

Service Activities with Outcomes

1. *When would a Service Activity have an Outcome attached?*

There are a number of possibilities where a service activity can be attached to an outcome for someone you support. Here are some things to remember:

- You can only attach Outcomes information to a service activity if it is attached to 1 person supported. You CAN NOT attach outcomes information to a group service activity as outcomes are individualized.
- A single service activity for 1 person can encompass more than 1 outcome
- Many of your Direct Service Activities will have outcome information attached.
 - (1) Direct with the Person will have outcome information attached as this is the support you provide one to one with someone.
 - (2) Many of your Direct Service Activities on behalf of the person will also have outcome information attached. Examples might be researching a health issue for someone (Best Possible Health), researching for a dream vacation (People Choose Goals)
 - (3) Direct service activities that are Contact/Advocacy will often be to support an outcome. These are contact with support networks both personal and professional. It also includes home visits, calling or receiving a phone call about a person from a family member. So , you could be advocating for someone at ODSP because of error (People Exercise Rights/Treaded Fairly) or arranging a visit with families (Natural Support Networks) or perhaps dealing with conflict with a landlord that person asked for your help (people are respected).
- Remember that the support you give someone to work on attaining outcomes or changing an outcome are equally important to document. For example, someone may have no friends and that is why you are supporting them to do a certain activity- to meet people to develop friendships or learn about friendships.

2. *What type of information do I include on the Outcomes Portion of the write- up?*

This is what you write about the person's experience- what he/she did, what happened, why was it important. You are describing what was happening for the person – how did the person react, how did he/she feel, what did the person feel was positive or not positive about the experience, etc. The person may be engaged in an activity to maintain the outcomes, learn

about what the outcome means to them or the person may be doing something to try and achieve the outcome.

3. *What type of information do I include on the Individualized Support Portion of the write-up?*

This is what you write about how you, as support staff, helped the person. It may be quite basic or very complicated support. Support could look like transportation, physically helping someone, explaining a choice, helping the person interact or be involved in something, offering the person choices, teaching a skill, helping to overcome a barrier or advocating with person. It explains your role in supporting the person through the activity you are describing. It can also include suggestions on new ways to support the person in the future. For some people you support, you may be writing about things you have offered or suggested that the person has turned down (and why if you know). You can write what worked really well or what you did that was not very successful. It is this information that we can use to help us improve the way we provide service to people.

Sample Write Ups of Service Activities by Outcome

A. People are Connected to Natural Supports

Outcome:

- Typically writing about person's involvement with family (natural, adopted, foster)
- May be writing about visits, and get-togethers with them
- Could be person planning a family event, buying presents, making phone calls to family
- Sometimes a person's family experiences are positive , other times it is not a good experience

Individualized Support:

- You may help someone by providing transportation, helping them make choices about gifts/cards/planning a party
- It may be support you provide to person in listening to them describe something that happened in their family
- It may be phone calls you make to family to arrange visits, get names, phone #'s
- It may be research you are doing to find lost family members, researching adoption or foster families etc.
- It might be helping someone to get family counselling to work through concerns

B. People have Intimate Relationships

Outcome:

- This is about a person's really close relationships or about the person developing/learning about intimate relationships.
- This is an area that often requires sensitivity to writing about someone's experience. People may not want certain intimate details written in service activities as they are very private
- This is usually very close personal friends, very close family relationships and then spouse/partner/dating experiences.
- Many people we support do not have intimacy or as much intimacy as they want so you may be describing about how the person is learning about intimacy
- You may be describing a date, someone's marriage, sexuality
- You may be writing about spirituality for some people

Individualized Support:

- For some people, support will be staff giving people privacy or ensuring people have privacy during intimate times
- Support may be helping someone learn about dating, birth control ,planning a wedding, dealing with a break up or a fight
- Support may be helping people talk to their parents about dating and marriage
- You may be describing how you helped person get some counselling

- For someone you support who doesn't understand intimacy, you may be describing what type of experiences you helped the person so you and the person can figure out what intimacy means to them

C. People are Safe

Outcome:

- The outcome could be describing how the person keeps themselves safe or you may describing unsafe situations for the person
- This includes being safe at home, community and work, when with family and friends.
- You may be describing how someone responded to a fire drill or being scared when out alone at night
- The person might be living in unsafe home because of no smoke detectors or they have unsafe neighbours
- You may be describing unsafe choices or decisions a person has made and the consequences of that decision
- You might be describing something a person has learned about being safe.

