

Individual Programs Policy

Easy Read version



How to use this booklet:

This information is written in an easy to read way.

Some words are written in **bold**.

We explain what these words mean.

This Easy Read document is a summary of another document.

You can ask staff for the other document.

You can ask for help to read this document.

A friend, family member or support person may be able to help you.

What is this document for?

We work to give you the best support and services for your needs.

Individual program is a plan where we write down your goals, needs, and what support and services you will have.

This document tells you how we make the individual program and what is in it.

How do we make an individual program?

Your individual program will have information about you:

- **Your strengths** –what you are good at
- **Your needs** –what you need help with
- **Your goals** –what you want for yourself in the future

We will talk to you and your family or support person so you can tell us about your goals and what support you need.

We may also talk to your doctor about your health and medications that you take.

We will use your strengths and things that you enjoy to help you make up for things that you need help with.

That way you can reach your goals to be healthy and become more independent.

What is the individual program about?

Your individual program will be about all things important for you to be well:

- **Food**—what you can and can't eat, what you like to eat
- **Exercise**—what activities you can do
- **Health**—what medication you take, what allergies you have, do you have pain or discomfort anywhere
- **Communication**—how you connect and spend time with others, how you are part of the community
- **Goals**—what you wish to have and do in the future

How do we know your individual program is good?

We will make your individual program together with you and your family or support person.

We want you to reach your goals and live a happy healthy life. Everything we put in your individual program is there to help you reach your goals.

We will look at your program every year to see if we need to change it.

We will talk to you often to see if there is a problem or something that has changed in your life and you wish to change your program sooner.

Can you put anything you want in your individual program?

Your individual program is all about what is good for you and what helps you reach your goals.

Your goals and things that you like can be anything, as long as they are positive and healthy things.

For example, if you like cake we can't put it in the program that you will eat cake for breakfast lunch and dinner –because it's not healthy to only eat cake.

But we will have it there as a special treat for you, to make you feel happy and make sure you eat all kinds of different foods.

If you want to do something that may hurt yourself or others, we will have to find another way for you to have what you want.

Other documents in an easy to read way:

Client Complaints, Feedback and Grievances Policy

Communication, Confidentiality and Privacy Policy

Conflict of Interest Policy

Support Coordination Policy