CROSSWALK
OF
quality

Applying CQL Tools to Ontario's Developmental Disabilities Service System

CQL℠ | The Council on Quality and Leadership

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

Ontario Quality Assurance Measures	CQL Basic Assurances®	CQL Person-Centered Excellence	CQL Personal Outcome Measures®
staff, board members and volunteers. (3) Service agencies shall support various activities in the community including work, recreational, social and religious events. In addition, service agencies shall provide information to people so they can make informed choices regarding these activities.	support systems. 3b. The organization recognizes emerging support networks. 3c. Communication occurs among people, their support staff and their families. 3d. The organization facilitates each person's desire for natural supports.	3c. Support options are accessible. 3d. People manage supports and providers. **Community Connection** 4a. Community membership facilitates personal opportunities, resources and relationships. 4b. Peer support/mentoring is 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.	work. **My Goals** People choose personal goals.
Development of individual support plan (1) Each person receiving services will have an individualized support plan addressing goals, preferences and needs, and that plan will be reviewed annually with the	**Positive Services and Supports** 8a. People's individual plans lead to person-centered and person-directed services and supports. 8b. The organization provides continuous and consistent	**Person-Centered Assessment and Discovery** 1a. People feel welcomed and heard. 1b. People have authority to plan and pursue their own vision. 1c. Assessment of needs is fair	**My Human Security** People experience continuity and security. **My Goals** People choose personal goals.

Ontario Quality Assurance Measures	CQL Basic Assurances®	CQL Person-Centered Excellence	CQL Personal Outcome Measures®
person and those acting on their behalf. (2) The service agency shall ensure that people receiving services are supported to participate as fully as possible in the development of their plan.	services and supports for each person.	and accurate. 1d. Assessment and discovery identify personally defined quality of life. **Person-Centered Planning** 2a. Planning is person-centered. 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 management of finances (1) Service agencies will provide assistance with the management of finances. (2) Service agencies will maintain separate accounts for each person. (3) Each account will be reviewed annually by a third party.	**Continuity and Personal Security** 9b. The organization implements sound fiscal practices.	**Person-Centered Planning** 2e. Planning and funding are connected to outcomes and supports, not programs. **Emerging Practices in Individual Budgets** 8a. People control their budget allocations. 8b. Individual budgets are both fair and ample. 8c. Budget, money and	**My Human Security** People are treated fairly. People experience continuity and security. People exercise rights.

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

Ontario Quality Assurance Measures	CQL Basic Assurances®	CQL Person-Centered Excellence	CQL Personal Outcome Measures®
reporting, documentation, and actions that will be taken against those who have allegedly committed abuse. (2) Service agencies shall train all staff and board members on the agency's policies regarding abuse prevention 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.	neglect, mistreatment and exploitation. 4b. People are free from abuse, neglect, mistreatment and exploitation.	available. 4c. People receive information and training. **Quality and Accountability** 7a. Quality management systems are integrated. 7b. Quality of supports is measured.	
Notification of incidents of abuse (1) Service agencies shall have policies related to the notification of those acting on behalf of people receiving	**Protection from Abuse, Neglect, Mistreatment and Exploitation** 4c. The organization implements systems for reviewing and analyzing trends, potential risks and	**Supports and Services** 3a. People have authority to direct supports and services. 3b. Supports are flexible. 3c. Support options are accessible.	**My Human Security** People are safe. People are free from abuse and neglect.

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

Ontario Quality Assurance Measures	CQL Basic Assurances®	CQL Person-Centered Excellence	CQL 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 or operated premises (1) Services agencies shall have plans and provide training related to fire safety and emergency preparedness. (3) Service agencies will implement policies regarding the maintenance of equipment.	**Safe Environments** 6a. The organization provides individualized safety supports. 6b. The physical environment promotes people's health, safety and independence. 6c. The organization has individualized emergency plans. 6d. Routine inspections ensure that environments are sanitary and hazard free.	**Supports and Services** 3e. Supports are available in an emergency or a crisis.	**My Human Security** People are safe. **My Community** People use their environments.

