

Policy Guidelines  
for the  
Adult Protective Service  
Worker Program  
2008

---

Ministry of Community and Social Services

October 2008

| Section  | Contents  | Page | Revised      |
|----------|---|------|--------------|
|          | Table of Contents.....  | i    | October 2008 |
|          | About These Policy Guidelines.....  | ii   | October 2008 |
| <b>1</b> | Program History.....  | 1-1  | October 2008 |
|          | ▪ Overview  | 1-1  |              |
|          | ▪ Legislation   | 1-2  |              |
| <b>2</b> | Program Objectives.....   | 2-1  | October 2008 |
| <b>3</b> | Guiding Principles.....   | 3-1  | October 2008 |
| <b>4</b> | The Client.....   | 4-1  | October 2008 |
|          | ▪ Eligibility for the Adult Protective<br>Service Worker program  | 4-1  |              |
|          | ▪ Exceptional Circumstances   | 4-2  |              |
|          | ▪ Voluntary Relationship  | 4-4  |              |
| <b>5</b> | The Adult Protective Service Worker.....  | 5-1  | October 2008 |
|          | ▪ Mandate   | 5-1  |              |
|          | ▪ Overview of Functions   | 5-1  |              |
|          | ▪ Advocacy  | 5-3  |              |
|          | ▪ Case Management   | 5-5  |              |
|          | ▪ Limitations on the Role of the<br>Adult Protective Service Worker   | 5-6  |              |
|          | ▪ Caseload  | 5-7  |              |
|          | ▪ Developing Community Capacity<br>and Inter-agency Relationships   | 5-9  |              |
| <b>6</b> | Sponsoring Agencies.....  | 6-1  | October 2008 |
|          | ▪ Recommended Procedures  | 6-1  |              |
|          | ▪ The Adult Protective Service<br>Manager   | 6-2  |              |
|          | ▪ Staff Development   | 6-2  |              |
| <b>7</b> | Program Administration.....   | 7-1  | October 2008 |
|          | ▪ Recommended Procedures  | 7-1  |              |
|          | ▪ Records   | 7-1  |              |
| <b>8</b> | Useful Web Links  | 8-1  | October 2008 |
| <b>9</b> | Glossary of Terms Used in the Policy<br>Guidelines for the Adult Protective<br>Service Worker<br>Program..... | 9-1  | October 2008 |

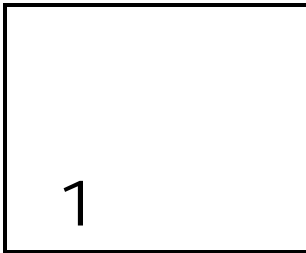
## About These Policy Guidelines

The purpose of these guidelines is to set out the policies for the mandate and role of the Adult Protective Service Worker. They also assist service providers that administer the Adult Protective Service Worker program to develop procedures that promote the program objectives, reflect the guiding principles, are consistent with the mandate and role of the Adult Protective Service Worker and meet administrative requirements.

The format for these Guidelines is designed to be easy to use and update. The Policy Guidelines are intended to be:

- Read in their entirety for a full understanding of the intent and context of the Adult Protective Service Worker program
- Referenced when looking for specific direction on a particular topic.

The first time a word defined in the Glossary appears in the Adult Protective Service Worker Guidelines, it will be in UPPERCASE letters.



## Program History

### Overview

The Adult Protective Service Program was established in 1974 following a pilot program called the Hamilton Guardian Project. The Hamilton Guardian Project was initiated primarily to address concerns at that time for the well being of adults who have a DEVELOPMENTAL DISABILITY who were capable of living independently in the community, but who lacked typical parental or other social support and guidance.

While Ontario's early history of developmental services focused exclusively on a medical model in which people with a developmental disability were cared for in large institutional settings, by the late 1960s, the concept of "normalizing" the lives of people who have a developmental disability, and the move to integration into the general community, were gaining worldwide favour.

The introduction of the Adult Protective Service Worker program followed soon after the enactment of the new *Developmental Services Act* in 1974 which transferred responsibility for services for people who have a developmental disability from the Ministry of Health to the Ministry of Community and Social Services.

The Minister of Community and Social Services at that time stated that the new legislation would be the first phase of implementing a policy which called for the integration of all programs for people who have a developmental disability and stated the Ministry's belief that many people who were living in provincially-operated institutions could benefit from living as an integral part of the community. The Ministry stated, "Community participation is the cornerstone on which the philosophy of community care for people [who have a developmental disability] has been established".

The focus of program development during this time was to enhance the extent of community living opportunities available for people with a developmental disability. Of particular importance during this period was the introduction of programs aimed at improving community supports available to people who have a developmental disability

and at promoting as much individual independence as possible. The Adult Protective Service Worker program can trace its roots to these fundamental milestones in the evolution of developmental services in Ontario.

The Hamilton Guardian Project suggested that the support needs of people who have a developmental disability were largely social and that it was important to establish a service to provide people with social support, guidance and follow-up as an alternative to a more restrictive approach of legal guardianship.

