

## Individual Support Plan Support Guide for Part B

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### For Direct Support Professionals (DSPs)

This guide is designed to support DSPs as they assist individuals in exploring and completing their Individual Support Plan (ISP). It includes:

- Clear definitions for each ISP focus area
  - Practical guidance on how to provide person-centred support
  - Ideas to help individuals share what's important to them
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### How to Use This Guide:

- Use sample questions as a **starting point**
- Encourage **all types of communication** – words, pictures, gestures, drawings
- Go at the person's **pace** and respect their choices
- Remember: this plan is **voluntary** and **person-directed**

## When to use First Person Language vs. Third Person Language?

### Use First Person If:

- The **person wrote the section** or **was quoted directly**.
- The quotation reflects their **authentic thoughts or feelings**.
- The quotation was **not elicited through leading questions**; or
- The person had the **opportunity to write their own plan** or contribute actively.

### Use Third Person If:

- The person **did not write, edit, or approve** the language in the plan.
- There is **any uncertainty** about what the person meant or wanted.
- The statement was generated by **DSPs or others** on behalf of the person; or
- The section describes **what others should do** to support the person.

## My Human Security

### **Definition:**

Human security means being free from harm, abuse, neglect, and mistreatment—physically, emotionally, and psychologically. It includes access to basic needs, safety, dignity, rights, and stability. People should feel respected, protected, and in control of their environment.

### **Ways to Support the Person:**

- Ensure the person is safe and free from harm in all setting
- Protect the person’s right to privacy and personal space
- Watch for and report any signs of abuse or neglect
- Help the person learn about their rights and how to speak up
- Support routines that create comfort, stability, and safety
- Include the person in decisions about their safety and well-being
- Make sure basic needs are met (food, shelter, healthcare, finances)

## My Community

### **Definition:**

Community inclusion means more than access—it means being meaningfully involved, having valued roles, and building connections. People with disabilities have the right to full, equal participation in their communities.

### **Ways to Support the Person:**

- Ask what activities the person enjoys and support them to take part
- Help the person be included, not just present
- Support connections with people, places, or groups that matter to them
- Respect where, how, and with whom they want to spend time
- Encourage participation that reflects the person’s values and identity
- Help reduce barriers to access or inclusion
- Support the person to take on meaningful community roles



## My Relationships

### Definition:

Relationships provide belonging and connection. They include family, friends, partners, and chosen supports. Strong social ties build emotional health, identity, and social capital.

### Ways to Support the Person:

- Ask who's important in the person's life
- Respect and support all types of relationships
- Help maintain and build new relationships
- Keep information private and respect personal boundaries
- Offer support, but don't assume what's wanted or needed
- Use tools like technology or transportation to help stay connected
- Encourage the person to say what they want from their relationships



## My Choices

### Definition:

Choice means having the power to make decisions. It includes everyday choices and bigger life decisions. People have the right to be in control of their own lives.

### Ways to Support the Person:

- Encourage the person to make their own choices
- Give clear, understandable options
- Share honest, unbiased information
- Respect their decisions—even if you would choose differently
- Support taking safe, reasonable risks
- Make supports flexible to match personal preferences
- Avoid assumptions—always ask
- Let the person change their mind

## My Goals

### **Definition:**

Goals reflect the person's dreams and hopes for the future. They may be short-term or long-term. All goals matter if they are meaningful to the person.




### **Ways to Support the Person:**

- Ask what they dream of doing or becoming
- Help break bigger goals into smaller steps
- Encourage trying new things to discover new goals
- Be flexible—goals can change
- Celebrate progress along the way
- Never limit what someone can aim for
- Let the person lead the goal-setting process

## **A Reminder About Our Role**

**Our job is to support people to live their best life — a life that is meaningful, fulfilling, and truly their own.**

**One of the best ways to do this is by focusing on three important things:**

-  Education – Helping people learn in ways that work for them
-  Experience – Supporting people to try new things
-  Exposure – Giving people more chances to see and do things, so they feel more confident and comfortable

When we offer all three E's, we help people grow, make choices, and live the life they want.