

**CLIENT SERVICES**

**SECTION C**

**PROGRAM**

## Section C

### Table of Contents

|                |  |    |
|----------------|--|----|
| Policy C1:     | Client Mission Statement.....                  | 1  |
| Procedure C1:  | Client Mission Statement.....                  | 2  |
| Policy C2:     | Client Rights and Responsibilities .....       | 3  |
| Procedure C2:  | Client Rights and Responsibilities .....       | 4  |
| Policy C3:     | Client Choice .....                            | 7  |
| Procedure C3:  | Client Choice .....                            | 8  |
| Policy C4:     | Individual Service Design and Planning .....   | 9  |
| Procedure C4:  | Individual Service Design and Planning .....   | 10 |
| Policy C5:     | Individual Outcomes .....                      | 13 |
| Procedure C5:  | Individual Outcomes .....                      | 14 |
| Policy C6:     | Assessments.....                               | 15 |
| Procedure C6:  | Assessments.....                               | 16 |
| Policy C7:     | Individual Training Plans .....                | 17 |
| Procedure C7:  | Individual Training Plans .....                | 18 |
| Policy C8:     | Client Agency Concern Resolution Process ..... | 19 |
| Procedure C8:  | Client Agency Concern Resolution Process ..... | 20 |
| Policy C9:     | Client Peer Concern Resolution Process.....    | 22 |
| Procedure C9:  | Client Peer Concern Resolution Process.....    | 23 |
| Policy C10:    | Client Mail and Telephone .....                | 25 |
| Procedure C10: | Client Mail and Telephone .....                | 26 |
| Policy C11:    | Culture.....                                   | 27 |
| Procedure 11:  | Culture.....                                   | 28 |
| Policy C12:    | Religion.....                                  | 29 |
| Procedure C12: | Religion.....                                  | 30 |

|                |                      |    |
|----------------|----------------------|----|
| Policy C13:    | Visits .....         | 31 |
| Procedure C13: | Visits .....         | 32 |
| Policy C14:    | Appointments .....   | 33 |
| Procedure C14: | Appointments .....   | 34 |
| Policy C15:    | Transportation ..... | 35 |
| Procedure C15: | Transportation ..... | 36 |

|                            |   |
|----------------------------|---|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>                                  |
| <b>Policy C1:</b>          | <b>Client Mission Statement</b>   |
| <b>Policy:</b>             | <b>The Agency acknowledges support and endorses a client developed Mission Statement.</b>                 |
| <b>Guiding Principle:</b>  | A Mission Statement defines a common focus based on the aspirations of the individuals receiving service. |
| <b>Cross Reference</b>     |   |
| <b>Date Approved</b>       | <b>February 26, 2008</b>  |
| <b>Revised Date</b>        | <b>August 7, 2012</b>   |

|                            |   |
|----------------------------|---|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>  |
| <b>Procedure C1:</b>       | <b>Client Mission Statement</b>   |
|                            | <ol style="list-style-type: none"> <li>1. Client/advocates will develop a Mission Statement that is reflective of their goals and aspirations.</li> <li>2. A democratic process will be used to determine the statement.</li> <li>3. The Client Mission Statement will be included in the client handbook.</li> </ol> |
| <b>Date Approved</b>       | <b>February 26, 2008</b>  |
| <b>Revised Date</b>        | <b>August 7, 2012</b>   |

|                            |  |
|----------------------------|--|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>   |
| <b>Policy C2:</b>          | <b>Client Rights and Responsibilities</b>  |
| <b>Policy:</b>             | <p><b>Individuals receiving services from the Agency retain the same rights and protection as available to all Canadians via the Canadian Charter of Rights and Freedoms, the Alberta Human Rights, Citizenship and Multiculturalism Act, and the Freedom of Information and Protection of Privacy Act.</b></p> <p><b>Individuals are responsible to exercise their rights in a way that is not harmful to others.</b></p> |
| <b>Guiding Principle:</b>  | <p>Respecting and supporting the rights of people with disabilities is the cornerstone of our field. It is of primary importance that individuals receiving service become aware of their rights and the responsibilities that come with them if they are to achieve full citizenship.</p>   |
| <b>Cross Reference</b>     | <ul style="list-style-type: none"> <li>• Canadian Charter of Rights and Freedoms</li> <li>• Alberta Human Rights, Multiculturalism Act</li> <li>• Alberta Employment Standards</li> <li>• F.O.I.P.</li> <li>• P.D.D. Contract</li> </ul>   |
| <b>Date Approved</b>       | <b>February 26, 2008</b>   |
| <b>Revised Date</b>        | <b>March 22, 2018</b>  |

