



Policy & Procedure Manual

HEALTH PROMOTION R-IV-6

POLICY:

OPTIONS northwest will ensure that all people supported receive public health information and information related to their well-being as required or requested. In order to assist each person make informed decisions about their health, information must be provided in a language, manner and with a level of support individualized to each person's needs and wants.

PURPOSE:

1. To educate and support the well-being of all individuals.
2. To assist each person to make informed decisions about their health.
3. To comply with regulations 299/10.

PROCEDURE:

1. Staff will assist people supported to identify their health priorities and encourage and empower them to become advocates and active participants in their own health. As desired by the individual, the person acting on their behalf will be made aware of the issues affecting their well-being.
2. All information provided will be in a language, manner and with a level of support appropriate to each person. See Appendix A for some tips when speaking to a person with communication challenges.
3. Individuals are encouraged to obtain information or support from a health professional to address health issues they face. Some examples are listed below:
 - a. Smoking;
 - b. Excessive Alcohol Use;
 - c. Drug Use;
 - d. Gambling Addiction;
 - e. Mental Health.



POLICY: R-IV-6
DEPARTMENT: Personal Support Services
CATEGORY: Health Monitoring and Promotion
EFFECTIVE DATE: April 2015
SUPERSEDES VERSION DATED: N/A
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4. Information, as applicable and appropriate, will be provided to all individuals with respect to:
- a. Diet and Nutrition;
 - b. Prescription and Non-Prescription Medications
 - c. Personal Hygiene;
 - d. Personal Fitness;
 - e. Sexual Health;
 - f. Personal Well-being;
 - g. Self-esteem;
 - h. Behaviour that May Pose a Threat (to the person's health, safety or well-being);
 - i. Communication skills;
 - j. Developing Relationships;
 - k. Culture;
 - l. Religion.

A binder will be available at each location containing information related to several of the above topics in an easy to read format which can be used to educate people supported.

5. Depending on the individual and their health priorities, documentation of supports required and provided for health promotion (i.e. Self-Advocacy, General Health, Medication, Nutrition, Fitness etc.) will be done in the following places:
- a. Individual Support Plan (ISP)
 - b. Annual Support Plan (ASP)
 - c. Progress notes in Personal Binder.

RECOMMENDED BY: Director, Personal Support Services

APPENDICES: 1

OPERATIONAL ACCOUNTABILITY: Administration, Personal Support Services
Administration, Personal Support Services

ORIGINAL POLICY DATE: April 2015

AUTHORIZED BY: Director, Personal Support Services

SIGNATURE:

Communicating with a Person with a Developmental Disability

Everyone communicates in different ways. Some ways people communicate include the following.

- Speech (speech may be unclear)
- Body Language and Facial Expressions
- Gestures (i.e. wave to signal goodbye)
- Pointing or looking at objects or people
- Sign Language (i.e. American Sign Language, Langue des signes Québécoise, Signed Exact English, or Adapted Sign Language)
- Writing, typing or drawing
- Spelling on a letter board, usually custom made
- Pointing to pictures, symbols, or written words on a communication display, usually custom made
- Using a communication device, usually obtained through an augmentative or alternative communication clinic

Consider the following tips when speaking to a person with communication challenges.

- Use simple, direct language – keep sentences short and sweet
- Provide extra time for the individual to understand what you have said or asked
- Repeat your instructions – speak directions one step at a time
- Write down key words or use pictures to highlight key points
- Ensure sensory needs and adaptive aids (i.e. hearing aids, etc.) are available and in working order
- If the person uses an augmentative/alternative system to communicate (i.e. picture boards, speech generating systems, etc.) ensure it is available
- Keep background distractions to a minimum
- Gain the person's attention by asking them to look and listen to you
- Speak directly to the person with a developmental disability, even if they have a support person with them
- Wait for the person to respond – this may take several minutes
- Ask yes/no question and give options whenever possible
- Ask if the person has understood what you have said
- Ask the person how they prefer to communicate
- Speak naturally and clearly, using your normal tone, volume, and rate of speech
- Face the person so that you can pick up their visual cues (i.e. body language, facial expressions, gestures, etc.)

