

Core Practices



Wellbeing



Rights & Responsibilities



Contribution & Growth



Inclusion



Connection



Voice



Self-Assessment Workbook



Preview/Sample only

Introduction

This self assessment workbook is designed to help organizations reflect on and measure the systems and practices present in their services against the [Leading Practice Guidelines](#) (LPG). The Leading Practice Guidelines capture the current understanding of best practice for organizations striving for excellence in services and supports to adults labelled with intellectual disabilities. These guidelines represent the outcomes and practices that organizations must work toward to enhance and improve services.

The Leading Practice Guidelines have been developed to outline the current consensus on leading practice in service delivery. The expected outcomes are:

- Increased quality of services
- Better consistency of services
- Better outcomes for people
- Shared vision and road map for service delivery
- Competent, stable, confident workforce
- Increased confidence in services

The Leading Practice Guidelines rely upon the following principles and values:

- People are respected and treated with dignity;
- People belong, contribute and are included within their neighbourhood, communities and workplace;
- People exercise rights and responsibilities as outlined in current human rights code, law or convention;
- People receive responsive, timely personalized support;
- People have the supports to achieve overall wellbeing and fulfill their potential;
- People are seen, heard, known and valued;
- Families and support networks are valued and respected;
- People have choice & control and design lives of their choosing;
- People have the material and social capital to pursue and achieve their dreams and goals;
- People receive quality services defined and directed by the person that enables full inclusion and citizenship;
- People enjoy continuity and stability of services and supports.

Throughout this document, the word “guideline” is used as a collective term to describe both the outcomes and the statements which sets out the systems and practices that should be present within organizations.

Not every guideline will apply to every service depending upon if the organization provides temporary or ongoing supports, residential, clinical, respite, or employment supports, etc.

These guidelines do not replace or remove the need to comply with other legislation, regulations, codes and policy which sets out requirements for the provision of services. Organizations should continue to follow existing legislative requirements and best practice guidance which applies to their particular service or sector, in addition to striving to provide services in alignment with these guidelines. The guidelines should be used to complement the relevant legislation and best practice to support organizations to ensure high quality care and continuous improvement.

Each guideline covers common elements in each outcome area. In order to provide high quality services and to deepen practice in any particular area, an organization must consider:

- Expectations & Commitment - Do they have a statement of commitment and expectation that clearly outlines what they expect in their systems and practices?
- Communication & Information - Have they given the required knowledge and tools to all stakeholders including people served, their families and support networks and staff?
- Practice & Follow through - Is there a practice of follow through on stated expectations throughout the organization?
- Measurement & Monitoring - Do they have a system of monitoring and measuring whether they are having the impact that was desired?

This workbook guides organizational leaders and stakeholders through the process of assessing what is in place and what more is there to do.

Please note: The guidelines are recommendations for practice. They do not stipulate or propose a single correct approach for delivering services or managing all situations. Decisions regarding specific services, support or clinical approaches require individualized considerations that are the ultimate shared responsibility of people served, their families and support network, service providers and professional health care providers. Leading practice guidelines can change over time as we learn and grow and thus will require ongoing attention and revision.

Using this Workbook:

This workbook is organized around the seven sections of the Leading Practice Guidelines. These outcomes arose from province-wide consultation on what makes up a good life and what is needed from service providers to facilitate this type of life. Each outcome area generally has several guidelines which in term may have a number of recommended practices to consider.

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This self assessment process should be done by employees and stakeholders at all levels of the organization to ensure there is a wide range of perspectives and experiences to shape the assessment. This can be done individually or as a group.

Each outcome area starts with a section that highlights a **recommended practice** from the Leading Practice Guidelines.

Next there are **questions to ask yourself**. Questions that you as senior leaders and staff within the organization want to contemplate, reflect on, and look for evidence to inform your answers.

These are followed by **questions to ask others**. These are questions that you want to explore with your key stakeholders – the people you support, their families and your community partners.

The next section identifies some of the hard **evidence** that should be present if you are fulfilling all the elements of the recommended practice.

