



MANUAL OF ADMINISTRATION

TOPIC: Support Services	SUBJECT: Individual Support Plans and Planning Process	Code: SS004
		Date of Issue: October 2013
		Revised: July 2019
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PURPOSE:

Each client receiving services with Avenue II will have an Individual Support Plan developed within 6 months of start of services identifying personal goals, preferences and needs and an annual review and planning meeting thereafter. This policy is in accordance with regulation 299/10 5(1)(1) and 5(1)(2) of the Services and Supports to Promote Social Inclusion of Persons with a Developmental Disability Services Act.

An Individual Support Plan is comprised of the following sections:

- Section A Individual Support Plan Residential/SIL or Community Participation Supports
- Section B Information for me Personal Care
- Section C Personal Profile
- Section D SMART Goals

PROCEDURE:

Role of Management:

1. The Manager will assign Support Workers to complete annual summaries and update Individual Support Plans based on the previous year of support in area as which are applicable to the client; prior to the planning meeting in:
 - N.E.I.G.H.B.O.U.R.S. / S.I.L.
 - Community Participation Supports (CLS/ESS/Day Services)
2. The Manager will assign a support worker to be Chairperson to meet with the individual to establish a planning date, inquire whom the individual wishes to invite and decide on a location of choice to hold the Personal Planning Meeting. This location should be a conducive to privacy and confidentiality.
3. The Manager will appoint a staff person as a recorder to document discussions at the meeting.

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Role of Support Workers:

1. Throughout the year, Support Workers will add information to the Individual Support Plan/Personal Profile. Plans/profiles will also be reviewed 6 months after the planning meeting at Module or Strategy Meetings. Goal updates to be written on page 2 of the Individual Support Plan goal sheet as they occur.
2. When Support Workers provide services in:
 - N.E.I.G.H.B.O.U.R.S. / S.I.L. – Daily logs will be completed
 - Employment Support Services (ESS) – Weekly entries on the log sheet
 - Community Living Support (CLS) – Weekly entries on the log sheet
 - Day Services – Daily logs will be completed for each individual
3. Support Workers will utilize the documentation they have completed to prepare annual summaries and review goals achieved.
4. Support Workers assigned to Chair a planning meeting are responsible for:
 - setting the meeting date and time
 - asking client whom they would like to invite, invite people and confirm attendance
 - document the information on a contact sheet
 - determine the location and book if required
 - ensure all Summaries are typed are reviewed and signed prior to the planning meeting
 - attend the meeting

Personal Planning Meeting:

1. Introductions are made by the Chairperson. Recorder will keep minutes of all items discussed.
2. The Chairperson reviews and revises the individual's emergency Facesheet, medical information, financial information, consent forms, Individual Support Plan (ISP)/Personal Profile and Information for my Personal Care as appropriate, protocols and hands out our Resolution Process for Families and Caregivers.
3. The Chairperson discusses the summaries and information that has been added to the Personal Profiles, Individual Support Plan and reviews short-term and long-term goals, document whether they were met or not and reasons if they were not achieved with the client and others at the meeting.

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4. The Chairperson reviews and ensures that all changes have been made to the ISP/Personal Profile and Facesheet collects the minutes and submits everything for typing. Typing is to be returned to the Manager for a final review before distribution. The Manager will ensure all signatures are received and identify who will receive a copy.
5. The Chairperson will ensure that the client receives a copy of his/her ISP/Personal Profile, minutes of the meeting and originals of all summaries. Copies may also be forwarded to others in attendance at the meeting if approved by the individual.
6. At the first team meeting the goals to be achieved will be discussed and assigned to Support Workers and recorded on the Individual Support Plan SMART Goals Sheet.