

SERVICE PRINCIPLES

Service principles have been developed to support the philosophy of the Government Policy for "Improving the Life of Manitobans with Disabilities" and the intent of The Vulnerable Persons Living with a Mental Disability Act. These principles provide guidance and direction to the various services and supports provided by or funded by the Community Living disABILITY Services Program and for the various phases of the Individual Planning process, namely, assessment, planning, implementation and evaluation.

Through the Individual Planning process, the operationalization of these principles is also guided by other factors such as:

- the individual's interests and preferences;
- the individual's capabilities and aptitudes;
- the individual's situation and income;
- the individual's needs and network of informal supports;
- the responsibilities that are inherent with the exercise of individual rights;
- the rights and freedoms of other members of society;
- funding available for supports, programs and services; and
- resources available in the community.

Indicators

The following provide some examples that substantiate the fulfilment of principles for the provision of services and supports to adults with a mental disability:

1. Services and supports should provide the opportunity to lead satisfying and secure lives in the community by promoting:

- Physical well-being through:
 - optimal good health through proper nutrition, adequate physical exercise, and appropriate health care;
 - optimal public health and safety through home and work environments that are safe, clean and well-maintained;
 - the diminishment of physical limitations by the use of adaptive and corrective devices and equipment, and by modifications to the individual's

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Replacing:	October 1, 1996

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- environment; and
 - the enhancement of the individual's appearance by the availability of appropriate personal care products and clothing, and related services and supports.
- **Material well-being through:**
 - choice of housing options that provide a sense of home and comfort;
 - the personalization of living space and the accumulation of personal possessions;
 - privacy of personal space and belongings; and
 - the provision of income for basic necessities as well as for some discretionary spending.
 - **Social/psychological well-being through:**
 - meaningful and satisfying daily activities, leisure pursuits, and personal relationships;
 - the pursuit of personal hopes and wishes;
 - treatment by others in a warm, respectful, accepting, sensitive, and age-appropriate manner;
 - privacy during personal routines and activities; and
 - recognition and praise for strengths and capabilities, achievements and accomplishments.
2. Services and supports should provide the opportunity to lead productive lives in the community through:
- **Independence or self-sufficiency by:**
 - augmenting daily living skills through the availability of paid and unpaid support services;
 - increasing independence and skill development appropriate to the individual's age and disability through the availability of education and training options; and
 - providing a choice of work options with pay.
 - **Making a contribution to society by:**
 - accessing work, training and education options;
 - accessing assistance and support to meet personal, home, work and community responsibilities;
 - helping others through volunteer work or membership with voluntary associations;
 - contributing to charitable organizations according to one's beliefs; and
 - contributing to the development and evaluation of policies and services affecting one's life.

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3. Services and supports should provide the opportunity to direct one's life through:
- Making decisions for oneself by:
 - making both minor and major decisions about one's life and affairs;
 - making choices from various program, service and support options;
 - making decisions about supports needed and who provides supports;
 - making decisions about the extent and type of involvement of family, friends, and others; and
 - accessing the least restrictive and least intrusive form of assistance appropriate in the circumstance to enable the individual to make his/her own decisions.

 - Exercising one's rights and freedoms through:
 - reasonable and unrestricted contact and communication with others;
 - the expression of personal feelings, preferences, opinions and concerns;
 - the resolution of personal problems at one's level of awareness, competence and understanding;
 - access to records containing personal and confidential information about oneself;
 - notification about changes to services and supports provided and about decisions made on one's behalf; and
 - access to procedures to appeal decisions made on one's behalf or to voice grievances about services and supports provided.

 - Accessing individualized supports through:
 - the availability of supports that are meaningful and appropriate to the individual;
 - the availability of flexible and adaptable supports to meet one's changing and unique needs;
 - the availability of support services that are tailored to one's preferences and the lifestyle one chooses to lead; and
 - supports that are sensitive to the individual's preferred pace for coping with more responsibility and independence.

 - Taking reasonable risks through:
 - the opportunity to take risks at one's level of competence and readiness;
 - the opportunity to refuse services and supports;
 - the opportunity to learn by taking risks;
 - the availability of information about risks inherent in the choices one makes; and
 - the availability of service options that are the least restrictive and least intrusive appropriate in the circumstance without placing others or oneself at risk.

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4. Services and supports should provide the opportunity to lead a life as part of the community by:
- Developing and maintaining personal relationships through:
 - meaningful and reciprocal relationships with family, friends, and others;
 - contact with family and friends during holidays, special occasions, and at any reasonable time;
 - the availability of private space to discuss personal matters with family and friends, and others;
 - the availability of assistance and support with the development and maintenance of personal relationships; and
 - informing important others about any significant changes in one's life.

 - Accessing community resources through:
 - the availability of information on all resources in the community pertinent to one's preferences and needs;
 - the availability of supports to enhance the individual's ability to integrate into community life to the greatest extent possible;
 - the availability of assistance with negotiating the use of community resources; and
 - the consistent use of community resources.

 - Accessing community-based supports through:
 - the promotion of assistance and support provided naturally and informally by the individual's family and friends;
 - the availability of support services that are delivered in the community environment one is trying to adjust to, and at times when such adjustments are necessary;
 - the availability of support services that maintain and/or strengthen one's personal relationships and community involvement;
 - the availability of support services as long as needed to live successfully in the community; and
 - the availability of residential, day, and support options that are individualized, community-based and non-segregated where possible.

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