Whether you find this hard evidence or not, you may wish to consider how you may track your progress in this area. The next section labelled “**Indicators/Data to track your Progress**” outlines possible data sources or indicators that you might consider. These are not mandatory but offer methods for you to follow your progress as you work on your systems and deepen your practice in this area.

Indicator data is a tool to help you understand the impact you are having and whether the changes you are making are having an effect. Indicators are suggested that might help you understand the current snapshot in order to compare over time. Data is something that is never

all good nor all bad, it is something you want to be curious about. You want to ask yourself what is behind the changes that you are seeing? What should we do now, to make the numbers go in the direction we want?

For each recommended practice, you are prompted to consider a numerical rating from one to five, with one meaning that there is no evidence of the recommended practice and five meaning that all elements are evident and fulfilled.

When considering your **self rating**, reflect on whether all elements of the recommended practice are fully and completely realized or perhaps only somewhat implemented or just started? Remember the important part of this process is the identification of what more is possible, as with that knowledge your organization and its services can improve.

Does not meet guideline

Fully meets all elements



Keep in mind that the Leading Practice Guidelines represent best practice, a North star of sorts! This means that meeting all elements takes significant effort year over year and organizations may find that they have much to do.

At the end of each outcome area, you are asked to reflect on what you have learned in your self assessment of your systems and practices in this area and identify **three top actionable steps** to improvement.

While the self assessment follows the order of the Leading Practice Guidelines, there is no requirement that you start at the beginning and work your way towards the end. If there is a particular area that you want to assess and focus on, feel free to move directly to that area. That being said, the natural flow of the Leading Practice Guidelines takes you from more foundational practices towards those that are less typically achieved or present so starting at the beginning can have some advantages.

Working your way through the self-assessment can be daunting and overwhelming and you may wish to consider tackling bite-size chunks over time. Remember that progress is an ongoing journey in which positive change is a long game. Just keep going!

The workbook is paired with Excel worksheet in which you can log your scores and action steps. This workbook also contains a full list of the questions you may want to ask yourself or others to ease the process of creating surveys, focus group or interview questions, should you decide to gather feedback in this way. Likewise, there is also a full list of possible indicators available for reference as opposed to hunting through the workbook.

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Core Practices

While the Core Practice section within the Leading Practice Guidelines address areas of sound business practice, they are not meant to be an exhaustive and comprehensive resource regarding excellence in business operations.

Core Practices



For the purposes of these guidelines, we have focused solely on organizational or management processes and behaviors that are imperative specifically to best practice in supporting people funded through CLdS as opposed to the activities and standards that would be common to all organizations and businesses.

It is assumed that at minimum, organizations comply with any and all legal or legislative requirements, regulations, contractual obligations, rights of the person served, ethical business conduct, and fair, non-discriminatory employment practices.

The Core Practice section includes:

- Governance & Management
- Accessing, Using & Exiting Services
- Quality Measurement & Improvement
- Human Resources
- Financial Management
- Risk Management



Governance & Management Practices

Recommended Practice

1.1 - Mission, vision, & values for the organization have been identified and are used to guide decision making and the work of the organization.

The organization has a mission, vision and values that promotes and maximizes personal outcomes, reflects leading practice, and is regularly reviewed. While each organization's mission, vision and values will be unique, the content should:

- Promote and enhance a positive, strength based image of people served;
- Shape services and supports around the needs, wishes and desires of people served and their communities;
- Reflect a social model of disability. This means we seek to change societal barriers to promote citizenship as opposed to changing people with disabilities;
- Protect, promote and enable people's rights, responsibilities and citizenship.

Additional details on what this looks like can be found here:

<https://www.abilitiesmanitoba.org/resources-and-information/leading-practice-guidelines/guideline/1/governance-management-practices>

Questions to Ask Yourself

Is our purpose, vision and the way we want to be together clear, documented and well known?

Do we as leaders reference, name and discuss our mission, vision and values when we are making decisions?

Do our guiding documents use positive, rights-based language that enhance the image, outcomes and inclusion of people served?

Questions to Ask Others

What do you understand about our organization's purpose and vision?

What values do you see in action everyday within the organization?

