# CROSSWALK OF quality

Applying CQL Tools to Ontario's Developmental Disabilities Service System





## **OUR GOAL**

The crosswalk is designed to demonstrate the practical application of CQL quality enhancement tools in Ontario's developmental disabilities service system. Through the use of these tools, it is possible to measure and improve quality across systems and organizations, and find out *What Really Matters* to the people they support.

## **VISION**

A world of dignity, opportunity and community for all people.

## **MISSION**

CQL is dedicated to the definition, measurement and improvement of personal quality of life.

## WHO WE ARE

For more than 40 years CQL has been a leader in working with human service organizations and systems to continuously define, measure and improve the quality of life of all people. CQL assists communities, systems and organizations to help people discover and define their own quality of life, measure personal quality of life for individuals, organizations and systems and improve the quality of life for people with disabilities, people with mental illness and older adults — and the people, organizations and communities that support them.

## WHAT WE DO

CQL offers consultation, accreditation, training and certification services to organizations and systems that share our vision of dignity, opportunity and community for all people.

## **CQL QUALITY ENHANCEMENT TOOLS**

#### **Basic Assurances®**

CQL's Basic Assurances® require more than compliance with licensing and certification standards. Basic Assurances® looks at the provision of safeguards from the person's perspective. While the Basic Assurances® contain requirements for certain systems and policies and procedures, they go well beyond that. The effectiveness of the system or the policy is determined in practice, person by person.

- Essential, fundamental and non-negotiable requirements for all service and support providers
- Demonstrations of successful operations in the areas of health, safety and human security
- Form the bedrock of social stability

#### 10 BASIC ASSURANCES® FACTORS

- 1. Rights Protection and Promotion
- 2. Dignity and Respect
- 3. Natural Support Networks
- 4. Protection from Abuse, Neglect, Mistreatment and Exploitation
- 5. Best Possible Health
- 6. Safe Environments
- 7. Staff Resources and Supports
- 8. Positive Services and Supports
- 9. Continuity and Personal Security
- 10. Basic Assurances® System

#### **Person-Centered Excellence**

In 2009, CQL's What Really Matters Initiative took a new look at the challenges and solutions in realizing person-centered services and supports across a range of human services. CQL redefined quality in terms of person-centered supports and services. This revised definition resulted in the identification and development of a key set of indicators that characterize excellence in person-centered supports and promote personal quality of life outcomes. These best practices and the resulting quality improvement initiatives are outlined in the *Guide to Person-Centered Excellence*.

#### **Person-Centered Excellence Factors**

- 1. Person-Centered Assessment and Discovery
- 2. Person-Centered Planning
- 3. Supports and Services
- 4. Community Connection
- 5. Workforce
- 6. Governance
- 7. Quality and Accountability
- 8. Emerging Practices in Individual Budgets

#### Personal Outcome Measures®

Personal Outcome Measures® are a powerful tool to ensure supports and services are truly person-centered. In a Personal Outcome Measures® interview, 21 indicators are used to understand the presence, importance and achievement of outcomes, involving choice, health, safety, social capital, relationships, rights, goals, dreams, employment and more. The insight gained during a Personal Outcome Measures® interview can then be used to inform a person-centered plan, and at an aggregate level, influence an organization's strategic plan. For decades, they have been an effective data set for valid and reliable measurement of individual quality of life.

#### **Redefining Quality:**

#### **TRADITIONAL SYSTEMS**

- The focus is on program standards
- Service action is based on professional criteria
- The person is assigned to program
- Expectations for performance are defined by program

#### PERSONAL OUTCOME MEASURES®

- The focus on the person
- Service action is based on the person's criteria
- Services and supports are designed for the person
- Expectations for performance are defined by the person

#### Personal Outcome Measures® Factors



## **MY HUMAN SECURITY**

- People are safe
- People are free from abuse and neglect
- People have the best possible health
- People are treated fairly
- People are respected
- People experience continuity and security
- People exercise rights



## **MY COMMUNITY**

- People interact with other members of the community
- People live in integrated environments
- People participate in community life
- People use their environments



## **MY RELATIONSHIPS**

- People have intimate relationships
- People have friends
- People remain connected to natural support networks
- People decide when to share personal information
- People perform different social roles



## **MY CHOICES**

- People choose where and with whom to live
- People choose services
- People choose where to work



#### **MY GOALS**

- People realize personal goals
- People choose personal goals

The following tables cross-reference Ontario's Quality Assurances Measures with CQL's corresponding Factors and Indicators from Basic Assurances®, Personal Outcome Measures® and Person-Centered Excellence.