|                            |   |
|----------------------------|---|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>  |
| <b>Procedure C2:</b>       | <b>Client Rights and Responsibilities</b>   |
|                            | <p><b>A. Client Rights</b></p> <p>Client rights include but are not limited to:</p> <ul style="list-style-type: none"> <li>• the right to the least restrictive and most effective training methods based on the client's present and long-term needs</li> <li>• the right to be informed and involved in service planning and delivery</li> <li>• the right to give or withhold consent in their participation in the program, goals, and implementation of the program</li> <li>• the right to an Individual Support Plan, based on his/her needs and desires</li> <li>• the right to live in and access his/her community</li> <li>• the right to appropriate space for personal property at all work and/or living environments; where lockers are provided, the individual may secure it with a lock. A spare key should be given to the Agency for emergency use. In community living environments, each client will have their own bedroom which will be considered their personal space</li> <li>• the right to access water and bathroom facilities</li> <li>• the right to exercise self-care, i.e., eating, personal hygiene and physical mobility</li> <li>• the right to confidentiality</li> <li>• the right to access personal records and files, following Agency policy</li> <li>• the right to privacy; which includes the opportunity to meet with or speak privately with staff, visitors and friends; visit with family, receive family visits; have telephone contacts with family; unless otherwise stated in the individual's My Yearly Summary/consents page.</li> <li>• the right to reasonable use of , and access to, personal possessions as appropriate to working or living environments</li> <li>• the right to feel safe in all supported environments and be free from abuse</li> <li>• the right to send and receive mail and the right to privacy with regard to mail</li> <li>• the right to leave the program area; a client may leave the facility and/or grounds at break time or with a coordinator's knowledge. Restrictions may be implemented when authorized by the guardian as a health and safety measure</li> <li>• the right to be employed and earn a wage according to the Alberta Employment Standards Code</li> <li>• the right to appeal any decision that significantly affects the services provided to him/her</li> <li>• the right to a formal grievance process</li> </ul> |
| <b>Date Approved</b>       | <b>February 26, 2008</b>  |
| <b>Revised Date</b>        | <b>October 28, 2015</b>   |

|                            |  |
|----------------------------|--|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>   |
| <b>Procedure C2:</b>       | <b>Client Rights and Responsibilities (continued)</b>  |
|                            | <p><b>Client Rights (continued)</b></p> <ul style="list-style-type: none"> <li>• the right to seek and obtain legal assistance</li> <li>• the right to revise/transfer/exit their program to meet their needs</li> <li>• the right to receive professional and/or specialized health care and treatment</li> <li>• the right to practice religious preference, attend religious services of his/her choice</li> <li>• the right to explore and practice cultural interests of his/her choice</li> <li>• the right to a nutritionally sound diet</li> <li>• the right to physical fitness</li> <li>• the right to develop hobbies and recreational interests of his/her choice</li> </ul> <p><b>B. Client Responsibilities</b></p> <p>The client is responsible to:</p> <ul style="list-style-type: none"> <li>• respect the rights of others</li> <li>• be aware of their rights and exercise them in a reasonable manner</li> <li>• actively participate in service design and planning to ensure the program is meeting his/her needs</li> <li>• express his/her needs, desires and opinions regarding services he/she receives</li> <li>• consent or withhold consent to Agency programs</li> <li>• actively participate in the agreed upon programs</li> <li>• use and practice skills learned</li> <li>• express his/her opinions on decisions impacting their life</li> <li>• attend scheduled meetings impacting his/her program, or give notice if he/she will not be attending</li> <li>• respect his/her own property, Agency property and the property of others</li> <li>• smoke only in designated areas</li> <li>• practice self-care and maintain social standards</li> <li>• inform support staff or supervisor of any abuse happening to them, or of any situation that makes him/her feel uncomfortable/unsafe</li> <li>• clean his/her own work area/personal space</li> <li>• take his/her own medication as independently as possible</li> <li>• eat a healthy diet and exercise regularly</li> <li>• attend work or agreed upon programs each day, unless sick or on holidays</li> </ul> |
| <b>Date Approved</b>       | <b>February 26, 2008</b>   |
| <b>Revised Date</b>        | <b>October 28, 2015</b>  |



|                            |   |
|----------------------------|---|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>  |
| <b>Procedure C2:</b>       | <b>Client Rights and Responsibilities (continued)</b>   |
|                            | <p style="text-align: center;"><b>Client Responsibilities (continued)</b></p> <ul style="list-style-type: none"> <li>• notify Agency in the event of his/her absence from program</li> <li>• keep support staff informed of planned holidays, outings or appointments</li> <li>• advise support staff when leaving Agency or community programs</li> <li>• pay any dues owing to Agency as per Service Agreement (i.e. transportation, etc.)</li> </ul> <p><b>Procedure</b></p> <ol style="list-style-type: none"> <li>1. A copy of the Client Rights and Responsibilities Policy will be included in the Client Handbook and will be given to each new client/guardian entering service.</li> <li>2. A copy of the policy will be available annually thereafter upon request.</li> <li>3. Horizons Centre will make every effort to support individuals and their guardians to exercise their rights, this may include suggestions of resources, use of technology for research and space to meet.</li> <li>4. Consents/restrictions will be authorized by the client/guardian as appropriate.</li> <li>5. A client violating the rights of others is responsible to make restitution as appropriate. (e.g., a person destroying personal property may be approached by the individual to replace it (vehicle repairs/glasses/teeth, etc.).</li> </ol> |
| <b>Date Approved</b>       | <b>February 26, 2008</b>  |
| <b>Revised Date</b>        | <b>August 13, 2015</b>  |

|                            |  |
|----------------------------|--|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>   |
| <b>Policy C3:</b>          | <b>Client Choice</b>   |
| <b>Policy:</b>             | <b>The Agency will ensure clients direct their service of program options through informed choice.</b>             |
| <b>Guiding Principle:</b>  | Client choice and input ensures client centered direction in the development of services and the planning process. |
| <b>Cross Reference</b>     | <ul style="list-style-type: none"> <li>• P.D.D. Contract</li> <li>• C.E.T. Standards</li> </ul>                    |
| <b>Date Approved</b>       | <b>February 26, 2008</b>   |
| <b>Revised Date</b>        | <b>March 22, 2018</b>  |

