



Policy Supporting the Creation of an Individual Service Plan (Policy ISP)

1. Purpose

To ensure our clients are supported in making their own decisions, increasing their independence, and engaging actively in the community. Center for Achieving Independence (CAI) strives to help our clients grow confidence in these areas. An Individual Service Plan addresses each client's goals as he/she participates in our program.

2. Principles

- a) **Person-Centered Approach:** Services and support will be tailored to meet the unique preferences, needs, and aspirations of each client, based on information provided by the client and his/her family.
- b) **Inclusion and Participation:** Individuals will be encouraged and supported to participate in all aspects of community life, both within the program and in the wider community. CAI will make every effort to help connect clients with activities within his/her community.
- c) **Respect for Individual Choices:** This policy will affirm that each person has the right to make reasonable decisions about their own life and how they want to participate in our program. These decisions will be supported by all staff members and administrators.
- d) **Support for Skill Development:** CAI will provide opportunities to learn and practice skills that promote independence, such as personal and professional communication skills, self-advocacy, positive, safe decision-making skills, and problem-solving techniques.

3. Supports for Independence

- a) **Life and Career Skills Development:** Opportunities for skill-building in areas like money management, social skills, life skills (such as cooking and household chores,) and help with employment skills will be incorporated into our calendar.
- b) **Choice and Control:** Individuals will be given choices in how they engage in our program, including activities, interest areas, weekly schedules, and the level of assistance they receive from staff.
- c) **Self-Advocacy Training:** The program will offer training and resources to empower individuals to speak up for their needs, preferences, and rights.

4. Inclusive Environment

- a) **Accessibility:** Ensure physical and communication accessibility, such as wheelchair access and sensory accommodation.

- b) **Culturally Responsive Support:** CAI recognizes the diverse backgrounds and needs of individuals, and provides tailored support that respects cultural, linguistic, and personal preferences.
- c) **Peer Support:** CAI encourages a culture of mutual respect and support among participants, including hiring individuals with disabilities where able, to ensure individuals with disabilities are seen as equals in the community.

5. Family and Community Involvement

- a) **Collaborative Approach:** Clients, families, and guardians will be included in planning and decision-making processes, where appropriate, to ensure holistic support for individuals.
- b) **Partnerships:** Collaborate with community organizations, local businesses, and other stakeholders to create a network of support that enhances independence and participation for individuals.

6. Monitoring and Evaluation

- a) **Feedback Mechanisms:** CAI offers regular opportunities for clients, families, and staff to provide feedback on the effectiveness of the program in supporting autonomy and independence.
- b) **Outcome Tracking:** CAI will set measurable goals for individual growth in areas such as decision-making, social participation, and independent living skills. Our team will hold quarterly reviews for the purpose of progress monitoring and goal assessment/monitoring. This information will be shared with the client, parents and/or guardians to ensure transparency.

7. Training and Development for Staff

- a) **Professional Development:** Staff will be trained in person-centered planning, disability awareness, and how to support individuals in making their own choices. The CAI staff strives to create a balanced and supportive environment where individuals with disabilities have the freedom to explore and grow. Additionally, clients will receive the support they need to live more independently and make meaningful contributions to their communities.
- b) **Empathy and Respect:** CAI encourages staff to respect the autonomy and individuality of each participant, ensuring they empower, rather than hinder, independence.