



BEHAVIOURS OF CONCERN

STANDARD 23 – LEVEL I MET

Individuals have support in relation to behaviours of concern

- P** 1 Staff can describe and give examples of the service provider's practices around unanticipated situations and/or behaviours of concern
- P** 2 Staff can describe and give examples of the service provider's practices for using planned positive procedures
- P** 3 Staff members who support individuals with planned positive procedures provide consistent descriptions of the procedures within the plan(s)
- P** 4 Staff can describe and give examples of the service provider's practices for using planned restrictive procedures
- P** 5 Staff members who support individuals with planned restrictive procedures provide consistent descriptions of the procedures within the plan(s)

Complex Support Needs

- P** 1 Staff can describe the crisis response supports available for unanticipated behaviours or situations of concern
- P** 2 Staff can describe how they implement their training in their support of individuals with complex needs

Comments for Level I Standard 23

Supported Lifestyles supports individuals receiving service in relation to behaviours of concern and has met the expectations of this Standard.

Conversations and documentation reviews reveal that all staff participate in mandatory training including Introduction to the Organization as a Whole; Positive Approaches and Restrictive Procedures; *Abuse Prevention and Response Protocol*; Lifestyle Planning; First Aid and CPR; NVCI; and Medication Administration. Commencing employees are expected to complete the mandatory training within the first month of their employment unless there are extenuating circumstances, in which case they are expected to complete their training within three months of employment.

Staff say that Supported Lifestyles' practices around unanticipated situations and/or behaviours of concern include using the least restrictive alternative when using a restrictive approach to address unanticipated behaviours of concern and utilizing a positive response as the first approach in response to challenging behaviour (e.g., redirecting, explaining things that are anticipated to occur).

Staff learn how to utilize positive behaviour supports and planned positive procedures. They say that the use of positive approaches is always the preferred means when addressing situations or behaviours of concern and that they seek to understand the reason behind the behaviour while respecting the rights and dignity of the individuals. They follow the protocols described on the individuals' profiles and they access the SAT consultants for guidance. The supervisors train staff on specific individual plans. Staff also review the individuals' profiles regularly at monthly meetings. When using planned behaviour supports, staff collect information in daily logs and this is summarized on monthly summary reports to show the trends in the target behaviours.



Staff say that they can consult with professionals (e.g., the Supported Lifestyles psychologist, SAT consultants, psychiatrists) to learn about strategies that can be incorporated into the planned positive procedures or planned restrictive procedures, and behaviour support plans must be developed in consultation with a qualified person and a team that addresses situations that are specific to the individuals' needs. The Therapeutic Advisory Committee (TAC) or the Therapeutic Review Committee (TRC) reviews the plans once the individuals and the guardians have approved them.

Comments for CSN Standard 23

Supported Lifestyles supports individuals with complex support needs and has met the expectations of the CSN Standards.

Staff can describe the crisis response supports, which are the established procedures that outline when and how positive and restrictive procedures are used and monitored when managing unanticipated behaviours or situations of concern (e.g., using redirection, providing positive approaches, maintaining space). If the procedures are not effective, staff would call 911 and notify the team leader or coordinator, or Crisis Response supervisors; there is always someone available to notify 24 hours a day.

Staff support individuals with complex needs by reinforcing positive behaviour (e.g., using praise, interacting with them, talking about their day, helping them plan their day in such a way that will prevent conflict). Staff discuss with individuals the strategies that are in their plans and on their profiles.

Commendations

Supported Lifestyles is commended for the numerous services it provides, which include staff with extensive expertise that provide psychological services or are SAT consultants with caseloads, the Crisis Response Team that aids in meeting the relief needs of individuals and their caregivers, and responds to individuals who are in crisis and/or require regular planned relief supports. In addition, the organization accesses other services, both internal and external, as needed.



HUMAN RESOURCES

STANDARD 24 – LEVEL I MET

Staff are supported through human resources

- P 1 Staff can describe the service provider's workplace rules for safeguarding and protecting its employees
- P 2 Staff access their personnel files
- P 3 Staff give input into discussions and decisions about their rights and responsibilities
- P 4 Staff indicate that effective communication mechanisms exist
- P 5 Staff are aware of their written roles and responsibilities, and indicate that these reflect their current duties
- P 6 Staff indicate that their workplace learning prepares them to succeed at their work
- P 7 Staff adhere to the service provider's code of conduct
- P 8 Staff indicate they are satisfied with the service provider's support to ensure that they succeed at their work

Complex Support Needs

- P 1 Staff indicate that the resources available to them are effective in enabling them to support individuals with complex needs
- P 2 Staff indicate that mechanisms are in place to effectively ensure the individuals' health and safety

Comments for Level I Standard 24

Supported Lifestyles supports its staff through human resources and has met the expectations of these Standards.

