

Ingersoll Support Services

ISSI provides individualized support services to people in Ingersoll and the surrounding area. We are funded by the Ministry of Community and Social Services (MCSS) to support people who need services because they have a particular kind of disability. We believe that every person has gifts and abilities that will help them become a part of their community.

This document outlines our support planning process. It is addressed to the person we provide support to but has in mind their family, friends, and advocates who speak on their behalf to varying degrees.

To support and empower individuals to become valued members of their community

Ingersoll Support Services

**189 Oxford Street,
Ingersoll, Ontario.
N5C 2V8**

519-425-0005 (Tel)

519-425-4074 (Fax)

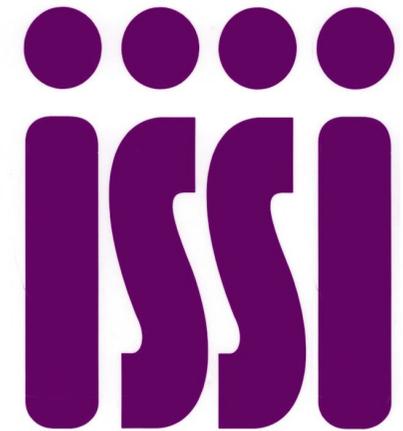
www.issiweb.ca

issiweb.wordpress.com

issi@issiweb.ca



November 26 2012



Understanding and Agreeing with Your Support Plan

Ingersoll Support Services

To support and empower individuals to become valued members of their community

Our Services

Our services are personalized and are as unique as each person we support. The question that defines them is: “What kind of help do you need?” These services can be described by these categories:

Services at home, including activities of daily living, Community Participation services and supports, including Employment Support, and Person-directed planning services and supports.

Your Support Plan

In order to receive funding and to provide services we need to have a Support Plan. This Support Plan is a statement of the services we provide to you based on your needs and what you want. The planning process is directed by you as much as is possible. The Support Plan needs to be reviewed every year and agreed upon by you -- the person receiving support and/or your family and friends. It needs to address specific areas of support and have certain features. Our support service is intended to serve the person we support. However it may be very important to have someone as part of the agreement who is able to speak on your behalf. This will be done, as much as is possible, with your permission. Every situation may be a little different. It is important that there is someone outside of ISSI who can speak up on your behalf.

Information Sharing

In the course of providing support, ISSI will collect and keep certain information about you. Our purpose in doing this is to provide the best possible quality of service. ISSI will keep this information secure and private. We will share information that you want us to share only with the people we have permission to share it with. We will review and update our Consent to Collect information forms every year.

Your Personal Rights

Every person has rights that no one can take from them. This is part of being a citizen of our community, our country, and other countries. ISSI has a policy that ensures that every person has these rights. We will remind you of these rights every year when we renew and agree on your Support Plan with you. It is important that you and your family and friends know these rights and can talk about them with someone at any time. You or your family need to feel free to tell us when you feel your rights are being restricted.

Your Personal Safety

Every person needs to feel that they are safe. This means that you are free from any kind of abuse or mistreatment. This can be things like someone hitting you, touching you in a way you do not want, speaking to you in a way that is not proper, or mistreating you in

any way. We want to ensure that these things do not happen but also that you are not afraid that they *might* happen. We want to help you to be educated and empowered so that you know what to do if you feel that you are not safe. We want to make sure you feel comfortable to talk to someone about your concerns and that you are not afraid to do so.

Service Satisfaction

Every year we will ask you and/or your personal advocates if you are satisfied with your services. This is so that we can improve our support services to you and to other people in general. We welcome expressions of service satisfaction at any time. It is important to make sure that you find ways and that you have people to be able to talk to anytime about this.

Reviewing Your Services

ISSI wants to ensure that your services are reviewed with you at least once a year. This means making sure that you are a part of the support planning process, that your voice is being heard, and that you are in agreement with the services you are receiving. We can do this at any time with you but will plan to do so on the date we have agreed upon in your Support Plan. This review includes talking about the items we have listed above and looking at the goals we have made together in the Support Plan and agreeing about new goals.