As a stakeholder of the organization, did you learn about the mission, vision and values during your orientation? Did you hear about them after that?

Evidence to Look for

Mission, Vision and Value documentation – (note: these may have different labels, but we are talking about the words that guide your organization’s work).

Indicators/Data to track your Progress

Data from surveys of board members, staff and stakeholders can provide valuable data about whether the mission, values and vision of the organization are well known and understood within the organization and whether these items guide its work.

Consider surveys, focus groups, new employee interviews or exit interviews as staff leave to collect insights.

Self Rating

Based on what you learned about your systems and practices in this area, give the organization a rating. Enter this rating in the Summary Worksheet.

Does not meet guideline

Fully meets all elements





Recommended Practice – Governance & Management cont'd

1.2 - The organization has a Board of Directors (BOD) that is diverse and includes people who receive services and family representatives.

The organization has a Board of Director or governance structure that is:

- Accountable, ethical and transparent;
- Diverse and representative with expertise and perspectives in a variety of areas;
- Open, positive, and constructive;
- Free from conflict of interest;
- Concerned with the stability and continuity of services;
- Orientated and informed;
- Regularly updated on financial, human resources, service delivery, and legal issues.

Additional details on what this looks like can be found here:

<https://www.abilitiesmanitoba.org/resources-and-information/leading-practice-guidelines/guideline/1/governance-management-practices>

Questions to Ask Yourself

Does our Board reflect our community and stakeholders?

Does the Board composition include diverse perspectives and life experiences?

Do Board members have the range of skills, talents and perspectives that we need?

Have we managed any perceived or real conflict of interest issues appropriately?

Is the Board orientated well and kept informed of important information?

Questions to Ask Others

What do you know about who is on the Board of Directors of the organization? Does the BOD reflect your community?

How do you shape the decisions of the organization?

Evidence to Look for

Board of Directors listings and biographies

Board of Director minutes

Indicators/Data to track your Progress

of BOD with lived experience of disability

Self Rating

Based on what you learned about your systems and practices in this area, give the organization a rating. Enter this rating in the Summary Worksheet.

Does not meet guideline

Fully meets all elements





Recommended Practice – Governance & Management cont'd

1.3 - Management systems and core policies are defined, documented, communicated & monitored. The organization's structure, policies and practices are flexible yet provide structure that supports a focus on people served and their outcomes.

The organization's management systems are clearly documented and defined, communicated and shared with staff and stakeholder. Organizational structure and processes promote continuity and succession planning and are monitored regularly to ensure that they function in the manner in which they are expected to.

The organization has policies that clearly articulate expectations of staff. A clear focus on services centred around people and what they want. Mechanisms to discover and document what people served want are in place.

Core policies and structures are in place to ensure the ethical, effective and efficient operation of the organization. These include (but are not limited to):

- Conflict of interest
- Ethical codes of conduct
- Prohibition of & reporting of wrongdoing
- Whistleblower policy
- Selection, structure, orientation and evaluation of the board of directors and its members
- Ethical research practices
- Confidentiality
- Communications/social media
- Fundraising

Additional details on what this looks like can be found here:

<https://www.abilitiesmanitoba.org/resources-and-information/leading-practice-guidelines/guideline/1/governance-management-practices>

Questions to Ask Yourself

Do we have all key policies in place?

Are these policies and the expectations that come along with these policies well communicated to our staff and stakeholders?

Do we have a way to monitor whether our policies are being followed?

Do our systems help or hinder people from living their self defined lives?

Do staff spend unnecessary time due to our systems that could better be spent supporting people served?

Questions to Ask Others

How do you learn about policies and expectations of staff in the organization?

Evidence to Look for

Documented policies

Communication of policies and expectations

Orientation and training records on policy requirements.

Indicators/Data to track your Progress

of grievances, complaints requiring executive level intervention

Self Rating

Based on what you learned about your systems and practices in this area, give the organization a rating. Enter this rating in the Summary Worksheet.

Does not meet guideline

Fully meets all elements





Recommended Practice – Governance & Management cont'd

1.4 - People receiving services and their families play meaningful leadership and decision-making roles within the organization.