|                            |   |
|----------------------------|---|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>  |
| <b>Procedure C3:</b>       | <b>Client Choice</b>  |
|                            | <p><b>Intake</b></p> <ol style="list-style-type: none"> <li>1. Following the policies and procedures (<i>See Client Services Policy A2- Entrance Criteria</i>), the client/guardian's choices will determine which services are required from the Agency.</li> <li>2. The orientation process collects input from the client in a variety of sites and activities. This input helps them in choosing their program.</li> </ol> <p><b>Individual Support Planning and Review</b></p> <ol style="list-style-type: none"> <li>1. During the Individual Support Plan meeting, the choices of the client/guardian will be documented and acted upon within the boundaries of the Agency's ability.</li> <li>2. The client's input to/about their program will be sought on an ongoing basis throughout their program year.</li> <li>3. The Guardian's input is formally sought at the six-month review, and at the conclusion of the current support planning year. The input will relate specifically to the individual's outcomes, and will be documented in the review section of the My Yearly Summary.</li> </ol> <p><b>Changes to Programs</b></p> <ol style="list-style-type: none"> <li>1. Program changes may be initiated by the client, guardian, or Agency. Depending on the situation an "<i>Activity Change</i>" form may be completed.</li> <li>2. If a client is at risk or poses a risk to others in a particular program or site, they will be removed from that site immediately.</li> <li>3. Any changes that conflict with the current vision/outcome will require an Individual Support Plan meeting.</li> </ol> <p><b>Program Satisfaction</b></p> <p>The Agency conducts regular surveys and program reviews to determine the direction of services and gather input from clients and their guardians. Information from these reviews is compiled and used to guide the Agency's programs.</p> |
| <b>Date Approved</b>       | <b>February 26, 2008</b>  |
| <b>Revised Date</b>        | <b>March 22, 2018</b>   |

|                            |  |
|----------------------------|--|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>   |
| <b>Policy C4:</b>          | <b>Individual Service Design and Planning</b>  |
| <b>Policy:</b>             | <b>The Agency in collaboration with PDD and the Individual’s circle of support, uses a planning process which is client driven, outcome focused, functional, and accountable.</b>  |
| <b>Guiding Principle:</b>  | <p>The Individual Service Design and Planning process reflects the Agency's commitment to respect individual choice. The planning process promotes collaboration informed decision making, a consistency of purpose, and enables all stakeholders to have a voice.</p> |
| <b>Cross Reference</b>     | <ul style="list-style-type: none"> <li>• P.D.D. Contract</li> <li>• C.E.T. Standards</li> </ul>  |
| <b>Date Approved</b>       | <b>February 26, 2008</b>   |
| <b>Revised Date</b>        | <b>March 22, 2018</b>  |

|                            |   |
|----------------------------|---|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>  |
| <b>Procedure C4:</b>       | <b>Individual Service Design and Planning</b>   |
|                            | <p><b>PDD Outcome Plan:</b> Prior to commencement of services, an Outcome Plan is created by P.D.D. in collaboration with the Individual and Guardian. The Plan describes the Individual’s service and support needs, as well as their funded outcomes. The PDD Outcome Plan is used to aid in planning supports.</p> <p><b>Individual Support Plan:</b> Based on the outcomes from the PDD Outcome Plan the Agency in collaboration with the individual, guardian, other agency (s) and a Disability Services Caseworker determine the individual’s goals. The goals reflect the person’s wants, needs and areas of support. The support plan defines agencies/natural supports responsibilities as well as the strategies and objectives that will be used to assist the individual to work towards their outcomes/goals. This is reviewed minimally once a year with the circle of support unless otherwise indicated.</p> <p><b>Outcome Working Plan:</b> HC document used to break down the Horizons Centre outcome and goals on the Individual Support Plan. This document lays out strategies and support objectives (from the Support Plan) stating how the Agency is going to assist the individual in working towards their goals, the Individual’s success criteria.</p> <p><b>My Yearly Summary:</b> Document is used to compile all relevant factors about the individual's history, current attributes and support as well as a review of the previous year in order to promote support planning.</p> <p><b>Acknowledgment Page</b> - specifies consent for the My Life Summary document as a whole.</p> <p><b>Service Agreement</b> - this is a contract between the Agency and the Client/Guardian for the services we provide and must be in place for service to commence. This agreement is signed upon admission into the program and annually thereafter.</p> <p><b>Other documents used in planning supports:</b></p> <p><b>Information Package/Orientation Package</b> - used primarily when a client is interested in services or has recently entered into service. These documents are used to ensure informed decisions are made at the initial Individual Support Planning Meeting.</p> |
| <b>Date Approved</b>       | <b>February 26, 2008</b>  |
| <b>Revised Date</b>        | <b>March 22, 2018</b>   |

