

7.2 PERSONAL SERVICE PLANNING

Overview:

The funder and the Burnaby Association for Community Inclusion are responsible for coordinating the Personal Service Planning Meeting. The 'PSP', which is led by BACI, the funder or a member of the person's network, occurs on an annual basis through collaboration with family, friends, support staff, and professional support people.

BACI has a contractual obligation to work in partnership with the funder in order to complete Personal Service Plans. It is also bound by a commitment to the people we serve to provide high quality support. To this end, BACI, in partnership with the funder, has designed a process that articulates the multiple aspects of Personal Service Planning and delineates who is responsible to initiate and complete them.

The Personal Service Planning Process:

Information Gathering – BACI to complete 'Guidelines for Planning'

The Personal Service Plan – BACI, funder, friends or family / Facilitate / Document

Creating the Service Response Plan – BACI to complete in collaboration with other support team members

Implementation – Responsibilities as outlined in the PSP

Monitoring and Review – Family and/or funder responsible to provide external monitoring and review; BACI responsible for internal monitoring and review.

Burnaby Association for Community Inclusion - Roles and Responsibilities:

Information Gathering:

When BACI initiates Personal Service Planning, it is the Association's responsibility to gather relevant information (including relevant medical, psychological, and social information and information regarding previous services) to bring to, and share at, the Personal Service Planning Meeting. Employees will follow BACI's 'Guidelines for Planning'.

Service Response Planning:

The Personal Service Planning Meeting will result in a number of short- and long-term goals. It is the responsibility of BACI employees to create action plans, known as Service Response Plans in order to address each of the goals for which the Association is responsible. The creation of the Service Response Plans is a collaborative process and could include the person, family, friends, and other professionals. Employees will follow the 'Guidelines for Service Response Planning'.

Implementation:

Once Service Response Plans have been created, it is BACI's responsibility to ensure that these plans are implemented.

Monitoring and Review:

BACI shares responsibility with the family and funder for monitoring and reviewing the Personal Service Plans. BACI will monitor through its internal 'Personal Service Monitoring Process' and the funder will monitor through its external monitoring processes.