Conversations and documentation reviews reveal that Supported Lifestyles keeps staff aware of and informed about workplace rules. This helps safeguard employees as they engage in the workplace. All staff have access to the Policy and Procedure Manual, which is updated regularly, and staff say that they review all updates as they receive them. This manual contains information on providing services to individuals, information on administration, and information on personnel services. Staff participate in an orientation upon commencement, and all participate in mandatory and supplementary training. They also participate in monthly meetings with their supervisors where they can engage in conversations and receive coaching and feedback. They participate in risk analysis and in the development of Support Plans with the SAT and they also participate in Lifestyles Planning meetings where they are invited to contribute their ideas for planning and goal setting. Other opportunities for providing input are afforded to them when they complete a pre-evaluation and later meet with their supervisors during their performance reviews annually or at the end of their probationary period. On a day-to-day basis staff can approach any supervisor or coordinator about any matter that concerns them.

Staff say that they can make arrangements by contacting the coordinator or Human Resources staff to see their personnel files.

Staff say that they have up-to-date written job descriptions that reflect their current roles and responsibilities, and reflect their current duties. They say that they are comfortable with discussing



their roles and responsibilities with their supervisors at any time or as part of their performance reviews. Their roles and responsibilities are developed, reviewed, and revised as their responsibilities change.

Staff indicate that their workplace learning prepares them to succeed at their work. Staff are required to complete mandatory training and have participated in additional training including attending conferences such as the ACDS Spring conference and taking Human Resources Training (i.e., to learn how to conduct interviews and do scheduling), going to numerous workshops provided by Supported Lifestyles, and taking other supplementary training.

Comments for CSN Standard 24

Supported Lifestyles supports individuals with complex support needs and has met the expectations of the CSN Standards.

Staff indicate that there are mechanisms in place to effectively ensure the individuals' health and safety. These include having access to professionals such as psychologists and psychiatrists whenever needed, to the SAT, to in-house psychology services, to the Crisis/Relief Support team, and to staff who meet the qualifications of behaviour specialists. They also have Supported Approach Guidelines that assist teams with understanding the process used at Supported Lifestyles to respond to unanticipated situations or behaviours of concern. These guidelines are intended to help teams recognize when a planned approach is necessary in the face of anticipated situations or behaviours of concern, and they include a framework for development and implementation of planned approaches (support plans) and outline a process for ongoing monitoring, review, and evaluation of these approaches. This includes reviews by the SAT consultant and psychologist or service area designates before going to the individuals or guardians for consent. There is also the TRC or the TAC that review the Supportive Approach Guidelines and provide input.

Other resources include opportunities for employees to participate in Critical Incident Debriefing/Information Sharing and this provides employees with vital information and support during and following any crisis situation (e.g., abuse allegation, investigation of wrongdoing, severe individual injury or death, workplace violence, sexual harassment) in which they are directly or indirectly involved. Staff participate in monthly staff meetings that include discussions on specific issues and concerns that individuals are faced with. Also noteworthy is that team leaders work directly in the homes, alongside the front line staff. There are on-call supervisory personnel and procedures for applicable service areas, such as residential and career, that are available and have an established emergency on-call process designed specifically to meet the requirements of the service area. The on-call personnel go to the site for any of the following situations: community situations; police or paramedic involvement for an individual; staff work-related injuries; when an individual is missing; abuse allegations; death of an individual; emergency evacuation; and staff needing emotional support for a challenging situation. Staff say that these mechanisms are vital to improving safety and the quality of the individuals' lives.

Commendations

Supported Lifestyles is commended for providing excellent mechanisms and having the expertise of psychologists, coordinators, directors, and supervisors, as well as the Human Resources Director and the Executive Director, who make themselves available and are trained to assist staff whenever necessary, and for always responding to challenges and concerns through an effective 24-hour response system.