The Adult Protective Service Worker program was designed to create this alternative by providing direct support to people who have a developmental disability, advocating on behalf of individuals in their efforts to access mainstream community services and actively promoting the development of expanded community supports.

As the developmental services system evolves, the Adult Protective Service Worker program and the role of the Adult Protective Service Worker will continue to evolve with it.

## **Legislation**

The Adult Protective Service Worker program is established under the authority of the *Developmental Services Act*. The *Act* gives the Minister of Community and Social Services the authority to fund services or assistance for or on behalf of people with a developmental disability.

In the *Developmental Services Act*, a developmental disability is defined as a condition of MENTAL IMPAIRMENT present or occurring during a person's FORMATIVE YEARS that is associated with limitations in ADAPTIVE BEHAVIOUR.



## Program Objectives

The fundamental objective of the Adult Protective Service Worker program is to support ADULTS with a developmental disability who are living on their own to live as independently, safely and securely as possible in the community.

Adult Protective Service Workers interact directly with the adult who has a developmental disability to help them access and maintain services and supports including MAINSTREAM SUPPORTS AND SERVICES available to any member of the community. The Adult Protective Service Worker helps the individual to learn ways of coping with and adapting to life in the community.

The underlying intent of the program is for the Adult Protective Service Worker to work directly alongside individuals who have a developmental disability to develop a trusting, respectful working relationship with them in order to understand the person's strengths, areas for development and goals. This partnership needs to encourage active participation and self-determination on the part of the person who has a developmental disability in setting and working towards their goals.



## Guiding Principles

The Adult Protective Service Worker program is based on the over-arching principle that adults who have a developmental disability are people first, and focuses on independence, dignity, and self-reliance for people with a developmental disability. The following guiding principles were created to help shape the transformation of developmental services. The five underlying service principles also support the work of the Adult Protective Service Worker program as it evolves along with the overall redesign of the developmental services sector:

- Citizenship,
- Fairness and equity,
- Accessibility,
- Safety and security, and
- Accountability

### i) Citizenship

Supports for people who have a developmental disability should:

- Contribute to the development of thriving communities sustained by the economic and civic contributions of Ontarians who have a developmental disability
- Enhance the community perception of people who have a developmental disability and promote participation of people who have a developmental disability in the local community
- Wherever possible, integrate with mainstream supports and services generally available to members of the community
- Recognize that people who have a developmental disability have the same right as other members of society for participation in community life and to realize their individual capacity for physical, social, emotional, intellectual, and spiritual development.

ii) Fairness and equity

Supports for people who have a developmental disability should:

- Focus on increased independence, employment, voluntary and recreational opportunities, and integration into the community
- Be tailored to meet their individual needs and goals
- Be appropriate to their age and disability.

iii) Accessibility

People who have a developmental disability should have:

- Funding and supports that are flexible and tailored to individual needs
- Opportunities to participate in decision-making about the funding or supports they receive.

iv) Safety and security

- Services for people with a developmental disability should promote safety and should have appropriate supervision and staffing
- Services should have regard for the benefits of activities which prevent the occurrence or worsening of disabilities
- Services should be designed and administered so as to respect the rights of people who have a developmental disability to privacy and confidentiality.

v) Accountability

Services for people who have a developmental disability should:

- Be accountable to people who use the services, and the Ministry for providing information to assess the quality and outcomes of their services
- Be characterized by meaningful engagement with the public and those affected by proposed changes and provide ways for people who use the services to participate in the planning and operation of the services they receive.



## The Client

### **Eligibility for the Adult Protective Service Worker program**

Eligibility for the Adult Protective Service Worker program is the first and most basic decision to be made.

Adults aged 18 years or older who have a developmental disability are eligible for the Adult Protective Service Worker program if:

- They are RESIDENTS OF ONTARIO, and
- They have a developmental disability as defined in the *Developmental Services Act*, and
- They live on their own in a community setting, and
- They have no significant social supports, and
- They need, and request, the type of assistance that is within the mandate of the Adult Protective Service Worker program, and
- The involvement of the Adult Protective Service Worker would not duplicate or replace a similar program that is currently in place or available to support an individual's needs.

Note: there is no upper age limit for eligibility to the Adult Protective Service Worker program.

Confirmation that the person has a developmental disability as defined in the *Developmental Services Act* is established through documentation from a physician or registered psychologist. In some situations, documentation from a psychologist may not

be available. In these situations, the Manager of the Adult Protective Services Worker program and the Adult Protective Service Worker may deem the person eligible for the program where there has been an ongoing history of the individual's involvement with other developmental services or there is a range of written testimony from other professionals that clearly indicate eligibility for the Adult Protective Service Worker program. A considerable degree of judgement and caution must be exercised in making eligibility decisions in the absence of confirmation by a physician or registered psychologist and a clear written rationale prepared by the APSW and Manager and kept on the individual's file.