People receiving services and their families serve on committees, groups and forums within the organization in which they are able to shape and provide feedback on the operation of the organization.

Additional details on what this looks like can be found here:

<https://www.abilitiesmanitoba.org/resources-and-information/leading-practice-guidelines/guideline/1/governance-management-practices>

Questions to Ask Yourself

Do people serve and their families play meaningful roles in decision making forums and processes.

Do people we serve shape our policy, plans and activities in robust, authentic ways?

Questions to Ask Others

How do you influence what happens in the organization? Do you feel you can change policy, plans and activities that the organization does? How do you make change?

Evidence to Look for

Terms of Reference for standing committees and working groups include people served and families are part of required membership.

Membership records for regular decision making/informing forums and groups

Indicators/Data to track your Progress

of policies revised/developed with the robust involvement of all stakeholders (people served, families, DSPs)

of decision making/informing forums and groups that people served actively participate in

of decision making/informing forums and groups that family members actively participate in

Self Rating

Based on what you learned about your systems and practices in this area, give the organization a rating. Enter this rating in the Summary Worksheet.

Does not meet guideline

Fully meets all elements





Recommended Practice – Governance & Management cont'd

1.5 - The organization regularly undertakes strategic planning to ensure that its mission and the expectations of people who receive services are translated into a plan of action that is shared and monitored.

Strategic planning is undertaken regularly, involves people served and is shaped by their expectations. It takes into account financial and political realities, based on risk assessment and analysis of quality measurement results. The finished plan should be shared, communicated, measured and evaluated towards progress.

Additional details on what this looks like can be found here:

<https://www.abilitiesmanitoba.org/resources-and-information/leading-practice-guidelines/guideline/1/governance-management-practices>

Questions to Ask Yourself

Do we have a current strategic plan? Who informed this plan? How did people served and their families contribute to the process?

What progress have we made towards our plan and goals? Are we on track? How do we know?

Questions to Ask Others

How did you contribute to the organization's strategic plan? Do you know what is in the strategic plan? How do you feel about the organization's strategic plan?

Evidence to Look for

Strategic plan, process and feedback from people served and families on what they hope for in a strategic plan.

Indicators/Data to track your Progress

of people served who were consulted during last strategic plan

of family members who were consulted during last strategic plan

Self Rating

Based on what you learned about your systems and practices in this area, give the organization a rating. Enter this rating in the Summary Worksheet.

Does not meet guideline

Fully meets all elements



Top Three

Identify three actionable steps that would enhance your systems and practice in this outcome area:

1.

2.

3.

Wellbeing

Wellbeing



Our sense of wellbeing is central to our quality of life and crucial to unlock higher level achievements in life. This section covers systems and practices that must be in place to support these foundational outcomes for people you serve.

The Wellbeing section includes:

- Freedom from mistreatment, abuse, neglect and exploitation
- Health Care Support
- Clinical Services
- Medical Emergencies
- Medication Support
- Self-Administration of Medication
- Training & Delegation of Nursing Function
- Positive Behavior Support
- Medication for Behavior Support
- Behavior Support Plans
- Personal Safety
- Creating Home
- Fun & Recreation
- Financial Wellbeing
- Meals & Nutrition
- Emergency Measures
- Mental Health
- Sexual Health
- Intimate Personal Care Support
- Aging & Dementia Supports
- End of Life Planning & Grief Support



Medical Emergencies

Recommended Practice

10.1 - The organization has a system of communication and information needed to respond to health emergencies. This includes ensuring the staff/caregivers have the knowledge and competence to respond and have access to health care information and plans for each person they support.

The organization provides training and instruction to staff related to responding to medical emergencies. This includes:

- The availability, content and location of health care information for each person served and the expectations of action during emergencies.
- When and how they contact emergency services, organizational leaders and the person's family/support network.
- Training on specific health care interventions as required (dependent on person's health and scope of service)

Further information on this guideline can be found here:

<https://www.abilitiesmanitoba.org/resources-and-information/leading-practice-guidelines/guideline/10/medical-emergencies>)

Questions to Ask Yourself

Are staff confident and knowledgeable about what is expected of them when a medical emergency occurs and know where to access required information specific to the person?