Ontario Quality Assurance Measures	CQL Basic Assurances®	CQL Person-Centered Excellence	CQL Personal Outcome Measures®
Safety and security of persons with developmental disabilities (1) Service agencies shall have policies and procedures regarding the safety and security of people receiving services. (2) Service agencies shall maintain adequate support staff at a level that is necessary to address the safety, security and well-being of people receiving services.	**Safe Environments** 6a. The organization provides individualized safety supports. 6b. The physical environment promotes people's health, safety and independence. 6c. The organization has individualized emergency plans. 6d. Routine inspections ensure that environments are sanitary and hazard free. **Basic Assurances® System** 10a. The organization monitors Basic Assurances®. 10b. A comprehensive plan describes the methods and procedures for monitoring.	**Supports and Services** 3e. Supports are available in an emergency or a crisis.	**My Human Security** People are safe. People experience continuity and security. **My Relationships** People are connected to natural support networks.
Human resource practices (1) Service agencies shall implement policies and procedures regarding orientation for staff and volunteers. (2) Service agencies will check references and police records for all new staff members. (3) References and police records will be checked for	**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.	**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.	**My Human Security** People are respected. People experience continuity and security. **My Choices** People choose services.

Ontario Quality Assurance Measures	CQL Basic Assurances®	CQL Person-Centered Excellence	CQL Personal Outcome Measures®
those volunteers and board members that have direct contact with people supported. (4) Service agencies shall have written protocols with their local police services to ensure that the type of information 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.	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.	5e. Advocacy efforts promote fair and affordable provider rates and responsive payment systems.	
Service records (1) Service agencies shall maintain service records for each person served. (2) Service records shall include the person's	**Positive Services and Supports** 8a. People's individual plans lead to person-centered and person-directed services and supports.	**Quality and Accountability** 7e. Personal information remains confidential.	**My Human Security** People experience continuity and security. **My Relationships** People decide when to share personal information.

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

QUALITY ASSURANCE MEASURES: BEHAVIOUR INTERVENTION STRATEGIES

Ontario Quality Assurance Measures	CQL Basic Assurances®	CQL Person-Centered Excellence	CQL Personal Outcome Measures®
General behaviour intervention strategies, training (1) Service agencies shall implement policies and 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.	**Positive Services and Supports** 8c. The organization provides positive behavioral supports to people.	**Supports and Services** 3e. Supports are available in an emergency or crisis.	**My Human Security** People are treated fairly. People are respected.
Behaviour support plan (1) Behaviour support plans shall be developed for people requiring behaviour supports.	**Positive Services and Supports** 8a. People's individual plans lead to person-centered and person-directed services and	**Supports and Services** 3e. Supports are available in an emergency or crisis.	**My Human Security** People are treated fairly. People are respected.

Ontario Quality Assurance Measures	CQL Basic Assurances®	CQL Person-Centered Excellence	CQL Personal Outcome Measures®
(2) Behaviour support plans will outline positive intervention strategies, and where appropriate, intrusive interventions, and how the 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.	supports. 8b. The organization provides continuous and consistent services and supports for each person.		
Behaviour intervention, strategies and policies and procedures (1) Service agencies will implement policies and procedures regarding behaviour supports. (2) Behaviour supports and interventions shall be utilized	**Positive Services and Supports** 8c. The organization provides positive behavioral supports to people. 8d. The organization treats people with psychoactive medications for mental health needs consistent with national	**Supports and Services** 3e. Supports are available in an emergency or crisis.	**My Human Security** People are treated fairly. People are respected.

Ontario Quality Assurance Measures	CQL Basic Assurances®	CQL Person-Centered Excellence	CQL Personal Outcome Measures®
as outlined in the person's behaviour support plan. (3) Service agencies shall implement policies and procedures regarding the use of behaviour supports by volunteers.	standards of care. 8e. People are free from unnecessary, intrusive interventions.		
Use of intrusive behaviour Intervention (1) Service agencies shall ensure that behaviour intervention is used solely to 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.	**Positive Services and Supports** 8e. People are free from unnecessary, intrusive interventions	**Supports and Services** 3e. Supports are available in an emergency or crisis.	**My Human Security** People are treated fairly. People are respected.