## **Exceptional Circumstances**

### *Living Situations*

The primary focus of the Adult Protective Service Worker program is to work with adults who have a developmental disability who live on their own in a community setting.

There are two exceptional circumstances where the Adult Protective Service Worker may assist individuals in other types of living situations:

- Living at home with FAMILY

The Adult Protective Service Worker may assist an adult who has a developmental disability whose primary residence is with their family if:

- on a time limited basis of up to one (1) year, the involvement of the Adult Protective Service Worker is specifically to help the adult with their plan to move towards independence and take up residence on their own in the community or
- with the permission of the individual who has a developmental disability, the involvement of the Adult Protective Service Worker is specifically an advocacy role of speaking on behalf of the individual in their relationship with the family and the primary focus is on the safety and security of the adult with a developmental disability within the family unit.

Ongoing service provision for adults who continue to live at home with their family is not the focus of the Adult Protective Service Worker program. In situations where an adult who is living at home with their family needs ongoing assistance with locating services, the Adult Protective Service Worker should refer the individual and their family to an alternative service provider that can help them access the supports they need.

- Living in Other Government-Funded Accommodation

The Adult Protective Service Worker may assist an adult who has a developmental disability whose primary residence is in government-funded accommodation (e.g. supported independent living, Family Home program, group home or long-term care setting) if:

- on a time limited basis of up to one (1) year, the involvement of the Adult Protective Service Worker is specifically to help the adult with their plan to move towards independence and take up residence on their own in the community and/or
- the involvement of the Adult Protective Service Worker is specifically an advocacy role of speaking on behalf of the individual in their relationship with the service provider of the person's accommodation, and the primary focus is on the safety and security of the adult with a developmental disability within their accommodation.

Ongoing service provision for adults living in **government-funded** accommodation is not the focus of the Adult Protective Service Worker program. In these situations a referral to an alternative service should be made to provide the individual with the assistance they need.

### *Working with Children*

The Adult Protective Service Worker program is intended for adults aged 18 years or older who have a developmental disability.

The Adult Protective Service Worker may offer short-term consultation and planning of up to six (6) months, to CHILDREN who have a developmental disability and their families about the availability of services for adults.

### *Adults with a Developmental Disability who are Parents*

The Adult Protective Service Worker may also offer consultation and support to adults with a developmental disability who are parents, about the type of services and supports that are available to their children. The focus of ongoing assistance from the Adult Protective Service Worker is on the needs of the parent(s) who have a developmental disability.

For more intensive help with CASE MANAGEMENT specifically related to the children's needs or improving parenting skills, the Adult Protective Service Worker would make the appropriate referrals to case management services for children or services that specialize in teaching parenting skills.

## **Voluntary Relationship**

The relationship between the Adult Protective Service Worker and the person who has a developmental disability is voluntary which means that the person is not compelled to accept the services of the Adult Protective Service Worker program. The Adult Protective Service Worker is expected to provide services, within their mandate, to people who have a developmental disability who seek their help. The Adult Protective Service Worker does not have guardianship or legislated custodial authority for the individuals they support.



## The Adult Protective Service Worker

### **Mandate**

The Adult Protective Service Worker works directly with adults who have a developmental disability who are living on their own in the community to assist them in strengthening their capacity to manage the skills necessary for daily living, and help them enhance their network of formal (government-funded) and informal (mainstream community) community resources.

The Adult Protective Service Worker program establishes a voluntary working relationship based upon mutual accountability between the adult who has a developmental disability and the Adult Protective Service Worker. Adults who have a developmental disability are active participants in all steps of the working relationship.

The Adult Protective Service Worker facilitates an individual's involvement primarily with mainstream community supports wherever possible, but also with the government-funded service system (e.g. the Ontario Disability Support Program, Passport). The Adult Protective Service Worker assists in developing a network of supports that will foster greater personal independence. With the consent and direction of the adult who has a developmental disability, the worker will provide assistance with planning and accessing these supports based upon individual goals and needs.

### **Overview of Functions**

The Adult Protective Service Worker conducts regular face-to-face meetings with adults who have a developmental disability to provide:

- Advocacy on their behalf to help them access and maintain mainstream community supports and government-funded services and to help them live safely and securely in the community.

- Help to the individual identifying their strengths and needs and providing information and referrals at the direction of the adult who has a developmental disability.
- Coordination and case management of community resources, service plans, mediation, and liaison with other service providers.
- Support with problem-solving, life skills counselling (such as personal budgeting, use of transportation), guidance, and group facilitation.

There are a number of settings where meetings between the Adult Protective Service Worker and the adult who has a developmental disability would take place. These include the individual's home, their place of employment or appointments (e.g. doctor, lawyer). Since the program is intended to support people in the community, it is not an acceptable practice for the majority of meetings to routinely take place in the Adult Protective Service Worker's office. However, the Adult Protective Service Worker has the discretion to determine those individual circumstances where it may be more appropriate for many of the meetings to take place in the Adult Protective Service Worker's office such as when there are precautionary concerns regarding the safety of the Adult Protective Service Worker or to help reinforce professional boundaries of the Adult Protective Service Worker/ Client relationship.