|                            |  |
|----------------------------|--|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>   |
| <b>Procedure C4:</b>       | <b>Individual Service Design and Planning (continued)</b>  |
|                            | <p><b>Person Centred Plan:</b> Tool used as a flexible individual driven planning process that involves the persons hopes, desires, goals, talents and outline for their future.</p> <p><b>Assessment</b> - this is the collection of data used to determine level of support required, suitable programs/interventions, progress/decline, skill level, etc. Formal assessments are used, as well as informal (objective observations), for professional purposes only.</p> <p><b>Individual Training Plan</b> - used for specific skill development.</p> <p><b>Behaviour Support Plan</b> - A formal planned positive procedure with or without restrictive procedures that utilizes a comprehensive set of strategies. The purpose of which is to support an individual in reducing an anticipated situation or behaviour of concern and increasing desired behaviour.</p> <p><b>Client Handbook</b> - used to ensure clients receiving service are informed about the options, policies, rights and responsibilities, available to them. A copy of the handbook is given to each new client/guardian upon acceptance into the program and as revisions are made. This handbook is reviewed regularly by clients with their support staff.</p> <p><b>PROCESS:</b></p> <ol style="list-style-type: none"> <li>1. Client abilities, needs, likes, and dislikes will be assessed in conjunction with the information on their PDD Outcome Plan to determine the support needs of the individual.</li> <li>2. Assessments will be summarized and key information transferred to the My Yearly Summary document.</li> <li>3. A client profile is created through: discussion with the client, guardian, joint service providers (as applicable), specialists (as applicable), observation, and other relevant sources.</li> <li>4. A planning meeting is coordinated by the Program Coordinator within three months of acceptance into the program and annually thereafter. Additional planning meetings may be called by the client/guardian or Agency as required. The P.D.D Disability Services Caseworker is informed of each I.S.P. meeting.</li> <li>5. The team members include the client/guardian, Agency program coordinator, family members (as applicable), joint service providers (as applicable), specialists (as applicable), and an advocate(s) at the client's wish.</li> </ol> |
| <b>Date Approved</b>       | <b>February 26, 2008</b>   |
| <b>Revised Date</b>        | <b>March 22, 2018</b>  |

|                            |  |
|----------------------------|--|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>   |
| <b>Procedure C4:</b>       | <b>Individual Service Design and Planning</b>  |
|                            | <p>6. At the planning meeting, the team will review the past program year (as applicable), current relevant issues, and develop/ amend goal for the Individual Support Plan. All documents requiring consent will be reviewed, signed, and dated. Review dates will be specified.</p> <p>7. Data will be compiled to document the progress and achievement of the chosen Goals. This data is summarized and reviewed quarterly by the program coordinator, and is reviewed every six months with the guardian, with written client/guardian input. Progress towards outcomes is reviewed continuously with the client.</p> <p>8. Revision of the Individual Support Plan occurs on an as needed basis with the appropriate consents.</p> |
| <b>Date Approved</b>       | <b>February 26, 2008</b>   |
| <b>Revised Date</b>        | <b>August 13, 2015</b>   |

|                            |  |
|----------------------------|--|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>   |
| <b>Policy C5:</b>          | <b>Individual Outcomes</b>   |
| <b>Policy:</b>             | <p><b>Horizons Centre's primary obligation is to ensure that individual's outcomes, as identified in their Service Agreement, will be achieved within specific timelines.</b></p>  |
| <b>Guiding Principle:</b>  | <p>Horizons Centre is committed to a client centred philosophy that focuses on continuous improvement in processes and practices, relying on evidence-based information to support the individual's goals and outcomes.</p> <p>Staff will work in partnership with individuals and their support networks to provide supports tailored to individual needs, preferences, interests, wishes and dreams.</p> |
| <b>Cross Reference</b>     | <ul style="list-style-type: none"> <li>• P.D.D. Contract</li> <li>• C.E.T. Standards</li> </ul>  |
| <b>Date Approved</b>       | <b>November 24, 2009</b>   |
| <b>Revised Date</b>        | <b>August 7, 2012</b>  |



|                            |  |
|----------------------------|--|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>   |
| <b>Procedure C5:</b>       | <b>Individual Outcomes</b>   |
|                            | <p>The individual's outcome(s) and objective of service are determined by the individual, and their circle of support. A plan is developed addressing responsibilities, monitoring, and evaluation of these outcomes.</p> <p>All steps must work towards achieving an individual's outcome.</p> <p>Participation in their chosen programs is a means for an individual to achieve their outcome(s).</p> <p>Goal documentation is collected and progress towards outcomes is evaluated continuously and on a monthly, quarterly, and yearly basis.</p> <p>Changes to steps are made, as necessary, to ensure individual outcomes are being met.</p> <p>An individual's hours are based on their specified outcome and may be adjusted as approved by the Agency and P.D.D. Funding.</p> |
| <b>Date Approved</b>       | <b>November 24, 2009</b>   |
| <b>Revised Date</b>        | <b>August 7, 2012</b>  |

|                            |  |
|----------------------------|--|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>   |
| <b>Policy C6:</b>          | <b>Assessment</b>  |
| <b>Policy:</b>             | <b>All clients accessing Agency services will have the opportunity to participate in a comprehensive assessment process.</b>   |
| <b>Guiding Principle:</b>  | Comprehensive assessment provides reliable information for planning and review. It is gathered objectively from observations and expressed preferences and supplies relevant information to the development of services. |
| <b>Cross Reference</b>     |  |
| <b>Date Approved</b>       | <b>February 26, 2008</b>   |
| <b>Revised Date</b>        | <b>August 7, 2012</b>  |

