

## Ingersoll Support Services Inc.

### **Policy: Development of Individual Support Plan Agreements**

**Policy # S2<sup>1</sup>**  
Section: Services

Approved by the Board of Directors: *Sept. 22 2011*  
Procedure Revision: November 11 2016  
Review Date: November 11 2017

Ministry requirement –  
**QAM II.5-**

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*ISSI will develop an individualized Support Plan Agreement, to be reviewed annually, that describes the support provided under the Support Plan Assessment document and any other relevant assessments or documentation. ISSI will assist in the development of or the facilitation of a person-directed Life Plan where desired by the person and their family.*

#### **Procedure:**

#### **Format:**

1. The individual Support Plan Agreement is a process that takes the format of a needs-based Support Plan, with specific features. The Support Plan Agreement reflects and states the agreement between parties in regard to the provision of services.
2. When the person receiving support desires a more long-term visioning and planning process, the agency will assist the person in finding an apt facilitator of a Life Plan. This is different from the agency individual Support Plan Agreement. Either of these two planning processes can be considered to be self-directed or person directed.
3. All employees are expected to have a good understanding of the underlying values of planning, and the contents of the individual Support Plan Agreement.
4. ISSI acknowledges that people seeking support have the right to make informed choices about their present situation and to determine their future. This includes the right that each person has to take risks as part of their life experiences.
5. It is the responsibility of ISSI to satisfy itself that the person or their legal designate is making an informed choice based on the best information possible and the examination of possible outcomes of those choices.

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<sup>1</sup> Policy S2 includes Policy S3 rescinded in April 2012

6. Where it is apparent that the person does not agree with their family and friends regarding the personal needs, goals and aspirations identified, ISSI may have a role in mediating. The wishes of the person are considered primary.

**Features of the Support Plan Agreement** (as per the Quality Assurance Measures Regulations II.5):

1. An individualized Support Plan Agreement will be developed for each person who receives services and supports from the agency that addresses the person's goals, personal preferences and support needs.
2. The individual Support Plan Agreement is reviewed at minimum annually with the person and any persons acting on their behalf and is updated as necessary. Personal goals are reviewed and tracked on a monthly basis using Goal Tracking/Monthly Review Sheets within the Support Plan Agreement.
3. The agency will ensure that the person is supported to participate as fully as possible in the development and annual review of their individual Support Plan Agreement.
4. The agency will base the individual Support Plan Agreement on information contained in the application form, the Support Plan Assessment, and other relevant clinical assessments if supplied by the application entity.
5. The Individual Support Plan Agreement will also include:
  - a) the type of support provided by ISSI (24 hours a day, Supported Independent Living, Day Services, etc.) and areas in which ISSI provides support (financial management, medications, etc.);
  - b) names of those who the person supported would like to receive a copy of the Support Plan Agreement;
  - c) date of next annual review;
  - d) the persons who were involved in its development and their relationship to the person supported;
  - e) a dreaming section which includes topics of conversation to draw out conversation and potential goals of the person. These areas include People In My Life, Routines Around My Home, Communication, Accessibility, Community Involvement, Gifts Talents and Abilities, Recreation and Leisure and Physical and Emotional Health;
  - f) measurable outcome focused goals of the person, both short term and long term;
  - g) activities to support the goals and the persons responsible for implementing the actions and specific dates for completion;
  - h) goal tracking/monthly review sheets for each measurable outcome focused goal;

- i) the specific funded services and supports that are to be provided to the person;
- j) the manner in which services and supports are to be provided (individual, group/shared, intensive supports);
- k) amount of allocated resources; and
- l) schedule of review summary for all documents that are to be reviewed on an annual basis with persons supported.

### **Seasonal Review:**

1. The Support Plan Agreement will be reviewed and updated at least annually, or as is required, and reported on monthly in the form of the Monthly Report, both written and verbal, to the Team Meeting and through Goal Tracking/Monthly Review sheets within the Support Plan Agreement. As well, ISSI will track goals set and goals met through a yearly tracking sheet to determine which areas we consistently assist people in achieving their goals and in which areas there is a need for growth and development so we can use results in future planning for quality improvement.
2. An Annual Review of the plan will take place with the person and their social network. It will include:
  - a review of the previous year's goals and accomplishments;
  - a service satisfaction review, review of mission statement and service principals;
  - a reflection on any changes in support needs or movement regarding independence;
  - a renewing of the Support Plan Agreement;
  - a review of Personal Rights and Responsibilities, and training in Abuse Prevention Education;
  - information regarding privacy and confidentiality including the purposes for information collection;
  - updating of personal and file information such as Individual Profiles, Behaviour Support Plans, Bathing Protocols etc.;
  - a renewing of releases of information including the consent for the use of images.