The Adult Protective Service Worker also provides 'outreach' in the community; seeking out and providing information to adults who have a developmental disability who are receiving little or no service in the community.

In exceptional circumstances, where an individual does not already have a legally authorized substitute (e.g. Office of the Public Guardian and Trustee, guardian of property, power of attorney for property), the Adult Protective Service Worker may, with the consent of the adult who has a developmental disability, be appointed by the Director of the Ontario Disability Support Program (ODSP) as trustee for management of the individual's ODSP income support.

The role of trustee by the Adult Protective Service Worker should be **temporary** while other service alternatives to assume the role of trustee for management of the person's ODSP income support are being sought. This temporary trusteeship on the part of the Adult Protective Service Worker is not to exceed six (6) months.

The Ontario Disability Support Program Policy Directive 10.2 provides guidance on the role of an ODSP trustee in managing a recipient's income support. A link to the specific Directive is provided in these guidelines under the section entitled **Useful Web Links**.

In part, the Directive states that the Director of the ODSP may appoint a family member, friend, religious organization or community agency to act as trustee on behalf of the recipient. The appointment may be initiated at the request of a recipient, a member of the benefit unit, or by ODSP staff. Where no other suitable trustee arrangement is available, an application to the Office of the Public Guardian and Trustee may be made.

In choosing a trustee to act for a recipient, the recipient's caseworker attempts to find someone who is interested and willing to assume the responsibilities; would not be in a conflict of interest position by becoming appointed; has the best interests of the recipient in mind; and has a good relationship with the ODSP recipient. Priority consideration should be given to the immediate family of the recipient.

The Director of the ODSP can appoint, remove or replace a trustee appointed to act for a recipient under the *ODSP Act*. An appointed trustee cannot delegate their appointment of trusteeship.

The trustee's responsibility is to manage the income support for the benefit of the recipient and other members of the benefit unit. The guiding principle in disbursing the income support is that the monies paid out on behalf of the recipient should be necessary for the benefit unit's support/care and should be provided in a timely manner (e.g., rent is paid on time, food is purchased as required). In making these payments, the trustee must consider the nature of the recipient's legal obligations (e.g., child support payments, debts).

Any person or organization (i.e. Adult Protective Service Worker, community agency) appointed by the Director of ODSP to act as trustee for a recipient must maintain a record of receipts and disbursements for audit purposes. The records must contain an ongoing list of all money received from the ODSP, including the amount and date received, and an ongoing list of all money paid out on behalf of the recipient, including the amount, date, and purpose of the payment and to whom it was paid.

One of the responsibilities of a trustee appointed by the Director, including an Adult Protective Service Worker, is the requirement to maintain records accounting for the use of income support received on behalf of the recipient, and to provide other information, including receipts, as requested.

## **Advocacy**

In the role of advocate, the Adult Protective Service Worker works with community-based services and agencies to:

- Ensure, within the scope of the Adult Protective Service Worker's mandate and authority, that the rights of the adult who has a developmental disability are acknowledged, and
- Inform the adult who has a developmental disability of their rights.

Before acting as an advocate, the Adult Protective Service Worker determines the level at which the individual who has a developmental disability understands a potentially harmful situation and can speak on their own behalf. The following are broad examples to guide the Adult Protective Service Worker in advocating on behalf of individuals:

- **The adult who has a developmental disability has limited ability to make personal decisions or respond.** For example, the individual may have been seriously exploited and their rights violated. In this instance, the Adult Protective Service Worker could intervene and communicate the situation to the appropriate authorities (e.g. police).
- **The adult who has a developmental disability may be aware of exploitation (by family, friends, employers, or landlord) but is unable to speak on their own behalf.** The role of the Adult Protective Service Worker is to intervene and provide the individual with guidance on avoiding similar situations in the future and/or communicate the situation to the appropriate authorities.
- **The adult who has a developmental disability does not understand their rights or what action may be necessary when their rights have been violated.** In these situations, the Adult Protective Service Worker could intervene to assist the individual with taking the appropriate action.
- **The adult who has a developmental disability is aware of abuse, exploitation or disservice but needs guidance in bringing their concerns before the appropriate authority and in following the most appropriate process to do so.** The Adult Protective Service Worker could provide guidance on the proper level of authority given the specific situation and the appropriate process to follow.
- **The adult who has a developmental disability is capable of self-advocacy and can use the appropriate services independently because they understand them and can communicate effectively.** The Adult Protective Service Worker could offer guidance and emotional support to the individual as they advocate on their own behalf.

Since adults who have a developmental disability are obliged, like all citizens, to abide by society's laws, the advocacy role may involve the Adult Protective Service Worker in court proceedings. If the adult who has a developmental disability is involved in legal proceedings, the Adult Protective Service Worker can help the individual to access Intensive Case Management Services that may be available in the person's community.