**Note:** The sub-parts of the Ontario Quality Assurance Measures have been summarized, and those that relate solely to record retention and compliance have been omitted in order to maintain the brevity of this guide.

## QUALITY ASSURANCE MEASURES: GENERAL

Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances®	Person-Centered Excellence	Personal Outcome Measures®
Promotion of social inclusion,	Rights Protection and	Person-Centered Assessment	My Human Security
individual choice,	Promotion	and Discovery	People are treated fairly.
independence	1a. The organization	1a. People feel welcomed and	People exercise rights.
and rights	implements policies and	heard.	People are respected.
(1) Service agencies shall have	procedures that promote	1b. People have authority to	My Community
a mission statement that	people's rights.	plan.	People interact with other
promotes social inclusion,	1b. The organization supports	and pursue their own vision.	members of the community.
service principles that	people to exercise their rights	1c. Assessment of needs is fair	People live in integrated
promote individualized	and responsibilities.	and accurate.	environments.
approaches, and a statement	1c. Staff recognize and honor	1d. Assessment and discovery	People participate in
that outlines the rights of	people's rights.	identify personally defined	community life.
people who receive services.	1d. The organization upholds	quality of life.	My Relationships
(2) Service agencies shall	due process requirements.	Person-Centered Planning	People perform different
conduct mandatory	Dignity and Respect	2c. Informal community	social roles.
orientations to its mission	2e. People have meaningful	resources are used.	My Choices
statement, service principles	work and activity choices.	Supports and Services	People choose where and with
and statement of rights for	Natural Support Networks	3a. People have authority to	whom they live.
people receiving services,	3a. Policies and practices	direct supports and services.	People choose services.
those acting on their behalf,	facilitate continuity of natural	3b. Supports are flexible.	People choose where they

Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances®	Person-Centered Excellence	Personal Outcome Measures®
staff, board members and	support systems.	3c. Support options are	work.
volunteers.	3b. The organization	accessible.	My Goals
(3) Service agencies shall	recognizes emerging support	3d. People manage supports	People choose personal goals.
support various activities in	networks.	and providers.	
the community including	3c. Communication occurs	Community Connection	
work, recreational, social and	among people, their support	4a. Community membership	
religious events. In addition,	staff and their families.	facilitates personal	
service agencies shall provide	3d. The organization facilitates	opportunities, resources and	
information to people so they	each person's desire for	relationships.	
can make informed choices	natural supports.	4b. Peer support/mentoring is	
regarding these activities.		available.	
		4c. People receive information	
		and training.	
		Workforce	
		5c. Personnel have the	
		flexibility and autonomy to	
		support people.	
		Emerging Practices in	
		Individual Budgets	
		8a. People control their budget allocations.	
Development of individual	Positive Services and	Person-Centered Assessment	My Human Security
support plan	Supports	and Discovery	People experience continuity
(1) Each person receiving	8a. People's individual plans	1a. People feel welcomed and	and security.
services will have an	lead to person-centered and	heard.	and security.
individualized support plan	person-directed services and	1b. People have authority to	My Goals
addressing goals, preferences	supports.	plan and pursue their own	People choose personal goals.
and needs, and that plan will	8b. The organization provides	vision.	. copie cirococ personal Bouls.
be reviewed annually with the	continuous and consistent	1c. Assessment of needs is fair	
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Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances®	Person-Centered Excellence	Personal Outcome Measures®
person and those acting on	services and supports for each	and accurate.	
their behalf.	person.	1d. Assessment and discovery	
(2) The service agency shall		identify personally defined	
ensure that people receiving		quality of life.	
services are supported to		Person-Centered Planning	
participate as fully as possible		2a. Planning is person-	
in the development of their		centered.	
plan.		2b. The plan identifies and	
		integrates natural supports	
		and paid services.	
		2c. Informal community	
		resources are used.	
		2d. Planning is responsive to	
		changing priorities,	
		opportunities and needs.	
		2e. Planning and funding are	
		connected to outcomes and	
		supports, not programs.	
Assistance with the	Continuity and Personal	Person-Centered Planning	My Human Security
management of finances	Security	2e. Planning and funding are	People are treated fairly.
(1) Service agencies will	9b. The organization	connected to outcomes and	People experience continuity
provide assistance with the	implements sound fiscal	supports, not programs.	and security.
management of finances.	practices.	Emerging Practices in	People exercise rights.
(2) Service agencies will		Individual Budgets	
maintain separate accounts		8a. People control their	
for each person.		budget allocations.	
(3) Each account will be		8b. Individual budgets are	
reviewed annually by a third		both fair and ample.	
party.		8c. Budget, money and	

Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances®	Person-Centered Excellence	Personal Outcome Measures®
		services/supports are	
		portable.	
Health promotion, medical	Best Possible Health	Supports and Services	My Human Security
services and medication	5a. People have supports to	3e. Supports are available in	People have the best possible
(1) Service agencies will	manage their own health care.	an emergency or a crisis.	health.
provide information so people	5b. People access quality		My Choices
receiving services can make	health care.		People choose services.
informed decisions regarding	5c. Data and documentation		
their health and will provide	support evaluation of health		
support in the form of health	care objectives and promote		
monitoring for those who	continuity of services and		
need it.	supports.		
(2) Service agencies will	5d. Acute health needs are		
provide public health	addressed in a timely manner.		
information in a format that is	5e. People receive		
accessible.	medications		
(3) Staff members will be	and treatments safely and		
trained in CPR and first-aid.	effectively.		
(4) Staff will be trained in	5f. Staff immediately		
meeting the specific health	recognize and respond to		
needs of the people they	medical emergencies.		
support.			
Abuse prevention and	Protection from Abuse,	Supports and Services	My Human Security
reporting and the review of	Neglect, Mistreatment and	3e. Supports are available in	People are safe.
policies and procedures on	Exploitation	an emergency or a crisis.	People are free from abuse
abuse	4a. The organization	3f. People can identify	and neglect.
(1) Service agencies will	implements policies and	personal champion(s).	
implement policies and	procedures that define,	Community Connection	
procedures regarding the	prohibit and prevent abuse,	4b. Peer support/mentoring is	

Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances <sup>®</sup>	Person-Centered Excellence	Personal Outcome Measures®
reporting, documentation, and	neglect, mistreatment and	available.	
actions that will be taken	exploitation.	4c. People receive information	
against those who have	4b. People are free from	and training.	
allegedly committed abuse.	abuse, neglect, mistreatment	Quality and Accountability	
(2) Service agencies shall train	and exploitation.	7a. Quality management	
all staff and board members		systems are integrated.	
on the agency's policies		7b. Quality of supports is	
regarding abuse prevention		measured.	
and reporting, and will provide			
education on abuse to people			
served.			
(3) Service agencies shall have			
a zero-tolerance policy			
regarding abuse.			
(4) If a service agency suspects			
that alleged abuse may			
constitute a criminal act, law			
enforcement must be notified.			
(5) Policies related to abuse			
must be reviewed annually,			
and changes will be made as			
appropriate.			
Notification of incidents of	Protection from Abuse,	Supports and Services	My Human Security
abuse	Neglect, Mistreatment and	3a. People have authority to	People are safe.
(1) Service agencies shall have	Exploitation	direct supports and services.	People are free from abuse
policies related to the	4c. The organization	3b. Supports are flexible.	and neglect.
notification of those acting on	implements systems for	3c. Support options are	
behalf of people receiving	reviewing and analyzing trends, potential risks and	accessible.	

Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances®	Person-Centered Excellence	Personal Outcome Measures®
services when alleged abuse	sentinel events, including	3d. People manage supports	
has occurred.	allegations of abuse, neglect,	and providers.	
(2) Policies related to	mistreatment and	3e. Supports are available in	
notification shall require that	exploitation, and injuries of	an emergency or a crisis.	
consent will be obtained from	unknown origin and deaths.	3f. People can identify	
the person served if that	4d. Support staff know how to	personal champion(s).	
person is able to provide	prevent, detect and report	Community Connection	
consent.	allegations of abuse, neglect,	4b. Peer support/mentoring is	
	mistreatment and	available.	
	exploitation.	4c. People receive information	
	4e. The organization ensures	and training.	
	objective, prompt and	Quality and Accountability	
	thorough investigations of	7a. Quality management	
	each allegation of abuse,	systems are integrated.	
	neglect, mistreatment and	7b. Quality of supports is	
	exploitation, and of each	measured.	
	injury, particularly injuries of		
	unknown origin.		
	4f. The organization ensures		
	thorough, appropriate and		
	prompt responses to		
	substantiated cases of abuse,		
	neglect, mistreatment and		
	exploitation, and to other		
	associated issues identified in		
	the investigation.		
Confidentiality and privacy	Dignity and Respect	Quality and Accountability	My Relationships
(1) Service agencies shall have	2c. People have privacy.	7e. Personal information	People decide when to share
policies and procedures on		remains confidential.	personal information.

Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances®	Person-Centered Excellence	Personal Outcome Measures®
notification that comply with			
laws related to privacy and			
confidentiality.			
(2) Service agencies will train			
all staff and volunteers on			
their policies and procedures			
related to privacy and			
confidentiality.			
(3) Policies and procedures			
related to privacy and			
confidentiality will be			
presented to people receiving			
services and those acting on			
their behalf in a form that is			
accessible, or with the level of			
support that is appropriate.			
Safety around agency owned	Safe Environments	Supports and Services	My Human Security
or operated premises	6a. The organization provides	3e. Supports are available in	People are safe.
(1) Services agencies shall have	individualized safety supports.	an emergency or a crisis.	My Community
plans and provide training	6b. The physical environment		People use their
related to fire safety and	promotes people's health,		environments.
emergency preparedness.	safety and independence.		
(3) Service agencies will implement policies regarding the	6c. The organization has		
maintenance of equipment.	individualized emergency		
	plans.		
	6d. Routine inspections ensure		
	that environments are sanitary		
	and hazard free.		

Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances®	Person-Centered Excellence	Personal Outcome Measures®
Safety and security of persons	Safe Environments	Supports and Services	My Human Security
with developmental	6a. The organization provides	3e. Supports are available in	People are safe.
disabilities	individualized safety supports.	an emergency or a crisis.	People experience continuity
(1) Service agencies shall have	6b. The physical environment		and security.
policies and procedures	promotes people's health,		My Relationships
regarding the safety and	safety and independence.		People are connected to
security of people receiving	6c. The organization has		natural support networks.
services.	individualized emergency		
(2) Service agencies shall	plans.		
maintain adequate support	6d. Routine inspections ensure		
staff at a level that is	that environments are sanitary		
necessary to address the	and hazard free.		
safety, security and well-being	Basic Assurances® System		
of people receiving services.	10a. The organization		
	monitors Basic Assurances®.		
	10b. A comprehensive plan		
	describes the methods and		
	procedures for monitoring.		
Human resource practices	Staff Resources and Supports	Workforce	My Human Security
(1) Service agencies shall	7a. The organization	5a. The workforce is stable	People are respected.
implement policies and	implements a system for staff	and qualified.	People experience continuity
procedures regarding	recruitment and retention.	5b. Practices are culturally	and security.
orientation for staff and	7b. The organization	competent.	My Choices
volunteers.	implements an ongoing staff	5c. Personnel have the	People choose services.
(2) Service agencies will check	development program.	flexibility and autonomy to	
references and police records	7c. The support needs of	support people.	
for all new staff members.	individuals shape the hiring,	5d. Support for cultural/	
(3) References and police	training and assignment of all	organizational change is	
records will be checked for	staff.	provided.	

Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances®	Person-Centered Excellence	Personal Outcome Measures®
those volunteers and board	7d. The organization	5e. Advocacy efforts promote	
members that have direct	implements systems that	fair and affordable provider	
contact with people	promote continuity and	rates and responsive payment	
supported.	consistency of direct support	systems.	
(4) Service agencies shall have	professionals.		
written protocols with their	7e. The organization treats its		
local police services to ensure	employees with dignity,		
that the type of information	respect and fairness.		
provided through a police			
records check is appropriate			
to the position being applied			
for.			
(5) Service agencies shall			
conduct reference and police			
records checks as soon as			
possible.			
(6) Staff, volunteers and board			
members will not have			
unsupervised contact with			
people receiving services until			
the results of their reference			
and police records checks are			
known.			
Service records	Positive Services and	Quality and Accountability	My Human Security
(1) Service agencies shall	Supports	7e. Personal information	People experience continuity
maintain service records for	8a. People's individual plans	remains confidential.	and security.
each person served.	lead to person-centered and		My Relationships
(2) Service records shall	person-directed services and		People decide when to share
include the person's	supports.		personal information.

Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances®	Person-Centered Excellence	Personal Outcome Measures®
application for services,	8b. The organization provides		My Goals
Supports Intensity Scale needs	continuous and consistent		People choose personal goals.
assessment and Individual	services and supports for each		
Support Plan.	person.		
	Continuity and Personal		
	Security		
	9d. The cumulative record of		
	personal information		
	promotes continuity of		
	services.		