|                            |   |
|----------------------------|---|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>  |
| <b>Procedure C6:</b>       | <b>Assessment</b>   |
|                            | <ol style="list-style-type: none"> <li>1. An intake assessment process will be used to help determine the service needs of the individual prior to the initial support plan.</li> <li>2. Each client in the community access program will be assessed as needed.</li> <li>3. Each client in the employment program will be assessed as needed.</li> <li>4. Additional assessments including behavioural, functional, and educational will be utilized as necessary for service design and planning and review.</li> <li>5. After summarizing, transitional data may be destroyed.</li> <li>6. Assessments will be filed in the client's working file and may be moved to the client's official file when no longer relevant.</li> </ol> |
| <b>Date Approved</b>       | <b>February 26, 2008</b>  |
| <b>Revised Date</b>        | <b>October 28, 2015</b>   |

|                            |  |
|----------------------------|--|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>   |
| <b>Policy C7:</b>          | <b>Individual Training Plans</b>   |
| <b>Policy:</b>             | <b>The Agency may use a formal, authorized, training process specific to services/goals where appropriate.</b>   |
| <b>Guiding Principle:</b>  | <p>When detailed steps are required in obtaining an objective, an Individual Training Plan is an effective method of instruction. Having the task broken down into small steps in a predictable order ensures uniformity and may make the task easier to learn. When more than one person is supporting the client in this training, the client will have the benefit of a consistent program.</p> |
| <b>Cross Reference</b>     | <ul style="list-style-type: none"> <li>• P.D.D. Contract</li> </ul>  |
| <b>Date Approved</b>       | <b>February 26, 2008</b>   |
| <b>Revised Date</b>        | <b>August 7, 2012</b>  |

|                            |  |
|----------------------------|--|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>   |
| <b>Procedure C7:</b>       | <b>Individual Training Plans</b>   |
|                            | <ol style="list-style-type: none"> <li>1. The need for an ITP will be determined at the client's Individual Support Plan Meeting.</li> <li>2. Identify the target behaviour, which defines the specific skills, habits, and/or pattern of social behaviour that the client is to acquire. Identify the criterion of achievement, stating in quantitative terms, the standard of performance the client must display to achieve the training goal.</li> <li>3. Establish, in consultation with the client/guardian, the methods which the support staff will use to facilitate the client's efforts to achieve the objective, identifying: <ul style="list-style-type: none"> <li>• the training techniques</li> <li>• the consequences of correct response</li> <li>• the consequences of incorrect response</li> <li>• the data collection and recording procedures</li> </ul> </li> <li>4. Only recognized instructional techniques/reinforcers will be used. These may include: <ul style="list-style-type: none"> <li>• verbal instruction</li> <li>• use of visual aids</li> <li>• modeling</li> <li>• demonstration</li> <li>• shaping</li> <li>• chaining</li> <li>• positive reinforcement for correct response</li> <li>• non-punitive consequences for incorrect response</li> </ul> </li> <li>5. Prior to implementation, of ITP Guardian/client consent must be obtained.</li> <li>6. Upon achievement of criteria, the ITP will be considered complete.</li> <li>7. Discontinuation of an ITP prior to completion may be arranged with proper authorization.</li> </ol> |
| <b>Date Approved</b>       | <b>February 26, 2008</b>   |
| <b>Revised Date</b>        | <b>December 1, 2015</b>  |

|                            |  |
|----------------------------|--|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>   |
| <b>Policy: C8</b>          | <b>Client Agency Concern Resolution Process</b>  |
| <b>Policy:</b>             | <p><b>The Agency will respond to individuals and/or guardian concerns in regard to service at Horizons Centre in a fair, consistent, and equitable manner.</b></p> |
| <b>Guiding Principle:</b>  | <p>Individuals have the right and responsibility to seek resolution to their concerns.</p>   |
| <b>Cross Reference</b>     | <ul style="list-style-type: none"> <li>• P.D.D. Contract</li> <li>• C.E.T. Standards</li> <li>• FOIP</li> </ul>  |
| <b>Date Approved</b>       | <b>August 13, 2015</b>   |
| <b>Revised Date</b>        | <b>March 22, 2018</b>  |

|  |  |
|--|--|
| <b>Horizons Centre</b>   | <p style="text-align: right;">Section C: Program<br/>Client Services</p>   |
| <b>Procedure C8:</b>   | <b>Client Agency Concern Resolution Process</b>  |
| <p><b>Guidelines</b></p><br><p><b>Step I Client/Program Coordinator</b></p><br><p><b>Step II Client/Program Director</b></p> | <p>The Service Concern Resolution Process has been established to assist clients/guardians who have a concern regarding service. This may include concerns with policy, programs, staff members, and hours of service/schedule.</p> <p>The process below will provide consistent steps to address the concern. Concerns are taken seriously and the client/guardian will be free from reprisal for expressing their concern.</p> <p>Client/guardian will discuss the concern with the Program Coordinator. The Coordinator will review the concern and discuss possible solutions. If resolution is not found then the client/guardian can fill out the CLIENT AGENCY CONCERN RESOLUTION FORM and forward it to The Program Director, proceeding to Step II.</p> <p>Within five (5) working days of receiving the concern, the Program Director will:</p> <ul style="list-style-type: none"> <li>• review the concern and all relevant documentation</li> <li>• meet with appropriate parties (if necessary)</li> <li>• advise the Client and Guardian in writing of any decisions, actions, and/or recommendations resulting from the review</li> </ul> <p>If the client/guardian is not satisfied with the recommendations, then they may forward the CLIENT AGENCY CONCERN RESOLUTION FORM with all relevant documentation to the Executive Director, proceeding to Step III.</p> |
| <b>Date Approved</b>   | <b>August 13, 2015</b>   |
| <b>Revised Date</b>  |  |

