

INDIVIDUAL PROGRAM PLAN

IS 1

INTENT

The agency is committed to client-centred, individualized service planning.

POLICY

Sunshine Coast Community Services Society gathers information regarding clients for the purpose of individual service and/or program planning as is appropriate to the level and nature of the services provided by the Society. Clients are involved in the Individual Program Planning process, where appropriate.

PROCEDURE

1. Individual program planning is program specific and outlined in program operating manuals.
2. Individual Program Plans will generally be based upon client's strengths, abilities, needs, preferences, desired goals, culture, relevant medical history, psychological information, social history, previous direct services and supports, assessments when available and other relevant considerations and factors. They will be developed with the involvement of the client and family when appropriate and will identify goals and measurable objectives, methods to be used to achieve the objectives, individuals responsible and how and when the objectives will be regularly reviewed. Individual plans will be revised based on the needs and satisfaction of the client served. Individual plans will reflect transitions from one program to another and to other service providers. Client needs such as assistive technology, reasonable accommodations, and health and safety risks may be included as appropriate. The plan will be communicated in an understandable manner to the person being served as well as to any individual(s) assisting with the implementation of the plan.
3. In the event that Sunshine Coast Community Services Society cannot provide the services that clients need or desire, the organization will refer clients to appropriate services and resources in the community and will co-ordinate the delivery of such referral services.

EFFECTIVE: Dec. 1, 2015	APPROVED BY: Executive Director	
REPLACES: April 1, 2014	MONITORING: Management Team	FREQUENCY: Annually