

FREQUENTLY ASKED QUESTIONS: Individual Support Plans (ISPs) For Persons Supported in Group Homes in Developmental Services

Last Updated April 2025

1. What is an Individual Support Plan (ISP)?

“Individual Support Plan” means a written document that is developed by and property of a service agency (in this case, Sunbeam) that identifies specific strategies that are to be undertaken to help a person with a developmental disability (the “individual”) to achieve their goals, and the services and supports that are to be provided to the person.

The current ISP is a document that all individuals must have on file in accordance with legislated standards in order for Sunbeam to achieve compliance with applicable legislative and regulatory requirements. Content must include:

- The individual’s goals, preferences, and descriptions of their unique support needs,
- Identify the specific services/supports received by the individual, the manner in which they are to be provided, the expected outcomes and should be based on the principles of self- determination, social inclusion, citizenship, choice and other requirements outlined in applicable legislation and regulation,
- Allocated resources,
- Actions required to achieve expected outcomes, identify the persons responsible for implementing the actions, including setting out their roles and responsibilities, and the level of staff support the individual requires,
- Necessary safeguards to protect the health and safety of the individual when receiving services will be identified and
- The ISP must identify whether the individual needs assistance to manage their day-to-day finances.

2. What is the basis of an ISP?

The ISP is based on information contained in any application documents such as the needs assessments used by Developmental Services Ontario (DSO) or children’s application packages, the stated goals and preferences of the individual and other relevant clinical assessments.

3. What is the difference between a Person-Centred Planning (PCP) meeting and an ISP?

The PCP is the meeting that must happen on a required schedule, in accordance with applicable legislative and regulatory standards. This meeting is an opportunity for the individual’s network of supports to come together to review the ISP document to ensure its accuracy on a routine basis.

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The ISP is the care plan developed, reviewed and updated at the scheduled PCP meetings. After the PCP meeting, the ISP is provided to staff to act as the guiding document for the supports that they provide. The ISP document outlines both required considerations, per legislated compliance standards, as well as personalized statements of supports, based on each individual's unique needs.

4. When is an ISP first developed and how is it kept up to date?

	<i>For Children in Service</i>	<i>For Adults in Service</i>
Initial ISP	The pre-admission PCP meeting will happen before the admission date to develop the initial ISP, ensuring that all documentation is completed prior to Sunbeam assuming responsibility for the person served.	The pre-admission PCP meeting will happen before the admission date to develop the initial ISP, ensuring that all documentation is completed prior to Sunbeam assuming responsibility for the person served.
Assessment Period	An ISP review must take place every 30 days for the first 180 days in service	An ISP review must take place on or before 30 days post admission
Regular Reviews after Assessment Period	Every 180 days , on or before the anticipated next review date, as outlined in the ISP.	Annually , on or before the anticipated next review date, as outlined in the ISP.

5. Who participates in the creation and review of an ISP?

Participants must include, at minimum, the individual and Sunbeam staff.

Sunbeam will request the participation of, and strongly encourages the inclusion of, the individual's parent(s)/guardian(s) or other identified advocate* as mutually agreed upon by Sunbeam, including a resource person(s) for children in service if available. The parent/guardian or advocate is known as the individual's personal representative for the purpose of PCP reviews. Other external participants, with a defined connection to the individual, may be invited to PCP reviews by Sunbeam, such as school or community program representatives.

All PCP Meeting attendees understand and agree that the PCP meeting is entered into by all participants in an environment of good faith and collaboration, with a focus on supporting the Individual's best interests and ensuring the scope of the PCP Meeting and scope of the ISP are followed. PCP meeting attendees understand and agree that services will be provided within the scope of applicable legislation, policy and organizational resources. At all times, Sunbeam's codes of conduct for staff, for persons supported and for families will be followed.

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* All proposed participants must be identified (name, telephone, mailing address, nature of relationship with individual supported) to Sunbeam in advance of the PCP meeting to facilitate and enable informed decision-making.

6. Does every change in an Individual's support needs necessitate an immediate review of their ISP?

No.

The regular reviews of the ISP after the assessment period are intended to capture current support needs information and any material changes since the last revision.

Changes to the individual's support needs (goals, preferences, and needs) which occur before the next regular ISP review may be addressed in various ways per the direction of Sunbeam, as will be most appropriate, timely and effective in the provision of supports, by way of updates/changes/inclusions to the Individual's electronic client record and associated paper-based records (such as the Medication Administration Record).

Such updates/changes/inclusions may or may not result in an immediate revision to the ISP and generally will not result in a PCP review, unless the revisions are significantly impactful on the care needs of the individual (e.g. transition to an Emergency Intervention or Palliative ISP).

7. Who reviews and signs the ISP?

A copy of the ISP is sent to the individual/their personal representative(s).

Individuals are assumed to be capable of reviewing and signing their ISP and will be offered this opportunity. Children are deemed capable of understanding and signing their ISP, based upon their age and maturity. Adults are assumed to be capable unless authorized evidence exists to the contrary.

The ISP is considered to take effect immediately after a PCP meeting with, or without the signature(s) of the personal representative(s).

Every effort will be made to obtain the signature(s) of the personal representative(s) to indicate that they have been informed of the content of the ISP and have been provided the opportunity to contribute to the review. This will include invitations to PCP meetings and two attempts to mail/email documents to collect signature. If there remains a failure to sign the ISP after these efforts, the ISP is still considered to take effect in the absence of same.

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Staff supporting the individual are required to acknowledge their review of the ISP and any updates to same, to ensure they understand the support needs of the individual.

8. How is it determined with whom the information within the ISP may be shared?

Sunbeam will discuss with the individual and their personal representative(s) at each PCP meeting who may have access to the information about the individual, either general updates or details from the ISP. Those who have permission to receive updates about the individual must be listed in the ISP, including their relationship to the person and the type of information that they can receive.

All other sharing of information is completed in accordance with Sunbeam's privacy policies and related legislative requirements.

NOTE - This document was prepared in alignment with applicable legislation, regulation, government compliance inspection indicators and Sunbeam's policies.