# QUALITY ASSURANCE MEASURES: BEHAVIOUR INTERVENTION STRATEGIES

Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances <sup>®</sup>	Person-Centered Excellence	Personal Outcome Measures®
General behaviour	Positive Services and	Supports and Services	My Human Security
intervention strategies,	Supports	3e. Supports are available in	People are treated fairly.
training	8c. The organization provides	an emergency or crisis.	People are respected.
(1) Service agencies shall	positive behavioral supports		
implement policies and	to people.		
procedures regarding training			
in behaviour supports.			
(2) Staff members will receive			
training in the use of physical			
restraint.			
(3) Staff members will receive			
training in the use of the			
behaviour support plans and			
interventions for people they			
support.			
(4) Where volunteers have			
direct contact with people			
supported, they shall also			
receive appropriate training			
on behavioural supports.			
Behaviour support plan	Positive Services and	Supports and Services	My Human Security
(1) Behaviour support plans	Supports	3e. Supports are available in	People are treated fairly.
shall be developed for people	8a. People's individual plans	an emergency or crisis.	People are respected.
requiring behaviour supports.	lead to person-centered and		
	person-directed services and		

Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances®	Person-Centered Excellence	Personal Outcome Measures®
(2) Behaviour support plans	supports.		
will outline positive	8b. The organization provides		
intervention strategies, and	continuous and consistent		
where appropriate, intrusive	services and supports for each		
interventions, and how the	person.		
strategies may be used to			
reduce or change challenging			
behavior and address the			
acquisition of adaptive skills.			
(3) Service agencies shall			
ensure that behaviour support			
plans address behavioural			
support needs, considers risks			
and benefits of various			
interventions, uses the least			
intrusive and most effective			
strategies, is monitored and			
reviewed annually, and is			
approved by a licensed			
professional.			
Behaviour intervention,	Positive Services and	Supports and Services	My Human Security
strategies and policies and	Supports	3e. Supports are available in	People are treated fairly.
procedures	8c. The organization provides	an emergency or crisis.	People are respected.
(1) Service agencies will	positive behavioral supports		
implement policies and	to people.		
procedures regarding	8d. The organization treats		
behaviour supports.	people with psychoactive		
(2) Behaviour supports and	medications for mental health		
interventions shall be utilized	needs consistent with national		

Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances®	Person-Centered Excellence	Personal Outcome Measures®
as outlined in the person's	standards of care.		
behaviour support plan.	8e. People are free from		
(3) Service agencies shall	unnecessary, intrusive		
implement policies and	interventions.		
procedures regarding the use			
of behaviour supports by			
volunteers.			
Use of intrusive behaviour	Positive Services and	Supports and Services	My Human Security
Intervention	Supports	3e. Supports are available in	People are treated fairly.
(1) Service agencies shall	8e. People are free from	an emergency or crisis.	People are respected.
ensure that behaviour	unnecessary, intrusive		
intervention is used solely to	interventions		
prevent the risk of physical			
harm or property damage.			
(2) Physical and mechanical			
restraint must be utilized with			
the least amount of force that			
is necessary to restrict the			
person's ability to move freely.			
(3) People receiving services			
shall be monitored during the			
use of intrusive interventions.			
(4) Service agencies shall			
document all intrusive			
interventions.			
(5) Service agencies shall evaluate the use and			
effectiveness of intrusive			
interventions.			
interventions.			

Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances®	Person-Centered Excellence	Personal Outcome Measures®
Crisis intervention, use of	Positive Services and	Supports and Services	My Human Security
physical restraint	Supports	3e. Supports are available in	People are safe.
(1) During crisis situations,	8c. The organization provides	an emergency or a crisis.	People are treated fairly.
physical restraint is the only	positive behavioral supports		People are respected.
permitted type of intrusive	to people.		
intervention, and may only be	8d. The organization treats		
utilized where positive	people with psychoactive		
behaviour interventions have	medications for mental health		
proven ineffective. Physical	needs consistent with national		
restraint shall be carried out	standards of care.		
utilizing the least amount of	8e. People are free from		
force, and all crisis situations	unnecessary, intrusive		
shall be documented.	interventions.		

