

Ingersoll Support Services Inc.

Policy: Initiating/Terminating the Support Relationship

Policy # S 1
Section: Services

Approved by the Board of Directors: March 19 2009
Procedure Revision: November 11 2016
Review Date: November 11 2017

Ministry requirement - yes

Ingersoll Support Services Inc. responds to requests for service by offering initiating referrals to other community-based agencies, including centralized access mechanisms.

Procedure:

Initiating the Support Relationship

1. Where the request made is for new services, referral is made to Developmental Services Ontario to determine eligibility as according to the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act.
2. Where the request is for the extension or modification of existing services or for an approved new service, then the request can be made in writing or verbally to the Executive Director or their designate. Any person with a developmental disability, and/or family, friends and advocates may make a request for support services. Where the person with a developmental disability and their family, friends and advocates disagree, the wishes of the person with a developmental disability shall be taken into consideration first and foremost.
3. The Executive Director, in consultation, will determine if the necessary and approved funds are available with which to provide the supports. The Executive Director or designate will determine with the person, and family, friends and advocates the support required and provide information about support provision or other support alternatives available in the community.
4. The person and/or family will be made aware of the mission and Principles of Service of Ingersoll Support Services. A new service relationship will include an orientation to the organization and its service cycle.
5. In the event of funds being unavailable, referral to an advocacy or community organization can be made at the request of the person.

6. It is expected that a document reflecting the person's goals and dreams (Support Plan Agreement) will be formalized within 3 months of continual support but work will begin immediately through supporting documents such as Communication Assessments, Support Plan Assessment, Assess Access Documents and daily logs. These documents are useful in determining what level of supports are required for assisting someone in their daily living and in achieving their goals and dreams. ISSI utilizes an MCSS sanctioned Support Plan Agreement and a Support Plan Assessment as the basis for funded services. Please refer to policy # S 2 Development of Individual Support Plans.
7. If requested, Ingersoll Support Services can assist in the development of a Life Plan, although it is preferable that assistance be sought outside of the agency to avoid conflict of interest. A Life Plan is a personalized, long-term expression of one's vision including, but extending beyond services.

Terminating the Support Relationship

1. The support relationship may be terminated at the request of the person, their family, friends and advocates. The wishes of the person will be considered first and foremost. Follow-up appropriate to each person will be carried out. ISSI will request that an exit survey be filled out by appropriate persons to assist in developing future supports within the organization.
2. Support may also be temporarily delayed, suspended or terminated if the Service Agreement is not agreed to and signed.
3. In the event that Ingersoll Support Services is unable to continue providing support, information and referrals with respect to alternatives will be provided to the person, their family, friends and advocates.
4. With approval of the Ministry of Community and Social Services and centralized access mechanisms, every attempt will be made to transfer funds designated to that person.
5. When the transfer of such funds significantly impacts other people accessing services through Ingersoll Support Services, a minimum of 6 months notice will be required for the transfer of funds to take place.