

COMMUNITY LIVING

Thunder Bay



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GENERAL MANUAL POLICY

APPROVED BY:

Executive Director

CATEGORY: Quality Assurance

TOPIC: Quality Assurance

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POLICY

Community Living Thunder Bay (CLTB) shall strive to exceed the minimum standards of quality assurance as per Ontario Regulation 299/10, made under the **SERVICES AND SUPPORTS TO PROMOTE THE SOCIAL INCLUSION OF PERSONS WITH DEVELOPMENTAL DISABILITIES ACT, 2008** as well as standards set out by the **DAY NURSERIES ACT**. In order to measure compliance rates, CLTB shall implement a systemic monitoring and evaluation process of the various aspects of our service delivery system.

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PROCEDURE:

Evidence shall be gathered on an annual basis to establish quality in supports and services.

- A minimum of ten percent of files of all people supported will be audited twice a year by the Quality Assurance Team in order to ensure compliance with the **SERVICES AND SUPPORTS TO PROMOTE THE SOCIAL INCLUSION OF PERSONS WITH DEVELOPMENTAL DISABILITIES ACT, 2008**, and the **DAY NURSERIES ACT**.
- A minimum of thirty percent of the Individual Support Plans will be reviewed by the Quality Assurance Team in order to ensure consistency and quality related to the person's goals, preferences and needs.
- An annual review of the Internal Rights Review Committee shall be conducted by the Quality Assurance Team in order to evaluate the effectiveness of the process.
- CLTB will endeavour to review and revise all policies and procedures on an annual basis. The Quality Assurance Team will develop and maintain a calendar in order for each department to be aware of when their policies and procedures are up for review.
- The Policy Review Committee will review, evaluate and approve new policies.
- The Quality Assurance Team will evaluate the agency's staff training plan annually in order to ensure applicability and effectiveness.

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VISION

We envision a supportive and accepting community that values all its citizens equally.

MISSION

In pursuing its Vision, CLTB is committed to:

- Advocating for the rights and quality of life of persons with an intellectual disability so that they may live a meaningful life;
- Educating and supporting the community to share the Vision of CLTB so that persons with an intellectual disability are respected and valued;
- Providing services and support to persons with an intellectual disability, and to their families, so that persons with an intellectual disability have the opportunity to participate effectively in all elements of living in the community; and
- Being accountable to persons with an intellectual disability, their families, the membership of CLTB, and the broader community for our advocating, educating, and provision of services and support.

GOAL

The Goal of Community Living Thunder Bay is:

“That All People Live In A State Of Dignity, Share In All Elements Of Living In The Community, and Have The Opportunity To Participate Effectively.”

Principles of Service

We believe that all individuals should have the same rights and responsibilities.

We believe that all individuals should have the opportunity to reach his/her full potential.

We believe that all individuals should have the opportunity to live in a state of dignity where they are valued and esteemed by others and in turn develop self worth. This can be achieved by:

- the removal of labels
- nurturing self-worth
- recognition of contributions and the value to families and communities
- the respect for individual rights and freedoms
- ensuring economic security

We believe that all individuals should have the opportunity to exercise the control over their own lives.

We believe that all individuals should have the opportunity to participate in all elements of life in a way which is meaningful to them.

We believe that all individuals should have opportunities to attain their chosen quality of life. Quality of life may include access to:

- Housing
- Income
- Full Health Service
- Work and Leisure
- Personal Relationships
- Education and Learning Opportunities

We believe that we have a responsibility to advocate for the removal of barriers in the community which restrict the quality of life.

We believe that through opportunity and education for all, mutual awareness and acceptance will develop.

We believe that each individual should be accepted as a person first; and as a contributing member of the community.