

### **POLICY: HOW WE OFFER SUPPORTS AND SERVICES**

Mains'l offers supports to people based on what is important to them, what is important for them, and the balance between important to/for the person. Getting to know someone is an ongoing process and we will use a variety of ways to learn about the person and their support needs. Supports offered are person centered, aligned with the identified needs, interests, preferences, and desired outcomes of the person receiving services.

All supports and services are provided within the boundaries of what is legal, safe, ethical, and are authorized to provide through contracts and individual service agreements.

### **PROCEDURE: HOW WE OFFER SUPPORTS AND SERVICES**

Once services have started, the person receiving services continues the discovery process with people they have chosen to support them. The process and procedure may vary, depending on the supports and needs of each person.

Mains'l employees are trained in offering person centered services. If at any time a Mains'l employee feels they do not have sufficient information regarding person centered practices, skills or tools, they are encouraged and expected to seek out a Person Centered coach. A list of coaches can be found on the Mains'l employee portal under Person Centered Thinking.

A variety of tools and skills are used to assist in recording the information learned, in order to develop a Support Plan. Tools/skills may include, but are not limited to: Matching Tools (to gain insight on what staff characteristics are preferred) and Discovery Tools (Important To, Importance For, Rituals and Routines, Relationship Map, Good Day/Bad Day, Communication Chart, Learning Log). These tools inform the person centered description (see Person Centered Description packet and forms.)

1. The person receiving services and Mains'l staff work together to develop a Personal Description of the person. Employees will document what they learned using the materials in the Person Centered Description packet within the first 30 days of starting services. Information discovered from this process creates the foundation of how supports will be offered. A one-page personal profile/description is created, based on the information learned (a snapshot of the person), and includes what's important to the person, what others like and admire about them, and how to best support them.
2. The person receiving services and their support team, including Mains'l staff, work together to balance what is important to and for a person, and how to best support them. Information from existing support plans (i.e., Coordinated Service and Support Plan, Individual Service Plan, and Person Centered Plan, if available) is included in the Support Plan, which the manager will develop within the first 30-40 days of service. The Support Plan reflects what services and supports are offered, as well as how, when, and by whom the services will be provided.
3. Mains'l employees collaborate with the person receiving services when documenting information. This is to ensure the person has input into what is being recorded about them. The person has the right to not participate in this process, but it is recommended and is encouraged. This applies to all initial and ongoing recorded information gathered throughout the time the person receives supports from Mains'l.
4. If a Person Centered Plan is not already in place, the manager works with the support team to identify who is responsible to create the plan, as appropriate.

Throughout the year, the manager, along with direct support staff and other key people, collaborate on how to best meet the persons' identified needs, interests, preferences and goals. The person's Support Plan is

updated when needed, at minimum annually, based on the discoveries from conversations and changes in what is important to and important for the person.

### **Ongoing Collaboration and Conversations**

Mains'l values collaboration and partnerships when offering supports. We have ongoing conversations with the person receiving services and their support team, to continually learn about the person and their changing preferences, needs, and personal goals and outcomes. The process of "Nothing about the person, without the person" is maintained to the greatest extent possible.

Personal outcomes and goals are reviewed with the person receiving services on an ongoing basis, and at least every six (6) months. The Support Plan is updated as needed to reflect any changes, and support team members are notified as progress and changes occur, when applicable. Learning logs may be used to assist in using innovative, creative ways to overcome barriers or enhance the supports offered.

Meetings are scheduled throughout the year, as requested and/or needed. Meetings are scheduled by the manager and/or the person and their support team, and are held at the person's home, or another place determined by the person and their support team.

1. Mains'l encourages a face to face meeting with the person receiving services and their support team within the first 30-45 days of starting services to review how things are going and to ensure all documentation Mains'l has created is acceptable to the person and their support team. While the person can choose to not have a face to face meeting, we strongly encourage this practice.
2. See Meeting Checklist (by service and meeting type) for a list of documents to be reviewed and/or completed prior to the meeting, at the meeting, and after the meeting.
3. The focus of all meetings is to continue to address what is important to and for the person. The person receiving services and the team talk about what's working and what's not working, what has been tried, and share ideas for better support delivery. The person receiving services is coached and encouraged to lead the meeting. They are also asked to assist in creating the agenda, including areas they want addressed (or do not want addressed) at the meeting. Person-centered skills and tools are used to assist the person in creating the agenda, as well as facilitating the meeting, as desired.
4. Meetings may begin by an opening round. A relevant positive question may be asked for all members to respond, i.e., "What is one highlight from the last year (week, month, etc.) you can share with the group?" or "What is one thing you like or admire about the person?"
5. If a person centered plan has been developed, the team reviews and updates as desired. If a plan has not been created, the manager works with the support team to identify who is responsible to create the plan, as appropriate.
6. The person receiving services, if so desired, follows the agenda and then reviews the most recent Support Plan, telling the group if changes are needed. The manager helps facilitate as needed.
7. The manager requests the person or appropriate team member to sign all documents, as required, listed on the Meeting Checklist.
8. The team identifies next meeting date/s and how often they want to receive written updates and reports, as appropriate.

### References

Person Centered Description packet  
Matching and Discovery Tools  
Meeting Checklist (by service and meeting type)  
Support Plan