



Sample Completed
Standards Alignment Report
For Service Providers

In order to complete this Standards Alignment Report, please list the standard and indicators not met. In the Comment section, please write the actions implemented and document why you feel that you are now in compliance with this indicator. (e.g., We now have signed consents for service on the files of the individuals receiving service and policy requiring this is in place)

Service Provider: ABC Services
Executive Director: Handsome Johansson Region/Survey ID: 112
Coordinator: Jolly Jody Regional Designate: Will Right
Initial Survey Date: April 1, 2004 Report Received: June 3, 2004
Due Date: Feb. 4, 2005,

In Attendance: Handsome Johansson, John Doe, Suzie Que, Curly Sue, and Will Right

Overview of Follow-up Meeting(s):

June 5, 2004.

The initial meeting to review the site survey report was held in-house with the management team. There was a general overview of the results of the survey and concerns were voiced. We brainstormed possible approaches and set dates for future meetings.

July 5, 2004.

We met with the PDD designate and discussed actions to date.

Sept 16, 2004.

We held a meeting with a member of the Specialized Resource Team from PDD. **Standards 30-33**: The standards were reviewed and recommendations were made. We reviewed current practices in regards to formalized programs that currently exist.

November 16, 2004.

We held the final meeting with the Community Resource Manager to discuss how implementation of the action plan was going. All updated policies and procedures were reviewed in order to ensure compliance.

December 10, 2004.

An information sharing meeting was conducted for individuals, guardians and staff in order to confirm specific indicators.

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Quality of Life		
Std/Indic.	Reason Indicator was Not Present	Evidence of How the Indicator is Now Met
<p>QoL Std 4 Indic 4</p> <p>If personal care is needed, someone the individual indicates she feels comfortable with provides the care.</p>	<p>Individuals/guardians indicate that staff do not consistently recognize the individuals' need for privacy.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Spoke to several Individuals who confirmed that they are comfortable with the staff that assist them with their personal care. <input type="checkbox"/> A supervisor trained 5 frontline staff about privacy <input type="checkbox"/> At the end of the training, Staff described how they support the individuals in a respectful manner and gave examples of individuals' rights and how to ensure privacy is respected. <input type="checkbox"/> Observed several staff showing sensitivity to the individual's reaction to them.
<p>QoL Std 5 Indic 4</p> <p>If his rights have been restricted, this has occurred with his full involvement, knowledge and informed consent.</p>	<p>The agency has not reviewed plans or obtained informed consent for restrictive procedures</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Individuals attend the meetings and participate in the development of the plan. Front page of the behaviour support plan now has date and signature lines for individual and/or guardians to provide approval. <input type="checkbox"/> In conversations with individuals, they confirm that if their rights are restricted, they have a support plan; have given consent and helped to develop the plan.

Quality of Service		
Std/Indic.	Reason Indicator was Not Present	Evidence of How the Indicator is Now Met
<p>QoS Std 20 Indic 1</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"> <input type="checkbox"/> Staff now use an interest inventory with individuals and then investigate options within the community advertised locally; and sit down with the individual and discuss those options. Several Individuals who were spoken with, could describe the options they were given to choose from <input type="checkbox"/> Pictures or hands on experiences are used to explain options. <input type="checkbox"/> Supervisors meet with individuals and staff quarterly to ensure options and choices is discussed as part of the planning. <input type="checkbox"/> Staff ask if the individual liked the activity or will observe to see their response to it (e.g., smiling and engaged in activity). <input type="checkbox"/> Monthly summary sheets and contact notes are kept.

Organizational Framework		
Std/Indic.	Reason Indicator was Not Present	Evidence of How the Indicator is Now Met
<p>OF Std 30 Indic 2</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"> <input type="checkbox"/> Policy & procedure was revised to clearly reflect the requirement of the standard. <input type="checkbox"/> Several training sessions were held where the revised policy and procedure was reviewed and discussion occurred about various emergency situations and how to respond appropriately. At the end of the training, Staff were asked to describe procedures and guidelines and give examples of when they are used, which they did. <input type="checkbox"/> In conversations with staff they describe in basic terms the procedures and guidelines for restrictive procedures when a person is at risk of harm or is placing others at risk. Incident report completion and follow up is required.
<p>OF Std 38 Indic 4</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"> <input type="checkbox"/> Developed new policy & procedure requiring staff to disclose criminal convictions for which there has been no pardon. <input type="checkbox"/> Developed new forms for staff to complete disclosure. <input type="checkbox"/> Communicated the new requirement to staff describing how they can use it at a couple of staff meetings, in the newsletter and in the communication book.