# QUALITY ASSURANCE MEASURES: RESIDENTIAL SERVICES AND SUPPORTS

Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances®	Person-Centered Excellence	Personal Outcome Measures®
Supporting the well-being of	Dignity and Respect	Person-Centered Assessment	My Human Security
the person, general	2a. People are treated as	and Discovery	People are safe.
(1) Service agencies shall	people first.	1a. People feel welcomed and	People have the best possible
provide assistance for medical	2b. The organization respects	heard.	health.
and dental appointments.	people's concerns and	1b. People have authority to	People are respected.
(2) Medication administration	responds accordingly.	plan and pursue their own	People experience continuity
records will be maintained for	Safe Environments	vision.	and security.
people receiving services.	6b. The physical environment	Person-Centered Planning	My Community
(3) People receiving services	promotes people's health,	2a. Planning is person-	People interact with other
shall be provided with	safety and independence.	centered.	members of the community.
information, as appropriate, in	Continuity and Personal	2b. The plan identifies and	My Relationships
the areas of medication,	Security	integrates natural supports	People have intimate
nutrition, hygiene, fitness,	9a. The organization's mission,	and paid services.	relationships.
sexual health, behavioural	vision and values promote	2c. Informal community	People have friends.
supports, self-esteem and	attainment of personal	resources are used.	My Choices
well-being, communication	outcomes.	2d. Planning is responsive to	People choose services.
and developing relationships.	9c. Business, administrative	changing priorities,	
	and support functions	opportunities and needs.	
	promote personal outcomes.	2e. Planning and funding are	
		connected to outcomes and	
		supports, not programs.	
Supporting the well-being of	Dignity and Respect	Governance	My Human Security
the person, policies and	2a. People are treated as	6a. Organization mission,	People are safe.
procedures	people first.	vision and values address	People have the best possible
	2b. The organization respects	person-centered supports.	health.

Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances®	Person-Centered Excellence	Personal Outcome Measures®
(1) Service agencies shall	people's concerns and	6b. Organizational practices	People are respected.
implement policies and	responds accordingly.	are both person-centered and	People experience continuity
procedures that address food	Safe Environments	system-linked.	and security.
and nutrition, the	6b. The physical environment	6c. People and families play	My Community
maintenance of personal	promotes people's health,	meaningful leadership roles.	People use their
property, pets and service	safety and independence.		environments.
animals, scalding prevention	Continuity and Personal		My Choices
and bathing safety.	Security		People choose services.
	9a. The organization's mission,		
	vision and values promote		
	attainment of personal		
	outcomes.		
	9c. Business, administrative		
	and support functions		
	promote personal outcomes.		
Quality assurance measures	Safe Environments	Quality and Accountability	My Human Security
respecting residences	6b. The physical environment	7a. Quality management	People are safe.
(1) Service agencies shall	promotes people's health,	systems are integrated.	People are respected.
ensure that residences: are	safety and independence.	7b. Quality of supports is	People experience continuity
kept in a condition that is safe	6d. Routine inspections ensure	measured.	and security.
and clean, provide recreation	that environments are sanitary	7c. Participants, families and	My Community
or common areas, maintain	and hazard free.	advocates evaluate supports	People interact with other
clear exits, provide appliances	_	and providers.	members of the community.
and furnishings that are in	Basic Assurances® System	7d. The public is kept	People use their
good working order, ensure	10a. The organization	informed.	environments.
that hazardous materials are	monitors Basic Assurances®.	7e. Personal information	My Relationships
stored safely, maintain an	10b. A comprehensive plan	remains confidential.	People have friends.
appropriate temperature, and	describes the methods and		
	procedures for monitoring.		

Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances®	Person-Centered Excellence	Personal Outcome Measures®
provide appropriate			
accommodations for sleeping.			

# QUALITY ASSURANCE MEASURES: WITH RESPECT TO APPLICATION ENTITIES

Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances®	Person-Centered Excellence	Personal Outcome Measures®
Promoting social inclusion,	Rights Protection and	Person-Centered Assessment	My Human Security
individual choice,	Promotion	and Discovery	People are treated fairly.
independence and rights	1a. The organization	1a. People feel welcomed and	People exercise rights.
(1) Application entities shall	implements policies and	heard.	People are respected.
have a mission statement that	procedures that promote	1b. People have authority to	My Community
promotes social inclusion,	people's rights.	plan and pursue their own	People interact with other
service principles that	1b. The organization supports	vision.	members of the community.
promote individualized	people to exercise their rights	1c. Assessment of needs is fair	People live in integrated
approaches, and a statement	and responsibilities.	and accurate.	environments.
that outlines the rights of	1c. Staff recognize and honor	Supports and Services	People participate in
people who receive services.	people's rights.	3a. People have authority to	community life.
(2) Application entities shall	1d. The organization upholds	direct supports and services.	My Relationships
conduct mandatory	due process requirements.	3b. Supports are flexible.	People perform different
orientations to its mission	Continuity and Personal	3c. Support options are	social roles.
statement, service principles	Security	accessible.	My Choices
and statement of rights for	9a. The organization's mission,	3d. People manage supports	People choose where and with
people receiving services and	vision and values promote	and providers.	whom they live.
those acting on their behalf,	attainment of personal	Community Connection	People choose services.
staff, board members,	outcomes.	4b. Peer support/mentoring is	People choose where they
volunteers.		available.	work.
(3) Application entities shall		4c. People receive information	My Goals
provide information, including		and training.	People choose personal goals.
the consideration of risks, to		Workforce	
people receiving services so			
they can make an informed			

Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances®	Person-Centered Excellence	Personal Outcome Measures®
choice in regards to activities		5c. Personnel have the	
in their individual support		flexibility and autonomy to	
plans.		support people.	
		Governance	
		6a. Organization mission,	
		vision and values address	
		person-centered supports.	
		Emerging Practices in	
		Individual Budgets	
		8a. People control their	
		budget allocations.	
Abuse prevention and	Protection from Abuse,	Supports and Services	My Human Security
reporting and the review of	Neglect, Mistreatment and	3e. Supports are available in	People are safe.
policies and procedures on	Exploitation	an emergency or a crisis.	People are free from abuse
abuse	4a. The organization	3f. People can identify	and neglect.
(1) Application entities will	implements policies and	personal champion(s).	
implement policies and	procedures that define,	Community Connection	
procedures regarding the	prohibit and prevent abuse,	4b. Peer support/mentoring is	
reporting, documentation, and	neglect, mistreatment and	available.	
actions that will be taken	exploitation.	4c. People receive information	
against those who have	4b. People are free from	and training.	
allegedly committed abuse.	abuse, neglect, mistreatment	Quality and Accountability	
(2) Application entities shall	and exploitation.	7a. Quality management	
train all staff and board	4c. The organization	systems are integrated.	
members on the agency's	implements systems for	7b. Quality of supports is	
policies regarding abuse	reviewing and analyzing	measured.	
prevention and reporting, and	trends, potential risks and		
will provide education on	sentinel events, including		
abuse to people served.	allegations of abuse, neglect,		

Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances®	Person-Centered Excellence	Personal Outcome Measures®
(3) Application entities shall	mistreatment and		
have a zero-tolerance policy	exploitation, and injuries of		
regarding abuse.	unknown origin and deaths.		
(4) If an application entity	4d. Support staff know how to		
suspects that alleged abuse	prevent, detect and report		
may constitute a criminal act,	allegations of abuse, neglect,		
law enforcement must be	mistreatment and		
notified.	exploitation.		
(5) Policies related to abuse	4e. The organization ensures		
must be reviewed annually,	objective, prompt and		
and changes will be made as	thorough investigations of		
appropriate.	each allegation of abuse,		
	neglect, mistreatment		
	and exploitation, and of each		
	injury, particularly injuries of		
	unknown origin.		
	4f. The organization ensures		
	thorough, appropriate and		
	prompt responses to		
	substantiated cases of abuse,		
	neglect, mistreatment and		
	exploitation, and to other		
	associated issues identified in		
	the investigation.		
	Positive Supports and		
	Services		
	8a. People's individual plans		
	lead to person-centered and		

Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances®	Person-Centered Excellence	Personal Outcome Measures®
	person-directed services and		
	supports.		
	8b. The organization provides		
	continuous and consistent		
	services and supports for each		
	person.		
Notification of incidents of	Protection from Abuse,	Supports and Services	My Human Security
abuse	Neglect, Mistreatment and	3a. People have authority to	People are safe.
(1) Application entities shall	Exploitation	direct supports and services.	People are free from abuse
have policies related to the	4e. The organization ensures	3b. Supports are flexible.	and neglect.
notification of those acting on	objective, prompt and	3c. Support options are	
behalf of people receiving	thorough investigations of	accessible.	
services when alleged abuse	each allegation of abuse,	3d. People manage supports	
has occurred.	neglect, mistreatment and	and providers.	
(2) Policies related to	exploitation, and of each	3e. Supports are available in	
notification shall require that	injury, particularly injuries of	an emergency or a crisis.	
consent will be obtained from	unknown origin.	3f. People can identify	
the person served if that	4f. The organization ensures	personal champion(s).	
person is able to provide	thorough, appropriate and	Community Connection	
consent.	prompt responses to	4b. Peer support/mentoring is	
	substantiated cases of abuse,	available.	
	neglect, mistreatment and	4c. People receive information	
	exploitation, and to other	and training.	
	associated issues identified in	Quality and Accountability	
	the investigation.	7a. Quality management	
		systems are integrated.	
		7b. Quality of supports is	
		measured.	
Confidentiality and privacy	Dignity and Respect	Quality and Accountability	My Relationships

Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances®	Person-Centered Excellence	Personal Outcome Measures®
(1) Application entities shall	2c. People have privacy.	7e. Personal information	People decide when to share
have policies and procedures		remains confidential.	personal information
on notification that comply			
with the laws related to			
privacy and confidentiality.			
(2) Application entities will			
train all staff and volunteers			
on their policies and			
procedures related to privacy			
and confidentiality.			
(3) Policies and procedures			
related to privacy and			
confidentiality will be			
presented to people receiving			
services and those acting on			
their behalf in a form that is			
accessible, or with the level of			
support that is appropriate.			
Safety around entity owned	Safe Environments	Quality and Accountability	My Human Security
or operated premises	6a. The organization provides	7a. Quality management	People are safe.
(1) Application entities shall have	individualized safety supports.	systems are integrated.	My Community
plans and provide training	6b. The physical environment	7b. Quality of supports is	People use their
related to fire safety and	promotes people's health,	measured.	environments.
emergency preparedness.	safety and independence.		
(3) Application entities will implement policies regarding the	6c. The organization has		
maintenance of equipment.	individualized emergency		
ac.ac. or equipment.	plans.		
	6d. Routine inspections ensure		
	that environments are sanitary		

Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances®	Person-Centered Excellence	Personal Outcome Measures®
	and hazard free.		
Human resource practices (1) Application entities shall implement policies and procedures regarding orientation for staff and volunteers. (2) Application entities will check references and police records for all new staff members, board members and volunteers who are in direct contact with those receiving services. (3) Application entities shall conduct reference and police record checks as soon as possible. (4) Staff, volunteers and board members will not have unsupervised contact with people receiving services until the results of their reference and police records checks are known. (5) Application entities shall have written protocols with their local police services to ensure that the type of	Staff Resources and Supports 7a. The organization implements a system for staff recruitment and retention. 7b. The organization implements an ongoing staff development program. 7c. The support needs of individuals shape the hiring, training and assignment of all staff. 7d. The organization implements systems that promote continuity and consistency of direct support professionals. 7e. The organization treats its employees with dignity, respect and fairness.	Workforce 5a. The workforce is stable and qualified. 5b. Practices are culturally competent. 5c. Personnel have the flexibility and autonomy to support people. 5d. Support for cultural/ organizational change is provided. 5e. Advocacy efforts promote fair and affordable provider rates and responsive payment systems.	My Human Security People are respected. People experience continuity and security. My Choices People choose services.

Ontario	CQL	CQL	CQL
<b>Quality Assurance Measures</b>	Basic Assurances®	Person-Centered Excellence	Personal Outcome Measures®
information provided through			
a police records check is			
appropriate to the position			
being applied for.			
Records	Dignity and Respect	Person-Centered Assessment	My Human Security
(1) Application entities shall	2c. People have privacy.	and Discovery	People experience continuity
maintain service records for	Positive Services and	1a. People feel welcomed and	and security.
each person served.	Supports	heard.	My Relationships
(2) Services records shall	8a. People's individual plans	1b. People have authority to	People decide when to share
include the person's	lead to person-centered and	plan and pursue their own	personal information.
application for services,	person-directed services and	vision.  1c. Assessment of needs is fair	My Goals
Supports Intensity Scale needs assessment and Individual	supports.	and accurate.	People choose personal
	8b. The organization provides continuous and consistent	1d. Assessment and discovery	goals.
Support Plan.	services and supports for each	identify personally defined	
	person.	quality of life.	
	Continuity and Personal	Person-Centered Planning	
	Security	2a. Planning is person-	
	9d. The cumulative record of	centered.	
	personal information	2b. The plan identifies and	
	promotes continuity of	integrates natural supports	
	services.	and paid services.	
		2c. Informal community	
		resources are used.	
		2d. Planning is responsive to	
		changing priorities,	
		opportunities and needs.	
		2e. Planning and funding are	
		connected to outcomes and	

Ontario	CQL	CQL	CQL
Quality Assurance Measures	Basic Assurances®	Person-Centered Excellence	Personal Outcome Measures®
		supports, not programs.	
		Quality and Accountability	
		7e. Personal information	
		remains confidential.	

## **REFERENCE LINKS**

Ontario Regulation 299/10: Quality Assurance Measures: <a href="https://www.ontario.ca/laws/regulation/100299">https://www.ontario.ca/laws/regulation/100299</a>

Ontario Ministry of Community and Social Services: Developmental Services: <a href="http://www.mcss.gov.on.ca/en/mcss/programs/developmental/">http://www.mcss.gov.on.ca/en/mcss/programs/developmental/</a>

The Council on Quality and Leadership: <a href="https://c-q-l.org/">https://c-q-l.org/</a>