Do all staff and stakeholder know how to contact the organization in case of emergency?

Do all staff have the competencies to perform the specific health care interventions required by those that we serve. How is this monitored or renewed?

Questions to Ask Others

Do you have confidence that your support team has the knowledge and competence to manage emergency medical situations?

Evidence to Look for

Training and orientation documentation for staff on how to respond in medical emergencies and how to specifically support each person as required.

Indicators/Data to track your Progress

of hospitalizations

of emergency room visits/use of emergency services

Self Rating

Based on what you learned about your systems and practices in this area, give the organization a rating. Enter this rating in the Summary Worksheet.

Does not meet guideline

Fully meets all elements





Recommended Practice – Medical Emergencies cont'd

10.2 - The organization clearly explains its role and scope related to supporting medical emergencies as part of welcoming people into their services so that they are aware of what to expect and if there are any limitations to the service delivery. For example, some transportation, day or employment support services may have limitations to their scope of support related to health care. These must be clearly articulated so that the person and their family/support network are able to make informed decisions about how the service will meet their unique health care needs.

Questions to Ask Yourself

Are all staff, at all levels, clear on their role and scope of responsibilities related to supporting medical emergencies? Are there thresholds to what we will do and is everyone aware of these?

Do we communicate clearly our role and scope of supports offered in this area to all people we serve and their loved ones?

Do we assess this role and scope regularly to be sure that it is up to date and clear as new health needs may emerge?

Are we actively supporting those that we cannot adequately serve to advocate for services that do meet their health needs?

Questions to Ask Others

Are you clear on what the staff and organization can do for you to support your health? What would they do in a medical emergency?

Does this meet your needs? If not, what is being done to support you to find services that will?

Evidence to Look for

Documentation that outlines the role and scope of services offered (or not offered) by the organization. (preferably within a introductory brochure or some other documentation that would alert people to any limitations before deciding to receive services).

Indicators/Data to track your Progress

of people currently served whose health needs exceed the identified scope of health services offered

Self Rating

Based on what you learned about your systems and practices in this area, give the organization a rating. Enter this rating in the Summary Worksheet.

Does not meet guideline

Fully meets all elements





Recommended Practice – Medical Emergencies cont'd

10.3 - Where the organization is responsible for health care supports, proactive planning is recommended for people served who have conditions or illnesses that present a high potential to become a life-threatening situation or medical emergency.

Documentation of plans and expectations for staff should these situations occur assist them in confidently responding in a timely and knowledgeable manner leading to better outcomes. (see examples of conditions where proactive planning is recommended here:

<https://www.abilitiesmanitoba.org/resources-and-information/leading-practice-guidelines/guideline/10/medical-emergencies>)

Proactive planning should include input from family members/support network members regarding the situation(s) under which a medical emergency may occur and the action steps that the person and/or his/her SDM desire to be taken in a medical emergency.

Training on what to do in specific medical emergencies should be extended to family and close friends (and where appropriate other personnel from other support agencies) to ensure all feel competent to respond when spending time with the person.

Plans should be created with family/support network in collaboration with the applicable members of the person's health care team (nurse, nurse practitioner, clinical pharmacist, general practitioner or specialist and clinical consultants). Ultimately what is created should be approved by and shared with the health care team (with the person's consent).

Protocols for what to do in emergencies should be written in clear, jargon-free language and include:

- A brief and simple description of the condition or illness with the most likely life-threatening complications that might occur.
- How those complications may appear to an observer.
- Step-by-step instructions regarding the actions to be taken by staff and/or others to intervene in the emergency, including criteria for when to call 911 directly.
- List of emergency contacts with phone numbers.
- If appropriate, reference to whether the person has an advanced care plan or other end of life instructions and where these are located.

Location of plans or health care information takes into account the various locations and contexts in which support is provided.

Questions to Ask Yourself

Are plans in place for each person that we support that have conditions or illnesses that present a high potential to become a life-threatening situation or medical emergency?

