documentation is to be

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immediately provided to the first responder. Any instance of emergency situations will be documented on an Incident Report and Serious Occurrence Report.

Specialized care will be identified by the manager and clinical support will be provided as required.

Supports will be implemented only if doing so is of clear value to the person supported in terms of: determining whether they qualify for Kerry's Place Autism Services' supports and services; keeping them or others around them safe, improving their quality of life; or assisting them to live in the community. Such supports will not be recommended merely because they are convenient or expedient for others.


Health Education

All persons will have access to health education. Health education may be provided through community information sessions, in-house information sessions, information posted in the residences, and/or one-on-one instruction by employees or professionals (as needed) that is provided in language suitable to the age and understanding of the person supported.

Possible areas of health education are prescription medication, diet and nutrition, personal fitness, smoking, sexual health, health hazards, self-esteem, personal hygiene, communication skills, and relationship skills – all of which should help persons to make informed choices.

Medical concerns such as diabetes, heart conditions and epilepsy of the person supported will be identified on the Individual Support Plan/person Directed Plan (ISP/PDP) and monitored at regular visits with their physician or NP.

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Disease Prevention

All persons will be provided with instruction regarding procedures recommended by a health care provider for the prevention and control of disease.

Disease Control

Any person supported suffering from a communicable disease for which isolation is considered necessary by a health care provider, will be isolated from other persons in the residence who have not been infected.


‘Communicable Disease’ - refers to any contagious disease defined by a health care provider as communicable and requiring isolation of the person.

‘Isolation’ - refers to the physical separation of the contagious person from all other persons in the residence. Procedures for isolation may be provided by the local Public Health Department (Medical Officer of Health) and/or Infection Prevention and control (IPAC) committee.

Nutrition

A well-balanced diet based on Canada’s Food Guide that respects personal and cultural preferences and needs will be provided by Kerry’s Place. Kerry’s Place employees will follow best practices for food storage and handling.

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Accommodations and Personal Inventory


Kerry's Place provides each person supported with accessible and appropriate accommodations and will maintain an inventory of personal property. Kerry's Place maintains an inventory (updated annually) of the personal property including equipment owned by the person supported so that there will be no confusion over ownership. Employees encourage persons supported to exercise proper care of their personal items so that they can enjoy their possessions and ensure the items do not go missing, become damaged, or end up in the possession of another person. Kerry's Place ensures that equipment owned by Kerry's Place persons supported receives the care and maintenance required as per the manufacturer's recommendations.

Medical Appointments/Documentation

When Kerry's Place support employees are accompanying person to a medical appointment, they will ensure the following:


- They and the Substitute Decision Maker (SDM) have knowledge of the reason and purpose of the visit (e.g., increase in seizure activity, weight loss, lethargy, and annual medical).
- There has been clear communication with the person and/or SDM regarding the upcoming appointment – why the appointment is occurring, when and where the appointment will be and who will attend the appointment.
- The person supported has the opportunity to speak directly to the health care provider.

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- Employees and SDM’s should accompany adults or children into the examination room only if they have the permission from the person supported or their SDM to do so.
- When the person supported is able to give their own consent, as deemed by the health care provider, they will be consulted regarding treatment options. If the person supported cannot provide their own consent, the identified substitute decision maker will be contacted for consent.
- Document the substitute decision maker's decisions as to how they wish to proceed with consultation and/or treatment recommendations that may be offered by the physician at the upcoming appointment should the SDM not be present.
- The person has brought their valid Health Card with them.
- The Medical/Dental Appointment Record is taken and filled out as necessary by the health care provider at the time of the appointment. If the health care provider is unable or refuses to fill out the Medical/Dental Appointment Record, the employee accompanying the person to the appointment can request a copy of the visit note to attach to the form.
- If emergency hospitalization occurs, notification will take place of a parent or guardian as well as the placing agency (if applicable). Employees must ensure that the hospital is provided with the persons profile page, emergency folder and bag. The hospital should be asked for an estimated time of discharge in order to adequately prepare for the return home.

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Refusal To Obtain or Accept Medical or Clinical Services

If a person supported refuses to obtain or accept medical or treatment services (such as ingesting a medication or consenting to a treatment plan by health care provider or a Board Certified Behaviour Analyst), the treatment may not be forcibly administered by a Kerry's Place employee. Every effort will be made to ensure the person supported understands the reason for the recommended treatment and possible consequences of deciding for or against the treatment.

For medication refusal, employees are to follow Medication Administration Policy and Guide. Should the well-being of the person supported be at risk, Kerry's Place employees may involve a third-party member such as the Substitute Decision Maker (SDM).


Personal Safety and Security

Kerry's Place Autism Services is responsible for the care and well-being of the vulnerable supported adult and children in our care. All employees on shift must be aware of the whereabouts of persons supported in their care, and must take immediate action to ensure that missing persons are located as soon as possible if elopement is suspected. **Please see missing person policy SS 514.**

Overnight Monitoring

Kerry's Place Autism Services has implemented appropriate processes at residential sites to ensure the safety of supported persons who are supported in 24-hour residential sites. These processes include the visual and/or audio monitoring and identification of each supported person during the overnight hours at specific intervals throughout the night.

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Monitoring may consist of direct visual identification of the supported person but may also include monitoring by video and audio devices.


The periodic monitoring for each person supported shall consist of the visual (or audio) identification of each person supported residentially at the site.

- Periodic monitoring shall occur at minimum intervals of every 60 minutes or more frequently as per the direction of the site Manager depending upon the individual needs of the supported person.
- Monitoring shall be carried out in the least intrusive means possible to minimize any disturbance to the supported person during the overnight hours.
- Monitoring may include direct observation as well as observation with the use of video/audio technical devices o During each monitoring interval, the Overnight Awake employee shall ensure the visual (or audio) identification of each supported person to confirm that each supported person is present.
- Between interval monitoring of each supported person, the Overnight Awake employee shall ensure that he/she remains on site.
- All overnight monitoring must be documented on monitoring forms that include: date, time of each interval check, name of employee and observation details of each supported person during interval checks.

Orientation to Kerry's Place Annual Training

Kerry's Place will review the Confidentiality and Privacy of Information for Persons Supported and Their Families policies with persons supported as they enter service, using

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language, a manner, and a level of support that facilitates comprehension by persons supported and anyone acting on their behalf.

Kerry's Place will provide persons supported and anyone acting on their behalf with an initial orientation to and an annual review of Kerry's Place Mission, Vision, and Values Statement as well as the Statement of Rights of persons supported.

Kerry's Place will provide persons supported with education on and awareness of abuse prevention and reporting in a language and a manner that can be understood by the persons in question at the outset of the service relationship and annually thereafter.


Training

Employees will be provided with training to achieve the qualification and skill level required to perform their duties. In some cases, a third party regulated health care professional might need to provide this training. The date of this training must be documented. In the occurrence that external training is required a memorandum of understanding (MOU) will be developed and signed by both Kerry's Place and the external provider.

Evaluation

This policy will be reviewed every three years.

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Related Documents, Forms and Tools:

- Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act (SIPDA)
- Accessibility for Ontarians with Disabilities Act (AODA)
- The Child, Youth and Family Services Act (CYFSA)
- Missing Persons Policy SS514