Individualized Support:

- For some people, you will be describing things we did as a staff team to provide safety for a person. You might be describing what worked well supporting someone to practice a fire drill or how you taught them to call 911, how you obtained specialized equipment to make home safer(this would also fall under Use environments in terms of someone being able to do something easier in their home)
- Support could be getting people resources and connected to other services to help them be safe and saying who you connected with and what was learned
- You may be writing about contact with police, fire dept, health dept, etc about individual safety concerns.
- You may be providing support to someone to understand their choices in situations that make them unsafe (friends who use drugs, abusive partner, friends who steal)

D. People have Best Possible Health

Outcome:

- You may be writing about health concerns, illnesses, and diagnoses.
- Describing about how a doctor's visits or tests went for the person
- You may be writing about a person's mental health concerns
- Describing changes in person's view of the current health status.
- Describing visual changes in the person's health

Individualized Support:

- How you supported someone at doctor's visit (did you help them write questions, help them research something, help asks questions to advocate for person with doctor)
- You may be researching medical concerns or helping to book appointments for the person

- How you support someone with medical procedures (i.e. teaching someone how test blood sugar level or you actually taking blood sugar level)
- How you support someone to alleviate anxiety before an appointment.
- Helping someone find counselling

E. People Exercise Rights

Outcome:

- You may be writing to describe how someone exercised their rights (they voted, called the police to report being assaulted or abused , appealing an ODSP decision)
- Describing someone's experience at court or in jail, involvement with a parole officer or the CAS
- Describing something a person did that resulted in them losing their ability to exercise a right
- What someone showed you or told you about what rights were important to them
- Right to refuse treatment (it may be something you observed with someone who doesn't use words)
- How the person was able to exercise a daily right that was important to them (opening their mail, locking their bedroom door)
- How the person reacted to or is feeling about an approved rights restriction (how did they react to not having access to a certain food or access to money)
- Sharing someone's experience of attending a rights committee meeting

Individualized Support:

- How did you help someone to exercise a right
- How did you teach someone about a right
- How did you advocate with someone or on behalf of someone regarding a rights restriction
- What things you have tried with person to increase their ability to exercise a right with the hope of being able to remove a rights restriction in the future
- How you supported someone to attend a rights committee meeting
- How you helped someone access or work with other community agencies like police, lawyers, ODSP, school, CAS, parole, etc
- What you did to help learn what a certain right meant to a person
- Involvement with a substitute decision maker power of attorney

F. People are Treated Fairly

Outcome:

- Often the same things you are writing about under exercising rights
- Remember, if someone has a right restricted and there is no due process then outcome on treated fairly is equally affected.
- Describing a complaint someone has about a service they use and how the person handled the situation

- Describing how someone's actions resulted in people not treating them fairly
- IF someone else identified a fair treatment issue, how was it described by them
- Your contact with person's power of attorney or substitute decision maker.

Individualized Support:

- Often writing similar things as under exercising rights
- Includes how you helped someone lodge a complaint or voice a concern
- You may have researched a topic or helped someone to find a community resource to help them
- You may have made phone calls, attended appointments, advocated for person.
- You may be teaching or explaining certain situations to the person

G. People are Free from Abuse

Outcome:

- This is an area where they may be sensitive private information that the person does not want shared in service activities or is not appropriate to complete in service activities
- The person may have discussed current or past abuse
- The person may have appointments or involvement with other people or agencies to resolve abuse concerns that are being documented
- You may be recording a conversation you had with person about experiences in the past.
- Conversations with person explaining about abuse and neglect and how to be safe in potentially abusive situations

Individualized Support:

- Recording how you helped person get connected to outside resources
- What you did to help someone address a concern for abuse
- How you supported someone around making choices/being prepared in situations that have potential to be abusive (someone may have history of choosing abusive partners and you are helping them prepare for a date with someone new)
- How you supported someone who may have been accused of being abusive