Is the location of these plans known to those that support them? How do we monitor this?

Are people and their families included in the development of these plans in meaningful and authentic ways?

Do we include families or close friends in health training offered?

Questions to Ask Others

Do you (or your loved one) have a health condition that is likely to result in a medical emergency at some point? If so, were you included in the development of the plan on what should happen in this event?

Do you know where the information is kept? Do you think your staff know where this is kept?

Evidence to Look for

Documented plans on what to do in an emergency are in place for people with high risk health conditions.

Indicators/Data to track your Progress

of hospitalizations

of emergency room visits/use of emergency services

of deaths

Self Rating

Based on what you learned about your systems and practices in this area, give the organization a rating. Enter this rating in the Summary Worksheet.

Does not meet guideline

Fully meets all elements



Top Three

Identify three actionable steps that would enhance your systems and practice in this outcome area:

1.

2.

3.

Rights & Responsibilities

Rights & Responsibilities



While many of us in Canada take our rights for granted, due to centuries of historical discrimination and poor treatment of people with disabilities, it is critical that we proactively, promote and protect the rights of people we provide services to. Well meaning people such as professionals, staff and family members protect people from harm, but also shield them from the opportunity to exercise control over their lives. In this section, you will dig into how to truly honour, promote and protect people's rights and ensure they are clearly in the driver seat of their lives.

The Rights & Responsibilities section includes:

- Rights Protection and Promotion
- Rights Restrictions & Due Process
- Privacy
- Complaints & Grievances
- Accessibility
- Legal Support & Assistance



Rights Protection and Promotion

Recommended Practice

The organization actively protects, promotes and enables people's rights.

The organization clearly articulates its values and intention related to people's rights and this is widely shared with those receiving services, their families, staff/caregivers and the public.

People served and their support network (paid staff and family/friends) are taught about rights and responsibilities and the role that the organization has in facilitating them. This includes being good citizens, how choices and actions impact others, avoiding harm and respecting others and their property as well as exercising their rights in the community.

The organization regularly (at least annually) talks with the person and their support network about their rights, what they know about their rights, the extent to which any rights may be restricted, how these will be resolved or reviewed, and what support the person needs and wants to be able to exercise their rights.

People are supported to form advocacy organizations or join existing groups as they wish.

Additional details on what this looks like can be found here:

<https://www.abilitiesmanitoba.org/resources-and-information/leading-practice-guidelines/guideline/29/rights-protection-promotion>

Questions to Ask Yourself

How often does your Board, senior leaders and staff talk about rights? How knowledgeable are they?

Do our policies and communication demonstrate a commitment to protecting and promoting people's rights?

Do people served and their families understand their rights and responsibilities? Are there regular opportunities for people to learn about and practice exercising their rights?

Do staff and leaders respond appropriately when rights are being restricted?

Are people supported to exercise their rights, such as voting, advocating to government, privacy, daily choice and control, etc.)

Do staff understand their responsibilities surrounding protecting and promoting people's rights?

Questions to Ask Others

Are you aware of your rights and responsibilities and what the organization is prepared to do to ensure that people served have their rights protected?

Have you received training or information about your rights?

Evidence to Look for

Written policy/procedure/statement on the organization's commitment to rights protection and promotion.

Information about people's rights and responsibilities is available, is clearly stated in ways in which people can understand and is discussed regularly.

Documentation of the discussion/review/audit of the person's rights knowledge, restrictions, support needed and plans towards enabling full citizenship.

Training being delivered to people served about their rights and responsibilities and how to gain support for their specific needs in this area.

Training being delivered to staff/caregivers about the organization's commitment to the rights of the people served and their roles and responsibilities in protecting, promoting and facilitating full citizenship.

People are supported to exercise their rights. They receive and understand information about their rights, responsibilities and are supported to enact those rights. Stories of people exercising their civil rights, advocating against violations of their (or others) rights or demonstrations of 'good citizenship' are all evidence of this guideline in action.

The way in which staff and caregivers talk about people they support and what they do when confronted with rights violations or infringements provides evidence of this guideline in action. Their actions should be in compliance with legislation, organization policy and expectations and demonstrate a deep commitment to honour and promote people's human rights.

