

OUR ROAD TO EXCELLENCE
"JOIN THE JOURNEY"

Over the next several months leading us up to our On-Site Validation in *November of 2011*, I will be sending out regular Newsletters to keep you informed on our progress; educate you on each area that is being reviewed throughout this process; and at times ask for your assistance.

Included in last month's issue of the Newsletter was a complete list of all Domains that will be reviewed throughout the process. In this month's issue you are able to read through the Guiding Principles and Explanation of Domain #1, as well as the list of Standards that we are working to meet as we prepare for our on-site visit.

DOMAIN # 1

ETHICAL PRACTICES, RIGHTS AND RESPONSIBILITIES

Guiding Principles:

People are supported to understand and exercise their rights, with the support of advocates when needed. The organization demonstrates a commitment to upholding, promoting and advocating for the rights of people using services.

Explanation:

Fundamental to the provision of good services is respect for the rights of the people using those services. Since human service organizations provide services to people who require support from others, it is especially important to ensure that the rights of people using services are understood, exer-

cised, respected and promoted. This can involve ensuring the people using services are informed of their rights and are empowered to exercise those rights. It also involves organizations ensuring they promote independence and that services are provided in an ethical and equitable manner. People are treated with dignity and respect. They are supported to experience: the benefits of relationships with friends and families; decision-making and choice; personal value and positive recognition by self and others; integration; competence to manage daily activities and to pursue personal goals.

People cannot make good decisions without having meaningful choices about how they live. 'Meaningful choices' means that positive options are available and can be realized. People are encouraged to think about the many choices they might have and the decisions they might make, including their hopes and goals.

DOMAIN #1 Standards:

1.1 People using services are provided with information about their rights and responsibilities in clear and meaningful ways.

1.2 People using services are supported to learn about and experience full citizenship.

1.3 The organization has a written code of ethics, and an ethics policy that all employees understand and follow.

1.4 The organization has and follows policies and procedures that address privacy rights for people using service, which are consistent with relevant legislation. Areas addressed include:

- Personal information covered by privacy
- Consent & disclosure of personal information
- Ways to safeguard, retain & dispose of personal information
- Access to information by person concerned
- Privacy complaints process.

1.5 If people using services make choices that pose some risk, efforts are made to help them understand the risks and make informed choices.

1.6 People using services and stakeholders are provided with information on the organization's process for expressing and resolving complaints.

1.7 The organization has policies and procedures that minimize the possibility of people using service being abused, neglected, discriminated against, and harassed.

1.8 The organization has established practices to minimize the possibility of people using services being abused, neglected, discriminated against and harassed.

1.9 The organization demonstrates a commitment to respecting the diversity of people using services, in relation to (but not limited to):

- Age
- Gender
- Culture
- Language
- Spiritual beliefs
- Sexual orientation
- Disability.

1.10 There is choice and flexibility in how supports are provided.

1.11 The organization assists people using services to be included and integrated in their community.

1.12 Policies and procedures are in place to ensure supports are provided in an equitable and fair manner.

1.13 If the organization is responsible for managing finances of people using services, policies and procedures are in place addressing:

- Consent for the organization to manage people's funds
- Accounting and documentation
- Handling and monitoring of finances
- Protection of people's assets.

1.14 People using services are able to access and spend their money as they choose.

1.15 The organization has policies and procedures regarding the use of images of people using services, and the need for their consent.

1.16 People using services have a role in monitoring and evaluating service quality.

1.17 If the organization is involved in, or permits, research that involves people using services, policies and procedures are in place that cover:

- Intended benefit of research
- Privacy
- Informed and voluntary consent
- Right of refusal to participate or withdraw
- Ethical conduct of researchers
- Adherence to research guidelines and agreements.

Quality Improvement Reflection ~ Please help!

We are committed to learning and continually seeking ways to improve our services. With the above seventeen standards in mind, we ask that you reflect on the progress the organization has made in the area of Ethical Practices, Rights and Responsibilities.

Your feedback in this area would be greatly appreciated. If you can take a moment to identify successes experienced and innovations, note where there is room for improvement and the steps the organization can take to make and sustain improvements in these areas; then forward this information to Michelle.