|   |   |
|---|---|
| <b>Horizons Centre</b>                    | Section C: Program Client Services  |
| <b>Procedure C8:</b>                      | <b>Client Agency Concern Resolution Process (continued)</b>   |
| <b>Step III Client/Executive Director</b> | <p>Within five (5) working days of receiving the concern, the Executive Director will:</p> <ul style="list-style-type: none"> <li>• review the findings of the process, as well as, all relevant documentation.</li> <li>• advise the Client and or Guardian in writing of any further decisions, actions and/or recommendations resulting from the review.</li> </ul> <p>If the client/guardian is not satisfied with the recommendations, then they may forward the CLIENT AGENCY CONCERN RESOLUTION FORM with all relevant documentation to the Board of Directors, proceeding to Step IV.</p> |
| <b>Step IV Client/Board of Directors</b>  | <p>Within five (5) working days of receiving the concern, the Board of Directors will:</p> <ul style="list-style-type: none"> <li>• review the findings of the process, as well as, all relevant documentation.</li> <li>• advise the Client and or Guardian in writing of any further decisions, actions and/or recommendations resulting from the review.</li> </ul> <p>Once a decision has been determined the process is deemed complete. The Board of Director's decision is final.</p>  |
| <b>Date Approved</b>                      | <b>August 13, 2015</b>  |
| <b>Revised Date</b>                       | <b>April 5, 2018</b>  |



|                            |  |
|----------------------------|--|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>   |
| <b>Policy: C9</b>          | <b>Client Peer Concern Resolution Process</b>  |
| <b>Policy:</b>             | <p><b>The Agency will respond to individuals and/or guardian concerns in regard to peer interactions at Horizons Centre in a fair, consistent, and equitable manner.</b></p> |
| <b>Guiding Principle:</b>  | <p>Individuals have the right and responsibility to seek resolution to their concerns.</p>   |
| <b>Cross Reference</b>     | <ul style="list-style-type: none"> <li>• P.D.D. Contract</li> <li>• C.E.T. Standards</li> </ul>  |
| <b>Date Approved</b>       | <b>August 13, 2015</b>   |
| <b>Revised Date</b>        |  |



|  |  |
|--|--|
| <b>Horizons<br/>Centre</b>                             | <p style="text-align: right;">Section C: Program<br/>Client Services</p>   |
| <b>Procedure C9:</b>                                   | <b>Client Peer Concern Resolution Process (continued)</b>  |
| <b>Step III<br/>Client<br/>/Executive<br/>Director</b> | <p>Within five (5) working days of receiving the concern, the Executive Director will:</p> <ul style="list-style-type: none"> <li>• review the findings of the process, as well as, all relevant documentation.</li> <li>• advise the Client and or Guardian in writing of any further decisions, actions and/or recommendations resulting from the review.</li> </ul> <p>Once a decision has been determined, the process is deemed complete. The Executive Director's decision is final.</p> |
| <b>Date Approved</b>                                   | <b>August 13, 2015</b>   |
| <b>Revised Date</b>                                    |  |

|                            |   |
|----------------------------|---|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>            |
| <b>Policy C10:</b>         | <b>Client Mail and Telephone</b>  |
| <b>Policy:</b>             | <b>The Agency will ensure privacy in client telephone usage and access of mail.</b> |
| <b>Guiding Principle:</b>  | Having access to phone and mail is an important connection for all people.          |
| <b>Cross Reference</b>     | <ul style="list-style-type: none"> <li>• C.E.T. Standards</li> </ul>                |
| <b>Date Approved</b>       | <b>February 26, 2008</b>  |
| <b>Revised Date</b>        | <b>August 7, 2012</b>   |

|                            |  |
|----------------------------|--|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>   |
| <b>Procedure C10:</b>      | <b>Client Mail and Telephone</b>   |
|                            | <p><b>Telephone</b></p> <ol style="list-style-type: none"> <li>1. Individuals receiving services from the Agency have access to a telephone.</li> <li>2. For the purpose of billing, all long-distance calls will be documented.</li> <li>3. Long distance charges incurred by the client are the responsibility of the client.</li> <li>4. Long distance charges incurred by the Agency in relation to the client's program will be paid by the Agency.</li> <li>5. Clients are encouraged to use their break times for phone use.</li> <li>6. Abuse of telephone rights (harassing calls, incurring expenses in excess of what they can afford, monopolizing its use) will result in a review of the level of support required by the client.</li> <li>7. Collect calls will not be accepted, unless from a client currently receiving services. The charges incurred are the responsibility of the client.</li> </ol> <p><b>Mail</b></p> <ol style="list-style-type: none"> <li>1. Clients will open their own mail unless there is a suspicion of risk or it is contrary to the Individual Support Plan/My Yearly Summary.</li> <li>2. Support staff may assist the client in reading or writing correspondence, as required.</li> <li>3. Any legal correspondence requiring legal authorization or consent shall be directed to the client's legal guardian.</li> <li>4. Email will be treated in the same manner as mail.</li> </ol> |
| <b>Date Approved</b>       | <b>February 26, 2008</b>   |
| <b>Revised Date</b>        | <b>August 6, 2015</b>  |