The Intensive Case Manager provides referral resources to assist the court support workers and discharge planners in the appropriate case management of individuals. The Intensive Case Manager establishes collaborative contacts with community-based services to divert individuals with dual diagnosis in conflict with the law to community-based developmental (MCSS funded) and mental health (Ministry of Health and Long-Term Care funded) resources and services. The Adult Protective Service Worker and Intensive Case Manager should work together to support the individual because the Adult Protective Service Worker might have a long term relationship with the individual while the Intensive Case Manager might not be as familiar with the individual.

In some communities, the Adult Protective Service Worker has also been designated as the Intensive Case Manager and can assist the individual. In other communities, the services of a separate Intensive Case Manager may not be available.

Where there is no Intensive Case Manager support available, the Adult Protective Service Worker can:

- Help provide information to the individual about their rights and responsibilities
- Help the individual to receive the services of a lawyer including help with the process for making an application for legal aid
- With the individual's permission, discuss the situation with the Crown Attorney and defense counsel (Note: the Adult Protective Service Worker does not talk with the judge on the client's behalf or provide paralegal representation)
- Explain court proceedings to the individual during the trial process
- Help to clarify for the individual, the legal advice given to them by their lawyer
- Assist the probation officer in compiling a pre-sentence report or develop recommendations in the report.

When determining whether the Adult Protective Service Worker is the primary support in assisting individuals in legal proceedings, it is important to note the Adult Protective Service Worker is not to duplicate or replace the services offered by the Intensive Case Manager supports where they are available to support individuals.

## **Case Management**

Case management is a collaborative process that assesses, plans, implements, coordinates, monitors and evaluates the options and services required to meet the client's service needs.

In the case management role, the Adult Protective Service Worker facilitates the achievement of client wellness and autonomy through advocacy, assessment, planning, communication, education, resource management and service facilitation. Planning and service facilitation are based on the needs and values of the client.

The underlying premise of sound case management is that everyone benefits when people who have a developmental disability reach their optimum level of self-management and functional capability.

The role of the Adult Protective Service Worker as case manager is to meet regularly with adults who have a developmental disability to identify and access the necessary supports and services appropriate to their needs. The Adult Protective Service Worker's objective is to help people access mainstream community services wherever possible, before turning to government-funded services to address individuals' needs.

The process should begin with a person-directed planning approach to develop, implement and maintain an individual service plan with and for the individual. The plan is to be developed jointly between the adult who has a developmental disability and the Adult Protective Service Worker. The plan must promote the concepts of choice, individualized services and supports, consumer satisfaction and build on the strength and abilities of individuals.

The functions of the Adult Protective Service Worker may include (but are not limited to):

- Monitoring and assisting with revisions to the individual service plan
- Facilitating community access and inclusion (i.e. locating or developing opportunities, providing information about resources etc.)
- Assisting with completing the appropriate applications for service
- Monitoring the provision of services to individuals including activities such as interviews and monitoring visits with the individual and service provider
- Engaging in activities aimed at building capacity in the broader community
- Maintaining current, accurate, complete and timely documentation of progress in individual client records.

## **Limitations on the Role of the Adult Protective Service Worker**

Participation in the Adult Protective Service Worker program is strictly voluntary. The Adult Protective Service Worker cannot compel an unwilling or disinterested individual to accept the services of the program or advice from the Adult Protective Service Worker.

Adult Protective Service Workers do not have a mandate to provide care or to compel compliance to treatment or to other recommended support services. While the Adult Protective Service Worker can assist people in making healthy and safe decisions, ultimately the final decision belongs to the adult who has a developmental disability and who is capable of making those decisions.

Situations that require direct observation of an individual after medical treatment or care, assistance with medical treatment, enforcement of treatment guidelines or orders, or other more intrusive or intensive measures fall beyond the scope of what the Adult Protective Service Worker is mandated to provide. The Adult Protective Service Worker does not serve in a guardianship or power of attorney capacity for the individuals they serve and does not make personal care or financial/property decisions on their behalf. In addition, the Adult Protective Service Worker cannot assume legal responsibility for the adult or supervise the security of children.

## Caseload

Adult Protective Service Worker caseloads fall into two categories:

- Active, and
- Closed

All adults who have a developmental disability who meet eligibility criteria for the program, who request help from an Adult Protective Service Worker and are accepted for involvement in the Adult Protective Service Worker program are considered Active cases until closed. Active cases do not include those people who are placed on a waiting list for the Adult Protective Services program.

There are two broad categories of Active cases:

- Service situations in which the person who has a developmental disability and the Adult Protective Service Worker have begun working toward specific goals that have been identified in the person's plan. These situations are considered to be high priority for Adult Protective Services and require extensive, ongoing meetings and assistance from the Adult Protective Service Worker, and
- Service situations that require monitoring but less frequent meetings with the individual and minimal ongoing support. These situations are also those that involve minimal temporary intervention including brief or one-time intervention for the purposes of providing service information or referral to appropriate services.

