

6. Now What ?

If you play as I do, the game never ends
Stan Makita

What Happens after the Individual Service Planning is Completed?

Once the main planning processes have been completed, and the needed services and funding have been approved, the next step is to actually begin providing supports and services to the individual.

This may include assisting an individual move to a new residence, hiring and meeting staff, setting up new patterns and routines, and adjusting to a new job or attending college. In essence, after planning, people get on with their lives.

It is important to remember however, that PDD services cannot be provided until after the individual's 18th birthday.

It's also important to remember that planning with your child about their dreams, goals, interests and day to day life, in some ways, never ends.

While the initial round of person centered and individual service planning, done as a child approaches his or her 18th birthday, will try to address important areas of your child's life, the planning process can resurface whenever there are changes in his or her life, circumstances, or interests.

As supports are provided, further requirements may emerge, or supports that were initially thought as needed, may no longer be required.

Throughout the next phase of supporting your child, there will be an ongoing process of

making service and support adjustments and responding to changes in the person's life, circumstances, desires or needs.

Service monitoring and accountability

As services begin to be established and provided, an important task is to monitor those services to ensure they do actually meet each individual's needs and that they are assisting each individual in achieving his or her goals.

Excellence is the gradual result of always striving to do better
Pat Riley

Monitoring supports and services can be most effective through the joint effort of the individual, family, service provider and PDD Community Supports Coordinator.

There are a number of formal and informal mechanisms for monitoring services:

- CET surveys are done with service provider every three years
- Family/Guardian Satisfaction surveys are conducted every two years
- Individuals can express their views about the supports they are receiving at any time. This can be to the direct care service provider or to the Community Supports Coordinator
- Families can have regular meetings with the service provider to review services and outcomes
- A service review is scheduled each year so that there is opportunity to ensure the services and supports continue to be as appropriate as possible.
- Individuals can use the *My Life Workbook* to assess a variety of areas of their life.

- Service providers have requirements for abuse prevention and reporting under the Protection of Persons in Care Act and the PDD Abuse Prevention and Reporting Protocol

The legislation is supplemented in PDD by the *Abuse Prevention and Reporting Protocol* which provides further guidelines aimed at preventing abuse and ensuring appropriate reporting.

My Life Workbook

The PDD Central Region Community Board supported self advocates to develop the *My Life Workbook*. This tool is based on the criteria set out in the Creating Excellence Together (CET) standards and can be used by individuals to assist in thinking about how various aspects of the individual's life are unfolding.

Most communities also have *My Life Workbook mentors* (individuals with developmental disabilities who have received training and practice in using the *My Life Workbook*) available to assist other individuals in using the workbook.

Contact a Community Supports Coordinator for more information about service monitoring and accountability. More information about the My Life Workbook and a list of available mentors is available at PDD Central Region website at www.pdd.org/mlb

Protection of Persons In Care

Legislation enacted by the Government of Alberta provides for preventing and reporting abuse of vulnerable people. This legislation includes processes for preventing and reporting abuse of individuals living in government run PDD supports (such as Michener Services) as well as other services provided to seniors and others in places such as Nursing Homes.