H. People experience Continuity and Security

Outcome:

- This is where you would document information about the person's financial security, insurance, wills, power of attorneys.
- You may be writing about how someone revised their budgeting to address changes, inability to pay utilities or rent, person needing to use the food bank
- Person's reactions to changes in staffing
- What the person needs to feel secure with their staffing, their money and their home
- Filing income tax returns

Individualized Support:

- How you supported someone to work through staff changes or what strategies the team put in place to handle staff turnover
- How you helped someone revise their will or apply for some type of insurance
- How you supported someone to deal with creditors or unpaid bills
- How you supported someone to create and maintain a budget
- Helping someone with their income tax return

I. People Share Personal Information

Outcome:

- Documenting what someone support told you they wanted or didn't want shared with their family or documenting something you learned about how the person wants their information protected
- Signing releases of information, person reviewing their files
- Reviewing written personal documents with person and what they would like done with it

Individualized Support:

- How you handled requests from family to share private information that the person does not want shared
- How you shared information with family and friends that the person said was OK to share
- How you explain a consent form or release of information form
How you explained to someone information that was going to be shared at some kind of meeting.

J. People Choose where they Live

Outcome:

- This may be conversations you have had with the person about what they like/don't like about current or past living situations or people they live with
- Person searching for a new apartment or place to rent
- The person is homeless and is living in a shelter
- Person researching places to live or considering people to live with

Individualized Support:

- How you supported someone to find new place to live or new roommates
- How you helped someone figure out if they could afford to move or may more /less for rent
- How you helped someone with strategies on dealing with a roommate issue
- Conversations or shared experiences where you have learned how we need to support someone around where they live

K. People choose where they Work

Outcome:

- Any activity related to working, looking for work or meaningful activities during the day
- Information people have shared about likes and dislikes about various work experiences
- Conflicts at work affecting person

Individualized Support:

- How you helped someone research and find a job.
- How you helped someone find other programs that could help them find a job
- How you support someone on a job
- Transportation to and from work or arranging this
- How you helped someone ways pros and cons of a job so they could make an informed decisions
- Support to an employer
- Support to person around ODSP concerns for work

L. People use their Environments

Outcome:

- If someone is learning how to use something in their environment then you would record their progress or changes (i.e learning how to use washer, bank machine, computer, stove, public transit)
- How someone addressed an accessibility concern in their home or community.
- Recording if someone tells you that have been stopped from using their environments and why

Individualized Support:

- How you supported someone to use a piece of equipment or part of their environment
- If there is a barrier to using their environment, what did we do to over come the barrier
- Explain how you helped someone advocate for accessibility in their community or home

M. People live in Integrated Environments

Outcome:

- This is where you would describe how the person felt about an activity/event being integrated or segregated. So, for example, if someone participates in segregated bowling (i.e Special Olympics) then goes and bowls on a regular bowling league- how did the person react to those 2 different situations. Some people we support do not want to spend any time in segregated activities, others pick and choose.
- If someone you support does not understand segregation and have never experienced integration, then you may be recording the persons reactions to these two things

Individualized Support:

- Documenting how you learned the person's preferences
- How did you help the person understand the difference in spending time in environments that are segregated versus integrated
- Documenting how you offered different choices while the person is discovering their preferences

N. People interact in the Community

Outcome:

- This is where you document how the person interacted (NOT what they did) with people in the community
- This is how people communicate to those around them
- Often you are recording this outcome and the outcome on participate in community together for one service activity.

Individualized Support:

- You would document if you had to assist the person in interacting in the community
- This would include things like helping person with what to say, using their signs or pictures, helping them pay for something or ordering their food
- Your support might be helping people in the community understand the person you are supporting and how they communicate
- Your support might be helping someone before going out in the community plan what they want to say, who they want to talk to, address the person's anxieties in new situations.