Although still considered Active, these situations may be classified as 'support' cases because:

- The adult who has a developmental disability has achieved the goals they originally identified but still needs the support of an Adult Protective Service Worker to help address temporary difficulties when they arise, or
- It is considered advisable to maintain regular contact with the individual in order to maintain their stability in their current situation and to identify and prevent difficulties from arising, or
- The adult who has a developmental disability requests regular contact and monitoring by the Adult Protective Service Worker as a form of 'social safety net' for emotional support and advice.

Each person who has a developmental disability has unique needs and circumstances. Therefore, there is no prescribed time limit that a case may be considered Active for the services provided by the Adult Protective Service Worker program. **The practice of setting time limits for involvement in the Adult Protective Service program is**

**inconsistent with the fundamental principles of Fairness and Equity that require services to be tailored to meet individuals' needs and goals.**

Cases are Closed when:

- The adult who has a developmental disability has decided they no longer need or want the services of the Adult Protective Service Worker.
- The Adult Protective Service Worker has completed their involvement in providing brief or one-time intervention for the purposes of giving service information or making a referral to appropriate services.
- The adult who has a developmental disability has moved out of the area that is served by the Adult Protective Service Worker. With the permission of the individual who has a developmental disability, the Adult Protective Service Worker is responsible for contacting their counterpart in the area to which the individual has moved or will be moving in order to facilitate the transition. This includes transferring appropriate case information on file with the consent of the individual who has a developmental disability.
- Follow up and service for the person who has a developmental disability has been undertaken by another agency.
- The behaviour of the person who has a developmental disability poses a risk to the Adult Protective Service Worker's safety and security.
- The person's whereabouts is unknown or the person is deceased.

The caseload size for each Adult Protective Service Worker may vary but ultimately depends on:

- the individual needs of the people being supported by the Adult Protective Service Worker, including the type and level of involvement individuals need
- the administrative responsibilities directly related to the support of the individuals on the Adult Protective Service Worker's caseload
- the availability of community resources and the amount of time the Adult Protective Service Worker is dedicating to help the individuals secure the supports they need
- other factors such as the need to provide brief or one-time support to individuals who are 'Active' but considered support cases.

Caseloads should be managed so that Adult Protective Service Workers can effectively fulfil their roles and responsibilities supporting those currently on their caseloads. Supports are tailored to individuals' needs while encouraging as much independence in the community as possible. Adult Protective Service Workers should not reduce supports provided to existing clients in order to serve more individuals.

When the demand for service exceeds the capacity of the program to respond, it may be necessary to begin a waiting list. Individuals who are placed on a waiting list are those who have satisfied all the basic eligibility criteria for the program.

Periodic contact should be made with individuals on the waiting list to assess their situation and determine if their circumstances have changed (i.e. worsened). In some cases, it may be necessary to provide immediate, short-term intervention to stabilize an individual's situation until they can be accepted on to the Active caseload.

## **Developing Community Capacity and Inter-agency Relationships**

An important role for the Adult Protective Service Worker is to help individuals use natural supports as one of the primary and most meaningful ways of enhancing the lives of people with a developmental disability. Natural support refers to the support and assistance that naturally flows from the associations and relationships typically developed in natural environments such as the family and community.

To accomplish this goal, the Adult Protective Service Worker should play an active part in enhancing their community's capacity to connect with and involve adults who have a developmental disability. The Adult Protective Service Worker should also seek to increase community awareness and develop partnerships in supporting people who have a developmental disability.

The characteristics and opportunities for enhancing community capacity will vary from one community to the next. The Adult Protective Service Worker may use a number of strategies to improve community capacity starting with developing a good understanding of the range of opportunities that exist in their communities and the organizations that function within them. The Adult Protective Service Worker should look for opportunities to work with community groups to identify barriers to accessing some aspects of the community and could begin by developing strategies to overcome them.

The Adult Protective Service Worker is encouraged to establish positive working relationships with all sectors of the community as an essential component to developing community capacity. These relationships give the Adult Protective Service Worker an opportunity to provide information to mainstream community networks and organizations with information about the positive contributions that people who have a developmental disability can make.

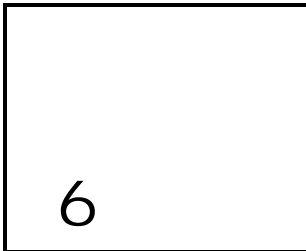
At the broader community level, the Adult Protective Service Worker could participate in organizations in their community that have decision-making responsibility for the delivery of mainstream community services, programs or the allocation of resources. This could influence the degree to which decisions reflect the diversity of the community by responding to the needs of adults who have a developmental disability.

## **Best Practices**

A useful approach may be to develop partnerships with organizations that represent people who have other forms of disability to aid in informing and educating local business, recreation and social networks about the rich diversity of people that are part of their community. Depending on the community, some examples of strategies for developing community capacity could include engaging local Business Improvement Associations or Social Planning Councils.

