

# Person Supported Records – Best Practices

This is a guide to organizing the personal documents of the people we support (PWS).

## Personal Data

- Data Sheet - Updated annually (CR19)
  - This is updated at the time the PWS's ISP is created or whenever there is a change to the information on the data sheet. Updates or changes need to be reported to the supervisor as they have access to the database to make any changes.
  - Current copies to be kept in the following locations: personal binder, emergency binder, van book, MAR binder.
- Photo (current picture) – Should be updated every 2 years. Date of picture to be written on back of photo
  - Copies of current photo to be in the PWS's personal binder, MAR binder and van binder.
- Mechanical Supports/Assistive Devices Inventory Record (CR42)
  - This is to be updated on an ongoing basis as changes occur.
  - To be kept in the PWS's personal binder – examples include a helmet, transfer belt, seatbelt lock cover, wheelchair, super poles, CPAP machines, leg braces, hearing aids. Must also include care and maintenance schedule and date of completion.
- Personal Identification – Birth Certificate, Social Insurance Number Card, Health Card
  - Ensure cards are up to date and have not expired. Keep current identification. Old or expired identification should be destroyed or shredded.
  - To be kept in the PWS's personal binder.
  - Some PWS may be able to carry their ID in their wallet. If they do, place a copy of the ID in their personal binder.
- Photo Consent and Release (CR12)
  - To be completed once prior to photos being published for public relations purposes.
- Consent to Disclosure and/or Obtain Information (CR26)
  - To be completed each time information is share with anyone new outside of CLGW.
- Insurance Information – Done once, when the person comes into service, and does not change unless there is communication from the admin office.
  - To be kept in the PWS's personal binder.
- Residency Agreement (FI 01)
  - Updated annually, at the time of the ISP, or when there is a change in the agreement. This change is communicated from the finance office at admin.
  - Current copies to be kept in the PWS's personal binder and in the finance dept. at admin in Guelph.

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# Person Supported Records – Best Practices

- Funeral/Will Arrangements
  - These arrangements are to be kept in the person we support's binder as long as we are supporting the person. They are to be updated whenever there is a change. Only archive this documentation if there has been a change or the person has died.
- Personal Profile for Risk Prevention (SA18)
  - This document is to be updated annually.
  - Current copy to be in the PWS's personal binder and program emergency binder.

## Personal Support

- Orientation to Service Support Checklist (CR41)
  - To be completed only when the person we support enters CLGW service and kept in their binder.
  - To be kept in the PWS's personal binder.
- Residential Transition Guide (CR39) – If applicable
  - To be completed at the time of a residential move (internal or external).
  - To be kept in the person we support's binder for the year that the move occurs. In this document may be direction to the support team that requires this package to remain in the binder longer or transferred into another area of the PWS's personal binder.
- Residential History
  - This form remains in the PWS's personal binder for the time they reside in a setting supported by CLGW. Do not file or archive this form.
  - To be completed each time a move occurs.
- Community Safety Plan (CR27)
  - To be completed annually during the time of the ISP or whenever there are updates or changes.
  - To be kept in the PWS's personal binder, emergency binder, and van binder.
  - Other areas of CLGW may require a copy of this document, such as a day program.
- Application for Developmental Services and Supports (ADSS)
  - This is completed as part of the intake/application process and received from Developmental Services Ontario (DSO). Entire document (41 pages) is to be kept in the PWS's personal binder. Do not file/archive or update. Any person we support who was admitted to CLGW since July 2011, must have an ADSS in their binder.
- Support Intensity Scale (SIS)
  - This is also received from the DSO
  - To be kept in the PWS's personal binder. Do not file/archive. Any person we support who was admitted to CLGW after July 2011 must have entire document (41 pages) in the binder.

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# Person Supported Records – Best Practices