|                            |  |
|----------------------------|--|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>   |
| <b>Policy C11:</b>         | <b>Culture</b>   |
| <b>Policy:</b>             | <b>The cultural considerations of individuals receiving service will be respected and supported.</b>   |
| <b>Guiding Principle:</b>  | An individual's culture is often a large part of his/her coping mechanism. Sharing in traditions form natural supports that are positive and usually lifelong. People should be supported in their cultural development. |
| <b>Cross Reference</b>     | <ul style="list-style-type: none"> <li>• C.E.T. Standards</li> <li>• Canadian Charter of Rights and Freedoms</li> </ul>  |
| <b>Date Approved</b>       | <b>February 26, 2008</b>   |
| <b>Revised Date</b>        | <b>August 7, 2012</b>  |

|                            |  |
|----------------------------|--|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>   |
| <b>Procedure C11:</b>      | <b>Culture</b>   |
| <b>Procedure:</b>          | <ol style="list-style-type: none"> <li>1. Cultural considerations and interests will be specified, as applicable, in the My Yearly Summary document.</li> <li>2. Cultural activities will be supported as determined in the My Yearly Summary document.</li> <li>3. Each person's ethnic background will be respected.</li> <li>4. Cultural activities available in the community will be identified and accessed, as applicable.</li> <li>5. Efforts will be made to provide education to staff and clients on applicable cultural distinctions as needed.</li> </ol> |
| <b>Date Approved</b>       | <b>February 26, 2008</b>   |
| <b>Revised Date</b>        | <b>July 29, 2015</b>   |

|                            |  |
|----------------------------|--|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>   |
| <b>Policy C12:</b>         | <b>Religion</b>  |
| <b>Policy:</b>             | <b>The religious choices of individuals receiving service will be respected and supported.</b>   |
| <b>Guiding Principle:</b>  | Spirituality and religion may provide a strong source of security and inspiration for an individual and is recognized as an important factor in a person's life. |
| <b>Cross Reference</b>     | <ul style="list-style-type: none"> <li>• C.E.T. Standards</li> <li>• Canadian Charter of Rights and Freedoms</li> </ul>  |
| <b>Date Approved</b>       | <b>February 26, 2008</b>   |
| <b>Revised Date</b>        | <b>August 7, 2012</b>  |



|                            |   |
|----------------------------|---|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>  |
| <b>Procedure C12:</b>      | <b>Religion</b>   |
|                            | <ol style="list-style-type: none"> <li>1. Religious preferences will be specified, as applicable, in the My Yearly Summary Document.</li> <li>2. Religious activities will be supported as determined in the My Yearly Summary Document.</li> <li>3. Each person's spiritual and/or religious choices will be respected and supported.</li> <li>4. Efforts will be made to provide education to staff and clients on applicable religious preferences as needed.</li> </ol> |
| <b>Date Approved</b>       | <b>February 26, 2008</b>  |
| <b>Revised Date</b>        | <b>July 29, 2015</b>  |

|                            |  |
|----------------------------|--|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>   |
| <b>Policy C13:</b>         | <b>Visits</b>  |
| <b>Policy:</b>             | <b>The Agency will encourage and support visitors and/or visits that are beneficial to the client and appropriate to the program.</b>                        |
| <b>Guiding Principle:</b>  | Support from family and friends are important to the well being of our clients. The greater a person's natural supports, the more included they will become. |
| <b>Cross Reference</b>     | <ul style="list-style-type: none"> <li>• C.E.T. Standards</li> </ul>   |
| <b>Date Approved</b>       | February 26, 2008  |
| <b>Revised Date</b>        | August 7, 2012   |

|                            |   |
|----------------------------|---|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>  |
| <b>Procedure C13:</b>      | <b>Visits</b>   |
|                            | <p><b>General</b></p> <ol style="list-style-type: none"> <li>1. The client, guardian and Agency have the right to restrict who is allowed to visit with the client. These restrictions/limitations will be determined at the Individual Support Planning meeting and will be explained to the client.</li> <li>2. Visitors will not be allowed access to client information.</li> <li>3. Visits from the media require prior approval from the Executive Director and Consent on the Acknowledgement Page.</li> <li>4. Support staff will ensure appropriate consent has been obtained.</li> <li>5. Visits which are unauthorized, disruptive, present risk, or have a negative influence on the clients or others, will be restricted by the Agency and discussed with the client/guardian.</li> </ol> <p><b>Day Program</b></p> <ol style="list-style-type: none"> <li>1. All visitors to the facility will report to the Administration office and receive authorization from the Executive Director or designate.</li> <li>2. Visitors wishing to take the client off Agency property must have guardian consent.</li> <li>3. All visitors will be directed to visit the client at breaks or after the working day is over. The visit will still be recorded and designated limitations will apply.</li> </ol> <p><b>Employment Program</b></p> <ol style="list-style-type: none"> <li>1. Visitors to employment sites are not encouraged.</li> </ol> <p><b>Proprietorship Program</b></p> <ol style="list-style-type: none"> <li>1. Visitors wishing to take the client off the residential property must have guardian consent.</li> <li>2. Clients spending overnight visits in the community must have guardian consent.</li> </ol> |
| <b>Date Approved</b>       | <b>February 26, 2008</b>  |
| <b>Revised Date</b>        | <b>July 29, 2015</b>  |