At an individual level, opportunities could be sought for matching individuals with other people, groups and activities in the community that meet the individual's personal goals and needs.

Greater participation in natural, mainstream community supports promotes the sense that people with a developmental disability are a part of and belong in the mainstream life of the community, to the benefit of all.



## Sponsoring Agencies

### **Recommended Procedure**

Typically, the selection of the agency to sponsor the Adult Protective Service Worker program would be based on the following criteria:

- The agency offers 'generic' community services rather than delivering developmental services. The rationale is to mitigate against conflict of interest situations where the Adult Protective Service Worker, in advocating on behalf of an individual, comes into conflict with the services offered by the sponsoring agency. Where it is not possible to select an agency that offers generic services, the agency would develop a written policy that sets out the process for resolving potential conflict of interest situations in a manner that does not restrict the Adult Protective Service Worker from fulfilling their mandate and role as set out in these guidelines. The sponsoring agency could also be one that offers developmental services that are primarily support services such as case management versus those agencies that provide 'core' services such as residential or community participation supports.
- The agency expresses a commitment to the Adult Protective Service Worker program and develops a written mission statement that reflects the program principles and supports the role and function of the Adult Protective Worker as set out in the policy guidelines.
- The agency is appropriate in terms of the type of services offered, geographic location, is barrier free and is accessible by public transit (where available).
- The agency does not charge a fee to individuals who are supported by the Adult Protective Service Worker program.

## **The Adult Protective Service Manager**

The Adult Protective Service Worker program would have the benefit of a manager who is available to provide frequent and regular supervision of the Adult Protective Service Workers.

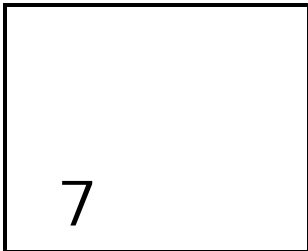
The program manager should have thorough knowledge of, and be supportive of, the program mandate as well as the role and function of the Adult Protective Service Worker.

The role of the program manager is to lead, and be actively involved in, building community capacity in their area.

## **Staff Development**

Typically, the sponsoring agency for the Adult Protective Service Worker program would make a training budget available to the program to:

- Provide thorough orientation and training to new staff as the agency deems necessary and appropriate.
- Provide regular, individual training opportunities for existing Adult Protective Service Workers to enhance their skills and knowledge about disability related issues and broader community issues. This may include supporting participation in professional associations representing the Adult Protective Service Worker.
- Provide regular training opportunities to managers of the Adult Protective Service Workers that would enhance their skills and knowledge in the supervision of the program.



## Program Administration

### **Recommended Procedures**

The Adult Protective Service Worker, the manager of the program and the sponsoring agency have a joint responsibility to complete and maintain accurate and up-to-date records with respect to individuals involved in the program (active and closed).

In addition, there is a shared responsibility for maintaining accurate and current statistics on overall program volume and activity (e.g. intake of new clients, number of closed cases).

### **Serious Occurrence Reporting**

Adult Protective Service Workers, the manager of the program and the sponsoring agency are responsible for following the procedures outlined in the Ministry of Community and Social Services policy for Serious Occurrence Reporting. The sponsoring agency should contact the regionally-based office of the Ministry to obtain a copy of the policy and ensure that the Adult Protective Service Worker and manager of the program fully understand their responsibilities for reporting serious occurrences.

### **Records**

#### *Records about Individuals*

In order to create a consistent approach to the administration of the Adult Protective Service Worker program, the following records and information related to individual service delivery should be kept in an individual's file:

- Eligibility: This documentation confirms the individual meets the eligibility requirements for the Adult Protective Service Worker program as set out in the Guidelines.
- Intake/referral: There should be detailed documentation of the individual's request for assistance from the program, the nature of the involvement by the Adult Protective Service Worker (including the individual's goals and needs) and involvement with other services (both government-funded and mainstream community services). The documents also should include personal information such as name, address and telephone numbers, employment details/sources of income.
- Case Notes/ Contact Reports: The reports should contain up-to-date information that is relevant and necessary to the understanding of the Adult Protective Service Worker's involvement with the individual. The information must be detailed enough to allow a colleague of the primary Adult Protective Service Worker to oversee the case in the event of absence or change in staffing. The information could include the individual's social history if relevant to the involvement by the Adult Protective Service Worker, significant contacts made with the client or on the client's behalf, documentation of events in an advocacy situation.

Reports should also document the progress being made towards helping the individual achieve their goals or changes in the individual's needs or goals.

