

CREATING EXCELLENCE TOGETHER

*Complex Support Needs Review
(CSNR)*

Guide to Changes



**Alberta Council of
Disability Services**

2016 EDITION

MEANINGFUL WORK
STRONGER
COMMUNITIES

GUIDE TO CHANGES

The purpose of this section is to help readers know what makes the 2016 version of the indicators for Complex Support Needs Review different from the 2013 version. This Guide to Changes includes as much detail as practicable. Please see the actual standards and indicators for the exact changes.

Abbreviations Used in this Manual

- ACDS – Alberta Council of Disability Services
- CET – *Creating Excellence Together*
- CSNR – Complex Support Needs Review

The next four abbreviations are used only in this Guide to Changes

- OF – *Organizational Framework*
- QL – *Quality of Life*
- QS – *Quality of Service*

General

- The notes under About these Standards have been changed from a paragraph format to having bullets that serve to break up blocks of text and to improve comprehension
- The placement of the Outcome Statements for each QL, QS and OF standard has been moved so that the various parts of that standard are in the following order
 - About these Standards title and description
 - Outcome Statement
 - Indicators
- “Individuals receiving service” has been replaced with “individuals accessing service” to better reflect the individuals’ rights to independence and choice, as appropriate to their ages and abilities
- Text boxes have been added to several pages to define the first use of important words, as well as some reference notes
 - Definitions are also in the Appendix *Glossary*, and may include additional details and examples
- Many QL, QS and OF indicators are similar to indicators in the 2013 manual, but have been reworded to be more precise about the outcome being measured: For example
 - 2013: Staff can describe what to do in the event of a medical emergency that requires additional support due to the individual’s complex needs
 - 2016: Staff know what to do in the event of a medical emergency that requires additional support due to the individual’s complex needs

Introduction to the Complex Support Needs Review

- Added the Alberta Health Services definition of complex service needs under the subtitle What does Complex Support Needs Mean?
- Added two sections from the Accreditation Standards for Adults: Introduction to the Standards
 - Evaluation of the Standards explains how the CET Standards are measured
 - Use of Language explains how Accreditation interprets or uses specific terms
 - He, she: why we use alternating pronouns
 - Individuals: who CET is referring to and who else may be implied
 - Service or Services: with an explanation of why these are different than the terms programs and supports
 - Service provider: defined in relation to CET
 - Staff and/or Employees: with sub-points for subcontractors and volunteers
 - Training: with a sub-point for orientation

QL and QS Standards

General Changes

- For the 2016 version of CET, it was necessary to divide the former Standards 7 and 18 into two standards, now numbered Standards 7 and 19, Employment, and Standards 8 and 20, Alternatives to Employment
 - This has resulted in the renumbering of the QL and QS standards (i.e., Standards 1/12 to 11/22 are now Standards 1/13 to 12/24)
- In order to assess whether staff training has been effective or not, QS indicators related to learning have been reworded
 - Staff are now required to describe how they use their training, rather than only state that they have received training
- The former QS Standard 23, Behaviours of Concern, and QS Standard 24, Human Resources, have been integrated into related OF standards

Standard-Specific Changes

- Standard 1: Homes
 - Indicator 1 wording changed from “layout” and “additional space” to “environmental adaptations”
- Standard 22: Health
 - Previously Standard 20
 - New indicator about staff understanding the interaction between behaviours, mental health, and medical needs

OF Standards

- The OF standards follow this format
 - About this Standard description
 - Outcome Statement
 - OF Indicators

- Standard 26: Service Planning with Individuals
 - Previously Standard 46
 - About this Standard includes the details of former Indicator 1 about person centred mechanisms (i.e., tools) service providers can use to collect information for planning for individuals with complex needs
 - New Indicator 1 about obtaining a comprehensive profile of individuals
 - Former Indicator 1 is now Indicator 2, but the focus has changed from naming the tools used to documenting assessments, etc.
 - Former Indicator 2 is now Indicator 3, but with the wording changed from “maintains partnerships in the area of external supports” to “accesses external resources”
- Added Standard 31: Unanticipated Situations or Behaviours of Concern
 - Previously Standard 30 in the Adult Standards
 - Indicator 1 requires staff to follow crisis response supports
 - Indicator 2 requires staff to know how to support individuals during and following situations or behaviours of concern
 - This standard includes two QS indicators that address crisis response supports and support for individuals during and following situations or behaviours of concern
- Standard 35: Risk Management
 - Previously Standard 34
 - About this Standard has new information
 - that highlights the need for specific evidence-based training in harm reduction and trauma-informed care, which is defined on that page
 - that outlines policy requirements
 - Indicator 1 has changed its focus to “timely, evidence-based training”; former Indicator 1 was deleted
- Standard 36: Health and Safety
 - Previously Standard 35
 - Health and safety has been split into two scenarios
 - Scenario 1: health and safety of employees
 - Scenario 2: health and safety of individuals accessing service
 - Scenario 1: Employees
 - A new write-up to describe what employee-specific health and safety should include
 - Two new indicators address employee access to health and safety resources, and critical incident support
 - This scenario has a QS indicator that addresses staff’s access to mechanisms that promote health and ensure safety
 - This scenario includes one QS indicator that requires staff access to mechanisms that promote health and safety
 - Scenario 2: Individuals Accessing Services
 - A new write-up to describe what individual-specific health and safety should include
 - This scenario has the 2013 version of the CSNR indicator, but qualifies that profession support is specific to complex support needs

- Standard 38: Human Resources Planning
 - Previously Standard 37
 - About this Standard now includes a write-up about ensuring employees are supported to serve individuals through access to human resources
 - The focus of Indicator 1 has changed from having service providers show they have developed and implemented flexible staffing models to have them show how flexible staff models meet the individuals' complex needs
 - This standard has one QS indicator that requires staff to use the human resources available to them
- Standard 40: Employee Success
 - Previously Standard 39
- Standard 41: Employee Training and Development
 - Previously Standard 40: *Human Resources*
 - The list of required training that was part of Indicator 1 has been moved to About this Standard, thus simplifying Indicator 1
 - This standard has one QS indicator that requires staff to show that they are “competent and have the skills to implement training” in relation to complex needs
- Standard 44: Outcome Evaluation
 - Previously Standard 43
 - The former Indicators 1 and 2 have been combined into Indicator 1
 - A new Indicator 2 requires service providers to show that they use the data collected to improve services