



## Sample Completed Action Plan

Service Provider's Name: ABC Services  
 Name of Regional PDD Designate: Will Right  
 Date Started: June 15, 2004  
 Date Completed: December 20, 2004

Std #	Indicator rated Not Present (Describe)	Reason Indicator was Not Present (From report comments)	Proposed Action (What & How)	By Whom	By When (w/in 6 mths)	Success Indicator (Its met because...)
<b>Quality of Life</b>						
Quality of Life: <b>Standard 4</b>  Individuals are treated with dignity and respect	If personal care is needed, someone the individual indicates she feels comfortable with provides the care	Individuals/guardians indicate that staff do not consistently recognize the individuals' need for privacy.	<input type="checkbox"/> Provide individuals with a choice of which staff (who provide their personal care) they feel comfortable with. <input type="checkbox"/> Provide staff with options on if they wish to work in areas where personal care is required. <input type="checkbox"/> Train staff on how to ensure that privacy is respected when assisting individuals with their personal care. <input type="checkbox"/> Provides in-service sessions to staff on individual rights and privacy.	<input type="checkbox"/> Residential Supervisor <input type="checkbox"/> Education Coordinator <input type="checkbox"/> Frontline Staff	Training to be completed by Sept 30/04	Individuals and/or guardians express satisfaction with the staff that provide assistance as well as with the manner in which it is performed.  Staff are educated about privacy and can describe steps they take to protect it when providing personal care.
Quality of Life: <b>Standard 5</b>  Individual's rights are upheld	If his rights have been restricted, this has occurred with his full involvement, knowledge and informed consent.	The agency has not reviewed plans or obtained informed consent for restrictive procedures	<input type="checkbox"/> Regularly review policy and procedures for restrictive procedures, and obtain informed consent from the individuals and guardians annually. <input type="checkbox"/> Ensure individuals receiving service are involved in the development of the restrictive plan and have provided consent.	<input type="checkbox"/> Agency Board <input type="checkbox"/> Management Staff <input type="checkbox"/> Frontline staff	Policy to be revised by Sept 7/04 Plans to be revised by Dec/04 Consent to be obtained at annual reviews	Individuals can confirm their involvement in the development of their behaviour support plan and have given consent, which has been documented.

## Quality of Service

<p><b>Quality of Service: Standard 20</b></p> <p>Individuals who choose to be employed or participate in productive or skill development/maintenance activities are provided with opportunities that meet their expectations (Scenario 4)</p>	<p>The service provider has given information about various activity options in a form that is meaningful to the individual.</p>	<p>Individuals indicate that they are not given opportunities to choose from a variety of options that are based on their preferences, and that they are not given information about activity options in a form they understand.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide individuals with a variety of options to choose from that are based on their preferences for activities.</li> <li><input type="checkbox"/> Investigate different presentation formats such as video, audio, pictorial etc. in order to provide individuals information about their options in a manner that is meaningful to them.</li> <li><input type="checkbox"/> Assess the individuals' satisfaction with their activities on a consistent basis and provide documentation that supports this.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Management</li> <li><input type="checkbox"/> Frontline Staff</li> </ul>	<p>Wider variety of options by July /04</p> <p>Develop new presentation formats by Sept/04</p> <p>Satisfaction surveys by Nov/04</p>	<p>Individuals say they are given a variety of option to choose from</p> <p>Pictures or hands on experiences are used to explain or show options.</p> <p>Individuals express satisfaction and continue to participate in chosen activities.</p>
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## Organizational Framework

<p><b>Organizational Framework: Standard 30</b></p> <p>The service provider has a process for responding to unanticipated situations or behaviours of concern</p>	<p>Staff can describe the service provider's procedures and guidelines for addressing unanticipated situations or behaviours of concern and can demonstrate how they practice them.</p>	<p>Staff are not able to consistently describe strategies for dealing with unanticipated situations or behaviours of concern.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide opportunities to regularly review the agency's procedures and guidelines for the use of restrictive procedures in crisis situations.</li> <li><input type="checkbox"/> Review possible scenarios at staff meetings and give opportunities for staff to reiterate their learning.</li> <li><input type="checkbox"/> Ensure that staff receive training in the use of positive and restrictive procedures in response to unanticipated behaviours of concern.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Management</li> <li><input type="checkbox"/> Frontline Staff</li> </ul>	<p>At monthly meetings by July/04</p> <p>Same as above</p> <p>Training to be completed by Dec/04</p>	<p>Staff can consistently describe procedures and guidelines related to the use of restrictive procedures, and give examples of when they are to be used.</p>
<p><b>Organizational Framework: Standard 38</b></p> <p>The service provider enacts policy and procedure regarding areas of employment.</p>	<p>The service provider has a policy requiring staff to disclose criminal convictions for which there has been no pardon, and a process for staff to do so.</p>	<p>The agency conducts a criminal record check upon hiring new staff but does not have a policy or process requiring staff to disclose convictions after their initial criminal records check.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Develop a policy regarding an ongoing mechanism for staff to disclose criminal convictions for which they have not received a pardon that they may occur after the start of employment.</li> <li><input type="checkbox"/> Ensure staff are informed of this requirement and know the process for making a disclosure.</li> </ul> <p>Review HR Policy and Procedures</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Agency Board</li> <li><input type="checkbox"/> Management</li> <li><input type="checkbox"/> Frontline Staff</li> </ul>	<p>Develop new policy by Sept/04</p> <p>Disseminate it to staff in draft form.</p> <p>Communicate it to staff by Sept/04</p>	<p>Policy is now in place requiring staff to disclose criminal convictions for which there has been no pardon.</p> <p>Disclosure forms are kept in the HR office and supervisors have them also. Staff know how to access them.</p>