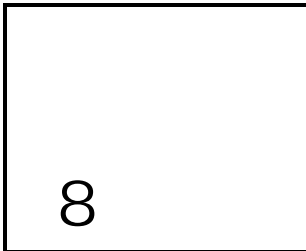
- Consent to Obtain/Release Information: The Adult Protective Service Worker, the program manager and the sponsoring agency should carefully consider whether any information requested from the individual or others is directly related to the individual's involvement with the program. It is the responsibility of the Adult Protective Service Worker to explain to the individual the reasons for requesting specific information and the intended use of the information before asking an individual to sign a consent form.
- Closed Case Report: This report closes the involvement of the Adult Protective Service Worker and should include a summary of the involvement by the Adult Protective Service Worker, the reason for no longer actively working with the individual and recommendations, if any, for future action. If an individual needs assistance from the program at a later date, the file may be re-opened.
- Other documents: Any other documents relevant to the support provided to the individual by the Adult Protective Service Worker (e.g. ODSP trustee documents).

#### Program Records and Statistics:

Sponsoring agencies must retain client records in a secure location in order to protect the privacy of the information.

Sponsoring agencies should collect program statistics monthly from each Adult Protective Service Worker. The information must be compiled annually for the program to capture the overall activity level, volume of cases and service demand. The following information should be reflected in quarterly reports:

- Number of Active cases at the end of the fiscal year
- Number of new individuals accepted into the program during the fiscal year
- Number of cases within the Active caseload considered to have Support status at the end of the fiscal year
- Number of individuals on a waiting list for service
- Number of Closed cases during the fiscal year



## Useful Web Links

- Ministry of Community and Social Services (for information on ministry programs such as Special Services at Home, Passport, Ontario Disability Support Program and contact information for regionally-based Ministry offices:

<http://www.mcscs.gov.on.ca>

- Disability Web Links (for information on federal and provincial programs and supports for people with a disability):

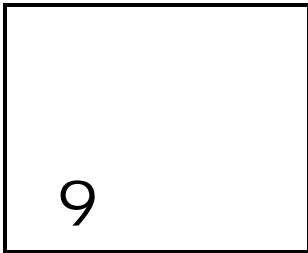
<http://www.disabilityweblinks.ca>

- Human Resources and Social Development Canada (links to federal employment programs, Disability Benefits, Canada Pension Plan, Old Age Security, literacy programs):

<http://www.hrsdc.gc.ca/>

- Ontario Disability Support Program (link to the ODSP Directive 10.1 and 10.2 on trusteeship):

[http://www.mcscs.gov.on.ca/mcscs/english/resources/directives/odsp\\_directives](http://www.mcscs.gov.on.ca/mcscs/english/resources/directives/odsp_directives)



## Glossary of Terms Used in the Policy Guidelines for the Adult Protective Service Worker Program

### ADAPTIVE BEHAVIOUR

Those aspects of a person's development that are related to the acquisition of functional skills required for everyday life (e.g. self-care, independent living, appropriate social behaviour).

### ADULT

A person who is eighteen (18) years or older.

### CASE MANAGEMENT

Case management is a collaborative process that assesses, plans, implements, coordinates, monitors and evaluates the options and services required to meet the client's service needs.

The process often uses a person-directed planning approach to develop, implement and maintain an individual service plan with and for the individual. The process promotes the concept of choice, individualized services and supports, and consumer satisfaction.

## CHILD/CHILDREN

A person under eighteen (18) years of age.

## DEVELOPMENTAL DISABILITY

A condition of mental impairment present or occurring during a person's formative years, that is associated with limitations in adaptive behaviour. (*Developmental Services Act, R.S.O 1990, c. D.11*)

## FAMILY

Persons related by kinship as recognized in law including but not limited to: parents, siblings, grandparents, children, grandchildren, aunts, uncles and cousins, and including step-parents and step-siblings where there has been a settled intention to treat the individual as a member of the family.

## FORMATIVE YEARS

Years of growth from birth to the day prior to eighteen (18) years of age.

## MAINSTREAM SUPPORTS AND SERVICES

Supports and services that are widely accepted and available for use by the general public. They are generally not designed for any particular group but are generic in nature such as community recreation programs, employment centres, or public libraries.

## MENTAL IMPAIRMENT

Delays or distortions in normal mental development that may lead a person to require special supports and services. Examples include:

- Significantly sub-average intelligence as shown by the results of an individually administered intelligence test, or as clinically adjudged (i.e. levels of mild, moderate, severe or profound) or,
- Multiple areas of qualitative distortion of normal mental development (i.e. autism, pervasive developmental disorder).

This definition does not include impairments that are primarily attributable to emotional or psychiatric disorders or delays or failure to progress in specific areas of skill acquisition such as Specific Developmental Disabilities (i.e. learning disabilities).

## RESIDENT OF ONTARIO

In order to be eligible for the Adult Protective Service Worker program, the adult who has a developmental disability must be a resident of Ontario.

Residents are those who, at the time of completing the intake process for the Adult Protective Service Worker program, are legally entitled to live in Canada by:

- Citizenship
- Landed immigrant status
- Minister's Permit
- Permission to stay by Citizenship and Immigration Canada e.g. refugee status
- and have established their principal residence in Ontario.

A copy of supporting documentation to establish residency in Ontario may be required by the sponsoring agency to confirm eligibility for the Adult Protective Service Program.

Visitors to Ontario are not eligible. They are considered to be residents of their home province or country.