People receive an apology if things go wrong with their services, or their human rights are not respected and the organization takes responsibility for its actions.

People are satisfied with the supports they are provided regarding exercising their rights and responsibilities.

People know what to do if their rights are violated.

Indicators/Data to track your Progress

of people served receiving rights based training

of staff receiving rights based training

% of people served who have participated in a rights audit within the last 12 months

% of supports present in People exercise rights – Personal Outcome Measures® interview results)

% of supports present in People treated fairly – Personal Outcome Measures® interview results)

Self Rating

Based on what you learned about your systems and practices in this area, give the organization a rating. Enter this rating in the Summary Worksheet.

Does not meet guideline

Fully meets all elements



Top Three

Identify three actionable steps that would enhance your systems and practice in this outcome area. Enter these steps into the Summary Worksheet.

1.

2.

3.

Voice

Voice



For decades, people with lived experience who rely on long term services and supports have said “Nothing About Us Without Us” when it comes to human service system planning, implementation, and making improvements so people can experience equality, inclusion and the good life. Nothing About Us Without Us became the rallying call for the United Nations Convention on the Rights of Persons with Disabilities and it speaks volumes about the conviction that with the right support people can and must be involved in all discussions and decisions that affect them.

This section outlines the necessary supports that must be present if we are to ensure people are truly in charge of their lives. From the small decisions to the big ones, how do you ensure that people you serve are directing their supports?

The Voice section includes:

- Supporting Choice & Control
- Informed Choice & Decision Making
- Communication
- Supporting Culture, Language, Spirituality & Identity
- Person Centred Planning & Discovery
- Support Plan Documentation
- Dignity of Risk



Person Centred Planning & Discovery

Recommended Practice

The organization uses creative, flexible and inclusive methods to identify a person's strengths, needs, goals and aspirations. The planning process is driven and guided by the person.

The plan is based on an exploration of the persons' desired personal outcomes and needs and the goals and activities that would lead to the attainment of those outcomes. A timeline to achieve these goals and the people that are needed to help are part of the plan.

A person centred planning process is conducted at least annually. This process feeds updates to the Support Plan. A person centred plan is developed with each person in advance or shortly (~3 months) after service begins.

The organization monitors and is accountable for the commitments made during the planning process.

More detail on what this looks like can be found here:

<https://www.abilitiesmanitoba.org/resources-and-information/leading-practice-guidelines/guideline/46/person-centred-planning-discovery>

Questions to Ask Yourself

Do we consistently (at least annually) offer each person we support an opportunity to explore what they would like to achieve in the near future and what they need from us to facilitate those aspirations or goals?

Are we accountable for the commitments made during planning? How do we know? How is this monitored?

Are staff trained and competent in person centred planning and understand the expectations of follow up, evaluation and ongoing planning?

Questions to Ask Others

Have you had an opportunity to meet about and direct what you would like to achieve in the near future and what support you need to realize these goals?

Do staff and the organization do what they say they will do to help you meet your goals?

Can you change your mind or set new goals throughout the year?

Evidence to Look for

The organization has a written, consistent process on how it facilitates regular planning with people they support which is flexible enough to ensure that people can direct the process.

Written document is available that captures the planning process. These documents are live, dynamic plans that are referenced and updated regularly and shape the way that the organization provides services to people. See [Support Plan Documentation](#) for further details

The plan is documented and shared in an accessible format as directed by the person.

There is evidence of follow up and progress on expressed plans of people served.

Indicators/Data to track your Progress

of people with an up to date support plan with goals chosen by them

% of identified personal goals achieved (annual)

% of supports present in People choose personal goals (Personal Outcome Measures® interview results)

% of supports present in People realize personal goals (Personal Outcome Measures® interview results)

Self Rating

Based on what you learned about your systems and practices in this area, give the organization a rating. Enter this rating in the Summary Worksheet.

Does not meet guideline

Fully meets all elements



Top Three

Identify three actionable steps that would enhance your systems and practice in this outcome area:

1.

2.

3.