

## 9. Levels of Support and Monitoring

- (a) Each person in Spectrum's services will have written guidelines regarding the level of support and monitoring they require. Spectrum personnel (employees, volunteers and subcontractors) will be expected to adhere to these guidelines at all times. Any changes to an individual's level of support or monitoring requirements will be reviewed by the coordinator and documented on the Service Plan.
- (b) Unless otherwise stated in the guidelines, Spectrum personnel will ensure that individuals are in their visual and/or hearing range at all times.
- (c) Spectrum personnel will endeavour to ensure that individuals are treated with fairness and respect when in the community. Personnel will report to the Supervisor any instances of mistreatment of individuals served by members of the community.
- (d) For individuals who require assistance with mobility, physical support or personal care, written guidelines will be developed in consultation with the individual and appropriate professional supports that address:
  - i. Assessment of the individual's level of independence and specific support needs;
  - ii. Consideration of the individual's privacy and bodily autonomy;
  - iii. Any mobility or personal care aids, equipment, environmental controls or adaptations;
  - iv. Specific support strategies for staff to follow (eg task analysis);
  - v. Staff training requirements, and who will provide the training;
  - vi. Safety of the individual and staff;
  - vii. Adherence to Spectrum policies and procedures, CLBC and WorkSafe guidelines;
  - viii. Process for monitoring and review of support strategies.

Any changes to the support or monitoring required by an individual for mobility, physical support or personal care will be reviewed by the supervisor before being implemented by Spectrum personnel.

### **Natural supports:**

The purpose of staff support is to augment and enhance natural supports, not replace them. The Society promotes the use of natural supports to enhance the quality of life of persons served. Natural supports include family, friends, and unpaid others who play a significant role in offering support to the individual.

### **Remote support:**

Unless otherwise approved, staff support to individuals will be provided in person.

Remote support refers to providing support to an individual remotely rather than in person, via phone, texting, videoconferencing or other similar technologies. Use of remote support as an

alternative to in person support must be clearly defined in the Service Plan and approved in advance by the person, the funder and Spectrum's Executive Director.

**Technology monitoring:**

Any monitoring of an individual's activities using technology devices must be approved in advance by the person or their representative and by Spectrum's privacy officer. This includes the use of locative devices (tracking technologies, GPS), video recording or audio recording devices.

Prior to any monitoring technology being implemented, a privacy impact assessment will be completed. The privacy impact assessment will document the rationale for the use of the device, parameters for its use, how information will be safeguarded, and consent of the individual and any legal decision-makers. Staff who are implementing the technology will be fully trained on its use prior to implementation.