- Individual Support Plan- (CR05a)
  - To be completed annually.
  - Current year's ISP to be kept in the PWS's personal binder.
  - Previous year to be kept in the PWS's binder.
  - All dates and signatures to be completed on form.
- Current Goal Review Form/Documentation
  - To be completed throughout the year following an Individual Support Plan meeting. Form is to be updated/reviewed every 3 months, 6 months, and 9 months following the ISP meeting or as updates occur. This is to be done by the PWS and support staff at the month intervals.
  - To be kept in the PWS's personal binder.
- Support Strategies/Record of Support
  - To be reviewed and updated annually.
  - To be kept in the PWS's personal binder, emergency binder and bulletin board section for that PWS.
- Behavior Support Protocols/Behavior Support Plan (CR06)
  - Behavior Support Plan should be considered if there are 3 incidents of challenging behavior in a 12-month period (harm to self, harm to others or property damage).
  - To be updated and reviewed every 6 months.
  - To be reviewed and signed off by the PWS's family doctor or other medical professional every 6 months and signed off by the CLGW team every 6 months.
  - To be kept in the PWS's personal binder, MAR book and on bulletin board.
- Abuse Prevention Training/Review
  - This is to be reviewed annually with the person we support and documented in their ISP. The package of information to be reviewed for this is to be kept in the person's binder.

## Medical Information

- Medical PRN Protocols (CR07)
  - Current protocols to be kept in the PWS's individual med binder. Only PRN protocols to manage challenging behaviour (embedded in the BSP) need to have the prescribing doctor's signature.
- PRN Medication Administration Record (HE10)
  - Current month to be stored in the PWS's individual med binder. Previous MARs to be filed in PWS's main binder.
- Yearly Health Summary (HE08)
  - Current and previous summaries to be filed in PWS's binder.

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# Person Supported Records – Best Practices

- Consultation Notes (CR22)
  - This is a running log of the PWS’s medical appointments. More than one appointment can be recorded on a page.
  - Current and past year’s (2 years) notes to be filed in PWS’s binder (others can be archived).
  - All appointment dates must be recorded on the Yearly Health Summary.
- Accident Incident Reports (In01)
  - Previous 12 months to be filed in PWS’s personal binder.
- Behavior Reports (CR03)
  - Previous 12 months to be filed in PWS’s personal binder.
- ABC Data Collection (CR35)
  - Previous 12 months to be filed in PWS’s personal binder.
  - Current month to be kept with OBs.
- Physical Restraint Reports (CR20)
  - Previous 12 months to be filed in PWS’s personal binder
- Drug and Dental Eligibility Cards
  - All drug cards are to be sent to the pharmacist each month.
  - Dental cards are to be taken to the dentist office at the time of an appointment for the PWS. You need to take the card that corresponds with the month of the appointment. At the end of the year, any unused dental cards can be shredded.
- Medication Administration Records
  - Current month – active – to be kept in the PWS’s individual med binder.
  - Rest of the months from the current year are to be stored in the PWS’s personal binder.
- Narcotic Count Sheets
  - Current month to be kept in the PWS’s individual med binder.
  - Rest of the months from the current year are to be stored in the PWS’s personal binder along with the corresponding month of the MAR sheets.
- Medication Support Agreement (CR24) - If applicable
  - To be completed annually or when there is a change or update.
  - Current MSA to be filed in the front of the PWS’s individual med binders for quick reference.

## Financial Information

- Income-ODSP/OAS/GAINS/Employment

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- Current year to be filed the PWS's personal binder.
- File the part of the document that reports income.
- The blank form for reporting income can be shredded each month, unless there is income to report that is paid through CLGW.
- Bank Statements
  - Bank statements and/or full bank books to be stored in the PWS's personal binder.
- Cash on Hand Ledgers
  - Completed cash on hand ledgers to be filed in the financial section of the PWS's personal binder.
  - 3 months of cash on hand ledgers and bank statements are stored in the finance binder.
  - The financial records such as cash on hand ledgers and bank statements are to be filed by the year January 1 – December 31st.
- Financial Audits (CR15)
  - Current year to be filed in the binder along with cash on hand ledgers in the PWS's personal binder.
  - 3<sup>rd</sup>-party financial audits for that year to be filed in PWS's personal binder.
- Income Tax Records
  - Current year to be filed in the PWS's binder.
- Personal Contents Inventory Record (CR 46) – Warranties Manuals
  - To be updated on an ongoing basis and placed in the PWS's personal binder.
  - This is an inventory for insurance purposes.

## Observation Notes (CR25)

- Current month in the Observation Notes binder
- Current year to be kept in the PWS's binder

## Filing/Archiving

- Records to be kept for 7 years after the last entry.
- Current year to be filed in the PWS's personal binder (unless otherwise stated - i.e., ISP).
- Previous year to be filed in the filing cabinet in folders labelled with the PWS's name.
- Previous records to be filed in manila envelopes or file folders labelled with the PWS's name, year of the records, and placed in labelled banker boxes or plastic totes and stored in a designated secure location.

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