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

QUALITY ASSURANCE MEASURES: RESIDENTIAL SERVICES AND SUPPORTS

Ontario Quality Assurance Measures	CQL Basic Assurances®	CQL Person-Centered Excellence	CQL Personal Outcome Measures®
Supporting the well-being of the person, general (1) Service agencies shall provide assistance for medical and dental appointments. (2) Medication administration records will be maintained for people receiving services. (3) People receiving services shall be provided with information, as appropriate, in the areas of medication, nutrition, hygiene, fitness, sexual health, behavioural supports, self-esteem and well-being, communication and developing relationships.	**Dignity and Respect** 2a. People are treated as people first. 2b. The organization respects people's concerns and responds accordingly. **Safe Environments** 6b. The physical environment promotes people's health, safety and independence. **Continuity and Personal Security** 9a. The organization's mission, vision and values promote attainment of personal outcomes. 9c. Business, administrative and support functions promote personal outcomes.	**Person-Centered Assessment and Discovery** 1a. People feel welcomed and heard. 1b. People have authority to plan and pursue their own vision. **Person-Centered Planning** 2a. Planning is person-centered. 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.	**My Human Security** People are safe. People have the best possible health. People are respected. People experience continuity and security. **My Community** People interact with other members of the community. **My Relationships** People have intimate relationships. People have friends. **My Choices** People choose services.
Supporting the well-being of the person, policies and procedures	**Dignity and Respect** 2a. People are treated as people first. 2b. The organization respects	**Governance** 6a. Organization mission, vision and values address person-centered supports.	**My Human Security** People are safe. People have the best possible health.

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

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

QUALITY ASSURANCE MEASURES: WITH RESPECT TO APPLICATION ENTITIES

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

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

Ontario Quality Assurance Measures	CQL Basic Assurances®	CQL Person-Centered Excellence	CQL Personal Outcome Measures®
(3) Application entities shall have a zero-tolerance policy regarding abuse. (4) If an application entity 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.	mistreatment and exploitation, and injuries of unknown origin and deaths. 4d. Support staff know how to prevent, detect and report allegations of abuse, neglect, mistreatment and exploitation. 4e. The organization ensures objective, prompt and thorough investigations of 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 Quality Assurance Measures	CQL Basic Assurances®	CQL Person-Centered Excellence	CQL 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 abuse (1) Application entities shall have policies related to the notification of those acting on behalf of people receiving services when alleged abuse has occurred. (2) Policies related to notification shall require that consent will be obtained from the person served if that person is able to provide consent.	**Protection from Abuse, Neglect, Mistreatment and Exploitation** 4e. The organization ensures objective, prompt and thorough investigations of 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.	**Supports and Services** 3a. People have authority to direct supports and services. 3b. Supports are flexible. 3c. Support options are accessible. 3d. People manage supports and providers. 3e. Supports are available in an emergency or a crisis. 3f. People can identify personal champion(s). **Community Connection** 4b. Peer support/mentoring is available. 4c. People receive information and training. **Quality and Accountability** 7a. Quality management systems are integrated. 7b. Quality of supports is measured.	**My Human Security** People are safe. People are free from abuse and neglect.
Confidentiality and privacy	**Dignity and Respect**	**Quality and Accountability**	**My Relationships**

Ontario Quality Assurance Measures	CQL Basic Assurances®	CQL Person-Centered Excellence	CQL Personal Outcome Measures®
(1) Application entities shall have policies and procedures 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.	2c. People have privacy.	7e. Personal information remains confidential.	People decide when to share personal information
Safety around entity owned or operated premises (1) Application entities shall have plans and provide training related to fire safety and emergency preparedness. (3) Application entities will implement policies regarding the maintenance of equipment.	**Safe Environments** 6a. The organization provides individualized safety supports. 6b. The physical environment promotes people's health, safety and independence. 6c. The organization has individualized emergency plans. 6d. Routine inspections ensure that environments are sanitary	**Quality and Accountability** 7a. Quality management systems are integrated. 7b. Quality of supports is measured.	**My Human Security** People are safe. **My Community** People use their environments.

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

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

REFERENCE LINKS

Ontario Regulation 299/10: Quality Assurance Measures: https://www.ontario.ca/laws/regulation/100299

Ontario Ministry of Community and Social Services: Developmental Services:
http://www.mcss.gov.on.ca/en/mcss/programs/developmental/

The Council on Quality and Leadership: https://c-q-l.org/