O. People perform Social Roles

Outcome:

- This is about people's activities where they give back to the community/neighbours/friends.
- It might include the person researching different types of volunteer jobs and filling out forms or completing volunteer interviews or screening
- If it is a new experience, you would be writing how the person felt about the activity.
- It would include attending club meetings, any volunteer job, helping with a fundraiser, helping an elderly neighbour, participation in a group.
- This is MORE than just participating in the community. The person has to have some type or role or responsibilities in the activity, and be contributing to the event. IT is NOT just attending something.
- For example, many people we support attend a Friendship Club. This is typically an activity that would fall under "participate in the Community" and is a segregated activity. The people from the church who run the events are the people with the "Social Role", meaning they are the volunteers. They are the people who are "helping" someone else. They organize the activity, plan the event, and have the responsibility for the event.

Individualized Support:

- This might include how you helped the person research different types of social roles based on their interest and passions
- You might help the person in getting ready to attend a formal volunteer job interview
- You might be helping the person with transportation, determining a schedule
- You might be directly assisting the person to carry out their responsibilities and complete tasks at volunteer job
- Recording what you learned about what worked well, what needs to be changed or tried differently in supporting the person?

P. People Choose Services

Outcome:

- You would record information about when a person is changing a current community service and adding a new community service. This includes all community services like hair dresser, bank, doctor, dentist, massage therapist, etc.
- If the person voices concerns about a current service
- If person is starting a new service, what do they like/not like about the service or the experience
- This would also include any changes to person's services at CL Brant

Individualized Support:

- How did you help the person research different services if they want to change or add a new one (ie. list of question to ask, list of wants and needs, research on internet)
- If the person is accessing further developmental services, how you helped them get in touch with Contact Brant, if you helped them with forms or attend meetings

Q. People Choose Goals

Outcome:

- Opportunities , events, activities that relate to the person's identified goals and dreams
- These would be activities where what the person is doing is helping them to achieve a goal
- Typically these are the goals identified on the person's Annual Support Plan and Action Plan
- Describe the person's experience, what was accomplished, what they liked/disliked

Individualized Support:

- This is where you described the way you supported the person in whatever activity was going on.
- You will want to record what was helpful , anything that needs to change in the way we support the person, next steps

R. People realize Goals

Outcome:

- This is where you record an accomplishment or goal achieved that is very important to the person or something the person is proud of

Individualized Support:

- How did you support the person to achieve this goal or accomplishment
- How did you help the person celebrate their accomplishment

S. People participate in the Community

Outcome:

- This is what is written about the things a person participates in community- where did they go and what did they do
- This is more about the actual activity , NOT about the interaction
- You are often connecting this outcome to the outcome on interact in the community

Individualized Support:

- Did you have to assist the person in any way to participate in the community? That could have been transportation, helping person choose what to do.
- Were there are practical things person needed support (i.e. helping them navigate the mall, helping to pick a snack at movies, physical help with a wheelchair, how much money did they need to bring)
- Support might be how you helped someone work through feeling anxious going somewhere
- For something new, helping person decide what they liked didn't like about activity, do they want to plan again,etc.

T. People have Friends

Outcome:

- Record any conversations you may have had with person about their friendships. You might be helping person with a fight, how to invite someone over, how to celebrate a friend's birthday, deciding who to spend time with, etc.
- Describe any interactions with friends , why person likes spending time with them, what they did, making phone calls, sending emails, chatting on MSN or Facebook,etc

Individualized Support:

- Some people need no support to spend time with friends and other people needs lots of support.
- You may be learning what friendship means to someone or helping them understand what it means to be a friend
- Assisting person to invite someone over, perhaps arranging for privacy with housemates
- Helping to plan a meal, party, lunch out, going to movies0 the possibilities are endless of how and what you might do to support someone with their friends

U. People are Respected

Outcome:

- Describing situations where the person felt disrespected by someone and how they reacted to that
- How someone responded to a disrespectful situation
- Conversations about what respect means and what person needs to be respected
- Positive situations that contribute to the person being respected

Individualized Support:

- Helping someone recognize disrespectful situations and how to respond
- Advocating with person to address a disrespectful situation
- How you supported someone in a way that demonstrated respect for person
- Sometimes respect issues are also treated fairly issues as well.