

PATHWAYS ABILITIES SOCIETY

PROCEDURE: SUPPORT PROTOCOLS

Applies to: All Personnel, Persons Served, Families, Advocates and Caregivers

Original Effective Date: December 10, 2007

Effective Date: March 12, 2025

Replaces Procedure Dated: December 2, 2024

1. The entrance and annual Individual Service Plan (ISP) process identifies if a person requires a protocol(s) or if they already have protocol(s) in place.
2. Individuals beginning service provide the Community Placement Developer (CPD) with any protocol(s) they have in place.
3. If during the entrance process it is determined protocols need to be developed based on health or behavioral needs, the CPD informs the LPN for health or behavioral related needs, and/or a Behavioural Lead for behavioral related needs.
4. Depending on the type of protocol, the LPN or Behavioural Lead(s) may:
 - Give the individual or the individual's support network a Pathways' protocol form to take to the appropriate health professional to complete.
 - Request a referral from Health Services for Community Living so that the appropriate health professional can develop an appropriate protocol.
 - If behavioral support is required, request a referral from CLBC for behavioral support services.
 - If it is within the scope of practice of the LPN or Behavioural Lead, design the appropriate protocol with input from the individual and/or the individual's support network.
5. The CPD uploads the protocol(s) to the individual's ShareVision site and files the protocol(s) in the appropriate section of the person's binder.
6. Each area supervisor receives an email alert each time a new protocol has been uploaded for an individual in that service area. The area supervisor then updates the appropriate Support Protocol Orientation Checklist (located on the server > Data > Supervisors > Support Protocol Orientation).
7. The area supervisor, manager, or LPN orientates all appropriate staff to the protocol(s) and ensures they have a comprehensive understanding of what is required. They track the orientation and subsequent reviews in the Protocol Review Log in ShareVision.
8. Staff know and apply each individual's protocol(s) while supporting them.
9. Staff adhere to any reporting requirements outlined in an individual's protocol(s) as required, and as outlined in the protocol(s).

10. Protocols are reviewed at an individual's annual ISP meeting. If a protocol changes or is updated prior to the ISP, the person and/or their support network are required to provide Pathways with a copy.

11. The CPD in conjunction with the area supervisor(s), manager(s), LPN, or Behavioural Lead(s) ensures the protocols are current, uploaded to ShareVision, maintained in the appropriate section of the binder, and are being applied correctly.

12. In the months of November and May, the LPN schedules a meeting of the key staff working with individuals who have behavioral support protocol and or plans to review strategies and responses.