|                            |  |
|----------------------------|--|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>   |
| <b>Policy C14:</b>         | <b>Client Appointments</b>   |
| <b>Policy:</b>             | <b>The Agency encourages clients to schedule appointments outside of program hours.</b>  |
| <b>Guiding Principle:</b>  | Personal/medical appointments that interrupt an individual's schedule are sometimes unavoidable. As a courtesy to others, notice should be given to allow for planning around the changes. |
| <b>Cross Reference</b>     |  |
| <b>Date Approved</b>       | <b>February 26, 2008</b>   |
| <b>Revised Date</b>        | <b>August 7, 2012</b>  |

|                            |  |
|----------------------------|--|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>   |
| <b>Procedure C14:</b>      | <b>Client Appointments</b>   |
|                            | <p><b>Client Responsibility:</b></p> <ol style="list-style-type: none"> <li>1. Notify the Agency with as much notice as possible prior to appointments.</li> <li>2. Try to schedule appointments around the natural breaks during the day, allowing for minimal interruption to programming.</li> <li>3. Schedule your transportation ahead of time.</li> <li>4. Clients in Horizons Centre's proprietorship program requiring alternate staff support and/or transportation for an appointment, will need to notify the Proprietorship Coordinator.</li> </ol> <p><b>Staff/Agency Responsibility:</b></p> <ol style="list-style-type: none"> <li>1. Document absence on the minutes for the day of the appointment, and in the client's daily paperwork for scheduling and nominal role purposes.</li> <li>2. Ensure Client sign in/out procedure is followed.</li> </ol> |
| <b>Date Approved</b>       | <b>February 26, 2008</b>   |
| <b>Revised Date</b>        | <b>August 7, 2012</b>  |

|                            |   |
|----------------------------|---|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>  |
| <b>Policy C15:</b>         | <b>Transportation</b>   |
| <b>Policy:</b>             | <b>Horizons Centre offers limited transportation to Individuals receiving service.</b>  |
| <b>Guiding Principle:</b>  | Horizons Centre recognizes the barriers to inclusion, with regards to fewer transportation options within a rural community. In efforts to support individuals to reach outcomes and foster inclusion Horizons Centre provides, where possible, a means of access to the community. |
| <b>Cross Reference</b>     |   |
| <b>Date Approved</b>       | <b>October 15, 2015</b>   |
| <b>Revised Date</b>        |   |

|                            |  |
|----------------------------|--|
| <b>Horizons<br/>Centre</b> | <p style="text-align: right;">Section C: Program<br/>Client Services</p>   |
| <b>Procedure C15:</b>      | <b>Transportation</b>  |
| <b>Procedure:</b>          | <p>Horizons Centre provides the following transportation services:</p> <p><b>Regular (AM/PM) Transportation</b></p> <ul style="list-style-type: none"> <li>• Transportation to <b>or</b> from home.</li> <li>• Request for transportation services must be submitted to Program Supervisor for approval and will be granted upon availability.</li> <li>• Individual must be ready for pre-arranged pick up time. Transportation Driver will wait 2 minutes at which time if the Individual is not present, transportation will leave and the Individual will be charged for a trip.</li> <li>• If an Individual is going to be absent or does not require transportation, it is their responsibility to notify the scheduler/coordinator prior to their pick-up time in order to not be charged</li> <li>• Service may be suspended based upon behaviours of concerns.</li> </ul> <p><b>Employment Site Transportation</b></p> <ul style="list-style-type: none"> <li>• Transportation from Horizons Centre to the job site and back to Horizons Centre.</li> <li>• Provided based upon individual employment support needs.</li> </ul> <p><b>Volunteer Site/Community Access Transportation</b></p> <ul style="list-style-type: none"> <li>• Transportation to and from volunteer sites and/or activities in the community.</li> <li>• Provided to access volunteer sites and community activities.</li> </ul> <p><b>Special Outing Transportation</b></p> <ul style="list-style-type: none"> <li>• Transportation to and from a pre-approved activity/event outside of Wetaskiwin.</li> </ul> <p>Fees for Transportation are as follows:</p> <p><b>Regular (AM/PM) Transportation:</b> \$6.00 per trip<br/> <b>Employment Site Transportation:</b> \$1.00 per job site<br/> <b>Volunteer Site/Community Access Transportation:</b> No Charge<br/> <b>Special Outing (outside of Wetaskiwin):</b> as per <i>Mileage Table for Out of Town Trips</i></p> <p>Trips are recorded and compiled. Individuals receive an invoice at the end of the month that is to be paid upon receipt.</p> <p>It is the responsibility of the Client/Guardian to pay the monthly charges. If overdue balance persists, services will be suspended until payment is received.</p> <p>Upon written request, fees may be waived at the discretion of the Executive Director.</p> |
| <b>Date Approved</b>       | <b>October 15, 2015</b>  |
| <b>Revised Date</b>        | <b>October 21, 2015</b>  |